



CITY GOVERNMENT OF BUTUAN

CITIZEN'S CHARTER
2025 (1st Edition)



**CITY AGRICULTURE AND VETERINARY
DEPARTMENT**

CITIZEN'S CHARTER
2025 (1st Edition)



I. Mandate:

The City Agriculture and Veterinary Department (CAVD) shall perform the following functions:

1. Formulate measures for approval by the Sanguniang Panlungsod and provide technical assistance and support to the Mayor in implementing these measures, ensuring the effective delivery of basic services and the provision of adequate facilities related to agricultural services for the general welfare of the populace;
2. Develop plans and strategies, and upon approval by the Mayor, implement the same, particularly those pertaining to agricultural and veterinary programs and projects that the Mayor is authorized to implement and that the Sangguniang Panlungsod is empowered to provide for under this Ordinance;
3. Ensure that maximum assistance and access to resources in the production, processing and marketing of agricultural and aqua-cultural and marine products are extended to farmers, fishermen, and local entrepreneurs;
4. Conduct, or cause to be conducted, location-specific agricultural research, and assist in making available appropriate technologies arising therefrom, as well as in disseminating information on basic research on crops, the prevention and control of plant and animal diseases and pests, and other agricultural matters that will maximize productivity;
5. Establish and operate technology demonstration farms to enable farmers to replicate best available farming technologies, and provide advisory and extension services to farmers and fisherfolk to optimize production and income;
6. Advise the Mayor on all matters pertaining to the slaughter of animals for human consumption and the regulation and supervision of slaughterhouses;
7. Enforce laws, rules and regulations relating to agriculture, aqua-culture, and prevention of cruelty to animals;
8. Regulate the keeping of domestic animals and inspect poultry, and dairy products for public consumption;
9. Coordinate with government agencies and non-governmental organizations that promote agricultural productivity through appropriate technology compatible with environmental integrity;
10. Be at the forefront of the delivery of basic agricultural and veterinary-related services, particularly during outbreaks of highly contagious and deadly diseases, and in providing essential services necessary for the survival of inhabitants during and in the aftermath of man-made and natural disasters;
11. Recommend to the Sangguniang Panlungsod and advise the Mayor on all other matters related to agriculture and aquaculture which will improve the livelihood and living conditions of the inhabitants; and on all other matters relative to veterinary services which will increase the number and improve the quality of livestock, poultry and other domestic animals used for work and human consumption.

II. Vision:

“Lagsik nga Dakbayan, Himsog nga Agrikultura”.

III. Mission:

To uplift the economic well-being of the people by ensuring sufficient and stable agricultural resources for food security, while promoting healthy and sustainable production in crops, livestock, poultry, fisheries, meat, and meat by-products, and safeguarding public safety, public health, and overall animal health.

IV. Service Pledge:

We, the City Agriculture and Veterinary Department, commit to carrying out our mandate to the best of our abilities by providing timely, appropriate, and responsive agricultural, fishery and veterinary services to the people of Butuan.

As professional public servants, we shall uphold integrity, promote teamwork and resourcefulness, embrace innovation and live simply and ethically.

Above all, we commit to being accountable at all times to the people we serve.

ENGR. PIERRE ANTHONY D. JOVEN
City Agriculturist, City Agriculture and Veterinary Department

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**CITY AGRICULTURE AND VETERINARY
DEPARTMENT**

EXTERNAL SERVICES

Adoption/Redemption of Impounded Stray Dogs and Cats

This service is provided to those who shall claim their impounded dogs/cats and those who wish to adopt animals that have been captured.

Office or Division:	City Agriculture and Veterinary Department (CAVD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Adoptee, claimant/owners of impounded dogs/cats in Butuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>For Adoption:</i>				
Valid ID (1 original)	Client			
Approved Claim and Adoption Request Form (CARF) of Adopter (1 original)	Butuan City Animal Pound Center			
Official Receipt of Adoption Fee (1 original)	City Treasury Department (CTD) – windows 3 or 4			
Approved Sign-in Agreement for Adoption Form (SAAF) of Adopter (1 original)	Butuan City Animal Pound Center			
<i>For Redemption:</i>				
Valid ID (1 original)	Client			
Pet Registration Form (1 original)	Private Veterinary Clinic / City Agriculture and Veterinary Department – Plant and Animal Health Division			
Approved Claim and Adoption Request Form (CARF) of claimants (1 original)	Butuan City Animal Pound Center			
Official Receipt of Redemption Fee (1 original)	City Treasury Department (CTD) – windows 3 or 4			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the valid ID and supporting documents	1.1 Interview the client and check supporting documents for their claim and intention	None	3 Minutes	<i>Pound Keeper I, City Agriculture and Veterinary Department</i>
2. Fill-out the Claim and Adoption Request Form (CARF)	2.1 Sign/Approve the CARF	None	1 Minute	<i>Pound Keeper I, City Agriculture and Veterinary Department</i>
	2.2 Issue payment Slip	None	5 Minutes	<i>Pound Keeper I, City Agriculture and Veterinary Department</i>
	2.3 Advise client to pay the fee at the	None	2 Minutes	<i>Pound Keeper I,</i>

	City Treasury Department			City Agriculture and Veterinary Department
3. Pay the Adoption/Redemption fee at the City Treasury Department	3.1 Issue Official Receipt (OR)	Please see table below for the fees	1 Minute	<i>Local Revenue Collection Officer I, City Treasury Department</i>
4. Return to Animal Pound Center and present the Official Receipt for Adoption/Redemption	4.1 Prepare the Sign-in agreement for Adoption	None	2 Minutes	<i>Pound Keeper I, City Agriculture and Veterinary Department</i>
	4.2 Verify supporting documents for disposition of the animal such as: <i>For Adoption:</i> 1. Valid ID of Adopter 1. Approved CARF of Adopter 2. Official Receipt of Adoption Fee 4. Approved SAAF of Adopter <i>For Redemption:</i> 1. Valid ID of claimants 2. Pet Registration Form 3. Approved CARF of claimants 4. Official Receipt of Redemption Fee	None	10 Minutes	<i>Pound Keeper I, City Agriculture and Veterinary Department</i>
	4.3 Release impounded animal	None	5 Minutes	<i>Pound Keeper I, City Agriculture and Veterinary Department</i>
5. Fill-out the Client Satisfaction Measurement Questionnaire (CSMQ)	5.1 Receive and check the CSQM if completely filled-out	None	1 Minute	<i>Pound Keeper I, City Agriculture and Veterinary Department</i>
TOTAL		Please see table below for the fees	30 Minutes	

Covered under SP Ordinance No. 5751-2018, "An Ordinance Creating Guidelines for the Establishment and Maintenance of Butuan City Animal Pound Center, Providing Structures, Fees and Penalties Thereof, and for other Purposes"

**For the adoption and redemption of impounded dogs, the following rates shall be imposed:*

PARTICULARS	FEES TO BE PAID
Adoption Fee	PHP 200/head
Redemption Fee	PHP 500/head plus Php 100 per day after 24 hours from date of impounding

Animal Genetic Improvement Services (Cattle and Carabao Artificial Insemination) - For Barangay request

This service aims to upgrade the quality of cattle and carabao in Butuan City. It is a breeding method that accelerates genetic improvement and enhances livestock production. It outlines the necessary steps to ensure the efficient and high-quality delivery of AI services to clients, particularly cattle and carabao raisers in the city.

Office or Division:	City Agriculture and Veterinary Department (CAVD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Livestock Raisers (Cattle and Carabao owners) in Butuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request duly signed by the Barangay Captain (1 original)		Barangay Hall – Barangay Captain		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the Office of the City Mayor thru City Agriculture and Veterinary Department	1.1 Receive and record the letter request	None	2 Minutes	<i>Administrative Officer II, City Agriculture and Veterinary Department</i>
	1.2 Endorse the letter request to the Department Head for approval	None	1 Minute	<i>Administrative Officer II, City Agriculture and Veterinary Department</i>
	1.3 Forward the approved letter request to the Agri-Resource Management Division (ARMD) for scheduling	None	5 Minutes	<i>Administrative Officer II, City Agriculture and Veterinary Department</i>
2. Wait for the feedback/ response from the Agriculture and Veterinary Department - ARMD	2.1 Review the details of the request (schedule, venue, etc.)	None	30 Minutes	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	2.2 Inform the requesting party on the status of their request	None	10 Minutes	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>

3. Inform the constituents of the activity and prepare the venues	3.1 Prepare logistics and inform the involved personnel.	None	2 Hours	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
4. Assist CAVD personnel during the activity	4.1 Conduct artificial insemination services	None	10 Minutes	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	4.2 Advise the client for proper care and management of the animal	None	3 Minutes	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	4.3 Give-out the Client Satisfaction Measurement Questionnaire to client for the service to be rated	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
5. Fill-out the Client Satisfaction Measurement Questionnaire (CSMQ)	5.1 Receive and check the CSMQ if completely filled-out	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
TOTAL		None	3 Hours, 3 Minutes (excluding travel time)	

Animal Genetic Improvement Services (Cattle and Carabao Artificial Insemination) - For Clients thru phone call

This service aims to upgrade the quality of cattle and carabao in Butuan City. It is a breeding method that accelerates genetic improvement and enhances livestock production. It outlines the necessary steps to ensure the efficient and high-quality delivery of AI services to clients, particularly cattle and carabao raisers in the city.

Office or Division:	City Agriculture and Veterinary Department (CAVD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Livestock Raisers (Cattle and Carabao owners) in Butuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registry System for Basic Sectors in Agriculture (RSBSA) Form(1 original)		AI Technician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for AI service thru phone call and provide necessary information to the AI Technician	1.1 Receive client request and record the details in the request form/logbook	None	5 Minutes	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
	1.2 Proceed to the client's location	None	Depends on the location	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
2. Wait for the arrival of technician and then present the animal to the AI Technician (at the client's place)	2.1 Check and evaluate the animal.	None	1 Hour, 10 Minutes	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
	2.2 Perform AI if the animal is in-heat.	None	30 Minutes	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
	2.3 Release the animal and advise the client for proper care and management	None	5 Minutes	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>

	2.4 Give contact number to client and advise him/her to report to AI technician if the animal undergoes "re-heat" for the next service	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
	2.5 Give-out the Client Satisfaction Measurement Questionnaire to client for the service to be rated	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
3. Fill-out the Client Satisfaction Measurement Questionnaire (CSMQ)	3.1 Receive and check the CSMQ if completely filled-out	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
TOTAL		None	1 Hour, 53 Minutes	

Animal Genetic Improvement Services (Cattle and Carabao Artificial Insemination) - For Walk-in Clients

This service aims to upgrade the quality of cattle and carabao in Butuan City. Artificial Insemination (AI) is a breeding method that accelerates genetic improvement and enhances livestock production. It outlines the necessary steps to ensure the efficient and high-quality delivery of AI services to clients, particularly cattle and carabao raisers in the city.

Office or Division:	City Agriculture and Veterinary Department (CAVD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Livestock Raisers (Cattle and Carabao owners) in Butuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registry System for Basic Sectors in Agriculture (RSBSA) Form (1 original)		City Agriculture and Veterinary Department – Public Assistance and Complaints Desk Officer (PACDO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Agriculture and Veterinary Department	1.1 Advise the client to fill-out the logbook for his/her information and purpose of visit and then proceed to Agri-Resource Management Division (ARMD) once done	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
	1.2 Get the information of the client and animal and record them in the Large Ruminant AI Service Request Form (LRAISRF)	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
	1.3 Endorse the client to the Veterinarian for initial interview and assessment	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
2. Provide other necessary	2.1 Evaluate the status of the animal	None	2 Minutes	<i>Public Services Officer III, City Agriculture and</i>

information to the Veterinarian	based on its historical record			Veterinary Department
	2.2 Inform the client to wait at their residence for the conduct of Artificial Insemination (AI) in case the animal passed the initial assessment. Otherwise, advise the client to properly monitor the signs of heat for the next cycle	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	2.3 Advise the deployment of AI Technician	None	2 Minutes	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
3. Wait for the arrival of the technician and then present the animal to the AI Technician (at the client's place)	3.1 Further check and evaluate the animal.	None	1 Hour, 10 Minutes	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
	3.2 Perform AI if the animal is in-heat.	None	30 Minutes	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
	3.3 Release the animal and advise the client for proper care and management	None	5 Minutes	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
	3.4 Give contact number to client and advise him/her to report to AI technician if the animal undergoes "re-heat" for the next service	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
	3.5 Give-out the Client Satisfaction	None	1 Minute	<i>Public Services Officer I, City</i>

	Measurement Questionnaire to client for the service to be rated			Agriculture and Veterinary Department
4. Fill-out the Client Satisfaction Measurement Questionnaire (CSMQ)	4.1 Receive and check the CSMQ if completely filled-out	None	1 Minute	<i>Public Services Officer I</i> , City Agriculture and Veterinary Department
TOTAL		None	1 Hour, 56 Minutes (excluding travel time)	

**Animal Genetic Improvement Services (Swine Artificial Insemination)
- For Walk-in Clients at the City Agriculture and Veterinary Department**

This service is provided to upgrade the quality of swine in Butuan City. Artificial Insemination is a breeding method that accelerates genetic improvement and increases production of swine in accordance with SP Ordinance No. 2011-95 *Swine Artificial Breeding Fund*.

Office or Division:	City Agriculture and Veterinary Department (CAVD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Livestock Raisers (Swine owners) in Butuan City and neighboring municipalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (1 original)		City Treasury Department (CTD) – windows 3 or 4		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Agriculture and Veterinary Department	1.1 Get the information of the client and animal and record them in the Swine AI Service Request Form (SAISRF)	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
	1.2 Endorse the client to the Veterinarian for initial interview and assessment	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
2. Provide other necessary information to the Veterinarian	2.1 Evaluate the status of the animal based on its historical record	None	5 Minutes	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	2.2 Issue Order of payment for AI service to the client (if client is outside Butuan City)	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
3. Pay the AI service fee to the City Treasury Department	3.1 Issue official receipt	Please see table below for the fees.	1 Minute	<i>Local Revenue Collection Officer I, City Treasury Department</i>
4. Present the OR to the City Agriculture	4.1 Check and record the OR	None	2 Minutes	<i>Public Services Officer III, City</i>

and Veterinary Department – Veterinarian				Agriculture and Veterinary Department
	4.2 Inform the client to wait at their residence for the conduct of Artificial Insemination (AI)	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	4.3 Advise the deployment of AI Technician	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
5. Wait for the arrival of technician and then present the animal to the AI Technician (at the client's place)	5.1 Further check and evaluate the animal.	None	1 Hour, 10 Minutes	<i>Livestock Inspector I, City Agriculture and Veterinary Department</i>
	5.2 Perform AI if the animal is in-heat.	None	30 Minutes	<i>Livestock Inspector I, City Agriculture and Veterinary Department</i>
	5.3 Release the animal and advise the client for proper care and management.	None	5 Minutes	<i>Livestock Inspector I, City Agriculture and Veterinary Department</i>
	5.4 Give contact number to client and advise him/her to report to AI technician if the animal undergoes "re-heat" for the next service	None	2 Minutes	<i>Livestock Inspector I, City Agriculture and Veterinary Department</i>
	5.5 Give-out the Client Satisfaction Measurement Questionnaire to client for the service to be rated	None	1 Minute	<i>Livestock Inspector I, City Agriculture and Veterinary Department</i>
6. Fill-out the Client Satisfaction Measurement Questionnaire (CSMQ)	6. Receive and check the CSMQ if completely filled-out	None	1 Minute	<i>Livestock Inspector I, City Agriculture and Veterinary Department</i>
TOTAL		Please see	2 Hours, 2 Minutes	

		table below for the fees	(excluding travel time)	
<i>In case the animal impregnated and farrowed</i>				
1. Inform the AI Technician that details of the farrowing	1.1 Monitor and issue Order of payment slip for the AI Service rendered after the animal has farrowed:	None	30 Minutes	<i>Livestock Inspector I, City Agriculture and Veterinary Department</i>
	1.2 Advise client to pay the actual fee at the City Treasury Department	None	1 Minute	<i>Livestock Inspector I, City Agriculture and Veterinary Department</i>
2. Proceed to the City Treasury Department and pay the actual fee. Return back to the Swine Semen Processing Center and present the Official Receipt.	2.1 Record the payment made in the monitoring logbook	Please see table below for the fees.	1 Minute	<i>Livestock Inspector I, City Agriculture and Veterinary Department</i>
TOTAL		Please see table below for the fees	32 Minutes	
<i>In case the animal undergoes "reheat"</i>				
1. Report to AI technician if the animal undergoes "re-heat" for the next service	1.1 Perform AI if the animal is in-heat.	None	30 Minutes	<i>Livestock Inspector I, City Agriculture and Veterinary Department</i>
	1.2. Release the animal and advise the client for proper care and management.	None	5 Minutes	<i>Livestock Inspector I, City Agriculture and Veterinary Department</i>
	1.3 Give contact number to client and advise him/her to	None	2 Minutes	<i>Livestock Inspector I,</i>

	report to AI technician if the animal undergoes “re-heat” for the next service			City Agriculture and Veterinary Department
	1.4 Give-out the Client Satisfaction Measurement Questionnaire to client for the service to be rated	None	1 Minute	Livestock Inspector I, City Agriculture and Veterinary Department
2. Fill-out the Client Satisfaction Measurement Questionnaire (CSMQ)	2.1 Receive and check the CSMQ if completely filled-out	None	1 Minute	Livestock Inspector I, City Agriculture and Veterinary Department
TOTAL		None	39 Minutes (excluding travel time)	

Covered under SP Ordinance 16-008-2024 “Revenue Code of Butuan City”.

**For AI Servicing in Butuan City (in case the animal impregnated and farrowed, the following rates shall be imposed:*

FEES TO BE PAID	
In case the sow farrows five (5) live piglets and below, only payable upon weaning or 45 days after farrowing	PHP1,500 shall be paid in cash. No payment in kind (piglet) shall be made by the client.
6 heads and above piglets farrowed	PHP 2,500 shall be paid in cash. If the client opts not to pay the actual fee, he/she can provide 1 piglet as payment instead, preferably biggest female piglet

**For AI Servicing outside Butuan City, the following rates shall be imposed:*

LOCATION	FEES TO BE PAID
Buenavista	PHP 2,800
Nasipit	PHP 3,000
Carmen	PHP 3,200
RTR	PHP 2,800
Cabadbaran	PHP 3,200
Sibagat	PHP 3,200

** For clients requesting to avail of semen only, the following rate shall be imposed:*

FEES TO BE PAID
PHP 2,000 for every two (2) squeezer bottles of preserved semen and two (2) insemination catheters

Animal Genetic Improvement Services (Swine Artificial Insemination) - For Walk-in Clients at the Swine Semen Processing Center

This service is provided to upgrade the quality of swine in Butuan City. Artificial Insemination is a breeding method that accelerates genetic improvement and increases production of swine in accordance with SP Ordinance No. 2011-95 *Swine Artificial Breeding Fund*.

Office or Division:	City Agriculture and Veterinary Department (CAVD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Livestock Raisers (Swine owners) in Butuan City and neighboring municipalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (1 original)		City Treasury Department (CTD) – windows 3 or 4		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Swine Semen Processing Center	1.1 Get the information of the client and animal and record them in the Swine AI Service Request Form (SAISRF)	None	1 Minute	<i>Livestock Inspector I, City Agriculture and Veterinary Department</i>
	1.2 Endorse the client to the AI Technician for initial interview and assessment	None	1 Minute	<i>Livestock Inspector I, City Agriculture and Veterinary Department</i>
2. Provide other necessary information to the Veterinarian	2.1 Evaluate the status of the animal based on its historical record	None	5 Minutes	<i>Livestock Inspector I, City Agriculture and Veterinary Department</i>
	2.2 Issue Order of payment for AI service fee to the client (if client is outside Butuan City)	None	1 Minute	<i>Livestock Inspector I, City Agriculture and Veterinary Department</i>
3. Pay the AI service fee to the City Treasury Department	3.1 Issue official receipt	Please see table below for the fees.	1 Minute	<i>Local Revenue Collection Officer I, City Treasury Department</i>
4. Present the OR to the Swine Semen	4.1 Check and record the OR	None	10 Minutes	<i>Livestock Inspector I, City Agriculture and</i>

Processing Center- AI Technician				Veterinary Department
	4.2 Inform the client to wait at their residence for the conduct of Artificial Insemination (AI)	None	1 Minute	<i>Livestock Inspector I,</i> City Agriculture and Veterinary Department
	4.3 Proceed to client's place	None	1 Hour	<i>Livestock Inspector I,</i> City Agriculture and Veterinary Department
5. Wait for the arrival of technician and then present the animal to the AI Technician (at the client's place)	5.1 Further check and evaluate the animal.	None	10 Minutes	<i>Livestock Inspector I,</i> City Agriculture and Veterinary Department
	5.2 Perform AI if the animal is in-heat.	None	30 Minutes	<i>Livestock Inspector I,</i> City Agriculture and Veterinary Department
	5.3 Release the animal and advise the client for proper care and management	None	5 Minutes	<i>Livestock Inspector I,</i> City Agriculture and Veterinary Department
	5.4 Give contact number to client and advise him/her to report to AI technician if the animal undergoes "re-heat" for the next service	None	2 Minutes	<i>Livestock Inspector I,</i> City Agriculture and Veterinary Department
	5.5 Give-out the Client Satisfaction Measurement Questionnaire to client for the service to be rated	None	1 Minute	<i>Livestock Inspector I,</i> City Agriculture and Veterinary Department
6. Fill-out the Client Satisfaction Measurement Questionnaire (CSMQ)	6.1 Receive and check the CSMQ if completely filled-out	None	1 Minute	<i>Livestock Inspector I,</i> City Agriculture and Veterinary Department
TOTAL		Please see table	2 Hours, 9 Minutes	

		below for the fees.		
<i>In case the animal impregnated and farrowed</i>				
1. Inform the AI Technician that details of the farrowing	1.1 Monitor and issue Order of payment slip for the AI Service rendered after the animal has farrowed:	None	30 Minutes	<i>Livestock Inspector I, City Agriculture and Veterinary Department</i>
	1.2 Advise client to pay the actual fee at the City Treasury Department	None	1 Minute	<i>Livestock Inspector I, City Agriculture and Veterinary Department</i>
2. Proceed to the City Treasury Department and pay the actual fee. Return back to the Swine Semen Processing Center and present the Official Receipt.	2.1 Record the payment made in the monitoring logbook	Please see table below for the fees.	1 Minute	<i>Livestock Inspector I, City Agriculture and Veterinary Department</i>
TOTAL		Please see table below for the fees.	32 Minutes	
<i>In case the animal undergoes "reheat"</i>				
1. Report to AI technician if the animal undergoes "re-heat" for the next service	1.1 Perform AI if the animal is in-heat.	None	30 Minutes	<i>Livestock Inspector I, City Agriculture and Veterinary Department</i>
	1.2. Release the animal and advise the client for proper care and management.	None	5 Minutes	<i>Livestock Inspector I, City Agriculture and Veterinary Department</i>
	1.3 Give contact number to client and advise him/her to report to AI	None	2 Minutes	<i>Livestock Inspector I,</i>

	technician if the animal undergoes “re-heat” for the next service			City Agriculture and Veterinary Department
	1.4 Give-out the Client Satisfaction Measurement Questionnaire to client for the service to be rated	None	1 Minute	<i>Livestock Inspector I</i> , City Agriculture and Veterinary Department
2. Fill-out the Client Satisfaction Measurement Questionnaire (CSMQ)	2.1 Receive and check the CSMQ if completely filled-out	None	1 Minute	<i>Livestock Inspector I</i> , City Agriculture and Veterinary Department
TOTAL		None	39 Minutes (excluding travel time)	

Covered under SP Ordinance 16-008-2024 “Revenue Code of Butuan City”.

**For AI Servicing in Butuan City (in case the animal impregnated and farrowed, the following rates shall be imposed:*

FEES TO BE PAID	
In case the sow farrows five (5) live piglets and below, only payable upon weaning or 45 days after farrowing	PHP1,500 shall be paid in cash. No payment in kind (piglet) shall be made by the client.
6 heads and above piglets farrowed	PHP 2,500 shall be paid in cash. If the client opts not to pay the actual fee, he/she can provide 1 piglet as payment instead, preferably biggest female piglet

**For AI Servicing outside Butuan City, the following rates shall be imposed:*

LOCATION	FEES TO BE PAID
Buenavista	PHP 2,800
Nasipit	PHP 3,000
Carmen	PHP 3,200
RTR	PHP 2,800
Cabadbaran	PHP 3,200
Sibagat	PHP 3,200

** For clients requesting to avail of semen only, the following rate shall be imposed:*

FEES TO BE PAID
PHP 2,000 for every two (2) squeezer bottles of preserved semen and two (2) insemination catheters

Anti-Rabies Vaccination - For Barangay & Homeowner's request

This service is provided to ensure that all animals within the territorial jurisdiction of Butuan City are vaccinated in accordance with the Local Government Code Section 489, Republic Act no. 9842 "The Anti-Rabies Act of 2007" and SP Ordinance No.3818-2011 "Butuan City Anti-Rabies Ordinance of 2011". In all cases, the vaccination of animals shall be performed by a duly licensed Veterinarian or a well-trained Animal Technician.

Office or Division:	City Agriculture and Veterinary Department (CAVD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may avail:	Dog/cat owners in Butuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request duly signed by the Barangay Captain (1 original); or		Barangay Hall – Barangay Captain		
Letter Request duly signed by the President/chairperson of the Homeowner's Association/organization noted by the concerned Barangay Captain (1 original)		Homeowner's Association – President; Barangay Hall – Barangay Captain		
The following information must be reflected in the letter request: <ul style="list-style-type: none"> a. Contact person b. Contact number c. Proposed schedule and venue 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the Office of the City Mayor thru City Agriculture and Veterinary Department	1.1 Receive and record the letter request	None	2 Minutes	<i>Administrative Officer II, City Agriculture and Veterinary Department</i>
	1.2 Endorse the letter request to the Department Head for approval	None	1 Minute	<i>Administrative Officer II, City Agriculture and Veterinary Department</i>
	1.3 Forward the approved letter request to the Plant and Animal Health Division for scheduling	None	5 Minutes	<i>Administrative Officer II, City Agriculture and Veterinary Department</i>

2. Wait for the feedback/response from the City Agriculture and Veterinary Department	2.1 Review the details of the request (schedule, venue, etc.)	None	50 Minutes	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	2.2 Inform the requesting party on the status of their request	None	10 Minutes	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
3. Inform the pet-owners of the activity and prepare the venues	3.1 Prepare logistics and inform the involved personnel	None	2 Hours	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
4. Assist CAVD personnel during the activity	4. Conduct Anti-Rabies vaccination services	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	4.1 Advise the client for proper care and management of the animal	None	2 Minutes	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	4.2 Give-out the Client Satisfaction Measurement Questionnaire to client for the service to be rated	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
5. Fill-out the Client Satisfaction Measurement Questionnaire (CSMQ)	5.1 Receive and check the CSQM if completely filled-out	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
TOTAL		None	3 Hours, 13 Minutes	

Anti-Rabies Vaccination - *For Walk-in clients*

This service is provided to ensure that all animals within the territorial jurisdiction of Butuan City are vaccinated in accordance with the Local Government Code Section 489, Republic Act no. 9842 “The Anti-Rabies Act of 2007” and SP Ordinance No.3818-2011 “Butuan City Anti-Rabies Ordinance of 2011”. In all cases, the vaccination of animals shall be performed by a duly licensed Veterinarian or a well-trained Animal Technician.

Office or Division:	City Agriculture and Veterinary Department (CAVD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Dog/cat owners in Butuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID (1 original)		Client		
Vaccination card, if available (1 original)		Private Veterinary Clinic / City Agriculture and Veterinary Department – Plant and Animal Health Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Agriculture and Veterinary Department	1.1 Advise the client to fill-out the logbook for his/her information and purpose of visit and then proceed to Plant and Animal Health Division (PAHD) once done	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
2. Present valid ID	2.1 Get the information of the client and animal and record them in the Rabies Vaccination Form A (RVF-A)	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
	2.2 Endorse the client to the Veterinarian/Animal Technician for interview and assessment	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
3. Present the animal to the Veterinarian/Animal Technician along	3.1 Interview the client and assess the status of the animal based on its	None	1 Minute	<i>Public Services Officer III, City Agriculture and</i>

with the Vaccination Card, if available	clinical signs and symptoms and the historical record			Veterinary Department
4. Assist the Veterinarian/Animal Technician in the administration of the vaccine	4.1 Administer Anti-Rabies Vaccine to the animal	None	30 Seconds/ Animal	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	4.2 Release the animal along with the Certificate of Rabies Vaccination as proof of vaccination	None	30 Seconds/ Animal	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
5. Take back the animal	5.1 Advise the client for proper care and management of the animal	None	1 Minute/ Animal	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	5.2 Give-out the Client Satisfaction Measurement Questionnaire to client for the service to be rated	None	1 Minute/ Animal	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
6. Fill-out the Client Satisfaction Measurement Questionnaire (CSMQ)	6. Receive and check the CSMQ if completely filled-out	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
TOTAL		None	9 Minutes	

Crop Production Support Services

This refers to services extended to farmers' groups in accessing high-quality seeds, fertilizers and other farm inputs to augment the direct needs of the farmers.

Office or Division:	City Agriculture and Veterinary Department (CAVD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Local Farmers in Butuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registry System for Basic Sectors in Agriculture (RSBSA) Form (1 original)		City Agriculture and Veterinary Department – Public Assistance and Complaints Desk Officer (PACDO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Agriculture and Veterinary Department	1.1 Get the information of the client and record it in the Logbook	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
	1.2 Endorse the client to the Agricultural Extension Workers	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
2. Present the RSBSA Form (client copy) to the Agricultural Extension Worker	2.1 Interview and evaluate the client's request	None	10 Minutes	<i>Agriculturist I, City Agriculture and Veterinary Department</i>
	2.2 Release the items requested by the client (if available)	None	5 Minutes	<i>Public Services Officer II, City Agriculture and Veterinary Department</i>
3. Fill-out the Client Satisfaction Measurement Questionnaire (CSMQ)	3.1 Receive and check the CSMQ if completely filled-out	None	1 Minute	<i>Public Services Officer II, City Agriculture and Veterinary Department</i>
TOTAL		None	18 Minutes	

Dog and Cat Castration/Spay Services - For Barangay request

The Butuan City Spay and Neuter Program is a proactive public health and animal welfare initiative designed to humanely manage the stray animal population while fostering responsible pet ownership across the city. Through targeted veterinary services and community outreach, the program aims to reduce overpopulation, prevent disease transmission, and promote a culture of care and accountability among pet owners.

Office or Division:	City Agriculture and Veterinary Department (CAVD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Dog/cat owners in Butuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Letter Request duly signed by the Barangay Captain (1 original); or</p> <p>The following information must be reflected in the letter request:</p> <ol style="list-style-type: none"> Contact person Contact number Proposed schedule and venue <p><i>Note: The animal must be vaccinated with Anti-Rabies prior to surgery</i></p>		<p>Private Veterinary Clinic / City Agriculture and Veterinary Department – Plant and Animal Health Division; Barangay Hall – Barangay Captain</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the Office of the City Mayor thru City Agriculture and Veterinary Department	1.1 Receive and record the letter request	None	2 Minutes	<i>Administrative Officer II, City Agriculture and Veterinary Department</i>
	1.2 Endorse the letter request to the Department Head for approval/action	None	10 Minutes	<i>Administrative Officer II, City Agriculture and Veterinary Department</i>
	1.3 Forward the approved letter request to the Veterinarian/Animal Technician for scheduling	None	3 Minutes	<i>Administrative Officer II, City Agriculture and Veterinary Department</i>

2. Wait for the feedback/response from the City Agriculture and Veterinary Department	2.1 Review the details of the request (schedule, venue, etc.)	None	45 Minutes	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	2.2 Inform the requesting party on the status of their request	None	15 Minutes	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
3. Enlist pet owners who will avail the services and prepare the venue	3.1 Prepare logistics and inform the involved personnel.	None	1 Hour	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
4. Assist the CAVD personnel during the activity	4.1 Conduct castration services	None	20 Minutes	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	4.2 Advise the client for proper care and management of the animal	None	4 Minutes	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	4.3 Give-out the Client Satisfaction Measurement Questionnaire to client for the service to be rated	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
5. Fill-out the Client Satisfaction Measurement Questionnaire (CSMQ)	5.1 Receive and check the CSMQ if completely filled-out	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
TOTAL		None	2 Hours, 41 Minutes	

Dog and Cat Castration/Spay Services - *For Walk-in clients*

The Butuan City Spay and Neuter Program is a proactive public health and animal welfare initiative designed to humanely manage the stray animal population while fostering responsible pet ownership across the city. Through targeted veterinary services and community outreach, the program aims to reduce overpopulation, prevent disease transmission, and promote a culture of care and accountability among pet owners.

Office or Division:	City Agriculture and Veterinary Department (CAVD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Dog/cat owners in Butuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID (1 original)		Client		
Vaccination card, if available (1 original)		Private Veterinary Clinic / City Agriculture and Veterinary Department – Plant and Animal Health Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Booking of Reservation</i>				
1. Proceed to the City Agriculture and Veterinary Department	1.1 Advise the client to fill-out the logbook for his/her information and purpose of visit and then proceed to Plant and Animal Health Division (PAHD) once done	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
2. Present the valid ID	2.1 Get the information of the client and animal, and record them in the Spay and Neuter Reservation List Form (SANRLF)	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
	2.2 Endorse the client to the Veterinarian/Animal Technician	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
3. Provide necessary information to the Veterinarian	3.1 Interview, assess, scheduling and provide drug	None	10 Minutes	<i>Public Services Officer III, City Agriculture and</i>

	prescription for surgery			Veterinary Department
4. Purchase the prescribed drugs and wait for the scheduled surgery	-none-			
<i>During the scheduled surgery</i>				
1. Bring the animal and prescribed drugs/supplies to the City Agriculture and Veterinary Department	1.1 Check and validate the filled SANRL form	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	1.2 Further evaluate the animal	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
2. Fill-out the waiver form	2.1 Receive the filled waiver form	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	2.2 Induction of anesthesia and perform surgery to the animal	None	25 Minutes/ Animal	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	2.3 Release the animal	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
3. Take back the animal	3.1 Advise the client for post-operative care of the animal	None	4 Minutes	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	3.2 Give-out the Client Satisfaction and Feedback Form to client for the service to be rated	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
4. Fill-out the Client Satisfaction Measurement Questionnaire (CSMQ)	4.1 Receive and check the CSMQ if completely filled-out	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>

TOTAL	None	48 Minutes	
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Farm Mechanization Services (Harrowing Services)

This service is provided to help local farmers in availing harrowing services to improve the soil structure of their farm at a very affordable cost and to increase work productivity in accordance with SP Ordinance No. 4261-2013 “An ordinance further amending SP Ordinance No. 2069-1996, entitled “An ordinance prescribing the implementing guidelines on Farm Mechanization Program under a conditional deed of sale, as amended by the SP Ordinance No. 2528-2004, and for other purposes”.

Office or Division:	City Agriculture and Veterinary Department (CAVD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Local Farmers in Butuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (OR) - (1 original)		City Treasury Department (CTD) - windows 3 or 4		
Fuel (30L/hectare)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Agriculture and Veterinary Department	1.1 Get the information of the client and record it in the Logbook	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
	1.2 Endorse the client to the Administrative Officer for an interview	None	5 Minutes	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
	1.3 Issue Request Form	None	1 Minute	<i>Administrative Officer II, City Agriculture and Veterinary Department</i>
	1.4 Issue Payment Slip	None	1 Minute	<i>Administrative Officer II, City Agriculture and Veterinary Department</i>
2. Proceed to City Treasury Department for the payment of Farm Tractor Service	2.1 Issue Official Receipt (OR)	PHP 800	1 Minute	<i>Local Revenue Collector Officer I, City Treasury Department</i>
3. Present the OR and receive a	3.1 Check and record the OR	None	1 Minute	<i>Administrative Officer II, City</i>

schedule for the Farm Tractor Service				Agriculture and Veterinary Department
4. Client provides fuel for the Farm Tractor	4.1 Inform client that farm operator will proceed to the client's farm	30L/ha.	5 Minutes	<i>Administrative Officer, City Agriculture and Veterinary Department</i>
5. Wait for the arrival of the Farm Tractor Operator (at the client's farm)	5.1 Proceed to the farmers field		2Hours, 30 Minutes/ Hectare	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
6. Fill-out the Client Satisfaction Measurement Questionnaire (CSMQ)	6.1 Receive and check the CSMQ if completely filled-out	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
TOTAL		PHP800	2 Hours, 46 Minutes (excluding travel time)	

Covered under SP Ordinance No. 4261-2013 "An ordinance further amending SP Ordinance No. 2069-1996, entitled "An ordinance prescribing the implementing guidelines on Farm Mechanization Program under a conditional deed of sale, as amended by the SP Ordinance No. 2528-2004, and for other purposes".

Impounding of Stray Dogs and Cats Services - For Barangay request

This service is provided to collect stray dogs and cats in barangays in order to control the proliferation of stray animals thereby reducing the risk of spreading diseases such as rabies as well as reducing motor accidents in the city, in reference to SP Ordinance No. 5751-2018, "An Ordinance Creating Guidelines for the Establishment and Maintenance of Butuan City Animal Pound Center, Providing Structures, Fees and Penalties Thereof, and for other Purposes".

Office or Division:	City Agriculture and Veterinary Department (CAVD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Dog/cat owners; Barangays and Homeowners Associations in Butuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request duly signed by the Barangay Captain (1 original)		Barangay Hall – Barangay Captain		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the Office of the City Mayor thru City Agriculture and Veterinary Department	1.1 Receive and record the letter request	None	2 Minutes	<i>Administrative Officer II, City Agriculture and Veterinary Department</i>
	1.2 Forward the request to Department head for approval/disapproval	None	10 Minutes	<i>Administrative Officer II, City Agriculture and Veterinary Department</i>
2. Wait for the feedback/action from the City Agriculture and Veterinary Department	2. Review the request (for approval/disapproval) <i>*If approved, transmit the request to Animal Pound Center – Impounding team and inform the requesting party *If disapproved, transmit response letter to the requesting party</i>	None	5 Minutes	<i>City Agriculturist, City Agriculture and Veterinary Department</i>
	2.1 Perform actual conduct of dog/cat catching activities	None	3 Hours	<i>Pound Keeper I,</i>

	and transport them to Animal Pound Center for keeping and provision of basic animal care			City Agriculture and Veterinary Department
3. Fill-out the Client Satisfaction Measurement Questionnaire (CSMQ)	3.1 Receive and check the CSMQ if completely filled-out	None	1 Minute	<i>Pound Keeper I</i> , City Agriculture and Veterinary Department
TOTAL		None	3 Hours, 18 Minutes	

Impounding of Stray Dogs and Cats Services - For Homeowner's request

This service is provided to collect stray dogs and cats in barangays in order to control the proliferation of stray animals thereby reducing the risk of spreading diseases such as rabies as well as reducing motor accidents in the city, in reference to SP Ordinance No. 5751-2018, "An Ordinance Creating Guidelines for the Establishment and Maintenance of Butuan City Animal Pound Center, Providing Structures, Fees and Penalties Thereof, and for other Purposes".

Office or Division:	City Agriculture and Veterinary Department (CAVD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Dog/cat owners; Barangays and Homeowners Associations in Butuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Letter Request duly signed by the President/chairperson of the Homeowner's Association/organization and duly noted by the concerned Barangay Captain (1 original)</p> <p>The following information must be reflected in the letter request:</p> <ol style="list-style-type: none"> Contact person Contact number Proposed schedule and venue 		Homeowner's Association – President, Barangay Hall – Barangay Captain		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the Office of the City Mayor thru City Agriculture and Veterinary Department	1.1 Receive and record the letter request	None	2 Minutes	<i>Administrative Officer II, City Agriculture and Veterinary Department</i>
	1.2 Forward the request to Department head for approval/disapproval	None	10 Minutes	<i>Administrative Officer II, City Agriculture and Veterinary Department</i>
2. Wait for the feedback/action from the City Agriculture and Veterinary Department	2. Review the request (for approval/disapproval) <i>*If approved, transmit the request</i>	None	5 Minutes	<i>City Agriculturist, City Agriculture and Veterinary Department</i>

	<i>to Animal Pound Center – Impounding team and inform the requesting party *If disapproved, transmit response letter to the requesting party</i>			
	2.1 Perform actual conduct of dog/cat catching activities and transport them to Animal Pound Center for keeping and provision of basic animal care	None	3 Hours	<i>Pound Keeper I, City Agriculture and Veterinary Department</i>
3. Fill-out the Client Satisfaction Measurement Questionnaire (CSMQ)	3.1 Receive and check the CSQM if completely filled-out	None	1 Minute	<i>Pound Keeper I, City Agriculture and Veterinary Department</i>
TOTAL		None	3 Hours, 18 Minutes	

Impounding of Stray Dogs and Cats Services - *For Walk-in/ Individual request*

This service is provided to collect stray dogs and cats in barangays in order to control the proliferation of stray animals thereby reducing the risk of spreading diseases such as rabies as well as reducing motor accidents in the city, in reference to SP Ordinance No. 5751-2018, "An Ordinance Creating Guidelines for the Establishment and Maintenance of Butuan City Animal Pound Center, Providing Structures, Fees and Penalties Thereof, and for other Purposes".

Office or Division:	City Agriculture and Veterinary Department (CAVD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Dog/cat owners; Barangays and Homeowners Associations in Butuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID (1 original)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Agriculture and Veterinary Department	1.1 Advise the client to fill-out the logbook for his/her information and purpose of visit and then proceed to Plant and Animal Health Division (PAHD) once done	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
2. Present the valid ID and sign the Animal Impounding Request Form (AIRF)	2.1 Get the information of the client and animal, and record them in the AIRF	None	2 Minutes	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
	2.2 Endorse the client to the Veterinarian/Pound Keeper	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
3. Provide other necessary information	3.1 Interview the client and forward the request to Department head for approval	None	10 Minutes	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
4. Wait for the feedback/action from the City Agriculture	4.1 Review the request (for approval/disapproval)	None	10 Minutes	<i>City Agriculturist, City Agriculture</i>

and Veterinary Department	<p><i>*If approved, transmit the request to Animal Pound Center – Impounding team and inform the requesting party</i></p> <p><i>*If disapproved, transmit response letter to the requesting party</i></p>			and Veterinary Department
	4.2 Perform actual conduct of dog/cat catching activities and transport them to Animal Pound Center for keeping and provision of basic animal care	None	1 Hour, 50 Minutes	<i>Pound Keeper I, City Agriculture and Veterinary Department</i>
5. Fill-out the Client Satisfaction Measurement Questionnaire (CSMQ)	5.1 Receive and check the CSMQ if completely filled-out	None	1 Minute	<i>Pound Keeper I, City Agriculture and Veterinary Department</i>
TOTAL		None	2 Hours, 15 Minutes	

Issuance of Meat Inspection Certificate (*Slaughterhouse*)

This service is provided to certify that all meat and meat by-products being sold in the market are free from any food-borne diseases and are safe for human consumption in accordance to SP Ordinance No. 6815-2023 “An Ordinance Adopting the Meat Inspection Code of Butuan City, and for other purposes, and Republic Act No. 10536 An Act Amending Republic Act No. 9296. Otherwise known as "The Meat Inspection Code of the Philippines".

Office or Division:	City Agriculture and Veterinary Department (CAVD)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C - Government to Citizen			
Who may avail:	Meat traders, transporters and vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
The client shall present the document below whichever is applicable:				
Barangay Certification and Veterinary Health Certificate– for swine, if within Butuan City (1 original)		Barangay Hall – Barangay Captain; City Agriculture and Veterinary Department – Plant and Animal Health Division;		
Veterinary Health Certificate and Shipping Permit -for swine, if coming from areas outside Butuan City (1 original)		City/Municipal Veterinary Office & Bureau of Animal Industry		
Barangay Certification, Certificate of ownership/Credential and Veterinary Health Certificate – for goat (1 original)		Barangay Hall – Barangay Captain; City Treasury Department; City Agriculture and Veterinary Department – Plant and Animal Health Division		
Barangay Certification, Certificate of ownership/Credential and Veterinary Health Certificate – for cattle and carabao (1 original)		Barangay Hall – Barangay Captain; City Treasury Department; City Agriculture and Veterinary Department – Plant and Animal Health Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the documents and the animal at the City Slaughterhouse	1.1 Validate the documents presented	None	1 Minute	<i>Meat Inspector III, City Agriculture and Veterinary Department</i>
	1.2 Inspect the animal if it coincides with the documents presented	None	1 Minute	<i>Meat Inspector III, City Agriculture and Veterinary Department</i>
2. Bring the animal to the designated	2.1 Conduct ante-mortem inspection to evaluate the animal	None	2 Minutes/ Animal	<i>Meat Inspector III, City Agriculture and</i>

area for weighing and inspection				Veterinary Department
	2.2 Record the details of the client and the animal	None	2 Minutes/ Animal	<i>Meat Inspector III, City Agriculture and Veterinary Department</i>
	2.3 Conduct post-mortem inspection to evaluate the carcass and entrails	None	2 Minutes/ Animal	<i>Meat Inspector III, City Agriculture and Veterinary Department</i>
	2.4 Record the result of post-mortem inspection	None	2 Minutes/ Animal	<i>Meat Inspector III, City Agriculture and Veterinary Department</i>
	2.5 Prepare the Meat Inspection Certificate (MIC)	None	2 Minutes/ Animal	<i>Meat Inspector III, City Agriculture and Veterinary Department</i>
3. Pay the required fees (<i>slaughterhouse fees and meat inspection fees</i>) at the City Slaughterhouse (De Oro AJECC) and wait for the release of the carcass and MIC	3.1 Issue official receipt	Please see table below for the fees	1 Minute/ Client <i>(The release of MIC depends on the schedule of slaughterhouse operation)</i>	<i>Cashier, City Slaughterhouse/ De Oro AJECC</i>
	3.2 Issue Meat Inspection Certificate		1 Minute/ Client	<i>Meat Inspector III, City Agriculture and Veterinary Department</i>
4. Receive the MIC	4.1 Give-out the Client Satisfaction Measurement Questionnaire to client for the service to be rated	None	1 Minute	<i>Meat Inspector III, City Agriculture and Veterinary Department</i>
5. Fill-out the Client Satisfaction Measurement Questionnaire (CSMQ)	5.1 Receive and check the CSMQ if completely filled-out	None	1 Minute	<i>Meat Inspector III, City Agriculture and Veterinary Department</i>
TOTAL		Please see	15 Minutes/ Client	

	table below for the fees	(for 1 animal per client)	
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Covered under City Ordinance No. 6815-2023 “An Ordinance Adopting the Meat Inspection Code of Butuan City, and For Other Purposes”.

**For the meat inspection services, the following rates shall be imposed:*

PARTICULARS	FEES TO BE PAID
Pre-slaughter pen fee	*Pig / Goat / Sheep – PHP 13.31/head *Cattle – PHP 26.62/head *Others – PHP 40.29/head
Slaughter fee	0 to 60 kgs livestock body weight – PHP 135 plus per kilogram excess , to wit: *Pig – PHP 2.40/kilo liveweight *Goat/Sheep – PHP 6.80/kilo liveweight *Cattle – PHP 4.50/kilo carcass weight *Others – PHP 4.29/kilo liveweight
Offal Cleaning fee	*Pig/Goat/Sheep – PHP 23.29/head *Cattle – PHP 130/head *Others – PHP 26.86/head
Carcass Delivery fee	<i>To Mayor Salvador L. Calo Supermarket:</i> PHP 0.25/kg carcass weight <i>To any location:</i> PHP0.25/kg carcass weight per kilometer
Meat Inspection fees	<i>A. Ante-mortem inspection fee</i> *Pig/Goat/Sheep – PHP 13.31/head *Cattle – PHP 24.20/head *Poultry – PHP 0.20/head *Others – PHP 26.86/head <i>B. Post-mortem inspection fee</i> PHP 0.33/kg carcass weight

Livestock Market fees	<p><i>A. Weighing fee</i></p> <p>*Pig/Goat/Sheep – PHP 13.31/head *Cattle – PHP 33.27/head *Poultry – PHP 0.68/head *Others – PHP 33.57/head</p> <p><i>B. Livestock Inspection fee</i></p> <p>*Pig/Goat/Sheep – PHP 13.31/head *Cattle – PHP 33.27/head *Poultry – PHP 0.68/head *Others – PHP 33.57/head</p>
Livestock Genetic Enhancement Support fee	<p>*Pig/Goat/Sheep – PHP 2.66/head *Cattle – PHP 6.65/head *Poultry – PHP 0.68/head *Others – PHP 6.72/head</p>

Issuance of Veterinary Health Certificate

This service is provided to certify that all Animal and Animal by-products for slaughter/transport purposes are apparently healthy after physical examination by a duly licensed Veterinarian.

Office or Division:	City Agriculture and Veterinary Department (CAVD)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen			
Who may avail:	Animal and animal-product transporters in Butuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
The client shall present the document below whichever is applicable: Vaccination Record & Bird Flu Laboratory Result – for chicken, quail, duck and chicken/duck eggs (1 original/photocopy)		Private Veterinary Clinic /City Agriculture and Veterinary Department – Plant and Animal Health Division; Regional Animal Disease Diagnostic Laboratory/Provincial Agriculture Office		
Rabies Vaccination Record – for dog & cat (1 original)		Private Veterinary Clinic / City Agriculture and Veterinary Department – Plant and Animal Health Division		
Barangay Certification – for swine bound for areas within Butuan City (1 original/photocopy)		Barangay Hall – Barangay Captain		
Barangay Certification & ASF laboratory result– for swine bound for other areas outside Butuan (1 original/photocopy)		Barangay Hall – Barangay Captain; Regional Animal Disease Diagnostic Laboratory/ Provincial Agriculture Office		
Certificate of ownership – for cattle and carabao (1 original/photocopy)		City Treasury Department		
CAE Laboratory Test Result – for goat and its milk (1 original/photocopy)		Regional Animal Disease Diagnostic Laboratory/ Provincial Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Agriculture and Veterinary Department	1.1 Advise the client to fill-out the logbook for his/her information and purpose of visit and then proceed to Plant and Animal Health Division (PAHD) once done	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
	1.2 Get the information of the client and animal,	None	1 Minute	<i>Public Services Officer I, City Agriculture and</i>

	and record them in the logbook			Veterinary Department
	1.3 Endorse the client to the Veterinarian for interview, validation and inspection	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
2. Present the animal to the Veterinarian along with the supporting documents	2.1 Interview the client and validate the supporting documents if complete and authentic	None	3 Minutes	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	2.2 Inspect the animal/animal-product if apparently healthy and showing no signs of contagious or communicable disease	None	6 Minutes	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	2.3 Issue Payment Order	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
3. Pay the fee at the City Treasury Department	3.1 Issue Official Receipt (OR)	PHP 150	1 Minute	<i>Local Revenue Collector or Officer I, City Treasury Department</i>
4. Present the OR and wait for the release of Veterinary Health Certificate (VHC)	4.1 Check and record the OR	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	4.2 Prepare the VHC and photocopy supporting documents	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	4.3 Issue the VHC with the attached supporting documents	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
5. Receive the VHC and supporting documents and sign	5.1 Give-out the Client Satisfaction Measurement	None	1 Minute	<i>Public Services Officer III, City Agriculture and</i>

the logbook for acknowledgement	Questionnaire to client for the service to be rated			Veterinary Department
6. Fill-out the Client Satisfaction Measurement Questionnaire (CSMQ)	6.1 Receive and check the CSMQ if completely filled-out	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
TOTAL		PHP 150	19 Minutes	

Covered under SP Ordinance 16-008-2024 "Revenue Code of Butuan City".

Veterinary Consultation, Treatment and Vaccination Services - For Barangay request

This service is provided to give assistance to pet owners, livestock and poultry raisers with regards to their pets/animals that need medical attention.

Office or Division:	City Agriculture and Veterinary Department (CAVD)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C - Government to Citizen			
Who may avail:	Dog/cat owners, Livestock and Poultry Raisers in Butuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request duly signed by the Barangay Captain (1 original); or		Barangay Hall – Barangay Captain;		
Letter Request duly signed by the President/chairperson of the Homeowner’s Association/organization and duly noted by the concerned Barangay Captain (1 original)		Homeowner’s Association – President, Barangay Hall – Barangay Captain		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the Office of the City Mayor thru City Agriculture and Veterinary Department	1.1 Receive and record the letter request	None	2 Minutes	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
	1.2 Endorse the letter request to the Department Head for approval	None	10 Minutes	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
	1.3 Forward the approved letter request to the Veterinarian/Animal Technician for scheduling	None	10 Minutes	<i>City Agriculturist, City Agriculture and Veterinary Department</i>
2. Wait for the feedback/response from the City Agriculture and Veterinary Department	2.1 Review the details of the request (schedule, venue, etc.)	None	20 Minutes	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	2.2 Inform the requesting party on the status of their request	None	10 Minutes	<i>Public Services Officer III, City Agriculture and</i>

				Veterinary Department
3. Inform the constituents of the activity and prepare the venues	3.1 Prepare logistics and inform the involved personnel.	None	2 Hours	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
4. Assist CAVD personnel during the activity	4.1 Conduct consultation/ treatment/ vaccination services	None	10 Minutes	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	4.2 Advise the client for proper care and management of the animal	None	4 Minutes	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	4.3 Give-out the Client Satisfaction Measurement Questionnaire to client for the service to be rated	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
5. Fill-out the Client Satisfaction Measurement Questionnaire (CSMQ)	5.1 Receive and check the CSQM if completely filled-out	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
TOTAL		None	3 Hours, 8 Minutes	

Veterinary Consultation, Treatment and Vaccination Services - For Walk-in clients

This service is provided to give assistance to pet owners, livestock and poultry raisers with regards to their pets/animals that need medical attention.

Office or Division:	City Agriculture and Veterinary Department (CAVD)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C - Government to Citizen			
Who may avail:	Dog/cat owners, Livestock and Poultry Raisers in Butuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>For Walk-in Clients:</i>		Client		
Valid ID (1 original)				
Pet/Animal Record (if available)		Private Veterinary Clinic / City Agriculture and Veterinary Department – Plant and Animal Health Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Agriculture and Veterinary Department	1.1 Advise the client to fill-out the logbook for his/her information and purpose of visit and then proceed to Plant and Animal Health Division (PAHD) once done	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
2. Present the valid ID	2.1 Get the information of the client and animal and record them in the Animal Health Monitoring Form (AHMF)	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>
	2.2 Endorse the client to the Veterinarian for interview and assessment	None	1 Minute	<i>Public Services Officer I, City Agriculture and Veterinary Department</i>

3. Present the animal to the Veterinarian along with the pet record (if available)	3.1 Interview the client and assess the health status of the animal based on historical record and clinical signs and symptoms	None	7 Minutes	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	3.2 Institute appropriate veterinary intervention for the existing condition of the animal If the client did not bring the animal, the Veterinarian/Livestock Technician shall conduct farm/field visit to perform necessary animal evaluation/treatment /vaccination	None	2 Minutes	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	3.3 Release the animal	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
4. Take back the animal	4.1 Advise the client for proper care and management of the animal	None	4 Minutes	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
	4.2 Give-out the Client Satisfaction and Feedback Form to client for the service to be rated	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
5. Fill-out the Client Satisfaction Measurement Questionnaire (CSMQ)	5.1 Receive and check the CSMQ if completely filled-out	None	1 Minute	<i>Public Services Officer III, City Agriculture and Veterinary Department</i>
TOTAL		None	19 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>For walk-ins: Clients may answer the Client Satisfaction Measurement Questionnaire in the Office lobby and put it in the feedback and complaints dropbox.</p> <p>Other concerns may be coursed through: Email Address: cavd@butuan.gov.ph FB Page: Butuan City Agriculture and Veterinary Department</p> <p>Contact Number: (085) 817-8488/8486</p>
How feedbacks are processed	<p>The ARTA collects, tabulates, compiles, and records all feedback submitted every month. If the feedback requires an answer, the same is forwarded to the relevant department/office and they are required to provide an answer within three (3) days from receipt of the feedback.</p> <p>The action/result shall be relayed to the client.</p>
How to file a complaint	<p>Clients may adequately express their complaints, comments, or suggestions through available various channels, such as:</p> <div style="margin-top: 20px;"> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <p>Visit and talk to our Public Assistance Complaints Desk Officer (PACDO)</p> </div> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <p>Call the landline: <u>(085) 817-8488/8486</u></p> </div> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <p>Write a formal letter addressed to the LCE or Department Head</p> </div> <div style="display: flex; align-items: center; margin-bottom: 10px;"> <p>Email at cavd@butuan.gov.ph</p> </div> <div style="display: flex; align-items: center;"> <p>Message us at our official FB page: Butuan City Agriculture and Veterinary Department</p> </div> </div>
How complaints are processed	Complaints obtained from various channels are processed:

	<p>For walk-ins: The PACDO interviews the client and generates information. It shall conduct an evaluation and assessment of the complaint and provide recommendations thereto immediately from receipt of the complaint.</p> <p>For emails/calls: The Public Assistance Complaints Desk Officer (PACDO) verifies the nature of the complaint and shall endorse it to the concerned personnel/division via email. Upon receiving the reply from the concerned personnel/office, the PACDO then prepares a report on action taken to the complaint within three (3) days from receipt.</p> <p>For social media: The City PIO verifies the nature of the complaint and shall endorse it to the concerned department/division via email. Upon receiving the reply from the concerned department/division, the City PIO then informs the client through social media of the action taken to the complaint within three (3) days from receipt.</p> <p>For Post Mail and 8888: The PACDO shall evaluate the complaint and prepare a report indicating actions taken thereto within seventy-two (72) hours from receipt.</p>
Contact Information	<p>For inquiries and follow-ups, clients may contact thru telephone, email and official FB page.</p> <p>Telephone: 817-8488/8486 Email: cavd@butuan.gov.ph FB Page: Butuan City Agriculture and Veterinary Department</p>

LIST OF OFFICES

Office	Address	Office Contact Information (Email Address / Telephone Number)
CITY AGRICULTURE AND VETERINARY DEPARTMENT(Main)	DOP Bldg., DOP Regional Center, Tiniwisan, Butuan City	Telephone: 817-8488/8486 Mobile: 095175226591 Email: cavd@butuan.gov.ph
SWINE SEMEN PROCESSING CENTER	Purok 8, Taguibo, Butuan City	Mobile: 09981894084
BUTUAN CITY ANIMAL POUND CENTER	Purok 4, Upper Doongan, Butuan City	Mobile: 09502171682
DE ORO AJECC SLAUGHTERHOUSE – Meat Inspector’s Office	Obrero, Butuan City	Mobile: 09498624726