

Shree Marwari Databya Aushadhalaya

Minutes of the Annual General Meeting of SMDA, held on September 11, 2016 at 10.30 am at the Lions Auditorium, Guwahati.

1. The agenda of the meeting was as follows:-
 - 1.1 To confirm the minutes of the last Annual General Meeting, held on July 26, 2015.
 - 1.2. To adopt with or without modification the report of the working committee for the previous year ended on March 31, 2016.
 - 1.3. To pass audited accounts for the year 2015-16.
 - 1.4. To appoint auditors for the year 2016-17.
 - 1.5. Any other matter with the permission of the Chair.

2. At the very outset, Mr. Ravi Ajitsariya, the Joint Secretary, invited the office bearers to the dias and requested Mr. Sarat Kumar Jain, the President SMDA to preside over the meeting. Mr. Ajitsariya acting as the master of ceremony (MoC) announced formation of the quorum of the meeting and welcomed everybody.

3. Mr. Ravi Ajitsariya, the Joint Secretary read out the minutes of the last meeting, held on July 26, 2015 and the members unanimously approved the same. However, Mr. Raj Kumar Tewari told that the hard copy of the minutes should be circulated prior to the meeting, so that the members can read the same. Further, Mr. Prabhu Dayal Jalan expressed his reservations about preparation of the minutes in English and stated that they should have been prepared in Hindi. In this connection, the President stated that it is in English only that our administrative staff are well versed and that English has emerged as a link language in SMDA of late and we may not impose any language upon anybody. He however stated that his welcome address has been also prepared by him in English, but he will use both Hindi and English to put forward his deliberations and also use both the languages while presiding over the meeting and requested all to cooperate.

4. While welcoming the members, donors, doctors/ consultants, executives and staff and other invitees, the President congratulated everybody for contributing towards the grand success of the concluding ceremony of centenary year celebrations, held at the ITA centre, Machkhowa on July 10, 2016, which he termed as historical. He further stated that in MMH, the Maternal Mortality rate (MMR) for the year 2015-16 is as low as 0.02% and Infant Mortality Rate (IMR) for the year 2015-16 as low as 0.39%, which is highly encouraging. He also congratulated all those directly and indirectly associated with MMH for delivering a record no. of 1.00 lacs babies since its inception in the year 1985 upto the month of May, 2016, which perhaps is a record for any hospital in private sector. He stated that this feat could be achieved by sheer dedication and hard work of the doctors and staff of this great organization.

He further stated that, on the whole, our efforts have been to build a team and develop a system where a team of professionals run the day to day operations of the hospitals.

While looking at the present, we find that input costs have risen to a great extent, but despite the rising costs, we are very clear that we shall have to stay affordable, accessible and quality driven healthcare provider, with improved clinical and operational efficiency.

Though a lot has been done but a lot more remains to be done to achieve our objectives. Already faced with stiff competition, non availability of quality manpower, rising cost of inputs and up-coming of new hospitals in the area have put a lot of pressure on us. To sustain the growth on the face of these challenges, is itself a big challenge. But we are confident that with the co-operation of you all, we will over come all these challenges and move ahead with a greater zeal to serve the society. He exhorted all those associated with the organization to extend their helping hand in the all round growth of the organization.

The President extended his gratitude to Shree Gauhati Gaushala for allowing to park atleast 20 vehicles of our doctors and fulfilling a long standing need of the hospital.

5. When the agenda to approve the working committee report for the year 2015-16 was announced by the hon'ble President, Mr. Ravi Ajitsariya, acting as MoC appealed to the meeting to approve the same, since it has been duly read out and presented by Mr. Anil Jaina, hony. GS before the closing ceremony of centenary year celebrations held recently and that printed copies of which has also been circulated in the AGM. The meeting gladly consented to the proposal of Mr. Ajitsariya and unanimously approved the working committee report for the year 2015-16.
6. Then the agenda to approve the audited accounts of SMDA for the year 2015-16, came up for discussion. Mr. Manoj Kumar Agarwala, the Treasurer stated that the copies of the audited accounts in brief has been circulated amongst the members present in the meeting and that the detailed audited accounts have been uploaded in the hospital website also.
 - 6.1. Mr. B. L. Agarwal lamented that how the organization can suffer loss and urged upon the management to take necessary steps to generate additional revenue and ensure turnaround of the organization. In this connection, the President told that in view of the necessary steps taken by the management, we will soon be able to get better results.
 - 6.2. In reply to a query regarding decline in the annual membership subscription collection by around 3.00 lacs when compared to the previous year, raised by Mr. Surendra Khemka, the President stated that the same has happened due to shortage of manpower, but during the current year we shall do much better. He also suggested to continue to give 20% discount on diagnostic charges to the members which were started during centenary year celebrations.
 - 6.3. The meeting unanimously approved the accounts for the year 2015-16.
7. The President, on behalf of the working committee suggested the name of M/s P. Gaggar and Associates, our current auditors, as the auditors for the financial year 2016-17, failing which, the Working Committee of SMDA shall be empowered to decide the needful. The meeting unanimously approved the same.
8. Further, in the meeting, Mr. Ramesh Jain, Advocate, who had extended his honorary service to the organization in a seemingly difficult legal battle, in which the organization emerged victorious and which was contested for a long period of time, was felicitated. Further, the names of Dr. Rajendra Prasad Hansaria, Ex. Chief Medical Superintendent, SMDA, Dr. Sashidhar Goswami, General Physician, FBOD, Dr. Abani Hazarika, General Physician, FBOD were announced for their long standing services rendered to the

organization. But since they were absent, it was decided to send the honour to them in an appropriate manner. Further, some selected members of staff, a few executives and almost all doctors and consultants working in various units were felicitated during the AGM as has been decided earlier on the occasion of the completion of Centenary year celebrations.

- 8.1. The following members of the staff, who were selected on merit for the quality of services rendered by them, were felicitated. They are namely, Ms. Maimom Chanu Anuradha, GNM, MMH, Ms. Simarekha Bora, B.SC cum Nursing Coordinator, Ms. T. Margaret Chinkhohoi Haokip, B.SC cum Nursing Coordinator, Ms. Bhabani Kalita, ANM, MMH, Ms. Mina Begum, ANM, MHRC, Mr. Shyamal Chakraborty, Compounder, FBOD, Mr. Ajay Kumar, Compounder, FBOD, Ms. Konmai Begum, In-charge Front Office, MHRC, Ms. Mamani Devi, Receptionist, MMH, Ms. Seema Baruah, Dialysis Technician, Mr. Bhaskar Jyoti Dutta, MRD Asstt., Ms. Hiranmayi Devi, Pharmacy Asstt, Mr. Gopal Kalita, Electrician, Mr. Chabin Malakar, Peon, MHRC, Mr. Dilip Kumar Mahanta, Peon, MMH, Mr. Manab Hira, Ward boy, MHRC, Ms. Mira Saikia, ICU Asstt., MHRC, Ms. Sangita Rajbongshi, Ward Girl, MHRC, Ms. Saraswati Sarkar and Ms. Ranu Rabha, Ward Girl, MMH.
- 8.2. The following doctors / consultants were honoured for the services rendered by them. They are namely, Dr. Paresh Ch. Bhattacharyya, Medical Officer, FBOD, Dr. Rabindra Nath Mazumder, Sr. Consultant, Surgeon, Dr. Manoj Kumar Talukdar, Sr. Consultant Anaesthesiology, Dr. R.B.M. Upadhayaya, Consultant Surgeon, Dr. Pranjyoti Das, Jr. Consultant Anaesthesiology, Dr. Tarun Bikash Dutta, In-charge Blood Bank, Dr. Sudha Agarwal, Sr. Resident, Gynaecologist, MMH, Dr. Chandnee Bhattacharya, Homeopath physician, FBOD, Dr. Debasish Baidya, Sr. Resident Doctor.
- 8.3. Further, although, the following doctors / consultants had come to the meeting venue to accept the honour, but had to return back to attend to some emergency in the hospital. They are namely, Dr. Dipak Kr. Sarma, Dy. Med. Supdtt., MMH./ Consultant Gynaecologist, Dr. Dewan Walliul Islam, Sr. Consultant, Gynaecologist, Dr. Kamal Kumar Jain, Sr. Consultant Medicine, Dr. Mahendra Kumar Jain, Sr. Consultant ENT and Dr. Gargee Borthakur, Sr. Resident, Gynaecologist, MMH. It was decided to send them the honour in an appropriate manner.
- 8.4. Further, the following doctors/ consultants were invited to receive the honour on this occasion, but they were absent and hence it was decided to send them the honour in an appropriate manner. They are namely, Dr. Subhakar Agarwala, Sr. Consultant Surgeon, Dr. Nirmal Kr. Agarwala, Sr. Consultant Radiologist, Dr. Raj Kumar Agarwala, Sr. Consultant Medicine, Dr. Lalit Kumar Shah, Sr. Consultant Orthopaedics, Dr. Arun Agarwala, Sr. Consultant Dermatology, Dr. Arunima Bhattacharjee, Sr. Consultant Paediatrics, Dr. Nirmal Kr. Agarwal, Sr. Consultant, Surgery, Dr. Anil Kumar Kalita, Sr. Consultant Gynaecologist, Dr. Pranab Kumar Mahanta, Sr. Consultant, Gynaecology, Dr. G. K. Kalita, Sr. Consultant Radiologist, Dr. Dipak Kalita, Sr. Consultant Gynaecologist, Dr. Asha Agarwal, Consultant, Gynaecologist, Dr. Niharaika Kalita, Consultant, Gynaecologist, Dr. S. A. A. Ashraf, Consultant Dental Surgeon, Dr. Mukesh Agarwal, Consultant

Orthopaedics, Dr. Anjan Kr. Bhuyan, Consultant Radiologist, Dr. Bikash Bawri, Consultant, Urology, Dr. Ritesh Jain, Jr. Consultant, Paediatrics, Dr. Shiraj Ahmed, Lab Director/ Pathologist, Dr. Sunita Agarwala, Sr. Consultant Pathologist, Dr. Atul Agarwal, Dy. Lab Director/Pathologist, Dr. (Mrs) Moni P. Bhuyan, Microbiologist, Dr. Rashmishata Barman, Microbiologist, Dr. Anindita Paul, Biochemist, Dr. Dipankar Talukdar, Dr. Bhaskar Boruah, ICU Intensivist, Dr. Bijay Agarwal, ICU Intensivist, Dr. Dipankar Hazarika, ICU Intensivist, Dr. Pranjyoti Das, Jr. Consultant Anaesthesiology, Dr. Bipul Bhagawati, Casualty Officer, Dr. Sujata Agarwal, Med. Officer, Paediatrics, MMH, Dr. Arudyuti Chowdhury, Med. Officer, MMH, Dr. Saroj Kumar. Deka, Sr. Resident, Gynaecologist, MMH, Dr. Sweta Bhansali, Sr. Resident, Gynaecologist, MMH, Dr. Sangeeta Barman, Sr. Resident, Gynaecologist, MMH, Dr. Chiranjit Bhattacharya, Homeopath physician, FBOD, Dr. Sushanta Kr. Saha, Sr. Resident, Paediatrics, Dr. Amit Kumar Agarwal, Sr. Resident, ENT, Dr. Kartik Basumatary, Jr. Resident Doctor, MHRC, Dr. Debasish Das, Jr. Resident Doctor, MHRC, Dr. Madhu Misra, Jr. Resident Doctor, MHRC, Dr. Amit Deka, Jr. Resident Doctor, MHRC, Dr. Parimal Ranjan De, Jr. Resident Doctor, MHRC, Dr. Neha Dhacholia, Jr. Resident Doctor, MHRC.

- 8.5. Further, the following executives attached to various departments have been awarded with the mementos, for the services rendered by them to the organization. They are namely, Ms. Nandini Hazarika Bharali, Dy. General Manager, Key Customer Engagement & Legal Affairs, Ms. Ruma Chakraborty, Asstt. General Manager, HR, Ms. Kamala Singh Das, Asstt. General Manager, Operation, Ms. Mamta Agarwal, Sr. Consultant, Finance, Mr. Mahnuruddin Ahmed, Manager, MRD, Mr. Prafulla Kumar Das, , Asstt. Manager, Accounts, Ms. Pannasri Devi, Asstt. Manager, HR, Ms. Rajashree Brahmachary, Sr. Executive. HR, Ms. Priyanka Sengupta, Ex. Asstt. Media Relation and Legal Affairs, Ms. Arundhati Devi, Jr. Executive., Ms. Papori Baruah, Jr. Executive, HR, Ms. Mamta Kumari, Jr. Executive. MRD, Ms. Sukanya Sarma, Manager, Marketing & Public Relation, Ms. Rahul Kumar Kashyap, Manager, Equipment & Maintenance, Ms. Dipika Chhetri, Jr. Executive Quality Assurance & Process Control, Sultan Mustafa Khaleque, Executive Asstt. HR, Ms. Ekta Jalan, Executive Asstt. Floor Management, Ms. Dipandita Kalita, Matron, MHRC, Ms. Mercy Thiemneihai, Matron, MMH.
9. Under the agenda any other matter, Mr. Arun Kumar Sharma suggested that the hospital should take initiative to start doing master health check up on the pattern of Apollo Hospitals in an entirely new set up.
- 9.1. Mr. Ashok Kumar Agarwal lamented the absence of doctors and consultants of his own community in the meeting, despite invitations sent to them. He alleged that many of them appear to have been ridden with greed and appear to have forgotten the pious objective of service attached to the profession and lack the attitude to serve through this organization of ours, which is known as a renowned charitable organization. He further urged upon the management to ensure that only deserving cases are admitted in ICU.
- 9.2. Mr. Anil Kumar Sarma told that though the hospital is of charitable nature, the rates of the hospital are found to be on higher side in some cases. Recently, he enquired and found that for an appendicitis surgery, the cost in Marwari Hospital

is around Rs 22,000/-, while for the same surgery, the cost in Satribari Christian Hospital is Rs 18,000/-. He further told that a lot of improvement is required in house keeping department. It was pointed out that the condition of the toilets are very poor and suggested that the fittings of the bathrooms are very old and hence should be replaced. He further suggested that a committee, comprising of the general members and some officials should be formed which can periodically give round of the hospital and interact with the patients to get the actual feedback for enabling the management to take corrective measures.

- 9.3. Mr. Dilip Jalan told that it has been observed that once a patient was admitted in one category of room, in MMH and then shifted to ICU in MHRC and then to cabin and thus it was found that 3 separate bills for the same patient were generated and later on when protested, it was settled in 2 separate bills. He suggested that for one patient, one single bill should be prepared. He also suggested that the members who donated 1.00 lac or above in 1985, till date after accumulation of interest, their donation amount has increased upto apprx. 30.00 lacs in 30 years, so they should also be considered as WC members on the line of Danveer category. He further, told that though our hospital is of the charitable nature, but still we are not doing 100% charity.
- 9.4. Mr. Prabhu Dayal Jalan told that he has been associated with this organization since long and the hospital has improved a lot, but there is a scope for betterment. He stated that charity is done by the Marwari community, but the executives and doctors rendering service here do not do charity. They need to be paid as per market rate or even sometimes, more than that. And hence, in this age of competition and high input costs, 100% charity is not possible.
- 9.6. In this connection, Mr. Nawal Kishore Mour stated that the quality of services rendered by the hospital of late have become better and appreciated the management for improvement in the quality of services. He also stated that every member of SMDA consider it to be their right to put forward their views in the AGM and take pride in criticizing the management, but when it comes to owning up the responsibility, they seldom come forward. He expressed his displeasure with the members of the working committee, who have absented themselves from this important meeting, despite the fact that they are the host of the meeting.
- 9.7. The President assured the members that their views and suggestions will be examined and assured the meeting of taking necessary steps to improve the quality of services rendered by the hospital.
10. Mr. Anil Jaina, the hony. GS while offering vote of thanks, expressed his gratitude to the members present for attending the meeting and unanimously approving the report of the working committee and the audited accounts of the organization. He stated that the AGM is a platform where the members get the opportunity to share their views, suggestions and grievances with the working committee and its office bearers, which definitely helps the management to take remedial steps to improve its services. He thanked the members for coming forward to freely expressing their views before the meeting in right earnest. He also congratulated the doctors/ consultants, members of the staff, executives for extending their helping hand in the growth of this organization and for attending the meeting. Last but not the least, he thanked all who have contributed directly and indirectly towards success of this meeting.

Draft prepared by Ms. Pannasri Devi
and approved by Mr. Anil Jaina, GS
on September 21, 2016.