



MALAYSIAN VETERINARY COUNCIL

[ABOUT MVC](#)
[FAQ](#)
[DOWNLOADS](#)
[CONTACT US](#)
[VETS CONNECTED](#)
[MVC MEMBERS](#)
[LINKS](#)

FREQUENTLY ASKED QUESTIONS :

[Registration](#)
[Accreditation of
Qualifications](#)
[Bogus Veterinarians /
Veterinary Surgeons](#)
[Practices](#)
[Annual Practicing
Certificate \(APC\)](#)
[Temporary Permit to
Practice \(TPP\)](#)
[Continuous
Professional
Development \(CPD\)](#)
[Complaints](#)
[Offences - Under the](#)


:: Frequently Asked Questions

:: ON REGISTRATION

:: Q1 : Who can apply for registration as a Veterinary Surgeon in Malaysia?

Any person under Section 12 (1) with a qualification as a veterinary surgeon listed in the Second Schedule can be considered to be registered as a veterinary surgeon. The manner of application for registration is at the prerogative of the Council under Section 15.

Upon registration the veterinary surgeon **has to apply** for an Annual Practicing Certificate under Section 17 so that he/she can practice veterinary medicine within Malaysia.

See → [Annual Practicing Certificate.](#)

For Foreign-registered Veterinarians :

Any person who is a veterinary surgeon registered anywhere outside Malaysia or a foreign registered veterinary surgeon in Malaysia including those with qualifications not listed in Second Schedule may

apply for a Temporary Permit to Practice under Section 13(1).

Veterinary Surgeons Act
1974

Offences - Sales & Use
of Veterinary Drugs /
Medicines

Information and
Contact Address of the
Council

Codes and Professional
Guidelines

How can we help you? 

Filing a Complaint

Your Feedbacks

Registered Vet Search

Online APC/CPD

At the prerogative of the Council with the approval of the Minister, if a temporary permit is issued subject to such conditions and restrictions, the Council may specify in such permit for a period not exceeding six months.

See → [Temporary Permit to Practice.](#)

See → [List of Approved Institutions under Schedule II.](#)

***NOTE :**

1. Administrators of institutions that which to have the qualifications to be accredited by the Council must obtain details of application for accreditation from the Secretary of the Council.
2. Aspiring Malaysians who wish to study veterinary medicine **are advised to refer to the Second Schedule**. A graduate from an institution with a veterinary medicine qualification not listed in the Second Schedule **will not be eligible for registration** in Malaysia.

∴ Q2 : Can a fresh graduate with qualifications from a scheduled institution register and subsequently apply for a practicing certificate before he/she has obtained his/her degree of qualification as a veterinary surgeon?

A fresh graduate in veterinary medicine/surgery from a scheduled institution that are subjected to the approval of the Council may apply for a temporary permit to practice (TPP) in the prescribed form with a transcript of proof of qualification from the institution.

On receipt of the proof of qualification (Graduation Certificate), the person may formally apply for registration in the prescribed form. When approved the person may apply for an Annual Practicing Certificate (APC) and when approved shall surrender the Temporary Permit to Practice.

∴ Q3 : Is a government/public officer - veterinary surgeon required to be registered and apply for an annual practicing certificate?

A public officer is required by the Public Services Commissions (SPA) or the Ministry of Education to be registered as a Veterinary Surgeon. A public officer in employment as a veterinary surgeon in the practice of veterinary medicine is required to possess a valid annual practicing certificate, whilst in service.

∴ Q4 : Can an application for registration as a veterinary surgeon be rejected by the Council?

The Registrar under Section 16 of the Veterinary Surgeons Act can reject a application for registration under the following circumstances:

(a) at any time the person has been found guilty of an offence involving fraud, dishonesty or moral turpitude or an offence punishable with imprisonment (whether in itself only or in addition to or in lieu of a fine) for a term of two or more years; or

(b) After due inquiry by the council, the person has been found by it to have been guilty of infamous conduct in any professional respect or to be otherwise not of good fame and character.

∴ Q5 : Where can we check, to find out if a person is a registered veterinary surgeon in Malaysia?

The registrar will issue to all veterinary surgeons (that are eligible) *a registration certificate* on application. This certificate is required to be displayed in a conspicuous place by the veterinary surgeon at the premise in the practice of veterinary medicine. The certificate will state the name, his/her qualification, the date of registration and his/her registration number

***NOTE :**

Possession of a registration certificate does not mean s/he is entitled to practice.

A registered veterinary surgeon must have an Annual Practicing Certificate to be able to practice veterinary medicine.

Additionally any person can request from the registrar or the secretary of the council in writing whether a person is a registered veterinary surgeon and has an active annual practicing certificate for the ensuing year.

[Click here for a Quick Vet Search](#)

:: ON ACCREDITATION OF QUALIFICATIONS

:: Q1 : What is the process involved for the recognition/accreditation of qualification of a particular institution?

The provisions for the amendment of the Second Schedule on qualifications are under Section 14 of the Veterinary Surgeons Act 1974.

Institutions that wish the council to consider the recognition of their qualifications are required to initiate a formal request and submit prerequisite documents as required by the Council with fees and costs payable to the Council.

The process will require a

- a) **documentation audit, and**
- b) **if necessary, a surveillance audit.**

Accreditation means that the qualification from the institution has been gazetted in law.

Accreditation means that the council's approval has been signed by the Minister of Agriculture and Agro-based Industries and the approval has been gazetted and made binding.

Accredited qualifications from institutions shall also be subjected to periodic reviews (reassessment) and requirements as determined by the Council.

:: ON BOGUS VETERINARIANS / VETERINARY SURGEONS

∴ Q1 : What is a bogus vet?

A bogus veterinary surgeon is any person other than a registered veterinary surgeon [Sec 12] with a valid annual practicing certificate [Sec 17] or with a temporary permit to practice [Sec 13] or exempted under Section 37 or who is found to have fraudulently registered [Sec 32] or has been practicing certificate revoked or suspended under the Act.

Persons convicted under offences under Section 33 of the Act - are considered **non-veterinary surgeons a.k.a. bogus vet.**

∴ Q2 : How does one make a complaint or report on a bogus vet?

Any person who suspects that a bogus veterinary surgeon is practicing veterinary medicine can make a complaint and report as follows:

a. Make a police report and furnish a copy of the police report to the Malaysian Veterinary Council.

or

b. Directly make a report through the form available on **this website** or addressing the report to the Secretary of the Council.

On the receipt of the report, the Council will study the report. The investigation of bogus veterinary surgeons is under the purview of the Director General of Veterinary Services and his appointed officers. The Director General can direct the appointment of inspecting officers to investigate a premise.

Section 36(2) of the Act allows a police officer to arrest without warrant for offences alleged to have been committed under Section 33 (after a police report and an investigation has to be made).

∴ Q3 : How do I write a complaint or report?

The complaint should be precise with sufficient details of the Complaint which includes

- Practice - Full correspondence address

- Name of Bogus Veterinary Surgeon or Person whom complaint is to be investigated
- Date and time of complaint(s)/wrong-doing
- Nature of complaint(s): **BE SPECIFIC - what, who, when, how, why?**
- Any other details where relevant
- Witnesses - name and contact address/telephone number
- The name of complainant and correspondence contact address

[Click here to File a complaint](#)

∴ Q4 : Investigation and Prosecution

In either case where a police report is made or a complaint is made directly to the Council, after investigation, if there are grounds for prosecution, it has to be sanctioned by the public prosecutor's office.

∴ Q5 : Complainant and witnesses - Can I be called as a witness?

A complainant be it **private, public or veterinary surgeons** can be called as a witness to give a statement or testify in investigation and prosecution.

Neither the police nor the Council can act on hearsay.

Likewise, veterinary surgeons who **come across botched procedures or have knowledge of the bogus veterinary surgeons in practice can and should persuade the aggrieved party** to make a police report or report to the Council.

Please note that complainants and the veterinary surgeon may be called to provide statements and can be requested to be witnesses to the activities of the bogus veterinary surgeon during investigation and prosecution.

∴ Q6 : What are the penalties upon conviction?

The penalties liable on conviction are stated in section 38 of the Act:

38. (1) Any person guilty of an offence against this Act shall be liable on conviction—

- a. in respect of a first offence to a fine not exceeding one thousand ringgit; and*
- b. in respect of the second or subsequent offences to a fine not exceeding two thousand ringgit or to imprisonment for a term not exceeding six months or to both.*

(2) In the case of a continuing offence such person shall be liable to a further penalty of fifty ringgit for each day during the continuance of such offence in addition to the respective penalty under paragraphs (1)(a) and (b).

∴ ON PRACTICES

∴ Q1 : Can the Council reject an application for an annual practicing certificate or reject the proposed name of a practice?

The Council under Section 17 (2), upon such application and payment for a practicing certificate, the Council, if satisfied that the premises at, and the conditions under, which the applicant practices or proposes to practice veterinary medicine are suitable for such practice, shall cause the Registrar to issue a certificate (to be styled “annual practising certificate”) authorising the applicant to practice veterinary medicine at such premises during the year for which the certificate is issued.

In addition applications that violate the provision of Section 17(9) of the Act will be rejected.

If an applicant for an Annual Practicing Certificate is **uncertain if the proposed name is suitable**, the applicant can write in to or contact the Council for verification.

Names of clinics or practices that the council deem not suitable however not exhaustive to those named below include :

- Nouns, verbs, adverbs, adjectives that assume superiority, distinction, derogatory i.e. Superior, Heaven, Hell,
- National/State identity i.e. Malaysia, University, Institution, National/International
- Or are similar to existing names of practices approved

∴ Q2 :Are there any other requirements to set up a clinic?

When submitting an application for an annual practicing certificate, it is on the onus of the applicant to have found a suitable place for the practice and has prepared the design of the practice in accordance to the guidelines for the set up of premises as provided for in the Guide to Professional Conduct and Ethics as well as regulations or directives on premise requirements as issued by the Council.

The applicant is to be mindful on the design of the main signboard, plates and advertisements as well as name cards, canvassing or touting for business as described under the Guide to Professional Conduct and Ethics.

Furthermore there are requirements by the **Local Government Councils in the area of proposed practice** on advertisement, health and safety requirements. The applicant has to verify compliance to these requirements. In general on issuance of an APC, the local government council will process the application for the set-up or the premise.

IN NO CIRCUMSTANCE shall a practice be allowed to commence without an APC or an approval of the local government council.

∴ Q3 : Distance from another clinic - How far can I set up another clinic from another clinic?

There is no specific provision for this requirement. It is however common sense that care should be taken to ensure that the premises or location used for practice purposes are such as to enhance the dignity of the profession, **be mindful of the presence of other practices in the proposed vicinity and as professional courtesy to inform other practitioners in the proposed area of practice of intention to practice.**

The intending person should take note of professional conduct and ethical requirements of advertising- direct and indirect, touting and canvassing for business.

Being a statutory body, the Council self-regulates the veterinary surgeons' profession in Malaysia. The Council makes rulings and regulations from time to time on various aspects of professional conduct and ethics in the light of the needs of society and changing professional norms.

∴ Q4 : Is there a document to refer on what is right or wrong in the practice of veterinary medicine?

The Veterinary Surgeons Act (VSA) spells out the :

- a. **'Guide to Professional Conduct and Ethics'** - which are codes that spells out how practitioners should relate to their patients, their colleagues and the public.
In addition, the veterinary surgeon should constantly refer to guidelines and directives in addition to regulations on practice and premise requirements for a practice. These are communicated in circulars to the Veterinary Associations as well as on the websites of the Council.
- b. **Offences and the penalty** if a veterinary surgeon or at any other person who is not exempted commits and offence.

Some of the **OFFENCES** are listed below:

Section 17 (9) - a veterinary surgeon that does not have an Annual Practising Certificate (APC), partners with a veterinary surgeon who does not possess an APC, employ a veterinary surgeon with no APC or is employed to practice veterinary medicine by a person who does not possess an APC;

Section 26 (3) & (4) & 27 - a veterinary surgeon who does not display his APC in the approved premise or displays an APC for an address that is not specified in the premise, or does not obtain certified copies of APC to be displayed in other places of practices or does not display APC's of other veterinary surgeons in the places of approved premises or does not inform the MVC of a change in premise address;

*(see requirements of **LOCUMS** and the practice in premises where the premise address is not listed in the practicing certificate)*

Section 32 - fraudulently procures or attempts to procure for himself or others to be registered;

Section 33 & 35- pretends to be registered, uses the title/name of a veterinary surgeon, use of instruments, heal or treat animals or practices veterinary medicine in a non-registered premise; or with persons in a premise without an APC;

Section 34 - Covering - allows unregistered person, enables an unregistered person to practice veterinary medicine.

For the full list of offences - [See → Offences](#) or refer to the Act.

∴ Q5 : Locums

Locums are registered veterinary surgeons who have an annual practicing certificate who which to practice temporarily in a premise that is not listed in his/her APC.

Locums shall **first obtain a letter of support/permission from their employer where required , a support letter from the veterinary surgeon who intends him/her to locum for and inform the MVC in writing prior to commencement.** Locums are reminded that they work part time in practicing veterinary medicine and thus must work under a registered vet surgeon with a valid APC in a recognized premise.

The locum and the employer is reminded that they are committing an offence under Section 26 (d) if their names are not listed in the annual practicing certificate.

It is **an offence for a locum or any registered veterinary surgeon or any person with a practice certificate** to engage himself in an unapproved premise (for example in **pet shops/grooming centres, pet hotels or other premises**)where they are asked to practice veterinary medicine where

- a. the owner is not a registered veterinary surgeon
- b. the owner is a registered veterinary surgeon but do not have an active valid APC (i.e. expired APC)
- c. the premises is unauthorized under the local laws
- d. Registered veterinary surgeons are strictly not allowed to lend their APC to others veterinarians/non-veterinary personnel.

See → [Offences](#)

∴ Q6 : Partnership

Veterinary surgeons are allowed to form partnerships with other veterinary surgeons in practices belonging to veterinary surgeons that have active and valid APCs.

Where APCs' are issued to Companies or Enterprises where there are partnership involvement in companion small animal practices, the Council would like to reiterate that **it is an offence under the Act should that partnership is done with persons who are not registered veterinary surgeons and do not possess an APC.**

The Council will require that applications as Companies or Enterprises are required to submit statutory

documents or Memorandum and Articles of Association that reflect this principle.

As in any partnership, veterinary surgeons should seek legal advice to draw up partnership agreements that takes into account current and future needs of a growing practice, as well as when partnerships have to be restructured, dissolved or to be sold.

Specifically, as described in **OFFENCES** - the Council wish to reiterate that a registered veterinary surgeon who practices veterinary medicine commits an offence if :

- a. he/she has not had an annual practicing certificate (APC) of him/herself,
- b. is in partnership with a registered veterinary surgeon not having such a certificate,
- c. has in his/her employment a registered veterinary surgeon who does not have a certificate or
- d. is employed to carry on the business of a veterinary surgeon on behalf of a person not having such a certificate.

∴ Q7 : Practice Personnel

Veterinary surgeons as employers should be familiar with the Act as well as other relevant Acts and Regulations in force, which include the **Employment Act and Human Resource Act** so as to be responsible and meet the obligations as an employer.

∴ Q8 : Short term practice - animal shows and competition, endurance racing, circus, skills teaching, etc.

Organizers and sponsors of animal shows and competition, endurance competitions, racing, circus and etc. should ensure that locally registered veterinary surgeons with an Annual Practicing Certificate (APC) or Temporary Permit to Practice (TPP) are involved in the treatment of animals. In the case where the organizers or sponsors have non-registered veterinary surgeons in their team, these persons should ensure valid APC or TPP is in force (TPP).

See → **Temporary Permit to Practice.**

Holders of these specific TPP's issued should be mindful that they **cannot import** veterinary drugs, pesticides or biologics or feed ingredients **on their own accord** as they have to comply to local laws on the import, storage, prescription, treatment and dispensing.

See → **Offences - Sale and Use of Veterinary Drugs / Medicines**

As such the holders of these specific TPP's shall only purchase these medicines from license holders or obtained permits for the import of these items or seek local registered veterinary surgeons with an APC or TPP to obtain such items for the health and treatment of the animals under their care.

∴ ON ANNUAL PRACTICING CERTIFICATE (APC)

∴ Q1 :Who can apply for an annual practicing certificate?

Only a registered veterinary surgeon in Malaysia (Section 17 (1)) can apply for an annual practicing certificate. Non-governmental organizations/associations cannot apply for an annual practicing certificate or seek exemption for an annual practicing certificate.

∴ Q2 : Can a non-citizen of Malaysia who is registered as a veterinary surgeon in Malaysia apply for an annual practicing certificate?

A person can be registered as a veterinary surgeon in Malaysia if he **meets the qualifications as listed in the Second Schedule of the Act**. However an application of an annual practicing certificate is an exception and is at the prerogative of the council Section 17(2) of the said Act and other laws in operation in Malaysia which include the Immigration Act or Employment Act.

In the majority of cases an Temporary Permit to Practice (TPP) may be considered.

See → [Temporary Permit to Practice.](#)

∴ Q3 : Who requires an APC?

All veterinary surgeons who wish to practice shall be required to apply for an APC. For veterinary surgeons who are intend to practice in more than 1 premise, the applicant shall request for additional copies of APC at the specified fee.

See → [Can I apply for an APC for more than 1 premise of practice?](#)

An APC can only be issued if the Council is satisfied that the proposed conduct of veterinary medicine by the applicant in the proposed premise (fixed building) is suitable for such practice. The APC may include conditions and restriction in the practice of veterinary medicine.

In addition veterinary surgeons in public office who carry out their function as a Veterinary Officer or Authority and those in approved institutions of higher learning or education are required to have an APC or a TPP and shall pay fees for an application for an APC/TPP.

The APC holder is reminded that there are datelines for the re-application for the renewal of the certificate and additional fees may be imposed for the renewal of the application can be reviewed by the Council where it deems fit.

∴ Q4 : Where can we check to find out if a person has an APC?

The registrar will issue to all veterinary surgeons (that are eligible) *an annual practicing certificate* for an ensuing year on application. This certificate **must be displayed** by the veterinary surgeon at the premise in a **conspicuous** place. The certificate will state the name, address of the premise, the conditions and restrictions for which the certificate is issued to and the duration of validity of the certificate.

Additionally any person can request from the registrar or the secretary of the council in writing to inquire if a veterinary surgeon has a valid annual practicing certificate for an ensuing year.

∴ Q5 :Can I apply in the APC application for more than 1 (one) premises of practice?

Yes, a registered veterinary surgeon can apply to insert more than one premise address in the application for an APC. However, approval is subject to the verification of the Council if there is sufficient grounds by the applicant that the satisfactory service standards and premise setup is adequate for the practice. This includes working days and hours, ensuring that if the practitioner is a sole practitioner, that no practice of veterinary medicine can take place in his absence.

A premise is a fixed building, non-residential/domestic in location unless allowed so by the local government authorities. Mobile practices will not be considered unless under specific circumstances are allowed by the council.

The onus is on the applicant to provide proof that these requirements can be met and if when an APC is issued, if the requirements could not be met, the applicant has to inform the Council, or

otherwise commits an offence under the Act.

NEW **:: ON TEMPORARY PERMIT TO PRACTICE**

:: Q1 :Who can apply for a temporary permit to practice (TPP)?

The Council under Section 13(1) of the said Act may with the authorisation of the Minister, on a written application, issue a temporary permit to practice (TPP) under restrictions and conditions for **a period not exceeding 6 months** to any veterinary surgeon registered outside of Malaysia holding qualifications elsewhere listed or not listed in the Second Schedule. The applicant shall ensure that he works under a sponsor who is a registered veterinary surgeon with a current annual practicing certificate.

The holder of a TPP may **re-apply for a fresh TPP prior to the expiry** of the tenure of the certificate with a support of good standing by his sponsor. The sponsor is obligated to inform the Council should his sponsoree is no more in employ or in association with the sponsor or has terminated the employ of his sponsoree.

The Council reserves the right to grant a TPP with the approval of the Minister **under special circumstances with restrictions and conditions** which include:

- a. short term practice for a skill that is not found/lacking in Malaysia,
- b. race and animal competition international events,
- c. for educating veterinary surgeons for specific skills as approved by the Council, and
- d. for institutions of higher learning where positions for veterinary surgeons are required for a short term basis.

:: Q2 : Can a person with a Temporary Permit to Practice apply for an Annual Practicing Certificate?

There is no current provision for a conversion of a TPP to registered as a veterinary surgeon under Sections 14 and 15 of the Act or be issued an APC under Section 17.

Unless the institution has been added into the Second Schedule of the Act under Section 12 (3) and where appropriate where the Gazette states recognition from a specific date. Only persons with a qualification after the recognition date of the qualification can apply for registration certificate and then may be considered for an Annual Practicing Certificate.

For Foreign Citizens - see Q2 in Annual Practicing Certificate

It is proposed in the Veterinary Surgeons (Amendment) Bill that a procedure will be available for qualified TPP holders to be able to be registered and then subsequently apply for an APC.

NEW ∴ Q3 :Can a person with a Temporary Practicing Certificate set up a practice?

The Act **does not permit a person issued a temporary permit to set up a premise to practice veterinary medicine**. The TPP may state restrictions and conditions and restrictions which include the following:

- a. practicing under the sponsorship of a registered veterinary surgeon with an annual practicing certificate,
- b. practicing in the premise approved in the APC of the registered veterinary surgeon,
- c. not permitted to set up a premise on his/her own and
- d. practicing permit is not transferable.

∴ ON CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD)

∴ Q1 :What is Continuous Professional Development (CPD)?

Under the MVC Directive 1/2013 issued by the Council, any registered veterinary surgeon who desires to renew his/her annual practicing certificate (APC) or temporary permit to practice (TPP) shall satisfy the continuous professional development requirements prior being granted an APC or a TPP.

The veterinary surgeon is required to show evidence (certificate of attendance signed by the organizer) in updating their skills and knowledge in the practice of veterinary medicine and veterinary science.

The guiding principle of CPD is that all veterinary surgeons keep up with the ever-growing knowledge not only in veterinary science and medicine as well as keep abreast with development for the betterment of the professional standing of veterinary surgeons in all fields of practice.

∴ Q2 : How does it work?

The CPD works as follows. Its involvement is measured in the form of credit points awarded in the participation and attendance of approved activities/programs by the Council as follows:

- a. veterinary conferences, congresses (of at least 8 hours in duration); which includes VAM, MSAVA, MAFAV, regional (Sabah, Sarawak), affiliate/associate associations/special interest groups (SIG) of Veterinary Association Malaysia as well as regional and international veterinary conferences i.e. WVA, CVA, IPVS, APVS, FAVA
- b. veterinary annual general meetings (AGM) of the those mentioned in (a);
- c. seminars, workshops, training courses (of at least **1 hour duration**) organised by those mentioned in (a), as well as institutions of higher learning and organisations in veterinary and animal sciences/medicine, animal welfare, research as well as veterinary economics, **medical-allied**, finance, management, human resource management and quality management accreditations(the list is not exhaustive);
- d. presentations or publications - papers or poster papers, clinical cases in publications/workshops and activities of veterinary surgeons that promote veterinary practice skills and knowledge in allied sciences;
- e. as resource personnel and education of veterinary surgeons, public and industry;
- f. participation in professional activities recognized by the council and
- g. other programs as may be approved by the Council in writing

The credit points awarded in the participation and attendance of approved activities/programs are shown in the First Schedule of the Directive.

∴ Q3 : How many credit points must I obtain to qualify for the renewal of APC or TPP?

VAM has been appointed as the coordinator for the CPD program by the MVC and shall closely link with the CPD providers as follows:

- To ensure the CPD programs are of suitable quality
- To allocate the appropriate points
- To give out the approval codes
- To collect the names of the vets who have attended the course/courses/ parts of the courses
- To enter the appropriate points of the vets into the database that is accessible to the MVC

A database of approved CPD activities will be available on the VAM website.

VAM shall be transparent in the CPD implementation and MVC will, where necessary, audit the CPD programs and implementation.

The credit points required to qualify for the renewal of APC or TPP are shown in the Second Schedule of the Directive. The applicant is allowed to carry over excess points for only 1 calendar year for the application for an APC or TPP in the following year.

∴ Q4 : Who qualifies as a CPD provider?

CPD providers will include VAM and its Special Interest Groups, Affiliates and relevant Associations, Federal and Other DVS-Associated training programs, DVS Sabah and DVS Sarawak programs as well as programs planned by UMK and UPM/CENTRAS.

The CPD Timetable of programs and eligible points according to the present Schedule II of the MVC Directive shall be put up on the website and shall be available to CPD providers and Veterinary Surgeons.

Upon application by the organizer, if the event constitutes an acceptable CPD event, VAM will issue out a notice/approval to the sponsor/organizer with the following details:

- Approval code: xxxx
- CPD point entitlement

The sponsor/organizer can subsequently inform in their advertisement or invitation

- the approval code and
- the CPD point entitlement.

Other CPD providers will be required to obtain VAM authorization to be a CPD provider. Their CPD event approval code and credit points will be determined by VAM

E-mail: cpdvam@gmail.com

Telephone number: **010 791 2616**

CPD providers shall provide information to the attendees on the eligible credit points and shall award the points to the attendees of CPD activities.

∴ Q5 : Where shall I get the information on the calendar of activities on various seminars, congresses and meetings that attendance in these events can carry out credit points?

All veterinarians are expected to active members of the veterinary fraternity. As such participation in

veterinary associations, institution of higher education and veterinary education facilities is part and parcel of our professionalism. In addition, veterinary surgeons are to be educated and be familiar with skills required for practice which include economics, finance, administration, human resource and management systems.

Visit the various websites and subscribe to the various publications of various organisations for more details on their programs.

∴ Q6 : How shall I submit the CPD form?

The applicant shall fill up the form in the Third Schedule of the Directive, append the certificates of attendance or other documents as evidence and shall submit with the form of renewal of APC or TPP with the required renewal fees.

The dateline of submission of CPD follows the application for renewal of APC and TPP which is reiterated below:

- **The cut off date for submission for APC application is 1st December** under Section 17 (1) in the Veterinary Surgeons Act. Applications received after the cut-off date will be subjected to penalty fees under Section 17 (4) before an APC can be issued. In the case of the submission for TPP application, the recommended date for resubmission is **2 months before the expiry of the date stated in the TPP**. Submissions after 1 month prior to expiry will be subjected to penalty fees.
- As the **recommended date to submit APC/TPP applications to MVC is 1st November**, the 12 month period for CPD points accumulation will be adjusted to:-
'As from 1st Oct to 30th Sep of the following year'.

∴ ON COMPLAINTS AND GUIDE TO PROFESSIONAL CONDUCT AND ETHICS

[Click here to File a complaint](#)

∴ Q1 : What is the jurisdiction of the Council?

Pursuant to section 29 of the Veterinary Surgeons Act, the Council has jurisdiction **over registered veterinary surgeons on disciplinary matters affecting veterinary surgeons**. For offences under the Veterinary Surgeons Act, 1974 - please [See → Offences](#) below.

The primary areas where disciplinary action may be taken include

- a) conviction in Malaysia or elsewhere of any offence punishable with imprisonment,
- b) guilty of infamous conduct in any professional respect,
- c) obtained registration by fraud or misrepresentation,
- d) was not at the time of registration entitled to be registered or
- e) whose name has been removed from any register of veterinary surgeon maintained in any place outside Malaysia.

∴ Q2 : I have heard of the ‘Guide to Professional Conduct and Ethics’, what are they?

Being statutory body, the Council self-regulates the veterinary surgeons’ profession in Malaysia. The Council makes rulings and regulations from time to time on various aspects of professional conduct in the light of the needs of society and changing professional norms.

The ‘**Guide to Professional Conduct and Ethics**’ is a guideline that spells out how practitioners should relate to their patients, their colleagues and the public. The definition of infamous conduct in any professional respect as adopted from the Code of Practice of the Malaysian Medical Council is as follows:

The phrase "infamous conduct in a professional respect" was defined in 1894 by Lord Justice Lopez as follows:

"If a medical man in the pursuit of his profession has done something with regard to it which will be reasonably regarded as **disgraceful or dishonourable by his professional brethren of good repute and competency**, then it is open to the General Medical Council, if that be shown, to say that he has been guilty of infamous conduct in a professional respect."

In another judgment delivered in 1930, Lord Justice Scrutton stated that:

"**Infamous conduct in a professional respect means no more than serious misconduct judged according to the rules, written or unwritten, governing the profession.**"

Professional conduct and personal behaviour are grouped under **four main** headings:

1. Neglect or disregard of professional responsibilities.

2. Abuse of professional privileges and skills.
3. Conduct derogatory to the reputation of the medical profession.
4. Advertising, canvassing and related professional offences.

Please refer to the Guide to Professional Conduct and Ethics for a full explanation.

∴ Q3 : What other guidelines are there as to what is regarded as ethical and unethical behaviour?

The Council may issue from time to time, directives, circulars, reminders and notices to practitioners to supplement and complement the Guide to Professional Conduct. This will provide additional guidance and advice to practitioners alike.

∴ Q4 :As a client, what can I do if I have problems with the attending veterinary surgeon?

A client should get sufficient information from the attending veterinary surgeon about the case, costs , prognosis, treatment and surgical options before agreeing to any procedure.

In the event there is a dispute, which cannot be settled with a satisfactory outcome, you can discuss your concerns with us at any time. However, before calling us, you may wish to discuss your concerns with the attending veterinary surgeon, as it may be possible to resolve the issue locally.

If you are dissatisfied or wish to make a complaint, please do where appropriate.

[Click here to File a complaint](#)

∴ Q5 : How to make a complaint against a veterinary surgeon?

If you decide to make a formal complaint, please refer to **Complaint** section in our website. Your letter of complaint can be in Bahasa Malaysia or English. Alternatively, if you prefer, you can use the Complaint Form . The complaint should be precise with sufficient details of the Complaint which includes

- Practice - Full correspondence address
- Name of Veterinary Surgeon or Person whom complaint is to be investigated
- Date and time of complaint(s)/wrong-doing
- Nature of complaint(s): **Be specific - what, who, when, how, why?**

- Any other details where relevant
- Witnesses - name and contact address/telephone number
- Wherever possible the name of complainant and correspondence contact address



[Click here if you want to file a complaint](#)

∴ Q6 : Do I have to, as a complainant, need to pay for any legal costs?

No, the Council has its own solicitors to help with the legal side of things.
You need not pay for any legal costs unless you appoint a legal counsel to assist you.

∴ Q7 : Do I need a solicitor or a legal advisor to make a complaint?

You need not appoint a legal advisor to make a complaint. However, you are free to appoint a legal advisor at your own expense.

∴ Q8 : Is there a time limit for making complaints?

No, there is no time limit when you can make a complaint.
You can make a complaint even for an event which has occurred some time ago.
However, it will be more difficult to verify the facts of a complaint have occurred some time ago.

∴ Q9 : Can I complain to the Council and to another organization at the same time?

Yes, you can complain to us irrespective whether or not you have complained to another organization (including constituting a civil action). We may have to defer further action until the other organization has completed its due course, if it is deemed necessary.

∴ Q10 : How will your complaint be dealt with?

We take all complaints about veterinary surgeons very seriously. As investigation of any complaints may end up in a legal action, there are specified legal procedures, which we have to abide strictly. In general complaints will be dealt as follows:

- Complaint received
- Determine members of Preliminary investigation committee (PIC)
- Complaint against veterinary surgeon studied by PIC
- Summary findings for enquiry or dismissal of complaint by PIC
- Procedures for enquiry
- Record of enquiry to be transmitted to the Council
- Enquiry by the Council
- Appointment of Legal Advisor, where necessary.

∴ Q11 : What happens if the Council decides not to investigate into your complaint?

If we decide not to investigate into your complaint, it will be likely that the complaint falls under the dismissal criteria as prescribed by Preliminary Investigation Committee. The complaint may be summarily dismissed, if it is satisfied that:

- That the name and address of the complainant/witnesses is/are unknown or untraceable;
- That even if the facts were true, the facts do not constitute a disciplinary matter; or,
- For reasons which must be recorded, that there is reason to doubt the truth of the complaint or information. Pursuant to section 29 of the Veterinary Surgeons Act 1974 , the Council only has disciplinary jurisdiction over registered veterinary surgeons.

If your complaint is not investigated, you will be notified in writing.
The veterinary surgeon will not be informed of the complaint.

∴ Q12 :What if the Preliminary Investigation Committee (PIC) recommends an inquiry?

If the PIC recommends an inquiry, we will write to inform you and the respondent veterinary surgeon(s) once the date has been fixed for hearing. We will give both parties sufficient notice. You need to present the complaint and be cross-examined by the respondent veterinary surgeon and/or the lawyer defending the veterinary surgeon..

Both the complainant and the respondent veterinary surgeon can appoint legal counsel to assist them in the investigation at own expense.

The complainant is required to bring original evidences and witness/es for the hearing.

The respondent may call upon any witness/es to defend the complaint against him.

∴ Q13 : What happens if the Council decides to take action?

If the PIC finds that there is a case to proceed with, the Council will inquire further into your complain. The Council may notify you and the respondent veterinary surgeon in writing once the hearing date is fixed.

Both the complainant and the respondent veterinary surgeon can appoint a legal counsel to assist them in the investigation at their own expense.

The complainant is also required to bring all the original evidences for the hearing. He need not bring any witness/es. The respondent veterinary surgeon, however, is advised to call upon any witness/es he deems fit to defend his case.

∴ Q14 : How long will it take for the Council to consider my complaint?

We appreciate that making a complaint can be stressful, so we will try to consider your complaint as quickly as we can. The length of the investigation depends on the complexity and seriousness of each concern.

If we decide to investigate into your complaint, we will take every effort to keep delays to a minimum and complete the investigation as quickly and efficiently as we can and will keep you informed of progress. We have to be fair to both parties.

∴ Q15 : What happens if the enquiry by the council to a complaint has merit for disciplinary action?

The Council can take the following action under Section 30 of the Act if there is merit for disciplinary action i.e. the Council may, in the exercise of its disciplinary jurisdiction, impose any of the following punishments: -

- (a) order the name of such registered veterinary surgeon to be removed from the Register;
- (b) order the name of such from the Register;
- (c) order the registered veterinary surgeon to be reprimanded; or

- (d) make any such order as aforesaid but suspend the application thereof, subject to such conditions as the Council may think fit, for a period, or periods in the aggregate, not exceeding two years' and may in any case, make such order as the council thinks fit with regard to the payment of the costs of the Registrar and of any complainant or of the registered veterinary surgeon, and any costs awarded maybe recovered as a civil debt.

∴ Q16 : What if I am not happy with the way the Council has handled my complaint?

Whatever action we take, our first concern is to protect patients. We will keep you informed of any action we are taking and provide you with a clear explanation for our decisions. As investigation of any complaints may end up in a legal action, there are specified legal procedures, which we have to abide strictly. If you are not happy with the way we have handled your complaint, please discuss the problem with the person who handled your complaint. You may contact the Secretary, or even the President, if you are still unhappy.

∴ Q17 :Who will bear the Legal Costs?

As a complainant or a respondent veterinary surgeon, you may present/defend your case personally or instruct your own legal counsel. If one decides to appoint a legal counsel, one will pay your own legal expenses.

∴ Q18 : Can the veterinary surgeon appeal against the decision made by the Council?

Yes, the veterinary surgeon can only appeal to the High Court. If there is an appeal, you will not be asked to appear at the hearing. The High Court may affirm, reverse or vary the orders made by us. The decision of the High Court is final.

∴ OFFENCES LISTED UNDER THE VETERINARY SURGEONS' ACT

The offences of **fraudulent registration, persons not registered or exempted from registration and the**

procedure of prosecution are covered under the Act, under Section 32 to 37.

Additionally other offences are covered under Section 17 (partnership), Section 26 (display of annual practicing certificate), Section 27 (furnishing of all persons practicing veterinary medicine at every place of practice), Section 30 (failure to surrender annual practicing certificate when directed to do so by the Registrar).

Offences include :

- **Section 17 (9)** - a registered veterinary surgeon who practices veterinary medicine
 - i) without an Annual Practicing Certificate (APC),
 - ii) in partnership with a registered veterinary surgeon without a certificate,
 - iii) has in employ a registered veterinary surgeon with no certificate, and
 - iv) is employed to carry on a business as a veterinary surgeon on behalf of a person without a certificate.
- **Section 26 (3)** - does not display his APC in his/her primary or secondary place(s) of practice.
- **Section 27** - does not furnish to the Registrar the name, address, qualifications and particulars of the certificate of registration and APC of all persons practicing veterinary medicine at his/her place of practice.
- **Section 30 (1) (3)** - does not surrender his/her APC if so ordered by the Registrar.
- **Section 32** - fraudulently attempts to procure for him/herself or any person to be registered.
- **Section 33** - any person not registered or exempted from registration who
 - i) pretends to be registered,
 - ii) takes the title of veterinary surgeon,
 - iii) takes or uses any name, title or description implying that he/she is registered under the Act or that he/she is qualified to treat animals and
 - iv) uses any name, title or description any use or possess any instrument to practice veterinary medicine.
- **Section 34** - allows an unregistered person to practice veterinary medicine on the premises under his/her control or enables a non-veterinary surgeon to practice veterinary medicine or practices veterinary medicine in a premise where an unregistered veterinary surgeon practices veterinary medicine.
- **Section 35** - wilfully or falsely pretends to be or takes or uses any name, title or description which is used by veterinary surgeon has a qualification of a veterinary surgeon.

Specifically serious attention is given to offences that include **fraudulent registration** and the **practice of veterinary medicine by any person who is not registered or exempted from registration under the Act** (see **Bogus Veterinarians/Veterinary Surgeons**), **by way of action, taking of name, titles, use of instruments and any manner which constitutes practice of veterinary medicine.**

A **veterinary surgeon who allows an unregistered person to practice veterinary medicine on the premises used by or under the control of him** commits an offence of allowing covering against the Act.

Offences will be investigated not by the Council but under the office of the Director General of Veterinary Services and his appointed officers. The Public Prosecutor will initiate legal proceedings if there is suspicion that an offence has been committed.

:: OFFENCES ON SALES & MISUSE OF VETERINARY DRUGS & BIOLOGICS

:: Q1 : What are examples of offences under other Acts?

Under Malaysian laws, use of drugs in animals comes under different jurisdictions depending on the type of drugs. If one suspects that a non-veterinary surgeon/bogus veterinarian/unauthorized person is distributing illegal or controlled medicines, please refer to the following, otherwise contact the Secretary who will lead you to the correct channel of complaint.

For animal vaccines/biologics

The control is under the **Animal Act 1953** with the authority under the **Department of Veterinary Services** under the **Ministry of Agriculture and Agro-based Industry.**

Complaints can be directed to:

**Pengarah,
Bahagian Penguatkuasa,
Jabatan Perkhidmatan Veterinar,
Wisma Tani, Blok Podium, Lot 4G1
62630 Putrajaya.
Tel : 03-8870 2000**

Fax : 03-8888 5631

For **animal feed**

The control is under the **Feed Act** with the authority under the **Feed Board, Department of Veterinary Services under the Ministry of Agriculture and Agro-based Industry.**

Complaints can be directed to :

**Pengarah,
Bahagian Pembangunan Sumber Teknologi
Ternakan,
Jabatan Perkhidmatan Veterinar,
Wisma Tani, Blok Podium, Lot 4G1
62630 Putrajaya.
Tel : 03-8870 2000
Fax : 03-8888 5631**

For **pesticides**

The control is under the **Pesticides Act, 1974** with the authority under the **Pesticides Board, Department of Agriculture under the Ministry of Agriculture and Agro-based Industry.**

Complaints can be directed to :

**Ketua Pengarah Bahagian
Kawalan Racun Perosak
Tingkat 4-6, Wisma Tani
Jalan Sultan Salahuddin
50632 Kuala Lumpur
Tel : 03-20301400 / 1476
Fax : 03-26917551 / 29947001**

For most **medicines/drugs**

The control is under the **Poisons Act, Sales of Drugs**

Act or Dangerous Drugs Act with the authority under the Pharmacy Department, Ministry of Health.

Complaints can be addressed to :

**Bahagian Penguatkuasan Farmasi,
Kementerian Kesihatan,
Lot 36, Jalan University, 46350 Petaling Jaya.
Tel : 03-7841 3200
Fax: 03-7968 333**

or you can e-mail the complaint through the website.

∴ INFORMATION AND CONTACT ADDRESS OF THE COUNCIL

If you want to know more, or if you have a complaint against a veterinary surgeon, please **contact us**.
You can write to or call on us at:

The Secretary

Malaysian Veterinary Council (MVC)

Department of Veterinary Services

First Floor, Podium Block 4G1, Wisma Tani

Ministry of Agriculture and Agrobased Industries

Presint 4

Federal Administrative Centre

62630 Putrajaya

MALAYSIA.

Tel: 03 - 8870 2000 Fax: 03 - 8890 5830

Email: secretary@mvc.gov.my

Website: www.mvc.gov.my

∴ LAWS, CODES AND PROFESSIONAL GUIDELINES

- ∴ Veterinary Surgeons' Guide to Professional Conduct and Ethics (2013)
- ∴ Animal Act (Amendment) 2012
- ∴ Akta Binatang (Pindaan) 2012
- ∴ Veterinary Surgeons Act 1974
- ∴ Akta Doktor Veterinar 1974



MALAYSIAN VETERINARY COUNCIL (MVC)
Department of Veterinary Services
First Floor, Podium Block 4G1, Wisma Tani,
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MVC Secretary : secretary@mvc.gov.my
MVC Webmaster : webmaster@mvc.gov.my



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