



BVC Standard for Veterinary Clinic



Bangladesh Veterinary Council

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1.Introduction

Veterinary services are aimed at the treatment, breeding and conservation, disease diagnosis, prevention, control, extension services, quality control of animal products and by-products, research, and artificial insemination services to animals. It is also concerned with preventing the transmission of animal diseases to humans and imparting teaching and training in veterinary science or providing veterinary advisory services. One health issue is a vital issue to ensure entire national and global health nowadays. Around 70% of human diseases come from animal origin. So, in all steps of animal health care, we should maintain veterinary public health and animal welfare. It will also assure safe food, antimicrobial resistance(AMR), better public health, and socio-economic development. The animal healthcare sector is rapidly changing in Bangladesh with the advancement of knowledge and technology and public expectations. This document sets out the Bangladesh Veterinary Council(BVC)'s criteria for veterinary clinics relative to technical and operational competence compatible with appropriate standards and provides an administrative assessment.

According to the parliamentary Act named “Bangladesh Veterinary Council Act-2019” (clauses No. 30, 31, and 37 majorly), it is mandated for the BVC to set up the standard of veterinary clinics and to monitor it properly. This standard represents the commitment of animal health sectors to achieving its mission, namely to enhance the abilities of veterinarians to provide quality health care to animals; to enable veterinarians to successfully conduct their practices and maintain their facilities with high standards of excellence; and to meet the public's needs as they relate to the delivery of veterinary service.

It should be used as the definitive reference document for veterinary clinic services preparing for BVC visitation and evaluation. The BVC will update this guideline from time to time, to keep pace with the national and global developments in veterinary service.

2. Objectives

- i. To provide a mechanism for different veterinary clinics,
- ii. To promote appropriate quality system programs,
- iii. To continuously emphasize the importance of excellence in veterinary clinical service,
- iv. To encourage the hiring of dedicated and innovative veterinarians with appropriate training and experience,
- v. To promote adequate training of specialists in veterinary medicine,
- vi. To encourage the acquisition and maintenance of facilities suitable and adequate to provide quality services,
- vii. To periodically evaluate and modify the process,
- viii. To keep laboratories cognizant of current technological advances in diagnostic veterinary medicine,
- ix. To keep service holders informed of the impact of legislative mandates and other regulatory actions,
- x. For assisting the service holder to meet or exceed the standards of the World Organization for Animal Health(WOAH)

3. The legal basis of BVC supervision for veterinary Clinics in Bangladesh

It is a legal requirement that new veterinary pharmacies or old pharmacies servicing in Bangladesh should follow the rules and regulations regarding regular service. To ensure high quality of veterinary education and profession of service, the government has passed a parliamentary Act named “Bangladesh Veterinary Council Act-2019”. According to the Act, the clauses are presented below;

Clause No.17. Ban the Veterinary Practice without the Registration and Certificates. — Whatever is laid in any other Acts in force, no persons are allowed to do Veterinary Practice or introduce himself as a veterinarian or a Veterinary Practitioner unless she or he is registered and obtains certificates according to this Act.

Clause No.23. Special Right for the Registered Veterinary Practitioners. — (1) Only the registered Veterinary Practitioners shall be eligible for appointment in any Veterinary related position in the Government, Semi Government, autonomous, private or any other Veterinary Organizations administered by the local authorities, hospitals, pharmaceutical and food organizations or in slaughtering houses.

(2) The registered Veterinary Practitioners can use the title “doctor” or “Dr.” with their names and can take fees fixed by the Council for their services as specified by them.

(3) If any Veterinary health certificates or any other certificates under any Act temporarily in force require signatures or attestation, only registered Veterinary Practitioners can sign or attest such certificates.

Clause No.30. Recognizing Private Veterinary Clinic, Diagnostic Centre, etc.— (1) If any person or organization wants to run commercially a Veterinary Clinic, service center, feed industries and pharmaceuticals, slaughter house, breeding related institute, animal rehabilitation centre or diagnostic center, she/he or they shall apply in a specified way to the Council for recognition.

Clause No.31. Repealing Recognition of Private Veterinary Clinics, Diagnostic Centers, etc.—(1) If it appears to the Council that the quality of services provided by any private Veterinary Clinic, service centre, feed industries and pharmaceuticals, slaughter house, breeding institution, animal rehabilitation centre or any diagnostic centre—

- (a) is below the standards prescribed by the Council, or
- (b) if any orders, instructions or policies given by the Government and by the Council are not properly complied, the Council shall send a notice to the concerned organization seeking explanation within a specific period of time as fixed by the council.

(2) After receiving explanation of the notice sent under Sub-section (1) from the concerned organization or if the concerned organization fails to explain within a specified period, the Council, after necessary inquiry, can repeal recognition of the concerned organization following the set procedure.

Clause No.37. Punishment for Running a Private Veterinary Clinic, Diagnostic Centre without Recognition of the Council, etc.— (1) If any person or organization runs, without the recognition of the Council under Section 30, any private Veterinary

Clinic, service center, feed industries and pharmaceuticals, slaughtering house, breeding institution, animal rehabilitation centre or diagnostic center, shall consider as crime under this Act, and the owner, director, manager, secretary or any other employee of such organization as directly involved in the crime shall consider committing the crime unless the accused shall justify that the crime committed imperceptible and that she/he tried best to prevent it.

- (2) Crime committed under Sub-section (1), shall impose imprisonment for not more than 2 (two) years or a fine of Taka not more than 5 (five) lacs or shall be punishable in both ways and if that crime continues, a fine of Taka 50 (fifty) thousand per day shall incur as punishable offence.

4. Establishment

- a) A suitable place with specific rooms separated for specific services,
- b) Veterinary doctors chamber/ service area must be separated from common entrance or any kind of service area,
- c) If the location of the veterinary clinic is changed, it should be immediately informed to BVC with the application and further details,
- d) Proper supply of electricity, clean water, air passing environment,
- e) Specific furniture and facilities for specific services,
- f) Health and safety standards must be conscientiously observed, as should the requirements of acceptable laboratory practice,
- g) Waste management should be sealed strictly with precautions and then disposed of,
- h) Clinic authority should display the accreditation of veterinary clinic in visible place and veterinarian should also keep their Veterinary Practitioner Certificate exposed at service-providing place which was issued by BVC,
- i) The overall budget will be adequate on the basis of salaries for personnel, operations, equipment, maintenance, travel, information technology, and continuing education. As veterinary clinics are a vital part of disease surveillance and monitoring, finances must be available to sustain these assignments.

5. Categorization of Veterinary Clinic

The veterinary clinic should be categorized into 3 types according to the conditions below,

5. 1. Large establishment

5. 2. Medium establishment

5. 3. Small establishment

5.1. Large establishment is one that is capable of providing a full range of specialized medicinal treatment and surgery services (Indoor, Outdoor, and Emergency), inpatient facilities, pharmacy facilities, Veterinary nursing, diagnostic services (at least linked facilities for Ultrasonography, X-ray, MRI, CT Scan), ambulatory services (proper clinical facilities with compulsory registered veterinary doctor), a regular consultancy with different sectors (Large animal, Small animal, Pet animal, Dairy, Avian, Aquatic, Wild Animal, Public health, Nutrition, Orthopaedics, Theriogenology, and others) by the specific consultant. Artificial insemination services and laboratory facilities are year-round in a majority of the

following essential disciplines: necropsy, histopathology, clinical pathology, bacteriology, virology, mycology, parasitology, serology, and toxicology. It is mandatory that a full service on-site. Mechanisms must exist for referral of those services not directly offered by the clinic. The clinic must have specialized veterinary doctors for which type of patients the clinic is designed. The BVC will evaluate and suggest the appropriateness of essential services which is bound to add and obey for further activities.

Professional and Management Staff Requirement

5.1. i. Professional Staff

5.1. i. A. Veterinarians

- a) Chief Veterinary Consultant/ Chief Veterinary Surgeon
- b) Additional Chief Veterinary Consultant/ Additional Chief Veterinary Surgeon
- c) Senior Veterinary Consultant/ Senior Veterinary Surgeon
- d) Veterinary Consultant/ Veterinary Surgeon (Experienced in Large animal/ Small animal/ Pet animal/ Dairy/ Avian/ aquatic / Dentistry / Nutrition/ Artificial insemination / Wild animal/ Public Health)
- e) Emergency Veterinary Consultant/ Emergency Veterinary Surgeon
- f) Veterinary orthopaedists
- g) Veterinary Anaesthesiologist
- h) Veterinary Pharmacist
- i) Veterinary theriogenologist
- j) Veterinary Radiologist (Ultrasonography, X-Ray, MRI, CT Scan, and others)

5.1. i. B. Veterinary Assistant

- a) Veterinary Diploma Pharmacist
- b) Artificial Insemination technician
- c) Laboratory technician
- d) Veterinary Nurse
- e) Vaccinator

5.1. ii. Management Staff

- a) Chairman/ Owner
- b) Director / Chief Executive Officer– Must be a Veterinarian
- c) Accountant
- d) Receptionist
- e) Driver (Ambulatory clinic driver should be trained in the primary health condition of animals and instruments used in ambulatory clinic)
- f) Cleaner
- g) Security guard

N.B: The above structure indicates the minimum requirement. The authority of veterinary clinics can appoint more manpower in all specific areas and needs.

5.2. Medium establishment is one that is capable of providing specialized medicinal treatment and surgery services (Outdoor, and Emergency) for a distinct time in the day, pharmacy facilities, Veterinary nursing, diagnostic services(at least linked facilities for

Ultrasonography and X-ray), ambulatory services(proper clinical facilities with compulsory registered veterinary doctor), a regular consultancy with different sectors(Large animal, Small animal, Pet animal, Dairy, Avian, Aquatic, Wild Animal, Public health, Animal Nutrition, Orthopaedics, Theriogenology, and others), laboratory facilities (All rapid test, clinical pathology, parasitology, serology). The clinic must have specialized veterinary doctors for which type of patients the clinic is designed. The BVC will evaluate and suggest the appropriateness of essential services which is bound to add and obey for further activities.

Professional and Management Staff Requirement

5.2. i. Professional Staff

5.2. i. A. Veterinarians

- (a) Chief Veterinary Consultant/ Chief Veterinary Surgeon
- (b) Veterinary Consultant/ Veterinary Surgeon, at least two (Experienced in Large animal/ Small animal/ Pet animal/ Dairy/ Avian/ aquatic / Dentistry/ Nutrition/ Artificial insemination / Wild animal/ Public Health)
- (c) Emergency Veterinary Consultant/ Emergency Veterinary Surgeon
- (d) Veterinary Anesthesiologist
- (e) Veterinary orthopaedists
- (f) Veterinary Radiologist (at least linked facilities for Ultrasonography, X-Ray)

5.2. i. B. Veterinary Assistant (At least two of mentioned below)

- (a) Veterinary Diploma Pharmacist
- (b) Laboratory technician
- (c) Veterinary Nurse

5.2. ii. Management Staff

- (a) Chairman/ Owner
- (b) Director / Chief Executive Officer– Must be a Veterinarian
- (c) Receptionist
- (d) Driver (Ambulatory clinic driver should be trained in the primary health condition of animals and instruments used in ambulatory clinic)
- (e) Cleaner

N.B: The above structure indicates the minimum requirement where 5.2. i. A (d, e, f) is not compulsory. The authority of veterinary clinics can appoint more manpower in all specific areas and needs.

5.3. iii. Small establishment is one that is capable of providing treatment and consultancy services for a short period of a day. It may have surgery services, pharmacy facilities, diagnostic services, and laboratory facilities on short premises. The clinic must have specialized veterinary doctors for which type of patients the clinic is designed. The BVC will evaluate and suggest the appropriateness of essential services which is bound to add and obey for further activities.

Professional and Management Staff Requirement

5.3. i. Professional Staff

5.3. i. A. Veterinarians

- Veterinary Consultant/ Veterinary Surgeon, at least two (Experienced in Large animal/ Small animal/ Pet animal/ Dairy/ Avian/ aquatic / Dentistry/ Nutrition/ Artificial insemination / Wild animal/ Public Health)

5.3. i. B. Veterinary Assistant

- Veterinary Nurse

5.3. ii. Management Staff

- a) Chairman/ Owner
- b) Director / Chief Executive Officer– Must be a Veterinarian
- c) Cleaner

N.B: The above structure indicates the minimum requirement. The authority of veterinary clinics can appoint more manpower in all specific areas and needs.

6. Facilities

Large Establishment

- a) The veterinary clinic should be furnished with all items of services that are enlisted in the clinic program and must have emergency fire fighting system,
- b) Medicinal treatment and surgery services properly and regularly,
- c) Separated places for contagious diseases should be arranged,
- d) The operation theatre should be separated from the public space and furnished with necessary electrical items, technological arrangements, instruments, and appliances,
- e) Safety dress should be supplied for different services and diagnostic procedures (Compulsory for operation theatre, diagnostic and laboratory activities),
- f) Adequate and hygienic premises and equipment for the diagnosis and humane treatment of animals must be available,
- g) Specific services with proper monitoring facilities and adequate staff should be assured,
- h) Operative surgery and recovery from anesthesia, and the isolation of infectious cases should be arranged,
- i) Ambulatory clinics must have a registered veterinary doctor and a registered veterinary assistant to give their services,
- j) All the documents for all kinds of services and data of employees should be maintained regularly and bound to show for BVC at any time.

Medium Establishment

- a) The veterinary clinic should be furnished with all items of services that are enlisted in the clinic program.
- b) Medicinal treatment and surgery services properly and regularly.
- c) Separated places for contagious diseases should be arranged.

- d) The operation theatre should be separated from the public space and furnished with necessary electrical items, technological arrangements, instruments, and appliances.
- e) Safety dress should be supplied for different services and diagnostic procedures (Compulsory for operation theatre, diagnostic and laboratory activities).
- f) Adequate and hygienic premises and equipment for the diagnosis and humane treatment of animals must be available.
- g) Specific services with proper monitoring facilities and adequate staff should be assured.
- h) Ambulatory clinics must have a registered veterinary doctor and a registered veterinary assistant to give their services.
- i) All the documents for all kinds of services and data of employees should be maintained regularly and bound to show for BVC at any time.

Small Establishment

- a) Medicinal treatment and surgery services properly,
- b) Separated places for contagious diseases should be arranged,
- c) The operation theatre should be separated from the public space and furnished with necessary electrical items, technological arrangements, instruments, and appliances,
- d) Safety dress should be supplied for different services and diagnostic procedures (Compulsory for operation theatre, diagnostic and laboratory activities),
- e) All the documents for all kinds of services and data of employees should be maintained regularly and bound to show for BVC at any time.

7. Equipment

Common Instruments and Appliances

Stethoscope, Weighing scale, Pen torch, First-aid kit, Surgical drape, Thermometer, Towel clip, Scalpel with a blade, Simple tissue forceps, Rat tooth forceps, Straight artery forceps, Curved artery forceps, Allis tissue forceps, Tongue forceps, Dental forceps, Needle holder, Atraumatic needle, Traumatic needle, Bone saw, Vaginal speculum, Urinary catheter, Teat siphon, Eye speculum, Tenotome, Ribs spreader, Tendon suturing needle, Burdizzo's castrator, Chisel, Hammer, Curved scissor, Bandage cutting scissor, Bone curette, Esophageal forceps, couponing forceps, Trocar and cannula, Stitch cutting scissor, Obstetrical hook, Straight scissor, Spaying hook, Hoof shears, Nasal speculum, Cleaning gloves, Dustbin bags, Blood infusion set, Sterilizer / Autoclave, Gauze.

- a) The veterinary clinic shall possess or have access to all equipment necessary for the correct performance of all services.
- b) There is a minimum requirement of equipment
 - Large establishment- Six (6) sets of equipment and appliances
 - Medium establishment- Four (4) sets of equipment and appliances
 - Small establishment- Two(2) sets of equipment and appliances
- c) Equipment shall be operated by authorized, qualified personnel. Up-to-date instructions on the use and maintenance of equipment (including any relevant manuals provided by the manufacturer of the equipment) shall be readily available for use by the appropriate clinic personnel.

- d) The diagnostic, medical, and surgical equipment provided must promote the state-of-the-art practice of veterinary medicine and surgery and be accredited by BVC.
- e) All the equipment should be kept rust-free and cleaned regularly.
- f) Test equipment, including both hardware and software, shall be safeguarded from adjustments that would invalidate the test results.

8. Essential competence for professional staff

8. 1. Common skills and abilities

A veterinarian for a veterinary clinic must demonstrate abilities and skills in five areas: observation, communication, motor, intellectual (conceptual, integrative, and quantitative), behavioral, and social.

- a) **Observation:** A professional must be able to observe a patient accurately at a distance and close at hand, and assess findings. Observation requires the functional use of vision, and hearing, often in complex situations in veterinary healthcare environments.
- b) **Communication:** A professional must be able to elicit information, establish rapport, offer explanations, and describe changes in behavior, activity, and posture. Veterinarians must be able to communicate effectively, efficiently, and in a timely manner with all members of the healthcare team.
- c) **Motor Function:** A professional must have sufficient motor skills to use scientific and diagnostic instrumentation, to carry out animal restraint and essential diagnostic procedures, including palpation, auscultation, percussion, and other components of a physical exam on live animals, to perform surgical manipulations, and to conduct dissection and necropsy on cadavers.
- d) **Intellectual (Conceptual, Integrative, and Quantitative):** Problem-solving, a critical skill of veterinarians, requires that a professional must be able to obtain, retrieve, analyze, integrate, and synthesize information from multiple sources efficiently and accurately. Professionals must be able to formulate and test hypotheses that enable effective and timely problem-solving in the diagnosis and treatment of patients in a variety of clinical situations. Veterinarians must demonstrate the skills, knowledge, and abilities to process multiple situations simultaneously.
- e) **Behavioral and Social Attributes:** A professional must be able to fully utilize his or her intellectual abilities, exercise good judgment, promptly complete all responsibilities attendant to the diagnosis and care of patients, and develop effective relationships with their companions, peers, staff, colleagues, and with clients. S/he must understand the legal and ethical aspects of the practice of veterinary medicine, and function within both the law and the ethical standards of the veterinary profession.

8.2. Practical skills of abilities

Designation	Experience	Skills	Support documents
Chief Veterinary Consultant/ Chief Veterinary Surgeon	Minimum Twelve (12) years	Must have professional and clinic management-related training. Must be included as an additional qualification in BVC required.	Training Certificates, CPD records, and any other proof of experience
Additional Chief Veterinary Consultant/Additional Chief Veterinary Surgeon	Minimum Eight(8) years	Must have professional and clinic management-related training. Must be included as an additional qualification in BVC required.	Training Certificates, CPD records, and any other proof of experience
Senior Veterinary Consultant/ Senior Veterinary Surgeon	Minimum Four(4) years	Must have professional training and specialization. Must be included as an additional qualification in BVC required	Training Certificates, CPD records, and any other proof of experience
Veterinary Consultant/ Veterinary Surgeon	Entry-level/ experienced	Must have professional training and specialization in any specific field. Must be included as an additional qualification in BVC required.	Training certificate in a specialization
Emergency Veterinary Consultant/ Emergency Veterinary Surgeon	Entry-level/ experienced	Must have professional training and may have specialization. Must be included as an additional qualification in BVC required(If any).	Training certificate (if any)
Veterinary orthopaedists	Experienced in related field	Must have professional training and may have specialization. Must be included as an additional qualification in BVC required(If any).	Training certificate (if any)
Veterinary Anaesthesiologist	Experienced in related field	Must have professional training and may have specialization. Must be included as an additional qualification in BVC required(If any).	Training certificate (if any)
Veterinary Pharmacist	Experienced in related field	Must have professional accreditation and may have specialization. Must be included as an additional qualification in BVC required(If any).	Accreditation Certificate and others(if any)
Veterinary theriogenologist	Experienced in related field	Must have professional training and may have specialization. Must be included as an additional qualification in BVC required(If any).	Training certificate (if any)

Veterinary Radiologist (Ultrasonography, X-ray, MRI, CT Scan)	Experienced in related technology	Must have related technological training and specialization. Must be included as an additional qualification in BVC required (If any).	Training and certificate with others(if any)
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N.B:

- Here, Continuing Professional Development is abbreviated as CPD.
- Veterinary clinic authority will reserve all the documents of their employee in the clinic and it will be lodged and updated to BVC regularly.
- Veterinary clinic authority is bound to obey and show any kind of documents to BVC at any time.

9. Continuing Professional Development (CPD) program

- a) For professional staff, a minimum of sixty (60) hours of training on specific working areas in a year.
- b) Regular participation in different professional training.
- c) Active attendance of regularly in seminars, workshops, and other programs for professional enrichment and that will be permitted by clinic authority.
- d) All Veterinary Practitioners should preserve their CPD record and inform regularly to BVC.

10. Visitation and Monitoring

10.1. BVC Visitation

- i. BVC will form a visitation team consisting of three(3) members headed by a Chairman,
- ii. After receiving an application from the veterinary clinic authority with the Self Evaluation Report(SER), BVC will send the visitation team,
- iii. The visitation team will visit the veterinary clinic on any working day,
- iv. After accreditation of the veterinary clinic, BVC will visit the clinic every two years interval,

10.2. Regular Monitoring

- i. All categorized veterinary clinic will be controlled by BVC,
- ii. Any person assigned by BVC will monitor the veterinary clinic regularly,
- iii. Veterinary clinic authority must be updated their services and employee data to BVC manually or electronically.
- iv. In case of any emergency need, BVC has the right and power to visit, evaluate, and cancel the accreditation at any time.

11. Library and learning resources

A specific place with proper reading facilities and reading materials. The library must offer a comprehensive and up-to-date range of books and journals. The library must be

professionally managed, have good working relationships with other libraries, and provide modern online communication facilities for use by personnel and visitors. Technological facilities should be present for further connection with the world through information and technology. There may be a buy and borrow system also.

N.B: This standard is not compulsory for Small establishment.

12. Quality assurance

12.1. Responsibility of professional staff

- i. Animal welfare should be assured in every step of service,
- ii. Consultancy should be careful and responsible, with maintaining the Code of Veterinary Ethics provided by BVC,
- iii. Must be polite and responsible with the patient owner, visitors, and others in every step of services,
- iv. It must be assured that no spoiled, counterfeit, substandard, or expired medicines are used,
- v. Provide instructions and necessary information regarding medication dosage.

12.2. Responsibility of clinic authority

- i. Every veterinary doctors chamber or service area must be distinct and separated from the common entrance and other services,
- ii. Clinic authority including all employees, should be careful about giving any information about their own clinic or any other competitive clinic and it should maintain the proper dignity of other veterinary clinics, veterinary hospitals, institutions, diagnostic centers, veterinary pharmacies or any other competitive service providers,
- iii. Regular upgradation of services and employee data should be arranged with keeping the documents properly and it must be informed to BVC,
- iv. There must be a standard salary structure for all veterinarians and employees in the clinic with provisions for increments and other facilities (festival allowances, regular weekends, national holidays, maternity leave, yearly holidays, etc.) at regular intervals for regular activities.
- v. Veterinarians including all employees must be paid allowance for overtime work if work more than their agreement at appointment time or works more than 8 hours in a day,
- vi. Termination of the veterinarian shall be notified in writing to the veterinarian at least 90 days prior to termination and shall be signed by the veterinarian and the clinic authority shall be obligated to pay all dues.
- vii. If the clinic authority wants to discharge the veterinarian immediately, he shall be discharged with pay for the next 90 days.

- viii. Institutional self-assessment, and evaluation by professional staff and management staff, service receivers, visitors, and BVC review should be maintained regularly for quality assurance.

Appendix 1: Preparation of Self Evaluation Report (SER)

Name of the Clinic:

Website:

Contact:

E-mail:

Full Address:

Name of the Respondent:

Designation:

NID No.:

Contact:

E-mail:

Full Address:

Introduction:

1. Overall Objectives:

2. When your clinic is established at? (Only for previously established clinic)

3. Have you known about the Bangladesh Veterinary Council Act, 2019?

Yes No

4. In the Act, which clauses are related to Veterinary Clinics?

5. Do you know and understand all the clauses of the Act said above?

Yes No

6. Do you make a regular budget for your clinic? (add documents)

Yes No

7. Organizational setup:

Set up	Have	How it was managed	Haven't	Remarks
a) Present Address:				
Previous Address(If had any):				
b) Proper electricity supply				
c) Clean water supply				
d) Fresh air in the clinic area				

8. Waste materials disposal:

a) How does your institution manage or dispel waste materials regularly?

b) Have there been any permission from local authorities?

Yes No

c) If yes, then from where it was taken? (add documents)

9. Which services are given by your clinic?

Services	For 6 hours/day	For 12 hours/day	For 18 hours/day	For 24 hours/day	Remarks
Medicinal treatment					
Surgery services					
Indoor service					
Outdoor service					
Emergency service					
Pharmacy service					
Nursing					

Ambulatory service					
Ultrasonography					
Radiology					
MRI					
CT Scan					
Artificial insemination					
Other services (if any)					

10. Do you have specialized consultancy services regularly?

Yes

No

11. Which specialized consultants do you have?

Specialization	Yes	No	Remarks
Large Animal			
Small Animal			
Pet animal			
Dairy			
Avian			
Aquatic			
Wild Animal			
Public Health			
Nutrition			
Orthopaedic			
Dentistry			
Anaesthesiology			
Theriogenology			
Others(if any)			

12. Which laboratory facilities do you have?

Services	Arrangements	Yes	No	Remarks
Necropsy				
Histopathology				
Pathology				
Bacteriology				
Virology				
Mycology				

Parasitology				
Serology				
Toxicology				
Others(if any)				

13. Hospitalization services

a) Which facilities do you think as adequate for hospitalization services? (Enlist below)

b) Do you have hospitalization services with adequate facilities?

Yes No

c) Do you have clean and hygienic premises in your clinic?

Yes No

14. Isolated places for Infectious Diseases

a) Do you have isolated rooms/places for infectious diseases?

Yes No

b) What is the number/ size/ ratio related to “14. a”?

c) If “No”, then why it was avoided?

d) Do you think about its zoonotic importance on livestock?

Yes No

e) Do you think about its importance related to the national economy?

15. Equipment

a) Do you have an adequate amount of equipment for providing regular services?

Yes No

b) What equipment is present in your clinic? (Physical, Surgical, Histopathological, Imaging, and others, Enlist below)

c) Which instruments and equipment do you use in operation theatre?

d) Which safety measures do you use in operation theatre?

e) Do you keep this equipment clean and hygienic regularly?

Yes No

f) Do you dispel rust-adorned and unusable equipment?

Yes No

16. Ambulatory Clinic

a) Do you have an ambulatory clinic?

Yes No

b) Does your ambulatory clinic give spot treatment?

Yes No

c) How much treatment is performed on the spot? (%)

d) Have there been any registered veterinary doctors regularly? (Add doctors details)

Yes No

Name:

NID No.:

Address:

Contact:

e) Have there any experienced drivers with animal-related training??

Yes No

f) From where he was trained? (Add documents)

17. Do you have adequate Professional staff in your clinic?

Yes No

18. Which designated veterinarians are present in your clinic?

Designation	Experience	Skills	Name and Support documents
Chief Veterinary Consultant/ Chief Veterinary Surgeon			

Additional Chief Veterinary Consultant/ Additional Chief Veterinary Surgeon			
Senior Veterinary Consultant/ Senior Veterinary Surgeon			
Veterinary Consultant/ Veterinary Surgeon(Large animal)			
Veterinary Consultant/ Veterinary Surgeon (Small animal)			
Veterinary Consultant/ Veterinary Surgeon (Pet animal)			
Veterinary Consultant/ Veterinary Surgeon (Dairy)			
Veterinary Consultant/ Veterinary Surgeon (Avian)			
Veterinary Consultant/ Veterinary Surgeon (aquatic)			
Veterinary Consultant/ Veterinary Surgeon (Nutrition)			
Veterinary Consultant/ Veterinary Surgeon (Dentistry)			
Veterinary Consultant/ Veterinary Surgeon (Wild animal)			
Veterinary Consultant/ Veterinary Surgeon (Public Health)			
Emergency Veterinary Consultant/ Emergency Veterinary Surgeon			
Veterinary orthopaedists			
Veterinary Anaesthesiologist			
Veterinary Pharmacist			
Veterinary theriogenologist			
Veterinary Radiologist (Ultrasonography)			
Veterinary Radiologist (X-ray)			

Veterinary Radiologist (MRI, CT Scan)			
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19. Which designated veterinary assistants are present in your clinic?

Designation	Experience	Skills	Name and Support documents
Diploma Pharmacist			
Artificial Insemination technician			
Laboratory technician			
Veterinary Nurse			
Vaccinator			

20. Which designated management staff are present in your clinic?

Designation	Preference	Skills	Name and Support documents
Chairman/ Owner			
Director/ Chief Executive Officer (Must be a Veterinarian)			
Accountant			
Receptionist			
Driver			
Cleaner			
Security Guard			

21. Which diagnostic(technological) facilities do you have? (Enlist below)

22. Do you have any other permission for No. 21? (If Yes, Add supporting documents)

Yes No

23. Physical facilities in the veterinary clinic

Reception/ Accession/ Admission:	Adequate/ Minor deficiency/ Not Adequate
Animal inspection room:	Adequate/ Minor deficiency/ Not Adequate
Indoor patient facility:	Adequate/ Minor deficiency/ Not Adequate
Inpatient facility:	Adequate/ Minor deficiency/ Not Adequate
Operation theatre for large animals:	Adequate/ Minor deficiency/ Not Adequate
Operation theatre for small animals:	Adequate/ Minor deficiency/ Not Adequate
Operation theatre for pet animals:	Adequate/ Minor deficiency/ Not Adequate
Operation theatre for other animals:	Adequate/ Minor deficiency/ Not Adequate
X-Ray room:	Adequate/ Minor deficiency/ Not Adequate
Post-operative room:	Adequate/ Minor deficiency/ Not Adequate
Compounding and dispensing room:	Adequate/ Minor deficiency/ Not Adequate

24. Major equipment in the veterinary clinic:

Animal restraining chute:	Yes/ No
Animal weighing machine:	Yes/ No
Operating table for small animals:	Yes/ No
Operating table for large animals:	Yes/ No
Operating table for pet animals:	Yes/ No
X-ray machine:	Yes/ No
Ultrasonography machine:	Yes/ No
Ambulatory clinic:	Yes/ No
Incinerator:	Yes/ No

25. Do you give an opportunity for Continuing Professional Development(CPD) to your professional staff?

Yes No

26. Do you give permission to your professional staff to attend professional seminars, and workshops regularly?

Yes No

27. Who bears the financial cost of Continuing Professional Development(CPD) program?

28. Are there any facilities for library and learning resources?

Yes No

29. Which type of collection is present in your clinic library?

30. Are you aware of the assurance of the quality of your clinic?

Yes No

31. Do you have any record-keeping activities? (Patient, Diagnosis, Operation, and others, enlist below)

32. How it was managed? Register book / Electronically

33. Provide information on any existing formal mechanism of quality assurance of veterinary clinics.

Appendix 2.1: Professional Staffs Satisfaction Survey

Name of the Respondent:

Designation:

NID No.:

Contact:

E-mail:

Full Address: বিডি

1. Your clinic's responsibility in providing services- (সেবা প্রদানে আপনার ক্লিনিকের দায়িত্ব-)

Cordial(সৌহার্দপূর্ণ)	Responsible(দায়িত্বশীল)	Usual(গতানুগতিক)	Irresponsible (দায়িত্বহীন)
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2. What do you think about the hygienic environment of your clinic? (আপনার ক্লিনিকের স্বাস্থ্যকর পরিবেশ সম্পর্কে আপনি কি মনে করেন?)

Excellent (চমৎকার)	Satisfactory(সন্তোষজনক)	Usual(গতানুগতিক)	Not satisfactory (সন্তোষজনক নয়)
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3. What do you think about the work environment of your clinic? (আপনার ক্লিনিকের কাজের পরিবেশ সম্পর্কে আপনি কী মনে করেন?)

Excellent (চমৎকার)	Satisfactory(সন্তোষজনক)	Usual(গতানুগতিক)	Not satisfactory (সন্তোষজনক নয়)
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4. Are there any written guidelines for hiring and firing in your clinic? (আপনার ক্লিনিকে নিয়োগ এবং বরখাস্ত করার জন্য কোন লিখিত নির্দেশিকা আছে কি?)

Yes (হ্যাঁ)	No (না)
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5. Does your clinic owner/ Chairman obey and apply those guidelines? (আপনার ক্লিনিকের মালিক/চেয়ারম্যান কি সেই নির্দেশিকা মেনে চলেন এবং প্রয়োগ করেন?)

Yes (হ্যাঁ)	Sometimes(মাঝে মাঝে)	No (না)
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6. Have you known about the clauses 17, 23, 30, 31 & 37 of Bangladesh Veterinary Council Act, 2019? (আপনি কি বাংলাদেশ ভেটেরিনারি কাউন্সিল আইন, ২০১৯ এর ১৭, ২৩, ৩০, ৩১ এবং ৩৭ ধারা সম্পর্কে জানেন?)

Yes (হ্যাঁ)	No (না)
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7. Do you know and understand the code of veterinary ethics and animal welfare standards of veterinary clinics? (আপনি কি ভেটেরিনারি ক্লিনিকের প্রাণিচিকিৎসা নৈতিকতা এবং প্রাণিকল্যাণ মানের কোড জানেন এবং বোঝেন?)

Yes (হ্যাঁ)	No (না)
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8. Do you provide service by maintaining the code of veterinary ethics cordially? (আপনি কি আন্তরিকভাবে ভেটেরিনারি নৈতিকতার কোড বজায় রেখে পরিষেবা প্রদান করেন?)

Yes (হ্যাঁ)	Sometimes(মাঝে মাঝে)	No (না)
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9. Do your clinic authority force you to do unethical work? (আপনার ক্লিনিক কর্তৃপক্ষ কি আপনাকে অনৈতিক কাজ করতে বাধ্য করে?)

Yes (হ্যাঁ)	Sometimes(মাঝে মাঝে)	No (না)
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10. Does your clinic authority give you permission to attend Professional training, seminars, and workshops? (আপনি আপনার ক্লিনিক কর্তৃপক্ষ কি আপনাকে পেশাদার প্রশিক্ষণ, সেমিনার এবং কর্মশালায় যোগদানের অনুমতি দেয়?)

Yes (হ্যাঁ)	Sometimes(মাঝে মাঝে)	No (না)
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11. Does your clinic authority give you permission to participate in a Continuing Professional Development(CPD) program regularly? (আপনি আপনার ক্লিনিক কর্তৃপক্ষ কি আপনাকে একটি অবিচ্ছিন্ন পেশাগত উন্নয়ন প্রোগ্রামে নিয়মিত অংশগ্রহণ করার অনুমতি দেয়?)

Yes (হ্যাঁ)	Sometimes(মাঝে মাঝে)	No (না)
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12. Who bears the cost of attending in program mentioned No. 10, 11? (উল্লিখিত 10 এবং

11 নং প্রোগ্রামে যোগদানের খরচ কে বহন করবে?)

Clinic authority(ক্লিনিক কর্তৃপক্ষ)	Myself (আমি নিজেই)	Sponsor (স্পন্সর)
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13. Are you satisfied with your clinic administration and management? (আপনি কি আপনার ক্লিনিক প্রশাসন এবং ব্যবস্থাপনার সাথে সন্তুষ্ট?)

Satisfied (সন্তুষ্ট)	Usual (গতানুগতিক)	Not Satisfied (সন্তুষ্ট নয়)
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14. Do you follow up on the condition of the patient after service? (সেবার পর রোগীর অবস্থা কি আপনি ফলোআপ করেন?)

Yes (হ্যাঁ)	Sometimes(মাঝে মাঝে)	No (না)
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15. Do you consider public health issues during clinical services? (আপনি কি ক্লিনিকাল পরিষেবার সময় জনস্বাস্থ্য সমস্যা বিবেচনা করেন?)

Yes (হ্যাঁ)	Sometimes(মাঝে মাঝে)	No (না)
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Signature with Seal

Appendix 2.2: Service Receiver Satisfaction Survey

Name of the Respondent:

NID No.:

Contact:

E-mail:

Full Address:

1. What kind of animal did you bring to the clinic? (আপনি ক্লিনিকে কি ধরনের প্রাণী এনেছেন?)

Cattle (গবাদি পশু)	Buffalo (মহিষ)	Goat (ছাগল)	Sheep (ভেড়া)	Cat (বিড়াল)	Dog (কুকুর)	Rabbit (খরগোশ)	Bird (পাখি)	Duck (হাঁস)	Chicken (মুরগি)	Others (অন্যান্য)
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2. Have you visited this clinic before? (আপনি কি আগে এই ক্লিনিক পরিদর্শন করেছেন?)

Yes (হ্যাঁ)	No(না)
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3. How does you feel about the environment of the clinic? (ক্লিনিকের পরিবেশ সম্পর্কে আপনি কেমন অনুভব করেন?)

Excellent (চমৎকার)	Satisfactory(সন্তোষজনক)	Usual(গতানুগতিক)	Not satisfactory (সন্তোষজনক নয়)
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4. Your opinion about the behavior of the officers and employees? (কর্মকর্তা-কর্মচারীদের আচরণ সম্পর্কে আপনার মতামত?)

Cordial(সৌহার্দপূর্ণ)	Satisfactory(সন্তোষজনক)	Usual(গতানুগতিক)	Not satisfactory (সন্তোষজনক নয়)
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5. What doctor are you consulting? - Doctor name (আপনি কোন ডাক্তারের সাথে পরামর্শ করছেন? -ডাক্তারের নাম)

6. Is he responsive in providing service? (তিনি কি সেবা প্রদানে দায়িত্বশীল ছিলেন?)

Cordial(সৌহার্দপূর্ণ)	Responsible(দায়িত্বশীল)	Usual(গতানুগতিক)	Irresponsible (দায়িত্বহীন)
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Signature

Appendix 2.3: Employers Satisfaction Survey

Owner/ Chairman Name:

NID No.:

Contact:

E-mail:

Full Address:

1. Professional staff of your clinic (add extra paper, if needed):

SL. No.	Name	BVC Registration No.	Designation	Work Experience and Duration	Remarks

2. Management staff of your clinic (add extra paper, if needed):

SL. No.	Name	Designation	Work Experience and Duration	Remarks

3. Have you known about the clauses 17, 23, 30, 31 & 37 of Bangladesh Veterinary Council Act, 2019? (আপনি কি বাংলাদেশ ভেটেরিনারি কাউন্সিল আইন, ২০১৯ এর ১৭, ২৩, ৩০, ৩১ এবং ৩৭ ধারা সম্পর্কে জানেন?)

Yes (হ্যাঁ)	No (না)
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4. Do your staff perform their duties with full professionalism in addressing veterinary problems in Bangladesh and global context? (বাংলাদেশে এবং বৈশ্বিক প্রেক্ষাপটে ভেটেরিনারি সমস্যা মোকাবেলায় আপনার কর্মীরা কি সম্পূর্ণ পেশাদারিত্বের সাথে তাদের দায়িত্ব পালন করেন?)

Yes (হ্যাঁ)	Sometimes (মাঝে মাঝে)	No (না)
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5. Have their leadership skill with good practices in administration and office management? (প্রশাসন এবং অফিস ব্যবস্থাপনায় ভাল অনুশীলনের সাথে তাদের নেতৃত্বের দক্ষতা আছে?)

Excellent (চমৎকার)	Satisfactory (সন্তোষজনক)	Usual (গতানুগতিক)	Not satisfactory (সন্তোষজনক নয়)
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6. Do they communicate effectively with service receivers, professional colleagues, and responsible authorities? (তারা কি পরিষেবা গ্রহণকারী, পেশাদার সহকর্মী এবং দায়িত্বশীল কর্তৃপক্ষের সাথে কার্যকরভাবে যোগাযোগ করে?)

Excellent (চমৎকার)	Satisfactory(সন্তোষজনক)	Usual(গতানুগতিক)	Not satisfactory (সন্তোষজনক নয়)
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7. Do professional staff comply with the code of ethics of veterinary practice? (পেশাদার কর্মীরা কি ভেটেরিনারি অনুশীলনের নৈতিকতার কোড মেনে চলে?)

Yes (হ্যাঁ)	Sometimes (মাঝে মাঝে)	No (না)
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8. Do they handle and restrain an animal safely and humanely, and instruct others in performing these techniques? (তারা কি নিরাপদে এবং মানবিকভাবে একটি প্রাণীকে পরিচালনা এবং সংযত করে এবং এই কৌশলগুলি সম্পাদন করার জন্য অন্যদের নির্দেশ দেয়?)

Yes (হ্যাঁ)	Sometimes (মাঝে মাঝে)	No (না)
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9. Do they know and apply veterinary legislation in disease control and animal welfare? (তারা কি রোগ নিয়ন্ত্রণ এবং প্রাণিকল্যাণে ভেটেরিনারি আইন জানেন এবং প্রয়োগ করেন?)

Yes (হ্যাঁ)	Sometimes (মাঝে মাঝে)	No (না)
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10. Do they follow correct procedures after diagnosing a reportable, zoonotic or notifiable disease, in accordance with the national disease control legislation? (তারা কি জাতীয় রোগ নিয়ন্ত্রণ আইন অনুসারে রিপোর্টযোগ্য, জুনোটিক বা লক্ষণীয় রোগ নির্ণয়ের পরে সঠিক পদ্ধতি অনুসরণ করে?)

Yes (হ্যাঁ)	Sometimes (মাঝে মাঝে)	No (না)
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11. Are there any written guidelines for hiring and firing in your clinic? (আপনার ক্লিনিকে নিয়োগ এবং বরখাস্ত করার জন্য কোন লিখিত নির্দেশিকা আছে কি?)

Yes (হ্যাঁ)	No (না)
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12. Are you satisfied with the behavior of the officers and employees? (কর্মকর্তা-কর্মচারীদের আচরণে আপনি কি সন্তুষ্ট?)

Excellent (চমৎকার)	Satisfactory (সন্তোষজনক)	Usual (গতানুগতিক)	Not satisfactory (সন্তোষজনক নয়)
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13. Do your professional staff have medicinal and surgical knowledge with good feedback? (আপনার পেশাদার কর্মীদের ভাল প্রতিক্রিয়া সহ ঔষধ এবং অস্ত্রোপচারের জ্ঞান আছে?)

Excellent (চমৎকার)	Satisfactory (সন্তোষজনক)	Usual (গতানুগতিক)	Not satisfactory (সন্তোষজনক নয়)
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14. To motivate the service receiver, is it enough for good veterinary practice? (সেবা গ্রহণকারীকে অনুপ্রাণিত করার জন্য, এটি কি ভাল প্রাণিচিকিৎসা অনুশীলনের জন্য যথেষ্ট?)

Yes (হ্যাঁ)	No (না)
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15. What else do you think veterinarians should be skilled at? (ভেটেরিনারি চিকিৎসকদের আরো কোন কোন বিষয়ে দক্ষ হওয়া উচিত বলে আপনি মনে করেন?)

16. What is your opinion on improving the quality of service provided by doctors through regular training? (নিয়মিত প্রশিক্ষণের মাধ্যমে চিকিৎসকদের সেবার মান উন্নয়নে আপনার মতামত কী?)

17. What are your plans and suggestions for improving veterinary clinic services and quality? (ভেটেরিনারি ক্লিনিক পরিষেবা এবং গুণমান উন্নত করার জন্য আপনার পরিকল্পনা এবং পরামর্শ কী?)

Signature with Seal

Appendix 3: BVC visitation and Scores accumulation for recommendation

3.1- BVC Visitation:

- a) BVC will form a visitation team consisting of three(3) members headed by a Chairman.
- b) After receiving an application from the veterinary clinic authority with the Self Evaluation Report(SER), BVC will send the visitation team.
- c) The visitation team will visit the veterinary clinic on any working day.
- d) After accreditation of the veterinary clinic, BVC will visit the clinic every two years interval.
- e) In case of any emergency need, BVC has the right and power to visit, evaluate, and cancel the accreditation at any time.

3.2- Scores Accumulation:

3.2. I (For evaluating Large establishments)

SL. No.	Key point	Yes	Minor deficiencies	Major deficiencies	No	Remarks
1.	Has well well-developed and documented mission statement					
2.	The mission statement is reflected in overall activities					
3.	Adequate and sustainable establishment					
4.	Has adequate and hygienic premises for the humane treatment of animals					
5.	Waste materials disposal properly					
6.	Have specialized consultancy services regularly					
7.	Medicinal treatment regularly					
8.	Surgery services regularly					
9.	Operation theatre for animals					
10.	Post-operative room					
11.	Indoor services regularly					
12.	Outdoor service regularly					
13.	Emergency service regularly					
14.	Pharmacy service regularly					
15.	Nursing					

16.	Reception with waiting room					
17.	Diagnostic facilities (Technology)					
18.	Diagnostic facilities(Laboratory)					
19.	Artificial insemination services					
20.	Adequate professional staff					
21.	Adequate management staff					
22.	Financial resources to maintain and improve facilities and equipment					
23.	Specific furniture for specific services					
24.	Provisions for hospitalization, operative surgery, recovery from anesthesia,					
25.	Isolated place for treatment of infectious cases					
26.	Equipped with modern surgical and clinical investigation equipment					
27.	Equipment is operated by expert and authorized personnel					
28.	Essential competence evaluation regularly					
29.	Continuing Professional Development Program (CPD)					
30.	Ambulatory clinic service with veterinary doctor and veterinary assistant					
31.	The library has a comprehensive and up-to-date range of books and journals					
32.	Animal welfare assurance at every step of the service					
33.	Services permission from concerned authorities					
34.	Regular record-keeping activities					
	Total					

3.2. II (For evaluating Medium establishments)

SL. No.	Key point	Yes	Minor deficiencies	Major deficiencies	No	Remarks
1.	Has well well-developed and documented mission statement					
2.	The mission statement is reflected in overall activities					
3.	Adequate and sustainable establishment					
4.	Has adequate and hygienic premises for the humane treatment of animals					
5.	Waste materials disposal properly					
6.	Have specialized consultancy services regularly					
7.	Medicinal treatment regularly					
8.	Surgery services regularly					
9.	Operation theatre for animals					
10.	Post-operative room					
11.	Outdoor service regularly					
12.	Emergency service regularly					
13.	Pharmacy service regularly					
14.	Nursing					
15.	Reception with waiting room					
16.	Minimum diagnostic facilities (Technology)					
17.	Minimum diagnostic facilities(Laboratory)					
18.	Minimum professional staff					
19.	Minimum management staff					
20.	Financial resources to maintain and improve facilities and equipment					
21.	Specific furniture for specific services					
22.	Isolated place for treatment of infectious cases					
23.	Equipped with modern surgical and clinical investigation					

	equipment					
24.	Continuing Professional Development Program (CPD)					
25.	Ambulatory clinic service with veterinary doctor and veterinary assistant					
26.	The library has a comprehensive and up-to-date range of books and journals					
27.	Animal welfare assurance at every step of the service					
28.	Services permission from concerned authorities					
29.	Regular record-keeping activities					
	Total					

3.2. III (For evaluating Small establishments)

SL. No.	Key point	Yes	Minor deficiencies	Major deficiencies	No	Remarks
1.	Has well well-developed and documented mission statement					
2.	The mission statement is reflected in overall activities					
3.	Adequate and sustainable establishment					
4.	Has adequate and hygienic premises for the humane treatment of animals					
5.	Waste materials disposal properly					
6.	Animal owner's waiting facilities					
7.	Medicinal treatment regularly					
8.	Minor surgery services at times					
9.	Operation table for animals					
10.	Minimum professional staff					
11.	Minimum management staff					
12.	Financial resources to maintain and improve facilities and equipment					
13.	Specific furniture for specific services					
14.	Isolated place for treatment of infectious cases					

15.	Continuing Professional Development Program (CPD)					
16.	Collection of a comprehensive range of books and journals					
17.	Animal welfare assurance at every step of the service					
18.	Services permission from concerned authorities					
19.	Regular record-keeping activities					
	Total					

3.2. IV (For evaluating the mentioned survey)

SL. No.	Criteria	Minor deficiencies	Major deficiencies	Remarks
1.	Professional and management staffs satisfaction survey			
2.	Service receiver satisfaction survey			
3.	Supporting documents for further evaluation			
	Total			

3.2. V (Overall score)

This will be accumulated by the summation procedure given below,

$$\text{Overall score} = (3.2. I / 3.2. II / 3.2. III) + 3.2. IV$$

3.3-Recommendation:

Recognition of the veterinary clinic The clinic has fully or substantially complied with all the requirements of BVC. The clinic may be recognized, or continue to be recognized by BVC for purposes of accreditation. Documented deficiencies, if any, are not likely to affect the quality of the clinic significantly.	
Conditional approval of veterinary clinic The clinic has mostly complied with the requirements of BVC. The clinic may be recognized, or continue to be provisionally recognized by BVC for purposes of accreditation. Most of the documented deficiencies are either of a transient nature or rectifiable in a time frame.	
Non-recognition or removal of recognition of the veterinary clinic The institution falls substantially short of meeting the requirements and is unlikely to be in a position to meet them or to rectify the major deficiencies within a short period of time.	

Recommendation Category:

Conditional recommendation category:

Cancellation of recommendation:

Overall comments to substantiate the recommendation