

Minutes of the 1st MUG 2025-26 Meeting

Venue: Conference Room, IITG Hospital

Date: 13.10.2025, Time: 11:00 AM

The 1st meeting of the Medical User Group (MUG) committee 2025-26 was held on 13.10.2025 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. Ramesh Kumar Sonkar
3. Dr. Anuj Kumar Baruah
4. Dr. Urmi Ravindra Salve
5. Dr. Kula Kamal Senapati
6. Dr. Lepakshi Barbora
7. Mr. Dipak Kumar Barman
8. Mr. Harshit Tomar
9. Mr. N. Hemanth Kumar
10. Mr. Het Patel
11. Ms. Spoorthy Shivaprakash
12. Mr. Nilyotpal Deka

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. Increase in dermatologist availability.

The dermatologist currently visits the IIT Guwahati Hospital two (02) days a week for three (03) hours per day. With the increasing number of patients, these hours are proving insufficient. A proposal has been received from the student representatives to increase the frequency of dermatologist visits from twice a week to five times a week, along with a change in visiting hours from the present 2:00 PM – 5:00 PM to 5:00 PM – 8:00 PM.

Resolution No. R/MUG/01/2025-26/1:

The members, after due deliberation, resolved to take up the matter with the dermatologist and request him to increase his visits from two (02) to four (04) days per week to better serve the IITG community.

If the dermatologist agrees, and subject to his availability, the revised schedule will be as follows:

- Two (02) days: 2:00 PM – 5:00 PM
- Two (02) days: 5:00 PM – 8:00 PM

(Handwritten signatures of members in blue ink)

W. Hemanth Kumar, Spoorthy, Urmi Salve, Het Patel, Ramesh, J. Barbora

2. Increase in Dentist availability.

The dentist currently visits the IIT Guwahati Hospital three (03) days a week for three (03) hours per day. In view of the increasing demand for dental care, a proposal has been received from the student representatives to increase the frequency of dental visits from three (03) to four (04) days per week.

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

The members resolved to request the currently serving Dentist to increase visits from three (03) to four (04) days per week and to extend the working hours from three (03) to four (04) hours per day.

It was further resolved that:

- The Dentist will conduct OPD consultations on three (03) days per week.
- On the fourth (04th) day, the Dentist will perform dental procedures and special treatments, if any, that are possible at IIT Guwahati Hospital.

3. Replacement of the current visiting Dentist.

Several issues have been raised by the students regarding the services provided by the currently engaged visiting dentist. They have cited multiple instances where the quality of service was found to be unsatisfactory.

Resolution No. R/MUG/01/2025-26/03:

The members discussed the matter in detail and requested the Convener to intervene. The Convener informed that the issue of dissatisfaction with the dental services will be communicated to the dentist verbally, and improvement will be sought.

In the meantime, it was decided that feedback from patients availing dental services will be collected through the student representatives. The performance of the dentist will be reviewed again after two (02) months based on the collected feedback. Based on the outcome of the feedback report, the next course of action will be decided accordingly.

4. 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. In addition, there have been frequent delays in supplying unavailable medicines within the stipulated period of 48 hours as per the Contract Agreement.

Resolution No. R/MUG/01/2025-26/04:

The members discussed in detail the various problems related to the pharmacy as reported by community members. The convener informed the members that delays and shortages have occurred primarily due to non-payment of monthly pharmacy invoices, which has affected the pharmacy's ability to procure new medicines.

The bottom of the page contains several handwritten signatures in blue ink. From left to right, they appear to be: a signature starting with 'N. K...', a signature that looks like 'Honey', a signature that looks like 'Mugates', a signature that looks like 'Nemi Saha', a signature that looks like 'Sanku', a signature that looks like 'Basu', and a signature that looks like 'J. Barua'.

The convener further explained that the current manual process of verifying each day's pharmacy invoices against multiple parameters consumes substantial time and effort of the medical section staff, thereby affecting their regular duties, primarily the processing of medical reimbursement claims. It was also informed that, to date, only two (02) months of pharmacy bills have been processed for payment out of a total of nine (09) months, and under the existing manual verification system, further delays are likely, which will continue to impact pharmacy services.

After deliberate discussion, the members agreed that the matter should be placed before the Hon'ble Director, IIT Guwahati, with a proposal to implement an **Integrated Automation System** for improving the efficiency of pharmacy services.

5. Installation of Display Board at the IIT Guwahati Hospital Premises.

A proposal has been received regarding the installation of a display board in the common area of the IIT Guwahati Hospital, in a location easily visible to all hospital visitors. The display board should contain important information such as hospital rules and regulations, doctors' consultation timings, pharmacy-related details, and other relevant notices.

It was further proposed that a **QR code** be placed near the display board to enable visitors to provide feedback and suggestions regarding the hospital and pharmacy services. The system should be designed in such a manner that the submitted feedback or suggestions are automatically emailed to the MUG members for timely review and necessary action.

Resolution No. R/MUG/01/2025-26/05:

The Convener informed the members that a display board has already been installed on the ground floor, in the patient waiting area, and is easily visible to all visitors. She further requested intervention from the student representatives for the implementation of a QR-based feedback system as proposed. The student representatives agreed to take necessary steps for implementing the same at the earliest, after obtaining due approval from the concerned authorities.

6. Setting up X-Ray and Ultrasonography Facilities at IIT Guwahati Hospital Premises

A proposal was placed for introducing in-house X-ray and ultrasonography (USG) facilities within the IIT Guwahati Hospital premises.

Resolution No.: R/MUG/01/2025-26/06

The members discussed the matter in detail and concluded that, under the present circumstances, it is not feasible to introduce both the X-ray and USG facilities. Establishing these services would require substantial resources in terms of finance, infrastructure, and manpower. In addition, the recurring costs associated with periodic maintenance would also need to be considered.

It was further decided that necessary initiatives will be taken with the nearby IIT Guwahati empanelled hospitals to ensure that patients referred from the Institute Hospital for these two services receive priority-based treatment at those hospitals.

Handwritten signatures of members in blue ink, including names like N. Kumar, M. Saha, and others, along with initials and marks.

7. Conducting Medical Camps at IIT Guwahati Hospital

A proposal was placed for organizing the following medical camps at the IIT Guwahati Hospital within a short timeframe:

- Bone Mineral Density
- Lung Check-up
- Diabetes Screening
- Fibroscan / Liver Health Screening
- Cardiology

Resolution No.: R/MUG/01/2025-26/07

The Convener informed the members that, for the first time, IIT Guwahati has introduced primary health check-ups for newly enrolled Graduate, Postgraduate, and Ph.D. students. This process has caused a slight delay in organizing other health camps.

It was decided that at least three (03) medical camps will be organized every year at the IIT Guwahati Hospital. Furthermore, based on the opinions of all the members, it was agreed that the medical camp for Cardiology will be conducted shortly.

8. Reimbursement of IPD cases from the Institute.

As per the existing practice, reimbursement for IPD (In-Patient Department) cases—whether rejected by the insurer (admitted less than 24 hours) or not covered under the insurance policy—is to be claimed using **Form No. 3**, available on the Medical Section webpage.

However, in a recent instance, an IPD case that had been rejected by the insurer was also 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.









In view of this, the matter was placed before the members to decide whether IPD cases rejected or not covered by the insurer should be reimbursed from the Institute side.

Resolution No.: R/MUG/01/2025-26/08

All the members present unanimously agreed that IPD cases, whether rejected by the Insurer (admitted less than 24 hours) or not covered under the insurance policy, should be considered admissible for reimbursement at the Institute level. It was further decided that this matter will be placed in the next meeting of the **Hospital Advisory Board (HoAB)** for further discussion and necessary action.

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

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

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Resolution No.: R/MUG/01/2025-26/09:

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.”**

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



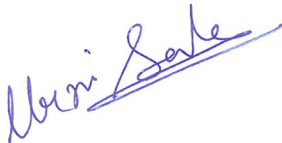
(Dr. Pallabi Sarmah)



(Dr. Ramesh Kr. Sonkar)



(Dr. Anuj Kumar Baruah)



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(Mr. Nilyotpal Deka)