

## **Guidelines for dealing with the complaints of professional negligence/misconduct**

These Guidelines have been framed in order to streamline disposal of complaints of professional negligence/misconduct against the registered veterinary practitioners within the principles of multi-tier disciplinary authorities. These Guidelines shall provide that all the cases of professional negligence/misconduct shall be first dealt with by the respective State Veterinary Councils ( that is, the State Veterinary Council where the veterinary practitioner concerned is registered or the cause of action has arisen) in terms of the provisions of clauses 43 and 44 of the VCI- Standard of Professional Conduct, Etiquette and Code of Ethics for Veterinary Practitioners Regulations, 1992. The State Veterinary Council shall dispose of any such complaint within a period of six months of receiving the complaint after giving notice to both the parties and after hearing them. If the complainant/respondent (including the registered veterinary practitioner against whom the complaint has been investigated, heard and decided by the State Veterinary Council concerned) is aggrieved by the decision of the State Veterinary Council, he/she may appeal to the VCI within three months. Any complaint directly made to the VCI may be forwarded to the State Veterinary Council concerned by the VCI with a request to decide the complaint within six months, after following the same procedure as would have been in case of receipt of a direct complaint. The State Veterinary Council shall, while passing final order disposing any complaint/case, indicate in its order that the aggrieved parties (complainant/respondent), if any, may appeal against that order before the VCI within three months. The VCI shall thereafter deal with the case and dispose the matter within a period of six months. If, for some reasons, the State Veterinary Council is unable to dispose of the complaint within the stipulated six months period, they shall inform the same along with the justifiable ground to all concerned and the VCI. In any case, they shall dispose of any complaint within a maximum period of one year from the date of receiving the complaint (either directly or from the VCI) failing which they shall be responsible for all the liabilities arising out of such a situation. No appeal shall be entertained by the VCI if the same is not submitted within the prescribed time frame of three months.