

INDIAN INSTITUTE OF TECHNOLOGY, GUWAHATI
MINUTES OF THE TWENTIETH MEETING OF THE HOSPITAL ADVISORY BOARD
Held on 29.04.2024

The 20th meeting of the Hospital Advisory Board (HoAB) was held on 29.04.2024 at 05:30 P.M onwards in the Conference Room of the Deputy Director's Office, IIT Guwahati.

Prof. Rajib Kumar Bhattacharjya, Dean of RGF&P, presided over the meeting. The following members of the Board were present in the meeting:

- Prof. Rajib Kumar Bhattacharjya, Dean of RGF&P, Chairman
- Prof. Gaurav Trivedi, ADoFA, Member
- Prof. G Krishnamoorthy, Registrar i/c, Member
- Prof. Kaustubh Dasgupta, Chairman, HAB, Member
- Prof. Saurabh Basu, Dept. of Physics, Member
- Prof. Gurvinder Kaur Saini, Dept. of BSBE, Member
- Prof. Tony Jacob, Dept. of EEE, Member
- Dr. Arun Chandra Borsaikia, Dept. of Civil, Member
- Mr. Jayanta Kumar Mout, Dept. of Chemical, Member
- Dr. Leena Barua, CMO(SAG) & Head of Medical Section, Member
- Dr. Anuj Kumar Baruah, CMO(SAG), Medical Section, Member
- Dr. Kula Kamal Senapati, Dept. of Chemistry, Member
- Mr. Mohan Chandra Nath, Medical, Member Secretary

Prof. Pratul Kalita and Vice President, Students Gymkhana Council, could not attend the meeting due to their preoccupation.

As a special invitee, Mr. Yogendra Sharma, Regional Manager, HLL Lifecare Ltd., was present in this meeting.

The Chairman opened the meeting and welcomed all attendees. He highlighted the primary agenda of discussing the ongoing issues related to the newly opened AMRIT Pharmacy, operated by HLL Ltd.

The following issues were discussed in the meeting:

1. Discussion on the Insufficient Stock Issue at AMRIT Pharmacy and steps to address shortages and improve patient care services.
2. Harassment faced by the AMRIT pharmacy personnel due to the shortage of medicines.
3. Any other matter as permitted by the Chairman.

Kaustubh Dasgupta

Prof. Gaurav Trivedi

Prof. G Krishnamoorthy

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Prof. Saurabh Basu

Prof. Gurvinder Kaur Saini

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Dr. Arun Chandra Borsaikia

Mr. Jayanta Kumar Mout

Dr. Leena Barua

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The HLL Authority addressed the queries from HoAB members.

Item No. 1:- Discussion on the Insufficient Stock Issue at AMRIT Pharmacy.

The Board members inform the HLL Authority about the recurring problem of inadequate stock at the AMRIT Pharmacy, leading to numerous complaints from the IITG community. It was noted that, despite repeated requests, HLL Ltd had been unable to deliver regular supplies of medicines.

In response to this, the HLL personnel acknowledged the concerns raised and assured the members of their commitment to improving services. It was mentioned that HLL is new to the IITG system and is actively working to overcome challenges. He assured that by the first week of May 2024, significant improvements would be made to alleviate patient hardships. He also added that, a substantial portion of the medicine list provided to HLL has been successfully stocked and made available to patients. Furthermore, it is anticipated that within the next few days, the remaining medicines will also be procured and added to the inventory, ensuring comprehensive coverage of essential medications.

The Board members asked the HLL Authority about the necessary steps that they are taking to address the shortage of medicines and improve the services.

The HLL personnel replied that they are committed to delivering medicines not available at the AMRIT Pharmacy within 24 hours of a prescription, provided they are available in Guwahati City. For prescriptions during holidays and weekends, delivery would be ensured within 24 hours from the commencement of regular office hours. Responding to concerns about long queues for collecting medicines, it was decided to open an additional window to expedite the process as early as possible.

R/20/01/2024: Based on the discussion held, it is resolved that the medical section will take up the matter with M/s HLL to resolve the issues at the earliest. Moreover, as an online feedback system is being circulated among the IITG community, the board members considered to review the feedback periodically and ask the medical section to approach the HLL Authority accordingly. Contingency plans will be explored if issues persist despite feedback-based interventions.

Kamtek Dasgupta
Ban
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GA
Barnal
Chitra
BB
Gaurav Trivedi
Saurabh Ban

Item No 2:- Harassment faced by the AMRIT pharmacy personnel due to the shortage of medicines.

In the meeting, the HLL personnel addressed the instances of harassment faced by AMRIT pharmacy personnel due to medicine shortages. The Chairman, along with the Board members assures the prevention of such incidents in the future.

R/20/02/2024: It is resolved that the medical section will report such instances to Registrar to take appropriate action on such issues.

The meeting ended with a vote of thanks for all.

 (Prof. Rajib Kumar Bhattacharjya)	 (Prof. Gaurav Trivedi)	 (Prof. G Krishnamoorthy)
 (Prof. Kaustubh Dasgupta)	 (Prof. Saurabh Basu)	 (Prof. Gurvinder Kaur Saini)
 (Assoc. Prof. Tony Jacob)	 (Dr. Arun Chandra Borsaikia)	 (Mr. Jayanta Kumar Mout)
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