

Organisation  
Mondiale  
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Animal



# Performance, Vision and Strategy.

A tool for the governance of Veterinary Services



May  
2007

Socialist Republic of Vietnam  
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S. Forman

# PART I.

## EXECUTIVE SUMMARY

### Introduction

At the request of the Government of Vietnam, the Director General of OIE, Dr. Bernard Vallat appointed an independent team consisting of Dr. E. Fermet-Quinet (Team Leader), Dr. R. Jane (Technical Expert), and Dr. S. Forman (Observer) to undertake an evaluation of Veterinary Services (VS) in Vietnam using the PVS tool developed by OIE. The mission was limited to the terrestrial animals and to activities undertaken by the VS.

The mission visited Vietnam from 8 October to 29 October 2006. The close cooperation of officials and staff at all levels was a key indicator of the commitment of the VS to undergo an independent evaluation to identify their priorities of investment for improvement.

Thus within three weeks, the evaluation team was able to gain a very good understanding of the level at which the Veterinary Services in Vietnam currently operate and also an appreciation of the future aspirations of the Service.

The team travelled extensively throughout Vietnam interviewing many technical and professional staff in Central, Regional and Provincial veterinary administrations and laboratories, field-based animal health personnel in Districts, Border Posts and Check Points, field staff in Communes (municipalities), abattoirs and slaughter slabs, as well as private veterinarians, drug retailers, veterinary para-professionals, and drugs and feed manufacturers.

Some farmers were also interviewed but only on an individual basis, due to the lack of stakeholders' unions and/or farmers' organisations or to the lack of an existing formal consultation framework.

The purpose of the OIE evaluation was to establish the current level of the VS with regard to the quality standards of the OIE: **the OIE evaluation results are described in the findings**. In addition, **the team of experts was requested by the VS of Vietnam and the Word Bank to deliver a technical expertise on investment priorities** which are described in the priorities.

### Key Findings

- The **central administration (Department of Animal Health)** and the VS organisation up to field-level have a **good structure with good administrative procedures**. However there are **several breaks in the chain of command** between the Department, Regions and Provinces, between Regions and Provinces and between Districts and Communes (municipalities). Moreover the **credibility of all categories of the VS is affected by the low level of official remuneration** of field staff in both the public and private sectors.
- The **legislative foundation** of the VS is **good**, but **lacks many regulations and guidelines** for a coherent implementation. In particular both the veterinary practice and the trade in veterinary medicine are out of (effective) control because of lack of regulations. Likewise quarantine, risk analysis, epidemiological surveillance, early detection and early response cannot be efficiently developed because of the lack of written procedures.
- **Data collection and management** is done at provincial level, usually **with competent human resources and with relatively good accuracy**, and is transferred to the Department of Animal Health (DAH) at national level. But, in many provinces, local Veterinary Services are still weak, thus they neither apply an appropriate epidemiological surveillance nor a provision of data as required, resulting in a **lack of a comprehensive national database**. This is a constraint for proper risk management and planning, but has not prevented regular reporting to the OIE or the preparation of annual animal disease **control plans**.

- The country's **border and internal animal and animal product movement** control network and administrative procedures are well designed, but there is a lack of basic equipment and the professional or technical knowledge level of staff is poor. The low incentives of the official staff involved, as well as the mountainous terrain and the lack of awareness amongst villagers in these remote mountain areas, probably explain the widespread phenomenon of smuggling which is a real concern in terms of epizootics and probably also of wild life protection.
- **The Central and Regional Animal Health Diagnostic Laboratories** are well set up, very well equipped, and well staffed. Nevertheless these laboratories have problems with bio-security and they need to adopt written Standard Operating Procedures (SOPs), Quality (assurance) Manuals and ISO accreditation. The latter is planned by the DAH. They also need additional and stable funding for maintenance, operation and training. The Centre for National Veterinary Diagnosis and the Hanoi Regional laboratory both need to be relocated to more suitable premises. The **Regional Laboratories and National Centres**, in particular, are under-utilised. The decentralisation of activities from national down to province level laboratories is ongoing, but should be well-studied, in order not to divert attention away from the necessary focus on Regional labs.
- The control of veterinary drugs is supported by well equipped State and private laboratories, but Quality manuals and ISO accreditation are needed for all labs. GMP (Good Manufacturing Practice) should be mandatory for all drug manufacturers. Moreover control actions focus on the formal market only, while the informal market and fake or counterfeit drugs are of serious concern. The country's drug control policy lacks efficient regulations, sampling and legal penalties to focus on fake drugs as part of its obligation towards WTO and public health in general.
- **Food inspection** also is supported by two well equipped national laboratories and by some new private investments in export slaughter facilities (while lacking written quality assurance manuals and SOPs). Domestic food inspection however must be considered as virtual: knowledge, practice and attitude of the staff don't meet the basics. Physical investments in slaughterhouses for national urban markets are lacking with physical infrastructures either nonexistent or totally unsuitable in terms of hygiene.
- **Veterinary training** is conducted in good facilities and using qualified staff. There are six Universities which offer an undergraduate course in Veterinary Medicine. Unfortunately the curriculum is not in line with international standards, and has not been reviewed and updated recently. The absence of a Veterinary Statutory Body (VSB) impedes on the development of courses for continuing education of graduates and in particular field veterinarians. Research opportunities at Universities are insufficiently developed to attract quality staff and help undergraduate education. Training of technical staff is equally of concern: skills, harmonisation, upgrading and supervision are not clearly defined under the authority of the VSB.

## Key Priorities [DAH]

- Vietnam is an "in transition" country with its own "in transition" veterinary services. An efficient and credible veterinary service could be built on its current good structure and network. There has been a notable improvement over the past three years, particularly at National and Regional levels which, if strengthened and extended, will be of great benefit to animal productions, disease detection, disease control and trade opportunities. With accurate and participatory planning, the VS can obtain an efficient, effective and equitable access for all farmers, stakeholders and consumers throughout the entire territory.

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[DAH] Most key priorities in this report also reflect the concerns of the DAH. These priorities have been embedded in a road map which has just been approved by the Ministry of Agriculture and Rural development (MARD, April 2007) : *Strengthening the national management framework in veterinary services, from 2007 to 2010*. An English translation of this document was made available to the OIE.

- The VS' **chain of command** should be restored from national to provincial and field levels (district and communes/municipalities). **Without affecting the political decentralisation of Vietnam, this chain of command could be restored** through national data management, delegation/accreditation, veterinary statutory body, and formal communication, consultation and joint programs with stakeholders and farmers.
- A National data base founded on a **National Animal Health Information System** is a priority to meet in the very short term in order to assist in **planning and transparency** (human resources, slaughter, drug trade...). An information and communication unit should be set up in the Planning division and be linked with the Finance and Personnel and Administrative Divisions.
- The establishment of a **Veterinary Statutory Body** (VSB) should enable the drafting of **efficient regulations on veterinary practice, veterinary medicine wholesale and retail, and the effective supervision of veterinary para-professionals by veterinarians**. The VSB should be involved in developing **educational standards** for veterinarians and veterinary professionals.
- The general **knowledge, training and skills** of veterinarians and veterinary para-professionals working at field level **should be urgently improved and planified**. A review of the Veterinary Medicine curriculum at the Universities is fundamental in order to provide a better knowledge base for field veterinarians. Refresher courses are also required and additional research opportunities at Universities are needed to attract quality staff. **Specialised courses in food inspection** should be urgently developed. Coherence and harmonisation in training of veterinary paraprofessionals should be established progressively but strongly.
- **SOPs** and the implementation of **Quality assurance systems** are required **at most levels for most activities of the VS**. This could be achieved in the reasonably short term.
- Under-utilised **Regional laboratories** should broaden their activities in partnership with the Provinces, thus leading to better use and information gathering. **ISO accreditation** is needed for all Central and Regional laboratories. Central and Regional **laboratories in Hanoi need to be relocated**.
- **Formal communication, consultation and joint programme mechanisms with stakeholders/farmers and the general public need to be established to develop an equitable access to VS for all.**
- A **more secure (reliable) budget** is required for maintenance and operation to ensure the credibility of technical services and improve bio-security in laboratories. **To increase the revenue of veterinarians and veterinary paraprofessionals (public and private sectors), up to a level insuring credibility of the VS**, is possible and should be planned through national budget and other sources.
- **Delegation/health accreditation of private veterinarians** should be established in order for them to implement public missions.
- **Drug usage control should be re-established under the veterinary authority** to tackle illegal trade, fake (counterfeit) medicines, and **residues**. New regulations are necessary for veterinary practice through a Veterinary Statutory Authority and for veterinary medicine wholesale and retails.
- **Food inspection is probably the costliest investment to establish on a long term basis**. Three levels of inspection (international, national and local) should be set-up, with complete basic training for all staff involved. Public investments should be considered for provincial urban markets (slaughterhouses and support to private investment for export standards abattoirs).

## **Part II**

### **Plan of Evaluation**

## I. General presentation and proposal

### **PLAN FOR EVALUATION OF THE VETERINARY SERVICES OF VIETNAM**

- Team of experts:**
- Team leader: Dr Eric Fermet-Quinet
  - Technical expert: Dr Richard Jane
  - Observer: Dr Stéphane Forman

- Guidelines:**
- Terrestrial Animal Health Code (especially chapter 133 and 134)
  - Performance Vision and Strategy (PVS) tool and related trainings

- Dates:**
- 8<sup>th</sup> to 29<sup>th</sup> October 2006

**Language** of the evaluation and reports: English

**Services to be evaluated:**

Veterinary services as defined in the Terrestrial Animal Health Code (TAHC) for terrestrial animals and their products.

*NB:* Veterinary services PVS evaluation for aquatic animals and related products may also be performed within the framework  
of a separate mission at the specific request of the Vietnamese authorities.

**Activities to be evaluated:** all activities related to animal and veterinary public health:

- o Field activities: health, quarantine (all country borders), epidemiology, disease control, control of veterinary drugs...
- o Data and communication
- o Inspection
- o Laboratories and Research
- o Training and staff
- o Organisation and finance
- o Other to be determined...

**Persons to be present:** - specified in the work plan

**Sites to be visited:** - specified in the evaluation plan  
- sampled as described in the evaluation plan

- Checking process:**
- consultation of data,
  - field travels,
  - interviews of VS staff and stakeholders,
  - meetings with VS and stakeholders
  - practical process analysis
  - the PVS tool will be used as much as possible in the field, using the 4 following categories:
    1. human and financial resources,
    2. technical authority and capability,
    3. interaction with stakeholders,
    4. market access.

The PVS tool is available on the OIE website.

- Needs:**
- To complete missing data :
  - Translation of any relevant document if required
  - Administrative authorisation to visit any sampled site

- Reports:**
- one fact sheet preliminary report presented at the end of mission
  - one final report no later than one month after the end of the mission or receipt of lacking documents
  - the current levels and gaps will be described by assessors,
  - the levels of performance to be obtained over a certain period of time can be described in agreement with the VS.

**First tentative audit plan of VS OIE quality standards in Vietnam to be filled or modified progressively**  
**(the field trip will be decided after rational sampling by Evaluation Team and 4 floating days could be adapted after discussion with VS and others)**

L= Team Leader, T= Technical expert, O= Observer, + = added, / = if possible

R=regional, P=province, D=District, C=Communal, ahc=Animal Health Center, Lab=Laboratory, Q=Quarantine, I=Inspection, STK=Stakeholders+others, QS=Quality Standards

Date	Location	Time	Expert	Activity	Persons	Documents to be provided or other
S 08	Hanoï		T+L+O	Arrival / evaluation team meeting	Evaluation,team	Detailed road map
M 09	Hanoï	9 h 10 h 11 h 14 h 17 h	T+L+O T+L+O T+L+O T+L+O T+L+O	Courtesy visit Introduction: presentation of the audit, OIE QS+PVS Meeting: presentation of the audit, OIE QS + PVS Meeting: the status quo on missing data and appointments Data collection on stakeholders to meet Team document review	Ministry CVO CVO + Directors of: the 9 divisions, the research, national lab, training facilities, Translator for Vietnamese documents	Staff : category/ places / activity /nb Logistics : comm, transport, facilities Budgets : / activities / staff /... Organisations and stakeholders Communes : number/province/region Census : number/species/syst/prov/region Forms and procedures Reports
T 10	Hanoï		L/O T/O L+T/O	Personnel, Financial, Administrative, Language Epidemiology, Quarantine, Drugs, Science/Research, Legislation Inspection	Directors and their data management staff	Data to translate (and collate if necessary) to establish ratios and maps
W 11	Hanoï		T+L / O L L T+O T+O	National Diagnostic Centre National Institutes of Veterinary Research Regional AHC Hanoï National Drug Control center National Vet Hygiene and Inspection	Directors and staff	Organogram (flow chart) Job descriptions, lists, logistics Procedures Legislations Data, results
T 12	HCMC		T+L+O L+O L+O T	DAH link: presentation of audit National Drug Control center National Vet Hygiene and Inspection Regional AHC HCMC		
F 13				Stakeholders		
S 14				Stakeholders		
S 15				Travels		
M 16	Region 1 Region 2		L T	Region 1: Rahc+Rlab+RSTK+Q+I Region 2: idem		
T 17	Region 1 Region 2		L T	Region 1: Pahc+Plab+Dahc+Cahc+STK Region 2: idem		
W 18	Region 3 Region 4		L T	Region 3: Rahc+Rlab+RSTK+Q+I Region 4: idem		
T 19	Region 3 Region 4		L T	Region 3: Pahc+Plab+Dahc+Cahc+STK Region 4: idem		
F 20	Region 5 Region 6		L T	Region 5: Rahc+Rlab+RSTK+Q+I Region 6: idem		
S 21	Region 5 Region 6		L T	Region 5: Pahc+Plab+Dahc+Cahc+STK Region 6: idem		
S 22	Region 7 Region 8		L T	Region 7: Rahc+Rlab+RSTK+Q+I Region 8: idem		
M 23	Region 7 Region 8		L T	Region 7: Pahc+Plab+Dahc+Cahc+STK Region 8: idem		
T 24				For Urban communes, training centers, professional organisations....		
W 25				Last Projects, epidemiological compartments, disease free zones, stakeholders and data collection		
T 26				Last PVS session	Directors and stakeholders	PVS questionnaire to consolidate results
F 27			T+L+O	Meeting with Ministry and CVO		
S 28			T+L+O	Final restitution meeting	Directors	Fact summary document produced by A T
S 29			T+L+O	Departure		

## II. Actual plan of evaluation

for VS OIE quality standards in Vietnam agreed with DAH and modified during field trip according to constraints

L= Team Leader, T= Technical expert, O= Observer

R=regional, P=province, D=District, C=Communal, ahc=Animal Health Center, Lab=Laboratory, Q=Quarantine, I=Inspection, STK=Stakeholders+others, QS=Quality Standards

Date	Location	Time	Expert	Activity	Persons	Documents to be provided or other
S 08	Hanoï	22-23h	T+L+O	Arrival / Evaluation team meeting	Evaluation team	estimated field trip repartition (see table)
M 09	Hanoï	9 h	T+L+O	Meeting with facilitator for missing data	Dr Dung (DVM of epidemiology division)	Has provided all missing data
		11 h	T+L+O	Introduction: presentation of evaluation, OIE QS+PVS	Deputy director of DAH : Dr Van Nam	Organisation of official visits
		14 h	T+L+O	Epidemiology division	Head : Dr Van Dan Ky	Staff : category/ places / activity /nb
		16 h	T+L+O	Quarantine and inspection division	Head Dr Pham Van Dong	Logistics : comm, transport, facilities
		18 h	T+L+O	Logistic organisation	M. Vinh: private translator in English	Budgets : / activities / staff /...
		19 h 21 h30	T	Team document review	M. Vinh: private translator in English	Forms and procedures,Reports
T 10	Hanoï	9h	L+T /O	Division of Drug and Vaccine control	Heads	Booking of internal flight
		10h	L+T /O	Division of Inspection and Legislation	Majority of provincial DAH	Consultant business card and cell phone
		11h	L+T /O	FMD meeting		Buy document on administrative organisation and maps of the country
		13h30	L+T /O	Division of planning		Sampling of provinces + field trip logistics
		14h30	L+T /O	Divion of Finance		
		15h30	L+T /O	Division of Personnal and Administration		
		17h	L+O	Logistics of mission		
		18h	L+T+O L	World Bank reports and documents	Dr Mselatti	WB and UE reports about VS
W 11	Hanoï	9h	T+L / O	Meeting with director of DAH		Organisational flow charts
		10h	T+L/ O	National Diagnostic Centre		Job descriptions, lists, logistics
		13h	T	National Institutes of Veterinary Research		Procedures, protocols, quality
		15h	L	Regional AHC Hanoï		Legislations
		13h	L	National Drug Control center		Data, results
		14h	L	National Vet Hygiene and Inspection		
		16h30	T+L	Hanoi HCMC plane travel		
					NOT DONE	

Date	Location	Time	Expert	Activity	Persons	Documents to be provided or other
T 12	HCMC	9h 10h 14h 15h 20-23h	T+L T+L L+T+O L+T+O T	DAH link: presentation of evaluation Regional AHC HCMC National Drug Control center National Vet Hygiene and Inspection Logistics of field trip	ABSENT	Idem (ABSENT)
F 13	HCMC	8h 13h 20h	L+T+O L+T+O L+T+O	Airport control Vet faculty Abattoir	Chief of airport vet. (office) Professors Director + vet	Documents, procedures, assets Curriculum, clinic, premises pictures
S 14	Tien Giang Long Han Vingh Long  Dong Nai Binh Thuam	11h 17h  6h - 20 h	T L	2 Province AHC + vet. pharmacy + 1 check point + private poultry abattoir + rabbit farm and abattoir  2 Provincial AHC + 2 Private Clinic + 6 Private Vet. Pharmacies + Vaccine wholesaler + 2 district AH + 1 check point + 1 commune paravet	vets, paravets, farmers, drug sellers	1 province director refused interview 1 district vet. office closed but meeting with vets
S 15	Vinh Long An Giang  Ninh Thuan Lam Dong	7h30 -19 h  6h - 20 h 21-22h	T L	Vet. pharmacy, Feed company 1 District, Commune paravet Border post with Cambodia  1 communal + 2 private slaughter slabs + meat market + sheep farm + 2 provincial check point + provincial AHC + 2 district AH + 3 private vet. pharmacies UE (EU) document review	idem	Customs refused access, but could see/talk
M 16	CanTho  Lam Dong Dac Lac	8h 10h  6 h – 20 h 21-22h	T L	Regional AHC Vet Faculty  4 private slaughter slabs + provincial AHC + 2 District + 2 vet. pharmacies + 1 private paravet UE (EU) document review	idem	
T 17	Ho Chi Min Da Nang  Dac Lac Khan Hoa Na trang	9 h Am  6 h – 20 h	T L	Road travel + 1 private pharmaceutical company Air Travel to Da Nang morning or evening  3 Private vet. pharmacies + 1 district + 2 commune paravet + 4 private paravets + 2 private vets + layer and pig farm + 1 check point	idem	ISO Quality assurance manual

Date	Location	Time	Expert	Activity	Persons	Documents to be provided or other
W 18	Da Nang Na Trang	8h-17h 4h-5h 9 h-11h 12-17h 17-21h	T L	RAHC + RLab + check point + sea port + airport + slaughter slabs  1 municipal slaughter house and meat preparation Provincial AHC Air travel to Hanoi 9h40 Hanoi rent a car and prepare travel to North	idem	Documents of Na Trang provincial AHC (reports, budgets, jobs, organisation...)
T 19	Tua Thieu Quan Nam  Lang Son	7h-19h 9h-12h 12-16h 17-19h	T L	Province AHC + slaughter house + pharmacy + district  Hanoi Lang Son travel Border posts of Lang Son Provincial AHC	Idem  Chief quarantine and staff	Documents of Lang Son quarantine
F 20	Quan Tri Hue  Bac Thai Tuyen Quang	7h-19h 6h-19h	T L	Border post Laos Vet faculty  5 farmers + 2 paravets + 1 district	idem	
S 21	Da Nang Hanoi  Lao Cai	7h-19h 6h-19h	T L	Air travel Da nang – Hanoi morning, afternoon or evening  3 farmers + 2 paravets + Border posts with China	Idem  Chief quarantine and staff	Documents at Lao Cai quarantine
S 22	Hai Dung  Lai Cha	7h-19h 6h-19h	T L	Province AHC + 1 commune + 1 export abattoir  2 farmers + 2 paravets + 2 pharmacies	idem	
M 23	Hai Phong  Son La	7h-19h 6h-19h	T L	Regional AHC + Sea port  road travel to Hanoi	idem	
T 24	Hanoi	7h-19h	T+L+O	Preliminary report		
W 25	Hanoi	9h 7h-19h	T+O T+L+O	Regional Lab in Hanoi Preliminary report		
T 26	Hanoi	9h 14 h	L+T+O T+O	General PVS session Vet Faculty in Hanoi	Divisions Head CANCELLED (lack of time)	Fact summary document produced by A T (?) NO TIME for participation on priorities
F 27	Hanoi	9h 14h 19h	T+L+O T+L+O O	Final restitution meeting Final report Departure for Thailand	Directors of DAH, FAO, WB, Department of animal production, extension	PVS questionnaire results + power point presentation of strengths/weaknesses and priorities for investment
S 28	Hanoi Hai Phong		T L	final report and rest final report and rest		
S 29	Hanoi		T+L+O	Departure for France and Australia		

### III. Required and available data

Table n°1: Data collection and sampling follow-up

<u>Required data</u>	<u>Name</u>	<u>Data already available</u>	<u>Data provided before arrival</u>	<u>Data provided on site or on arrival</u>	<u>Data finally accepted for sampling</u>	<u>Missing data</u>	<u>Ideal Sampling</u>	<u>Actual sampling</u>
<b>ecological areas of the country:</b>		x			5		5	5
	Red River delta					x	x	
	Highlands					x	x	
	Central Highlands					x	x	
	Coastal Lowlands					x	x	
	Mekong River delta					x	x	
<b>administrative organisation of the country:</b>								
o 1st level	Region	8		7	7		7	7
o 2 <sup>nd</sup> level	Province	64			64		10	26
o 3 <sup>rd</sup> level	District	600			600		25	40 ?
o 4 <sup>th</sup> level	Commune			> 10000	10000		100	?
o Urban entities	Cities	8			8		8	6
<b>Livestock census:</b>								
o At first level				x				
o At second level				x				
o At third level				x				
o By species								
o By production systems								
<b>ANIMAL HEALTH</b>								
o National Direction of VS	DAH + link	2					2	2
o Subdivisions at national level	Divisions	9		7	7		7	7
o 1 <sup>st</sup> level of VS	Regional AHC	7			7		7	5
o 2 <sup>nd</sup> level of VS	Provincial Sub DAHC	64					10	10
o 3rd level of VS	District veterinary Station	> 600		> 500	550		25	11
o Field level of VS	Communal paravets	> 20 000					150	10
o Field level private out of official VS (without sanitary mandate/accreditation or public mission)	Private paravets Private vets Vet Drug retailers					x x x	9 10 23	
<b>LABORATORY</b>								
o National Laboratories :	1 + 5 centers	6			6		6	5
o 1st level laboratories	Regional AHC	6			6		6	5
o 2 <sup>nd</sup> level of laboratories	Provincial AHC	64					8	10

<u>Required data</u>	<u>Name</u>	<u>Data already available</u>	<u>Data provided before arrival</u>	<u>Data provided on site or on arrival</u>	<u>Data finally accepted for sampling</u>	<u>Missing data</u>	<u>Ideal Sampling</u>	<u>Actual sampling</u>
<b>MOVMENT CONTROL</b>								
o Border control and quarantine	Frontier Airport Frontier Sea port Main Border pt Minor Border pt	20			2 3 20 30		2 3 5 6	2 1 8 2
o Animal movement control:	National check p Prov Check pts	45			45 ?		7 ?	10
o Disease free zones and compartments:	Do not exist							
<b>FOOD INSPECTION</b>								
o Abattoirs of international standards	national list				10		3	8
o Slaughter houses for domestic market	provincial lists				sometimes	x		4
o Slaughter areas for local market	provincial lists				sometimes	x		
o Private Slaughter Facilities	provincial lists				sometimes	x		6
o Meat processing plants or workshops	national list provincial list				1		1	1
o Milk processing plants or workshops				forgotten		x		
o Feed processing plants or workshops						x		1
<b>VET DRUGS</b>								
o Drug production (pharmaceutical) companies				Forgotten “ “		?	?	1
o Drug wholesale and import companies								
o Other retailers, other than vet or paravets								
<b>STAKE HOLDERS / PARTNERS</b>								
o Other institutions or partners linked with VS as operators or beneficiaries: to determine after meetings professional organisations, farmers organisations, stakeholders organisations, companies,.... others								
<b>TRAINING &amp; RESEARCH FACILITIES</b>								
o List of vet faculties					6			3
o List of vet technical schools								
o List of training programmes								
o Veterinary Research: (specify)					1			1

<u>Required data</u>	<u>Name</u>	<u>Data already available</u>	<u>Data provided before arrival</u>	<u>Data provided on site or on arrival</u>	<u>Data finally provided for sampling</u>	<u>Missing data</u>	<u>Ideal Sampling</u>	<u>Actual sampling</u>
<b>OTHER DOCUMENTS TO BE MADE AVAILABLE</b>								
o Organisational flow charts at all levels: national 1 <sup>st</sup> level 2 <sup>nd</sup> level 3 <sup>rd</sup> level	Department AH Regional AHC Province AH District		X			sometimes		all
o Listing of veterinarians (age, location, job)	No statutory body					often		2
o Listing of paraprofessionals (age, location, job)						always		2
o Job descriptions at all levels: national 1 <sup>st</sup> level 2 <sup>nd</sup> level 3 <sup>rd</sup> level						sometimes		
o legislations and regulations: for VS for AH for quarantine for surveillance for vet practice for vet pharmacies	Vet ordinance Guidelines for Vet Ord		X			often		
o Activity (progress) reports			X			often		
o Procedures			X			always		
o Forms			X					> 10
o justice or administrative reports			X					2
o Data collection			quarantine					> 10
o Data treatment, statistics and GIS			X					3
o								Some
o Evaluation reports of the VS	EU, WB,...	2			7	2 at least of UE	7	4
o Quality-assurance processes and audits	Non existant							
o								

TABLES n° 2 A, B &amp; C

## IV IDEAL AND ACTUAL (UNDERLINED IN GREEN) SAMPLING

**Previous demand to DAH facilitator:** "please note the following demand, before departure

- **BOLD UNDERLINED** provinces levels (sub-AH and lab) would be important to advise of expert visits
- At Districts and Communes levels, AH, slaughter facilities, private pharmacies and vets, farmers, will be selected according to travel constraints encountered, and will not all be visited (ideal sampling cannot be attained because of time constraints)
- Advise vet faculties to be visited if possible
- Request clearance to visit borders, airport and sea port areas of control ON-site and not only offices"

Table 2.A. TECHNICAL/REGIONAL EXPERT FIELD TRIP :

Date	Location	RAHC	R Lab	Vet	Research	Border	Check Points	Port	Slaughter	Feed	Private	vet. pharmacy	Provincial AH and lab	District VS and lab	Slaughter Area/ slab	Commune & paravets	Farmers and other
13	HCMC	X	X	X				Airport	HOUSE		Vet			x	x	x	
14	Tien Giang							airport							x	x	
	<u>Long Han</u>					4			x		x	x	x	x	x	x	
	An Giang					2 x	x				x	x	x	x	x	x	
15	<u>Vinh Long</u>								xx	x	xx	xx	x	x	x	x	
	Sec Trang										x	x	x	x	x	x	
	Bac Lieu										x	x	x	x	x	x	
	Ca Mau										x	x	x	x	x	x	
	Sec Trang										x	x	x	x	x	x	
16	CanTho	X	X	X							x	x	x	x	x	x	
17	Ho Chi Min										x	x	x	x	x	x	
	Da Nang							AIRPO R			x	x	x	x	x	x	
18	<u>Da Nang</u>	X	X				x		x		x	x	x	x	x	x	
19	Tua Thieu										x	x	x	x	x	x	
	<u>Hue</u>					x					x	x	x	x	x	x	
	Quan Nam										x	x	x	x	x	x	
20	Quan Tri					1					x	x	x	x	x	x	
21	Da Nang										x	x	x	x	x	x	
	Hanoi										x	x	x	x	x	x	
22	<u>Hai Dung</u>								X		x	x	x	x	x	x	
23	Hai Phong	X	X					X SEA	X	x	x	x	x	x	x	x	
24	HANOI	X	X	X	X			X AIR	X	x	x	x	x	x	x	x	
	<b>TOTAL</b>	5	5	3	1	3	3	4	7	1	5	5	5	5	2	3	

Table 2.B. TEAM LEADER EXPERT FIELD TRIP :

Date	Location	RAHC	R Lab	Vet Faculty	Research	Border Post	Check Points	Port Airport	Slaughter HOUSE	Feed	Private Vet	Vet. Pharmacy	Provincial AH and lab	District AH and lab	Slaughter Area/ slab	Commune & paravets	Farmers and other
3	HCMC	x	x	x				X	x		x	x	x	x	x	x	
								airport									
4	Dong Nai									XX	XXX	x	x	x	x	x	
	Binh Thuam									x	XXX	x	x	x	x	x	
	Ninh Thuam						X			x	XX	x	XX	XX	x	x	
	<u>Lam Dong</u>						x				x	x	x	XXXX	XX	XXX	
5	Dac Lac						X			XX	XXX	x	XX	x	XXX	XX	
	Khan Hoa									x	x	x	x	x	x	x	
6	<u>Na trang</u>									x	x	x	x	x	x	x	
7	Na Trang-																
	Hanoi																
8	<u>Lang Son</u>						4 XXX	x			x	x	x	x	x	x	
	Bac Thai									x	XX	x	x	x	XXX	XXX	
	Cao Bang						3			x	x	x	x	x	x	x	
	TuyenQuang									x	XX	x	x	x	x	xx	
9	Ha Giang						3			x	x	x	x	x	x	x	
	<u>Lao Cai</u>						2XX	x		x	x	x	x	x	x	XXX	
	Lai Cha						1			x	XX	x	x	x	XX		
20	Son La							X		x	x	x	x	x	x	x	x
	Yen Bai									x	x	x	x	x	x	x	
21	adjustement																
22	Hai Phong	x	x					X sea		x	x	x	x	x	x	x	
23	adjustement																
24	Hanoi							X air		x	x	x	x	x	x	x	
	TOTAL	N.A.	N.A.	N.A.		5	6	N.A.		5	18	5	8	7	13	19	

Table 2 .C. SAMPLING RESUTS

	RAHC	R Lab	Vet Faculty	Research	Border Post	Check Points	Port Airport	Slaughter HOUSE	Feed	Private Vet	Vet. Pharmacy	Provincial AH and lab	District AH and lab	Slaughter area/slab	Commune & paravets	Farmers and other	
Technical expert	5	5	3	1	3	3	4	8	1	5	5	5	5	2	3		
Team leader	(1)	(1)	(1)		5	6	(1)			5	18	5	8	7	13	19	
Observer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
<b>Actual sampling</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>8</b>	<b>9</b>	<b>4</b>	<b>8</b>	<b>1</b>	<b>10</b>	<b>23</b>	<b>10</b>	<b>11</b>	<b>9 at province</b>	<b>16</b>	<b>19</b>	
Ideal sampling	7	6	6	1	10	10	+ prov?	5	10 ?	?	30 ?	30 ?	10	25	10 at province 25 at districts	150 ?	N.A.

The duration of the mission did not allow us to fully complying with the ideal sampling-framework for field level infrastructures and staff.  
 Notwithstanding these shortcomings, the homogeneity of situations encountered with field staff in any of the regions during the field trip makes the sampling probably adequate.

## **Part III**

# **OIE code quality standards analysis**

**The following tables highlight the level of compliance the VS of Vietnam  
with the requirements of the relevant OIE code chapters, articles and paragraphs**

**Comments and Proposals  
refer to the organizational and functional analysis part (V) of this report**

## ANALYSIS of QUALITY of VETERINARY SERVICES of VIETNAM related to THE OIE CODE

<b>CHAPTER 1.3.3.EVALUATION OF VETERINARY SERVICES</b>				Comments	Proposals
Full compliance	Mostly compliance	Little compliance	No compliance		
		<b>Article 1.3.3.1.</b>			
The quality of the <i>Veterinary Services</i> depends on a set of factors, which include fundamental principles of an ethical, organisational and technical nature. The <i>Veterinary Services</i> shall conform to these fundamental principles, regardless of the political, economic or social situation of their country.					
Compliance with these fundamental principles by the <i>Veterinary Services</i> of a Member Country is important to the establishment and maintenance of confidence in its <i>international veterinary certificates</i> by the <i>Veterinary Services</i> of other Member Countries.					
The same fundamental principles should apply in countries where the responsibility for establishing or applying certain animal health measures, or issuing some <i>international veterinary certificates</i> is exercised by an organisation other than the <i>Veterinary Services</i> , or by an authority or agency on behalf of the <i>Veterinary Services</i> . In all cases, the <i>Veterinary Services</i> retain ultimate responsibility for the application of these principles.				V/4 p.113	
These fundamental principles are presented in Article 1.3.3.2. Other factors affecting quality are described in Part 1. (notification, principles of certification, etc.).					
The quality of <i>Veterinary Services</i> can be measured through an evaluation, whose general principles are described in Article 1.3.3.3, and in Article 1.3.3.4.					
Guidelines for the evaluation of <i>Veterinary Services</i> are described in Chapter 1.3.4.					
A procedure for evaluating <i>Veterinary Services</i> by OIE experts, on a voluntary basis, is described in Article 1.3.3.5.					
<b>Article 1.3.3.2.</b>					
<b>Fundamental principles of quality</b>	The <i>Veterinary Services</i> shall comply with the following principles to ensure the quality of their activities:				
<b>1. Professional judgement</b>	The personnel of <i>Veterinary Services</i> should have the relevant qualifications, scientific expertise and experience to give them the competence to make sound professional judgements.			V/1.A.6.46 V/3.A.3-4 V.6.A	V/1.B.6.4 V/3.B.3 V.6.B
<b>2. Independence</b>	Care should be taken to ensure that <i>Veterinary Services</i> ' personnel are free from any commercial, financial, hierarchical, political or other pressures which might affect their judgement or decisions.			V.1.A.1-2 V.1.A.6.	V.B.1-6
<b>3. Impartiality</b>	The <i>Veterinary Services</i> should be impartial. In particular, all the parties affected by their activities have a right to expect their services to be delivered under reasonable and non-discriminatory conditions.				
<b>4. Integrity</b>	The <i>Veterinary Services</i> should guarantee that the work of each of their personnel is of a consistently high level of integrity. Any fraud, corruption or falsification should be identified and corrected.			V/1.A.2.3 V/5.A.1	V/5.B
<b>5. Objectivity</b>	The <i>Veterinary Services</i> should at all times act in an objective, transparent and non-discriminatory manner.				

	<b>Full compliance</b>	<b>Mostly compliance</b>	<b>Little compliance</b>	<b>No compliance</b>		
<b>6.</b> <b>General organisation</b>	The <a href="#">Veterinary Services</a> must be able to demonstrate by means of appropriate legislation, sufficient financial resources and effective organisation that they are in a position to have control of the establishment and application of animal health measures, and of international veterinary certification activities					
	Legislation should be suitably flexible to allow for judgements of equivalence and efficient responses to changing situations. In particular, they should define and document the responsibilities and structure of the organisations in charge of the animal identification system, control of animal movements, animal disease control and reporting systems, epidemiological surveillance and communication of epidemiological information.					
	A similar demonstration should be made by <a href="#">Veterinary Services</a> when they are in charge of veterinary public health activities.			V.4.A	V.4.B	
	The <a href="#">Veterinary Services</a> should have at their disposal effective systems for animal disease surveillance and for <a href="#">notification</a> of disease problems wherever they occur, in accordance with the provisions of the <a href="#">Terrestrial Code</a> .					
	Adequate coverage of animal populations should also be demonstrated. They should at all times endeavour to improve their performance in terms of animal health information systems and animal disease control.					
	The <a href="#">Veterinary Services</a> should define and document the responsibilities and structure of the organisation (in particular the chain of command) in charge of issuing <a href="#">international veterinary certificates</a> .			V.1.A.1 V.1.A.6	V.1.B.1, 6	
<b>7.</b> <b>Quality policy</b>	Each position within the <a href="#">Veterinary Services</a> which has an impact on their quality should be described. These job descriptions should include the requirements for education, training, technical knowledge and experience.			V.1.A.2.2		
	The <a href="#">Veterinary Services</a> should define and document their policy and objectives for, and commitment to, quality, and should ensure that this policy is understood, implemented and maintained at all levels in the organisation. Where conditions allow, they may implement a quality system corresponding to their areas of activity and appropriate for the type, range and volume of work that they have to perform. The guidelines for the quality and evaluation of <a href="#">Veterinary Services</a> propose a suitable reference system, which should be used if a Member Country choose to adopt a quality system.			V.2,4,5. A	V.2,4,5. B	
<b>8.</b> <b>Procedures and standards</b>	The <a href="#">Veterinary Services</a> should develop and document appropriate procedures and standards for all providers of relevant activities and associated facilities. These procedures and standards may for example relate to:			V.2,4,5. A	V.2,4,5. B	
	a. programming and management of activities, including international veterinary certification activities;					
	b. prevention, control and notification of disease <i>outbreaks</i> ;					
	c. risk analysis, epidemiological surveillance and zoning;					
	d. inspection and sampling techniques;					
	e. diagnostic tests for animal diseases;			V.2.		
	f. preparation, production, registration and control of biological products for use in the diagnosis or prevention of diseases;			V.2.4.		
	g. border controls and import regulations;			V.5.A	V.5.B	
	h. <a href="#">disinfection</a> and <a href="#">disinfestation</a> ;					
	i. treatments intended to destroy, if appropriate, pathogens in animal products. In as much as the OIE has adopted standards on these matters, the <a href="#">Veterinary Services</a> should comply with these standards when applying animal health measures and when issuing <a href="#">international veterinary certificates</a> .					

Full compliance	Mostly compliance	Little compliance	No compliance		
<b>9.</b> <u>Information, complaints and appeals</u>	The <i>Veterinary Administration</i> should undertake to reply to legitimate requests from <i>Veterinary Administrations</i> of other Member Countries or any other authority, in particular ensuring that any requests for information, complaints or appeals that they may present are dealt with in a timely manner. A record should be maintained of all complaints and appeals and of the relevant action taken by the <i>Veterinary Services</i> .				
<b>10.</b> <u>Documentation</u>	The <i>Veterinary Services</i> should have at their disposal a reliable and up-to-date documentation system suited to their activities.				
<b>11.</b> <u>Self-evaluation</u>	The <i>Veterinary Services</i> should undertake periodical self-evaluation especially by documenting achievements against goals, and demonstrating the efficiency of their organisational components and resource adequacy. A procedure for evaluating <i>Veterinary Services</i> by OIE experts, on a voluntary basis, is described in Article 1.3.3.5.				
<b>12.</b> <u>Communication</u>	<i>Veterinary Services</i> should have effective internal and external systems of communication covering administrative and technical staff and parties affected by their activities.				
<b>13. Human and financial resources</b>	Responsible authorities should ensure that adequate resources are made available to implement effectively the above activities.				

#### Article 1.3.3.3.

For the purposes of the *Terrestrial Code*, every Member Country should recognise the right of another Member Country to undertake, or request it to undertake, an evaluation of its *Veterinary Services* where the initiating Member Country is an actual or a prospective importer or exporter of *commodities* and where the evaluation is to be a component of a risk analysis process which is to be used to determine or review sanitary measures which apply to such trade.

Any evaluation of *Veterinary Services* should be conducted having regard to the OIE Guidelines for the evaluation of *Veterinary Services* presented in Chapter 1.3.4.

A Member Country has the right to expect that the evaluation of its *Veterinary Services* will be conducted in an objective manner. A Member Country undertaking evaluation should be able to justify any measure taken as a consequence of its evaluation.

#### Article 1.3.3.4.

A Member Country which intends to conduct an evaluation of another Member Country's *Veterinary Services* should give them notice in writing. This notice should define the purpose of the evaluation and details of the information required.

On receipt of a formal request for information to enable an evaluation of its *Veterinary Services* by another Member Country, and following bilateral agreement of the evaluation process and criteria, a Member Country should expeditiously provide the other country with meaningful and accurate information of the type requested.

The evaluation process should take into account the fundamental principles and other factors of quality laid down in Article 1.3.3.1, and in Article 1.3.3.2. It should also take into consideration the specific circumstances regarding quality, as described in Article 1.3.3.1, prevailing in the countries concerned.

The outcome of the evaluation conducted by a Member Country should be provided in writing as soon as possible, and in any case within 4 months of receipt of the relevant information, to the Member Country which has undergone the evaluation. The evaluation report should detail any findings which affect trade prospects. The Member Country which conducts the evaluation should clarify in detail any points of the evaluation on request.

In the event of a dispute between two Member Countries over the conduct or the conclusions of the evaluation of the *Veterinary Services*, the matter should be dealt with having regard to the procedures set out in Article 1.3.1.3.

#### Article 1.3.3.5. Evaluation facilitated by OIE experts under the auspices of the OIE

The OIE has established procedures for the evaluation of the *Veterinary Services* of a Member Country, upon request by the Member Country.

The OIE International Committee endorses a list of approved experts to facilitate the evaluation process.

Under these procedures, the Director General recommends an expert(s) from that list.

The expert(s) facilitate(s) the evaluation of the *Veterinary Services* of the Member Country based on the provisions in Chapter 1.3.4, using the Performance, Vision and Strategy [PVS] Instrument.

The expert(s) produce(s) a report in consultation with the *Veterinary Services* of the Member Country.

The report is submitted to the Director General and, with the consent of the Member Country, published by the OIE.

## ANALYSE of QUALITY of VETERINARY SERVICES of VIETNAM related to the OIE CODE

<b>CHAPTER 1.3.4 GUIDELINES FOR THE EVALUATION OF VETERINARY SERVICES</b>						
	Full compliance	Mostly compliant	Little compliance	No compliance	Comments	Proposals
<b>Article 1.3.4.1.General considerations</b>						
1.						
	Evaluation of <i>Veterinary Services</i> is an important element in the risk analysis process which countries may legitimately use in their policy formulations directly applying to animal health and sanitary controls of <i>international trade</i> in <i>animals</i> , animal-derived products, animal genetic material and animal feedstuffs. Any evaluation should be carried out with due regard for Chapter 1.3.3.					
2.						
	In order to ensure that objectivity is maximised in the evaluation process, it is essential for some standards of discipline to be applied. The OIE has developed these guidelines which can be practically applied to the evaluation of <i>Veterinary Services</i> . These are relevant for evaluation of the <i>Veterinary Services</i> of one country by those of another country for the purposes of risk analysis in <i>international trade</i> . The guidelines are also applicable for evaluation by a country of its own <i>Veterinary Services</i> – the process known as self-evaluation – and for periodic re-evaluation. These guidelines should be used by OIE experts when facilitating an evaluation under the auspices of the OIE, following a request of a Member Country. In applying these guidelines for the evaluation, the Performance, Vision and Strategy [PVS] Instrument should be used. In carrying out a risk analysis prior to deciding the sanitary/zoonosanitary conditions for the importation of a <i>commodity</i> , an <i>importing country</i> is justified in regarding its evaluation of the <i>Veterinary Services</i> of the <i>exporting country</i> as critical.					
3.					I	
	The purpose of evaluation may be either to assist a national authority in the decision-making process regarding priorities to be given to its own <i>Veterinary Services</i> (self-evaluation) or to assist the process of risk analysis in <i>international trade</i> in <i>animals</i> and animal-derived products to which official sanitary and/or zoonosanitary controls apply.					
4.						
	In both situations, the evaluation should demonstrate that the <i>Veterinary Services</i> have the capability for effective control of the sanitary and zoonosanitary status of <i>animals</i> and animal products. Key elements to be covered in this process include resource adequacy, management capability, legislative and administrative infrastructures, independence in the exercise of official functions and performance history, including disease reporting.					
5.						
	Competence and integrity are qualities on which others base their confidence in individuals or organisations. Mutual confidence between relevant official <i>Veterinary Services</i> of trading partner countries contributes fundamentally to stability in <i>international trade</i> in <i>animals</i> and animal-related products. In this situation, scrutiny is directed more at the <i>exporting country</i> than at the <i>importing country</i> .					
6.						
	Although quantitative data can be provided on <i>Veterinary Services</i> , the ultimate evaluation will be essentially qualitative. While it is appropriate to evaluate resources and infrastructure (organisational, administrative and legislative), it is also appropriate to place emphasis on the evaluation of the quality of outputs and performance of <i>Veterinary Services</i> . Evaluation should take into consideration any quality systems used by <i>Veterinary Services</i> .					
7.						
	An <i>importing country</i> has a right of assurance that information on sanitary/zoonosanitary situations provided by the <i>Veterinary Services</i> of an <i>exporting country</i> is objective, meaningful and correct. Furthermore, the <i>Veterinary Services</i> of the <i>importing country</i> are entitled to expect validity in the veterinary certification of export.					
8.						
	An <i>exporting country</i> is entitled to expect that its <i>animals</i> and animal products will receive reasonable and valid treatment when they are subjected to import inspection in the country of destination. The country should also be able to expect that any evaluation of its standards and performance will be conducted on a non-discriminatory basis. The <i>importing country</i> should be prepared and able to defend any position which it takes as a consequence of the evaluation.					
9.						
	As the <i>veterinary statutory body</i> is not a part of the <i>Veterinary Services</i> , an evaluation of that body should be carried out to ensure that the registration/licensing of <i>veterinarians</i> and authorisation of <i>veterinary para-professionals</i> is included.					

Full compliance	Mostly compliant	Little compliance	No compliance	Comments	Proposals
<b>Article 1.3.4.2. Scope</b>					
1.	In the evaluation of <i>Veterinary Services</i> , the following items may be considered, depending on the purpose of the evaluation: <ul style="list-style-type: none"> <li>• organisation, structure and authority of the <i>Veterinary Services</i>;</li> <li>• human resources;</li> <li>• material (including financial) resources;</li> <li>• functional capabilities and legislative support;</li> <li>• animal health and veterinary public health controls;</li> <li>• formal quality systems including quality policy;</li> <li>• performance assessment and audit programmes;</li> <li>• participation in OIE activities and compliance with OIE Member Countries' obligations.</li> </ul>				
2.	To complement the evaluation of <i>Veterinary Services</i> , the organisational structure and functioning of the <i>veterinary statutory body</i> should also be considered.				
3.	Article <a href="#">1.3.4.14.</a> outlines appropriate information requirements for: <ul style="list-style-type: none"> <li>• self-evaluation by national <i>Veterinary Services</i> which perceive a need to prepare information for national or international purposes;</li> <li>• evaluation by a prospective or actual <i>importing country</i> of the <i>Veterinary Services</i> of a prospective or actual <i>exporting country</i>;</li> <li>• verification or re-verification of an evaluation in the course of a visit to the <i>exporting country</i> by the <i>importing country</i>;</li> <li>• evaluation by third parties such as OIE experts or regional organisations.</li> </ul>			Previous evaluatio	Take into account

Full compliance	Mostly compliant	Little compliance	No compliance	Comments	Proposals
<b>Article 1.3.4.3. Evaluation criteria for the organisational structure of the Veterinary Services</b>					
1.	A key element in the evaluation is the study of the organisation and structure of the official <i>Veterinary Services</i> . The <i>Veterinary Services</i> should define and set out their policy, objectives and commitment to quality systems and standards. These organisational and policy statements should be described in detail. Organisational charts and details of functional responsibilities of staff should be available for evaluation. The role and responsibility of the Chief Veterinary Officer/Veterinary Director should be clearly defined. Lines of command should also be described. The organisational structure should also clearly set out the interface relationships of government Ministers and departmental Authorities with the Chief Veterinary Officer/Veterinary Director and the <i>Veterinary Services</i> . Formal relationships with statutory authorities and with industry organisations and associations should also be described. It is recognised that Services may be subject to changes in structure from time to time. Major changes should be notified to trading partners so that the effects of re-structuring may be assessed.	V.1.A.1,2			
2.	Organisational components of <i>Veterinary Services</i> which have responsibility for key functional capabilities should be identified. These capabilities include epidemiological surveillance, disease control, import controls, animal disease reporting systems, animal identification systems, traceability systems, animal movement control systems, communication of epidemiological information, training, inspection and certification. Laboratory and field systems and their organisational relationships should be described.	id			
3.	To reinforce the reliability and credibility of their services, the <i>Veterinary Services</i> may have set up quality systems that correspond with their fields of activity and to the nature and scale of activities that they carry out. Evaluation of such systems should be as objective as possible.				
4.	The <i>Veterinary Administration</i> alone speaks for the country as far as official international dialogue is concerned. This is also particularly important to cases where zoning and regionalisation are being applied. The responsibilities of the national <i>Veterinary Administration</i> and all <i>Veterinary Authorities</i> in that country should be made clear in the process of evaluation of <i>Veterinary Services</i> .	V.1			
5.	A <i>Veterinary Authority</i> is defined in Chapter 1.1.1. of the <i>Terrestrial Code</i> . As some countries have some official <i>Veterinary Authority</i> roles vested in autonomous sub-national (state/provincial, municipal) government bodies, there is an important need to assess the role and function of these Services. Details of their roles, relationship (legal and administrative) to each other and to the national <i>Veterinary Services</i> should be available for evaluation. Annual reports, review findings and access to other information pertinent to the animal health activities of such bodies should also be available.	V.1			
6.	Similarly, where the national <i>Veterinary Services</i> have arrangements with other providers of relevant services such as universities, laboratories, information services, etc., these arrangements should also be described. For the purposes of evaluation, it is appropriate to expect that the quality of organisational and functional standards which apply to <i>Veterinary Services</i> should also apply to the services of these other providers.				

Full compliance	Mostly compliant	Little compliance	No compliance	Comments	Proposals
<b>Article 1.3.4.4. Evaluation criteria for quality systems</b>					
1.	The <i>Veterinary Services</i> should demonstrate a commitment to the quality of the processes and outputs of their services. Where services or components of services are delivered under a formal quality systems programme which is based on OIE recommended standards or, especially in the case of laboratory components of <i>Veterinary Services</i> other internationally recognised quality standards, the <i>Veterinary Services</i> undergoing evaluation should make available evidence of accreditation, details of the documented quality processes and documented outcomes of all relevant audits undertaken.				
2.	Where the <i>Veterinary Services</i> undergoing evaluation make large use of formal quality systems in the delivery of their services, it is appropriate that greater emphasis be placed on the outcomes of evaluation of these quality systems than on the resource and infrastructural components of the services.				
<b>Article 1.3.4.5. Evaluation criteria for human resources</b>					
1.	The <i>Veterinary Services</i> should demonstrate that their human resource component includes an integral core of full-time civil service employees. This core must include <i>veterinarians</i> . It should also include administrative officials and <i>veterinary para-professionals</i> . The human resources may also include part-time and private sector <i>veterinarians</i> and <i>veterinary para-professionals</i> . It is essential that all the above categories of personnel be subject to legal disciplinary provisions. Data relating to the resource base of the <i>Veterinary Services</i> undergoing evaluation should be available.				
2.	In addition to raw quantitative data on this resource base, the functions of the various categories of personnel in the <i>Veterinary Services</i> should be described in detail. This is necessary for analysis and estimation of the appropriateness of the application of qualified skills to the tasks undertaken by the <i>Veterinary Services</i> and may be relevant, for example, to the roles of <i>veterinarians</i> and <i>veterinary para-professionals</i> in field services. In this case, the evaluation should provide assurances that disease monitoring is being conducted by a sufficient number of qualified, experienced field veterinarians who are directly involved in farm visits; there should not be an over-reliance on <i>veterinary para-professionals</i> for this task.	V.1.A.5	V.1.B.2		
3.	Analysis of these data can be used to estimate the potential of the <i>Veterinary Services</i> to have reliable knowledge of the state of animal health in the country and to support an optimal level of animal disease control programmes. A large population of private veterinarians would not provide the <i>Veterinary Services</i> with an effective epizootiological information base without legislative (e.g. compulsory reporting of notifiable diseases) and administrative (e.g. official animal health surveillance and reporting systems) mechanisms in place.	v	v		
4.	These data should be assessed in close conjunction with the other information described in this Chapter. For example, a large field staff ( <i>veterinarians</i> and <i>veterinary para-professionals</i> ) need fixed, mobile and budgetary resources for animal health activities in the livestock farming territory of the country. If deficiencies are evident, there would be reason to challenge the validity of epizootiological information.	v	v		

Full compliance	Mostly compliant	Little compliance	No compliance	Comments	Proposals
<b>Article 1.3.4.6. Evaluation criteria for material resources</b>					
<b>1.</b> <b>Financial</b>	Actual yearly budgetary information regarding the <i>Veterinary Services</i> should be available and should include the details set out in the model questionnaire outlined in Article 1.3.4.14. Information is required on conditions of service for veterinary staff (including salaries and incentives) and should provide a comparison with the private sector and perhaps with other professionals. Information should also be available on non-government sources of revenue available to <i>veterinarians</i> in their official responsibilities.			V..1.A.3	V.1.B.4
<b>2.</b> <b>Administrative</b>					
<b>a)</b> Accommodation	The <i>Veterinary Services</i> should be accommodated in premises suitable for efficient performance of their functions. The component parts of the <i>Veterinary Services</i> should be located as closely as possible to each other at the central level, and in the regions where they are represented, in order to facilitate efficient internal communication and function.			V.1.A.4	
<b>b)</b> Communications	The <i>Veterinary Services</i> should be able to demonstrate that they have reliable access to effective communications systems, especially for animal health surveillance and control programmes. Inadequate communications systems within the field services components of these programmes or between outlying offices and headquarters, or between the <i>Veterinary Services</i> and other relevant administrative and professional services, signify an inherent weakness in these programmes. Adequate communications systems between laboratories and between field and laboratory components of the <i>Veterinary Services</i> should also be demonstrated. Examples of types of communications which should be routinely available on an adequate country-wide basis are national postal, freight and telephone networks. Rapid courier services, facsimile and electronic data interchange systems (e.g. e-mail and Internet services) are examples of useful communication services which, if available, can supplement or replace the others. A means for rapid international communication should be available to the national <i>Veterinary Services</i> , to permit reporting of changes in national disease status consistent with OIE recommendations and to allow bilateral contact on urgent matters with counterpart <i>Veterinary Services</i> in trading-partner countries.			V.1.A.4	
<b>c)</b> Transport systems	The availability of sufficient reliable transport facilities is essential for the performance of many functions of <i>Veterinary Services</i> . This applies particularly to the field services components of animal health activities (e.g. emergency response visits). Otherwise, the <i>Veterinary Services</i> cannot assure counterpart services in other countries that they are in control of the animal health situation within the country. Appropriate means of transport are also vital for the satisfactory receipt of samples to be tested at veterinary laboratories, for inspection of imports and exports, and for the performance of <i>animals</i> and animal product inspection in outlying production or processing establishments.			V.1.A.4	

<b>Full compliance</b>	<b>Mostly compliant</b>	<b>Little compliance</b>	<b>No compliance</b>	Comments	Proposals
<b>3. Technical</b>	Details available on laboratories should include resources data, programmes under way as well as those recently completed and review reports on the role or functions of the laboratory. Information as described in the model questionnaire should be used in the evaluation of laboratory services.			V.2	
<b>a) Cold chain for laboratory samples and veterinary medicines</b>	Adequate refrigeration and freezing systems should be available and should be used throughout the country to provide suitable low temperature protection for laboratory samples in transit or awaiting analysis, as well as veterinary medical products (e.g. vaccines) when these are required for use in animal disease control programmes. If these assurances cannot be given, it may be valid to discount many types of test results, as well as the effectiveness of certain disease control programmes and the export inspection system in the country undergoing evaluation.			V.1.A.4	
<b>b) Diagnostic laboratories</b>	Analysis of the laboratory service component of <i>Veterinary Services</i> , which would include official governmental laboratories and other laboratories accredited by the <i>Veterinary Services</i> for specified purposes, is an essential element of the evaluation process. The quality of the veterinary diagnostic laboratories of a country underpins the whole control and certification processes of the zoosanitary/sanitary status of exported <i>animals</i> and animal products, and therefore these laboratories should be subject to rigid quality assurance procedures and should use international quality assurance programmes (wherever available) for standardising test methodologies and testing proficiency. An example is the use of International Standard Sera for standardising reagents. This emphasis is valid whether one relates it to the actual testing performed on individual export consignments or to the more broad and ongoing testing regimes which are used to determine the animal health and veterinary public health profiles of the country and to support its disease control programmes. For the purposes of evaluation, veterinary diagnostic laboratories include those which are concerned with either animal health or veterinary public health activities. The <i>Veterinary Services</i> must approve and designate these laboratories for such purposes and have them audited regularly.			V.2.	
<b>c) Research</b>	The scope of animal disease and veterinary public health problems in the country concerned, the stages reached in the controls which address those problems and their relative importance can be measured to some degree by analysis of information on government priorities and programmes for research in animal health. This information should be accessible for evaluation purposes.			V.2	

Full compliance	Mostly compliant	Little compliance	No compliance	Comments	Proposals
<b>Article 1.3.4.7. Functional capabilities and legislative support</b>					
<b>1.</b>  <u><b>Animal health and veterinary public health</b></u>	The <i>Veterinary Services</i> should be able to demonstrate that they have the capacity, supported by appropriate legislation, to exercise control over all animal health matters. These controls should include, where appropriate, compulsory notification of prescribed animal diseases, inspection, movement controls through systems which provide adequate traceability, registration of facilities, quarantine of infected premises/areas, testing, treatment, destruction of infected <i>animals</i> or contaminated materials, controls over the use of veterinary medicines, etc. The scope of the legislative controls should include domestic <i>animals</i> and their reproductive material, animal products, wildlife as it relates to the transmission of <i>diseases</i> to humans and domestic <i>animals</i> , and other products subject to veterinary inspection. Arrangements should exist for co-operation with the <i>Veterinary Authorities</i> of the neighbouring countries for the control of animal diseases in border areas and for establishing linkages to recognise and regulate transboundary activities. Information on the veterinary public health legislation covering the production of products of animal origin for national consumption may be also considered in the evaluation.	V.3A	V.3.B		
<b>2.</b>  <u><b>Export &amp; import inspection</b></u>	National <i>Veterinary Services</i> should have appropriate legislation and adequate capabilities to prescribe the methods for control and to exercise systematic control over the import and export processes of <i>animals</i> and animal products in so far as this control relates to sanitary and zoosanitary matters. The evaluation should also involve the consideration of administrative instructions to ensure the enforcement of <i>importing country</i> requirements during the pre-export period.  In the context of production for export of foodstuffs of animal origin, the <i>Veterinary Services</i> should demonstrate that comprehensive legislative provisions are available for the oversight by the relevant authorities of the hygienic process and to support official inspection systems of these <i>commodities</i> which function to standards consistent with or equivalent to relevant Codex Alimentarius and OIE standards.  Control systems should be in place which permit the exporting <i>Veterinary Authorities</i> to approve export premises. The <i>Veterinary Services</i> should also be able to conduct testing and treatment as well as to exercise controls over the movement, handling and storage of exports and to make inspections at any stage of the export process. The product scope of this export legislation should include, <i>inter alia</i> , <i>animals</i> and animal products (including animal semen, ova and embryos), and animal feedstuffs.  The national <i>Veterinary Services</i> should be able to demonstrate that they have adequate capabilities and legislative support for zoosanitary control of imports and transit of <i>animals</i> , animal products and other materials which may introduce animal diseases. This could be necessary to support claims by the <i>Veterinary Services</i> that the animal health status of the country is suitably stable, and that cross-contamination of exports from imports of unknown or less favourable zoosanitary status is unlikely. The same considerations should apply in respect of veterinary control of public health. The <i>Veterinary Services</i> should be able to demonstrate that there is no conflict of interest when certifying veterinarians are performing official duties.  Legislation should also provide the right to deny and/or withdraw official certification. Penalty provisions applying to malpractice on the part of certifying officials should be included.  The <i>Veterinary Services</i> should demonstrate that they are capable of providing accurate and valid certification for exports of <i>animals</i> and animal products, based on Section 1.2. of the <i>Terrestrial Code</i> . They should have appropriately organised procedures which ensure that sanitary/animal health certificates are issued by efficient and secure methods. The documentation control system should be able to correlate reliably the certification details with the relevant export consignments and with any inspections to which the consignments were subjected.	V.5.A	V.5.B		
	Security in the export certification process, including electronic documentation transfer, is important. A system of independent compliance review is desirable, to safeguard against fraud in certification by officials and by private individuals or corporations. The certifying veterinarian should have no conflict of interest in the commercial aspects of the <i>animals</i> or animal product being certified and be independent from the commercial parties.	V.5.A	V.5.B		

Full compliance	Mostly compliant	Little compliance	No compliance	Comments	Proposals
<b>Article 1.3.4.8. Animal health controls</b>					
<b>1.</b> <u><b>Animal health status</b></u>	<p>An updated assessment of the present animal disease status of a country is an important and necessary procedure. For this undertaking, studies of the OIE publications such as <i>World Animal Health</i>, the <i>Bulletin</i> and <i>Disease Information</i> must be fundamental reference points. The evaluation should consider the recent history of the compliance of the country with its obligations regarding international notification of animal diseases. In the case of an OIE Member Country, failure to provide the necessary animal health reports consistent with OIE requirements will detract from the overall outcome of the evaluation of the country.</p> <p>An <i>exporting country</i> should be able to provide further, detailed elaboration of any elements of its animal disease status as reported to the OIE. This additional information will have particular importance in the case of animal diseases which are foreign to or strictly controlled in the <i>importing country</i> or region. The ability of the <i>Veterinary Services</i> to substantiate elements of their animal disease status reports with surveillance data, results of monitoring programmes and details of disease history is highly relevant to the evaluation. In the case of evaluation of the <i>Veterinary Services</i> of an <i>exporting country</i> for <i>international trade</i> purposes, an <i>importing country</i> should be able to demonstrate the reasonableness of its request and expectations in this process.</p>				
<b>2.</b> <u><b>Animal health control</b></u>	<p>Details of current animal disease control programmes should be considered in the evaluation. These programmes would include epidemiological surveillance, official government-administered or officially-endorsed, industry-administered control or eradication programmes for specific diseases or disease complexes, and animal disease emergency preparedness. Details should include enabling legislation, programme plans for epidemiological surveillance and animal disease emergency responses, quarantine arrangements for infected and exposed animals or herds, compensation provisions for animal owners affected by disease control measures, training programmes, physical and other barriers between the free country or zone and those infected, incidence and prevalence data, resource commitments, interim results and programme review reports.</p>				
<b>3.</b> <u><b>National animal disease reporting systems</b></u>	<p>The presence of a functional animal disease reporting system which covers all agricultural regions of the country and all veterinary administrative control areas should be demonstrated.</p> <p>An acceptable variation would be the application of this principle to specific zones of the country. In this case also, the animal disease reporting system should cover each of these zones. Other factors should come to bear on this situation, e.g. the ability to satisfy trading partners that sound animal health controls exist to prevent the introduction of disease or export products from regions of lesser veterinary control.</p>				

Full compliance	Mostly compliant	Little compliance	No compliance	Comments	Proposals
<b>Article 1.3.4.9. Veterinary public health controls</b>					
<b>1.</b> <b>Food hygiene</b>	The national <i>Veterinary Services</i> should be able to demonstrate effective responsibility for the veterinary public health programmes relating to the production and processing of animal products. If the national <i>Veterinary Services</i> do not exercise responsibility over these programmes, the evaluation should include a comprehensive review of the role and relationship of the organisations (national, state/provincial, and municipal) which are involved. In such a case, the evaluation should consider whether the national <i>Veterinary Services</i> can provide guarantees of responsibility for an effective control of the sanitary status of animal products throughout the slaughter, processing, transport and storage periods.			V.4.A	V.4.B.
<b>2.</b> <b>Zoonoses</b>	Within the structure of <i>Veterinary Services</i> , there should be appropriately qualified personnel whose responsibilities include the monitoring and control of zoonotic diseases and, where appropriate, liaison with medical authorities.				
<b>3.</b> <b>Chemical residue testing programmes</b>	Adequacy of controls over chemical residues in exported <i>animals</i> , animal products and feedstuffs should be demonstrated. Statistically-based surveillance and monitoring programmes for environmental and other chemical contaminants in <i>animals</i> , in animal-derived foodstuffs and in animal feedstuffs should be favourably noted. These programmes should be coordinated nationwide. Correlated results should be freely available on request to existing and prospective trading partner countries. Analytical methods and result reporting should be consistent with internationally recognised standards. If official responsibility for these programmes does not rest with the <i>Veterinary Services</i> , there should be appropriate provision to ensure that the results of such programmes are made available to the <i>Veterinary Services</i> for assessment. This process should be consistent with the standards set by the Codex Alimentarius Commission or with alternative requirements set by the <i>importing country</i> where the latter are scientifically justified.			V.2.4	V.2.4
<b>4.</b> <b>Veterinary medicines</b>	<p>It should be acknowledged that primary control over veterinary medicinal products may not rest with the <i>Veterinary Authorities</i> in some countries, owing to differences between governments in the division of legislative responsibilities. However, for the purpose of evaluation, the <i>Veterinary Services</i> should be able to demonstrate the existence of effective controls (including nationwide consistency of application) over the manufacture, importation, export, registration, supply, sale and use of veterinary medicines, biologicals and diagnostic reagents, whatever their origin. The control of veterinary medicines has direct relevance to the areas of animal health and public health.</p> <p>In the animal health sphere, this has particular application to biological products. Inadequate controls on the registration and use of biological products leave the <i>Veterinary Services</i> open to challenge over the quality of animal disease control programmes and over safeguards against animal disease introduction in imported veterinary biological products. It is valid, for evaluation purposes, to seek assurances of effective government controls over veterinary medicines in so far as these relate to the public health risks associated with residues of these chemicals in <i>animals</i> and animal-derived foodstuffs. This process should be consistent with the standards set by the Codex Alimentarius Commission or with alternative requirements set by the <i>importing country</i> where the latter are scientifically justified.</p>			V.3.A.4 V.2.4	V.3.B.1
<b>5.</b> <b>Integration between animal health controls and veterinary public health</b>	<p>The existence of any organised programme which incorporates a structured system of information feedback from inspection in establishments producing products of animal origin, in particular meat or dairy products, and applies this in animal health control should be favourably noted. Such programmes should be integrated within a national disease surveillance scheme.</p> <p><i>Veterinary Services</i> which direct a significant element of their animal health programmes specifically towards minimising microbial and chemical contamination of animal-derived products in the human food chain should receive favourable recognition in the evaluation. There should be evident linkage between these programmes and the official control of veterinary medicines and relevant agricultural chemicals.</p>			V.1.A V.3.A.6 V.4.A.	V.1.B V.3.A V.4.B.

Full compliance	Mostly compliant	Little compliance	No compliance	Comments	Proposals
<b>Article 1.3.4.10. Performance assessment and audit programmes</b>					
<b>1. Strategic plans</b>	The objectives and priorities of the <i>Veterinary Services</i> can be well evaluated if there is a published official strategic plan which is regularly updated. Understanding of functional activities is enhanced if an operational plan is maintained within the context of the strategic plan. The strategic and operational plans, if these exist, should be included in the evaluation. <i>Veterinary Services</i> which use strategic and operational plans may be better able to demonstrate effective management than countries without such plans.				
<b>2. Performance assessment</b>	If a strategic plan is used, it is desirable to have a process which allows the organisation to assess its own performance against its objectives. Performance indicators and the outcomes of any review to measure achievements against pre-determined performance indicators should be available for evaluation. The results should be considered in the evaluation process.				
<b>3. Compliance</b>	Matters which can compromise compliance and adversely affect a favourable evaluation include instances of inaccurate or misleading official certification, evidence of fraud, corruption, or interference by higher political levels in international veterinary certification, and lack of resources and poor infrastructure. It is desirable that the <i>Veterinary Services</i> contain (or have a formal linkage with) an independent internal unit/section/commission the function of which is to critically scrutinise their operations. The aim of this unit should be to ensure consistent and high integrity in the work of the individual officials in the <i>Veterinary Services</i> and of the corporate body itself. The existence of such a body can be important to the establishment of international confidence in the <i>Veterinary Services</i> . An important feature when demonstrating the integrity of the <i>Veterinary Services</i> is their ability to take corrective action when miscertification, fraud or corruption has occurred. A supplementary or an alternative process for setting performance standards and application of monitoring and audit is the implementation of formal quality systems to some or all activities for which the <i>Veterinary Services</i> are responsible. Formal accreditation to international quality system standards should be utilised if recognition in the evaluation process is to be sought.				

Full compliance	Mostly compliant	Little compliance	No compliance	Comments	Proposals
<b>4. Veterinary Services administration</b>					
a) annual reports	Official government annual reports should be published, which provide information on the organisation and structure, budget, activities and contemporary performance of the <i>Veterinary Services</i> . Current and retrospective copies of such reports should be available to counterpart Services in other countries, especially trade partners.				
b) Reports of government review bodies	The reports of any periodic or ad hoc government reviews of <i>Veterinary Services</i> or of particular functions or roles of the <i>Veterinary Services</i> should be considered in the evaluation process. Details of action taken as a consequence of the review should also be accessible.				
c) Reports of special committees of enquiry or independent review bodies	Recent reports on the <i>Veterinary Services</i> or elements of their role or function, and details of any subsequent implementation of recommendations contained in these reports should be available. The <i>Veterinary Services</i> concerned should recognise that the provision of such information need not be detrimental to the evaluation outcome; in fact, it may demonstrate evidence of an effective audit and response programme. The supplying of such information can reinforce a commitment to transparency.				
d) In-service training and development programme for staff	In order to maintain a progressive approach to meeting the needs and challenges of the changing domestic and international role of <i>Veterinary Services</i> , the national administration should have in place an organised programme which provides appropriate training across a range of subjects for relevant staff. This programme should include participation in scientific meetings of animal health organisations. Such a programme should be used in assessing the effectiveness of the Services.				
e) Publications	<i>Veterinary Services</i> can augment their reputation by demonstrating that their staff publish scientific articles in refereed veterinary journals or other publications.				
f) Formal linkages with sources of independent scientific expertise	Details of formal consultation or advisory mechanisms in place and operating between the <i>Veterinary Services</i> and local and international universities, scientific institutions or recognised veterinary organisations should be taken into consideration. These could serve to enhance the international recognition of the <i>Veterinary Services</i> .				
g) Trade performance history	In the evaluation of the <i>Veterinary Services</i> of a country, it is pertinent to examine the recent history of their performance and integrity in trade dealings with other countries. Sources of such historical data may include Customs Services.				

Full compliance	Mostly compliant	Little compliance	No compliance	Comments	Proposals
<b>Article 1.3.4.11. Participation in OIE activities</b>					
Questions on a country's adherence to its obligations as a member of the OIE are relevant to an evaluation of the <i>Veterinary Services</i> of the country. Self-acknowledged inability or repeated failure of a Member Country to fulfil reporting obligations to the OIE will detract from the overall outcome of the evaluation. Such countries, as well as non-member countries, will need to provide extensive information regarding their <i>Veterinary Services</i> and sanitary/zoonotic status for evaluation purposes.					
<b>Article 1.3.4.12. Evaluation of veterinary statutory body</b>					
<b>1. Scope</b>	In the evaluation of the <i>veterinary statutory body</i> , the following items may be considered, depending on the purpose of the evaluation:				
	a) objectives and functions;				
	b) legislative basis, autonomy and functional capacity;				
	c) the composition and representation of the body's membership;				
	d) accountability and transparency of decision-making;				
	e) sources and management of funding;				
	f) administration of training programmes and continuing professional development for <i>veterinarians</i> and <i>veterinary para-professionals</i> .				
<b>2. Evaluation of objectives and functions</b>	The <i>veterinary statutory body</i> should define its policy and objectives, including detailed descriptions of its powers and functions such as:				
	a) to regulate <i>veterinarians</i> and <i>veterinary para-professionals</i> through licensing and/or registration of such persons;				
	b) to determine the minimum standards of education (initial and continuing) required for degrees, diplomas and certificates entitling the holders thereof to be registered as <i>veterinarians</i> and <i>veterinary para-professionals</i> ;				
	c) to determine the standards of professional conduct of <i>veterinarians</i> and <i>veterinary para-professionals</i> and to ensure these standards are met.				
<b>3. Evaluation of legislative basis, autonomy and functional capacity</b>	The <i>veterinary statutory body</i> should be able to demonstrate that it has the capacity, supported by appropriate legislation, to exercise and enforce control over all <i>veterinarians</i> and <i>veterinary para-professionals</i> . These controls should include, where appropriate, compulsory licensing and registration, minimum standards of education (initial and continuing) for the recognition of degrees, diplomas and certificates, setting standards of professional conduct and exercising control and the application of disciplinary procedures. The <i>veterinary statutory body</i> should be able to demonstrate autonomy from undue political and commercial interests. Where applicable, regional agreements for the recognition of degrees, diplomas and certificates for <i>veterinarians</i> and <i>veterinary para-professionals</i> should be demonstrated.				

	<b>Full compliance</b>	<b>Mostly compliant</b>	<b>Little compliance</b>	<b>No compliance</b>	Comments	Proposals
<b>4.</b> <b>Evaluation of membership representation</b>	Detailed descriptions should be available in respect of the membership of the <i>veterinary statutory body</i> and the method and duration of appointment of members. Such information includes:  a) veterinarians designated by the <i>Veterinary Administration</i> , such as the Chief Veterinary Officer; b) veterinarians elected by members registered by the <i>veterinary statutory body</i> ; c) veterinarians designated or nominated by the veterinary association(s); d) representative(s) of veterinary para-professions; e) representative(s) of veterinary academia; f) representative(s) of other stakeholders from the private sector; g) election procedures and duration of appointment; h) qualification requirements for members.					
<b>5.</b> <b>Evaluation of accountability and transparency of decision-making</b>	Detailed information should be available on disciplinary procedures regarding the conducting of enquiries into professional misconduct, transparency of decision-making, publication of findings, sentences and mechanisms for appeal.  Additional information regarding the publication at regular intervals of activity reports, lists of registered or licensed persons including deletions and additions should also be taken into consideration.					
<b>6.</b> <b>Evaluation of financial sources and financial management</b>	Information regarding income and expenditure, including fee structure(s) for the licensing/registration of persons should be available.					
<b>7.</b> <b>Evaluation of training</b>	<u>Evaluation of training programmes and programmes for continuing professional development, for veterinarians and veterinary para-professionals</u>  Descriptive summary of continuing professional development, training and education programmes should be provided, including descriptions of content, duration and participants; documented details of quality manuals and standards relating to Good Veterinary Practice should be provided.					

Full compliance	Mostly compliant	Little compliance	No compliance	Comments	Proposals
<b>Article 1.3.4.13.</b>					
1.	The <i>Veterinary Services</i> of a country may undertake self-evaluation against the above criteria for such purposes as national interest, improvement of internal efficiency or export trade facilitation. The way in which the results of self-evaluation are used or distributed is a matter for the country concerned.				
2.	A prospective <i>importing country</i> may undertake an evaluation of the <i>Veterinary Services</i> of an <i>exporting country</i> as part of a risk analysis process, which is necessary to determine the sanitary or zoosanitary measures which the country will use to protect human or animal life or health from disease or pest threats posed by imports. Periodic evaluation reviews are also valid following the commencement of trade.				
3.	In the case of evaluation for the purposes of <i>international trade</i> , the authorities of an <i>importing country</i> should use the principles elaborated above as the basis for the evaluation and should attempt to acquire information according to the model questionnaire outlined in Article 1.3.4.14. The <i>Veterinary Services</i> of the <i>importing country</i> are responsible for the analysis of details and for determining the outcome of the evaluation after taking into account all the relevant information. The relative ranking of importance ascribed, in the evaluation, to the criteria described in this Chapter will necessarily vary according to case-by-case circumstances. This ranking should be established in an objective and justifiable way. Analysis of the information obtained in the course of an evaluation study must be performed in as objective a manner as possible. The validity of the information should be established and reasonableness should be employed in its application. The assessing country must be willing to defend any position taken on the basis of this type of information, if challenged by the other party.				

Full compliance	Mostly compliant	Little compliance	No compliance	Comments	Proposals
<b>Article 1.3.4.14. This Article outlines appropriate information requirements for the self-evaluation or evaluation of the <u>Veterinary Services</u> of a country.</b>					
<b>1. Organisation and structure of Veterinary Services</b>	a) National Veterinary Services b) Organisational chart including numbers, positions and numbers of vacancies. c) Sub-national Veterinary Services d) Organisational charts including numbers, positions and number of vacancies. e) Other providers of Veterinary Services f) Description of any linkage with other providers of Veterinary Services.				
<b>2. National information on human resources</b>					
a) Veterinarians	i. Total numbers of <u>veterinarians</u> registered/licensed by the <u>Veterinary statutory body</u> of the country ii. Numbers of: <ul style="list-style-type: none"> <li>full time government <u>veterinarians</u>: national and sub-national;</li> <li>part time government <u>veterinarians</u>: national and sub-national;</li> <li>private <u>veterinarians</u> authorised by the <u>Veterinary Services</u> to perform official veterinary functions; <i>[Describe accreditation standards, responsibilities and/or limitations applying to these private veterinarians.]</i></li> <li>other <u>veterinarians</u>.</li> </ul> iii. Animal health: <ul style="list-style-type: none"> <li>Numbers associated with farm livestock sector on a majority time basis in a veterinary capacity, by geographical area <i>[Show categories and numbers to differentiate staff involved in field service, laboratory, administration, import/export and other functions, as applicable.]</i></li> <li>- full time government <u>veterinarians</u>: national and sub-national;</li> <li>- part time government <u>veterinarians</u>: national and sub-national;</li> <li>- other <u>veterinarians</u>.</li> </ul> iv. Veterinary public health: <ul style="list-style-type: none"> <li>Numbers employed in food inspection on a majority time basis, by commodity <i>[Show categories and numbers to differentiate staff involved in inspection, laboratory and other functions, as applicable.]</i></li> <li>- full time government <u>veterinarians</u>: national and sub-national;</li> <li>- part time government <u>veterinarians</u>: national and sub-national;</li> <li>- other <u>veterinarians</u>.</li> </ul> v. Numbers of <u>veterinarians</u> relative to certain national indices: <ul style="list-style-type: none"> <li>- per total human population;</li> <li>- per farm livestock population, by geographical area;</li> <li>- per livestock farming unit, by geographical area.</li> </ul> vi. Veterinary education: <ul style="list-style-type: none"> <li>- number of veterinary schools;</li> <li>- length of veterinary course (years);</li> <li>- international recognition of veterinary degree.</li> </ul> vii. Veterinary professional associations.				

	<b>Full compliance</b>	<b>Mostly compliant</b>	<b>Little compliance</b>	<b>No compliance</b>	<b>Comments</b>	<b>Proposals</b>
b) Graduate personnel non-veterinary	Details to be provided by category (including biologists, biometricians, economists, engineers, lawyers, other science graduates and others) on numbers within national <i>Veterinary Services</i> and available to national <i>Veterinary Services</i> .					
c) Veterinary para-professionals employed by the Veterinary Services	<p><b>i. Animal health:</b></p> <ul style="list-style-type: none"> <li>• Categories and numbers involved with farm livestock on a majority time basis;</li> <li>• by geographical area;</li> <li>• proportional to numbers of field Veterinary Officers in the <i>Veterinary Services</i>, by geographical area.</li> <li>• Education/training details.</li> </ul> <p><b>ii. Veterinary public health:</b></p> <ul style="list-style-type: none"> <li>• Categories and numbers involved in food inspection on a majority time basis;</li> <li>• meat inspection: export meat establishments with an export function and domestic meat establishments (no export function);</li> <li>• dairy inspection;</li> <li>• other foods.</li> <li>• Numbers in import/export inspection.</li> <li>• Education/training details.</li> </ul>					
d) Support personnel	Numbers directly available to <i>Veterinary Services</i> per sector (administration, communication, transport).					
e)	<b>Descriptive summary of the functions of the various categories of staff mentioned above</b>					
f)	<b>Veterinary, <i>veterinary para-professionals</i>, livestock owner, farmer and other relevant associations</b>					
g)	<b>Additional information and/or comments.</b>					
<b>3. Financial management information</b>	a) Total budgetary allocations to the <i>Veterinary Services</i> for the current and past two fiscal years: <ul style="list-style-type: none"> <li>i) for the national <i>Veterinary Services</i>;</li> <li>ii) for each of any sub-national veterinary authorities;</li> <li>iii) for other relevant government-funded institutions.</li> </ul> b) Sources of the budgetary allocations and amount: <ul style="list-style-type: none"> <li>i) government budget;</li> <li>ii) sub-national authorities;</li> <li>iii) taxes and fines;</li> <li>iv) grants;</li> <li>v) private services.</li> </ul> c) Proportional allocations of the amounts in a) above for operational activities and for the programme components of <i>Veterinary Services</i> . d) Total allocation proportionate of national public sector budget. [This data may be necessary for comparative assessment with other countries which should take into account the contexts of the importance of the livestock sector to the national economy and of the animal health status of the country.] e) Actual and proportional contribution of animal production to gross domestic product.					

Full compliance	Mostly compliant	Little compliance	No compliance	Comments	Proposals
<b>4. Administration details</b>					
a) Accommodation	Summary of the numbers and distribution of official administrative centres of the <i>Veterinary Services</i> (national and sub-national) in the country.				
b) Communications	Summary of the forms of communication systems available to the <i>Veterinary Services</i> on a nation-wide and local area bases.				
c) Transport	i) Itemised numbers of types of functional transport available on a full-time basis for the <i>Veterinary Services</i> . In addition provide details of transport means available part-time. ii) Details of annual funds available for maintenance and replacement of motor vehicles.				
<b>5. Laboratory services</b>					
a) Diagnostic laboratories	(laboratories engaged primarily in diagnosis) i) Descriptive summary of the organisational structure and role of the government veterinary laboratory service in particular its relevance to the field <i>Veterinary Services</i> . ii) Numbers of veterinary diagnostic laboratories operating in the country: <ul style="list-style-type: none"> <li>• government operated laboratories;</li> <li>• private laboratories accredited by government for the purposes of supporting official or officially-endorsed animal health control or public health testing and monitoring programmes and import/export testing.</li> </ul> iii) Descriptive summary of accreditation procedures and standards for private laboratories. iv) Human and financial resources allocated to the government veterinary laboratories, including staff numbers, graduate and post-graduate qualifications and opportunities for further training. v) List of diagnostic methodologies available against major diseases of farm livestock (including poultry). vi) Details of collaboration with external laboratories including international reference laboratories and details on numbers of samples submitted. vii) Details of quality control and assessment (or validation) programmes operating within the veterinary laboratory service. viii) Recent published reports of the official veterinary laboratory service which should include details of specimens received and foreign animal disease investigations made. ix) Details of procedures for storage and retrieval of information on specimen submission and results. x) Reports of independent reviews of the laboratory service conducted by government or private organisations (if available). xi) Strategic and operational plans for the official veterinary laboratory service (if available).			V.3.	V.3.
b) Research laboratories	(laboratories engaged primarily in research) i) Numbers of veterinary research laboratories operating in the country: <ul style="list-style-type: none"> <li>• government operated laboratories;</li> <li>• private laboratories involved in full time research directly related to animal health and veterinary public health matters involving production animal species.</li> </ul> ii) Summary of human and financial resources allocated by government to veterinary research. <ul style="list-style-type: none"> <li>• Published programmes of future government sponsored veterinary research.</li> <li>• Annual reports of the government research laboratories.</li> </ul>			V.3.2	

Full compliance	Mostly compliant	Little compliance	No compliance	Comments	Proposals
<b>6. Functional capabilities and legislative support</b>					
<b>a) Animal health and veterinary public health</b>					
	i) Assessment of the adequacy and implementation of relevant legislation (national or sub-national) concerning the following:				
	o animal and veterinary public health controls at national frontiers;				
	o control of endemic animal diseases, including zoonoses;	V.1.A	V.1.B		
	o emergency powers for control of exotic disease outbreaks, including zoonoses;	V.1.A	V.1.B		
	o inspection and registration of facilities;	V.1.A.5	V.1.A.2		
	o veterinary public health controls of the production, processing, storage and marketing of meat for domestic consumption;	V.4.A	V.4.B		
	o veterinary public health controls of the production, processing, storage and marketing of fish, dairy products and other foods of animal origin for domestic consumption;	N.A.			
	o registration and use of veterinary pharmaceutical products including vaccines.				
	ii) Assessment of ability of <i>Veterinary Services</i> to enforce legislation.				
<b>b) Export/import inspection</b>				V.5.A	V.5.B
	i) i. Assessment of the adequacy and implementation of relevant national legislation concerning:				
	o veterinary public health controls of the production, processing, storage and transportation of meat for export;				
	o veterinary public health controls of production, processing, storage and marketing of fish, dairy products and other foods of animal origin for export;	N.A.			
	o animal health and veterinary public health controls of the export and import of <i>animals</i> , animal genetic material, animal products, animal feedstuffs and other products subject to veterinary inspection;				
	o animal health controls of the importation, use and bio-containment of organisms which are aetiological agents of animal diseases, and of pathological material;				
	o animal health controls of importation of veterinary biological products including vaccines;				
	o administrative powers available to <i>Veterinary Services</i> for inspection and registration of facilities for veterinary control purposes (if not included under other legislation mentioned above);				
	o documentation and compliance.				
	ii) Assessment of ability of <i>Veterinary Services</i> to enforce legislation.				

Full compliance	Mostly compliant	Little compliance	No compliance	Comments	Proposals
<b>a)</b> <b>Animal health</b>	i) Description of and sample reference data from any national animal disease reporting system controlled and operated or coordinated by the <i>Veterinary Services</i> .		annex		
	ii) Description of and sample reference data from other national animal disease reporting systems controlled and operated by other organisations which make data and results available to <i>Veterinary Services</i> .				
	iii) Description and relevant data of current official control programmes including:				
	o epidemiological surveillance or monitoring programmes;				
	o officially approved industry administered control or eradication programmes for specific diseases.				
	iv) Description and relevant details of animal disease emergency preparedness and response plans.		HPAI		
	v) Recent history of animal disease status:		HPAI FMD		
	o animal diseases eradicated nationally or from defined sub-national zones in the last ten years;				
	o animal diseases of which the prevalence has been controlled to a low level in the last ten years;		HPAI FMD		
	o animal diseases introduced to the country or to previously free sub national regions in the last ten years;		HPAI FMD		
	o emerging diseases in the last ten years;		HPAI FMD		
	o animal diseases of which the prevalence has increased in the last ten years.		HPAI FMD		

Full compliance	Mostly compliant	Little compliance	No compliance	Comments	Proposals
b) Veterinary public health					
i)	<b><i>Food hygiene</i></b>				
	<ul style="list-style-type: none"> <li>Annual national slaughter statistics for the past three years according to official data by species of animals (bovine, ovine, porcine, caprine, poultry, farmed game, wild game, equine, other).</li> <li>Estimate of total annual slaughterings which occur but are not recorded under official statistics.</li> <li>Proportion of total national slaughter which occurs in registered export establishments, by category of animal.</li> <li>Proportion of total national slaughter which occurs under veterinary control, by category of animal.</li> <li>Numbers of commercial fresh meat establishments in the country which are registered for export by national <i>Veterinary Services</i>:           <ul style="list-style-type: none"> <li>*slaughterhouses (indicate species of <i>animals</i>);</li> <li>*cutting/packing plants (indicate meat type);</li> <li>*meat processing establishments (indicate meat type);</li> <li>*cold stores.</li> </ul> </li> <li>Numbers of commercial fresh meat establishments in the country approved by other <i>importing countries</i> which operate international assessment inspection programmes associated with approval procedures.</li> <li>Numbers of commercial fresh meat establishments under direct public health control of the <i>Veterinary Services</i> (including details of category and numbers of inspection staff associated with these premises).</li> <li>Description of the veterinary public health programme related to production and processing of animal products for human consumption (including fresh meat, poultry meat, meat products, game meat, dairy products, fish, fishery products, molluscs and crustaceans and other foods of animal origin) especially including details applying to exports of these <i>commodities</i>.</li> <li>Descriptive summary of the roles and relationships of other official organisations in public health programmes for the products listed above if the national <i>Veterinary Services</i> do not have responsibility for those programmes which apply to national production destined to domestic consumption and/or exports of the <i>commodities</i> concerned.</li> </ul>				
ii)	<b><i>Zoonoses</i></b>				
	<ul style="list-style-type: none"> <li>Descriptive summary of the numbers and functions of staff of the <i>Veterinary Services</i> involved primarily with monitoring and control of zoonotic diseases.</li> <li>Descriptive summary of the role and relationships of other official organisations involved in monitoring and control of zoonoses to be provided if the national <i>Veterinary Services</i> do not have these responsibilities.</li> </ul>				
iii)	<b><i>Chemical residue testing programmes</i></b>				
	<ul style="list-style-type: none"> <li>Descriptive summary of national surveillance and monitoring programmes for environmental and chemical residues and contaminants applied to animal-derived foodstuffs, <i>animals</i> and animal feedstuffs.</li> <li>Role and function in these programmes of the national <i>Veterinary Services</i> and other <i>Veterinary Services</i> to be described in summary form.</li> <li>Descriptive summary of the analytical methodologies used and their consistency with internationally recognised standards.</li> </ul>				
iv)	<b><i>Veterinary medicines</i></b>				
	<ul style="list-style-type: none"> <li>Descriptive summary of the administrative and technical controls involving registration, supply and use of veterinary pharmaceutical products especially including biological products. This summary should include a focus on veterinary public health considerations relating to the use of these products in food-producing <i>animals</i>.</li> <li>Role and function in these programmes of the national <i>Veterinary Services</i> and other <i>Veterinary Services</i> to be described in summary form.</li> </ul>				

Full compliance	Mostly compliant	Little compliance	No compliance	Comments	Proposals
<b>8. Quality systems</b>				V.2.	V.2
a) Accreditation	Details and evidence of any current, formal accreditation by external agencies of the <i>Veterinary Services</i> of any components thereof.				
b) Quality manuals	Documented details of the quality manuals and standards which describe the accredited quality systems of the <i>Veterinary Services</i> .				
c) Audit	Details of independent (and internal) audit reports which have been undertaken of the <i>Veterinary Services</i> of components thereof.				
<b>9. Performance assessment and audit programmes</b>					
a) Strategic plans and review	i) Descriptive summary and copies of strategic and operational plans of the <i>Veterinary Services</i> organisation. ii) Descriptive summary of corporate performance assessment programmes which relate to the strategic and operational plans - copies of recent review reports.				
b) Compliance	Descriptive summary of any compliance unit which monitors the work of the <i>Veterinary Services</i> (or elements thereof).				
c) Annual reports	of the national Veterinary Services Copies of official annual reports of the national (sub-national) <i>Veterinary Services</i> .				
d) Other reports	i) Copies of reports of official reviews into the function or role of the <i>Veterinary Services</i> which have been conducted within the past three years. ii) Descriptive summary (and copy of reports if available) of subsequent action taken on recommendations made in these reviews.				
e) Training	i) Descriptive summary of in-service and development programmes provided by the <i>Veterinary Services</i> (or their parent Ministries) for relevant staff. ii) Summary descriptions of training courses and duration. iii) Details of staff numbers (and their function) who participated in these training courses in the last three years.			V.6.	V.6.
f) Publications	Bibliographical list of scientific publications by staff members of <i>Veterinary Services</i> in the past three years.				
g) Sources of independent scientific expertise	List of local and international universities, scientific institutions and recognised veterinary organisations with which the <i>Veterinary Services</i> have consultation or advisory mechanisms in place.				
10. Membership of the OIE	State if country is a member of the OIE and period of membership.				
11. Other assessment criteria					

## **Part IV**

# **Performance, Vision and Strategy analysis**

### **I. Introduction**

PVS has been designated as the OIE tool for evaluation of the quality of VS.

The questionnaire has been filled-out by the evaluation team after the field trip and detailed analysis of the VS.

The current levels (highlighted in light blue) were determinated by the evaluation team taking into consideration the available indicators. This completed the usual evaluation process.

By request of Vietnam's VS , the experts have also established priorities for investments in the short term (highlighted in pink) and long term (highlighted in light green). These short and long term targets have been defined after the mission and by the team-members alone, based on their own technical expertise, without consultation of the Veterinary Services of Vietnam and without participation of stakeholders. To refine these targets would need further consultation, which the time schedule and the necessary focus on evaluation did not allow for.

Short term is considered to happen before two years and long term within five years.

### **II. Summary results and targets**

The following table presents a summary of results and targets, which are further detailed in chapter III of part IV. One can note that the experts have applied the PVS to all levels of the VS whenever relevant.

The main advantage of this detailed analysis is to clearly demonstrate that the main deficiencies of implementation come from the organisation at field level, which hampers all animal health activities (surveillance, early response, traceability, ....).

The other important point is that the lack of interaction with stakeholders and beneficiaries is both a cause and a consequence of the lack of implementation at field level.

Delegation (of powers), communication and consultation, statutory body and training are key cross-cutting issues to strengthen the VS.

Summary table	Nat.	Reg.	Prov.	Dist.	Com.	Global	Comments	Target	
								Short	Mid
<b>Technical Authority and Capability</b>									
Laboratory disease diagnosis	3	3	1	0	0	3	Focus on Nat. & Reg. level	4	-
Early detection and emergency response capability		1	1	1	0	1	Chain of command lacking	2	3
Quarantine and border security	2		2	-	-	2	Structure ok, uncertain delivery	3	4
Epidemiological surveillance	1	1	1	1	0	1	Except HPAI (3)	2	3
Quality systems	0	0	0	0		0	Except Drug & Vaccine Control	2	3
Risk analysis	0	0	0	0	0	0	Lack of skills	1	2
Technical innovation	2	1	0	0	0	1	Field staff not up-to-date	2	3
<b>Human and Financial Resources</b>									
Professional and technical competence of personnel : Veterinary positions	3	2	2	1	0	2	Variable Prov. Level, very weak vet education engender problems at field level	-	3
Professional and technical competence of personnel :: Technical and administrative positions	3	2	1	1	0	2	Weak & variable education level	-	2
Training	2	2	1	0	0	1	Absence of planning and budgeting	2	3
Funding	2	2	2	0	0	2	Field level problem with transparency and funding		3
Stability of policies and programs –A: VS reorganization	3	3	3	3	3	3		-	-
Stability of policies and programs – B: Coordination		0	0	0	0	0	Gaps in the Chain of command / Except for HPAI	-	3
Contingency funding	3	3	3			3	Only for HPAI, FMD (priorities)	-	-
Technical independence – A: Management positions	2	2	2	0	0	2	Field level problem	-	-
Technical Independence – B: Technical support for decisions	1	1	1	1	1	1		-	3
Capability to invest and develop	2	2	1	0	0	2	Significant commitment of the government but lack of implementation at field level	-	3
<b>Interaction with stakeholders</b>									
Communications	0	0	0	0	0	0	Except for FMD and HPAI	1	2
Consultation with stakeholders	0	0	0	0	0	0	Even difficult for the evaluation team	2	3
Official representation	1					1	Leader country at the S-E Asian level (level 2) is a good base for involvement at international level	-	2
Accreditation/Autorisation/Delegation	0	0	0	0	0	0		2	3
Veterinary Statutory body	0	0	0	-	-	0		3	3
Implementation of Joint action programmes	0	0	0	0	0	0		-	2
<b>Access to markets</b>									
Preparation of legislation and regulations, and implementation of regulations	2	2	2	2	-	2	Structure & procedures ok, uncertain delivery	2	2
Stakeholder compliance with legislation and regulation	2	-	-	-	-	2		-	3
International harmonization	2	-	-	-	-	2	Level 3 in SE-Asia Intl standards	-	-
International Certification	2	-	-	-	-	2		-	-
Equivalence and other types of sanitary agreements	?	-	-	-	-	?		2	3
Traceability	2	2	2	0	0	2	Uncertain delivery / field level problems	-	-
Transparency	2	-	-	-	-	2		-	-
Zoning	1	1	1	-	-	1	Only for FMD, CSF, HPAI	-	2
Compartmentalization	0	-	-	-	-	0	But political commitment to implement it for poultry and pig industry	-	2

# Performances, Vision and Strategy for

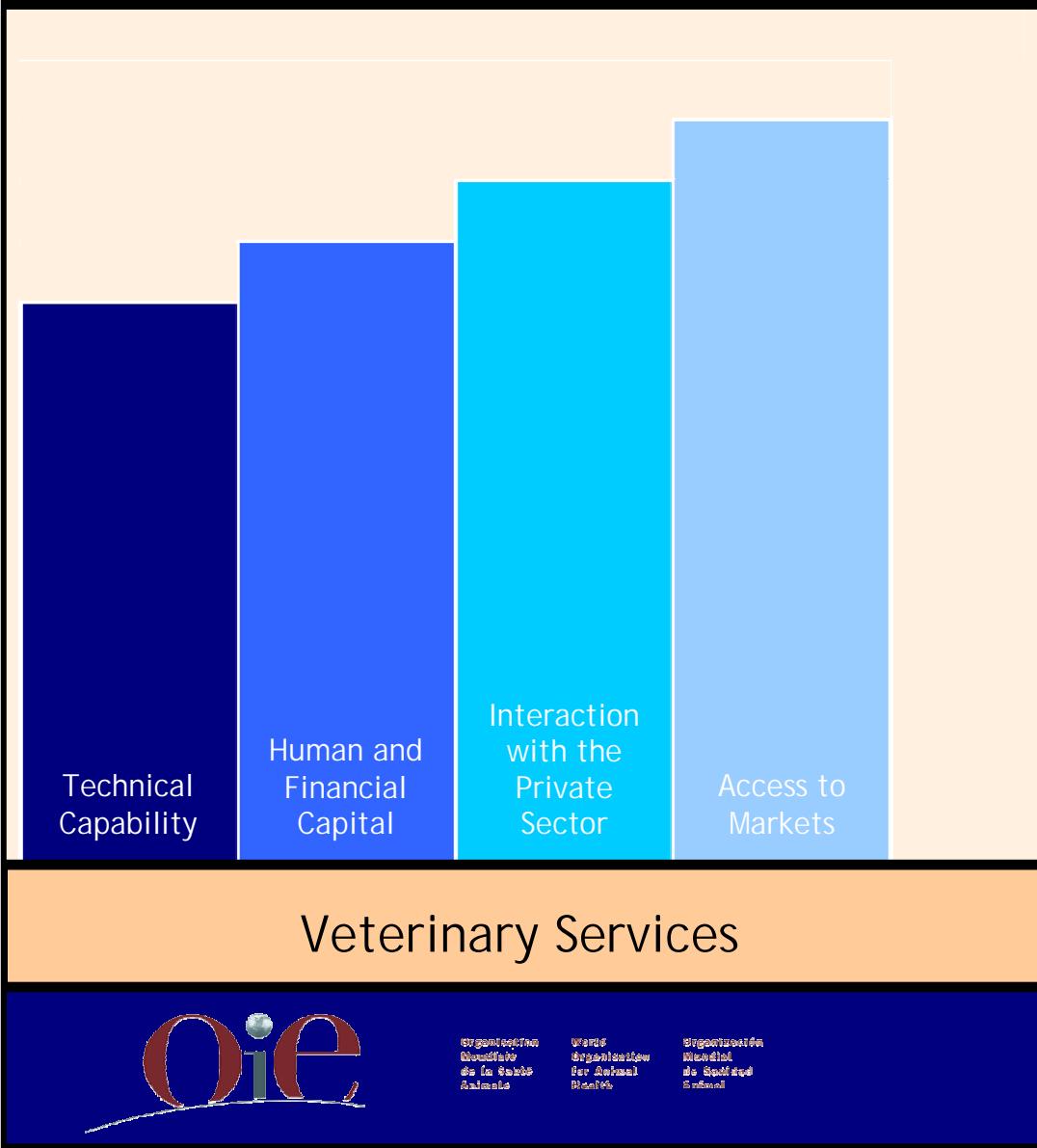


Table summary for  
Results, short & long term targets  
Remarks, main findings & main proposals

# Introduction and use

The complete PVS version is available on the OIE website.

**Presented here is only a summary table showing the current level of Vietnam's VS for each competency, and what could be achieved as priority investments in the short term and long term.**

**Current level is coloured in blue**

**Short term target is coloured in pink**

**Long term target is coloured in purple**

No colour means that the topic is not relevant

**Under each competency, a summary table indicates remarks, main findings and main proposals that are described in the evaluation report.**

The PVS instrument is designated for easy understanding and is flexible in its application and use. More than a diagnostic tool, it is a process oriented towards the future which can be used in passive or active mode, depending on the level of interest and commitment by the users and the official service in improving their national services over time.

If it is used in the passive mode, the PVS instrument raises awareness, improves understanding and guides the different sectors participating in the process regarding the basic components and critical competencies the VS must contain in order to function adequately and to be in compliance with OIE international standards. In this mode the instrument can also be used to develop a shared vision, foster dialogue and adopt a common language for discussion.

The active mode is where the maximum potential is generated and the best results can be obtained, assuming the commitment is present on the part of both the public and private sector. In this mode, performance and compliance with OIE standards are assessed, differences are explored and priorities are established. Leadership on the part of the public sector is a critical element for success. This active mode is where actions happen, investments are evaluated and made and commitment is carried out. Continuity of the PVS process is assured when a true partnership between the official and the private sector exists.

As a very important additional reference, Chapter 1.3.3 on the Evaluation of Veterinary Services, in the Terrestrial Animal Health Code of the OIE and Chapter 1.4.3 on the Evaluation of Competent Authorities, in the Aquatic Animal Health Code, expand upon and further clarifies some of the levels of advancement described in some of the critical competencies of the PVS instrument. The instrument can be used to facilitate the dialogue with different users in the public and private sectors that share a common interest in improving the vision and performance of the public services. For example, the interested parties can jointly participate in establishing the current level of performance, identifying priorities and adopting actions that strengthen the national services. In addition, the director of the national VS can use the instrument to monitor progress in each one of the four components.

For the VS, the results of the PVS instrument can help to: 1) indicate the overall performance of each one of the four components; 2) rate the relative performance within each one of the critical competencies; 3) compare the performance of the VS with that of other Veterinary Services in the region or globally, in order to explore areas for cooperation or negotiation<sup>1</sup>; 4) identify the differences in the responses of the different users in order to arrive at common points of view; 5) foster common understanding in order to achieve greater levels of advancement; 6) help determine the benefits and costs of investing in VS and obtaining assistance from financial and technical cooperation agencies in particular for compliance with OIE standards, 7) provide a basis for establishing a routine monitoring and follow up mechanism on the overall level of performance of the VS over time; and 8) help identify and present objectives and specific needs when applying for financial support (loans and/or grants). 9) Prepare a process of verification of compliance with OIE standards on quality and evaluation of VS by an external independent expertise under the auspices of the OIE.

<sup>1</sup> OIE standards allow importing countries to make audits in exporting countries and in particular check the compliance of exporting countries with OIE standards on quality and evaluation of VS

## FUNDAMENTAL COMPONENTS

- 
- I. TECHNICAL AUTHORITY AND CAPABILITY
  - II. HUMAN AND FINANCIAL RESOURCES
  - III. INTERACTION WITH STAKEHOLDERS
  - IV. ACCESS TO MARKETS

## I. TECHNICAL AUTHORITY AND CAPABILITY

The capability of the VS to establish  
and apply sanitary measures and science-based procedures

### Critical competencies:

- 1 Laboratory disease diagnosis
- 2 Early detection and emergency response capability
- 3 Quarantine and border security
- 4 Epidemiological surveillance
- 5 Quality systems
- 6 Risk analysis
- 7 Technical innovation

## 1. Laboratory disease diagnosis

The capability and authority of the VS to identify and record those biological, physical and chemical agents including those relevant for public health that can adversely affect animals and their related products.

Levels of advancement:

- 0 For existing diseases, the VS can carry out the clinical diagnosis, but not the laboratory<sup>2</sup> confirmation.
- 1 For zoonoses<sup>3</sup> and other diseases with a major economic or public health impact, the VS can collect samples in the country and immediately ship them to the laboratory for confirmation.
- 2 For zoonoses, and other diseases not present in the country, but known to exist in the region or could enter via trade, the VS have procedures in place to collect samples and immediately ship them to the laboratory for confirmation.
- 3 In the case of new and emerging diseases in the region or world, the VS have access to a network of national or international reference laboratories and can collect and ship samples to the most qualified laboratory for confirmation.
- 4 The VS actively promote the accreditation of their laboratories and audits<sup>4</sup> the quality of their clinical diagnostic, collection and shipment of samples procedures.

### Remarks:

The low level of competence and credibility of field level staff hamper diagnostic activities.

Efforts towards attaining ISO accreditation are undertaken for national and regional labs.

### Main findings:

Good equipment, set-up and staff at national and regional levels

### Main proposals:

The decentralisation of activities from national down to province level laboratories is ongoing, but should be well-studied, in order not to divert attention away from the necessary focus on Regional labs where improved bio-security and reaching ISO accreditation are the priorities.

Establish SOPs and plan for field level activities.

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<sup>2</sup> Means a properly equipped institution staffed by technically competent personnel under the control of a specialist in veterinary diagnostic methods, who is responsible for the validity of the results. The Veterinary Administration approves and monitors such laboratories with regard to the diagnostic tests required for international trade.

<sup>3</sup> Zoonoses (Zoonotic diseases): Any disease or infection which is naturally transmissible from animals to humans.

<sup>4</sup> Audits: A systematic and functionally independent examination, the objective of which is to determine if an activity or process and subsequent results meet the prescribed objectives.

## 2. Early detection and emergency response capability

The capability and authority of the VS to rapidly respond to unexpected disease outbreak<sup>5</sup> or other situations that put at immediate risk the sanitary status<sup>6</sup> of the animal populations covered under their mandate.

Levels of advancement:

- 0 The VS have no field network or system to determine whether or not a sanitary emergency exists and it does not have the authority to declare such an emergency and take action.
- 1 The VS have a field network and a system to determine whether or not a sanitary emergency exists but lacks the necessary legal and financial support<sup>7</sup> to take action in response to sanitary emergencies.
- 2 The VS have a system to make timely decisions on whether or not a sanitary emergency exists. The VS have the legal framework and funding sources to take action in response<sup>8</sup> to sanitary emergencies through an efficient national chain of command. They have contingency plans for some exotic diseases.
- 3 Same as previous level plus the VS have contingency plans or general action plans for diseases of concern that enable it to coordinate actions with other relevant organisations or institutions and the private sector (including veterinary practitioner) in response to sanitary emergencies through an efficient national chain of command.

### Remarks:

#### Main findings:

The low level of responsiveness and support is due to the gaps in the chain of command  
Lack of SOPs and competences at field level  
Activities are split up between too many different actors without links between them

#### Main proposals:

Restore chain of command through data management, budget and SOPs for implementation  
Involve private sector veterinarians through delegation/accreditation  
Establish reorganisation of VS at field level

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5 Outbreak means an occurrence of one of the diseases listed by the OIE in an establishment, breeding establishment or premises, including all buildings and all adjoining premises, where animals are present. Where it cannot be defined in this way, the outbreak shall be considered as occurring in the part of the territory in which, taking local conditions into account, it cannot be guaranteed that both susceptible and non-susceptible animals have had no direct contact with affected or suspected cases in that area.

6 The status of a country, zone or compartment within the country with respect to a particular disease, in accordance to the criteria set forward in the Terrestrial Animal Health Code of the OIE.

7 The phrase, legal and financial support, refers to the VS already having in place the legal framework and financial resources in order to take immediate actions.

8 Appropriate response to sanitary emergency includes an appropriate early detection system

### 3. Quarantine and border security

The capability and authority of the VS to prevent the entrance and spread of unwanted diseases in the country.

Levels of advancement:

- 0 The VS do not compile information on the sanitary status in their own country or maintain any type of quarantine procedures with their neighbouring countries or trading partners.
- 1 The VS have up-to-date information on exporting countries which they incorporate into their quarantine procedures for the commercial trade of primarily farm animals and their related products that come into the country and may threaten their sanitary status.
- 2 The VS have up-to-date information on exporting countries which they incorporate into quarantine procedures for animals and their related products, even if of no significant trade or commercial value (e.g. companion animals) but enter into the country through established trade channels.
- 3 The VS can or have implemented specialised quarantine programs<sup>9</sup> in the country of origin for specific animals and their related products.
- 4 The VS carry out quality assurance audits of their own quarantine procedures and, if necessary, those of their trading partners, in compliance with OIE standards on quality and evaluation of VS.

#### Remarks:

The structure is good, but the delivery is uncertain because of low revenue of staff (credibility) and constraints posed by the mountainous terrain and the lack of awareness amongst villagers in these remote border areas.

#### Main findings:

Lack of SOPs  
Lack of basic equipment

#### Main proposals:

Establish SOPs and national data base for seizures and penalties  
Buy basic equipment  
Improve revenue of staff and management

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<sup>9</sup> Programs that facilitate the detection of transmissible diseases and make it possible to evaluate the health of the population in question before being transported.

#### 4. Epidemiological surveillance<sup>10</sup>

The capability and authority of the VS to determine, monitor and verify the sanitary status of the animal populations covered under their mandate.

Levels of advancement:

- 0 The VS have no program in place for surveillance or monitoring.
- 1 The VS conduct a surveillance program based on existing information or suspected cases, where samples are collected and sent to the laboratories.
- 2 The VS conduct active monitoring programs in animal populations on diseases of economic and zoonotic importance.
- 3 The VS conduct surveillance programs in populations of greatest risk covering zoonoses, and other diseases of economic importance.
- 4 The VS structure their surveillance programs taking into account the sanitary status of their neighbouring countries and trade flows.

#### Remarks:

This level is n° 2 for Avian Flu and FMD which benefit from specific attention and external support.

#### Main findings:

The surveillance relies on too many veterinary para-professionals, with very little supervision

Data collection and management is done at provincial level, usually with competent human resources and with relatively good accuracy, and is transferred to the Department of Animal Health (DAH) at national level. But, in many provinces, local Veterinary Services are still weak, thus they neither apply an appropriate epidemiological surveillance nor a provision of data as required, resulting in a lack of a comprehensive national database. This is a constraint for proper risk management and planning, but has not prevented regular reporting to the OIE or the preparation of annual animal disease control plans.

Private veterinary staff is not involved in surveillance

Little communication except for HPAI and FMD

#### Main proposals:

Delegation to private veterinarians

Establish SOPs

Reorganisation of the field level VS structure

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<sup>10</sup> The term, surveillance, refers to the ongoing and systematic process of collecting, analysing, interpreting and disseminating information on the sanitary status, including early detection of exotic and emerging diseases. The term, monitoring, is more specific in its application and is directed at detecting changes in the prevalence of a pest or disease for a given population and environment. Surveillance and monitoring procedures take into account as a minimum basis the requirements published in the appendices of the relevant chapters of the OIE Codes and Manuals.

## 5. Quality systems

The capacity and authority of VS to define their animal health and veterinary public health policies, formalise their activities, in particular concerning control and certification and making sure that these are well executed.

Levels of advancement:

- 0 The VS have no formal system for the follow-up of their activities.
- 1 The VS have defined the policies and have evaluated the resource needs.
- 2 The VS have established an administrative structure capable of ensuring the chain of command, defining the procedures to be followed and delegation of authority.
- 3 The VS have implemented a general system for registering their procedures and instructions.
- 4 The VS have a system for the evaluation of the effectiveness of their services (internal audit).
- 5 The VS are subjected to external audits of their quality systems.

### Remarks:

Except for Drug and Vaccine control laboratories which are level 3

### Main findings:

The lack of Quality assurance systems is hampering the important efforts made in the past years to develop laboratory facilities

### Main proposals:

Quality-assurance manuals and ISO standards for labs could be drafted rapidly.

## 6. Risk analysis<sup>11</sup>

The capability of the VS to make decisions and carry out actions based on scientific principles and evidence, including the assessment, communication and management of risk.

Levels of advancement:

- 0 The VS do not compile data or other kinds of information that could be used to identify potential sanitary hazards and analyse risks. Sanitary decisions are not supported by scientific evidence.
- 1 The VS compile and maintain sources of information or can access the information necessary in order to assess risks. Sanitary decisions may be based on scientific evidence.
- 2 The VS have a system to actively seek and maintain relevant data and information for risk assessment and dedicated personnel with this responsibility. Scientific principles and evidence provide the basis for options considered by sanitary decision makers in order to manage risks.
- 3 Same as previous level plus the VS are consistent in conducting scientifically based risk assessments in compliance with relevant OIE standards and communicating the decisions taken to the WTO/SPS, the OIE and its relevant trading partners.
- 4 Same as previous level plus the VS are consistent in managing and communicating the risks in conformity with the WTO/SPS Agreement and relevant standards of the OIE.

### Remarks:

No competencies available

### Main findings:

No scientific knowledge available, nor competency on risk analysis

### Main proposals:

Train DAH and RAHC dedicated staff abroad

Start to work on risk assessment issues through communication, consultation and joint programmes within the next HPAI plan

Transfer knowledge to the provincial level through SOPs

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<sup>11</sup> The term, risk, refers to the likelihood of an adverse event and the probable magnitude of the consequences in the importing country during a specified time period. Risk analysis refers to the assessment, management and communication of risk, not only for imports but for domestic issues which may also arise.

## 7. Technical innovation

The capability of the VS to update their overall service, in accordance with the latest scientific advances and based on the sanitary norms and measures of the OIE, Codex Alimentarius and the WTO/SPS Agreement.

Levels of advancement:

- 0 The VS have only informal access to technical innovations through personal contacts or external media sources.<sup>12</sup>
- 1 The VS maintain information base on technical innovations and international norms through subscriptions to scientific journals and electronic media.
- 2 The VS carry out a specific program that identifies technical innovations which can improve their operation and procedures.
- 3 The VS incorporate technical innovations into selected functions and procedures, with specific resources and the collaboration or contributions of their users.<sup>13</sup>
- 4 The VS have a dedicated budget plus the collaboration and contributions of their users, to continually implement technical innovations throughout the national service.

**Remarks:**

**Main findings:**

No up-dating of field staff

**Main proposals:**

Designate dedicated staff on this issue, as well as for communication

Transfer the innovation into field level(e.g. new vaccination techniques for HPAI)

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<sup>12</sup> External media are those sources of information that may not be available or subscribed to by the VS such as scientific publications and magazines

<sup>13</sup> This includes consulting with the OIE, WTO, Codex websites and books for publications and notices and regular participation in international forum

## II. HUMAN AND FINANCIAL RESOURCES

Institutional and financial sustainability as evidenced by the level of professional talent and financial resources available

### Critical competencies:

- 1 Professional and technical competence of the personnel of the veterinary services
- 2 Training / Continuing education
- 3 Funding
- 4 Stability of policies and programs
- 5 Contingency funding
- 6 Technical independence
- 7 Capability to invest and develop

## 1. Professional and technical competence of the personnel of the veterinary services (Initial training)

The capability of the VS to efficiently carry out the veterinary and technical functions; measured in two ways: academic degrees<sup>14</sup> and qualifications of their professional staff in both veterinary positions and technical and administrative positions.

### A. Veterinary and other professional positions (University Degrees/qualifications)

Levels of advancement:

- 0 Within the VS, the majority of the veterinary positions that need to be filled by veterinarians are not occupied by personnel holding a university diploma.
- 1 Within the VS, the majority of the veterinary positions that need to be filled by veterinarians are occupied by personnel holding a university diploma.
- 2 Within the VS, the veterinary positions are defined in terms of the area of expertise, their hierarchical positions, their placement within the structure, and the level of competence and of initial training (university degree recognised by the State)<sup>15</sup>.
- 3 Within the VS, there is a service in charge of the management of human resources and the follow-up of the appropriateness of positions and diplomas according to international standards in line with the principles adopted by the Veterinary Statutory Body.
- 4 The management of veterinary human resources is subject to internal audits.

#### Remarks:

This is done at national and regional levels, sometimes at provincial level, but never at field level

#### Main findings:

The veterinarian's training-modules are not updated

Professional knowledge is very low at field level

#### Main proposals:

[Review the curriculum of veterinary faculty](#)

Establish refresher courses for field veterinarians and continuous training

[Establish Veterinary Statutory Body](#)

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<sup>14</sup> Not all professional positions require a academic degree. Nonetheless, the rate of academic degrees serves as an indicator of the professional excellence within the VS

<sup>15</sup> OIE international standards on quality and evaluation of VS make reference to the quality of the professional judgment and to the task of the national Veterinary Statutory Body.

B. Veterinary para-professionals and other technical (and administrative) personnel

Levels of advancement:

- 0 In the core of the VS the majority of technical and administrative positions are not occupied by personnel with professional qualifications.
- 1 In the core of the VS, the majority of technical and administrative positions are occupied by personnel with professional qualifications.
- 2 In the core of the VS, the technical and administrative positions are defined in terms of the area of expertise, the placement within the structure, and the level of competence and of initial training (qualification recognised by the State).
- 3 In the core of the VS, there is a service in charge of the management of human resources and of the appropriateness of positions and diplomas according to international standards.
- 4 The management of the entire human resources is subject to internal audits.

**Remarks:**

This is definitely the case at national and regional levels, sometimes at provincial level, but never at field level

**Main findings:**

Veterinary para-professional training-courses and institutions are not harmonised, resp. controlled

**Main proposals:**

Prohibit informal initial training of so-called veterinary para-professionals

Focus on a basic aid training programme on delivery of extension services to farmers and their organisation

Harmonise veterinary para-professional training contents at technical school level

## 2. Training (Continuing education)

The capability of the VS to keep their personnel up-to-date in terms of relevant information and knowledge; measured in terms of the implementation of an annual training plan

Levels of advancement:

- 0 The VS have no training plans.(Continuing education plan)
- 1 The VS have training plans but they are not updated or funded.
- 2 The VS have annual training plans that are updated and funded but only partially implemented<sup>16</sup>.
- 3 The VS have updated and funded training plans largely implemented.
- 4 The VS have up to date training plans implemented for everyone.

**Remarks:**

**Main findings:**

Low level of technical knowledge of all field staff  
No planning of training-courses except in some national or regional labs

**Main proposals:**

Focus on continuous training in/for national and regional labs  
Establish specific training-courses/modules for food inspection  
Establish refresher courses for field veterinarians and veterinary para-professionals  
Develop access to PhD (post-graduate) courses/scholarships for best and relevant staff

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<sup>16</sup> Partially implemented may be only implemented for some personnel or only partially implemented for all personnel.

### 3. Funding

The ability of the VS to access financial resources for their continued operation and sustainability, independent of any type of political pressure from users.

Levels of advancement:

- 0 Funding for the VS are neither stable nor clearly defined. The budget for the national veterinary service competes with other State institutions and depends on resources allocated irregularly from the general treasury and/or non national donors.
- 1 The VS are funded from a continuous specific line item prescribed within the national budget as well as resources coming from non national donors if it is the case.
- 2 The VS are funded from a continuous specific line item prescribed within the national budget and with user fees generated by providing specific services (e.g. quarantine and certification services).
- 3 In addition to the previous levels, the VS also receive additional resources from their users<sup>17</sup> to execute specific programs under complete transparency and ensuring full independence<sup>18</sup>.

#### Remarks:

It has been impossible to collate the global budget of the VS which is spread across decentralised administrative levels without collation of data

#### Main findings:

The National budget going to field level serves almost exclusively remuneration purposes ( salaries). Operational costs come mainly from fees paid by stakeholders and clients/end-users and vary a lot between provinces  
No secure funding for maintenance and training

#### Main proposals:

Secure national funds for training, maintenance and operation.  
Financial data of all the VS must be available at national level for analytic accountability  
Plan funding to balance between provinces

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<sup>17</sup> Users means farmers, livestock traders and/or industry

<sup>18</sup> In compliance with OIE international standards on quality regarding independency and impartiality.

#### 4. Stability of policies and programs

The capability of the VS to implement and sustain policies and programs over time; measured by the frequency of which the entire VS are reorganised and by the coordination capability between government institutions.

##### A. VS reorganisation

###### Levels of advancement

- 0 The VS are reorganised frequently<sup>19</sup> at all levels.
- 1 The VS are reorganised frequently at some levels.
- 2 The VS are reorganised only at political levels after political changes.
- 3 The VS are reorganised only occasionally at political levels after political changes.**
- 4 The VS are stable at technical and political levels.

##### B. Coordination capability between government institutions

###### Levels of advancement

- 0 The national regulations do not clearly define the obligations and competencies of all the official sector institutions that comprise the VS.**
- 1 There are national regulations that define the obligations and competencies of the official sector institutions at the national and local levels.**
- 2 There are coordinated inter and intra institutional activities in the official sector at least at the national level.
- 3 There are coordinated inter and intra institutional activities in the official sector at both the national and local levels.

##### Remarks:

##### Main findings:

The chain of command is interrupted between national and provincial, between district and commune (municipal) levels.

##### Main proposals:

Restore the chain of command through implementation of data management, delegation of powers (health accreditation), statutory body, budget and plans, without institutional changes.

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<sup>19</sup> A stable organisation maintains its core structure and functions for 5 years or more

## 5. Contingency funding

The capability of the VS to access extraordinary financial resources in order to respond to emergency situations or emerging issues; measured by the ease of which contingency resources can be made available.

Levels of advancement:

- 0 No contingency fund exists and any extraordinary resources can only be obtained through legislation or presidential decree.
- 1 A contingency fund with limited resources has been established, but any additional resources must be approved via presidential decree or law.
- 2 A contingency fund with limited resources has been established, but any additional resources must be approved by the Minister of Agriculture.
- 3 A contingency fund with substantial resources has been established, but additional resources must be approved by the Minister of Agriculture.
- 4 A contingency fund with substantial resources has been established and includes additional resources previously made available by their users<sup>20</sup>.

### Remarks:

Only for Avian Flu and FMD

### Main findings:

### Main proposals:

Communication and consultation with stakeholders should be established

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<sup>20</sup> "Users" means there all beneficiaries of the activities of VS, such as farmers, traders, consumers and industry.

## 6. Technical independence

The capability of the VS to carry out their duties with autonomy and free from political interference that may affect technical and scientific decisions; measured in two ways: political appointments<sup>21</sup> and technical support for decisions.

### A. Management positions

#### Levels of advancement

- 0 The Director General of the entire agricultural health and food safety institution (if applicable), the Director of the VS and his/her direct reports are political appointees.
- 1 The Director General of the entire agricultural health and food safety institution (if applicable) and the Director of the VS are the only political appointees.

2 The selection of the Directors is not made only on political considerations

### B. Technical support for decisions

#### Levels of advancement

- 0 The technical decisions made by the VS are almost always based on political considerations.
  - 1 The technical decisions incorporate scientific principles, but must be modified to conform to any political considerations.
  - 2 The technical decisions are based on scientific principles but are subject to review and possible modification based on political considerations.
- 3 The technical decisions are based only on scientific principles and are not changed to meet any political considerations<sup>22</sup>.

### Remarks:

#### Main findings:

Political involvement disrupts the chain of command at provincial and mainly field level  
This involvement discredits the VS at field level.

#### Main proposals:

Empower the provincial sub-DAH over the field levels  
Restructure the District Veterinary Stations  
Delegate field activities to private veterinarians  
Transfer current supervision of communal (municipal) veterinary teams to private veterinarians and to farmers organisations

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21 The phrase, political appointments, refers to appointments made by the party in office, serving at the pleasure of politicians and subject to immediate removal

22 In accordance with the principles of the OIE Codes on quality of VS

## 7. Capability to invest and develop

The capability of the VS to secure additional investments over time that leads to a sustained improvement in the entire service. The utilisation of such resources is not subject to any type of political pressure from their users.

Levels of advancement:

- 0 There are no sustained actions to support the overall structure of the VS.
- 1 The VS elaborate and present proposals and secures investment resources for improvements and infrastructures from cooperation or donor agencies.
- 2 The VS secure over time, significant investment resources for improvements and infrastructure, through extraordinary allocations from the national (general treasury) or local public resources or special line items.
- 3 In addition to the previous levels, the beneficiaries including farmers and/or industry provide resources to the VS for improvements and infrastructure<sup>23</sup>.

**Remarks:**

**Main findings:**

Significant commitment of the government but lack of implementation at the field level

Fees are collected from end-users for food inspection, quarantine,...

**Main proposals:**

Develop delegation for better efficiency

Increase communication, consultation and joint programs with stakeholders

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22 In compliance with OIE standards on independence and impartiality of VS

### III. INTERACTIONS WITH STAKEHOLDERS

The capability of the VS to collaborate with and involve the beneficiaries/stakeholders (including farmers and/or industry) in the implementation of programs and activities

#### Critical competencies:

- 1 Communications
- 2 Consultation of stakeholders
- 3 Official representation
- 4 Accreditation/Authorisation/Delegation
- 5 Veterinary Statutory body
- 6 Implementation of Joint action programmes

## 1. Communications

The capability of the VS to inform, in a transparent, effective and timely fashion, their users of activities, programs and developments.

Levels of advancement:

- 0 The VS have no mechanism in place to keep users informed of activities, programs and sanitary developments.
- 1 The VS maintain an official communication outlet, which users can consult regarding standards, regulations and notifications.
- 2 The VS routinely<sup>24</sup> publish the results of their activities, programs and sanitary developments.
- 3 The VS provide up-to-date information, accessible via the internet, on sanitary developments and their programs and activities currently underway, and actively seeks input from the private sector, including farmers.

### Remarks:

Except for Avian Flu and FMD where communication has been improved

### Main findings:

Data are available at provincial level but are not collated at national level

### Main proposals:

Establish a national data base and communication unit in the Planning Division in link with the Finances Division and the Personnel and Administrative Division.

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23 Means every six months

## 2. Consultation of stakeholders

The capability of the VS to maintain fluid channels of consultation with the public and private sectors<sup>25</sup> and users<sup>26</sup>.

Levels of advancement:

- 0 The VS have no consultation mechanisms in place to facilitate the dialogue between the relevant State institutions and the users.
- 1 The VS maintain informal channels of consultation with the relevant State institutions and the users.
- 2 The VS establish and promote official dialogue with the different users on their proposed and current regulations.
- 3 The VS hold forums and meetings with the different users in order to establish or improve their programs and services.
- 4 The VS actively promote dialogue with and solicits feedback from the different users regarding national laws and regulations and official representation at the WTO/SPS and OIE
- 5 The VS actively promote dialogue with and solicits feedback from the different users regarding national laws and regulations and official representation at the WTO/SPS, OIE and Codex Alimentarius.

### Remarks:

This situation has even hampered the current evaluation mission in that it has been difficult to get a formal contact with beneficiaries.

### Main findings:

No consultation

### Main proposals:

Establish formal consultation (starting with HPAI for instance) with the support of the communication unit and RAHCs dedicated staff

<sup>25</sup> private sector includes farmers, industry, transport and distribution  
<sup>26</sup> "users" means all beneficiaries of the VS activities

### 3. Official representation

The capability of the VS to regularly and actively participate, coordinate and provide follow up to the meetings of international organisations such as the WTO/SPS, OIE and Codex Alimentarius<sup>27</sup>.

Levels of advancement:

- 0 The VS do not participate in or follow up on the meetings of the WTO/SPS, OIE and Codex Alimentarius.
- 1 The VS participate sporadically or passively<sup>28</sup> in the meetings of the WTO/SPS, OIE and Codex Alimentarius.
- 2 The VS take into consideration the opinions of their users and participates regularly and actively<sup>29</sup> in the meetings of the WTO/SPS, OIE and Codex Alimentarius.
- 3 The VS, in consultation with their different users, identify strategic topics, provide leadership and coordinate between the national delegations these topics over time as part of the agenda in the meetings of the WTO/SPS, OIE and Codex Alimentarius.

**Remarks:**

**Main findings:**

**Main proposals:**

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<sup>27</sup> In compliance with international procedures and practices.

<sup>28</sup> Passive participation refers to being present at, but contributing little, to the meetings in question

<sup>29</sup> Active participation refers to preparation in advance of, and contributing during the meetings in question, including exploring common solutions and generating proposals and compromises for possible adoption.

#### 4. Accreditation / Authorisation / Delegation

The capability and authority of the VS to accredit and delegate<sup>30</sup> with third parties (e.g. private veterinarians, laboratories, etc), the execution of specific official services.

Levels of advancement:

- 0 The VS have neither the authority nor the capability to accredit and delegate to third parties.
- 1 The VS have authority to accredit and delegate to third parties but no specific accreditation or delegation activities.
- 2 The VS have accreditation and delegation programs for third parties and selected services.
- 3 The VS can develop and implement accreditation and delegation programs for new services.
- 4 The VS carry out quality assurance audits of their accreditation and delegation programs through an efficient national chain of command in order to maintain the trust of their trading partners and national beneficiaries.

**Remarks:**

**Main findings:**

This absence of delegation hampered the field activities and chain of command

**Main proposals:**

Implement a delegation / health accreditation system towards private veterinarians

Use and extend delegation to strengthen the private veterinary network

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<sup>30</sup> In compliance with OIE standards on quality of VS

## 5. Veterinary Statutory Body<sup>31</sup>

The Veterinary Statutory Body, in accordance with the OIE's definition, is an independent authority responsible for the regulation of the veterinary and paraveterinary professions. Among others, it verifies the validity and the level of the veterinary diploma and training required to exercise the veterinary profession.

Levels of advancement:

- 0 There is no legal text defining the Veterinary Statutory Body in the country.
- 1 There is a Veterinary Statutory Body, but it does not have the power to make decisions and to apply sanctions.
- 2 The Veterinary Statutory Body can only exercise its authority within the private sector.
- 3 The Veterinary Statutory Body can also exercise its authority within the public sector.
- 4 The Veterinary Statutory Body is subjected to auditing and evaluation procedures.

**Remarks:**

**Main findings:**

No data collated at national level for all veterinarians and veterinary para-professionals  
Veterinary core field functions (diagnosis, drug treatment and surveillance/early warning and response) are entrusted to numerous actors without linkage  
Veterinarians and veterinary para-professionals are practicing equally on the field  
Veterinary para-professional are not supervised

**Main proposals:**

**Establish VSB:**

- to establish a national data base for veterinarians and veterinary para-professionals
- to establish a supervision of veterinary para-professionals
- to participate in the review of veterinary curriculae and training-courses
- to participate in the development of veterinary practice and drug trade regulations

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<sup>31</sup> The Task of the Veterinary Statutory Body is defined in the Terrestrial Animal Health Code.

## 6. Implementation of joint programmes

The capability of the VS and the private sector to formulate and implement joint programs on annual and/or pluri-annual bases.

Levels of advancement:

- 0 The VS and the private sector have no joint programs.
- 1 The VS and the private sector have established annual and/or pluri-annual joint programs but they are not updated or funded.
- 2 The VS and the private sector have annual and/or pluri-annual joint programs that are updated and funded but only partially implemented<sup>32</sup>.
- 3 The VS and the private sector have joint programs that are updated annually and fully implemented.

**Remarks:**

**Main findings:**

**Main proposals:**

Could be done rather quickly within the framework of the (development of a) private veterinary network and delegation of powers (could start with HPAI's next plan)

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<sup>32</sup> Partially implemented may be only implemented for some activities or only partially implemented for all activities.

## IV. ACCESS TO MARKETS

The capability and authority of the VS to provide support in  
order to access, expand and retain regional and  
international markets  
for animals and animal products

### Critical competencies:

- 1 Stakeholder compliance with legislation and regulations
- 2 Preparation of legislation and regulations, and implementation of regulations
- 3 International harmonisation
- 4 International Certification
- 5 Equivalence and other types of sanitary agreements
- 6 Traceability
- 7 Transparency
- 8 Zoning
- 9 Compartmentalisation

## 1. Stakeholder compliance with legislation and regulations<sup>33</sup>

The capability and authority of the VS to ensure that users are in compliance with laws and regulations covered under their mandate.

Levels of advancement:

- 0 The VS have no program to ensure user compliance with laws and regulations.
- 1 The VS implement a compliance program consisting of inspection and verification of laws and regulations respect for selected animals, animal-products and processes, but only reports instances of non-compliance.
- 2 The VS implement a compliance program consisting of inspection and verification of laws and regulations respect for selected animals and animal products and processes, and, if necessary, impose appropriate penalties in instances of non-compliance.
- 3 The VS implement a compliance program consisting of inspection and verification of laws and regulations respect for all animals, animal-products and processes covered under their mandate, and, if necessary, impose appropriate penalties in instances of non-compliance.
- 4 The VS carry out audits of their inspection and verification compliance programs through an efficient national chain of command.

### Remarks:

The structure and procedures are correct, but the implementation is uncertain due to the low level of remuneration and technical knowledge of the VS' staff

### Main findings:

Only administrative process, no or little technical SOPs and technical knowledge

### Main proposals:

Establish SOPs

Basic training in food inspection and quarantine inspection

Use delegation of powers to private vets for part time food inspection at field level when relevant

Increase the revenues of staff

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<sup>33</sup> Regulations are sanitary measures that include all pertinent laws, decrees, regulations and technical prescriptions and procedures. Compliance is verified by VS through inspections and performance assessments

## 2. Preparation of legislation and regulations, and implementation of regulations<sup>34</sup>

The capability and authority of the VS to propose laws and to formulate and adopt regulations for animals, animal-products and processes covered under their mandate.

Levels of advancement:

- 0 The VS do not have the authority to prepare national legislation and set regulations.
- 1 The VS have the technical capability to propose national legislation and formulate regulations.
- 2 The VS are based on national legislation and has the flexibility and legal framework necessary in order to propose legislation and set regulations.
- 3 The VS are based on national legislation and proposes legislation and set regulations, applying procedures that take into consideration the opinions of their users.

**Remarks:**

**Main findings:**

**Main proposals:**

Establish communication unit under control of DAH

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<sup>34</sup> Regulations are sanitary measures that include all pertinent laws, decrees, regulations and technical prescriptions and procedures. Compliance is verified by VS through inspections and performance assessments

### 3. International harmonisation

The capability and authority of the VS to be active in international harmonisation of regulations and ensure that the national laws and regulation covered under their mandate are in conformity with relevant international standards, guidelines and recommendations.

Levels of advancement:

- 0 The VS have no process to be aware of international standards. National laws and regulation do not take account of international standards, guidelines and recommendations.
- 1 The VS are aware of relevant standards but have no process to identify gaps, inconsistencies, or non-conformities in national laws and regulation as compared to international standards, guidelines and recommendations.
- 2 The VS monitor the establishment of new international standards, guidelines and recommendations and periodically review national laws and regulation with the aim of harmonising them as appropriate with international standards, guidelines and recommendations.
- 3 Same as previous level plus the VS are active in reviewing and commenting on draft standards, guidelines and recommendations to relevant intergovernmental organisations.
- 4 Same as previous level plus the VS actively and regularly participate at the international level in the formulation, negotiation and adoption of international standards, guidelines and recommendations.<sup>35</sup>

#### Remarks:

Vietnam is leader (level 2) in South East Asia on this competency

#### Main findings:

Could improve on its own

#### Main proposals:

Continuous development

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<sup>35</sup> A country could be active in international standard setting without actively pursuing national changes. The importance of this element is to promote national change.

#### 4. International certification<sup>36</sup>

The capability and authority of the VS to certify products, services and processes covered under their mandate and in accordance with the national laws and regulations and international standards, guidelines and recommendations.

Levels of advancement:

- 0 The VS have neither the capability nor the authority to certify animal health status, products, services or processes.
- 1 The VS have the authority to certify selected animals, animal products, services or processes.
- 2 The VS carry out certification programs for selected animals, animal products, services or processes.
- 3 The VS can develop and carry out certification programs for all animals, animal products, services or processes.
- 4 The VS have certification power as necessary for all relevant animals and animal products and carry out audits of their certification programs through an efficient national chain of command in order to maintain confidence in their system.

**Remarks:**

**Main findings:**

Certification is done for some specific export-oriented animal productions

The further development of this competency is hampered by the low level of competence in field staff

**Main proposals:**

Training and SOPs for all levels

Reorganisation of VS' structure at field level for it to be credible and efficient

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<sup>36</sup> All certification procedures have to take into account the OIE standards on quality of VS and on certification.

In carrying out certification programs, the VS must always operate free of political interference from the private sector. However some of these programs can be executed by independent parties, which have been delegated and audited by the Veterinary Services.

## 5. Equivalency<sup>37</sup> and other sanitary agreements

The capability and authority of the VS to negotiate implement and maintain equivalency and other sanitary agreements with other countries on veterinary requirements under their mandate.

Levels of advancement:

- 0 The VS have neither the authority nor the capability to negotiate and approve equivalency and other sanitary agreements with other countries.
- 1 The VS have the authority to negotiate and approve equivalency and other sanitary agreements with other countries.
- 2 Same as previous level plus the VS evaluate and propose equivalency and other sanitary agreements with other countries on selected animals, animal products and processes.
- 3 Same as previous level plus the VS actively pursue the development of equivalency and other sanitary agreements with other countries on new products and processes.
- 4 Same as previous level plus the VS have a program that includes the feedback of their users along with advances in international standards, guidelines and recommendations, and then pursue specific equivalency and other sanitary agreements with other countries.

**Remarks:**

**Main findings:**

Dedicated staff at DAH

**Main proposals:**

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<sup>37</sup> The term, equivalency, refers to the state wherein the sanitary measure(s) proposed by the exporting country as an alternative to those of the importing country, achieve(s) the same level of protection  
Guidelines on equivalency published in the OIE Codes have to be taken into account

## 6. Traceability

The capability and authority of the VS to track the history, location and distribution of animals and their related products covered under their mandate<sup>38</sup>.

Levels of advancement:

- 0 The VS have no program to track animals and their related products.
- 1 The VS can document and inspect the sanitary status at specific points across the agro-food chain for selected animals and their related products.
- 2 The VS have procedures in place and can track and inspect selected animals and their related products across that portion of the agri-food chain covered under their mandate.
- 3 The VS, along with the other relevant State institutions and their users, have coordinated procedures in place that can track and inspect animals and related animal products across the entire agri-food chain.
- 4 The VS, in cooperation with the other relevant State institutions and their users, carry out audits of their traceability procedures.
- 5 The VS manage and/or inspect a national data base on relevant animals and their movements.

### Remarks:

Identification of animals is entrusted to the provincial veterinary authorities (provincial sub-DAH) and varies a lot between provinces

### Main findings:

Ear tags exist in some places (usually for transport certificates' purposes).

The administrative structures and processes are in place, but the field level implementation is hampered by the low levels of competencies and revenue of field staff.

### Main proposals:

Improve the technical knowledge and use innovative identification methods (tattoos, ear tags, chips...)

Reorganise the VS Structure at field level for it to be credible and efficient

Start to establish identification at national base through consultation and delegation

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38 In compliance with OIE definitions, guidelines and relevant chapters of the Code on certain diseases.

## 7. Transparency

The capability and authority of the VS to notify the WTO/SPS and the OIE of their national regulations, sanitary status and decisions on the control of relevant diseases, in accordance with the obligations, standards and procedures established by these organisations.

Levels of advancement:

- 0 The VS do not notify the WTO/SPS and the OIE of their national regulations and decisions on control of relevant diseases, and the OIE of its sanitary status.
- 1 The VS partially notify the WTO/SPS and the OIE of their national regulations and decisions on control of relevant diseases, and the OIE of its sanitary status.
- 2 The VS notify the WTO/SPS and the OIE of their national regulations and decisions on control of relevant diseases, and the OIE of their sanitary status, in full compliance with the criteria established by these organisations.
- 3 The VS inform users of changes in their regulations and decisions on control of relevant diseases and sanitary status, changes in the regulations and sanitary status of other countries, and raise awareness with their users of the importance of being transparent.
- 4 The VS, along with the other relevant State institutions, carry out audits of their transparency procedures<sup>39</sup> through an efficient national chain of command.

**Remarks:**

**Main findings:**

**Main proposals:**

Improved levels of knowledge, SOPs, delegation, communication, consultation...will definitely give added value to the current budget efforts of the government with regard to its VS and thus increase its credibility through transparency

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<sup>39</sup> In compliance with OIE standards on evaluation of VS

## 8. Zoning<sup>40</sup>

The capability and authority of the VS to establish and maintain disease free zones/<sup>41</sup> or zones/ of low disease prevalence<sup>42</sup>, in accordance to the criteria established by the WTO/SPS and the OIE.

Levels of advancement:

- 0 The VS cannot establish disease free zones or zones of low disease prevalence.
- 1 The VS can identify sub-populations to be regionalised, and establish the current sanitary status of selected animals and their related products originating from these prescribed areas.
- 2 The VS have implemented biosecurity control measures that enable it to establish disease free zones or zones of low disease prevalence for selected animals and their related products.
- 3 The VS collaborate with their users and relevant State institutions to define responsibilities execute actions and otherwise enable it to maintain disease free zones or zones of low disease prevalence for selected animals and their related products.
- 4 The VS demonstrate scientifically, the establishment of disease free zones/ or zones of low disease prevalence, and gain the recognition as such by other countries for selected animals and their related products.
- 5 The VS have a specific program that defines, establishes and demonstrates scientifically, new disease free zones or zones of low disease prevalence

### Remarks:

Only available for FMD, CSF, HPAI

### Main findings:

### Main proposals:

By further increasing the efficiency of the current satisfactory structure of the VS, zonage could become accessible rather quickly

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<sup>40</sup> For purposes of the Terrestrial Code and the OIE, 'zoning' and 'regionalisation' have the same meaning. Implementation of these concepts has to take into account OIE standards included in the Codes

<sup>41</sup> The phrase, disease free zones: refers to animal sub-populations in which the absence of a given disease has been demonstrated to occur in accordance to the provisions outlined in the Terrestrial Animal Health Code of the OIE.

<sup>42</sup> The phrase, zones of low disease prevalence, refers to zones, which can encompass the entire territory of a country, part of a country, or subpopulations within a country, in which a given disease exists only to a limited extent, and is subject to effective surveillance, control or eradication measures

## 9. Compartmentalisation<sup>43</sup>

The capability and authority of the VS to establish and maintain disease free compartments<sup>44</sup> / or compartments of low disease prevalence<sup>45</sup>, in accordance to the criteria established by the WTO/SPS and the OIE.

Levels of advancement:

- 0 The VS cannot establish disease free compartments or compartments of low disease prevalence.
- 1 The VS can identify sub-populations to be compartmented, and establish the current sanitary status of selected animals and their related products originating from these prescribed compartments.
- 2 The VS have implemented biosecurity control measures that enable it to establish disease free compartments or compartments of low disease prevalence for selected animals and their related products.
- 3 The VS collaborate with their users and relevant State institutions to define responsibilities execute actions and otherwise enable it to maintain disease free compartments or compartments of low disease prevalence for selected animals and their related products.
- 4 The VS demonstrate scientifically, the establishment of disease free compartments or compartments of low disease prevalence, and gain the recognition as such by other countries for selected animals and their related products.
- 5 The VS have a specific program that defines, establish and demonstrate scientifically, new disease free compartments or compartments of low disease prevalence

### Remarks:

Compartmentalisation of the various export animal production systems will bring added value to the national economy, but will not be sustainable over time if zonage and later on, country wide sanitary plans are not developed.

### Main findings:

Not yet implemented, but major commitment of the government towards export-opportunities

### Main proposals:

Focus on export-generating production-systems and sectors

Reorganise the VS structure at field level for it to become efficient and credible

43 Implementation of this concepts has to take into account OIE standards included in the Codes

44 The phrase, disease free compartments, refers to animal sub-populations in which the absence of a given disease has been demonstrated to occur in accordance to the provisions outlined in the Terrestrial Animal Health Code of the OIE

45 The phrase, compartments of low disease prevalence, refers to compartments, which can encompass subpopulation within a compartment, in which a given disease exists only to a limited extent, and is subject to effective surveillance, control or eradication measures.

# **Part V**

## **Organisational & Functional Analysis**

This part details the findings of the field mission on main activities and/or structures related to the VS.

Several previous longer term evaluation missions have also been able to deliver valuable and more detailed diagnosis that should also be taken into consideration.

By specific request of the VS of Vietnam and of the World Bank, the mission has also presented its views on the priorities for investment.

These technical advises are based on the experts' own experiences , without any formal consultation nor with the VS neither with the beneficiaries / stakeholders in Vietnam. Further participation and expertise would be necessary to implement a strategy for the strengthening of the VS.

## **Part V: CHAPTER 1**

# **ORGANISATION OF VETERINARY SERVICES IN VIETNAM**

### **A. Findings**

#### **A.1. General institutional organisation of the VS.**

The general organisation of the Veterinary Services of Vietnam is ruled by a clear organisation chart down to field level (annex VS1).

The Department of Animal Health (DAH) is part of the Ministry of Agriculture and Rural Development (MARD), has 7 operational divisions (Administration and Personnel, Finances, Epidemiology, Legislation and Inspection, Inspection and Quarantine, Drug Management, Planning-International cooperation-Science) and is located at the head office in Hanoi, with a liaison office in Ho Chi Minh City.

The DAH also bears responsibility for the National Centre for Veterinary Diagnosis, the two Centres for Quality Control of Drugs and Bio-products, the two Centres for Veterinary Sanitation and Hygiene, and six Regional Animal Health Centres. The DAH also manages the Airport, Harbour and Border Inspection Stations/offices.

The National Institute of Veterinary Research is administered directly by the MARD.

The DAH does not have direct authority over the management of Provincial Veterinary Sub-departments. The Provincial Sub-departments manage domestic Inspection Stations and District Veterinary Stations which in turn have links with village veterinary and animal production teams.

Evolving written administrative decisions define the organisation, responsibilities and powers of these 7 divisions, centres and provincial sub-DAH (annexes VS4 & PV9).

Previous evaluations of the VS (annexes EV1 & EV2) have detailed the operational and financial links between all levels, and have well described the dependency problems of local staff working under the political and financial direction of local authorities.

The chain of command only exists for import / export in quarantine and food inspection activities

The chain of command is disrupted at three levels as far as animal health, movement control and food inspection activities are concerned : between national and regional DAH, between national and provincial sub DAH, and between District Veterinary Stations and communes' field level

More detailed description of these VS levels is made in paragraph A.6 of this chapter.

## **A.2. Human resources management**

### **A.2.1. Organisation charts**

Organisation charts are usually available at (and for) the national and regional levels, and sometimes at provincial levels. They are usually not defined at district levels but staff functions are known in the field.

### **A.2.2. Job descriptions**

Job descriptions are usually established at division levels, some national and regional levels, but almost never at provincial or field levels.

While job descriptions (when available) define responsibilities of staff, they do not often specify qualification requirements.

### **A.2.3. Revenues and status**

In the public sector, the low levels of remuneration (salaries) is of serious concern for the credibility of the VS.

Given the wide range of levels (diplomas, positions, age, premiums, civil-servant or contractor, social benefits and pension), it is difficult to clearly establish the value of salaries, but it is understood that:

- DVM or other professionals levels could earn between 60 and 150 €per month
- veterinary para professionals could earn between 50 and 100 €per month

At field level, communes employ diploma "veterinary para-professionals" on an ad-hoc basis: these people are sometimes paid only when on duty during vaccination campaigns, and sometimes receive a monthly compensation to play a role in surveillance and inspection. This type of relationship cannot be considered as an official and credible delegation of public services.

The fact that salaries are paid by the provincial, district or commune authorities clearly interferes with the chain of command, as well as the independence and credibility of the VS staff acting in the field (annexes EV1&EV2)

In the private sector, remuneration is said to be higher. However, one should also remember that the private sector does not benefit from any social benefits or pensions. This low level of remuneration is also a concern for the objectivity and professional judgment in animal and public health, because veterinarians are almost solely dependent on their drug sales (increase) in a context of absence of drug control:

- DVM in private companies or drug wholesalers could earn between 250 and 800 €per month
- Veterinary para-professional or drug resellers at field-level could earn between 20 and 200 €per month

In Vietnam, private veterinarians do not have access to delegation of public duties (sanitary mandate or animal health accreditation), but 2/3 of them have links with the public services through contracts (source AH3).

#### **A.2.4. Human resources data**

Data for the public sector are only collated by the DAH, but they are neither mapped nor analysed (age-pyramid, competencies...) to allow for efficient planning. The last data provided by the Administrative & Personnel Division have been compiled in 2003: 277 staff at national, 5845 at province and district, 23 227 at communes. The DAH keeps records of competencies and location of the staff (annexes AD3&AD4),

but does not collate and map them in a manner which could provide an overall and accurate picture.

Data from the private sector are not collated. There is no Veterinary Statutory Body to register private sector operators/employees. The absence of detailed statistics does not allow for an analysis of the gaps in terms of competencies or activities. Global figures vary up to around 50% according to the source (annexes EV, VS, AH, PV)

As a general rule, national, regional and provincial levels seem to be adequately staffed with competent personnel. At field level however, the absence of data collation is of important concern for the organisation of animal health activities and for the credibility of the VS. In particular since these figures cannot be compared to animal census and production systems data.

Animal health field prerogatives (diagnosis, treatment, surveillance) are entrusted to a range of different actors with different levels of qualification and almost without any linkage between them : public, private, veterinarians, diploma veterinary para-professionals, *drug shop* resellers (pharmacies/outlets), veterinary para-professionals without academic training... all of them seem to be allowed to undertake any type of activity. Many veterinary para-professionals (registered or not) work without any effective supervision. This situation has been described in many reports (annexes EV1, EV2, EV3, AH3) and has been confirmed by the field sample studied.

Competencies are analysed in the chapter “veterinary education”.

#### **A.3. Financial resources**

Financial resources have improved considerably over the past three years at national, regional and operational levels.

- \* Ordinary (salaries) and extra-ordinary (investment or special activity) allocations are provided to the VS at all levels. (annexes FD1 & PV3)
- \* At any of these levels the VS have a relative financial autonomy (which mechanism has not been analysed) to collect fees from stakeholders and end-users (quarantine, food inspection, lab analysis, animal health...): 90% is retained for the service, 10% is forwarded to the general budget/treasury.
- \* A global (general) emergency funding mechanism exists in link with other ministries (Finance)

This being said, it is almost impossible to get an overall picture of the global budget of the VS, because budget allocations are scattered over all administrative levels from national to commune.

Fact is that the richest provinces have the best budgets, which is not conducive for equitable public and animal health management in the country. As the public budget is mainly used to pay for salaries, service - fees are covering the maintenance and operations. In doing so, the collection of service-fees further increases the inequality between provincial sub-DAH and the types of activities at all levels. In our sample they represented 10 to 60 % of the allocated budget.

## A.4. Physical resources

Physical resources of VS are in general quite good (annexes EV1&EV2)

\*Buildings are suitable at all levels.

The buildings of the Hanoï city centre national labs of are no longer suitable, mainly because of bio-security reasons.

\*Telecommunication and power are accessible up to field-level on a quite regular basis

\*Transport is suitable (car or motorbike or buses) at all levels.

At field level “transport” often means the private property of staff: the latter receive some allocations for petrol or travel from the local budget which is not completely sufficient to cover early warning or emergency respons.

\*Cold chain, computer and small equipment can be considered as suitable or accessible at all levels.

Regular investments seem to be made from the national budget.

Maintenance, repair and follow-up of lab equipment should be secured on a more sustainable base.



Provincial Sub DAH buildings



District Veterinary Stations buildings

## **A.5. Data management**

All levels of VS have a strong administrative culture of data record keeping: forms and registers are quite common and regularly updated for almost all activities.

Up to provincial DAH, competent staff has been trained on GIS and use of related software.

Notwithstanding this, data management cannot be considered satisfactory for three main reasons:

- collection and transmission are done on a routine basis sometimes without updated objectives
- collation at national level is not done
- no formal feed back is given to field staff and stakeholders

As a consequence, data management is used mainly as an administrative tool for staff management, but it is not yet used for national planning, risk assessment, communication and consultation with stakeholders and farmers.

Meanwhile progress has been made in the laboratories and within the special programmes for HPAI and FMD. That could help lead the process of improving data management, e.g. the Administration and Personnel Division now has good software for data collection of public staff (annexes AD3&AD4), that will be used for better staff management in the future.

## **A.6. Detailed analysis of the structure of VS**

### **A.6.1. DAH FUNCTIONAL DIVISIONS.**

DAH divisions are usually adequately staffed with qualified human resources and sufficient equipment.

**\*Administration and Personnel.** There are 13 staff and 3 drivers in this division and they are responsible for general administrative duties as well as recruitment, training and IT.

**\*Finances.** This Division is funded from the State budget as well as through service-fees. Agriculture and Animal Health are reported to get a fair share of the State budget compared to other Ministries and departments. There is no established contingency fund for animal health but in case of emergency appeals can be made to the Government for special allocations. The Central administration is not informed about the Provincial budget.

**\*Epidemiology.** This Division has Head office staff plus 4 to 5 people in each Regional Animal Health Centre. Its main duty is to produce strategies (including budgets) in response to animal health concerns Staff are trained in using GIS and Epi-info and some have had training in risk analysis. The reporting system is constantly changed.

**\*Legislation and Inspection.** There are 4 staff – two Veterinarians and two Law graduates who are now enrolling in a Veterinary course. The 2004 Ordinance is a good instrument but is due for review aimed for implementation in 2010. The Division has no authority over the Provincial level leading to a gap in the chain of command. Inspection procedures are not yet available and reporting is sporadic. There is a need to harmonise legislation for membership of the WTO.

**\*Inspection and Quarantine.** This Division administers the Border Check Points, Airports and Seaports. It is also responsible for meat inspection at export abattoirs.

**\*Drug Management.** This Division administers (and enforces) regulations relating to drugs and vaccines. There are two centres – one in Hanoi and one in Ho Chi Minh City, both with well equipped laboratory facilities. Testing is carried out for efficacy and purity on imported products and other products accredited for marketing. Fake drugs do not seem to be targeted as no evidence of non conformity or penalties has been encountered. Inspectors do have the power to seize products but a better legal framework is needed, especially at field level, to enforce the law.

**\*Planning, International Cooperation and Science.** This Division has 7 staff – all Veterinarians with higher degrees and based in Hanoi. It has three main functions – (1). building and monitoring the Departmental Master Plan, (2). organisation and implementation of International projects - eg from OIE and FAO, and (3). elaboration and management of scientific and technical plans. Decisions in the field depend on the local Peoples Committees.

## A.6.2.DAH REGIONAL ANIMAL HEALTH CENTRES.

There are six Regional Animal Health Centres (RAHC) throughout Vietnam, each covering up to 13 provinces. There is evidence of a breakdown in communication between RAHCs and Provinces. Although most staff in these centres is well trained there is a need for more and better focussed training. Each RAHC has a very well equipped animal health laboratory mainly focused on HPAI and FMD but with the capability to carry out much more work on other diseases. Apart from the laboratories, the centres have three different sections – Administration and information, Animal Quarantine & Inspection, and Epidemiology. Duties include surveillance, collaboration with, and assistance to Provinces, supervision of disease prevention activities, evaluation and establishment of disease free zones, management of Border crossings and Highway Check points, meat and veterinary hygiene inspection, and communication, extension and training.

While the evaluation mission was ongoing, the DAH dispatched administrative decisions to each RAHC to define organisation, tasks and objectives. The implementation of these guidelines is not yet tangible and should be followed-up through a self-evaluation or a future external evaluation of the VS.

## A.6.3. PROVINCIAL SUB-DAH.

Vietnam has a decentralised system of 64 autonomous Provinces, each governed by a local Peoples' Committee. Animal Health activities in the Provinces are funded from the Provincial budget although funds for HPAI and FMD are received from the central Government. Some Provinces appear to be better resourced than others.

The Provinces employ graduate Veterinarians and diploma veterinary para professionals and seem to be adequately staffed. Training on epidemiology and GIS in particular have been undertaken in many provinces.

Most of the Provincial offices include a laboratory with variable levels of equipment for disease diagnosis and facilities for storage of vaccines. Provinces could make much better use of Regional laboratories and expertise rather than expanding their own.

The Provinces are responsible for field animal health activities, abattoir and slaughter house inspection, check points and drug retail outlets/pharmacies (*drug shops*). While regulations and procedures are provided by the DAH, the latter does not have any direct control over Provincial animal health activities except for HPAI and FMD. Still too many Provincial Sub-DAHs are involved in the provision of clinical and pharmaceutical services to the public, even for pets.



#### **A.6.4.DISTRICT VETERINARY STATIONS**

The Vietnam VS has around 550 District Veterinary Stations (DVS) employing (some) veterinarians and veterinary para-professionals for designated veterinary activities (animal health, surveillance and food safety). Some of the staff is under contract, others are civil servants.

There are great variations between DVS in the territory. In the largest districts the DVS is a strong structure involved in many activities linked with food safety, movement control, and animal health.

In other places they sometimes seem to play a merely administrative role, organising and controlling veterinary activities, and employing veterinary para-professionals on an ad-hoc basis.

In other places yet they are fully involved in vaccination campaigns and clinical activities.

The links between district and commune levels are not clear, and differ from place to place. They implement activities in the field with the help of field commune veterinary teams which are accountable to and administered by the communes. Moreover the DVS are sometimes more or less mixed with other agricultural services (plant protection & phyto-sanitary, extension services, animal production).



#### **A.6.5.COMMUNAL VETERINARY TEAMS**

These teams are usually constituted of one or two veterinary para-professionals appointed by the Commune Peoples' Committee (CPC). There are wide variations in the competencies (from a few days to several years of training), duties and rights of these staff. They are used and paid either on a monthly basis, or on a daily basis during vaccination campaigns. They are supposed to report any disease to the DVS, but involvement of the CPC is not always clear. Their supervision is lacking. In many cases this supervision is monthly and only due to the intervention of external programmes supported by foreign aid agencies or NGOs. Some of the staff have not been supervised for years... The cost of such supervision would be sizeable, especially for local budgets. The additional cost of hiring supervisors for public vet staff will probably be beyond the budgetary possibilities of the Vietnamese authorities .

Incidental or monthly supervision would not be considered as effective enough by many importing countries.

This insufficient level of supervision could harm the veterinary service in the future, if it were to be entrenched as an institutional duty.

As the backbone of the VS at field level they cannot be regarded as reliable, although they are obviously a much-needed workforce for the implementation of clearly determined tasks in the field under supervision of veterinarians or to act as the local farmers' voice for surveillance and for alerting the VS.

#### **A.6.6. CONCLUSION:**

Previous evaluation reports have analysed the functioning of the provincial and field structures in detail and have concluded that the chain of command, the independence, the transparency and the professional judgement are not reliable. The conclusions of these evaluations should be taken into consideration.

## B. Priorities for investment

### B.1. To restore the chain of command

The necessity to restore the chain of command has been highlighted by all previous evaluations of the VS for the last five years without apparent change.

It is quite understandable that the decentralised political system of Vietnam renders these changes difficult as soon as they would require fundamental legislative or institutional changes, as sometimes proposed. Such a process cannot be expected to happen just because of the need to restore the chain of command of the VS.

It is more realistic to find ways to restore this chain of command of the VS within the present legislative and institutional framework.

The following investments (parts B2-B6) may very well restore the practical aspects of the chain of command through improved data processing and exchange, qualification of human resources, regulations, budgets and action plans involving delegation, consultation and communication.

### B.2. To develop a national data base

Planning and risk assessment are impossible without a national VS data base. Vietnam has the adequate structure, data records and qualified staff to establish this.

The main task ahead is to establish standard forms and software at provincial level, to be transmitted to the national level and to be regularly up-dated.

Clear data analysis and mapping should be established for:

- veterinary infrastructures (differentiation of levels and purposes)
- veterinary human resources for public and private sector (qualification, location, position, age...) according to the OIE code chapter 1.3.4.14.
- veterinary drug traders/pharmacies
- any relevant animal or public health data for surveillance, early warning and response, risk assessment,....
- animal census by species and production systems
- slaughter points (differentiation of levels)
- other infrastructures if relevant (markets, milk collection, feed processing...?)
- budgets for salaries, operations, investments
- further data relevant for specific planning could be added on ad hoc base

Such a national data base would clearly highlight the transparency of the Vietnamese VS.

This process of establishing a national data base is also the first step to restore the chain of command.

To make it acceptable and successful, the provincial sub-DAH should be involved so as to understand its importance for the nation.

To make it useful and motivating for provinces, the national data base should be accessible to them, to compare and to plan at their level.

The national data base should also be accessible to private stakeholders, who should be actively encouraged to feed data into the database in order to render it useful for them too (market potential,...).

Communication on a data base would help further planning of the VS in consultation with stakeholders.

The national data base (communication unit) might be set-up as a unit in the Planning division, should have a link with the Finance Division (to develop an analytic accountability) and with the Personnel and Administrative Division (to develop staff and physical resources management).

### **B.3. To establish a Veterinary Statutory Body (VSB)**

One of the main factors adversely affecting the credibility of the VS in Vietnam is the absence of an effective Veterinary Statutory Body (Article 1.2.4.12 of the OIE code) and the related establishment of clear and detailed regulations for veterinary practice.

The establishment of an effective VSB would be of great help in restoring the chain of command in terms of Regulation of veterinarians at national level.

The fact that a VSB exercises control and sanctions over veterinarians and veterinary para-professional would ensure at least 2 of the fundamental principals of the quality of the VS (Article 1.3.3.2 of OIE Code): professional judgement and independence. This would avoid criticism made at field level with regard to appointments and licensing.

If effective, the VSB could have a great influence on the development of an efficient VS:

- The VSB would define the levels of qualifications for veterinarians and veterinary para-professionals, with and within the DAH and training and research institutions.
- The VSB would define the conditions of practice (code of conduct / deontology) for veterinarians and for the supervision and areas of intervention of veterinary para-professionals.
- The VSB would participate in the definition of detailed regulations for trade/marketing of veterinary drugs: to separate wholesale from retail to farmers, to ensure that the retailers have proper veterinary qualifications, to participate in regulations for prescription, traceability and residue control of veterinary drugs.
- The VSB would participate in negotiations with the DAH to ensure the delegation of public duties to private veterinarians (sanitary mandate/accreditation).
- The VSB could participate in the human resources data base management of the VS including private and public veterinary sectors

As the institutional set-up of an effective VSB (as well as veterinary practice and drugs regulations) needs to take the many experiences of other countries into account , it is strongly recommended that the DAH be supported in accomplishing this task by visiting other VSBs in other continents and by consulting various foreign advisors on legislation and regulations..

## B.4. To secure and reorient budget resources

**To secure funds at national level is a fundamental step in restoring the chain of command** for implementation at provincial and field levels.

There is no need for reforms, but merely to ensure which administrative level should pay for what.

The local and province level budgets could continue to ensure and maintain infrastructures and to pay the salaries of the public VS.

Furthermore special allocations from the national budget will be needed to secure and allow implementation of national programmes, which will be channelled through the budget decentralisation process depending on the national framework (emergency, regular, investment, operations...).

Three points are paramount when drafting the budget:

- to focus on maintenance and operations (regular or emergency)
- to invest only in equipment and infrastructures which are appropriate in terms of sustainability and risk assessment, and fit within the framework of a national plan.
- to increase the budget allocation for training of both public and private veterinarians to enhance the integrity (Article 1.3.3.2 of the OIE code) and credibility of the VS.

The two first points are detailed in the various relevant parts of the report (laboratories, food inspection, quarantine and animal health control, as well as training / veterinary education).

Investment is important, urgent and needed over a long term in particular for the training process and for slaughter infrastructures. International support will no doubt be required.

Funding for maintenance and operations should be regularly increased taking into account the notable efforts of the Vietnamese government made these past years, the level of which should be maintained and if possible increased.

To increase the salaries of staff is a concern that goes far beyond the mere problem of the VS. Any increase of salaries of VS civil servants would lead to claims from other civil servants. The national budget would probably be unable to respond to this demand.

Whatever the constraints, the fact remains that without notable increase of the income of veterinarians, the situation will remain difficult to change.

It is therefore suggested that the national budget should foresee increases in the salaries of veterinary staff, with a possible transitory injection of external support and with the following fundamental shifts:

- to increase salaries of staff in key public sector activities (DAH, Regional and provincial DAH, quarantine) and develop incentives for activities and results through clear performance analysis and increased collection of official fees.
- to reduce staff numbers at district levels where the key public activities (i.e. movement control, food inspection, data collection) do not require the presence of full time civil-servants (small district cities).
- to delegate field public duties (disease control and surveillance, part time food inspection at commune and district levels, diagnostic) to the private veterinary sector by paying them public fees and incentives of well controlled and evaluated activities (see chapter Private veterinary activities B). Experience gained all over the world proves that this is the most efficient way of budget allocation in implementation of veterinary activities in the field. Support of the international community and visits of Vietnamese VS staff (and MARD & Finances if necessary) to other continents should be organized to help kick-start such reforms.

## B.5. To develop delegation, consultation and communication

Delegation, communication and consultation are regarded by the team as the weakest links with regard to the quality of veterinary services in Vietnam (see table PVS results).

Despite the rapidly improving efficacy of the Vietnamese VS over the past year, these deficiencies are hampering the establishment of transparency, credibility and efficiency within the VS.

They are transversal competencies that are common to all activities of the VS, and which should lead the planning process and its implementation.

The Vietnamese nation has the human resources and the political will to undertake such a fundamental shift. These competencies could be the main practical tools to restore the chain of command without institutional or legislative reforms.

Specific training-tools and methodologies should be transferred to Vietnam through international exchanges.

- *Delegation:* the development of the sanitary mandate for private veterinarians could be one of the key measures to establish an effective animal health control network throughout the whole national territory. Delegation makes it very clear that accredited private veterinarians are part of the VS.
- *Consultation:* the development of participatory and formal meetings with stakeholders should be developed at all levels. A key issue remains the establishment of professional, business and farmers organisations, able to represent the interest of their associates.
- *Communication:* the development of a formal network and means of communication to stakeholders is fundamental to get them on board when it comes to participation in planning, reform and budgets.
- *Joint programmes:* joint programmes are the result of better delegation, communication and consultation. They could be developed as of now within the current avian flu and FMD programmes of, and their methodology could be fostered in other innovative local programmes.

## **B.6. To reorganise the various levels within the VS**

### **B.6.1. National institutions**

Their organisation does not require any change at this stage. However, the planning division should be strengthened with an information and communication unit. This unit would be in charge of establishing the national data base and boosting communication with and consultation of beneficiaries/stakeholders.

### **B.6.2. Regional Animal Health Centres**

They should be strengthened by broadening their interaction and activities with the Provinces. This will be an important strategy in advancing the effectiveness of the Vietnam Veterinary Services.

The apparent current gap in the chain of command between DAH and RAHC only needs to improve communication and consultation, as it is already clear that RAHC operate under DAH authority (annex RA1).

There is an urgent need for a closer relationship between DAH, Regions and Provinces, including better utilisation of Regional laboratory services.

The RAHC and Regional laboratories should be able to enhance training and communication programs for Provincial staff as well as communication and extension programs with stakeholders, farmers and the general public. The RAHCs should be the key points for risk assessment.

A clear focus on RAHCs could improve the whole VS a lot, providing leadership and guidance in province and field activities.

### **B.6.3. Provincial sub-DAH**

These should be supported in their main tasks of data management, food safety and animal health control especially in terms of sampling and operation. The provincial sub-DAH should be supported in the field by civil servants and private veterinarians who will be granted a sanitary mandate to perform public duties.

In particular the provincial sub-DAH should definitely not be involved in clinical work and the marketing and delivery of veterinary drugs.

### **B.6.4. District Veterinary Stations**

**This field level should be reorganised to render it efficient, reliable and credible (point 1).**

*District Veterinary Stations* could continue to be act as sub-offices of the provincial sub-DAH, but only when there is a rationale to keep such offices for official tasks which require full time civil servants.

In some larger urban districts, current staff numbers are not even sufficient to cope with food safety and movement control, but in most other small cities the bulk of staff activities could easily be entrusted to private sector personnel under official delegation.

*\*Delegation to Private veterinarians and strengthening of their network (point 1)*

Thorough geographical data analysis of the settlement of private veterinarians should be conducted in order to take rational and adequate measures to foster this sanitary network in districts and in communes.

In rural or remote areas, private veterinarians should be supported by incentives, at least by the delegation of public duties (sanitary mandate) to ensure them of a stable income, and if necessary their involvement in extension or other livestock development programmes. These private veterinarians need to recover their prerogative of veterinary drug sales. Whenever private veterinarians can provide such services, (public) veterinary drugs sales outlets (*drug shops*) should be closed down (cf. part III, chapter 3, §B).

## B.6.5. Communal Veterinary Teams

This field level should become the focus of reforms in order to render it efficient, reliable and credible (point 2).

It is hard to imagine that veterinarians will anytime soon have access to all communes on a regular basis in order to be in close contact with all farmers. Taking into account the geography and agriculture structure of Vietnam, they will continue to be supported by veterinary para-professionals for many years to come.

The definition or delineation of their qualifications, tasks and technical/administrative supervision will have to be defined by the Veterinary Statutory Body (cf B3 of this chapter).

Whatever the future set-up, Veterinary para-professionals should work only under supervision of veterinarians in order for the VS to comply with OIE's primary quality guidelines.

Private veterinary para-professionals in particular should not be authorised to establish themselves as independent practitioners: they should be linked to private veterinarians able to ensure effective supervision.

Effective supervision is a key issue in the evaluation of VS. Poor supervision could be very damaging to the latter's credibility.

Article 1.3.4.5. of the OIE Code is very clear: "*the evaluation should provide assurances that disease monitoring is being conducted by a sufficient number of qualified, experienced field veterinarians who are directly involved in farm visits; there should not be an over-reliance on veterinary para-professionals for this task*"

To avoid compromising the credibility of the VS, there is a need to address both present and future needs. As effective supervision of a huge number of staff is not credible, physically nor financially (some foreign case-studies have shown that supervision of systems based on (community-based) animal health workers could turn out to be less efficient than to directly implement action in the field using public staff), it is advisable to limit the involvement of the VS in this supervision up to a level where it is still credible, efficient and possibly convincing enough for potential importers/importing countries.

The dismantling of veterinary communal teams should be considered in order to transfer and to split their supervision to private veterinarians or farmers' organisations.

A clear distinction should be made between veterinary para-professionals belonging to the VS (working in the public or the private sectors) and veterinary para-professionals not belonging to the VS. The first should be effectively supervised; the second could continue to operate without much supervision, but without hampering the credibility of the whole VS.

- veterinary para-professionals with official qualification (diploma 2 to 4 years) employed by the public sector at any level should be effectively supervised by public veterinarians. This clearly means that they will only be able to work in the DVS to perform some specific tasks. They could be permanent staff or contracted on an ad-hoc basis for a short period of time. Once again supervision is a key point. They would be mainly used for official public tasks related to food inspection, quarantine, laboratories....

- Veterinary para-professionals with official qualification (diploma 2 to 4 years) employed by private veterinarians could perform activities authorised by the VSB under effective supervision of private veterinarians. This includes being part of the workforce to implement the tasks officially delegated to the private veterinarians, but they should not be authorised to perform on their own or without a clear work plan. The supervision should not be “at distance” but rather a “daily relationship” even if this staff is sent to communes for planned rounds. They should be used mainly for animal health (work force for treatments, surveillance and early responses). In doing so, these veterinary para-professionals are part of the VS as soon as the private veterinarian employing them has a delegation for public mission.,
- Veterinary para-professionals with or without qualification employed by farmers' organisations (rather than communes) could perform some specific activities under the responsibilities of the farmers' organisations but limited to a transitional period. They should act as the key focal points for farmers' organisations for the alert of the VS (sentinels for epidemiological surveillance) and as leaders for implementing some of the disease control measures. These veterinary para-professionals do not belong to the VS, they are not officially subjected to effective supervision, nor to evaluation of quality by the VS.  
These activities and the transitory period which will be granted should be defined in agreement between the VSB and DAH, if necessary with specific local derogations to cater for specific local conditions.  
Eventually however, the regulation of farmers' organisations will have to progressively evolve and increase in parallel with their level of responsibility in some of the programmes, the level of qualification of their veterinary para-professionals, and the access to specified veterinary drug sales ruled by sanitary service-contracts with private veterinarians.

This transitory authorisation for “unqualified so-called veterinary paraprofessionals under farmers' organisations responsibilities” should have three clear goals:

- *Pragmatism*: the most important goal is to maintain minimal veterinary service delivery at field level, even when of low level and uncontrolled. This workforce is still needed to implement some tasks and has brought some success before (even if cost efficiency is not established).
- *Credibility*: the most urgent goal is to avoid inclusion of these unqualified and unsupervised staff within the VS because they would discredit the latter in case of external evaluation
- *Professional judgement*: the long term goal is to harmonise qualifications and supervision of veterinary para-professionals and to phase-out these unqualified staff even within the farmers' organisations over a long period.

## PART V: CHAPTER 2

### LABORATORY ACTVITIES

The Vietnam Veterinary Services are well supported by a Laboratory network consisting of the National Centre for Veterinary Diagnostics, the National Institute of Veterinary Research, two centres for drug testing, two for hygiene and inspection and 6 Regional Animal Health laboratories. These laboratories are all well equipped with modern equipment, much of it installed during the Highly Pathogenic Avian Influenza (HPAI) and Foot and Mouth Disease (FMD) outbreaks during the last 3 years.

#### 1. NATIONAL CENTRE FOR VETERINARY DIAGNOSTICS

This laboratory is housed adjacent to the offices of the Department of Animal Health (DAH) in Hanoi. Although the laboratory is well set up, the building is less than ideal and presents problems with bio-security. It is funded from the Government budget and some service fees and is well staffed with 32 members, 15 of whom have University degrees including those with PhD and Masters Degrees.

Duties of the Centre include:-

- a comprehensive diagnostic service
- undertaking projects for the DAH
- drafting guidelines, technical procedures and standards on Diagnostic
- audits of disease free zones
- monitoring for emerging diseases
- training for regional Laboratories
- some research opportunities

The Centre provides services through the following sections:

(a) **Virology.** This section has a general section plus one room each dedicated to HPAI and FMD. Virus isolation is undertaken but SPF embryonated eggs are not used. Eggs for this purpose are supplied from flocks of known disease status. Cell culture using pig kidney cell line is carried out and PCR has been implemented (at this stage Real Time PCR is referred to the National Institute). ELISA is used for Classical Swine Fever testing.

(b) **Parasitology.** As it is not an (animal health) priority, there is a low throughput of samples in this section but there is a wish to develop tests eg. an ELISA for trypanosomosis. The staff seems to be underutilised and claims not to be able to improve the methods.

(c) **Pathology.** Well set up to process and examine samples received. After Necropsy and Autopsy, they send samples to other division according to the suspected problem.

(d) **Serology.** A range of tests is undertaken including for Newcastle disease, brucellosis, and leptospirosis. Human samples from the Dept. of Health are also tested for brucellosis and leptospirosis. There is good cooperation with Human Health authorities.

(e) **Bacteriology.** A range of procedures is undertaken in less than ideal circumstances, e.g. mouse inoculation for Haemorrhagic Septicaemia, E. coli isolation, antibiotic resistance testing and Haemophilus ELISA. There is a need for a better organisation, particularly on training activities: out of the 4 staff-members normally appointed to this Division, 3 of them were absent due to training and the last one was unable to do everything in this Division.

(f) **Biochemistry and toxicology.** This section is not operational at the moment. They have no equipment and no technical expertise to start activities.

#### **PRIORITIES FOR INVESTMENT:**

Although there has been improved funding in recent years, the following areas need to be addressed:-

- \*Bio-security. It should be of the highest priority to address problems with bio-security.
- \*ISO/IEC accreditation
- \*Development of a Quality-assurance Manual
- \*Organisation and funding for equipment maintenance and calibration.
- \*Organisation and funding of training.
- \*Relocation to a purpose built building outside of the city limits.
- \*Budget to keep the staff updated on last information and innovation (internet, journal...)

## **2. THE NATIONAL INSTITUTE OF VETERINARY RESEARCH**

The Institute is located close to the Dept. of Animal Health and the National Centre for Veterinary Diagnostics. Its key tasks are:

- Fundamental research, applied veterinary research, organising vaccine production, production of biological products and veterinary drugs and transfer of foreign and local technical innovations into marketable products.
- Training of veterinarians of the veterinary network for PhD and post graduate training
- International cooperation work in the field of veterinary science and technology.

A vaccine production facility is present at a separate site and there is a Sub-Institute based in Nha Trang with 50 staff working on some research issue and vaccine production.

More than 500 people are working for the NIVR, distributed over the 3 sites (Institute in Hanoi (150), Sub- Institute (50) and Factory (300)). The level of education seems to be adapted to the needs but continuous training is totally dependant of external projects and funds. For example, last year, training sessions were organized by the JICA Project (30 people for 1 to 6 months), USA HPAI Project (2 people on RT-PCR for 2 months) or WHO for short training-modules. Several PhD students are currently studying in Korea and Japan.

The NIVR is organized in 6 Departments: Bio-immunity, Virology, Bacteriology, Parasitology, Veterinary Hygiene and Research & Veterinary Extension, plus some administrative departments, such as finance, personnel, planning, etc.

The main achievements of the Institute are:

- Applied research leading to production technologies for (preventive) vaccines for the main diseases of importance in Vietnam's animal husbandry.
- Applied research into customisation of laboratory techniques such as PCR, RT PCR, ELISA, Chemic-Immunogenic technique, Immunofluorescent technique, DNA sequencing to the Vietnamese conditions.
- Research on HPAI and FMD as a basis to formulate a vaccine strategy in Vietnam.

The Institute has cooperative arrangements with 30 different countries in Europe, Asia, and the Americas.

The development objectives of the Institute are:

- strengthening research cooperation
- strengthening training of young scientists
- research on formulation of diagnostic procedures, disease control, epidemiology, and epidemiological analysis.
- Establishment of research laboratories at bio-safety levels 3 and 2.

The NIVR is not financially independent and needs to request funds from the MARD for each special activity.

### **PIORITIES FOR INVESTMENT**

- There is a need to produce a Quality Manual leading to ISO/IEC accreditation and GMP is required for the Vaccine production section.
- Develop a Training Programme and record Training activities in order to prioritise the staff and the sectors to benefit from training and to avoid overlap.
- Extend the budget for maintenance and operation. The staff interviewed estimated that an increase of the budget by 50% would be necessary to work with full efficiency.

### **3. REGIONAL ANIMAL HEALTH LABORATORIES**

There are 6 Regional Animal Health Laboratories which constitute a nation-wide network and which are administered by the Dept. of Animal Health. (most of them were visited)

For the most part these laboratories are well equipped with modern and in many cases very new equipment with a wide range of tests available including Real Time PCR and ELISA. They are well staffed and are funded from the Government budget and some private contracting work but are underutilised.

A recent Ministerial Decision (2006) extended their responsibilities and clearly defined their organisation and tasks. The results were not yet visible when we visited Vietnam but it needs to be followed up in the future.

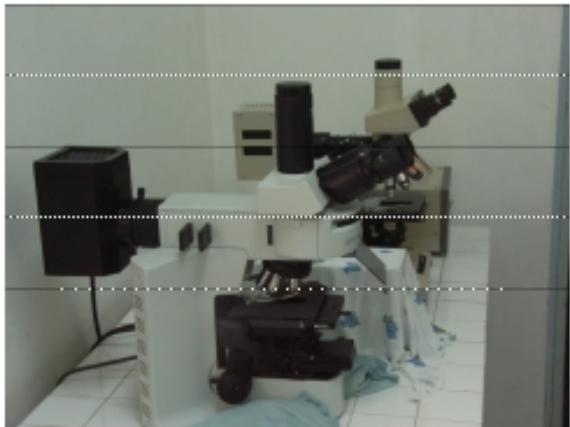
Cold storage for transport of samples is routine with delivery to the laboratories within 24 hours in most cases, but may take up to 3 days.

These laboratories report to the DAH on a monthly, 6 monthly and annual basis, or by exception, when particular incidents or outbreaks occur.

None of the laboratories visited had a Quality manual and none had achieved ISO accreditation although there is an awareness of the importance of this and the need to proceed along these lines.

#### **PRIORITY FOR INVESTMENT**

- Training. Although training programs are in place, they need to be strengthened and expanded – both locally and for overseas opportunities. Training needs are present at two levels. Firstly for ongoing technical training of laboratory staff and secondly for extension of training of staff (by Regional laboratory staff) at the Provincial and district level. Training should include sampling and packaging techniques for despatch to laboratories and training of staff at the Provincial level in simple diagnostic tests.
- Improved bio-security in all laboratories.
- Increased operational funding and funding for calibration of instruments.
- Production of Quality Manuals for all Regional laboratories.
- ISO/IEC 17025 accreditation of all Regional Laboratories.
- Updated maps with GIS coordinates.
- Improved waste disposal facilities at some sites.
- Relocation of the Hanoi Laboratory.



## **4. NATIONAL CENTRES FOR QUALITY CONTROL OF DRUGS**

There are 2 centres, one in Hanoi and one in Ho Chi Minh City, both under the control of the Dept. of Animal Health and equipped with modern equipment. The Centre n° 2 in Ho Chi Minh City began operation in 2002.

The labs have organisation charts, job descriptions, trained staff, and follow standards leading to ISO accreditation. The Centres only test products and do not have a regulatory or licensing authority.

A wide range of tests is available at these two laboratories but it appears there are some staff and equipment shortages limiting capacity in HCMC.

Functions include:

- Vaccine testing (45 strains in Hanoï) with a big demand for AI and FMD vaccine testing.
- Quality and efficacy testing of new products.
- Testing of imported drugs.
- Testing of aquatic animal medicines

The testings are part of the defined administrative procedures for import and local production.

Therefore the laboratory almost exclusively focuses on the formal, legal drug market for import (25%) or production (75%) sectors. As a result activity is relatively small compared to the capacity. For instance, around 100 lots of vaccines and 500 samples of drugs were analysed in 2005 at Hanoï.

On rare occasions samples from veterinary *drug shops* (retailers/outlets) are sent from province or district-based inspections. These samples are obviously taken without randomised selection or only from official and well set-up vet pharmacies, because the laboratories have not found one single problem of nonconformity in the marketing of veterinary drugs which appears to be otherwise out of control.

### **PIORITIES FOR INVESTMENT:-**

- Organisation and funding for external calibration of instruments
- Production of Quality manuals and ISO accreditation.
- Involvement of the labs in drug quality control of the retail market with sampling from the field targeting fake drugs
- Enhanced training program for staff.
- Additional equipment and staff where required to meet demand.

## 5. NATIONAL CENTRES FOR HYGIENE AND INSPECTION

There are two laboratories which were designated as national centres for hygiene and inspection.

In Ho Chi Minh City (HCMC), the lab is a new facility located in renovated premises and is not yet fully equipped. It started in 2004 with further equipment to be installed during October and November 2006. Full operation is due to start in 2007. Samples will be received from livestock units, animal feed processors and abattoirs.

In Hanoï, the lab is set-up in the city centre which is not appropriate. This lab is fully equipped for bacteriology, virology and residues (pesticides, heavy metal,...). it benefits from the financial autonomy to process samples for private clients out of which 90% of the income remains in the lab (10% taxes). This income is enough to maintain reagents and ensure routine operation , but doesn't allow for investment.

Its organisation and staff are satisfactory (see power point presentation of Hanoï lab), and might soon reach ISO standards (see pictures in annexes).

The activity of the lab is around 100 analyses per month in Hanoï (include drinking and bottled water analyses), samples coming from al levels of VS or private sector.

There is no regular or mandatory sampling at field-level: field staff inspectors have no written procedures to act upon.

### **PRIORITY OF INVESTMENT**

- Reach ISO accreditation
- Establish sampling procedures and programmes so as to link link provincial levels and field staff (food inspection and decision tree) with the labs to detect zoonoses and food born diseases under a structured surveillance, and risk assessment program.



## **6. PROVINCIAL LABORATORIES.**

The Provincial laboratories possess rather basic equipment and one of those visited had no laboratory equipment of its own, but did have arrangements to despatch samples to the Regional Laboratory.



Although there is a desire in the Provinces to strengthen their laboratories it would be better to (a) make more use of the underutilised capacity of the Regional laboratories with (b) enhanced training and Standard Operating Procedures (SOPs) for Provincial and district staff through to the Commune level.

It is not necessary for Provincial laboratories to achieve ISO accreditation if better use is made of the Regional Laboratories.

However if needs arise in the future for specific diagnostic activities, a few Provincial Labs could be upgraded to improve the network, under the supervision of Regional Labs.

### **PRIORITIES FOR INVESTMENT.**

- Training. Provincial staff, down to Commune level, need training in basic disease recognition, diagnostic techniques, laboratory sample collection, handling, packaging and despatch of samples to the Regional Laboratories.
- Standard Operating Procedures for collection, sampling, referencing, and transport. Procedures currently available are outdated and should be reviewed and improved.

## **7. UNIVERSITY LABORATORIES**

Universities are administered by the Dept. of Training and Education

Animal Health laboratories in the Faculties of Veterinary Medicine are more limited in their diagnostic capacity than the DAH Regional Laboratories and there is very limited research capability. An enhancement of these labs would be beneficial to Veterinary undergraduate education and post graduate opportunities and continuing education or refresher courses.



## **8. PRIVATE LABORATORIES**

A “state of the art” drug manufacturing company with excellent laboratory facilities was visited in Ho Chi Minh City. It was established in 1995.

The company manufactures a wide range of animal medicinal products including for example, injectables, tablets, and premix containing antibiotics and multivitamins for cattle, pigs, goats, sheep, horses, dogs, cats, chickens and fish. It also manufactures disinfectants.

Its products are supplied to every province in Vietnam and are exported to 17 countries.

The Company has a Quality Manual and is ISO/IEC and GMP accredited. It is licensed with a permit from the Ministry of Planning and Investment, a business permit from the HCMC Government and a permit from the DAH.

The company feels it is being disadvantaged because competitor companies are not all required to have GMP (Good Manufacturing Practice). It would be desirable that the Vietnam Government makes GMP mandatory for all such companies producing veterinary medicines and vaccines to ensure the quality of production and efficacy of product.

### **PRIORITY FOR INVESTMENT:**

- DAH develop accreditation of private labs for specific tasks.

## **SUMMARY : PRIORITIES FOR INVESTMENT IN THE VS LABORATORIES :**

Very little new equipment is required, but funding for maintenance, training and operations must be the priority.

Biosecurity is still a concern which must be seriously addressed in all laboratories.

Quality assurance and ISO accreditation must be the target for all

The focus must be on National and Regional laboratories. Provincial labs are not a priority.

The link between the national/regional labs and the field (provincial lab staff, district vet staff, private vet staff, para-vets...) must be established through training and programs for collecting, sampling, referencing and sending of samples for all activities to improve disease surveillance and early warning, food inspection, and drug control.

The link with the Regional Animal Health Centre must be closer, and these RAHC must work closely with them about risk analysis on disease control, food safety, drug control, and accreditation/delegation of private labs.

Relevant annexes: L1 to L8 + pictures on CD Rom

# PART V : CHAPTER 3

## PRIVATE VETERINARY ACTIVITIES

### A. Findings

#### A.1. Legal framework

Private veterinary practice and private veterinary medicine sales are regulated in Vietnam.

The legal framework for veterinary practice is very thin: the chapter V articles 52-54 of the Veterinary Ordinance (annex L1) are very vague. The absence of detailed regulations on veterinary practice could be linked with the absence of legal establishment of a Veterinary Statutory Body (requirement of the OIE Code chapter 1.3.4.12).

The legal framework for veterinary drug sales is a bit more detailed in chapter IV articles 38-51 and in the regulations on veterinary drug management of decree 93/CP (annex L2). This legal framework mainly deals with production and import conditions, and says very little about trade.

The wording is not detailed enough in term of levels of competencies and authorisation requirements, which allows almost any person having any qualification related to “veterinary” to sell drugs.

Meanwhile the chapter III (trade in veterinary drugs) and chapter V (use of veterinary drugs) of the regulations on veterinary drug management have established some requirements which have fortunately retained veterinary drug management within the veterinary branch.

The licensing of veterinary *drug shops*/outlets and practices is handled by the local authorities.

It is very well known that licenses are given to qualified persons who are never present in the premises and “rent” their diplomas to unqualified persons selling the veterinary drugs.

#### A.2. Data about private veterinary activities

Except for veterinary drug import and production, there is no national data base of private veterinary sector activities. Thus planning to support and control the private veterinary network is not possible.

Each province usually has a list of licensed *drug shops* (annex PV5), and sometimes of veterinary practitioners. If *drug shops* seem to be regularly registered (easy to see and to locate), it seems that an important number of veterinary practitioners are not registered (perhaps half of the para-professionals and a third of the veterinarians).

Data are contradictory between different sources (annexes EV1, EV3, AH1, AH3), but private veterinarians could number around 1600 and private veterinary para-professionals around 30 000. The number of veterinary pharmacies and drug shops might be as high as 20 per district, and usually only one in remote areas: they could number several thousands (estimated 3,000).

### A.3. Clinic and diagnostic veterinary activities (practitioners)

Private clinics are set-up in most big cities and some provinces for pets and also for animal production (mainly in the lowlands for poultry and pigs). They are usually owned by veterinarians who work with veterinary para-professionals. Their facilities are rather good (computers, diagnostic table, small equipment, the usual drugs...). These veterinarians and their staff are registered. Their income seems sustainable.



Veterinary diagnostic services in rural areas are more often delivered either by private veterinarians or veterinary para-professionals.

The reason why this activity has been developed is to meet the growing demand of farmers who are not satisfied with the performance of public veterinary sector (since this sector restricts itself on this activity to focus mainly on administrative tasks and organisation). Some practice artificial insemination.

These veterinary practitioners usually have few drugs if any, very few of them own a *drug shop* and the majority of them are not registered. Their veterinary activity is often part time (farming or trade as main activity) and low income generating (a few € up to 100 €). Prices vary a lot but are relatively sustainable.



There is no distinction between veterinarians and veterinary para-professionals who equally practice veterinary medicine. However some veterinarians are referenced by some veterinary para- professionals when they cannot reach a diagnosis. All this is done on informal base.

Moreover, the clinical knowledge of practitioners seems very poor. Few of them are using basic diagnostic equipment (thermometer, stethoscope...).

## A.4. Veterinary drug activities.

### A.4.1. Veterinary drug production, import and whole-sale

There appears to be an adequate level of drug manufacturing and import into Vietnam, with retail outlets (*drug shops*) visited stocking large number of many items. There is however concern about illicit and fake drugs being available to consumers.

Some national drug manufacturers have very high standards (ISO and GMP). To impose these as mandatory for all would be an important step toward ensuring quality and efficacy.

Control of illegal imports is weak and could be improved by sampling in the field, testing at national drug labs (very well equipped and staffed), and penalising sellers of fake or unapproved drugs.

The absence of clear separation between whole-sale and retail in veterinary drug management regulations is an important constraint which makes it very difficult to control the market.



#### A.4.2. Veterinary drug retail

There are many retail sellers of veterinary medicines and feed additives throughout the country, so veterinary medicines are readily available in most areas. The number of sale points (called *veterinary drug shops*) is not collated at national level, but is probably more than 1,000.

The *drug shops* are inspected annually for compliance with regulations. However there appears to be no real control over what is sold or to whom, so there is a need to for stricter control of, for example, antibiotics.

It is almost only in the big cities that *drug shops* are owned by private graduate veterinarians, many of whom also run a small animal clinic from the same premises.

The huge majority of drug shops are held by veterinary para-professionals of non-specific qualification levels. Very often the seller is not a qualified person.

Apart from merchandising to farmers they seem to have little direct contact with farm livestock. Many of them say that they have not enough time to practice when selling is of greater added-value: they say that they are making “oral diagnoses” meaning “at a distance without ever examining animals”.

All shops visited which sold vaccines had good cold storage facilities. Vaccines are sold with or without authorisations.



Drug shop in a big district city centre....

Even with a veterinarian as owner, the staff is mainly merchandising, giving little advice, and no clinical examinations

Drug shop in a rural commune, as part of a grocery shop....



## **A.5. Public missions**

There seems to be little interaction between private veterinary and public veterinary sectors on disease control matters. There is no legal framework for delegation of public duties to private veterinarians.

There are however “contracts” apparently established by the District Veterinary Stations for vaccination campaigns with 2/3 of private veterinarians and almost half of veterinary para-professionals (annex AH3).

Such formal contracts have been seen during field trips. In these cases, listing of activities undertaken (mainly vaccinations) were approved by farmers or Peoples’ Committee .

However in many cases there seems to be only an oral agreement and lump sum payment per day without any formal contract.

The absence of a legal framework for the official delegation of powers to private veterinarians (sanitary mandate) and for supervision of veterinary para-professionals (under a Veterinary Statutory Body) is hampering the credibility of the VS. In the field, many private veterinarians and veterinary para-professionals complain about the conditions of these contracts: selection modalities of candidates and working conditions vary too much and are subject to non professional influences (personal and political relationship).

## **A.6. General finding conclusion**

The loopholes in the legal framework for veterinary practice, veterinary drug sales, delegation and Veterinary Statutory Body have led to the fractionning of veterinary activities in the hands of private veterinary practitioners or drug sellers without distinction of competencies and definition of rights, duties and powers.

As a main consequence there are very few links between these activities or persons, and this does not allow the VS to have a clear overall picture of the animal health situation and public health (considering residues from veterinary drug use).

The definition of the VS in the OIE Code includes the private veterinary activities, which does not seem to be the case of the VS in Vietnam. The public sector has no framework to effectively control the private veterinary sector.

## **B. Priorities for investment**

### **B.1. To restore the unity of field veterinary functions**

The three core functions of the private veterinarian in the field are the links that he/she can establish between the clinical diagnosis, the sale of drugs and public animal health duty and right.

The link between these three core functions is not only indispensable for comprehensive understanding of the animal health situation by the private veterinarians, it is also necessary for the sustainability of its activity.

In consequence, a change to the market should be undertaken by regulations and progressive control enabling the veterinarians to take over these functions which are now spread between many veterinarians and veterinary para-professionals.

Main points for action are:

- separation between veterinary drug whole-sale and retail to ensure that veterinary drug whole-sellers are only authorised to deliver to retailers and never to farmers.
- private veterinarians should not be authorised to set up drug shops without clinical activity in the premises or in the field.
- where a private veterinarian is established it should be forbidden for any veterinary civil servant or private drug shop to make clinical diagnoses or sell drugs. Districts could be the best area to progressively implement this measure. Competition between veterinarians will ensure that they occupy the field.
- Veterinary para-professionals should not be authorised to practice or to sell drugs individually, they should have to be employed and supervised by a private veterinarian. This regulation could be established district by district.
- delegation of public duties (sanitary mandate) to private field veterinarians should be the normal rule to implement vaccination and other disease control measures.
- delegation (sanitary mandate) should be extended to slaughter inspection when required on a part time base at field level.
- extension activities should be delegated to private veterinarians on an ad hoc base to support their settlement in the more remote areas with less sustainable activities.

## **B.2. To build a national network of private veterinarians**

Planning of the national network of private veterinarians is probably the best way to ensure efficiency of the VS.

It is up to the government to ensure that there is an equitable access for all farmers to this private veterinary network.

The main problem is to get these settlements in the more remote areas where activity is not so sustainable on the short term. The proposals made in B.1 should be considered as pre requisite.

Development of a voluntarist strategy could be set up by analysing the local market for animal health and establishing the level of fees for delegated activities to become financially attractive.

The average level of revenue of private veterinarians should enable them to deliver more than basic needs, and might be compared to other professionals (human medical doctor, architects, lawyers,...) working in the private sector of the country. One must take into account that private practitioners must pay for their own premises, their own logistics and their own social insurance.

Complementary measures could be established such as soft loans for the purchase of equipment , and social benefits packages for private business. These have been set-up very successfully in much poorer and more difficult countries than Vietnam (annex VS5)

Meanwhile many other experiences have failed and it would be of added value for the DAH to visit and study veterinary systems history and projects in other countries. This could be supported by development agencies.

## **B.3. To establish the Veterinary Statutory Body**

The establishment of a Veterinary Statutory Body would help the private veterinary profession a great deal. Proposals are described in Part V chapter I (Organisation of the VS) at § B3.

Visits to other countries and support of the development agencies would be necessary.

## **B.4. Initial and continuous training**

Initial training and continuous training should be completely reviewed (see Part V chapter IV).

A focus should be given to practical diagnosis, field activities, drug use, private management.

Training on animal production should increase with the growing demand from both the industrial livestock sector and rural intensification.

## PART V : CHAPTER 4

### FOOD INSPECTION

In Vietnam, inspection of primary products (meat, raw milk) of animal origin for human consumption is part of the mandate of the VS (Ministry of Agriculture) but only at farm level and slaughter level. The manufacturing/processing and marketing of products of animal origin are part of the mandate of the Ministry of Health.

The current evaluation mission has been limited in its assessment to the VS activities. However under OIE standards for the purpose of international trade, information (and thus evaluation) could be required about the quality of the control of manufacture and marketing even if they are not under the responsibility of the national VS *sensus stricto*.

In this report, "food inspection" means hygiene inspection of animal products up to slaughter level.

### A. Findings:

Food inspection is of most serious concern for public health and disease control in Vietnam. There are, however moves to improve this situation, at least in some areas, with the construction of better premises by private owners.

#### A.1. Food inspection activity is well supported at the national DAH level by :

- the Veterinary Ordinance chapter III section 2&3 articles 31 to 37
- the relevant regulations under Decree 93/CP
- the Quarantine and Hygiene Inspection Division of the DAH
- two National Centres for Veterinary Hygiene Inspection with laboratories at Hanoï & Ho Chi Minh city (HCMC).

**A.1.1 The legislation and regulations** are relevant at all points. However the procedures for implementation are not clearly defined or applied.

**A.1.2. The DAH Quarantine and Hygiene Inspection Division** is well designed and staffed but could only propose standards for field implementation. Slaughter points for the domestic market and their staff remain too dependant of the willingness of local authorities. This division has no listing of these points and cannot undertake real planning or risk assessment. In consequence, it seems more oriented to quarantine aspects than hygiene inspection in regards to adequate staff and relevant work. There is no evidence of detailed established procedures or standards for hygiene inspection and has no national data base on slaughter areas (except for export abattoirs).

**A.1.3. The two laboratories (National Centres) for Hygiene Inspection** are well set-up and staffed. The Ho Chi Min City (HCMC) lab is just starting and still requires some equipment, but the Hanoï lab is fully equipped for bacteriology, virology and residues (pesticides, heavy metals...). They have financial autonomy to undertake private analysis out of which 90% of the income remains in the lab (10% taxes). This income is enough to maintain reagents and operations, but doesn't allow for investment. Their organisation is satisfactory (see power point presentation of Hanoï lab), and management is trying to reach ISO standards (see pictures in annexes). The activity of the Hanoi lab is around 100 analyses per month (this includes drinking and bottled water analyses), with samples coming from all levels of the VS or private sector. There is however no regular or mandatory sampling from the field. Field staff inspectors lack written procedures.

## A.2. Infrastructure and staff at field level are unsuitable for the national/domestic market

### A.2.1. Abattoirs under authority of DAH or of international standards

One tenth of abattoirs are under the authority of DAH (list annexed), they meet or could meet international standards. At least in the better establishments, veterinarians carry out pre slaughter inspections and post mortem examination of products, although the level of knowledge and training seems not totally adequate. In these better establishments, groups of stock may be identified up to a point, but there is no system of individual animal identification for trace back purposes in disease surveillance and control.

A large State owned abattoir was visited in Ho Chi Minh City. Built in the 1970s it incorporates killing chains and the opportunity to follow the product through to packaging. It does however seem to be underutilised with surplus capacity. This abattoir also incorporates a cannery and has a waste water treatment plant and an incinerator. With some modernisation and greater utilisation, this abattoir and others like it can play an increased and important role in food hygiene and disease detection and control, including taking advantage of individual animal identification if this were to be implemented. While -in principle- there is the opportunity to mix viscera with carcass in this establishment, this did not seem to be adhered to.

The newer abattoirs seem to be having some success in attracting farmers away from traditional or outdated methods and consumers seem happier that there has been an improvement in quality. These new abattoirs adhere to much better standards of hygiene and one poultry establishment visited had implemented a system of ozone treatment of their products and a good packaging system including disinfection of boxes before marketing. A number use waste for biogas generation. A very new privately owned export abattoir visited is of a very high standard with the main enterprise being the export of 6-10Kg suckling pigs to Hong Kong. Larger pigs are also slaughtered for domestic consumption. Further encouragement of this type of enterprise would reduce the problems in many areas.



HCMC public slaughter house and cannery



and a new private export abattoir in Red River



## A.2.2. Slaughter houses, slabs or areas at provincial and district levels

The number of these points is only known at provincial sub-DAH, but not collated at national level. In many districts they are more than 15. They could probably be estimated between 3,000 and 6,000 in the country. Even for the most important cities with hundreds of thousands of consumers, the infrastructures are generally unsuitable for inspection and hygiene.

Being either municipally or privately owned, these infrastructures are generally located in the most populous areas, directly spreading their wastes in the local river.

The killings occur at night during early morning hours, by species, ranging from some single unit to some ten animals, in dirty places accessible to any pests.

Animals are skinned and eviscerated on the soil, and immediately cut in small pieces of meat (on site or in household workshops) to be sent to the market or given back to a retailer.

Transport and retail marketing is usually done with little or no attention to hygiene.

Inspection at provincial and district level can mostly be considered as cursory or non-existent.

When present (many private owners said that usually they are not), the vet inspectors (veterinarians, or veterinary para-professionals at least 2 years diplomas) usually only control the certificates of transport or origin and collect the tax of inspection (forms and sometimes registers). They don't seem to have basic knowledge of food inspection. If they have an official stamp, they put it on the carcass.

At communal level, food inspection is said to be done by the communal veterinary para-professionals, some of them trained only for a few days or weeks. They obviously don't have any real knowledge of food inspection. Asked about this, one answered that their training was only about "quality" to discriminate the meat into "categories" which were "one day, two days, three days".



a provincial city slaughter house



an aside meat workshop



direct wastage of slaughter point in the river



inspection (seldom) carried out with a pen,  
a few knives and stamps

## A.2.3. Backyard / personal illegal killings are probably important, but perhaps safer.

At present, backyard killing is not an issue. Considering the hygiene conditions and the ineffective inspection of domestic market slaughter points, the grouping of animal, people, pests, wastes in these places presents probably more harm to public health and disease control than the backyard individual killings.

## **B. Priorities for investment**

Any investment in food inspection will be probably very costly and will require very long term planning as the basic knowledge of food inspection is not understood by staff at most levels.

In any case, risk analysis should guide the process, which should be built using formal communication and consultation of stakeholders, farmers and consumers.

New priorities should be designed to re-establish the chain of command over local inspection staff through implementation of legal reforms.

### **B.1: SOPs should be established for food inspection.**

Detailed SOPs should be established for all tasks (pre-mortem, post-mortem, sampling, seizure...).

A differentiation of levels should be introduced between inspection for international standards, for the domestic market and for local consumption.

Official stamps should have different colours and forms for these three levels of inspection.

### **B.2. Food inspection laboratory field sampling should be developed**

The two national labs are underutilised despite their good quality.

A systematic process of food inspection analysis should be set up progressively at all levels of inspection, to increase the activity of the lab and to be relevant to the need of food hygiene analysis in the country. Protocols with decision trees should be established for inspectors working in the field.

At the same time, sampling should be applied for residues testing, particularly for antibiotics of veterinary origin the use of which is currently out of control.

Sampling plans and procedures should be established both for risk analysis and control.

### **B.3. Training of technical and professional staff on food inspection**

Theoretical (fundamental) and practical (mandatory) training should be planned for all staff involved in food inspection at all levels.

A specific course should be developed at the veterinary faculties for veterinarians and for veterinary para-professionals, should be incorporated in the curriculum and should be mandatory as continuing training for relevant current staff.

### **B.4. Delegation of local (communal) food inspection to private veterinarians**

Delegation should be granted to private veterinarians by the Provincial sub DAH to practice food inspection at local levels as part time activity, when a full time job of inspector is not required.

These veterinarians will have to complete the mandatory training course on food inspection. Private veterinary para-professionals could be mandated to perform up to a certain level of food inspection if they have completed the relevant course and if they would be effectively supervised by qualified veterinarians.

## **B.5. Private investments into export standards abattoirs should be encouraged**

These investments should be encouraged by any means, but subject to a formal procedure of control (accreditation and audit) by the central VS (DAH).

## **B.6. Both public and private investments targeting provincial slaughter houses**

Public and private investments on provincial urban slaughter houses should be considered and analysed individually both in terms of sustainability and public health. A national data base needs to be established.

The concentration plan (not provided) of the DAH appears to be coherent. It should be progressive and participatory, to avoid non compliance by stakeholders, farmers or consumers.

Most of the current private slaughter areas in provincial cities are owned by very few persons (probably less than 10 per city) who could be better employed as “butchers or meat whole-sellers”.

They could be used as slaughtermen in a joint (and adapted) slaughter house, by many means: first of all consultation on planning, but also better working conditions (water access), less important taxation at the beginning, support to improve their activity (transport, cold chain, shops...), increase in authorised marketing areas, increasing taxation on waste or requirements for waste disposal equipment or compulsory modifications on their premises...

The same process could be applied in the districts, starting with the most populated.

## **B.7. Basic food hygiene extension should be developed**

Basic food inspection and hygiene extension programmes should be applied at field level for farmers and consumers. It should be built in linkage with extension services but delivered by veterinarians and veterinary para-professionals of the VS.

This is particularly important in rural areas, so as to deal with backyard slaughter practices which might remain legally authorised for communal consumption only, until the master plan for the improvement of food inspection will have reached all provincial and district cities.

## PART V : CHAPTER 5

### QUARANTINE AND MOVEMENT CONTROL.

#### A. Findings

The network, in its design, is well conceived for both internal and external movement of animals and animal products. However the work done by the staff is usually mainly administrative.

##### A.1. Import export control

Quarantine for import and export is under the direct control of the DAH (Division of Quarantine and Hygiene Inspection). The DAH has provided a list of import/export border posts. There are around 20 major and 30 minor border posts, plus 3 sea ports and 2 airports (annex QD3).

Only main border posts and sea and airports were visited during the audit for quarantine, while many internal check points were visited during the field trip. Cambodia, China and Laos borders were visited. The Border Post with Laos in Quan Tri is a new and very well set up facility. Buildings are usually suitable. Meanwhile some relevant offices or staff of the Quarantine dpt. are not actually integrated inside the port or airport, which hampers their efficiency. The site of the future quarantine station in Dong Dang (China) was visited, and documents about this station were provided by DAH. The sustainability of this project needs to be assessed.



**Official import procedures** have been established, defining penalties (annexes QD5-QD7) against illegal import, mainly implemented with the help of police and customs (apparently there is good official coordination). Activity reports of China border posts mention more than 100 seizures of animals or animal products.

However, the level of penalties is low (a couple of €), and the effectiveness and the efficiency of the destruction of animals or animal products are questionable (for instance, the city's waste disposal area was visited and said to be the “incineration place”...).

The ban on imports has slowed the official entry of animals, but smuggling is frequent and easily visible everywhere. Depending on what borders, it is mainly poultry, buffaloes, cows, pigs or even horses which are smuggled. Mountain-areas are difficult to survey [DAH], but particularly rivers and ports lack effective control.

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[DAH] Vietnam has long mountainous borders with neighbouring countries, most of the people living in these areas are ethnic minorities with a low level of education.

**Export regulations**, processes, documents and forms exist for live animals (especially wild species) and animal products, but no documents providing proof of penalties for breaches of regulations were provided, which means that the effectiveness of the control of exports is probably lower than it should be.

**There is no collation of data on seizures at national level.**

**The staff disposes of few means** (no equipment) and **little incentive** to cope with these problems. Moreover the staff has a **low level of professional knowledge** and **almost no SOPs** apart from those for the administrative process.



Quarantine office in Dong Dang border



Inspector's ID-badge

## A.2. Internal movement control

The internal movement control of animals and animal products is the responsibility of the Provinces. The DAH also provided a list of check points of the Provinces (annex QD4), but it is not completely updated as to their real activity (field sampling). The level of activity at these check points is variable. It is very difficult to understand their coherence. For instance stock from an infected area could be checked at one point and free for entry at another point. However, when equipped and informed, the staff is doing its duty for disinfection (case of some FMD areas). In some areas, animals are ear tagged when transported. This is done in some provincial sub-DAH and in some District veterinary stations. Once again the staff has very limited professional and technical veterinary knowledge. They could implement administrative control and disinfection, but it seems hard to believe they could actually diagnose a disease.



Internal movement controls : sometimes relaxed or merely administrative

Active staff when properly equipped and directed....



Ear-tags for transport or for animals



## B. Priorities for investment

- The main priority is to establish clear SOPs for all staff and national data management of the seizures and penalties made at border posts.
- The second priority is to increase staff technical knowledge through relevant refresher courses.
- The third priority is to provide them with relevant equipment to be able to detect and quarantine diseased animals and to quarantine animals in case of illegal import, export and internal movements. This could be done through specific programmes (for instance HPAI).
- To start national identification of animals through delegation to private vets and consultation of stakeholders.
- The problem of smuggling cannot be solved without a greater incentive given to the staff, and increased deployment on/in some new sites (mountains, ports, rivers).

## PART V : CHAPTER 6

### VETERINARY EDUCATION

#### A. Veterinary faculties:

There are 6 Universities in Vietnam which offer a 5 year graduate course in Veterinary Medicine. Entry to the faculties is competitive with about one in ten applicants being accepted. The majority of graduates are reported to work these days in the private sector with 20-30% joining the public sector. The current curriculum which is set by the Ministry of Training and Education appears to be similar in each University. It has been in place for some time and is outdated. Apart from a limited number of M.Sc and PhD scholarships there are no refresher courses offered to graduates for continuing education in veterinary science although the need is great. The facilities and premises of 3 of them (HCMC, Hué and Cantho) have been visited and whilst there appeared to be a good learning environment there is an urgent need to update the curriculum.



Ho Chi Minh University



Can Tho University

Each University visited had a small animal clinic but there are very limited opportunities for students to gain practical experience with farm animals.



University clinic for pets



Students' practical exercise on sheep

As Veterinary education from the student level upwards is fundamental to a strong Veterinary Service, a review of the curriculum is urgently required to bring it in line with international standards. Furthermore, an in-house University programme of post graduate refresher courses would be of great benefit to those already in the workforce – particularly at grass roots level. The general training should be reoriented towards field clinical activities (rural private sector), and specific courses on food hygiene inspection and public health should be developed. The share of course on animal production(s) must increase to cope with the growing demand of both the industrial sector and the rural intensification.

The creation of a Statutory Body in Vietnam would have a very important role to play in maintaining and improving standards of Veterinary Practitioners.

The Faculties of Veterinary Medicine have some associations and interactions with overseas Universities with a number of academic staff gaining experience at those foreign Universities.

Research opportunities in Veterinary Medicine are very limited at Universities in Vietnam. Consideration should be given to expanding this to attract quality academic staff and improve student education and interest with involvement in those projects.



## B. Veterinary para-professionals training and education.

Veterinary para-professionals provide most of the animal health services at field level. The animal health knowledge at this level is poor, indicating a poor level of training.

Several technical agricultural schools are producing diploma veterinary para-professionals (apparently from one year up to 4 years diploma). The evaluation team has not had enough time to sample them. There is no clear definition of the knowledge-base or duties for these para-professionals. There is an urgent need to improve the knowledge level and competence through intensive training programmes for these front line animal health workers.

Apart from these technical schools, many different programmes (mainly from foreign or international aid agencies) have been training so-called para-professionals on an almost informal base. They are “trained” with different targets, contents and duration (from some days to some months), without clear definition of duties and roles, and increase the level of confusion.

The diploma veterinary para-professionals education-system should be harmonised in close collaboration with a Veterinary Statutory Body which is able to establish their rights and duties under supervision of veterinarians.

External (private, non-governmental) training programmes should only address continuing training of diploma para-professionals and focus rather on farmers’ extension and organisational support. Informal initial training of so-called veterinary paraprofessionals should be prohibited.