



VISION: *A socioeconomically developed town with empowered people who nurture their heritage and sustainably manage their resources through shared and service-oriented governance*

MISSION: *To create a socioeconomically developed environment through sustainable management of resources and enhancement of people's capabilities for inclusive growth*

CITIZEN'S CHARTER

OFFICE OF THE MUNICIPAL ABATTOIR

FRONTLINE SERVICE : MUNICIPAL ABATTOIR SERVICES

STEP	ACTIVITY/PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	MUNICIPAL ABATTOIR					
1	Request verbally for slaughter services	Interview clients as regards the kind of animals to slaughter (hog,cattle,carabao,goat)	2 min	Animal health certificate. Certificate of Ownership and Certificate of Transfer for large animals (Carabao/Cattle)		M.S. JUSTOL	Municipal Abattoir
2	Request assessment report for payment	Prepare computation of assessment report as per animal slaughter	2 min	Ballpen,calculator,assessment forms and credentials document for large animals		M.S. JUSTOL	Municipal Abattoir
3	Propose/schedule of time and date for slaughtering	Inquire the purpose of butchering (for home consumption or for public consumption)	2 min	For public consumption-Business permit in every Butchers Capitalist		M.S. JUSTOL	Municipal Abattoir
4	Ready/prepare hog/large animals/goat for butchering	Accept the animals for slaughtering and conduct inspection and check the credential documents for large animals	3 min	Inspection tools, butchering accessories, scalding vat, firewood		M.S. JUSTOL	Municipal Abattoir
5	Wait	Start the slaughtering procedure of the livestock	10 min	Butcher's knife, container for blood bleeding		Butchers	Municipal Abattoir
6	Wait	Take out internal organs and conduct postmortem inspection of the carcass and clean the outer and internal parts of the carcass	5 min	Pail/basin for viscera/offal or other internal organs		M.S. JUSTOL Butchers	Municipal Abattoir
7	Wait	Prepare knives and clean inspection accessories	3 min	Knives, hook and inspection table		M.S. JUSTOL	Municipal Abattoir
8	Wait	Weigh and branding the carcass	3 min	Weighing scale with meat bucket, ballpen, calculator, slaughter assessment form, logbook for recording		M.S. JUSTOL	Municipal Abattoir
9	Ask for duplicate copy of assessment form for payment	Furnish duplicate copy of the assessment form to the customer/client and advise to proceed to Office of the Municipal treasurer or Office of the Mercado de Loon Public Market for the issuance of OR.	5 min	Duplicate of assessment form	Per assessment form in every animal slaughtered	M.S. JUSTOL	Municipal Abattoir
10	Pay fees and receive OR	Issue OR to client and receive payment	3 min	Duplicate of assessment forms	As per animals slaughtered	MJ P. AROCHA	MDL,Public Market/MTO
11	Ask a copy of meat inspection certificate of animals slaughtered and present the OR of payment.	Issued meat inspection certificate and check the OR of payments before dispatch the area	2 min	OR, Meat Inspection Certificate		M.S. JUSTOL	Municipal Abattoir
			40 min TOTAL				

For complaints, comments and suggestions please contact:

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