



भारतीय प्रौद्योगिकी संस्थान गुवाहाटी
INDIAN INSTITUTE OF TECHNOLOGY GUWAHATI
Medical section

Minutes of the 1st meeting of the Medical Users Group

The 1st meeting of the Medical User Group (MUG) committee 2024-25 was held on 12th February, 2025 (Wednesday), at around 11 a.m. in the conference hall at IIT Guwahati Hospital. The meeting was convened by Dr. Pallabi Sarmah, Sr. Medical Officer & HOS Medical Section, IIT Guwahati.

The following members of MUG were present in the meeting viz.

1. Dr. Pallabi Sarmah
2. Dr. Anuj Kr, Baruah
3. Dr. Pratima Agarwal
4. Dr. Sidananda Sarma
5. Mr. Dipak Kumar Barman
6. Mr. Mangal Singh Rathore
7. Mrs. Swapnali Chetia Dowarah
8. Mr. Nilyotpal Deka

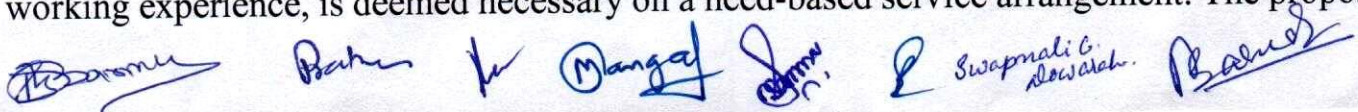
Dr. Kalyan Raidongia, Mr. Bhriguraj Borah, Mr. Ujjawal Chhajer, General secretary, Welfare Board (Ex-Officio member, General secretary, HAB (Ex-Officio member), could not attend the meeting due to their prior engagements.

The agenda for this meeting and subsequent resolution passed were taken up as follows:

Item no. 1: Proposal for Appointment of an Additional General Duty Medical Officer (GDMO) for IIT Guwahati.

In view of the urgent requirement for the smooth operation of the 24x7 In-Patient Department (IPD), Out-Patient Department (OPD), and Emergency Services at IIT Guwahati Hospital, it is proposed to engage one (01) additional General Duty Medical Officer (GDMO) through the outsourced hospital service provider, M/s R K Life Service Pvt. Ltd. (RKL SPL).

At present, IIT Guwahati Hospital has five (05) GDMOs from the outsourced service provider. However, considering the current demand and operational challenges, the appointment of one additional GDMO with an MBBS qualification, along with any higher qualification or relevant working experience, is deemed necessary on a need-based service arrangement. The proposed



R/MUG/01/2025/3: Provide expert medical services to patients with skin-related disorders which is very common in the campus, it is necessary to recruit a Dermatologist. Engaging a part-time consultant (Dermatology) will also enhance our institution's ability to provide specialized medical services to the IITG Community. The duty hours for the proposed **Part Time Consultant (Dermatologist)** would be **3 hours once a week.**

Item no. 4: Proposal for engagement for the position of Part Time Consultant (Gynaecologist).

IITG has a large no. of female students and staff, and we recognize the importance of availability of a Gynecologist in the Hospital as part time Consultant for the benefit of them.

R/MUG/01/2025/4: Hence, it is resolved that the proposal for the same should be placed before the Competent Authority of the Institute for the benefits of the Institute Employees, Students and their bonafide dependents. The duty hours for the proposed **Part Time Consultant (Gynaecologist)** would be **5 hours i.e. from 03:00 pm to 08:00 pm daily for 5 days a week.**

Item no. 5: The dentistry service be offered three days a week instead of two.

At present the Institute Dentistry visit to the IITG Hospital two (02) days in a week for 03 hours. However, the number of patients visiting IITG Hospital is growing daily, hence these visiting hours are insufficient for IIT Guwahati patients as informed by the students and the Community.

R/MUG/01/2025/5: The members resolved to take up the matter with the presently serving Dentist of IIT Guwahati Hospital to increase the number of visits per week i.e. three (03) days in a week for 03 hours to attend the maximum number of patients. Also resolved that registration will be opened for the patients 30 minutes before the OPD timings. Receptionist will call the patients from the waiting list if time remains after consulting with the Dentist.

Item no. 6: The Ophthalmology (Eye) service be offered four days a week instead of two.

At present the Institute Ophthalmologist visit to the IITG Hospital two (02) days in a week for 04 hours. However, the number of patients visiting IITG Hospital is growing daily, hence these visiting hours are insufficient for IIT Guwahati patients as informed by the students and the Community.

R/MUG/01/2025/6 The members resolved to take up the matter with the presently serving Ophthalmologist of IIT Guwahati Hospital to increase the number of visits per week i.e. four (04) days in a week for 04 hours to attend the maximum number of patients. Also resolved that registration will be opened for the patients 30 minutes before the OPD timings. . Receptionist will call the patients from the waiting list if time remains after consulting with the Ophthalmologist.

Item no. 7: Updating of the Website of the Medical Section.

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Swapnali C. Chowdhury

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R/MUG/01/2025/7: Resolved that this matter will be discussed with the Computer and Communication Centre, IIT Guwahati.

Item no. 8: Adjustment of space in the Physiotherapy treatment rooms.

At present IITG Hospital has 02 nos. of Physiotherapists on contractual basis. They have allotted 03 nos. of room, 01 for patient Consultation purpose and 02 nos. for patient treatment purpose. However, the no. of Physiotherapy patients are increasing day by day. By adjusting the space in our Physiotherapy treatment rooms will significantly enhance our department's efficiency, productivity, and patient capacity also accommodate more patients, reducing waiting times and improving patient satisfaction.

R/MUG/01/2025/8: Resolved that using partitions to create separate treatment areas, ensuring patient privacy and comfort and rearrange the equipment and furniture to create more treatment areas in the Physiotherapy rooms.

Item no. 9: Organising health camps at IIT Guwahati Hospital.

Regarding a policy governing the organisation of medical camps at the hospital by outside agencies was discussed in the previous MUG meeting held on 16.07.2024 based on the following guidelines-

- Only renowned hospitals will be permitted to conduct medical camps at the Institute.
- Agencies conducting medical camps will not receive TA or DA from the Institute
- The Institute will provide only light refreshments for visiting parties during the medical camps.
- All medical investigations during the camps must be approved by Institute doctors.

But, due to some administrative issues, it was not fruitful.

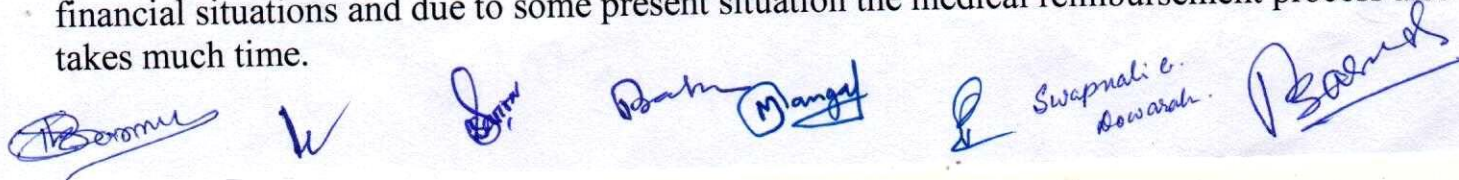
R/MUG/01/2025/9: Hence, the new MUG Committee for the year 2024-25 again decided to organise such medical camps for the benefits of the IITG Community based on the above mentioned guidelines.

Item no. 10: Implement cashless payments for students referred to empanelled hospitals outside IIT, enabling direct billing through the institute.

R/MUG/01/2025/10: The Committee suggested the Students to discuss with the nearest panel Hospital of IITG Hospital i.e. GNRC Hospital and Narayana Super speciality Hospital, Amingaon and establish a MOU with them for cashless payment in respect students of IIT Guwahati and also advised to discuss the matter with the Students Welfare Board.

Item no. 11: Make the existing medical reimbursement process faster.

The students of IIT Guwahati brought up this issue because they were having financial difficulties paying for their medical care because many of them were in extremely poor financial situations and due to some present situation the medical reimbursement process also takes much time.

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R/MUG/01/2025/11: The Committee suggested the following points to make the existing medical reimbursement process faster-

- a. Maintain separate drop box for medical reimbursement for the Institute employees and students.
- b. Allotted additional manpower for medical reimbursement process.

Item no. 12: . Provide a daily one-time ambulance service for students referred to nearby empanelled hospitals like Narayana and GNRC.

R/MUG/01/2025/12: The Committee recommended that the students may communicate with the Establishment Section about using any four-wheeler, rather than an ambulance, to transport them from IITG Hospital to the nearby empanelled hospitals, i.e. GNRC Hospital and Narayana Super speciality Hospital, Amingaon, solely for medical treatment purposes also make provision of bus stop for pick-up and drop of patients visiting those hospitals.

Item no. 13: . Inclusion of both parents and parents-in-laws

As per existing Institute Medical Rules clause no. 2.3 *Parents "A female employee may choose to include either her parents or parents-in-laws as dependents. This option can be changed only once during service."*

R/MUG/01/2025/13: The Committee suggested to place a proposal before the Competent Authority of the Institute that providing independent medical insurance options for female employees instead of treating them as dependents, particularly when both the husband and wife are employed at IITG.

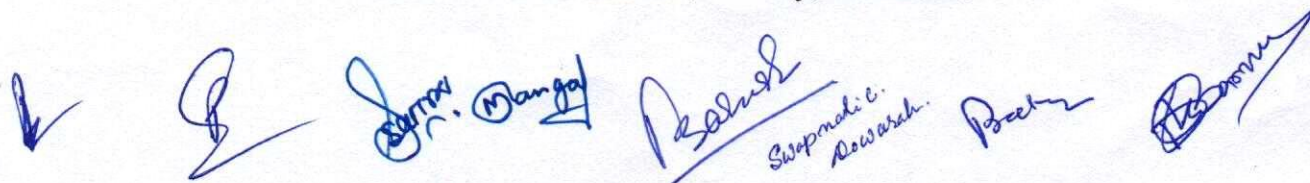
Item no. 14: . Revision of Institute Medical Rule 2.1

As per the existing **Institute Medical Rule 2.1 OPD Referral-** Reimbursement is limited to consultation charge of maximum of Rs 500/- in the first visit followed by Rs 400/- for check-up visit and the maximum number of visits shall be restricted to 06 per year for one illness, which was revised on 24.06.2018 with the approval of the Board of Governors (BOG) in its 93th meeting held on 24.06.2018.

R/MUG/01/2025/14: MUG Committee proposed the upper limit both for 1st OPD consultation and re-check- up visits should be a maximum of Rs 1000.00. The committee proposed that maximum number of visits be restricted to 06 per year for one illness. Also, the Committee suggested to attach a data from panel Hospitals in respect of the Consultation fee for the 1st visit and review.

Item no. 15: Proposal for Digitalization of the Medical Office.

R/MUG/01/2025/15: The committee discussed purchasing new software to streamline pharmacy bill verification and reimbursements. This will reduce the medical office's workload and improve efficiency for students, faculty, and staff.

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Item no. 16: Concerns Raised by Students any issues related to medical treatment.

R/MUG/01/2025/16: Complaint raised by students through e-mail regarding medical treatment needs to be replied by HOS Medical and to do the needful if any negligence observed.

The meeting ended with a vote of thanks to all.



Dr. Pallabi Sarmah



Dr. Anuj Kr, Baruah



Dr. Pratima Agarwal



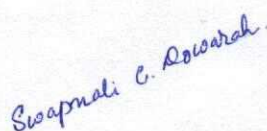
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