



Republic of the Philippines
 Department of Agriculture
BUREAU OF ANIMAL INDUSTRY
 Visayas Ave., Diliman, Quezon City
GaBAI sa Pag-unlad ng Paghahayupan

MEMORANDUM ORDER

No. 22
 Series of 2020

SUBJECT: THE NATIONAL VETERINARY QUARANTINE SERVICES DIVISION (NVQSD) OPERATIONAL GUIDELINES FOR THE NEW NORMAL

To facilitate the continuous performance of critical regulatory functions of the National Veterinary Quarantine Services Division (NVQSD) while protecting health and safety of our employees and clients under the Modified Enhanced Community Quarantine, General Community Quarantine and Modified General Community Quarantine also known as the “New Normal” amid continuing COVID-19 cases in the country, the following operational guidelines, based on practices that minimize COVID-19 transmission risk in the workplace are hereby issued:

- 1. The processing of frontline services will be done through electronic permitting system whenever possible. The NVQSD will push for automation of its remaining paper-based traditional services to improve its customer services.**

| Frontline Service | Status | Action Plan | Status |
|--|------------------|---|---|
| Issuance of SPS Import Clearance for Dogs and Cats | Online | -- | -- |
| Issuance of SPS Import Clearance for animal products and by-products | | | |
| Issuance of SPS Import Clearance for live animals (except dogs and cats) | | | |
| Issuance of International Veterinary Certificate or Veterinary Health Certificate for export of animal | Manual | <ul style="list-style-type: none"> • Development of Online application platform • NVQSD Booth in the Dome to serve as temporary receiving area of clients; officer of the day to man the said booth | <ul style="list-style-type: none"> • Online application platform is in progress • NVQSD booth already is in place |
| Issuance of Commodity Clearance for export of animal by-products | | | |
| Issuance of Veterinary Health Certificate for export of pets | | | |
| Issuance of local shipping permit for live animals (livestock & poultry) | Online Manual | <ul style="list-style-type: none"> • Nationwide implementation of online SP application • Set-up on-site application kiosks at NVQSD Central Office and Veterinary Quarantine Stations | <ul style="list-style-type: none"> • The website is operational and system-ready for full implementation • On-site kiosk at NVQSD Central Office is available |
| Issuance of local shipping permit for non-commercial shippers (pets, game fowl, wild animals, etc.) | | | |
| Issuance of local shipping permit for Animal Products and By-Products | | | |



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|--|--|--|--|
| | | <ul style="list-style-type: none"> • Launch simplified online SP application system for non-commercial shippers (pets, game fowls, wild animals, etc) | |
|--|--|--|--|

2. Internal or external procedures will be modified, as practicable for operational effectiveness and efficiency.

| Procedure/Services | Action Plan | Status |
|---|---|--|
| Quarantine Site Inspection | Allow Alternative quarantine site inspection process for previously approved farms/facilities with good compliance history (via real-time videocall or submission of recorded videos and notarized undertaking) | Drafting of Memorandum Order with its implementation guidelines is in progress |
| Application for BAI-Accreditation of Commercial Importers and Exporters of live animals | Replace in-person submission of requirements & additional certifications with electronic means | |
| Import Risk Analysis Other Certification requests | Acceptance of request and Release of certificates through electronic means whenever possible | |
| Collection of application & inspection fees | Set-up online payments | Coordinate with Cashier on the feasibility of this action |

3. Enhance public access to information and services of the NVQSD as well as establish internal/external coordination mechanism.

| Area to address | Action Plan | Status |
|--|--|--|
| Public Consultation of proposed regulations | Publication of proposed regulations in NVQSD website | To draft issuance with implementing guidelines |
| | Conduct online public consultation | Creation of internal link in the website for Public consultation |
| General inquiries and specific animal movement concern | Maintain hotlines and create social media page that provide information and support Publish FAQs and general information in the NVQSD website and social media page | Development of information materials is in progress |
| In-person meetings | Use of video conferencing tools for conducting virtual meetings with VQS and other agencies | To explore a more secure alternative tool |

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4. Adoption of health and safety measures recommended by the Civil Service Commission, Department of Health and World Health Organization.

| Action Plan | Status |
|---|---|
| Adopt recommended precautionary measures that must be observed within the workplace | Issuance of memorandum guidance to all NVQSD personnel on the observance of minimum precautionary activities is in progress |
| Designate a focal person to coordinate related information/updates and monitoring of compliance | Memorandum Order on the designation of COVID coordinator is in progress |
| Provide adequate support mechanisms (provide supplies, materials, transport service, accommodation, etc.) | Purchase requests for the procurement of PPEs and other materials already on process |

5. Identify intra-regional or inter-regional veterinary quarantine checkpoints that can be turned over to the DA Regional Field Office or Local Government Units.

| Action Plan | Status |
|--|---|
| Issue Memorandum Order to RVQO to identify and submit list of eligible checkpoints | Drafted Memorandum Order for approval |
| Prepare list of VQC and prepare guidelines, MOA | To be drafted once checkpoints are identified |
| Coordinate with DA-RFO and LGU to work on the transfer of the checkpoints | Lateral coordination is yet to be done |

For the information and guidance of all concerned.



RONNIE D. DOMINGO, DVM, MSc.
Officer-in-Charge, Director

