

Minutes of the 2nd MUG Meeting 2025-26

Venue: Conference Room, IITG Hospital

Date: 26.03.2026, Time: 11:00 AM

The 2nd meeting of the Medical User Group (MUG) committee of 2025-26 was held on 26.03.2026 at 11:00 AM in the Conference Room of IIT Guwahati Hospital. The meeting was convened by Dr. Pallabi Sarmah, Sr. Medical Officer & HoS Medical Section, IIT Guwahati.

The following members were present in the meeting viz:

1. Dr. Pallabi Sarmah
2. Dr. Anuj Kumar Baruah
3. Dr. Urmi Ravindra Salve
4. Dr. Lepakshi Barbora
5. Mr. Dipak Kumar Barman
6. Mr. Harshit Tomar
7. Mr. N. Hemanth Kumar
8. Mr. Het Patel
9. Ms. Spoorthy Shivaprakash
10. Mr. Nilyotpal Deka

Dr. Ramesh Kumar Sonkar and Dr. Kula Kamal Senapati could not attend the meeting due to prior engagements.

Dr. Pallabi Sarmah, Convener of MUG, welcomed all the members present in the meeting.

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

1. Complaint related to Pharmacy Services at IIT Guwahati Hospital.

The IITG community has been facing difficulties due to the unavailability of several medicines, including commonly prescribed ones, at the IIT Guwahati Hospital Pharmacy.

Resolution No. R/MUG/02/2025-26/01:

The members discussed in detail the various problems related to the pharmacy as reported by committee members. The convener informed the committee members that previous delays and shortages were primarily caused by the non-payment of monthly pharmacy invoices.

It was further informed that although all bills up to January 2026 have recently been processed and forwarded by the Medical Section to Finance & Accounts Section for payment purpose, the pharmacy has reportedly not received any payments since September 2025.

After careful deliberation, the members resolved to arrange a meeting with the Dean of Administration to discuss the issue of pending pharmacy bill disbursement and to seek an expedited resolution.

[Handwritten signatures in blue ink:]
 Urmi Salve, Anuj Kumar Baruah, Dipak Kumar Barman, Harshit Tomar, N. Hemanth Kumar, Spoorthy Shivaprakash, Kula Kamal Senapati, Pallabi Sarmah

2. Reimbursement of IPD cases from the Institute.

The IPD cases that had been rejected by the Insurer (admitted less than 24 hours) or not covered under the insurance policy by the insurer were declined by the Institute's Competent Authority, citing that IPD cases are not reimbursable by the Institute since such cases fall under the purview of the insurer. Though, previously these cases were reimbursed from the Institute side through Form No. 3, available on the Medical Section webpage.

In view of this, the matter was placed before the members in the 1st MUG Committee (2025-26) meeting (held on 13.10.2025) to deliberate on whether IPD cases rejected or not covered by the insurer should be reimbursed at the Institute level. The members had then agreed to place the matter in the next meeting of the Hospital Advisory Board (HoAB) for further discussion and necessary action.

However, the resolution has not been approved by the Competent Authority for placing the matter before the HoAB. Accordingly, the matter has once again been presented to the members for discussion.

Resolution No.: R/MUG/02/2025-26/02

All members present unanimously agreed that IPD cases, whether rejected by the insurer (due to admission of less than 24 hours) or not covered under the insurance policy, should be considered admissible for reimbursement at the Institute level.

It was further resolved that the matter be taken up in the meeting with the Dean of Administration and subsequently be placed before the Hospital Advisory Board (HoAB) for further discussion and necessary action.

3. Reimbursement of Sleep Study case.

The Convenor informed the members of the Committee that a number of reimbursement claims related to sleep studies have recently been observed. As there are no established guidelines for the reimbursement of such studies, the Convenor placed the matter before the Committee for discussion and decision on whether such claims should be reimbursed.

Resolution No.: R/MUG/02/2025-26/03

The members deliberated on the matter in detail. After thorough discussion, the Committee resolved to collect data on the frequency of such cases over a period of six months. Based on the findings, the Committee will take an appropriate decision regarding the reimbursement of sleep study cases.

A collection of handwritten signatures in blue ink, including names like 'Abhinav', 'Sakshi', 'Honey', 'J. B. Patil', and others, some with dates or initials.

4. Empanelment of Health City Hospital, Khanapara, Guwahati and Ultracare Diagnostic Centre, Guwahati (All branches- Survey/Main Branch, Basistha Chariali and Six Mile)

A request was received from the community for the inclusion of *Health City Hospital, Khanapara, Guwahati* and *Ultracare Diagnostic Centre, Guwahati* including *All branches- Survey/Main Branch, Basistha Chariali and Six Mile* in the empanelled list of IITG Hospital.

Resolution No.: R/MUG/02/2025-26/04

The Committee discussed the matter in detail and resolved to request the concerned hospital and laboratory to submit their fee structures for consultations and various diagnostic tests. Based on an analysis of the collected data, the Committee will take an appropriate decision regarding the empanelment of the said hospital and laboratory.

5. Difference in reports of the IITG Hospital Laboratory with other outside laboratory.

Some members highlighted that a few individuals from the campus community have observed a noticeable difference between reports issued by the IITG Hospital Laboratory and those from panel external laboratories. As laboratory reports play a vital role in the diagnostic process, it is essential that they are accurate and reliable.

Resolution No.: R/MUG/02/2025-26/05

The committee discussed the matter in detail and agreed that, if such discrepancies in laboratory reports genuinely exist, the issue must be informed to HoS, Medical Section. To gain a clearer and more comprehensive understanding, the committee further resolved to conduct a survey within the campus community to determine whether individuals have experienced such discrepancies and to assess the extent of variation in report readings.

The committee recommended conducting the survey through student representatives using an online form. Based on the survey findings, appropriate further actions will be taken.

6. Reimbursement of claims related to Ayurvedic and homeopathic treatment.

Some members of the committee raised a query regarding the reimbursement of claims related to Ayurvedic and homeopathic treatment.

Resolution No.: R/MUG/02/2025-26/06

The Convener informed the members that the reimbursement for IPD cases related to Ayurvedic and Homeopathic treatment is governed as per the provisions of the **GMIS policy**. However, reimbursement for medicines and certain procedures not covered under the GMIS Policy, are regulated as per the provisions mentioned in the **“Medical Attendance Rules.”**

After a detailed discussion on the matter, the members resolved that it will be taken up in the meeting with the Dean of Administration for further clarification and necessary action. Additionally, the matter of the “Ayush package” will be discussed with the Insurance Committee.

W. Saha
N. K. Saha
H. Saha
S. Saha
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S. Saha

7. Onboarding new specialized medical personnel, specifically: Cardiologist and Neurologist

A proposal was presented by the Students' Senate to deliberate on the need of onboarding specialized medical personnel, particularly a Cardiologist and a Neurologist.

Resolution No.: R/MUG/02/2025-26/07

The Convener addressed the matter by informing the members that a cardiology camp is already conducted at the IITG Hospital on a monthly basis. Individuals requiring cardiology consultation can conveniently avail themselves of these services during the camp.

Regarding neurological care, it was noted that cases involving neurological issues within the IITG campus are currently managed by the existing institute doctors. However, if the demand for specialized neurological services increases in the future, a neurology camp may be organized on an annual basis.

The meeting ended with a vote of thanks to all by the Convener.



(Dr. Pallabi Sarmah)



(Dr. Anuj Kumar Baruah)



(Dr. Urmi Ravindra Salve)



(Dr. Lepakshi Barbora)



(Mr. Dipak Kumar Barman)



(Mr. Harshit Tomar)



(Mr. N. Hemanth Kumar)



(Mr. Het Patel)



(Ms. Spoorthy Shivaprakash)



(Mr. Nilyotpal Deka)