



# BUREAU OF ANIMAL INDUSTRY

## CITIZEN'S CHARTER

2024



## **I. Mandate:**

Act 3639 -The BAI was created on January 1, 1930 pursuant to Act 3639 to investigate, study and report the cause of dangerous communicable diseases and the means of prevention, and in general, to promote the development of the livestock industries.

Act 3101 of 1923 - Preparation, sell, oversee traffic, shipment and importation of viruses, serum, toxins or analogous products used for treatment of animals;

Republic Act 1071 of 1954 - Regulate the sale of veterinary biologics and medicinal preparations.

Republic Act 1556 as amended by PD 7 - Regulate the manufacture, importation, labeling, advertising and sale of livestock and poultry feeds.

PD 34 section 105(r) - Regulate the granting of tax free importation of breeder animals.

EO No. 338, s. 2001 - Restructure the DA to align its offices and units in implementing its mandates consistent with the AFMA.

RA 8485 or the Animal Welfare Act of 1998 - Promote animal welfare.

RA 10631 - An act amending certain sections of RA 8485 or the Animal Welfare Act of 1998.

RA 9482 or the Anti-Rabies Act of 2007 - Lead in the control and eradication of animal and human rabies.

EO 292 or Administrative Code of 1987

Defined the staff function of BAI such as to:

- a. Formulate programs for the prevention, control and eradication of animal diseases and for the development and expansion of the livestock and poultry industries to meet the growing requirement of the growing populace;

- b. Recommend specific policies and procedures governing the flow of livestock product through the various stages of marketing as well as the proper preservation and inspection of such products;
- c. Coordinate and monitor the activities and projects relating to livestock and allied industries;
- d. Prescribe standards for quality in the manufacture, importation, labeling, advertising, distribution and sale of livestock, poultry and allied industries; and
- e. Recommend plans and programs, policies and regulations to the Secretary of Agriculture and provide technical assistance in the implementation of the same.

## **II. Vision:**

The BAI envisions a “vibrant, globally competitive, welfare-friendly animal industries providing livelihood opportunities and securing livestock and poultry products’ availability, affordability, quality, and safety under a sustainable environment.”

## **III. Mission:**

It is the mission of the Bureau to “make the livestock farmers, in particular, and the farming sector, in general, profitable through the formulation of policies and programs designed to accelerate the industries and the provision of adequate technical services in animal health, feed quality promotion, post-harvest technology and human resource development.

## **IV. Service Pledge:**

We the officials and employees of the Bureau of Animal Industry commit to:

Serve you from Monday to Friday, 8:00 a.m. to 5:00 p.m.;

Provide up to date information on our policies, program, activities and services through our frontline action officers;

Attend to you as soon as you enter the premises of the Bureau of Animal Industry;

Assure that you will be served by authorized personnel with proper identification;

Respond to your complaint about our services soonest or within the day through our complaint and assistance desk and take corrective measures;

Provide courtesy lanes to those with social needs such as differently-abled, pregnant and senior citizens.

All these we pledge because of YOU deserve no less



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# **ANIMAL HEALTH AND WELFARE DIVISION**

## **REGULATORY SERVICES**

## REGISTRATION OF ANIMAL EVENT VETERINARIAN

Registration of Animal Event Veterinarians in compliance with R.A. 8485 as amended by R.A. 10631 (Animal Welfare Act) as detailed in BAI MC No. 17, Series of 2022

<b>Office or Division:</b>	ANIMAL HEALTH AND WELFARE DIVISION (AHWD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	Licensed Veterinarians			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1x1 ID Picture (2 pcs)		c/o Applicant		
2. Photocopy of PRC ID and PTR		c/o Applicant		
3. Filled-out Animal Event Veterinarian Examination		BAI Website (www.bai.gov.ph)		
4. Filled-out RF AHWD-83 Application for Registration of Event Veterinarian		BAI Website (www.bai.gov.ph)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly filled-out application form and required documents including a filled-out Animal Event Veterinarian Examination via email.(animalwelfare.aplication@gmail.com)	1. Evaluate filled-out Application Form and attached documentary requirements	None	10 minutes	<i>Administrative Assistant, Livestock Inspector</i>
None	1.2. Receive and record filled-out application form	None	10 minutes	<i>Administrative Assistant, Livestock Inspector</i>
None	1.3. Check animal show veterinarian examination result	None	1 hour	<i>Administrative Assistant, Livestock Inspector</i>
None	2.Prepare Certificate of Registration	None	30 minutes	<i>Administrative Assistant, Livestock Inspector</i>
None	3.Review and sign for the Approval of Certificate	None	30 minutes	<i>Animal Welfare Unit Head/ AFRS Section</i>

				<i>Head</i>
None	3.1. Sign the Certificate of Registration	None	1.5 hours	<i>BAI Director/ AHWD Chief/ Officer-in-Charge</i>
2. Secure Order of Payment	4. Prepare Order of Payment	Registration Fee -PHP 100.00/year	15 minutes	<i>Accounting Unit</i>
3. Pay corresponding Fee and get Official Receipt	5. Issue Official Receipt	None	15 minutes	<i>Cashier</i>
4. Present Official Receipt and receive Certificate of Registration	6. Release Certificate of Registration	None	10 minutes	<i>Administrative Assistant, Livestock Inspector</i>
			<b>Total: 4 hour and 30 minutes</b>	
<b>END OF TRANSACTION</b>				



## ANIMAL RESEARCH PERMIT

Issuance of Animal Research Permit as per Administrative Order No. 40 (Rules and Regulations on the Conduct of Scientific Procedures Using Animals) in compliance with R.A. 8485 as amended by R.A. 10631 (Animal Welfare Act)

<b>Office or Division:</b>	ANIMAL HEALTH AND WELFARE DIVISION (AHWD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	Any private or government entity (i.e., person, partnership, organization, establishment, firm, cooperative, corporation, association including medical, dental, allied, research, academic and/or scientific institutions) who conducts scientific procedure			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled-out RF AHWD-05 Animal Research Permit Form		BAI Website (www.bai.gov.ph)		
2. Laboratory Facility where the scientific procedure will be conducted should be registered at BAI		BAI Website (www.bai.gov.ph)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly filled-out application form and documentary requirements via email (animalwelfare.application@gmail.com)	1.1. Evaluate filled-out Application Form	None	10 minutes	<i>AHWD Staff</i>
None	1.2. Receive and record filled-out application form and attached documentary requirements	None	10 minutes	<i>Administrative Assistant, Livestock Inspector</i>
None	1.3. Prepare Animal Research Permit	None	15 minutes	<i>Administrative Assistant, Livestock Inspector</i>
None	1.4. Review and Sign for Approval of Clearance	None	30 minutes	<i>Animal Welfare Unit Head/ Animal Facilities Regulation Section Head</i>
None	1.5. Sign for the approval of Animal	None	1.5 hours	<i>BAI Director/ AHWD Chief/</i>

	Research Clearance			<i>Officer-in-Charge</i>
2. Secure Order of Payment	2. Prepare Order of Payment	Application Fee -PHP 100.00/ research	10 minutes	<i>Accounting Unit</i>
3. Pay corresponding fee and get Official Receipt	3. Issue Official Receipt	None	10 minutes	<i>Cashier Unit</i>
4. Present Official Receipt and receive Animal Research Clearance	4. Release Animal Research Clearance	None	10 minutes	<i>Administrative Assistant, Livestock Inspector</i>
			<b>Total: 2 hours and 55 minutes</b>	
<b>END OF TRANSACTION</b>				

## ANIMAL EVENT CLEARANCE

Issuance of Animal Show Permit in compliance with R.A. 8485 as amended by R.A. 10631 (Animal Welfare Act) as detailed in BAI MC No. 17, Series of 2022

<b>Office or Division:</b>	ANIMAL HEALTH AND WELFARE DIVISION (AHWD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	Any person, association, partnership, corporation, cooperative or any government agency or instrumentality who will conduct activities/shows involving live animals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled-out RF-AHWD-01 Animal Event Request Form		BAI Website (www.bai.gov.ph)		
2. Filled-out RF-AHWD-02 Animal Event Veterinarian Agreement Form		BAI Website (www.bai.gov.ph)		
3. Event organizer should be registered with BAI		N/A		
4. Show should be monitored by at least two (2) BAI accredited show veterinarians		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly filled-out application form and attached documentary requirements via email. (animalwelfare.application@gmail.com)	1.1. Evaluate filled out Application Form and attached required documents	None	10 minutes	<i>Administrative Assistant, Livestock Inspector</i>
None	1.2. Receive and record application form and attached documentary requirements	None	10 minutes	<i>Administrative Assistant, Livestock Inspector</i>
None	1.3. Prepare Animal Event Clearance	None	10 minutes	<i>Administrative Assistant, Livestock Inspector</i>
None	1.4. Recommend for Approval of Clearance	None	30 minutes	<i>Animal Welfare Unit Head/ Animal Facilities Regulation Section Head</i>
None	1.5. Sign for the	None	1.5 hours	<i>BAI Director/</i>

	approval of Clearance			<i>AHWD Chief/ Officer-in-Charge</i>
2. Secure Order of Payment	2.Prepare Order of Payment	Permit Fee - PHP 100.00/day	10 minutes	<i>Accounting Unit</i>
3.Pay corresponding fee and get Official Receipt	3. Issue Official Receipt	None	10 minutes	<i>Cashier Unit</i>
4. Present Official Receipt and receive Animal Event Clearance	4. Release Animal Event Clearance	None	10 minutes	<i>Administrative Assistant, Livestock Inspector</i>
			<b>Total :3 hours</b>	
<b>END OF TRANSACTION</b>				

## REGISTRATION OF ANIMAL FACILITIES

Registration of Animal Facilities (production stages) in compliance with R.A. 8485 as amended by R.A. 10631 (Animal Welfare Act), RA 10611 (Food Safety) and Act 3639. The compliance shall satisfy legal and technical requirements, through actual inspection and laboratory testing to determine animal health status, to be certified by the veterinary authority. Supplemental issuances include DA AC No. 4, Series of 2015 and BAI MC No. 19, Series of 2022.

Validity of License to Operate/Certificate: 1 year (Initial) / 3 years (renewal)

<b>Office or Division:</b>	ANIMAL HEALTH AND WELFARE DIVISION (AHWD)	
<b>Classification:</b>	Complex transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government	
<b>Who may avail:</b>	Any person, association, partnership, corporation, cooperative or any government agency or instrumentality establishing, maintaining and operating any types of animal facility or establishment	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Filled-out RF-AHWD-04 Animal Facilities Application Form	BAI Website ( <a href="http://www.bai.gov.ph">www.bai.gov.ph</a> )
	2. 1x1 ID Picture of Owner/General Manager (2 pcs)	c/o Applicant
	3. Photocopy of Mayor's Permit for renewal registration	Respective Local Government Units
	4. Photocopy of Business Name Registration with DTI/SEC/CDA (for private companies)	DTI, SEC or CDA, whichever is applicable
	5. Photocopy of Legal Basis/Ordinance/Citizen's Charter (for government agencies)	Respective government office
	6 Photocopy of Employment Contract or MOA between veterinarian & facility (if applicable)	c/o Facility and facility veterinarian
	7. Photocopy of Animal Welfare Seminar Certificate of Attendance	BAI –AHWD
	8. Photocopy of Location Plan/Sketch of the Establishment	c/o Applicant
	9. Photocopy of Environmental Clearance Certificate (ECC) or Certificate of Non Coverage (CNC), whichever is applicable	DENR – Environmental Management Bureau
	10. Photocopy of Valid PRC License and PTR (current year), and S2 License from PDEA (if	c/o Facility Veterinarian

applicable)	
11. Photocopy of Appropriate wildlife certificate/permit (if applicable)	DENR-Biodiversity Management Bureau

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documentary requirements via email (animalwelfare.application@gmail.com)	1.1. Receive documents, check for completeness and record	None	30 minutes	<i>Administrative Assistant, Livestock Inspector</i>
--None--	1. 2. Review and evaluate application	None	2 hours	<i>Administrative Assistant, Livestock Inspector</i>
2. Ask for schedule of inspection and evaluation of facility	2.1. Schedule the inspection or endorse to DA-RFO for inspection	None	4 hours	<i>Administrative Assistant, Livestock Inspector</i>
--None--	2.2. Inform the applicant of the action taken (schedule or endorsement)		5 minutes	
3. Assist inspectors during inspection of facility of facility and presents relevant documents for compliance to RA 8485, Act 3639 and other BAI existing policies	3.1. Conduct facility inspection, prepare inspection report and inform client of the results of inspection	None	5 working days (downtime and inspection only)	<i>BAI-AHWD Inspectors / DA-RFOs - Regional Animal Welfare Coordinators/ Officers</i>
<p><i>If passed the inspection requirements, proceed to issuance of License to Operate/Certificate.</i></p> <p><i>If the facility is not compliant to Animal Health and Welfare regulations/ provisions, address non-conformances and schedule for re-inspection. If it is still non-compliant after re-inspection, the facility should re-apply.</i></p>				
--None--	3.2. Prepare License to Operate/Certificate of Registration	None	20 minutes	<i>Administrative Assistant, Livestock Inspector</i>
--None--	3.3. Recommend for Approval of License to Operate/Certificate	None	2 hours	<i>Animal Welfare Unit Head/ Animal Facilities Regulation Section</i>

				<i>Head</i>
--None--	3.4 Sign for the approval of License to Operate/ Certificate	None	2 hours	<i>BAI Director/ AHWD Chief/ Officer-in-Charge</i>
4. Receive Order of Payment	4. Prepare Order of Payment	Animal Boarding and Recreation Facility –Initial PHP 300 Renewal PHP 900; Aviary – Initial PHP 500, Renewal PHP 1,500; Canine Facility/ Canine Security – Initial PHP300, Renewal; Cattery/Kennel/ Lab. Animal Facilities//Pet Shops – Initial PHP500, Renewal PHP 1,500; Crocodile Farm – Initial PHP 1,000, Renewal PHP3,000; Grooming Facility – Initial PHP 300, Renewal 900; Hog/Poultry/Cattle/Goat farm – Initial PHP 1,000, Renewal PHP3,000; Monkey Farm – Initial PHP1,000, Renewal PHP3,000; Ostrich Farm – Initial PHP 300, Renewal PHP	15 minutes	<i>Accounting Unit</i>

		<p>900; Pounds/ Shelters – initial PHP 200, Renewal PHP 600</p> <p>Racetrack/ Equestrian Establishment – Initial PHP 500, Renewal PHP 1,500</p> <p>Slaughterhouse /Poultry Dressing Plant – Initial PHP 500, Renewal 1,500</p> <p>Stock Farm/Coral/ Stockyard/Stud Farm – Initial PHP 500, Renewal PHP 1,500</p> <p>Veterinary Hospital/ Vet Clinic – Initial PHP 300, Renewal PHP 900</p> <p>Wildlife Rescue Center – Initial PHP 300, Renewal PHP 900</p> <p>Zoo – Initial PHP 1,000, Renewal PHP 3,000</p> <p>Other related Animal Facilities – Initial PHP 300, Renewal PHP 900</p>		
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5. Pay corresponding fee and get Official Receipt	5. Issue Official Receipt	None	5 minutes	<i>Cashier Unit</i>
6. Present Official Receipt and receive License to Operate/ Certificate of Registration	6. Release License to Operate/ Certificate of Registration	None	10 minutes	<i>Administrative Assistant, Livestock Inspector</i>
			<b>Total: 5 days, 11 hours and 20 minutes</b>	
<b>END OF TRANSACTION</b>				

## ONLINE APPLICATION FOR ANIMAL DISEASE MONITORING COMPLIANCE CERTIFICATE

Act 3639 mandates the BAI to lead the disease surveillance and monitoring, disease prevention and control activities and formulation of policies to ensure better animal health. BAI may issue a policy depending on the disease situation as backed up by research and studies. The compliance shall meet technical requirements, through actual inspection and laboratory testing to determine animal health status, to be certified by the veterinary authority. Supplemental issuances include DA AO No. 5, Series of 2019, BAI MC No. 19, Series of 2022, BAI MC No. 1 and 3, Series of 2024.

Validity of Certificate: 6 months (may change without prior notice)

<b>Office or Division:</b>	ANIMAL HEALTH AND WELFARE DIVISION (AHWD)	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government	
<b>Who may avail:</b>	Livestock and Poultry Owners, all persons who will travel with animals	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Filled-out RF-AHWD-123 ADMC Application Form	AHWD/RFO
	2. Copy of Animal Facility Registration Certificate	c/o Applicant
	3. Inspection Report signed by LGU/DARFO veterinarian	LGU/DARFO/BAI
	4. Copy and Original Laboratory Results (within 1 month from the date of release)  Poultry/Avian Species <ul style="list-style-type: none"> <li>• Avian Influenza</li> <li>• Salmonellosis (for breeders)</li> </ul> Swine (for breeders only) <ul style="list-style-type: none"> <li>• Porcine Reproductive and Respiratory Syndrome</li> <li>• Pseudorabies virus infection</li> <li>• Brucellosis</li> </ul> Cattle (for breeders only) <ul style="list-style-type: none"> <li>• Bovine Tuberculosis</li> <li>• Surra</li> <li>• Brucellosis</li> </ul> Small ruminant (for breeders only) <ul style="list-style-type: none"> <li>• Caprine Arthritis and Encephalitis</li> <li>• Bluetongue virus infection</li> <li>• Paratuberculosis / Johne's Disease</li> <li>• Brucellosis</li> </ul>	Government Laboratories (ADDRL/RADDLs/LGUs), BAI accredited laboratories
	5. Vaccination and Medication program	c/o Applicant

6. Proof of Farm/Facility Biosecurity		c/o Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the online application form and upload all the required documents and photos.	1.1. Online checking of documents, check for completeness and record.  <i>If complete, proceed to the next step. If incomplete, inform the applicant lacking documents and next steps thru email or phone call.</i>	None	30 minutes	<i>Science Research Specialist, Science Research Technician</i>
None	1.2. Verification of the submitted documents and information from the issuing authority.  <i>If the documents and information are verified correct, proceed to the next step. If not, inform the applicant thru email or phone call to re-upload the document/s and/or to correct the incorrect information by editing their response in the online application form.</i>	None	3 working days	<i>Science Research Specialist, Science Research Technician</i>
None	1.3. Conduct Technical review and evaluate application	None	2 hours	<i>Designated Technical Inspector</i>
None	1.4. Encode and print certificate	None	30 minutes	<i>Science Research Specialist, Science Research Technician</i>
None	1.5. Approval of certificate	None	1 hour	<i>AHWD Chief</i>
None	1.6. Affix Dry Seal	None	2 minutes	<i>Science Research Specialist, Science Research Technician</i>
None	1.7. Log received original copy of approved certificate	None	10 minutes	<i>Science Research Specialist, Science Research</i>

	and secure one receiving copy			<i>Technician</i>
2. Receive Approved Certificate/ acknowledge the sent Approved Certificate thru email	2. Release of Approved Certificate/ sending of Approved Certificate thru email	None	20 minutes	<i>Science Research Specialist, Science Research Technician</i>
			<b>Total: 3 days, 4 hours and 32 minutes</b>	
<b>END OF TRANSACTION</b>				

## REGISTRATION OF ANIMAL EVENT ORGANIZER

Issuance of Animal Show Organizer Certificate in compliance with R.A. 8485 as amended by R.A. 10631 (Animal Welfare Act) as detailed in BAI MC No. 17, Series of 2022

<b>Office or Division:</b>	ANIMAL HEALTH AND WELFARE DIVISION (AHWD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	Any person, association, partnership, corporation, cooperative or any government agency or instrumentality who will conduct activities/shows involving live animals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1x1 ID Picture (2 pcs.)		c/o Applicant		
2. Photocopy of Mayor's Permit for renewal registration		Respective Local Government Units		
3. Photocopy of Business Name Registration with DTI/SEC/CDA		DTI,SEC or CDA, whichever is applicable		
4. Legal Basis/Ordinance/ Citizen's Charter (for government agencies)		Respective government office		
5. Filled up RF-AHWD-04 Animal Facilities Application Form		BAI Website / BAI Website (www.bai.gov.ph)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly filled up application form and attached documentary requirements at the BAI website	1.1. Evaluate filled up Application Form and attached required documents	None	10 minutes	<i>Administrative Assistant, Livestock Inspector</i>
None	1.2. Receive and record filled-up application form and attached documentary requirements	None	10 minutes	<i>Administrative Assistant, Livestock Inspector</i>
None	1.3.Prepare Certificate of Registration	None	20 minutes	<i>Administrative Assistant, Livestock Inspector</i>
None	1.4. Review and Sign for Approval of Certificate	None	30 minutes	<i>Animal Welfare Unit Head, Animal Facilities Regulation Section Head</i>

	1.5. Sign for Approval of Certificate	None	1.5 hours	<i>Assistant Director</i>
2. Secure Order of Payment	2. Prepare Order of Payment	Registration Fee -PHP 100.00/year	10 minutes	<i>Accounting Unit</i>
3. Pay corresponding fee and get Official Receipt	3. Issue Official Receipt	None	10 minutes	<i>Cashier Unit</i>
4. Present Official Receipt and receive Certificate of Registration	4. Release Certificate of Registration	None	10 minutes	<i>Administrative Assistant, Livestock Inspector</i>
			<b>Total: 3 hours and 10 minutes</b>	
<b>END OF TRANSACTION</b>				

## SWINE BREEDER FARM CERTIFICATION PROGRAM (SBFAP)

Certification of Swine Breeder Farms under Administrative Order 23 Series of 2005

The compliance shall satisfy legal and technical requirements, through actual inspection and laboratory testing to determine animal health status, to be certified by the veterinary authority.

Validity of Certificate: 2 years

<b>Office or Division:</b>	ANIMAL HEALTH AND WELFARE DIVISION (AHWD)			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Swine Breeder Farms			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled out RF-AHWD-20 SBFAP Application Form		BAI AHWD		
2. Photocopy of Valid Animal Facility Registration		AHWD/DARFO		
3. Photocopy of Animal Disease Monitoring Compliance Certificate		AHWD		
4. Photocopy of Farm Operations Manual		c/o Applicant		
5. Photocopy of Pedigree Record		c/o Applicant		
6. Photocopy of Certificate of Franchise (if applicable)		c/o Applicant		
7. Photocopy of Certificate of source of breeders/genetic material		c/o Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly filled up Application Form and all the requirements needed at BAI Website	1. Review and evaluate filled up application form and requirements needed requirements.	None	1 hour	<i>Science Research Specialist, Admin Assistant</i>
2. Secure Order of Payment at BAI Website	2. Prepare order of payment	None	10 minutes	<i>Science Research Specialist, Admin Assistant</i>
	2.1. Receive order of payment and prepare order of	None	10 minutes	<i>Accounting Staff</i>

	payment (from accounting)			
3. Pay application fee	3. Receive payment and issue official receipt	PHP 500.00	20 minutes	<i>Cashier Staff</i>
4. Get schedule for inspection	4. Coordinate with the Technical Working Group (TWG) for the schedule of farm inspection	None	4 hours	<i>Science Research Specialist</i>
5. Assist the TWG and present the supporting documents during the inspection process	5.1. Conduct actual farm inspection, document evaluation and prepare inspection report	None	5 working days (downtime and inspection only)	<i>SBFAP Technical Working Group</i>
<p><i>If the swine farm passed the inspection, proceed to issuance of Certificate.</i></p> <p><i>If the swine farm is not compliant to the Swine Breeder Farm certification provisions, address non-conformances and schedule for re-inspection. If it is still non-compliant after re-inspection, the facility should re-apply.</i></p>				
None	5.2. Endorsement for Certification and approval of SBFAP Certificate	None	1 day	<i>Division Chief, Assistant Director, BAI Director</i>
None	5.3. Prepare Statement of Account	None	1 hour	<i>Science Research Specialist</i>
6. Secure Order of Payment at BAI Website	6. Prepare order of payment	Nucleus, Independent Multiplier – PHP 50,000.00  Franchise holder of Accredited Nucleus Farm – PHP 25,000.00	40 minutes	<i>Science Research Specialist, Admin Assistant</i>  <i>Accounting Staff</i>
7. Pay Certification Fee	7. Issue official receipt	None	10 minutes	<i>Cashier Staff</i>
8. Present Official Receipt at AHWD and receive the SBFAP	8. Record OR Number and release approve	None	30 minutes	<i>Science Research Specialist, Admin Assistant</i>



certificate	SBFAP Certificate			
			<b>Total: 7 days</b>	
<b>END OF TRANSACTION</b>				

## SMALL RUMINANT BREEDER FARM CERTIFICATION PROGRAM (SRBFAP)

Certification of Small Ruminant Breeder Farms under Administrative Order No. 4 Series of 2007

The compliance shall satisfy legal and technical requirements, through actual inspection and laboratory testing to determine animal health status, to be certified by the veterinary authority.

Validity of Certificate: 3 years

<b>Office or Division:</b>	ANIMAL HEALTH AND WELFARE DIVISION (AHWD)			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	Small Ruminant Breeder Farms  Minimum Requirements: <ul style="list-style-type: none"> <li>• Farm producing <b>purebred animals</b> <ul style="list-style-type: none"> <li>• Minimum of <b>25 females &amp; 1 male</b> per breed</li> </ul> </li> <li>• Farm producing <b>crossbred animals</b> <ul style="list-style-type: none"> <li>• Minimum of <b>25 females &amp; 1 male</b> of two (2) or more distinct breeds</li> </ul> </li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled out RF-AHWD-20 SRBFAP Application Form		BAI AHWD		
2. Photocopy of Valid Animal Facility Registration		AWHD		
3. Photocopy of Animal Disease Monitoring Compliance Certificate		AHWD		
4. Photocopy of Farm Operations Manual		c/o Applicant		
6. Photocopy of Pedigree Record		c/o Applicant		
7. Certificate of Franchise (if applicable)		c/o Applicant		
8. Certificate of source of breeders/genetic material		c/o Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly filled out Application Form and	1. Review and evaluate filled up	None	1 hour	<i>Science Research Specialist, Admin</i>

all the requirements needed at BAI Website	application form and requirements needed			<i>Assistant</i>
2. Secure Order of Payment at BAI Website	2. Prepare order of payment	None	20 minutes	<i>Science Research Specialist, Admin Assistant</i>  <i>Accounting Staff</i>
3. Pay application fee	3. Receive payment and issue official receipt	PHP 500.00	20 minutes	<i>Cashier Staff</i>
4. Get schedule for inspection	4. Coordinate with the Technical Working Group (TWG) for the schedule of farm inspection	None	4 hours	<i>Science Research Specialist</i>
5. Assist the TWG and present the supporting documents during the inspection process	5.1. Conduct actual farm inspection, document evaluation and prepare inspection report	None	5 working days (downtime and inspection only)	<i>SRBFAP Technical Working Group</i>
<p><i>If the sheep or goat farm passed the inspection, proceed to issuance of Certificate.</i></p> <p><i>If the sheep or goat farm is not compliant to the Small Ruminant Breeder Farm certification provisions, address non-conformances and schedule for re-inspection. If it is still non-compliant after re-inspection, the facility should re-apply.</i></p>				
None	5.2. Endorsement for Certification and approval of SRBFAP Certificate	None	1 day	<i>Division Chief, Assistant Director, BAI Director</i>
None	6. Prepare Statement of Account	None	1 hour	<i>Science Research Specialist</i>
6. Secure Order of Payment at BAI Website	6. Prepare initial order of payment	None	40 minutes	<i>Science Research Specialist, Admin Assistant</i>  <i>Accounting Staff</i>
7. Pay Certification Fee	7. Issue official receipt	NEW APPLICANT Registration Fee - PHP 10,000	10 minutes	<i>Cashier Staff</i>

		RENEWAL Registration Fee - PHP 5,000		
8. Present Official Receipt at AHWD and receive the SRBFAP certificate	8.Record OR Number and release approve SRBFAP Certificate	None	30 minutes	<i>Science Research Specialist, Admin Assistant</i>
			<b>Total: 7 days</b>	
<b>END OF TRANSACTION</b>				

## BEEF CATTLE BREEDER FARM CERTIFICATION PROGRAM (BCBFAP)

Accreditation of Beef Cattle Breeder Farms under Administrative Order No. 3 Series of 2007

<b>Office or Division:</b>	ANIMAL HEALTH AND WELFARE DIVISION (AHWD)			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Beef Cattle Farms			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of Valid Animal Facility Registration		AHWD		
2. Photocopy of Valid Animal Disease Compliance Certificate		AHWD		
3. Technical Requirements  <b>NUCLEUS FARM</b> <ul style="list-style-type: none"> <li>• Farm Layout</li> <li>• Pedigree record</li> <li>• Performance record</li> <li>• Certification of vaccination signed by a licensed veterinarian</li> <li>• Certificate of CDMU (for semen used)</li> </ul> <b>MULTIPLIER FARM</b> <ul style="list-style-type: none"> <li>• Farm Layout</li> <li>• Pedigree record of Bulls</li> <li>• Performance data</li> <li>• Certification of vaccination signed by a licensed veterinarian</li> <li>• Certificate of CDMU (for semen used)</li> </ul> <b>COMMERCIAL FARM</b> <ul style="list-style-type: none"> <li>• Farm Layout</li> <li>• Pedigree record of Bulls</li> </ul>		Applicant or Farm Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly filled out Application Form and all the requirements needed at BAI Website	1. Review and evaluate filled up application form and requirements needed	None	1 hour	<i>Science Research Specialist, Admin Assistant</i>

2. Secure Order of Payment at BAI Website	2. Prepare order of payment	None	20 minutes	<i>Science Research Specialist, Admin Assistant</i>  <i>Accounting Staff</i>
3. Pay application fee	3. Receive payment and issue official receipt	PHP 500.00	20 minutes	<i>Cashier Staff</i>
4. Get schedule for inspection	4. Coordinate with the Technical Working Group (TWG) for the schedule of farm inspection	None	4 hours	<i>Science Research Specialist</i>
5. Assist the TWG and present the supporting documents during the inspection process	5.1. Conduct actual farm inspection, document evaluation and prepare inspection report	None	5 working days (downtime and inspection only)	<i>BCBFaP Technical Working Group</i>
<i>If the beef cattle farm passed the inspection, proceed to issuance of Certificate.</i>				
<i>If the beef cattle farm is not compliant to the Beef Cattle Breeder Farm certification provisions, address non-conformances and schedule for re-inspection. If it is still non-compliant after re-inspection, the facility should re-apply.</i>				
None	5.2. Endorsement for Certification and approval of BCBFAP Certificate	None	1 day	<i>Division Chief, Assistant, BAI Director</i>
None	6. Prepare Statement of Account	None	1 hour	<i>Science Research Specialist</i>
6. Secure Order of Payment at BAI Website	6. Prepare initial order of payment	None	40 minutes	<i>Science Research Specialist, Admin Assistant</i>  <i>Accounting Staff</i>
7. Pay Certification Fee	7. Issue official receipt	Application Fee- PHP 500.00  Nucleus- PHP 10,000  Multiplier –	10 minutes	<i>Cashier Staff</i>

		PHP 5,000 Commercial- PHP 2,000		
8. Present Official Receipt at AHWD and receive the BCBFAP certificate	8.Record OR Number and release approve BCBFAP Certificate	None	30 minutes	<i>Science Research Specialist, Admin Assistant</i>
			<b>Total: 7 days</b>	
<b>END OF TRANSACTION</b>				

## GAMEFOWL BREEDER FARM

Accreditation of Gamefowl Breeder Farms under Administrative Order No. 23 Series of 2002

The compliance shall satisfy legal and technical requirements, through actual inspection and laboratory testing to determine animal health status, to be certified by the veterinary authority.

Validity of Certificate: 3 years

<b>Office or Division:</b>	ANIMAL HEALTH AND WELFARE DIVISION (AHWD)			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Gamefowl Breeder Farms  Minimum number of breeders: <ul style="list-style-type: none"> <li>▪ Broodhens -50 heads</li> <li>• Broodcocks -10 heads</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled out Application Form		BAI Website		
2. Photocopy of Valid Animal Facility Registration		AHWD		
3. Photocopy of Animal Disease Monitoring Compliance Certificate		AHWD		
4. Photocopy of Pedigree Record		c/o Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly filled out Application Form and all the requirements needed at BAI Website	1. Review and evaluate filled up application form and requirements needed	None	1 hour	<i>Science Research Specialist, Admin Assistant</i>
2. Get schedule for inspection	2. Coordinate with the Technical Inspectors for the schedule of farm inspection	None	4 hours	<i>Science Research Specialist</i>
3. Assist the technical inspectors and present the supporting documents during the	3.1. Conduct actual farm inspection, document evaluation and	None	5 working days (downtime and inspection only)	<i>Technical Inspectors</i>



inspection process	prepare inspection report			
<p><i>If the gamefowl breeder farm passed the inspection, proceed to issuance of Certificate.</i></p> <p><i>If the gamefowl farm is not compliant to the Gamefowl Breeder Farm certification provisions, address non-conformances and schedule for re-inspection. If it is still non-compliant after re-inspection, the facility should re-apply.</i></p>				
None	3.2. Endorsement for Certification and approval of Certificate	None	1 day	<i>Division Chief, Assistant Director, BAI Director</i>
4. Secure Statement of Account for certification	4.1. Prepare Statement of Account	None	1 hour	<i>Science Research Specialist</i>
None	4.2. Prepare initial order of payment	None	30 minutes	<i>Science Research Specialist, Admin Assistant</i>
None	4.3. Prepare official order of payment	None	10 minutes	<i>Accounting Staff</i>
5. Pay Certification Fee	5. Issue official receipt	NEW / RENEWAL APPLICANT Registration Fee - PHP 3,000	10 minutes	<i>Cashier Staff</i>
6. Present Official Receipt at AHWD and receive the SRBFAP certificate	6. Record OR Number and release approve SRBFAP Certificate	None	30 minutes	<i>Science Research Specialist, Admin Assistant</i>
			<b>Total: 6 days, 7 hours and 20 minutes</b>	
<b>END OF TRANSACTION</b>				

## GOOD ANIMAL HUSBANDRY PRACTICES (GAHP) CERTIFICATION

Applies to Granting, Maintaining and Revoking of GAHP Certificates to Interested Applicants in accordance to Department Circular Number 07 Series of 2017 Rules and Regulations on the Official Certification for Good Animal Husbandry Practices (GAHP), Superseding Administrative Order Number 10 Series of 2008.

<b>Office or Division:</b>	Animal Health and Welfare Division			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	Certification			
<b>Who may avail:</b>	Farm Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Intent		c/o Applicant		
2. Accomplished GAHP Application Form (RF-AHWD-34)		Bureau of Animal Industry – Animal Health and Welfare Division (AHWD) or DA-Regional Field Offices		
3. Farm Organizational Profile		c/o Applicant		
4. Brief Historical Development of the farm		c/o Applicant		
4. Production flowchart		c/o Applicant		
5. Farm Operational Manual		c/o Applicant		
6. Vicinity maps		c/o Applicant		
7. Municipal/City Licenses and/or permits (including zoning clearance)		Respective Local Government Unit		
8. Certificate of Registration (Security and Exchange Commission (SEC) / Department of Trade and Industry (DTI) / Cooperative Development Authority (CDA)  *Must be Department of Labor and Employment (DOLE) registered		SEC, DTI, CDA, whichever is applicable		
9. Environmental Compliance Certificate or Certificate of Non-coverage		Department of Environment and Natural Resources (DENR)		
10. Discharge Permit		DENR or Laguna Lake Development Authority (LLDA), only if applicable		
11. Updated Feeds or Feed Establishment Registration		Bureau of Animal Industry – Animal Feeds, Veterinary Drugs and Biologics Control Division		
12. Updated Animal Welfare Registration Certificate, Handler’s License and Land Transport Carrier permit		Bureau of Animal Industry – AHWD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client applying for Initial and renewal shall submit letter of intent to the Regional GAHP Team.	1. Receive submitted or endorsed documentary table requirements from	None	1 hour	<i>GAHP Secretariat AHWD</i>

The Regional GAHP Team shall submit endorsement and complete documentary table requirements to GAHP Secretariat at the AHWD.	the Regional GAHP Team			
None	1.1 Evaluate completeness, validity and authenticity of submitted documentary table requirements after the endorsement from Regional GAHP Team.	None	2 hours	<i>GAHP Secretariat AHWD</i>
None	1.2 Accomplish GAHP Document Control Form	None	30 mins	<i>GAHP Secretariat AHWD</i>
None	1.3 Assign Application Receipt No.	None	30 mins	<i>GAHP Secretariat AHWD</i>
None	1.4 Assign GAHP Farm ID No. for new applicants	None	30 mins	<i>GAHP Secretariat AHWD</i>
None	1.5 Record application to GAHP Logbook	None	30 mins	<i>GAHP Secretariat AHWD</i>
2. Schedule GAHP Inspection	2. Form a GAHP inspection team and schedule inspection of applicant	None	2 days	<i>GAHP Secretariat AHWD</i>
None	2.1 Prepare the Inspection Plan	None	1 hour	<i>GAHP Secretariat AHWD</i>
None	2.2 Prepare Notice of Inspection (NOI) and sending signed NOI to Applicants and Inspectors	None	1 day	<i>GAHP Secretariat AHWD</i>
3. GAHP Pre-inspection at the Farm of Applicant	3. Entry meeting:  Introduction of GAHP Certification Program and the GAHP inspectors to Applicant; Checking of documentary requirements	None	1 hour	<i>GAHP Inspection Team: BAI and Regional Field Office</i>

4. GAHP inspection of Farm of Applicant:  Accompany inspectors provide necessary requirements as required	4. Accomplish applicable inspection checklist form and inspection report form. Collate inspection findings.	None	1 Day	<i>GAHP Inspection Team: BAI and Regional Field Office</i>
4.1 Applicant to be informed of the findings, if any.  *Applicant to comply with the non-compliances based on the inspection findings and agreed time frame.	4.1 Present inspection findings, and exit meeting	None	1 hour	<i>GAHP Inspection Team: BAI and Regional Field Office</i>
None	5. Preparation of endorsement letter for certification to the GAHP Certification Committee (GAHP CC)	None	1 hour	<i>GAHP Inspection Team: BAI and Regional Field Office</i>
None	6. Scheduling of GAHP CC Meeting	None	21 Day	<i>GAHP Secretariat AHDW</i>
None	7. Evaluation of the GAHP Certification Committee	None	3 hours	<i>GAHP Certification Committee BAI</i>
None	7.1 Approval and Endorsement of GAHP Certification Committee for the Certification of the Applicant	None	1 hour	<i>GAHP Certification Committee BAI</i>
None	8. Prepare GAHP Certificate	None	1 hour	<i>GAHP Secretariat AHDW</i>
None	9. Signing of the GAHP Certificate	None	1 Hour	<i>BAI Director BAI</i>
None	10. Furnish copy of GAHP Certificate to the Record's Unit	None	30 mins	<i>GAHP Secretariat AHDW</i>
11. Receive GAHP Certificate	11. Release GAHP Certificate	None	30 mins	<i>GAHP Secretariat AHDW</i>
			<b>Total: 7 days</b>	
<b>END OF TRANSACTION</b>				

## REGISTRATION OF LIVESTOCK, POULTRY AND BY-PRODUCTS HANDLERS LICENSE

In compliance to Administrative Order No. 8 (Registration of Livestock, Poultry and by-products Transport Carrier)

<b>Office or Division:</b>	ANIMAL HEALTH AND WELFARE DIVISION (AHWD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business			
<b>Who may avail:</b>	Company and Individual Business Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled-out Application Form		AHWD		
2. Latest ID 1x1 picture (2 pcs)		c/o Applicant		
3. Photocopy of Mayors or Business Permit		Respective Local Government Units (LGU)		
4. Photocopy of SEC Registration (if corporation) or DTI Registration (if association)		DTI or SEC, whichever is possible		
5. Photocopy of Animal Welfare Seminar Certificate of Attendance		Respective DA-Regional Field Offices, LGUs, BAI		
6. Notarized Authorization Letter or SPA with one (1) Government ID (if processed by representative)		c/o Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documentary requirements at the official email or BAI Website	1. Receive documents, check for completeness and record	None	20 minutes	<i>Admin Assistant, Admin Aide, Livestock Inspector</i>
--None--	1.2. Review and evaluate application	None	2 hours	<i>Designated Technical Inspector</i>
2. Secure Order of Payment	2. Issue order of payment	PHP 300.00 per category  Penalty fee for expired registration (if applicable): P50.00 (one month) and	10 minutes	<i>Accounting Staff</i>

		P150.00 for more than a month		
3. Pay corresponding fee	3. Issue Official Receipt	None	10 minutes	<i>Cashier Staff</i>
4. Present Official Receipt	4. Encode and print license	None	20 minutes	<i>Admin Assistant, Admin Aide, Livestock Inspector</i>
--None--	4.1 Approval of License	None	1 hour	<i>AHWD Chief</i>
--None--	4.2. Affix Dry Seal	None	2 minutes	<i>Admin Assistant, Admin Aide, Livestock Inspector</i>
--None--	4.3. Log received original copy of approved license and secure one photocopy as receiving copy	None	10 minutes	<i>Admin Assistant, Admin Aide, Livestock Inspector</i>
5. Receive Approved license	5. Release of Approved License	None	10 minutes	<i>Admin Assistant, Admin Aide, Livestock Inspector</i>
			<b>Total: 4 hours and 22 minutes</b>	
<b>END OF TRANSACTION</b>				

## REGISTRATION OF LIVESTOCK, POULTRY AND BY-PRODUCTS TRANSPORT CARRIERS

In compliance to Administrative Order No. 8 (Registration of Livestock, Poultry and by-products Transport Carrier)

<b>Office or Division:</b>	ANIMAL HEALTH AND WELFARE DIVISION (AHWD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Company and Individual Business Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled-out Application Form		AHWD		
2. Latest ID 1x1 picture (2 pcs)		c/o Applicant		
3. Photocopy of Business Permit		Respective Local Government Units		
4. Photocopy of SEC Registration (if corporation) or DTI Registration (if association)		DTI or SEC, whichever is possible		
5. Certificate of Authority for Representative/Co., Coop., Association) Co./Corp./Coop./Assn),		c/o Applicant		
6. Photocopy of Certificate of Registration (if renewal)		c/o Applicant		
7. Photocopy of OR/CR of Carrier		c/o Applicant		
8. Notarized Authority to Use or Contract of Lease (for rented vehicles) – <i>if applicable</i>		c/o Applicant, whichever is applicable		
8. Picture of Carrier – FRONT, REAR (back view) and SIDE VIEW (whole body) for large, small animals and by-products carrier		c/o Applicant		
9. Photocopy of Animal Welfare Seminar Certificate of Attendance		Respective DA-Regional Field Offices, LGUs, BAI		
10. Notarized Authorization Letter or SPA with one (1) Government ID (if processed by representative)		c/o Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documentary at the official email or BAI Website	1.1.Receive documents, check for completeness and record	None	20 minutes	<i>Admin Assistant, Admin Aide, Livestock Inspector</i>

--None--	1.2. Review and evaluate application and conduct actual inspection of the transport carrier	None	3 hours	<i>Designated Technical Inspector</i>
2. Secure Order of Payment	2. Issue order of payment	PHP 300.00 for tricycles and trailers PHP 500.00 for trucks, water vessels and planes  Penalty fee for expired registration (if applicable): P50.00 (one month) and P150.00 for more than a month	10 minutes	<i>Accounting Staff</i>
3. Pay corresponding fee	3.1. Issue Official Receipt	None	10 minutes	<i>Cashier Staff</i>
--None--	3.2. Encode and print license	None	1 hour	<i>Admin Assistant, Admin Aide, Livestock Inspector</i>
--None--	3.3. Approval of License	None	1 hour	<i>AHWD Chief</i>
--None--	3.4. Affix Dry Seal	None	2 minutes	<i>Admin Assistant, Admin Aide, Livestock Inspector</i>
--None--	3.5. Log received original copy of approved license and secure one receiving copy	None	10 minutes	<i>Admin Assistant, Admin Aide, Livestock Inspector</i>
4. Receive Approved license	4. Release of Approved License	None	10 minutes	<i>Admin Assistant, Admin Aide, Livestock Inspector</i>
			<b>Total: 6 hours and 2 minutes</b>	
<b>END OF TRANSACTION</b>				



## REQUEST OF VACCINES, BIOLOGICS, DRUGS AND SUPPLIES INCLUDING IEC MATERIALS

For distribution in requesting LGU's and regions as part of the animal health program and information dissemination campaign.

<b>Office or Division:</b>	ANIMAL HEALTH AND WELFARE DIVISION (AHWD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2B – Government to Client			
<b>Who may avail:</b>	External Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. For Regions and LGUs: Letter of Request signed by the Regional Executive Director/ Local Chief Executive		Respective government office		
2. For walk in clients: Letter Request with 1 valid ID		c/o Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request to the Office of the Director/ AHWD Chief via email or at BAI Website	1. Receive and record letter of request	None	10 minutes	<i>AHWD Admin Assistant/ Agriculturist</i>
None	1.1 Approval of Request	None	30 minutes	<i>AHWD Chief</i>
None	1.2 Encoding of data thru Online Data Capture System (ODCS)	None	15 minutes	<i>AHWD Admin Assistant, Agriculturist</i>
None	1.3 Prepare Request Issue Slip (RIS)	None	30 minutes	<i>AHWD Admin Assistant, Agriculturist</i>
None	1.4 Approval of RIS	None	20 minutes	<i>AHWD Admin Assistant/ Agriculturist</i>
None	1.6 Prepare Approved items for release	None	1 hour <i>(for vaccines request it will take 1 hour or more due to the location of cold storage)</i>	<i>AHWD Admin Assistant, Agriculturist</i>

2. Receive items	2. Release item requested	None	10 minutes	<i>AHWD Admin Assistant, Agriculturist</i>
3. Fill up Customer Satisfaction Feedback	File customer satisfaction feedback	None	5 minutes	<i>AHWD Admin Assistant</i>
			<b>Total: 3 hours</b>	
<b>END OF TRANSACTION</b>				

## CERTIFICATE OF FREE STATUS – AVIAN INFLUENZA

Issuance of Certificate of Free Status for Avian Influenza in compliance to BAI Memorandum Circular No. 29, Series of 2022 “Guidelines on the Issuance of Certificate of Free Status on Avian Influenza Type A Subtypes H5 and H7 during the Avian Influenza Outbreak”

Validity of Certificate: depending on the recent issuance related to Avian Influenza Control (may change without prior notice)

<b>Office or Division:</b>	ANIMAL HEALTH AND WELFARE DIVISION (AHWD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	Poultry Owners, all persons who will travel with animals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of Animal Facility Registration Certificate OR Local Government Unit Certificate of Registration OR RSBSA Certificate		AHWD/RFO/concerned LGU		
2. Original Laboratory Results (within 1 month from the date of release)		Government Laboratories (ADDRL), BAI accredited private laboratories		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the documents at the official email or BAI Website	1.1. Receive documents, check for completeness and record	None	20 minutes	<i>Admin Assistant, Admin Aide, Livestock Inspector</i>
--None--	1.2. Verification of the submitted documents	None	10 minutes	<i>Designated Technical Inspector</i>
--None--	1.3. Encode and print certificate	None	30 minutes	<i>Admin Assistant, Admin Aide, Livestock Inspector</i>
--None--	1.4. Approval of certificate	None	2 hours	<i>AHWD Chief</i>
--None--	1.5. Affix Dry Seal	None	2 minutes	<i>Admin Assistant, Admin Aide, Livestock Inspector</i>
--None--	1.6. Log received original copy of approved certificate and secure one	None	10 minutes	<i>Admin Assistant, Admin Aide, Livestock Inspector</i>

	Certified true copy as receiving copy			
2. Receive Approved Certificate	2. Release of CFS- AI Certificate	None	10 minutes	<i>Admin Assistant, Admin Aide, Livestock Inspector</i>
			<b>Total: 4 hours and 2 minutes</b>	
<b>END OF TRANSACTION</b>				

## CERTIFICATE OF FREE STATUS – AFRICAN SWINE FEVER

Issuance of Certificate of Free Status for African Swine Fever in compliance to BAI Memorandum Circular No. 3, Series of 2020 “*Guidelines on the temporary issuance of Certificate of Free Status on African Swine Fever (CFS-ASF) to facilitate unhampered delivery of safe pork and healthy animals to target destination*”.

Validity of Certificate: Seven (7) days for renewal; Twenty-one (21) days for new applications with laboratory test results (may change without prior notice)

<b>Office or Division:</b>	ANIMAL HEALTH AND WELFARE DIVISION (AHWD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	Hog raisers/farm owners, all persons who will travel with live hogs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Renewal: 1. Photocopy of previously issued CFS-ASF 2. Weekly Negative Monitoring Report		Hog raiser/farm owner		
New Applicant: 1. Laboratory Results (within 1 week from the date of release) 2. Certification of sample collection for ASF testing		Government Laboratories (ADDRL), BAI-accredited private laboratories Concerned LGU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the documents at the official email of National ASF Prevention and Control Program (NASFPCCP) or at BAI Website	1.1.Receive documents, check for completeness and record	None	1 hour	<i>Admin Assistant, Admin Aide, Livestock Inspector</i>
--None--	1.2. Verification of the submitted documents	None	1 hour	<i>Designated Technical Inspector</i>
--None--	1.3. Encode and print certificate	None	1 hour	<i>Admin Assistant, Admin Aide, Livestock Inspector</i>
--None--	1.4. Approval of	None	3 hours	<i>AHWD Chief</i>

	certificate			
--None--	1.5. Affix Dry Seal	None	5 minutes	<i>Admin Assistant, Admin Aide, Livestock Inspector</i>
--None--	1.6. Log received original copy of approved certificate and secure one Certified true copy as receiving copy	None	30 minutes	<i>Admin Assistant, Admin Aide, Livestock Inspector</i>
2. Receive Approved Certificate	2. Release of CFS-ASF Certificate	None	30 minutes	<i>Admin Assistant, Admin Aide, Livestock Inspector</i>
			<b>Total:7 hours and 5 minutes</b>	
<b>END OF TRANSACTION</b>				



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Customer Satisfaction Survey (CSS) Form is handed to the client at the end of each transaction. They are collated at the end of the month. A summary report is prepared and submitted to the Division Chief for his review and signature being forwarded to the Planning Section.
How feedbacks are processed	All feedbacks from the different divisions are collated, encoded and submitted to the Department of Agriculture (DA) Central Office.
How to file a complaint	<p>Complaints can be sent by: 1.) dropping Feedback form at designated drop box at AHWD; 2.) Postal mail addressed to Animal Health and Welfare Division, Bureau of Animal Industry, Visayas Avenue; 3.) Email AHWD thru <a href="mailto:ahwd@bai.gov.ph">ahwd@bai.gov.ph</a> or 4.) calling the AHWD Landline Number at (8)528-2240 local 1501-1502.</p> <p>Important information is required in order to help evaluate complaints. Providing the following information are crucial such as:</p> <ul style="list-style-type: none"> <li>- Name of the person being complained</li> <li>-Incident</li> <li>-Evidence</li> </ul> <p>For follow-ups and inquiries, clients may contact AHWD by the above-mentioned email and contact number.</p>
How complaints are processed	Initially, when AHWD receives a complaint against its Employee(s), the concern will be reviewed by the Division Chief and Section Head/s. An internal investigation will be initiated to

	<p>determine the existence of a probable cause; The AHWD personnel involved will be sent a copy of the complaint, and asked to comment and provide answer thereon; Then, the comment, answer and evidence submitted by the complained AHWD employee will be evaluated again by the Division Chief and Section Head/s to deliberate possible actions or dismissal of the complaint; The Division Chief will designate a person from AHWD to update the complainant on the actions taken by the Division regarding his/her complaint, until such time that the problem has been resolved or dismissed.</p> <p>For follow-ups and inquiries, clients may contact AHWD through <a href="mailto:ahwd@bai.gov.ph">ahwd@bai.gov.ph</a> or AHWD Landline Number at (8)528-2240 local 1501-1502.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> or call 8-478-5093</p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> or call 8888</p> <p>CCB: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> or call 0908-881-6565</p>



Office	Address	Contact Information
<p>Animal Health and Welfare Division</p>	<p>Bureau of Animal Industry, Visayas Avenue, Diliman, Quezon City</p>	<p>Hotline Number (8) 528-2240 local 1501-1502.</p> <p>Email: <a href="mailto:ahwd@bai.gov.ph">ahwd@bai.gov.ph</a></p>