



SOP for Pet Registration

Document Number	Effective Date	Review Date	Version No
NVH-P-U1-01	01/01/2019	31/12/2021	001

Document Approval

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Revision History

Revision	Revision Date	Reason for Revision	Revised by

Prepared by NVH	Reviewed by Review Committee	Authorized by DoL
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1. Purpose

1.1 This SOP describes the procedure for pet registration.

2. Scope

2.1 This SOP covers the procedures for issuing token, consultation and entry of data in pet registration database.


3. Responsibilities

Sl. No.	Official Designation	Responsibilities
1.	Receptionist	Issue token, explanation on the importance of pet registration and vaccination to pet owners, collecting of fees, updating in the pet booklet, issuing of pet booklet and money receipt.
2.	Data Manager	Entry of data in pet registration data base

4. Definitions

- 4.1 **AHD:** It refers to Animal Health Division under the Department of Livestock.
- 4.2 **DoL:** It refers to Department of Livestock.
- 4.3 **DRA:** It refers to Drug Regulatory Authority.
- 4.4 **Effective Date:** It is the date that a document becomes effective for use.
- 4.5 **NVH:** It refers to National Veterinary Hospital, Thimphu.
- 4.6 **Pet Registration Booklet:** It refers to a book used for registration of pets and contains the details of the animal and vaccination & deworming status.
- 4.7 **Pet Registration Database:** It refers to a collection of information on pets that is organized so that it can be easily accessed, managed and updated.

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4.8 **Registration Number:** It refers to numbers assigned to a pet when it is registered, usually indicating the year and place of registration and by which the pet may be identified.

4.9 **Renewal:** It refers to the process of extending the period of time when something is effective or valid.

4.10 **SOP:** It refers to Standard Operating Procedure.

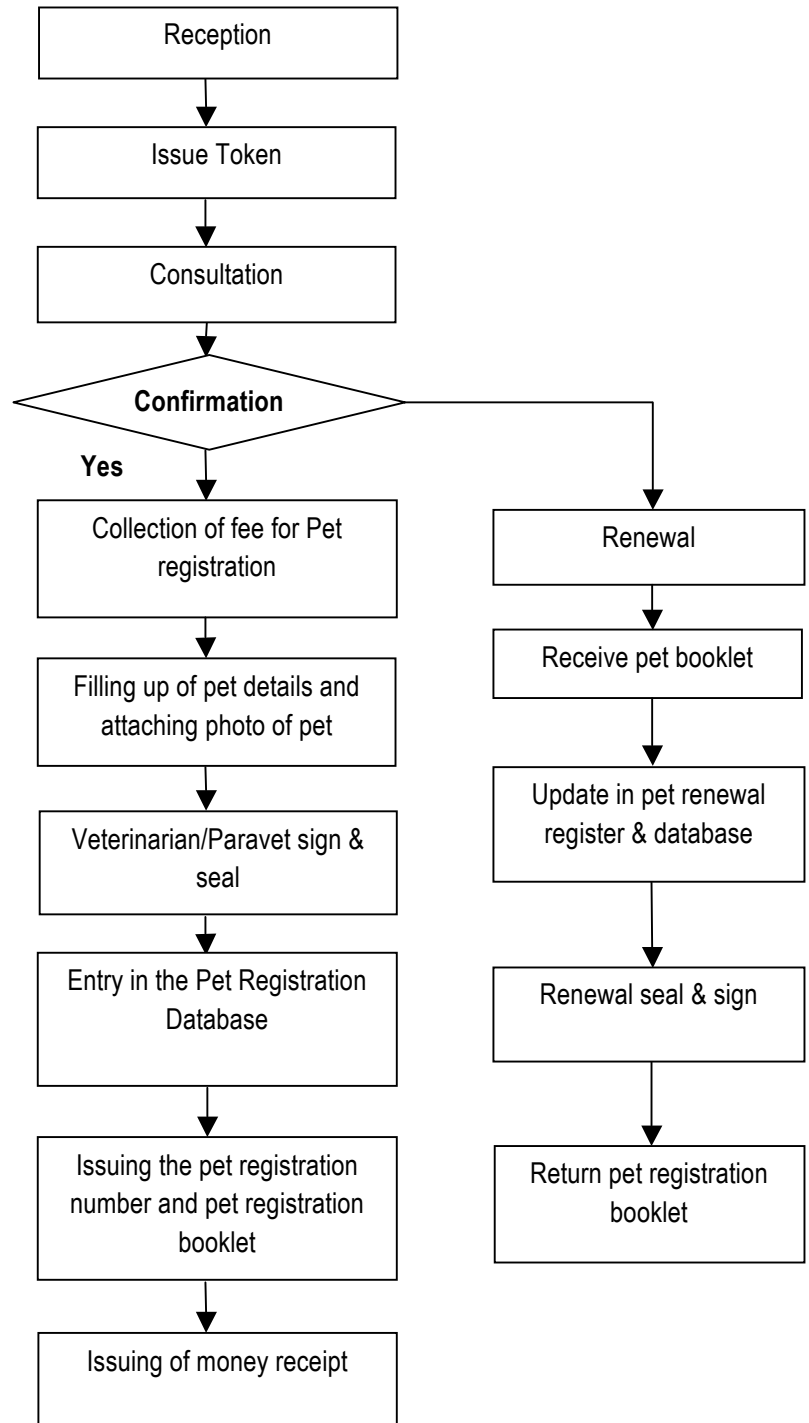
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5. Process Map in Flow Chart



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6. Procedure

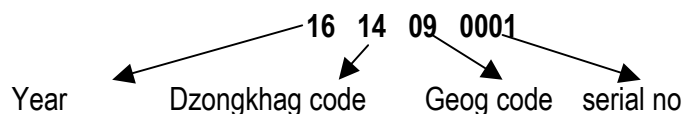
6.1 Reception room/area

- 6.1.1 It should be kept clean at all times.
- 6.1.2 It should be well lighted with good ventilation or air conditioning.
- 6.1.3 There should be sufficient waiting chairs, reception table, a computer with a printer and a telephone.
- 6.1.4 The staff should wear formal dress.

6.2 Issuing of token to the pet owners at reception counter on first come first basis.

6.3 Consultation

- 6.3.1 Inform pet owner on the importance of pet registration.
- 6.3.2 Convince that pet registration is mandatory.
- 6.3.3 For Pet Registration
 - 6.3.3.1 Collect the fee at the prescribed rates for urban (Nu. 100) and rural areas (Nu. 50) for pet registration.
 - 6.3.3.2 A dose of rabies vaccine is given free of cost during registration.
 - 6.3.3.3 Fill up the details of the owner and pet into the pet registration booklet (Pet name, registration no, age, sex, species, breed, colour, owner's name, address and phone number).
 - 6.3.3.4 Attach a current photo of the pet with the owner on page 3 of pet registration booklet.
 - 6.3.3.5 Apply veterinarian/paravet sign and seal.
 - 6.3.3.6 Register the pet into the pet registration database for record.
 - 6.3.3.7 Issue the Pet registration number and booklet. Pet register number is a ten-digit figure.
For example **1614090001**



- 6.3.3.8 Issue money receipt.
- 6.3.4 For Renewal of Pet registration
 - 6.3.4.1 Owners with pet booklet
 - 6.3.4.1.1 Produce pet booklet.
 - 6.3.4.1.2 Enter in the Pet renewal register.
 - 6.3.4.1.3 Update in the pet registration booklet and database.
 - 6.3.4.1.4 Apply renewal seal and sign.
 - 6.3.4.1.5 Issue pet booklet.
 - 6.3.4.2 Owners without pet booklet.
 - 6.3.4.2.1 Obtain details of the previous registration.
 - 6.3.4.2.2 Retrieve the information from the pet registration database.

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- 6.3.4.2.3 Collect the fee at the prescribed rates for urban and rural areas.
- 6.3.4.2.4 Enter in the Pet renewal register.
- 6.3.4.2.5 Update in the pet registration booklet and database.
- 6.3.4.2.6 Apply renewal seal and sign.
- 6.3.4.2.7 Issue pet booklet and money receipt.

For transfer of Ownership

- 6.3.4.3 Owners with pet booklet
 - 6.3.4.3.1 Produce pet booklet.
 - 6.3.4.3.2 Collect the fee at the prescribed rates for urban and rural areas
 - 6.3.4.3.3 Update the details of new owner in Page no 4 under Transfer of ownership
 - 6.3.4.3.4 Update in the pet registration database.
 - 6.3.4.3.5 Apply renewal seal and sign.
 - 6.3.4.3.6 Issue pet booklet and money receipt.

6.4 Direct the owner to the vaccination room.

7. Related Forms or Work Instructions

- 7.1 SOP for Vaccination.
- 7.2 SOP for Deworming.
- 7.3 Pet Registration Booklet.

8. References

- 8.1 SOP on SOP format – Drug Regulatory Authority, Thimphu.

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