



NATIONAL MEAT INSPECTION SERVICE

CITIZEN'S CHARTER



Republic of the Philippines
DEPARTMENT OF AGRICULTURE
NATIONAL MEAT INSPECTION SERVICE
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MEMORANDUM CIRCULAR
No. Series of 2009

SUBJECT: **GUIDELINES FOR THE IMPLEMENTATION OF NMIS CITIZEN'S CHARTER
AS MANDATED BY R. A. 9465 OTHERWISE KNOWN AS THE ANTI-RED
TAPE ACT OF 2007**

WHEREAS, it is the policy of the State to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption in government;

WHEREAS, each government agency shall encompass a program for the adoption of simplified procedures that will reduce red tape and expedite transactions in government;

WHEREAS, all government agencies including departments, bureaus, offices, instrumentalities, or government-owned and/or controlled corporations, or local government or district units shall set up their respective service standards to be known as the Citizen's Charter in the form of information billboards which should be posted at the main entrance of offices or at the most conspicuous place, and in the form of published materials written either in English, Filipino, or in the local dialect, that detail;

- (a) The procedure to obtain a particular service;
- (b) The person/s responsible for each step;
- (c) The maximum time to conclude the process;
- (d) The document/s to be presented by the customer, if necessary;
- (e) The amount of fees, if necessary; and
- (f) The procedure for filing complaints.

WHEREFORE, the National Meat Inspection Service Citizen's Charter is hereby promulgated to establish an effective system that will improve the delivery of NMIS frontline services.



The production of clean, wholesome, healthy and sound meat for food is the concern of everyone.

TABLE OF CONTENTS

Vision and Mission	3
Performance Pledge	4
NMIS Functional Units	5
NMIS Frontline Services	6
Redress and Feedback Mechanism	43
Directory	45
Forms	51

VISION STATEMENT

NMIS is a dynamic regulatory agency with competent and dedicated human resources committed to provide excellent meat inspection service that is responsive to consumers' welfare and globally competitive meat and meat product industry development.

MISSION STATEMENT

We shall protect the meat consuming public through efficient and effective meat inspection service by adopting and implementing new technologies to assure food safety.

We shall promote the development of livestock, poultry and meat industry to ensure adequate supply of quality meat and meat products.

NMIS PERFORMANCE PLEDGE

Kami, sa **NMIS** ay malugod na maglilingkod at magbibigay ng aming serbisyo at...

Nangangakong maglingkod ng tapat, maayos, mabilis at magalang **mula Lunes hanggang Biyernes mula 8:00 ng umaga hanggang 5:00 ng hapon** at higit pa sa takdang oras kung kinakailangan.

Magpapahalaga sa inyong mungkahi, opinyon o reklamo patungkol sa aming pangunahing serbisyo upang mabigyan ng agarang pansin ang mga ito sa lalong madaling panahon.

Ipamamahagi ang impormasyon at pangangailangan ng industriya ng karne, gaya ng sertipikasyon sa pag-angkat, serbisyong pang-laboratoryo at mga programang nagseseguro sa kaligtasan ng karne tulad ng GMP, SSOP at HACCP, ayon sa lokal at pandaigdigang pamantayan.

Sisiguruhin namin ang pagtalima sa mga pangunahing serbisyo na aming itinalaga lalong- lalo na sa pagtupad sa itinakdang araw ng pagbibigay ng mga katibayan o ano mang dokumento na kakailanganin ng kliyente sa kanilang pagnenegosyo.

Ang kaligtasan ng kalusugan ng mamamayan ang una sa lahat.

NMIS FUNCTIONAL DIVISIONS

Accreditation, Registration and Enforcement Service

Provides services on granting of accreditation to meat establishments, facilities, meat transport vehicles, meat establishment fabricators and contractors to ascertain their compliance to national standards

Plant Operation and Inspection Service

Provides services on the certification of meat and meat products for human consumption. Conducts audit on the compliance of meat establishments to Good Manufacturing Practices and Hazard Analysis and Critical Control Point.

Meat Import Inspection and Export Assistance Service

Provides services on the certification of fitness for human consumption of imported meat and meat products. Grants accreditation to meat and meat products importers. Evaluates the eligibility of foreign meat establishments intending to export to the Philippines

Laboratory Services

Performs analytical procedures in detecting biological, physical, and chemical contaminants in meat and meat products.

Consumer Information, Protection and Assistance Division

Provides information and assistance to the consuming public on the proper handling and preparation, storing, processing, preservation of meat and meat products.

Meat Science and Technology Division

Develops safety and quality standards for meat and meat products. Provides training and technical assistance on basic meat inspection for meat regulatory offices of local government units

FRONTLINE SERVICES

ACCREDITATION, REGISTRATION AND ENFORCEMENT SERVICES

Provides services on granting of accreditation to meat establishments, facilities, meat transport vehicles, meat establishment fabricators and contractors to ascertain their compliance to national standards

ISSUANCE OF CERTIFICATE OF ACCREDITATION FOR MEAT ESTABLISHMENTS (NEW APPLICATION)

Republic Act 9296, otherwise known as the Meat Inspection Code of the Philippines provided for the regulation and accreditation of meat establishments in the country to ensure compliance to national standards on hygiene and sanitation.

Who may avail of the Service: Meat Establishment Owners and Operators

Requirements:

- Accomplished Application Form (two copies)
- Business Permit
- Environmental Compliance Certificate
- Discharge Permit
- Permit to Operate
- Sanitary Permit
- Certificate of water portability
- Sanguniang Pambayan/Panglungsod resolution to operate slaughterhouse
- Picture of plant showing major areas of operation and equipments
- Floor plan design of plant

Schedule of Availability of Service: Mondays to Fridays, except holidays; 8:00 am –5:00 pm, without noon breaks

Fees:

Accreditation Fee:

Class A: Php 500.00

Class AA: Php 1300.00

Class AAA: Php 1800.00

Mailing fee: Metro Manila: Php 55.00

Luzon: Php 60.00

Visayas: Php 65.00

Mindanao: Php 70.00

Mailing fee is subject to change upon notice of the courier

Maximum Duration of Process: 10 days

Steps: Application for Accreditation

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Submit accomplished application form and complete documentary requirements	Receive, check and review the application, and, requirements submitted.	Regional ARED counterpart	Regional office
2	Receive duplicate copy of application form and claim stub.	Give a duplicate copy of the application form to the applicant together with the claim stub indicating the release of the Certificate of Accreditation.	Regional ARED counterpart	Regional office
3	Pay for the accreditation fee	Receive payment of accreditation fee	Special Collecting Officer (SCO)	Regional office
4	Receive OR	Issue OR	SCO	Regional Office

Application forms are available at www.nmis.gov.ph and at all central and regional Public Assistance Desks

Preparation for the On-site Inspection

The meat establishment shall be informed of the confirmation of the schedule of inspection as indicated in the application form. If there is a conflict of schedule, available dates of the evaluation team will be provided for the confirmation of the meat establishment.

Actual On-site Inspection

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Submit the meat establishment for evaluation	Conduct joint On-site Evaluation of meat establishment	Evaluation Team	Meat Establishment
		Announce the findings and result of the initial evaluation	Evaluation Team	Meat Establishment
2	Conform with the findings and result	If the client conforms to the initial evaluation, let	Evaluation Team	Meat Establishment

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
	of the initial evaluation Disagree with the result of the initial evaluation	client sign the evaluation criteria form. If the client disagrees with the initial evaluation, advise to write a letter of reconsideration to the Executive Director. If the ED reconsiders, back to step 1. If the ED does not reconsider, end of transaction.		
3		Acknowledge the result of the initial evaluation by signing the evaluation report.	Evaluation Team	Meat establishment
4	Acknowledge receipt of copy of the signed result of the evaluation	Provide the applicant with a copy of the evaluation result	Evaluation Team	Meat establishment

Release of Certificate of Accreditation

The Certificate of Accreditation shall be sent though e-mail to the regional office and applicant within ten days upon receipt of the accomplished application form and complete documentary requirements, while the original copy shall be sent to the applicant through courier.

- End of transaction -

ISSUANCE OF CERTIFICATE OF ACCREDITATION FOR MEAT ESTABLISHMENTS (RENEWAL)

Accredited meat establishments are required to renew their certification on a yearly basis as prescribed by RA 9296.

Who May Avail of the Service: Accredited Meat Establishment Owners and Operators

Requirements:

- ❑ Application Form (two copies)
- ❑ Business Permit
- ❑ Discharge Permit
- ❑ Permit to Operate
- ❑ Sanitary Permit
- ❑ Result of water analysis
- ❑ HACCP or GMP/SSOP Certificate
- ❑ GOP Certificate (for Cold Storage)

Schedule of Availability of Service: Mondays to Fridays, except holidays, 8:00 am-5:00 pm, without noon breaks

Fees:Accreditation fee:

Class A: Php 500.00

Class AA: Php 1300.00

Class AAA: Php 1800.00

Mailing Fee: Metro Manila: Php 55.00

Luzon: Php 60.00

Visayas: Php 65.00

Mindanao: Php 70.00

Mailing fee is subject to change upon notice of the courier

Maximum Duration of Process: 10 days

Steps: Application for Renewal of Accreditation

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Submit accomplished application form and complete documentary requirements	Receive, check and review the application, and, requirements submitted.	Regional ARED Counterpart	Regional office
2	Receive duplicate copy of application form and claim stub	Give a duplicate copy of the application form to the applicant together with the claim stub indicating the release of the Certificate of Accreditation.	Regional ARED Counterpart	Regional office
3	Pay for the	Receive payment of	Special	Regional

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
	accreditation fee	accreditation fee	Collecting Office(SCO)	office
4	Receive Official Receipt	Issue Official Receipt	SCO	Regional Office

Application forms are available at www.nmis.gov.ph and at all central and regional Public Assistance Desks

Preparation for the On-site Evaluation

The meat establishment shall be informed of the confirmation of the schedule of inspection as indicated in the application form. If there is a conflict of schedule, available dates of the evaluation team will be provided for the confirmation of the meat establishment

Actual On-site Evaluation

No	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Submit the meat establishment for evaluation	Conduct joint On-site Evaluation of meat establishment	Evaluation Team	Meat Establishment
		Announce the findings and result of the evaluation	Evaluation Team	Meat Establishment
2	Conform with the findings and result of the initial evaluation Disagree with the result of the initial evaluation	If the client conforms to the initial evaluation, let client sign the evaluation criteria form. If the client disagrees with the initial evaluation, advise to write a letter of reconsideration to the Executive Director (ED). If the ED reconsiders, back to step 1. If the ED does not reconsider, end of transaction.	Evaluation Team	Meat Establishment
3		Acknowledge the result of the initial evaluation by signing the evaluation report.	Evaluation Team	Meat Establishment
4	Acknowledge	Provide the applicant with a		

No	Client Step	Agency Step	Office/Person Responsible	Location of Office
	receipt of copy of the signed result of the evaluation	copy of the evaluation result		

Release of Certificate of Accreditation

The Certificate of Accreditation shall be sent through e-mail to the regional office and the applicant within ten days upon receipt of the accomplished application form and complete documentary requirements, while the original copy shall be sent to the applicant through courier.

- End of transaction -

ISSUANCE OF CERTIFICATE OF ACCREDITATION FOR MEAT ESTABLISHMENT CONTRACTORS

In order to upgrade existing meat establishments to national standards, contracting firms who participate in the bidding for the improvement of meat establishments shall undergo the process of accreditation. This is undertaken in relation to the Meat Establishment Improvement Program (MEIP).

Who May Avail of the Service: Meat Establishment Contractors

Requirements:

- ❑ Application form (two copies)
- ❑ Cover letter in company letter head
- ❑ PCAB Registration
- ❑ SEC/DTI REGISTRATION
- ❑ Business Permit
- ❑ TIN
- ❑ Tax Clearance Certificate
- ❑ List of Projects completed
- ❑ List of equipment owned/leased
- ❑ Notarized undertaking that company is not blacklisted in joining government biddings

Schedule of Availability of Service: Mondays to Fridays, except holidays; 8:00 am –5:00 pm, without noon breaks

Fees:

Application Fee: Php 500.00

Processing Fee: Php 2,500.00
 Accreditation Fee:
 Class A: Php 500.00
 Class AA: Php 1,000.00
 Class AAA: Php 1,500.00

Maximum Duration of Process: 10 days

Steps: Application for Accreditation

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Submit accomplished application form and complete documentary requirements	Receive, check and review the application, and, requirements submitted.	ARED Regional Counterpart	Regional office
2	Receive duplicate copy of application form and claim stub	Give a duplicate copy of the application form to the applicant together with the claim stub indicating the release of the Certificate of Accreditation.	ARED Regional Counterpart	Regional office
3	Pay for the application and processing fee	Receive payment of application and processing fee	Special Collecting Officer	Regional Office
4	Receive Official Receipt	Issue Official Receipt	Special Collecting Officer	Regional Office

Application forms are available at www.nmis.gov.ph and at all central and regional Public Assistance Desks

Preparation for the On-site Evaluation

The meat establishment contractor shall be informed of the confirmation of the schedule of inspection as indicated in the application form. If there is a conflict of schedule, available dates of the evaluation team will be provided for the confirmation of the meat establishment.

Actual On-site Evaluation

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Submit the facilities and equipments for inspection	Conduct on-site inspection of meat establishment contractor	Evaluation Team	Office of the meat establishment contractor
		Validate authenticity of documents	Evaluation Team	Office of the meat establishment contractor
2	Conform with the findings and result of the initial evaluation Disagree with the result of the initial evaluation	If the client conforms to the initial evaluation, let client sign the evaluation criteria form. If the client disagrees with the initial evaluation, advise to write a letter of reconsideration to the Executive Director (ED). If the ED reconsiders, back to step 1. If the ED does not reconsider, end of transaction.	Head, Evaluation Team	Office of the meat establishment contractor
3		Acknowledge the result of the initial evaluation by signing the evaluation report.	Head, Evaluation Team	Office of meat establishment contractor
4	Acknowledge receipt of copy of the signed result of the evaluation	Provide the applicant with a copy of the evaluation result		

Release of Certificate of Accreditation (CA)

The Certificate of Accreditation shall be sent through postal mail to the regional office within ten days after upon the receipt of the accomplished application form and complete documentary requirements.

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
	Pay accreditation	Issue Official receipt	Special	Regional

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
	fee		Collecting Officer	Office
2	Present Official Receipt	Issue CA	ARED Regional Counterpart	Regional Office

- End of transaction -

ISSUANCE OF CERTIFICATE OF ACCREDITATION TO MEAT ESTABLISHMENT FABRICATOR

In support of the Meat Establishment Improvement Program (MEIP), meat equipment fabricators are regulated and shall be evaluated in terms of the firm's capability to undertake projects and sustainability in the industry.

Who May Avail of the Service: Meat Establishment Fabricator

Requirements:

- ❑ Accomplished Application Form (two copies)
- ❑ Cover letter in company letterhead
- ❑ SEC/DTI Registration
- ❑ Business Permit
- ❑ TIN
- ❑ Tax Clearance Certificate
- ❑ List of Projects completed
- ❑ List of equipment owned/leased
- ❑ Notarized undertaking that company is not blacklisted in joining

Schedule of Availability of Service: Mondays to Fridays, except holidays; 8:00 am-5:00 pm, without noon breaks

Maximum Duration of Process: 10 days

Fees:

Application Fee: Php 500.00
Processing Fee: Php 2,500.00
Accreditation Fee:
Class A: Php 500.00
Class AA: Php 1,000.00
Class AAA: Php 1,500.00

Steps: Application for Accreditation

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Submit accomplished application form and complete documentary requirements	Receive, check and review the application, and, requirements submitted.	Regional ARED counterpart	Regional Office
2	Receive duplicate copy of application form and claim stub	Give a duplicate copy of the application form to the applicant together with the claim stub indicating the release of the Certificate of Accreditation.	ARED Regional counterpart	Regional Office
3	Pay for the application and processing fee	Receive payment of application and processing fee	Special Collecting Officer	Regional Office
4	Receive Official Receipt	Issue Official Receipt	Special Collecting Officer	Regional Office

Application forms are available at www.nmis.gov.ph and at all central and regional Public Assistance Desks

Preparation for the On-site Evaluation

The meat establishment equipment fabricator shall be informed of the confirmation of the schedule of inspection as indicated in the application form. If there is a conflict of schedule, available dates of the evaluation team will be provided for the confirmation of the meat establishment.

Actual On-site Evaluation

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Submit the facilities and equipments for inspection	Conduct inspection of equipment fabricator	Evaluation Team	Fabrication site
		Validate authenticity of documents	Evaluation Team	Fabrication site
2	Conform with the findings and result of the	If the client conforms to the initial evaluation, let client	Evaluation Team	Fabrication site

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
	initial evaluation Disagree with the result of the initial evaluation	sign the evaluation criteria form. If the client disagrees with the initial evaluation, advise to write a letter of reconsideration to the Executive Director. If the ED reconsiders, back to step 1. If the ED does not reconsider, end of transaction.		
3		Acknowledge the result of the initial evaluation by signing the evaluation report.		
4	Acknowledge receipt of copy of result of the evaluation	Provide the applicant with a copy of the evaluation result	Evaluation Team	Fabrication site

Release of Certificate of Accreditation (CA)

The Certificate of Accreditation shall be sent through postal mail to the regional office within ten days upon the receipt of the accomplished application form and complete documentary requirements.

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Pay accreditation fee	Issue Official receipt	Special Collecting Officer	Regional Office
2	Present Official Receipt	Issue the printed copy of the CA	ARED Regional Counterpart	Regional Office

- End of transaction -

ISSUANCE OF CERTIFICATE OF ACCREDITATION AND STICKER TO MEAT TRANSPORT VEHICLES

Meat transport vehicles will be inspected and evaluated based on standards set by NMIS on hygiene, sanitation and proper handling of meat and meat products during transport. Issuance of the Certificate is administered in the NMIS Regional Offices.

Who May Avail of the Service: Meat Dealers and Meat Transport Vehicle Operators/Owners

Requirements:

- ❑ Accomplished Application form (two copies)
- ❑ Photograph of front, side, back, inside of the vehicle
- ❑ Certificate of LTO Registration
- ❑ Official Receipt of current vehicle LTO registration

Schedule of Availability of Service: Mondays to Fridays, except holidays; 8:00 am-5:00 pm, without noon breaks

Fees:

Accreditation fee: Php 300.00

Mailing Fee: Metro Manila: Php 55.00

Luzon: Php 60.00

Visayas: Php 65.00

Mindanao: Php 70.00

Mailing fee is subject to change upon notice of the courier

Maximum Duration of Process: 4 Days

Steps: Application for Accreditation

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Submit accomplished application form and complete documentary requirements	Receive, check and review the application, and requirements submitted.	ARED Regional Counterpart	Regional Office
2	Receive duplicate copy of application form and claim	Give a duplicate copy of the application form to the applicant together with the	ARED Regional Counterpart	Regional Office

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
	stub	claim stub indicating the release of the Certificate of Accreditation.		
3	Pay for the accreditation fee	Receive payment of accreditation fee	Special Collecting Officer(SCO)	Regional Office
4	Receive Official Receipt	Issue Official Receipt	SCO	Regional Office

Application forms are available www.nmis.gov.ph and at all central and regional Public Assistance Desks

Preparation for the On-site Evaluation

NMIS shall inform the meat dealer or meat transport vehicle operator of the confirmed schedule of inspection as indicated in the application form. If there is a conflict of schedule, available dates of the evaluation team will be provided for the confirmation of the meat establishment.

Actual On-site Evaluation

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Present the meat transport vehicle	Conduct inspection of the transport vehicle	ARED Regional Counterpart or Meat Plant Officer	Regional Office or Meat Establishment
		Announce the findings and result of the inspection	ARED Regional Counterpart or Meat Plant Officer	Regional Office or Meat Establishment
2	Conform with the findings and result of the initial evaluation Disagree with the result of the initial evaluation	If the client conforms to the initial evaluation, let client sign the evaluation criteria form. If the client disagrees with the initial evaluation, advise to write a letter of reconsideration to the Executive Director. If the ED reconsiders, back to	ARED Regional Counterpart or Meat Plant Officer	Regional Office or Meat Establishment

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
		step 1. If the ED does not reconsider, end of transaction.		
3		Acknowledge the result of the initial evaluation by signing the evaluation report.	ARED Regional Counterpart or Meat Plant Officer	Regional Office or Meat Establishment
	Acknowledge receipt of copy of the signed result of the evaluation	Provide the applicant with a copy of the evaluation result	ARED Regional Counterpart or Meat Plant Officer	Regional Office or Meat Establishment

Release of Certificate of Accreditation

The Certificate of Accreditation shall be sent through e-mail to the regional office and the applicant within four days upon receipt of the accomplished application form and complete documentary requirements, while the original copy and the sticker shall be sent to the applicant through courier.

- End of transaction -

MEAT IMPORT AND EXPORT ASSISTANCE AND INSPECTION SERVICES

Provides services on the certification of fitness for human consumption of imported meat and meat products. Accredits meat and meat products importers. Evaluates the eligibility of foreign meat establishments intending to export to the Philippines.

ISSUANCE OF CERTIFICATE OF ACCREDITATION AS MEAT AND MEAT PRODUCT IMPORTER

Department of Agriculture Administrative Order No. 01 series of 2007 provides for the accreditation of meat importers, brokers, exporters, traders or meat handlers. The accreditation aims to prevent the importation of meat and meat products from an unaccredited country or source to thwart entry of animal diseases, food-borne microorganisms and other contaminants.

Who may avail of the Service: Meat and meat product importers (meat processors, meat traders and institutional users)

Requirements:**General Requirements:**

- ❑ Accomplished application form with colored passport-sized photo (two copies)
- ❑ Certified true copy of Business or Mayors Permit
- ❑ Certified true copy of DTI registration for sole proprietor or SEC Article of Incorporation for corporations
- ❑ Certified true copy of Notarized lease of contract or proof of ownership of cold storage/warehouse (only NMIS accredited CS will be accepted)
- ❑ Certified true copy of TIN registration
- ❑ Certified True Copy of BOC Accreditation as importer
- ❑ Certificate of Bank Deposit or Latest Income Tax Return

Additional Requirements

- ❑ For Meat Processors
 - ❑ Certificate of Plant Accreditation from NMIS
- ❑ For buffalo importation,
 - ❑ allocation certificate of buffalo meat
- ❑ For Meat Traders,
 - ❑ List of clients in the past year and target clients for the current year.
- ❑ For Institutional Users,
 - ❑ BFAD Certificate or Sanitary Permit.

Schedule of Availability of Service: Mondays to Fridays, except holidays; 8:00 am –5:00 pm, without noon breaks

Fee:

Accreditation Fee: Php 2,000.00

Maximum Duration of Process: 10 days

Steps: Application for Accreditation

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Submit accomplished application form and complete documentary requirements	Receive, check and review the application, and, requirements submitted.	MIEAID staff	Central Office
2	Receive duplicate copy of application form and claim stub	Give duplicate copy of application form and the claim stub indicating the date of release of the Certificate	MIEAID staff	Central Office

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
3	Pay for the accreditation fee	Receive payment of accreditation fee	Cashier	Central office
3	Receive Official Receipt	Issue Official Receipt	Cashier	Central office

Application forms are available at www.nmis.gov.ph and at central office Public Assistance Desks

Preparation for the Inspection

The meat importer shall receive a notification letter from the NMIS to confirm the schedule of inspection as indicated in the application form. If there is a conflict of schedule, available dates of the MIEAID evaluation team be provided for the confirmation of the applicant

Actual On-site Inspection

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Submit office or in-house freezer for inspection	Conduct inspection of the meat establishment	MIEAID central office staff	Traders-Company office Intuitional User-company office and in-house cooling facility
2		Announce the initial findings and result of the evaluation.		
3	Receive result of the evaluation	Notify applicant through a letter of the result of the evaluation.		

Orientation of Importer

The importer or his authorized representative shall personally appear to the NMIS Central Office to attend the orientation on the regulations on importation of meat and meat products prior to the release of Certificate of Accreditation.

Release of Certificate of Accreditation

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Present Official Receipt and claim stub	Release certificate	MIEAID	Central Office

- End of transaction -

RELEASE OF VETERINARY QUARANTINE MEAT INSPECTION AND LABORATORY CERTIFICATE (VQMILC)

The Department of Agriculture Administrative Order No. 26 series of 2005 was issued to govern the importation of meat and meat products in the Philippines to prevent the entry of diseases, food-borne microorganism and other contaminants. The Veterinary Quarantine and Meat Inspection and Laboratory Certificate (VQMILC) is an evidence that the shipment of meat and/or meat products have been subjected to and passed veterinary quarantine documentation and meat inspection, and/or laboratory analysis and clearance.

Who may avail of the Service: Meat and meat product importers (meat processors, meat traders and institutional users)

Requirements:

- ❑ VQMILC, where in the part of this form is filled out and signed by VQO
- ❑ International Veterinary Certificate

Schedule of Availability of Service: Mondays to Fridays, except holidays; 8:00 am –5:00 pm, without noon breaks

For holidays and after office hours (after 5:00pm), overtime services shall be rendered upon advance requests of the importer/s. Overtime payment for NMIS Meat Plant Officer: Php 100 per hour

Fee:

Php 0.11 /kilo, collected at the port of entry by NMIS deputized collectors

Maximum Duration of Process: 4 hours and 30 minutes per container

Steps: Release of Veterinary Quarantine Meat Inspection and Laboratory Certificate (VQMILC)

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Bring Reefer van to NMIS accredited Cold Storage (CS) together with VQMILC	Check the veracity of the documents	MIEAID Meat Plant Officer (MPO)	NMIS office at accredited CS
		Check the integrity of the BAI seal	MIEAID MPO	NMIS accredited CS unloading area
		Break the seal and open the container	MIEAID MPO	NMIS accredited CS unloading area
2	Unload meat and/or meat products	Conduct ocular inspection of the contents of the van while unloading	MIEAID MPO	NMIS accredited CS unloading area
		Collect samples when necessary	MIEAID MPO	NMIS accredited CS sampling room
3	Receive the VQMILC	Fill-out NMIS portion in the VQMILC form Sign and retain the NMIS copy and release VQMILC to the meat importer	MIEAID MPO	NMIS office at Accredited CS

- End of transaction -

ISSUANCE OF EXPORT CERTIFICATE

The export certificate shall serve as a documentary proof of the wholesomeness of meat and meat products and that it is safe to be exported.

Who may avail of the Service: Meat and meat product exporters/"AAA" meat establishments

Requirements:

- ❑ Accomplished Application Form specifying the following information:
 - ❑ Exporter and its address

- ❑ Consignee and its address
- ❑ Country of destination
- ❑ Date of departure
- ❑ Port of Loading
- ❑ Port of discharge
- ❑ Vessel/Aircraft/Voyage No.
- ❑ Container No.
- ❑ Meat establishment name, Accreditation No. and address.
- ❑ Marks and Numbers

Schedule of Availability of Service: Mondays to Fridays, except holidays; 8:00 am –5:00 pm, without noon breaks

Fees:

Certification fee: Php 75.00

Laboratory fee: Based on A.O 13, Series of 2000 (copy available at NMIS website at nmis.gov.ph or at the central and regional Public Assistance Desks).

Maximum Duration of Process: 10 days

Steps: Application for Certification

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Submit accomplished application form	Receive, check and review the application submitted.	Regional MIEAID Counterpart	Regional Office
2	Receive duplicate copy of application form and the claim stub	Give duplicate copy of application form and the claim stub indicating the date of release of the Certificate	Regional MIEAID Counterpart	Regional Office
3	Pay Certification fee	Receive payment of accreditation fee	Special Collecting Officer	Regional office
4	Receive Official Receipt	Issue Official Receipt	Special Collecting Officer	

Application forms are available at www.nmis.gov.ph and at all central and regional Public Assistance Desks

Collection of Samples

The NMIS shall inform the exporter of the schedule the collection of samples.

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Coordinate w/ MPO for sample collection schedule	Collect sample from the batch for export	Meat Plant Officer (MPO)	Meat Establishment
2	Accomplish Laboratory request Form in duplicate copy	Submit samples together with the Laboratory request form to the laboratory	MPO	Meat Establishment/ Laboratory
3		Submit samples to laboratory analysis	MPO	Central and Regional Meat Laboratory

Release of Export Certificate

The results of the laboratory analysis shall be sent to the client and MIEAID, for appropriate action. If the laboratory result shows a contamination, the certificate shall not be issued. However, if the laboratory result is negative for contamination, the request for the issuance of the certificate shall be granted and the meat plant officer shall supervise the loading of the meat and meat products.

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Load meat and meat products	Supervise loading	Meat Plant Officer	Regional Office
2	Pay fee	Issue Official Receipt	Meat Plant Officer	Regional Office
3	Acknowledge receipt of certificate	Release certificate	Meat Plant Officer	Regional Office

- End of transaction -

LABORATORY SERVICES

Performs analytical procedures in detecting biological, physical, and chemical contaminants in meat and meat products.

Who may avail of the Service:

- ❑ Meat plant establishments
- ❑ Walk-in client/general public

Requirements:

For fresh meat, 250-500 grams of samples and properly labeled indicating the:

1. Name of client;
2. Source; and,
3. Sampling date

For canned goods, 10 cans per product.

Schedule of Availability of Service:

Receiving of samples: Mondays to Wednesdays, except holidays; 8:00 am –3:00 pm, without noon breaks

Fee: Based on A.O. 13, Series of 2000 (copy available at the NMIS website www.nmis.gov.ph and at central and regional Public Assistance Desks)

Releasing of results: Mondays to Fridays, except holidays; 8:00 am –5:00 pm, without noon breaks

Steps: Application for Certification

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Submit samples	Check the conformity of the guidelines as to temperature, labeling & packaging	Meat Plant Officer	Reg. Office
	Accomplish Laboratory Request Form (LRF) in triplicate copies	Provide Laboratory Request Form (triplicate)		
2	Submit LRF	Receive LRF and issue a statement of account		
	Receive SOA and Pay laboratory fee	Issue Official Receipt		

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
	Receive and present OR to the LSD Admin. Officer	Stamp the receipt of the date of release of results		

Laboratory Request Form is available at www.nmis.gov.ph and at the central meat laboratory and regional satellite laboratories.

Laboratory Analysis

Submitted samples shall be subjected to a mixture of laboratory procedures depending on the type of analysis.

No.	Type of Laboratory Service	Description	Fee (per sample)	Maximum Duration of Process
1	Carotene Test	Test conducted to identify meat samples as cattle or non-cattle meat	Php 50	2 days
2	Determination of moisture content of meat	Test conducted to quantify the amount of moisture present in a sample	Php 500	2 days
3	Determination of Nitrites in Meat	Test conducted to determine and quantify the amount of nitrite in a sample	Php 350	3 days
4	Molecular Based Detection of E.coli O15:H7 in Meat (Using UPLB PCR DAS Kit)	Rapid test to detect E.coli O15:H7 in meat and meat products	Php 1,500	4 days
5	Molecular Based Detection of E.coli in Meat (Using UPLB PCR DAS Kit)	Rapid test to detect an indicator organism in hygiene and sanitation process of meat and meat products	Php 1,500	4 days
6	Molecular Based	Rapid test to	Php 1,500	4 days

	Detection of <i>Salmonella sp.</i> in Meat (Using UPLB PCR DAS Kit)	detect <i>Salmonella sp.</i> using a UPLB PCR Das Kit.		
7	Molecular Based Detection of <i>Staphylococcus aureus</i> in Meat	Rapid test to detect <i>S. aureus</i> in meat and meat products.	Php 1,500	4 days
8	Laboratory Analysis of Chloramphenicol by ELISA method	Test conducted to screen and quantify the amount of Chloramphenicol present in a sample	Php 1,500	3 days
9	Laboratory Analysis of Corticosteroids by ELISA method	Test conducted to screen and quantify the amount of Corticosteroids present in a sample	Php 1,500	2 days
10	Laboratory Analysis of Clenbuterol by ELISA method	Test conducted to screen and estimate the amount of Corticosteroids present in a sample	Php 1,500	2 days
11	Laboratory Analysis of Nitrofurantoin (AOZ) by ELISA method	Test conducted to screen and estimate the amount of Nitrofurantoin (AOZ) present in a sample	Php 1,500	3 days
12*	Enumeration/Detection of Coliforms in Meat using the Rapid Test Method	Test conducted to determine the indicator organism for hygiene and sanitation of the meat plant facilities and meat	Php 300	5 days

		and meat products		
13*	Enumeration/Detection of Staphylococcus aureus in Meat using the Gold Standard Method	Test conducted to isolate and identify the gram positive microcci organism that causes boils, pus and other enterotoxin producers in meat and meat products.	Php 350	9 days
14*	Sterility Test in Canned Meat (10 cans per product) using the Gold Standard Method	Test conducted to determine the shelf life and presence of clostridium Botulinum organism in processed, canned meat and meat products.	Php 350	23 days
15*	Aerobic Plate Count in Meat using the Gold Standard Method	Test conducted to determine the enumerated number of microorganism in meat and meat products	Php 150	5 days
16*	Enumeration/Detection of Escherichia coli in Meat using the Gold Standard Method	Test conducted to determine the indicator organism for hygiene and sanitation of the meat plant facilities and meat and meat products	Php 350	8 days
17*	pH Determination in Meat using the Gold Standard Method	Test conducted to determine the acidity and alkaline level of the meat and	Php 50	2 days

		meat products		
18*	Detection of Salmonella in Meat using the Gold Standard Method	Test conducted to determine the indicator organism for hygiene and sanitation of the meat plant facilities and meat and meat products	Php 350	8 days
19*	Enumeration/Detection of Escherichia coli in Meat using the Rapid Test Method	Test conducted to determine the indicator organism for hygiene and sanitation of the meat plant facilities and meat and meat products	Php 350	5 days
20*	Enumeration/Detection Staphylococcs aureus in Meat using the Rapid Test Method	Test conducted to determine the indicator organism for hygiene and sanitation of the meat plant facilities and meat and meat products	Php 350	5 days
21*	Detection E.coli O157:H7 in Meat	Test conducted to determine the indicator organism for hygiene and sanitation of the meat plant facilities and meat and meat products	Php 350	Gold Standard Method-13 days Rapid Test – 10days
22*	Enumeration/Detection Coliforms in Meat using the Gold Standard Method	Test conducted to determine the indicator organism for hygiene and sanitation of the meat plant	Php 150	8 day

		facilities and meat and meat products		
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* Laboratory analysis is also available at the following Regional Satellite Laboratories: I, II, III, IVA, VII, IX, X, XI, XII.

Note: Any or all of the laboratory analyses except for the carotene test can be requested for export certification.

Release of Laboratory Results

The client shall proceed to the LSD office to claim the results on the release date indicated in the laboratory request. The results will only be released upon presentation of the Official Receipt and affixing of signature in the duplicate copy of the laboratory report.

PLANT OPERATION AND INSPECTION SERVICES

Provides services on the certification of meat and meat products for human consumption Conducts audit on the compliance of meat establishments to Good Manufacturing Practices and Hazard Analysis and Critical Control Point

ISSUANCE OF GOOD MANUFACTURING PRACTICES (GMP) CERTIFICATE (NEW APPLICATION)

Good Manufacturing Practices (GMP) and Sanitation Standard Operating Procedures (SSOP) are the primary programs that have to be practiced in all accredited meat establishments and are pre-requisites of Hazard Analysis Critical Control Point (HACCP) Program. The GMP certificate is a written evidence of meat establishments' compliance to the program in relation to the whole process of food production as prescribed by A.O. 21.S.2004. The establishment will be subjected to an on-site audit based on the 8 Key Areas of SSOP.

Who may avail of the Service: Accredited Meat Establishments

Requirements:

Accomplished Application Form (two copies)

Documentation Packet: GMP& SSOP Manual/ Updated Accreditation Certificate (photocopy)

Schedule of Availability of Service: Mondays to Fridays, except holidays; 8:00 am –5:00 pm, without noon breaks

Fees:

Audit Fee: Php 2,000.00

Mailing Fee: Metro Manila: Php 55.00

Luzon: Php 60.00

Visayas: Php 65.00

Mindanao: Php 70.00

Mailing fee is subject to change upon notice of the courier

Maximum Duration of Process: 10 days**Steps: Application for Certification**

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Submit Accomplished application form and complete documentary requirements	Receive, check and review the application, and requirements submitted.	Regional POID Staff	Regional Office
2	Receive duplicate copy of application form and claim stub	Give duplicate copy of application form and the claim stub indicating the date of release of the Certificate	Regional POID Staff	Regional Office
3	Pay for the audit fee	Receive payment of audit fee	Special Collecting Officer	Regional Office
4	Receive Official Receipt	Issue Official Receipt	Special Collecting Officer	Regional Office

Application forms are available at www.nmis.gov.ph and at all central and regional Public Assistance Desks

Preparation for the On-site Audit

The meat establishment shall receive a notification letter from the NMIS to confirm the schedule of audit as indicated in the application form. If there is a conflict of schedule, available dates of the evaluation team will be provided for the confirmation of the meat establishment.

Actual On-site Audit

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Submits the meat establishment for	Conduct On-site audit of meat establishment	NMIS Auditors	Meat Establishment

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
	evaluation			
		Announce the findings and result of the evaluation	NMIS Auditors	Meat Establishment
2	Acknowledge receipt of copy of GMP action request (CAR) form with proposed action from the management	Provide the applicant with a copy of the corrective action request (CAR) form.	NMIS Auditors	Meat Establishment

Note that the audit process is usually comprised of the following activities:

- Initial meeting;
- Information gathering, which includes, interview with staff, documents review and observation of activities and conditions; and,
- Closing meeting.

Release of GMP Certificate

The Certificate shall be sent through email to the regional office and the applicant within ten days upon receipt of the accomplished application form and complete documentary requirements, while the original copy shall be sent to the applicant through courier.

- End of transaction -

ISSUANCE OF GMP CERTIFICATE (RENEWAL)

AO 21.S.2004 required all NMIS accredited “AA” meat establishments to adopt the GMP and SSOP. The NMIS issues a GMP certificate for all meat establishments who passed the audit and the certificate shall be renewed annually

Who may avail of the Service: Accredited Meat Establishments

Requirements:

Accomplished Application Form (two copies)
Updated Accreditation Certificate (Photocopy)

Schedule of Availability of Service: Mondays to Fridays, except holidays; 8:00 am –5:00 pm, without noon breaks

Fees:

Audit Fee: Php 2,000 for "AA" establishments; waived for "AAA"

Mailing Fee: Metro Manila: Php 55.00

Luzon: Php 60.00

Visayas: Php 65.00

Mindanao: Php 70.00

Mailing fee is subject to change upon notice of the courier

Maximum Duration of Process: 10 days

Steps: Application for Renewal of Certification

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Submit accomplished application form	Receive, check and review the application	Regional POID Counterpart	Regional Office
2	Receive duplicate copy of application form and the claim stub	Give duplicate copy of application form and the claim stub indicating the date of release of the Certificate	Regional POID Counterpart	Regional Office
3	Pay for the audit fee	Receive payment of audit fee	Special Collecting Officer	Regional Office
4	Receive Official Receipt	Issue Official Receipt	Special Collecting Officer	Regional Office

Application forms are available at www.nmis.gov.ph and at all central and regional Public Assistance Desks

Preparation for the On-site Evaluation

The meat establishment shall receive a notification letter from the NMIS to confirm the schedule of audit as indicated in the application form. If there is a conflict of schedule, available dates of the evaluation team will be provided for the confirmation of the meat establishment.

Actual On-site Audit

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Submits the meat establishment for evaluation	Conduct On-site audit of meat establishment	NMIS Auditors	Meat establishment

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
		Announce the findings and result of the evaluation	NMIS Auditors	Meat establishment
2	Acknowledge receipt of copy of GMP corrective action request (CAR) form with proposed action from the management	Provide the applicant with a copy of the corrective action request (CAR) form.	NMIS Auditors	Meat establishment

Note that the audit process is usually comprised of the following activities:

- Initial meeting;
- Information gathering, which includes, interview with staff, documents review and observation of activities and conditions; and,
- Closing meeting.

Release of Certificate

The Certificate shall be sent through email to the regional office and the applicant within ten days upon receipt of the accomplished application form and complete documentary requirements, while the original shall sent to the applicant through postal mail.

-End of transaction -

ISSUANCE OF GMP CERTIFICATE (CLOSE-OUT AUDIT)

Upon identification of non-conformances, the meat establishment is given time to correct and address the non conformances. A close-out audit is recommended to assess if the identified non-conformances of the Meat Establishment were instituted with corrective measures.

During close-out audits travel expenses and other incidental expenses incurred by the auditor/s shall be charged to the applicant subject to existing accounting and auditing rules and regulations.

Who may avail of the Service: Accredited Meat Establishments which have non-conformance as identified during the initial GMP audit.

Requirements:

Accomplished Application Form (two copies)
GMP CAR Form

Schedule of Availability of Service: Mondays to Fridays, except holidays; 8:00 am –5:00 pm, without noon breaks

Fees:

Incidental costs are to be covered by the meat establishment. This shall include per diem, terminal fee and travel expenses of the auditor/s.

Mailing fee: Mailing Fee: Metro Manila: Php 55.00

Luzon: Php 60.00

Visayas: Php 65.00

Mindanao: Php 70.00

Mailing fee is subject to change upon notice of the courier

Maximum Duration of Process: 10 days

Steps: Application for Renewal of Certification

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Submit accomplished application form	Receive, check and review the application	Regional POID Counterpart	REGIONAL Office
2	Receive duplicate copy of application form and the claim stub	Give duplicate copy of application form and the claim stub indicating the date of release of the Certificate	Regional POID Counterpart	Regional Office
3	Pay the audit fee	Receive payment of audit fee	Special Collecting Officer	Regional Office
4	Receive Official Receipt	Issue Official Receipt	Special Collecting Officer	Regional Office

Application forms are available at www.nmis.gov.ph and at all central and regional Public Assistance Desks

Preparation for the On-site Audit

The meat establishment shall receive a notification letter from the NMIS to confirm the schedule of audit as indicated in the application form and inform the applicant of the incidental costs of the audit team which shall be paid by the meat establishment. If there is a conflict of schedule, available dates of the evaluation team shall be provided for the confirmation of the meat establishment.

Upon notification of the schedule, the meat establishment shall pay for the incidental costs at the regional office. An official receipt shall be issued.

Actual On-site Audit

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Submits the meat establishment for audit	Conduct On-site audit of meat establishment	NMIS Auditors	Meat establishment
		Announce the findings and result of the evaluation	NMIS Auditors	Meat establishment
2	Acknowledge receipt of copy of GMP corrective action request (CAR) form with proposed action from the management.	Provide the applicant with a copy of the corrective action request (CAR) form.	NMIS Auditors	Meat establishment

Note that the audit process is usually comprised of the following activities:

- Initial meeting;
- Information gathering, which includes, interview with staff, documents review and observation of activities and conditions; and,
- Closing meeting.

Release of Certificate

The Certificate shall be sent through email to the regional office and the applicant within ten days upon receipt of accomplished application form and complete documentary requirements, while the original copy shall be sent to the applicant through courier.

- End of transaction -

ISSUANCE OF HAZARD ANALYSIS CRITICAL CONTROL POINT (HACCP) CERTIFICATE (NEW APPLICATION)

Hazard Analysis Critical Control Points (HACCP) is the systematic and scientific approach in identifying hazards and measures for their control. AO 9 series of 2003 requires all NMIS accredited "AAA" meat establishments to adopt internationally recognized HACCP Program in the whole process of food production and to be certified as such by NMIS. The review of HACCP plans shall ensure proper application of HACCP principles, logic, sound science, proper identification hazards, proper selection of critical control points (CCPs) setting of appropriate critical limits, devise monitoring procedures, formulate deviation corrective procedures, create verification activities and establish record keeping.

Who may avail of the Service: Accredited Meat Establishments ("AAA" and "AA")

Requirements:

Accomplished Application Form (two copies)

Documentation Packet: HACCP Plan, GMP Certificate, Updated Accreditation Certificate

Schedule of Availability of Service: Mondays to Fridays, except holidays; 8:00 am –5:00 pm, without noon breaks

Fees:

Audit Fee: Php 5,000.00/product

Mailing Fee: Metro Manila: Php 55.00

Luzon: Php 60.00

Visayas: Php 65.00

Mindanao: Php 70.00

Maximum Duration of Process: 10 days

Steps: Application for Certification

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Submit accomplished application form and complete documentation packet	Receive, check and review the application, and, requirements submitted.	Regional POID Counterpart	REGIONAL Office
2	Receive duplicate	Give duplicate copy of	Regional POID	Regional

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
	copy of application form and claim stub	the application form and the claim stub indicating the date of release of the Certificate	Counterpart	Office
3	Pay for the audit fee	Receive payment of audit fee	Special Collecting Officer (SCO)	Regional Office
4	Receive Official Receipt	Issue Official Receipt	SCO	Regional Office

Application forms are available at www.nmis.gov.ph and at all central and regional Public Assistance Desks

Preparation for the On-site Audit

The meat establishment shall receive a notification letter from the NMIS to confirm the schedule of audit as indicated in the application form. If there is a conflict of schedule, available dates of the evaluation team will be provided for the confirmation of the meat establishment.

Actual On-site Audit

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Submits the meat establishment for audit	Conduct On-site audit of meat establishment	NMIS Auditors	Meat establishment
		Announce the findings and result of the evaluation	NMIS Auditors	Meat establishment
2	Acknowledge receipt of copy of HACCP corrective action request (CAR) form with proposed action from the management	Provide the applicant with a copy of the corrective action request (CAR) form. and details of observations.	NMIS Auditors	Meat establishment

Note that the audit process is usually comprised of the following activities:

- Initial meeting;
 - =Information gathering, which includes, interview with staff, documents review and observation of activities and conditions; and,
- Closing meeting.

Release of Certificate

The Certificate shall be sent through email to the regional office and the applicant within ten days upon receipt of the accomplished application form and complete documentary requirements, while the original copy shall be sent to the applicant through courier.

-End of transaction -

ISSUANCE OF HACCP CERTIFICATE (RENEWAL)

Hazard Analysis Critical Control Points (HACCP) is the systematic and scientific approach in identifying hazards and measures for their control. AO 9 series of 2003 requires all NMIS accredited "AAA" meat establishments to adopt internationally recognized HACCP Program in the whole process of food production and to be certified as such by NMIS. The review of HACCP plans shall ensure proper application of HACCP principles, logic, sound science, proper identification hazards, proper selection of critical control points (CCPs) setting of appropriate critical limits, devise monitoring procedures, formulate deviation corrective procedures, create verification activities and establish record keeping.

Who may avail of the Service: Accredited Meat Establishments ("AAA" and "AA")

Requirements:

Accomplished Application Form (two copies)
Documentation Packet: Photocopy (HACCP Plan, GMP Certificate, Updated Accreditation Certificate)

Schedule of Availability of Service: Mondays to Fridays, except holidays; 8:00 am –5:00 pm, without noon breaks

Fees:

Audit Fee:	Php 5,000.00/product
Mailing Fee: Metro Manila:	Php 55.00
Luzon:	Php 60.00
Visayas:	Php 65.00
Mindanao:	Php 70.00

Maximum Duration of Process: 10 days

Steps: Application for Certification

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Submit accomplished application form and complete documentation packet	Receive, check and review the application, and, requirements submitted.	Regional POID Counterpart	REGIONAL Office
2	Receive duplicate copy of application form and claim stub	Give duplicate copy of the application form and the claim stub indicating the date of release of the Certificate	Regional POID Counterpart	Regional Office
3	Pay for the audit fee	Receive payment of audit fee	Special Collecting Officer	Regional Office
4	Receive Official Receipt	Issue Official Receipt	Special Collecting Officer	Regional Office

Application forms are available at www.nmis.gov.ph and at all central and regional Public Assistance Desks

Preparation for the On-site Audit

The meat establishment shall receive a notification letter from the NMIS to confirm the schedule of audit as indicated in the application form. If there is a conflict of schedule, available dates of the evaluation team will be provided for the confirmation of the meat establishment.

Actual On-site Audit

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Submits the meat establishment for audit	Conduct On-site audit of meat establishment	NMIS Auditors	Meat establishment
		Announce the findings and result of the evaluation	NMIS Auditors	Meat establishment
2	Acknowledge receipt of copy of HACCP corrective action request (CAR) form with proposed action	Provide the applicant with a copy of the corrective action request (CAR) form. and details of observations.	NMIS Auditors	Meat establishment

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
	from the management			

Note that the audit process is usually comprised of the following activities:

- Initial meeting;
- =Information gathering, which includes, interview with staff, documents review and observation of activities and conditions; and,
- Closing meeting.

Release of Certificate

The Certificate shall be sent through email to the regional office and the applicant within ten days upon receipt of the accomplished application form and complete documentary requirements, while the original shall be sent through courier.

-End of transaction -

ISSUANCE OF MEAT AND MEAT PRODUCTS INSPECTION CERTIFICATE

The inspector or meat control officer assigned at the meat establishment shall issue a certificate of wholesomeness certifying as to condition of the food animal and the fitness of the meat or meat products for human consumption (Rule 29.4 of RA 9296)

Who may avail of the Service: Meat processors, dealers and traders

Requirements:

For Slaughterhouse and Poultry Dressing Plants

- Animals passing ante-mortem inspection;
- Veterinary health certificate; and,
- Certificate of ownership.

Schedule of Availability of Service:

The schedule depends on the hour of operations of the meat establishment. Common schedule of operations are the following:

8:00 am – 5:00 pm
7:00 am – 4:00 pm
6:00 pm – 6:00 am
6:00 pm – 2:00 am
7:00 pm – 4:00 am

Interested meat dealers may contact their local slaughterhouse.

Fees:

Meat inspection fees charged by LGUs shall be based on rates established through a local ordinance. Meat establishments directly supervised by NMIS shall pay the twenty-five percent (25%) share of the of the total meat inspection fees to the national government on a monthly basis.

Maximum Duration of Process: 1 day

Steps:

No.	Client Step	Agency Step	Office/Person Responsible	Location of Office
1	Submit for slaughtering live animals that has been subjected to ante-mortem inspection	Observe slaughtering procedure	Meat plant officer or the deputized MPO	Meat establishment
2		Perform post-mortem inspection	Meat plant officer or the deputized MPO	Meat establishment
3		Accomplish and sign Meat and Meat Product Inspection Certificate (MMPIC) and ask also the meat establishment owner/operator to sign the same Form	Meat plant officer or the deputized MPO	Meat establishment
4	Receive copy of the MMPIC	Provide client with the accomplished MMPIC	Meat plant officer or the deputized MPO	Meat establishment

- End of transaction -

REDRESS AND FEEDBACK MECHANISM

RATIONALE

As a regulatory agency, the National Meat Inspection Service is mandated by law to provide frontline services that are vital in ensuring the safety of meat and the development of meat industry.

However, if clients are not satisfied with our service, they may opt to seek a remedy through our redress and feedback mechanism.

OBJECTIVES

This system provides NMIS clients an avenue where complaints are addressed at the earliest time possible with least burden on the part of the clients.

The system also ensures that queries and inquiries are handled efficiently and effectively to the satisfaction of NMIS clients.

To maintain the quality performance of NMIS through effective handling of customer needs.

PROCEDURE

The redress and feedback mechanism has two components:

I. Complaint Management System

If a client, in the course of availing NMIS frontline services, feels that he/she has not been served courteously, promptly and accordingly, may opt to do the following action:

1. File a complaint containing the following information:
 - a. Name
 - b. Address
 - c. Telephone number (mobile or landline)
 - d. Description of complaint/s
 - e. Name of frontline service provider being complained about
 - f. What remedy does the client want
2. Complaints can be reported through the following modes:
 - a. Letter (attention to the ADR Secretariat)
 - Central Office
 - The Executive Director
 - National Meat Inspection Service, Visayas Ave.,

Diliman, Quezon City,
- Regional Technical Office

- b. Personal appearance
 - Public Assistance Desk at NMIS Central Office and Regional Offices
 - c. E-mail
 - Can be sent at *www.nmis.gov.ph*
 - d. Mobile and SMS
 - Can be sent to 09178367009
 - e. and telephone call
 - at the following numbers: 9247980/9247971/9214473
3. Complaints shall be immediately attended to by the Office of the Day at the Public Assistance Desk.
 4. Forms
 - a. Complaint Form are available at
 1. NMIS Website(*www.nmis.gov.ph*)
 2. Central and Regional Offices Public Assistance Desks

II. Public Assistance Desk

This procedure applies to all information needs requested by NMIS clients.

1. PROCEDURE

The NMIS has established the Public Assistance Desk where clients' can avail any information about its frontline services through the following modes:

- A. Inquiry
 - a. e-mail at *www.nmis.gov.ph*
 - b. Letter addressed to the Executive Director and Regional Technical Directors
 - c. SMS
 - a. Can be sent to 09178367009
 - d. telephone call
 - a. 9247980/9247971/9214473
 - e. Personal appearance
- B. Feedback
 - a. Suggestion Box
 - b. Customer Satisfaction Survey
- C. Forms

Available at NMIS Website, Central and Regional Offices Public Assistance Desks

 - a. Feedback Form
 - b. Customer Survey Form

DIRECTORY

CENTRAL OFFICE

ATTY. JANE C. BACAYO
OIC, Office of the Executive Director
(02)9243118

DR. MINDA S. MANANTAN
Deputy Executive Director
(02)9247980/7971 loc. 11

DR. FERNANDO N. LONTOC
Head, Accreditation, Registration and Enforcement Division
(02)9247980/7971 loc. 33

DR. CLARITA M. SANGCAL
Head, Plant Operation and Inspection Division
(02)9247980/7971 loc. 21

DR. NORBERTO A. NIVAL
Head, Meat Import and Export Inspection and Assistance Division
(02)9247980/7971 loc. 17

DR. GILBERT T. EMPEDRAD
Head, Meat Science and Technology Division
(02)9247980/7971 loc. 22

MS. RAYNE A. BIGAY
Head, Laboratory Services Division
(02)9247980/7971 loc. 28

Ms. ROBERTA L. RIGUER
Head, Consumer Information, Protection and Assistance Division
(02)9247980/7971 loc. 14

DR. MARVIN B. VICENTE
Locally Registered Meat Establishment Assistance Service
(02)9247980/7971 loc. 32

DR. MA. ELIZABETH D. CALLANTA
Special Concerns Service
(02)9247980/7971 loc. 16

MS. ROSARIO T. VILOG
Head, Finance Division
(02)9247980/7971 loc. 31

DR. NAIDA V. BOLVAR
Head, Administrative Services Division
(02)9247980/7971 loc. 24

MS. RANULFA C. PURA
NMIS Focal Person for ARMM
and Halal-related Activities outside of ARMM
(02)9247980/7971

REGIONAL TECHNICAL CENTERS

Region I
DR. GILDO P. FABROS
Regional Technical Director
Brgy. Anonas, Urdaneta City, Pangasinan
(075) 568-62-33

Region II
DR. ELNORA S. RAMONES
OIC-Regional Technical Director
Regional Center, Carig, Tuguegarao
(078) 846-74-28

Region III
DR. MILDRED A. SALIGAN
OIC-Regional Technical Director
Regional Government Center. Bo. Maimpis
San Fernando, Pampanga
(045) 860-50-73

Region IVA
DR. JESUS L. ADORA
OIC-Regional Technical Director
Brgy. Maraouy, Lipa City, Batangas
(043) 757-31-81

Region IVB
DR. JOSEFINA M. RICO
Regional Technical Director
3rd Flr., ATI Bldg, Diliman, Quezon City
(02) 927-48-77

Region V
DR. MATEO P. PUATU
OIC-Regional Technical Director
3rd Floor, Pecson Bldg, Rizal St., Brgy. 19
Cabagnan, Legaspi City
(052) 480-50-35

Region IV
DR. EMMANUEL A. LEMANA
OIC-Regional Technical Director
Doña Pepita Aquino Ave.,
Fort San Pedro, Iloilo City
(033) 337-09-56

Region VII
DR. ROMEO S. CAPA
Regional Technical Director
Department of Agriculture
N. Velez St., Cebu City
(032) 254-45-65

Region VIII
DR. DARIO BONIFACIO CANILLAS
Regional Technical Director
Department of Agriculture
Candahug, Palo, Leyte
(053) 323-85-03

Region IX
DR. ARTURO S. DE JESUS
Regional Technical Director
F.S. Pajares San Jose District
Pagadian City
(062) 214-47-31

Region X
ATTY. BEATA HUMILDA O. OBSIOMA
Regional Technical Director
Zone II, Cugman Slaughterhouse Complex
Cagayan de Oro City
(088) 855-34-72

Region XI
DR. MYRNA I. HABACON
OIC-Regional Technical Director
Department of Agriculture
Father Selga St., Davao City
(082)225-27-37

Region XII
DR. JOSE ARIEL B. BILLONES
OIC-Regional Technical Director
1st Blk., Osita Cmpd., Koronadal City
(083) 228-36-62

Caraga
DR. DESIDERIO B. JULATON
OIC-Regional Technical Director
City Slaughterhouse Compound
Butuan City
(085) 344-05-71

CAR
DR. FLORENCIO P. PINTOR
OIC-Regional Technical Director
Marcos Hi-way, Baguio City
(074) 444-98-48

National Capital Region
DR. EDUARDO R. OBLENA
OIC-Regional Technical Director
3rd Floor, ATI Bldg, Diliman, Quezon City
(02) 927-26-58

APPLICATION FORMS



Control No: _____

APPLICATION FOR THE ISSUANCE OF CERTIFICATE OF ACCREDITATION TO MEAT ESTABLISHMENT CONTRACTORS AND FABRICATORS

Type of Application

- ☐ New
☐ Renewal

Accreditation applied for

- ☐ Meat Establishment Contractor
☐ Meat Establishment Fabricator

Type of Ownership:

- ☐ Sole Proprietorship
☐ Partnership
☐ Corporation
☐ others, specify _____

License Number: _____

Principal Classification and Category: _____

Name of Owner/Operator _____

Name of Company : _____

Address : _____

Telephone number : _____ Fax number: _____

e-mail address : _____

Construction yard address : _____

Fabrication plant address : _____

Contact Person: _____

Position: _____

Address: _____

Telephone:- _____ Fax number: _____

Coverage of Operation

Provincial Address: _____

Regional Address: _____

I hereby certify that the above statements are true and correct to the best of my knowledge and documentary requirements submitted are complete.

Applicant
Signature over Printed Name

.....
(This portion to be filled out by NMIS authorized representative) Control No: _____

Date of Application _____

Date of Release _____

NMIS Authorized Representative
(Signature Over Printed Name)

.....
(Applicant's copy)

Control No: _____

Date of Application _____

Date of Release _____

Applicant
(Signature Over Printed Name)

**APPLICATION FOR MEAT ESTABLISHMENT ACCREDITATION**

1. Type of Application
☐ New
☐ Renewal
☐ Others, *specify* _____
2. Type of Plant (*pls. put check in box if contract processing and specify plant*)
☐ Abattoir
☐ Poultry Dressing Plant
☐ Meat Processing Plant
☐ Meat Cutting Plant
☐ Cold Storage
☐ Others (*please specify*) _____

4. Company name, address, telephone/fax number (including area code)

5. Name of applicant, mailing address (include postal code and e-mail), telephone/fax number

6. No. of days/month operational _____ 7. No. of shift/day _____ 8. No. of hours/shift _____

9. Number of animal slaughtered/dressed (*heads/day*)
Species of animal *Average daily slaughter*
☐ Swine
☐ Poultry
☐ Cattle
☐ Carabao
☐ Goat/Sheep
☐ Others
10. Maximum production capacity/hr.

11. Prepared or Processed (*for Meat Processing and Meat Cutting Plant only*)

<i>Kind of meat</i>	<i>Average daily production</i>			
<input type="checkbox"/> Pork	<input type="checkbox"/> Cutting	<i>Product</i>	<i>Volume</i>	<i>Brand name</i>
<input type="checkbox"/> Beef	<input type="checkbox"/> Boning	_____	_____	_____
<input type="checkbox"/> Poultry	<input type="checkbox"/> Mechanical boning	_____	_____	_____
<input type="checkbox"/> Others	<input type="checkbox"/> Fabrication	_____	_____	_____
	<input type="checkbox"/> Curing	_____	_____	_____
	<input type="checkbox"/> Formulating	_____	_____	_____
	<input type="checkbox"/> Cooking	_____	_____	_____
	<input type="checkbox"/> Smoking	_____	_____	_____
	<input type="checkbox"/> Canning	_____	_____	_____
	<input type="checkbox"/> Drying	_____	_____	_____
	<input type="checkbox"/> Slicing	_____	_____	_____
	<i>Total</i>	_____	_____	_____

12. Destination/Distribution

Wet markets _____
 Hotels/Restaurants _____
 Cold Storage _____
 Meat shops _____
 Supermarket _____

13. Storage Capacity

	<i>Area (cubic meters)</i>	<i>Capacity (MT)</i>
Chiller	_____	_____
Blast Freezer	_____	_____
Holding Freezer	_____	_____
Other Cold Storage used	_____	_____

14. Present Status of Labeling

Are labeling/packaging materials provided to contract processor? ☐ yes ☐ no
 Does the label indicate the contract processor?
 (*eg. name of plant, accreditation no., address, etc.*) ☐ yes ☐ no

I hereby certify that the above statements are true and correct to the best of my knowledge and documentary requirements submitted are complete.

 Signature of applicant

(*This portion is to be filled-out by NMIS Authorized Representative*)

Date of Application _____

Date of Release _____

 NMIS Authorized Representative
 (*Signature Over Printed Name*)

Applicant's Copy

Date of Application _____

Date of Release _____

 Applicant
 (*Signature Over Printed Name*)



Control No: _____

**APPLICATION FOR THE ISSUANCE OF CERTIFICATE OF ACCREDITATION TO
MEAT TRANSPORT VEHICLES**

Type of Application

- ☐ New
☐ Renewal

Registered Owner : _____

Address: _____

e-mail address: _____

Telephone number: _____ Fax number : _____

Vehicle Identification

Make: _____

Plate number: _____

Engine Number: _____

LTO Certificate of Registration Number: _____

LTO Official Receipt of Registration: _____

Accredited Meat Establishments to be served ;

Destination (*major markets to be served*):

I hereby certify that the above statement are true and correct to the best of my knowledge and the documentary requirements are complete.

Applicant
(Signature over printed name)

(*This portion to be filled out by NMIS authorized representative*)

Control No: _____

Date of Application: _____

Date of Release: _____

NMIS authorized representative
(Signature over printed name)

(*Applicant's Copy*)

Control No: _____

Date of Application: _____

Date of Release: _____

Applicant
(Signature over printed name)



Control No. _____

APPLICATION FOR ACCREDITATION OF MEAT and MEAT PRODUCT IMPORTER

1. Type of application: ☐ New ☐ Renewal

2. Company name, address, telephone/fax number:

3. Name of president, chairman or owner:

4. Type of company:

☐ Corporation

☐ Single Proprietor

5. TIN of company

6. Name & Address of Plant , Warehouse or Cold Storage

7. Tel. No.

☐ Owned

☐ Lease or Rent

☐ Freezers (for institutional users)

8. Authorized Contact Person:

Name:

9. Type of ID presented & No.

10. Tel. No.

☐ company personnel ☐ broker

11. Type of importer:

☐ Trader

☐ Meat Processor

☐ Institutional Supplier

I hereby certify that the above statements are true and correct to the best of my knowledge and documentary requirements submitted are complete>

Applicant
(Signature over printed name)

(This portion is to be filled out by NMIS Authorized Representative)

Control No.: _____

Date of Application: _____

Date of Release: _____

NMIS Authorized representative
(Signature over printed name)

(Applicants copy)

Date of Application: _____

Control No.: _____

Date of release: _____

NMIS Authorized representative
(Signature over printed name)



Control No: _____

APPLICATION FOR THE ISSUANCE OF GMP/HACCP CERTIFICATE TO MEAT ESTABLISHMENTS

1. Food Safety Program (please check)	2. Type of Audit	3. Type of Meat Establishment
<input type="checkbox"/> GMP	<input type="checkbox"/> Certification	<input type="checkbox"/> SLH <input type="checkbox"/> CS
<input type="checkbox"/> HACCP	<input type="checkbox"/> Renewal/Verification	<input type="checkbox"/> PDP <input type="checkbox"/> MCP
	<input type="checkbox"/> Surveillance	<input type="checkbox"/> MPP
	<input type="checkbox"/> Close-Out	

4. Documentation Packet :

☐ GMP/ SSOP Manual/ Photocopy of Certificate of Accreditation

☐ HACCP Plan/ Photocopy of Certificate of Accreditation

5. Meat Establishment Profile :

Name of Owner/Operator: _____

Name of Company _____

Accreditation No: _____

Meat Establishment Address : _____

Telephone number: _____

Fax number: _____

E-mail address _____

I hereby certify that the above statement are true and correct to the best of my knowledge and documentary requirements submitted are complete.

Signature of applicant
(over printed name)

(This portion to be filled out by NMIS authorized representative)

Control No: _____

Date of Application: _____

Date of Release: _____

NMIS authorized representative
(Signature over printed name)

Applicant's copy

Control No: _____

Date of Application: _____

Date of Release: _____

NMIS CUSTOMER EVALUATION FORM

To ensure efficient delivery of NMIS frontline services, we would like to solicit your feedback by accomplishing this questionnaire.

(Please respond to each question based on your experience by putting a check mark on the appropriate space below. If a question does not apply, please move on to the next. Thank you.)

Item No.	Questions	VS	QS	N	QU	VD
1	Politeness and friendliness of NMIS frontline service provider					
2	Promptness in accommodating a request					
3	Getting service done correctly					
4	Service provided was quick and efficient					
5	For further improvement of our products/service please give comments/suggestions if any.					

Customer's Signature over Printed Name

Legend:

Very Satisfied (VS)
Quite Satisfied (QS)
Neither Satisfied nor Dissatisfied (N)
Quite Unsatisfied (QU)
Very Dissatisfied (VD)

Approved: September 5, 2009

A handwritten signature in black ink, appearing to read "Bacayo", with a stylized, cursive script.

ATTY. JANE C. BACAYO, DVM, MPA
OIC-Executive Director



Republic of the Philippines
DEPARTMENT OF AGRICULTURE
NATIONAL MEAT INSPECTION SERVICE
Visayas Avenue, Diliman, Quezon City
Tel Nos. 924-7977, 924-7980, 921-4473, Telefax: 924-7973
[URL: http://nmis.gov.ph](http://nmis.gov.ph)
e-mail: nmis@nmis.gov.ph