

Shree Marwari Databya Aushadhalaya
Sati Jaymati Road, Athgaon, Guwahati, PIN 781008



Report of the Working Committee Report for the year 2016-17

Sunday, October 1, 2017 at 10:30 am

Brahmin Bhawan, Chatribari, Guwahati, PIN 781008

The Working Committee of Shree Marwari Databya Aushadhalaya has pleasure in presenting its report for the year 2016-17, ending March 31, 2017.

A brief account of the activities undertaken by us during the period 2016-17 is given below:-

Financial Highlights

At the very outset, we would like to inform our members, that though the gross receipts have shown an upward trend by 11% (approx), but there is corresponding increase in total expenditure by 13% (approx). The overall financial position of the organization shows an operating loss of Rs.(38.53) lakhs with a negative cash flow of Rs.(16.14) lakhs.

The total corpus donation received during the financial year 2016-17 is Rs.101.14 lakhs and monthly subscription collected during the year is Rs. 21.46 lakhs.

Overall occupancy during the year has been 54%.

Financial Highlights

PARTICULARS	31-3-2017	31-3-2016
	(Rs. in lakh)	(Rs. in lakh)
Total Receipts	2,815.32	2,530.01
Less Expenditure	2,853.86	2,523.42
Operating Surplus	(38.53)	6.58
Less: Depreciation	136.21	133.49
	(174.75)	(126.91)
Other Income	22.39	32.89
Net Surplus/(deficit)	(152.36)	(94.01)
Cash Accruals	(16.15)	39.48
Capital Expenditure	101.15	203.43
<u>DONATION RECEIVED</u>		
Annual Donation	21.46	21.39
Corpus Donation	178.93	75.33

Note: Figures have been re-grouped/re-arranged wherever necessary.

Patient Services

Free Health Camps

The holding of free health camps by us from time to time to give the much needed relief to the economically weaker section of the society, irrespective of caste, creed and community has been appreciated by many. During the year 2016-17, the following free health camps were organized by us.

CAMP	DATE	NO. OF PATIENTS
ENT & Dental Consultation Camp, Inhouse	24.04.2016	165
Ortho & Physiotherapy Camp along with BMD Testing, Inhouse	05.06.2016	78
ENT & Paediatrics, FBOD	12.06.2016	302
Diabetic detection and BP Check up camp, Inhouse	28.07.2016	182
Health check up camp, Palasbari	18.09.2016	350
Diabetic Awareness Camp, Inhouse	13.11.2016	112
Surgery Camp, Inhouse	15.12.2016	56
Dental Camp, Inhouse	08.01.2017	90
ENT Camp, Inhouse	08.01.2017	81
General firstaid & Medicine, Gauhati Gaushala	24.12.2016- 25.12.2016	196
General firstaid & Medicine, Gauhati Gaushala	06.01.2017- 2.01.2017	161
General firstaid & Medicine, Sharabbhatty (Gurudwara)	29.01. 2017	141
General firstaid & Medicine, Chandmari	10.02.2017- 12.02.2017	450
Cardiac consultation, ECHO & ECG, Inhouse	17.03.2017- 18.03. 2017	48
Dental consultation & medicine, Inhouse	19.03.2017	90
Orthopaedic OPD by doctors from Anup Institute of Orthopaedics, Patna	19.03.2017	58
ENT, General Surgery, Obs & Gynae , Medicine, Sonapur (outreach)	29.03.2017	138

Free Surgery Camps

It is worthwhile to state here that, we hold Free Surgery Camps for surgery of Cholecystitis (GB Stone), Appendicitis, Hernia etc in collaboration with Shree Baijnath Garodia Charitable Trust. The camps are being successfully held since 2004. The camps are free of all charges in the true sense of the term, even medicines and food is supplied free of cost. In the financial year 2016-17, a camp was organized and a total of 55 nos. patients were successfully operated.

Free Surgery Scheme

Free surgery scheme which is also done with assistance from Shree Baijnath Garodia Charitable Trust started from the year 2010. Under this scheme poor patients who come for treatment and are not able to afford surgery cost are recommended by the trust for free surgery. A total number of 11 patients have been benefited in the year 2016-17.

OPD / IPD

In the year 2016-17, in Fancy Bazar Outdoor Dispensary (FBOD) 26,976 patients availed the Allopathy service, whereas 7,852 patients had availed the Homoeopathy facilities. Further, in Multispecialty block, 22,046 patients availed the OPD facilities and 5,733 patients availed IPD services and that in Mother & Child block, 15,406 no. of patients availed the OPD services and 3,565 patients had availed IPD services.

Merger of Marwari Maternity Hospital and Marwari Hospital & Research Centre under the brand name of 'Marwari Hospitals'

With a view to streamline functioning of the organization, duplicity in various administrative approvals and costs involved, it was decided to merge Marwari Maternity Hospital (MMH) and Marwari Hospital & Research Centre (MHRC) under the brand name of Marwari Hospitals, which however, has been designated as a unit of Shree Marwari Databya Aushadhalaya (SMDA). Accordingly, necessary steps for procurement of licenses have been initiated during the year 2016-17 and by now, we have received most of such licenses in the name of Marwari Hospitals. Henceforth, the Marwari Maternity Hospital is addressed as Mother & Child block and Marwari Hospital & Research Centre as Multispecialty block.

Membership related issues:

- **Revision of Annual Membership Subscription:**

The annual membership subscription has been enhanced from Rs 1212/- to Rs 2500/- w.e.f. April 1, 2016 as per the norms laid down in the constitution of the organization. The decision was widely circulated amongst the members, including publishing the information in all local hindi newspapers.

- **Revision of membership subscription category wise:**

The membership development sub-committee also proposed to enhance the membership subscription for other categories as follows: Visisth category to start from Rs 25000/- to less than Rs 1.0 lakh; Poshak category to start from Rs 1.00 lakh to less than Rs 2.00 lakhs; Ganmanya category to start from Rs 2.00 lakhs to less than Rs 7.00 lakhs; Sanraksak category, to start from Rs 7.00 lakhs to less than Rs 31.00 lakhs and Danveer category, to start from Rs 31.00 lakhs and above.

Consultancy provided by Kyra Health Consultancy

Kyra Health Care Services (Kyra), New Delhi, a hospital management consultancy firm, represented by Dr. Satish Singh, was appointed as Project Director, initially for a period of 1 year at a remuneration of Rs 1.00 lac per month. Their assignment included monthly internal

audit and comprehensive management support with an objective of targeted improvement in (a) revenue (b) clinical services & outcomes (c) patient satisfaction (d) infrastructure/ manpower resource utilization (e) operational & financial efficiency for following nine verticals at Marwari Hospitals, namely, operational, human resource, revenue, finance, infrastructure – building and medical equipments, clinical resource allocation and performance, brand and reputation, marketing, public relations, sales and business development and hospital IT.

Need for NABH accreditation

At the instance of Kyra, necessary initiatives were taken by the hospital to secure NABH accreditation. We were alerted that NABH will soon become a mandatory accreditation to become a partner with TPAs, PSUs etc, without which growth of our hospital in future will become nearly impossible. Accordingly, infrastructure gap analysis for NABH Accreditation of Marwari Hospitals was conducted on January, 2017 by Dr. Sambhu Chakraborty from IAQM. As per his report, it appeared that Marwari Hospitals is eligible for entry level accreditation. Moreover, some of our units, namely, Blood Bank and Radiology unit may go for NABH.

The suggested infrastructural developments changes required to be made at Marwari Hospitals for enabling it to secure NABH accreditation are as follows:

1. Replacement of floor tiles, POP, painting, fire safety sensors, fire pipelines, sprinklers, revamp of toilets incl. CP fitting, Anti- Microbial curtains, AC/Fan revamp, electrical & light fixtures, mattresses revamp, doors where ever needed, hospital beds and other furniture. It is required to expand the no. of chambers and re-purpose the OPDs with a space for executive health check up in the 1st and ground floor below mezzanine floor.
2. Further, it was also proposed to create space of around 1000 sq.ft for 8 to 10 seater day care dialysis unit in collaboration with a MNC partner to be operated in 2 shifts. The existing 2 dialysis machines will become isolation unit for HIV, HepB & HepC.
3. To streamline both PICU and NICU services as per the NABH norms and shift NICU and PICU to Mother & Child block. Presently, only the neonates are being treated, but since we are not targeting paediatric patients, atleast all babies born here, are our paediatric patients, but we are losing them because of improper paediatric outlook. Moreover, NICU need to be upgraded upto level 3 NICU, as no hospital in Guwahati has owned it. Accordingly, we need to develop the infrastructure.
4. MH does not have quality OTs with standard top of the line surgical ICU complex. This prevent consultants from any top alliance surgical team operating at MH.
5. Setting up of Sewage Treatment Plant (STP), Central Surgical Sterilization Unit (CSSD), Central Laundry, Central Kitchen, Cafeteria, Common OPD areas, Day Care for Dialysis.
6. OTs and critical care department need to develop, so that super specialty surgeons & intervention clinicians and doctors can perform surgeries & procedures at MH, which

will augment revenue as well as meet minimum patient safety standards at MH as per NABH.

7. To setup IVF centre, possibly in JV with a national level IVF brand as clinical knowledge partner.
8. To develop the emergency department with triage area, minor OT, OPD complex, OT, Lift, to develop middle land with central reception, Fire Hydrant Pump with water, Front office incl. MS, Operations & TPA, development of the radiology with CT upgradation, development of Transfusion Medicine with ID NAT facility, upgradation of present ICU to a Medical ICU of 10 bed, HDU of 6 bed.
9. To develop new Back Office complex at the 6th floor with 6500 sq.ft. with complete back office from President downwards shifting to a mix rooms & open seating office complex, will also include 2 small conference rooms, 1 large 800 sq.ft pillar less conference room and interior development of FBOD with USG/Colour Doppler/ECHO.

Alliance with Sir Ganga Ram Hospital, New Delhi: Discussions have been initiated with Sir Ganga Ram Hospital (SGRH), New Delhi, which is also a charitable society, to start performing OPDs and specialized surgeries at our hospital. Further, SGRH has also expressed their willingness to setup a hospital in the city in our collaboration if we can provide a plot of land for the purpose.

Developments required in the investigation facilities

Pathlab:

Regarding the laboratory facilities of MH, it was felt that our lab has capacity of 500 samples and is at present performing only 80 to 100 patient tests and thus our lab is highly under performed. In case, all IPD and OPD cases come to our lab, it will reach almost 200 tests per day. But, we would have still needed another 300 plus patient samples a day to complete the optimal laboratory quota for our lab on a per day basis. Thus, in order to utilize the spare capacity of 300 patients' samples a day, our lab, being a hospital based laboratory needs also to target external clients also strengthen home collection services. Accordingly, we started giving 50% discount to all walk-in and general ward patients.

Further, as it has been observed that some of our in-house doctors do not refer cases to our laboratory, despite the hospital laboratory is a NABL accredited lab, which is a cause of concern for the management. Hence, to gain the confidence of our in-house doctors, a circular was issued on March 15, 2017, citing that both the OTs are to send all pathological cases, either pre or post operation, to the hospital lab, where samples are being processed and tested and at the same time, the slide is sent for review in each case to Rapid Diagnostics Centre or any other selected pathlab, if desired by the consultant concerned. The cost of review however, borne by the hospital and the patient is being charged at our hospital rates for one test only.

Other than histopathological tests, any other pathological tests which are requisitioned in the approved requisition format for second opinion by consultants/doctors, is sent to outside

laboratory, empanelled with the hospital and routed through the hospital laboratory. In such cases, the patient has to bear the cost of second opinion cost only and the hospital bears the cost of the test performed in its laboratory.

For certain cases of USG investigations, if any consultant/doctor wants to go for second opinion, then such cases are referred to Dr. Gauri Kanta Kalita or any other select radiological centre, which is routed through the radiology department. The cost of second opinion is borne by the hospital.

In case, any facility for any particular test is not available, the same can be done in outside laboratories, but that should be routed through the hospital laboratory.

The gross profit of the laboratory in the year 2016-17 has been increased by 128%.

Radiology

Dr. Sushil Choudhury, MD has joined as Consultant Radiologist w.e.f November 7, 2016 with a timing from 5:00 pm to 7:00 pm. Further, Dr. Hridayanand Goswami has joined as Full time Radiologist w.e.f February 1, 2017. The gross profit of the department has increased by 30% in the year 2016-17.

Pharmacy

In the interest of exigency and increasing revenue generation through sale of medicines to both in- patients/ out patients and to promote sale of medicines to outsiders also, it has been decided to create two units of pharmacy, one in the Mother & Child block and one in the existing pharmacy area in the multispecialty block. Accordingly, licenses have been procured in the name of Marwari Hospitals Unit- I and Marwari Hospitals Unit- III which are valid till 16.01.2022 and 31.01.2022 respectively. It is worthwhile to state here that we give 5% discount on all medicine sales, but despite this, there has been marginal decline in the sales, which need to be arrested.

Blood Bank

They say, of all donations, the donation of blood is the supreme. During the year, 29 blood donation camps were organized by various social organizations. Total collection of blood from donations as well as replacement was 4565 nos. of blood units out of which, 4432 nos. of blood units had been issued. During the year, 2718 units of blood were issued to outside hospital and 1714 were issued internally.

To broaden the scope of the services of Blood Bank, the SM Foundation has donated the blood component separation unit to the blood bank, which is expected to start its functioning as soon as the licensing process is accomplished.

With the initiative of Dr. Satish Singh, a company named, Haemogenomics signed an agreement for installing NAT Laboratory for screening blood samples for DNA of HIV, Hepatitis B and Hepatitis C viruses in donor's blood without any capex. Thus, with its installation, the window period will minimize for the HIV tests from the existing 20 days to

3-5 days, Hepatitis B from existing 2 months to 2 weeks and Hepatitis C from existing 3 months to 4-5 days.

Further, it was also planned to start Thalsemmia sub typing and ten bedded transfusion ward for Thalsemmia and none of the hospital in Guwahati has this facility. Further, it is on planning to start ante natal blood screening for women as a first centre.

Further, Ortho clinical diagnostics owned by Crlyle previously known as Johnson & Johnson diagnostics has placed two chemilumiscence based diagnosis machine, worth Rs 45 lakhs., one in laboratory and one for blood bank with no capex.

Presently, in the blood bank, before the donor blood is used, it is screened for antibodies against HIV, Hepatitis B and Hepatitis C, Malaria parasite and syphilis. The tests are done manually, using a test called ELISA, which is prone to errors. But now the standard is to use automated machine for testing same antibodies against such viruses and organisms using chemilumiscence based test, performed in an automated analyzer.

New Hospital Management Information System, namely MEDNET:

To improvise upon the IT support towards the management of the hospital services, the management decided to switch over to a diverse IT partner, who could strengthen the system of MIS generation.

As such, a software licence agreement has been signed with Oakland Systems Pvt. Ltd on November 8, 2016 for use of software and documentation solely for the internal purpose of Marwari Hospitals.

The software will support the OPD & IPD management, billing, Insurance & TPA, Laboratory & Radiology, HR, Inventory management, Pharmacy management, Financial accounting, MRD, Linen and Laundry, Blood Bank, Physiotherapy and Nutrition & Dietitics.

The contract is valid till 3 years from the date of execution and in case of non-performance, the same can be exited with a notice period of 6 months.

The entire process starting from analysis, set up, training & fine tuning and live implementation will take 3- 6 months, as claimed by the MEDNET.

Development of the middle land between Mother & Child block and Multispecialty block

The developmental work in the middle land had been started w.e.f. February 16, 2017 with a planning for a common reception for both the buildings in the ground floor and canteen in the 1st floor under the supervision of Mr. Ashok Dhanuka, the Convener of Athgaon and G.S. Road Land Development sub-committee with necessary support of Mr. Satosh Banka, Architect.

Centenary year celebrations:

Shree Marwari Databya Aushadhalaya has completed 100 years of its glorious existence on May 17, 2016 and the closing ceremony of the centenary year celebrations was held on July

10, 2016 at ITA Auditorium, Machkhowa, Guwahati. Shri Sarbananda Sonowal, Hon'ble Chief Minister, Assam attended the ceremony as the Chief Guest of the event and Shri V. K. Pipersenia, Chief Secretary of Assam was the Guest of Honour. The other guests were Shri B.B. Dave, Chief Post Master General, Shri Ramendra Narayan Kalita, MLA of West Guwahati constituency and Padmashri Dr. Saumitra Rawat, Chairman, Surgical Gastroenterology and Liver Transplantation, Sir Ganga Ram Hospital, New Delhi.

Shri B. B. Dave, Chief Post Master General, Assam Circle, released a postal stamp and a special cover on the occasion. Further, a colourful souvenir under the editorship of Shri Rampal Sikaria was also released by the Chief Minister.

On the occasion, lifetime achievement awards were presented to Dr. Alaka Goswami, Dr. Amrit Baruah, Dr. Gyan Chand Jain, Dr. Subhash Chand Jain, Dr. Ashok Beria and Dr. Archana Mazumder for their valuable contribution towards providing medical care to society at large.

A documentary film was also released commemorating the 100 years journey of Shree Marwari Databya Aushadhalya, which was directed by Shri Dhiraj Kashyap.

Celebration for achieving the milestone of delivering 1.00 lakh babies:

Marwari Maternity Hospital, a unit of SMDA, which was established in the year 1985, have achieved the milestone of delivering 1.00 lakh babies in May, 2016. In order to celebrate the milestone, an event was organized on Saturday, December 17, 2016 at 11:00am, where His Excellency, Sri Banwarilal Purohit, Hon'ble Governor, Assam graced the occasion as the Chief Guest and Mr. P.V.S.L.N. Murthy, the Chief General Manager, State Bank of India, North East circle was the Guest of Honour. On the occasion, the 1st baby born at MMH namely Ms. Navanita Dutta, born to Ms. Anjali Dutta and Mr. Narayan Dutta on November 22, 1985 and the 1,00,000th baby, namely Master Chinmoy Sarmah, born to Ms. Dipanjali Sarmah and Mr. Pankaj Sarmah were felicitated with a *gamocha*, cash amount of Rs 11,000/- and a memento respectively. Further, some nursing staff of the hospital, who have had the distinction of serving the organization from the day one have been felicitated.

His Excellency, Sri Banwarilal Purohit, Hon'ble Governor, Assam congratulated the hospital for achieving the milestone. He was full of praise for the organization for providing selfless service to the public at large at affordable rates. He termed the organization as the one dedicated to the noblest of cause and exhorted the members to further strengthen the organization. In his address, he urged the management to celebrate the birth of every girl child in the hospital to take forward the campaign of *Beti Parhao Beti Bhachao*. He asked the management to celebrate the birth of every girl child with distribution of sweets and by ringing bell, as in many places of India, does when a baby boy born. Accordingly, from then onwards, at the birth of every girl child, bells are rung and sweets are distributed.

Parking at Gaushala:

On request, the management of Shree Gauhati Gaushala has allowed the hospital to park 20 nos. of doctors' vehicle at their premises w.e.f July 15, 2016, which has been extended to

December 31, 2017. The Working Committee has appreciated this help extended by Shree Gauhati Gaushala.

Nurses hostel:

In view of better utilization of the space being used as nurses hostel in the hospital premises, we have shifted the nursing hostel to a tenanted premises at Fatashil Manpara w.e.f March 1, 2017. We realize Rs 600/- as maintenance charges from the boarders. Further, necessary transportation facility is also provided to for the boarders at subsidized rates. A minimum of 50 boarders are likely to be accommodated there.

Upgradation of lift

Upgradation of both the lifts in the Multispecialty block has been completed. M/s, Shyam Sundar Sanjay Kumar Dhanuka and Mahila Mangal respectively have contributed towards the renovation costs of the lifts.

CSR Funding:

The management requested SBI on March 30, 2017 for CSR fund for setting up a centre for Assisted Reproductive Techniques (ART) for Infertility, through IVF/TUI/ICSI and surrogacy. Necessary follow up is going on with the SBI authorities.

Canteen service:

The services of A to Z Catering Company owned by Mr. Dilip Kr. Tamang has commenced his catering service w.e.f February 1, 2017. The rate of food / diet at which they would supply food is fixed at Rs. 245/- against general ward and Rs. 325/- against cabins on per day basis. However, for employees and others, the rate is fixed at Rs. 37/- per thali / per meal. They would be offered a space for cafeteria in the middle plot against rent in near future against rent.

For better management and functioning of the Canteen, a Food inspection committee comprising members from both clinical and non-clinical department has been constituted to monitor the overall functioning of the F&B services.

Security, Vigilance and Disaster Management

Post SUM Hospital, Bhubaneswar fire mishap on October 18, 2016, a surprise check was made by the team from Fire & Emergency Services, Govt. of Assam to our hospital on October 20, 2016 in order to check whether the hospital is adhering to the safety norms as per standard. While they were satisfied with our compliances, they however, have given some suggestions/ observations. Necessary directions have been given to concerned officials to do the needful and a compliance report has been submitted to the authority.

Developments in the Human Resource department

During the year 2016-17, 102 new staff and 12 new doctors were appointed. However, during the year about 25 staffs have resigned including nursing staff. Also, 10 nos. of show cause

notices/caution letter were issued to staffs. During the year 2016-17, 1 staff has retired from the service in the hospital.

Abiding labour laws

The hospital is credited with abiding all statutory stipulations of various labour laws of the land, including payment of minimum wages, bonus, gratuity, PF, ESI etc.

Hospital has invested Rs 19.25 lakhs towards payment of gratuity through LIC and during the financial year 2016-17 Rs.2.54 lakhs has been paid to staffs towards gratuity.

Huge increase in the payment of minimum wages to the staff, announced by the Govt. of Assam in the recent past have caused additional financial burden upon the hospital and causing concern on the part of the management.

The management raised a dispute related to the issue of additional payment of House rent Allowance (HRA) with the appropriate authority, which is under consideration.

We have requested the department of Labour & Employment, Govt. of Assam to declare the medical services of hospital as Public Utility Service, which is under consideration.

Release of employee handbook:

A Handbook for Employees, prepared by Ms. Sriparna Bose Pyne, our HR consultant, was released on September 30, 2016. The Handbook is containing 15 nos of policies, viz. Code of Conduct, Working Hours and Attendance Policy, Leave Policy, Dress Code Policy, Transfer Policy, Transfer Policy, Travel Policy, Disclosure & non-disclosure of Information Policy, Staffing Policy, Performance Management Policy, Reward and Recognition Policy, Health , Safety and Environment Policy, Exit Policy, Sexual Harassment Policy, Drug Free Policy and Equality Policy.

In terms of Performance Management Policy, for all Executives, Key Result Area (KRA) and Key Performance Indicator (KPI) has been prepared so that their performance can be evaluated better.

Hike in remuneration and sharing percentage of doctors

To attract new doctors and to retain existing doctors, the sharing ratio of Sr. Consultant, Consultant and Jr. Consultants have been revised w.e.f February 1, 2017 as follows: Sr. Consultant: 85%-15% to 90%-10%, Consultant: 70%-30% to 80%-20% and Jr. Consultant: 60%-40% to 70%-30%. Further, 100% OPD fees is allowed to those doctors who are interested to forgo the retention charge.

Moreover, the remuneration of all resident doctors have also been revised w.e.f February 1, 2017 as follows: from Rs 50,000/- to Rs 75,000/- (Paed, Med), Rs 80,000/- (Gynae, ENT) and Rs 90,000/- (Urology, Surgery, Cardiology, Pulmonology etc).

Further, to maintain the seniority, Rs 500/- @ per year of after passing the concerned degree has been allowed.

Concessional treatment to doctors/ employees: As a tool to motivate employee engagement, the doctors/ employees has been allowed concessional treatment at the hospital as follows: Laboratory investigations:50%, Radiology investigations:30% Seat rent: 30%, OT rent, excluding consumables and medicines: 30%. Further, this concessional rate of treatment has been extended to 8 members of the family, which includes, Father, Mother, Father in-law, Mother in-law, Husband, Wife and 2 dependent children. Further, the above concessional rate of treatment is available only against necessary payment made to the hospital, irrespective of the fact that the seeker is covered under ESIC or insurance. Further, the hospital will not be responsible for seeking/ adjusting/claiming any reimbursement/ refund from ESIC or insurance, on behalf of the above, in case the above persons avail concessional treatment as stated herein above.

Deployment of home guards for smooth traffic management in front of hospital

On our request, the city police has deputed 2 nos. of home guards on duty for necessary traffic control at S. J. Road.

International Organisation For Standardization (ISO)

During the audit in of ISO in September, 2016, the auditors had suggested to go for upgraded version of ISO 9001:2015, since, ISO 9001:2008 version has become obsolete. In this connection, necessary gap analysis is being carried out.

Hospital Website

It was felt that the hospital website needs to be re-designed and in this connection, discussions with a website developing company, namely M/s Jump High is being carried out.

Marwari Hospitals' Sahayata Kosh:

Keeping synonym with the charitable nature of this organization and as a part of centenary year celebrations, we have floated a fund known as 'Marwari Hospitals Sahayata Kosh' with a sizeable corpus. The amount of the corpus is kept in fixed deposit with bank and the amount of interest received is used for treatment of poor patients. Sri Ramgopal Garodia and Sri Subhash Agarwalla deserve accolades for taking initiative in the matter. The balance in the account of Marwari Hospitals' Sahayata Kosh, as on March 31, 2017 is Rs 53.26 lakh.

The donors to the above fund have the following advantages:-

- (i) The donors can donate for the above fund with a specific direction to SMDA stating that their donation is towards the corpus of the above fund.
- (ii) The donors are eligible to get benefit of section 80G of the Income Tax Act, 1961.
- (iii) Depending upon the amount of donation, the donors will be placed in the appropriate category of membership and they will be entitled to get benefits / privileges attached to such membership.

- (iv) The amount donated by members shall remain in-tact as corpus of the fund. Only the interest income earned will be spent for treatment of the poor patients. Thus, the donors will have satisfaction of doing charity every year through their contribution to the corpus of the fund.

Empanelment

Presently 11 nos. of TPAs are empanelled with Marwari Hospitals, which are Raksha TPA Pvt. Ltd., Heritage Health TPA Pvt. Ltd., Family Health Plan Insurance (TPA) Limited, E-Meditek Insurance (TPA) Ltd., Medicare Insurance TPA Services (India) Pvt. Ltd., MedSave Health Insurance TPA Limited, HDFC ERGO General Insurance Company Limited, Paramount Health Services and Insurance TPA Pvt. Ltd., Star Health and Allied Insurance Company Limited, TATA AIG General Insurance Company, Universal Sampo General Insurance Company Ltd., Apollo Munich Health Insurance Limited and Bajaj Allianz General Insurance Company Limited. Apart from that our hospital is also empanelled with the Airport Authority of India, Airports Authority of India, Reserve Bank of India, Small Industries Development Bank of India (SIDBI) and Lions Club Guwahati.

In the year 2016-17, in total Rs 44,26,604/- revenue has been generated through TPAs.

Fancy Bazar outdoor Dispensary (FBOD)

Fancy Bazar Outdoor Dispensary (FBOD) has been providing necessary medical service, both in allopathy and homeopathy, on a token registration charge of Rs 20/- and provides listed medicines entirely free of cost. We have been successfully running a free oxygen gas cylinder service from here for last more than 50 years. A pathology lab sample collection centre has been also set up here.

Further, a discount of 40% on lab investigations was also implemented at FBOD since July 11, 2016, which was later increased to 50% and it has resulted in increasing the revenue collection on account of pathlab Rs 25,000/- to almost Rs 1.00 lakhs.

Challenges Ahead

Though a lot has been done but a lot more remains to be done to achieve our objectives. Already faced with stiff competition, rising cost of inputs, up-coming of new hospitals will put a lot of pressure on us. Lack of adequate parking space and traffic congestion is also a major drawback. 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. It is our earnest request to all of you to extend your helping hand for the growth of this organization.

Gratitude

We would like to extend our whole hearted thanks to all our office bearers, working committee members, conveners and members of various committees, all members/ donors, internal auditor-M/s S.K. Beria & Company and stock auditor M/s Agarwal & Patwari, all doctors, para-medical and other staff and all those who have directly and indirectly provided support and cooperation, which are pivotal for the growth and development of our organization.

Special thanks to our statutory auditors M/s P. Gaggar & Associates & Sales Tax Consultants M/s V. K. Sureka & Co. who have rendered their selfless services to the SMDA.

Date: September 10, 2017

Place: Guwahati

For and on behalf of

SHREE MARWARI DATABYA AUSHADHALAYA

Anil Jaina
(General Secretary)

Sarat Kumar Jain
(President)



Shree Marwari Databya Aushadhalaya

Units

Marwari Hospitals

Sati Joymati Road, Athgaon, Guwahati, PIN 781008
(Formerly known as Marwari Maternity Hospital and
Marwari Hospital & Research Centre)

Fancy Bazar Outdoor Dispensary

H.B. Road, Fancy Bazar, Guwahati, PIN 781001

Website: <http://www.marwariehospitals.com>

Email: <https://info@marwariehospitals.com>