

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



Report of the Working Committee for the year 2017-18

Presented before the Annual General Meeting held on July 22, 2018.

The Working Committee of Shree Marwari Databya Aushadhalaya has pleasure in presenting its report for the year 2017-18, ending March 31, 2018. In the year 2017-18 the number of Working Committee meetings held is 4 and Administrative Committee is 5, besides the sub-committees formed by the Working committee which also held their respective meetings from time to time. Further more, a regular practice of holding fortnightly Review committee meetings involving the non-clinical departmental heads & officials was initiated to review and analyse the day to day activities relating to various issues pertaining to hospital operations.

A brief account of the activities undertaken by us during the period 2017-18 is given below:-

1. Financial highlights for the year 2017-18

During the period under review, gross receipts have shown an upward trend by 11 %, with a corresponding increase in total expenditure by 13%. The overall financial position of the organization shows an operating loss of Rs. 100.74 lakhs. The main reasons for this operating loss are market correction of fees payable to consultants and doctors, rising input cost with impact of GST, cascading effect of revised minimum wages and concessional treatment to patient etc.

The total corpus donation received during the financial year 2017-18 is Rs. 2.15 crores and the yearly subscription collected during the year stands at Rs. 20.11 lakhs. Further, Rs.2.67 crores has been spent towards capital expenditure.

Overall occupancy of Marwari Hospitals during the year has been 58%.

| FINANCIAL SNAPSHOT | | |
|---------------------------------|------------------------|-------------------|
| | <i>figures in lacs</i> | |
| Particulars | FY 2016-17 | FY 2017-18 |
| Total Receipts | 2815.32 | 3129.71 |
| Less Expenditure | 2853.85 | 3230.45 |
| EBITDA* | (38.53) | (100.74) |
| Less: Depreciation | 136.21 | 137.38 |
| | (174.74) | (238.12) |
| Other Income | 22.38 | 9.43 |
| Net surplus/(loss) | (152.36) | (228.69) |
| Cash Accruals | (16.15) | (91.31) |
| Capital Expenditure | 101.14 | 267.41 |
| <u>Donation received</u> | | |
| Annual Donation | 21.46 | 20.11 |
| Corpus/other Donation | 178.93 | 215.64 |
| Occupancy (%) | 52 | 58 |

Note 1: Figures have been re-grouped / re-arranged wherever necessary.
Abbreviations used: * EBITDA: Earnings before interest, taxes, depreciations, and amortization.

1. Clinical Services

- i. General Medicine & Diabetic Clinic
- ii. General Surgery
- iii. Paediatrics
- iv. Orthopaedics
- v. ENT
- vi. Dermatology
- vii. Obs. & Gynae
- viii. Neurology
- ix. Urology
- x. Neurosurgery
- xi. GI Surgery
- xii. Dentistry
- xiii. ICU/HDU
- xiv. NICU/PICU
- xv. GOPD
- xvi. Free & paid Paediatric Vaccination

2. Diagnostic Services

- i. Path. Lab
- ii. Radiology (Ultrasound, X-Ray, CT Scan)
- iii. Neurophysiology Lab. (EEG, EMG & MCV, VEP, BERA, SSEP and RNS.)
- iv. Endoscopy
- v. ECG, ECHO

3. Other services

- i.** Blood Bank having Component Separation Unit and ID NAT facility (24x7)
- ii.** Path lab home sample collection within the 5 km of hospital
- iii.** Physiotherapy
- iv.** Dietetics & Canteen services
- v.** Dialysis
- vi.** Thelassamia & blood transfusion facilities
- vii.** Ambulance services (24x7)
- viii.** Pharmacy (24x7)
- ix.** Registered Ethics committee
- x.** Apart from above we have started prior appointment system for OPD consultation & Radiology services.

4. Pharmacy

Our 24x7 pharmacy offers 5% discount to all OPD & IPD patients. In order to introduce availability of Generic/low cost medicines of branded/quality manufacturers and to streamline the pharmacy dept, we have formed “Drug & therapeutic committee”, involving doctors/consultants, and other relevant non-clinical & clinical executives.

5. Hospital Management Information System (HMIS)

We have introduced a new HMIS named MEDNET, a new generation HMIS which although has incurred cost to the hospital, but it may be considered as a long term investment in the interest of better record keeping and various MIS report generation. The new Software helps in hastening up the billing process, access of patient data, availability of path lab reports through mobile application, and provision of sending SMS as well as report to the patient have been provided for. However, there has been some pending issues with MEDNET, which the management is trying to resolve.

6. Ambulance services

Presently we have one Force make Critical Care Ambulance with life support facilities donated in March 2011 by Sri Surendra Jitani in the memory of Late Sriram Agarwal and Late Suman Devi Agarwal.

- i. We also have one Maruti ambulance van for providing pick up/drop service to expecting mothers to visit the hospital for necessary consultancy and admission donated by Jagriti Ladies Club, Guwahati which started operation in March 2013.
- ii. We also have one Trax Cruiser make ambulance donated in the memory of Late Ganga Devi Saraf by her sons in the year 2011.
- iii. Moreover, we also have one Mahindra Max make ambulance earlier provided for by European Commission through the Govt of Assam for holding outreach camps in the year 2003. This ambulance needs to be junked and replacement provided for.

7. Canteen

Considering NABH requirement for canteen, we have outsourced its canteen services to A to Z Catering Company, wef February 1, 2017. As per NABH and in order to ensure and check the quality of services provided by the company, a Food inspection committee was constituted, which met 4 times during the year.

8. Accreditation & Certification

- i. **ISO 9001: 2015 Certification:** SGS, though re-certification audit provided for ISO 9001:2015 certification in the name of Marwari Hospitals on 11th April, 2018 which is valid till 1st April, 2021.
- ii. **NABL Accreditation:** Our Path Lab received its NABL re-accreditation in the name of Marwari Hospitals for almost all sections namely, Hematology, Biochemistry, Microbiology, Histopathology & Cytology and Clinical Pathology, vide Recertification audit conducted by NABL on 25th November & 26th November, 2017. The certificate is valid for the period from 1st April 2018 to 31st March 2020.

iii. **NABH Accreditation:** As per the Insurance Regulatory Development Authority (IRDA), a statutory regulatory body of Govt of India, every hospital needs to seek accreditation from National Accreditation Board for Hospitals & Healthcare Providers (NABH), for becoming eligible to treat cashless/insurance/TPA patients. The work for Entry level NABH accreditation of our hospital has already initiated. Earlier, gap analysis was conducted by Dr. Sankar Sengupta, a NABH assessor in July , 2017 and had submitted a report regarding infrastructural changes required to be made in our hospitals. Since our forte is mother and child, it is proposed to streamline NICU services as per the NABH norms and shift NICU to Mother and Child block from the present location in Multi-speciality block along with developing PICU services also. Further, we need to upgrade our OTs to Modular OT set up which will also help us in carrying out certain specialized surgeries other than meeting the requirements of NABH. The Entry level NABH set up also envisages setting up of Central Sterile Store Department (CSSD) & revamping of Laundry. Moreover we need to restructure our emergency department with triage area with all life supporting equipments and other modern/latest facilities. Work on making necessary infrastructural changes required have already been initiated.

9. Revamping of cabins in Multispecialty block.

To comply with NABH standards, up-gradation of cabin at 2nd and 3rd floor in the multispecialty block has been decided and donations have been received from generous donors for 17 rooms. Accordingly one sample room has been developed in the 3rd floor. The upgraded rooms will have certain modern facilities, which would include provision for patient safety, medical gas connection, fire protection system etc.

10. Up-gradation of Medical Pipeline System

We have upgraded the central supply system of medical gases as per NABH standards. It may be stated here that our old system was not functioning properly and was beyond repair. Now each and every patient get necessary oxygen through centralized pipeline where as earlier they were getting oxygen through cylinders.

11. Up-gradation of Fire protection system

The work of up-gradation of fire protection system of the entire hospitals is going on. It may be stated here that each floor, including patient rooms are being covered by modern fire protection devices.

12. Promotional, marketing & branding activities

- a. Hospital has taken following marketing & promotional activities for brand building exercise
 - i. Free & paid OPD camps in-house as well as outside hospital
 - ii. Radio advertisement in BIG FM, RED FM
 - iii. Hospital website, which is constantly updated

- iv. TV advertisement
- v. News paper advertisement & press releases from time to time
- vi. Doctor's Interview in FM Radios, where Dr Dinesh Agarwal, Dr R N Majumdar, Dr Ritesh Jain, Dr Satya Naraya Sharma, Dr Anil Kalita & Mr Rohit Upadhayay have participated in various program so far.
- vii. Hospital page in Facebook & Instragram
- viii. Leaflets, Banners, Kiosks, through Autorickshaws and no-parking signages having hospital publicity
- ix. Tele-calling to discharge patients asking their feedback
- x. Introduction of new OPD folder with brief hospital information

13. Brief about various activities

i. Flood Relief Camp at Nagaon and Morigaon

A team of medical experts comprising doctors and nurses had visited the flood affected people of Nagaon and Morigaon districts and conducted medical check up camps at Nagaon on August 17, 2017, at Kuthari (Nagaon) on August 18, 2017, at Kuranibori (Morigaon) on August 20, 2017 and at Patidoya (Morigaon) on August 21, 2017, wherein more than 800 patients were consulted and provided free medicines to the flood affected people of both the districts.

ii. Free Health Camps

The hospital organized 39 no. of free health checkup camps at the following places during the year 2017-18 which please know. Most of these camps were organized at various locations with respective local partners 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. Only one of the camps stated at Sl. No. 39 here in below was however paid OPD camp.

| SL. No | Camp | Location / Partner | Date | Total patients |
|--------|-----------------|-----------------------------------|-----------|----------------|
| 1 | Health check-up | Bonda(Narengi) | 22.4.2017 | 150 |
| 2 | Health check-up | Manahkuchi | 6.5.2017 | 178 |
| 3 | Health check-up | Manahkuchi | 10.6.2017 | 91 |
| 4 | Health check-up | Saraighat Service Station Adabari | 20.5.2017 | 60 |
| 5 | Health check-up | Jyotikuchi | 4.6.2017 | 60 |
| 6 | Health check-up | Rajabari Athletic Club | 11.6.2017 | 52 |
| 7 | Health check-up | Bonda Tribal Library | 18.6.2017 | 127 |
| 8 | Health check-up | Parijat Academy, Pamohi | 28.6.2017 | 57 |

| | | | | |
|----|--|---|--------------------------|-----|
| 9 | Health check-up | Jyotikuchi | 11.7.2017 | 92 |
| 10 | OPD Camp | Chayagaon | 16.7.2017 | 143 |
| 11 | OPD Camp | Udalbakra | 9.8.2017 | 52 |
| 12 | Diabetic Camp | FBOD | 13.8.2017 | 125 |
| 13 | Flood Relief Camp | Nagaon | 17.8.2017 | 103 |
| 14 | Flood Relief Camp | Kuthari | 18.8.2017 | 171 |
| 15 | Flood Relief Camp | Kuranibori (Morigaon) | 20.8.2017 | 253 |
| 16 | Flood Relief Camp | Patidoya(Morigaon) | 21.8.2017 | 248 |
| 17 | Dental Camp | Hospital Campus | 3.9.2017 | 37 |
| 18 | OPD Camp | Bijaynagar | 9.9.2017 | 143 |
| 19 | Diabetic screening & consultation | Lions Club of Guwahati Capital at FBOD | 8.10.2017 | 150 |
| 20 | OPD Camp | Hajo | 27.10.2017 | 134 |
| 21 | Diabetic day Camp | Hospital Campus | 14.11.2017 | 69 |
| 22 | Diabetic Camp | FBOD | 16.11.2017 | 62 |
| 23 | OPD and Diabetics Camp | Lions Club of Guwahati Capital at FBOD | 19.11.2017 | 105 |
| 24 | ENT camp | Hospital Campus | 25.11.2017 | 125 |
| 25 | Cancer Check-up Camp | Hospital Campus | 9.12.2017 | 8 |
| 26 | OPD Camp | Narakasur Hill, Kalapahar | 10.12.2017 | 173 |
| 27 | Diabetic Camp | ITA Machkhuwa | 15.12.2017 | 94 |
| 28 | Orthopeadics Camp | Hospital Campus | 15.12.2017 | 85 |
| 29 | Orthopeadics ENT Camp | RBI, Guwahati | 28.12.2017 | 189 |
| 30 | Shree Ram Katha | Shree Gauhati Gaushala | 03.01.2018 to 11.01.2018 | 279 |
| 31 | Diabetic screening & consultation, associated with Lions Club at Shanti Sabha Mandir | Lions Club of Guwahati at Shanti Sabha Kumarpara | 28.01.2018 | 115 |
| 32 | ENT Camp | Leo Club of Guwahati at Marwari Hospitals | 03.02.2018 | 87 |
| 33 | ENT Screening & Surgery Camp | Mukund System & Networking Pvt.Ltd at Marwari Hospitals | 09.02.2018 - 10.02.2018 | 83 |
| 34 | OPD Camp | Chaygaon Health Care, Chaygaon | 11.02.2018 | 96 |
| 35 | OPD Camp | Panikhaiti in association with Rotary Club of Guwahati | 25.02.2018 | 85 |
| 36 | ENT Camp | SOS Children's | 03.03.2018 | 133 |

| | | | | |
|----|---------------|-------------------------------------|------------|-----|
| | | Village, Azara | | |
| 37 | OPD camp | Pratidin Times News, Ulubari | 07.03.2018 | 129 |
| 38 | OPD Camp | Santipur Athletic Club, Santipur | 10.03.2018 | 150 |
| 39 | Paid OPD camp | Marico Industries, Amingaon | 29.03.2018 | 100 |

iii. 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, and medicines are supplied free of cost. In the financial year 2017-18, a camp was organized and a total of 89 nos. patients were successfully operated.

iv. Free ENT Camp by Mukund System & Networking as CSR initiative.

A free ENT screening and surgery camp was organized in collaboration with Mukund System & Networking Pvt. Ltd, Guwahati led by Sri Rishi Gupta at Marwari Hospitals. The fund for the camp was made available by Mukund System & Networking Pvt. Ltd as a part of their CSR initiative. A total of 41 patients were benefited from the camp. Out of the 41 patients 23 patients underwent surgical management and the rest 18 patients underwent conservative management.

v. 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.

14. TPA & Corporate Empanelment

i. Corporate

- ✓ Airports Authority of India
- ✓ Reserve Bank of India
- ✓ Small Industries Development Bank of India
- ✓ Lions Club Guwahati

ii. TPAs/Insurance companies

- ✓ Heritage Health TPA Pvt. Ltd.
- ✓ Raksha TPA Pvt. Ltd.,
- ✓ Family Health Plan TPA Pvt. Ltd.
- ✓ Medicare TPA Services (I) Pvt. Ltd.
- ✓ E-Meditek TPA Pvt. Ltd.
- ✓ Medsave Healthcare (TPA) Ltd.
- ✓ Bajaj Allianz General Insurance Co. Ltd.
- ✓ HDFC Ergo General Insurance Co. Ltd.
- ✓ Paramount Health Services (TPA) Pvt. Ltd.
- ✓ Universal Sompo General Insurance Co. Ltd.
- ✓ TATA AIG General Ins. Co. Ltd.
- ✓ Star Health and Allied Insurance Co. Ltd.
- ✓ Alankit Insurance TPA Ltd.
- ✓ Chola MS.
- ✓ Medi Assist Insurance TPA Pvt Ltd
- ✓ MD India Insurance India Pvt Ltd

15. MOUs for tie ups related to providing health care.

i. Chhaygaon OPD.

Marwari Hospitals in association with Chhaygaon Health Care, a diagnostic centre have started a weekly OPD every Sunday from December 13, 2017. OPD consultation is provided in the disciplines of Medicine, Surgery, Obs.& Gynae, ENT or any other speciality.

ii. Atal Amrit Abhiyan.

Marwari Hospitals has been empanelled with Health & Family Welfare Department, Govt of Assam, to provide cashless coverage up to a limit of Rs.2.00 lakhs per annum for Neo-natal, Urology and Nephrology (as we have a Dialysis setup).

iii. Sri Sankaradeva Nethralaya

A MOU was signed wef January 17, 2018 with Sri Sankaradeva Nethralaya for screening of newborn/infants for detection of Retinopathy of Prematurity (RoP)/congenital cataract/squint, needing proper and timely medical intervention and care for their eye ailments.

iv. Agreement with Shree Vinayak Communications for publicity related matters

An agreement has been executed w.e.f. October 15, 2017 for coverage and publicity of all events/ achievements of the hospital.

v. Agreement with Jump Up High for social media management and hospital website.

Marwari Hospitals has appointed Jump Up High for social media management w.e.f. March 1, 2017. Total publicity of all events/achievements and facilities of the hospital are extensively promoted through Facebook and Instragram. The hospital website is also developed by them.

16. Fancy Bazar Outdoor Dispensary(FBOD)

Fancy Bazar Outdoor Dispensary (FBOD) has been providing its free services since inception in the year 1916. Here we provide Allopathy, Homeopathy consultancy on a registration charge of Rs 20/- only per patient along with free listed medicines. Further, a path lab sample collection centre, which has been set up is successful going on where 25% discount is given to all patients.

Moreover in FBOD we provide free blood pressure check up facility. And instant blood sugar testing is done @ Rs 30/- only.

Yoga therapy has also been initiated at the first floor of FBOD under the guidance of yoga therapist Ms.Sahanur Shabnam Mazumder, PG diploma in yoga therapy from Kaivalyadham Yoga Institute, Pune, Maharashtra.

17. Marwari Hospitals OPD Clinic at Bishnupur in association with Bharat Vikas Parishad.

In association with Bharat Vikas Parishad, we have started a OPD clinic at Bishnupur, which was inaugurated on Monday May 21, 2018. Here we also have Path Lab sample collection facility.

18. Concession policy

In the interest of serving the poor, needy & deserving patients are given discount as per hospital policy, which includes discount to BPL card holders, senior citizen, physically handicapped, & dialysis patients, children of Matri Mandir. Further all OPD & General ward patients are given discount @ 25% in path lab & @ 15% in radiology services.

19. Marwari Hospitals Sahayata Kosh

Keeping synonym with the charitable nature of this organization and as a part of centenary year celebrations in the year 2016, we have floated a fund known as 'Marwari Hospitals Sahayata Kosh' where the entire amount collected is brought under its corpus. Till now, an amount of Rs. 61.57 lacs have been collected. 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 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.

20. Bed Occupancy

Stagnancy in the bed occupancy is an area of concern, which need to be addressed to with all seriousness. The reasons for this stagnancy are modernization of GMCH, MMC & opening up of various Govt owned hospitals in the areas surrounding the city and its suburbs, more so in handling maternity cases have taken a toll on bed occupancy of our mother & child block, which has affected out overall bed occupancy.

If we fail to achieve atleast 60-70% bed occupancy, the chances of hospital generating surplus revenue is not possible. Moreover, if we operate at around 50-55% bed occupancy, our hospital infrastructure remains under utilized and fixed cost and other cost remains same. Occupancy data are analyzed on category wise and necessary steps were taken to increase bed occupancy. Although, necessary steps through marketing initiatives have been taken, but so far, only marginal results have been noticed. With the shifting of NICU/PICU to mother & child block, starting of IVF facility in mother & child block and reducing certain number of general ward beds in mother & child block, hospital empanelment with ESIC & CGHS are being considered seriously, which may lead to substantial increase in bed occupancy in the days to come.

The following is the bed occupancy data of last three years:-

| Financial Year | 2015-16 | 2016-17 | 2017-18 |
|----------------|---------|---------|---------|
| Occupancy | 56% | 52% | 58% |

21. Merger of MMH and MHRC to Marwari Hospital

With an aim to improve efficiency, quality of care and to save certain statutory and administrative costs, the management has merged the Marwari Maternity Hospital and Marwari Hospital & Research Centre under the brand name of Marwari Hospitals. A deed of declaration has been signed and made effective from April 1, 2016. Hence the maternity unit is known as Mother and Child block and research unit is known as Multispecialty block.

With the merger of both the units of SMDA to Marwari Hospitals, all statutory licence, AMCs and CMCs and other such legal documents which were earlier in the name of both the units separately, have now been procured in the name of Marwari Hospitals.

22. Danveer Members added during the year 2017-18.

There were 15 members in Danveer category till 2014-15 i.e., till the last election. However, 8 more members have been upgraded/included during 2015-16 to 2017-18, namely, Mahila Mangal, Sri Rakesh Agarwal, M/s Kanwarlal Dharam Chand Betala, Sri Abhimanyu Khetawat, M/s Deepak Kumar Prakash Kumar Mour & family, M/s Dipak Pharmaceuticals, J L Lahoty Memorial Charitable Trust, Mangtural Newatia Charitable Trust. However, during the current year, i.e., 2018-19, till the writing of this report, the name of Sri Babu Lal Gupta & family has been added and with this addition, total membership strength under Danveer category is 24.

23. Membership related issues:

✓ Revision of membership subscription category wise:

While the membership subscription rates for General category has been retained at Rs 2500/- (since 2016-17), during the current year, i.e 2017-18, wef May 27, 2017 the working committee has revised the membership subscription rates for Visisth category to Rs 25,000/- or more but less than Rs 1.0 lakh; for Poshak category, to minimum Rs 1.00 lakh but below Rs 2.00 lakhs; for Sanraksak category, to Rs 2.00 lakhs or more but below Rs 7.00 lakhs; for Ganmanya category to Rs 7.00 lakhs or more, but below Rs 31.00 lakhs and for Danveer category, raised to Rs 31.00 lakhs and above.

24. MoU with S3 Global Services

A MoU has been executed with S3 Global Services w.e.f. September 13, 2018 for collection of subscription from members. Till date S3 Global Service has collected Rs. 16.41 lakhs towards the collection of annual subscription.

25. Other works undertaken

- i. ETP cum STP installation under process.
- ii. For patient safety, proposal for procurement of side railings in patient bed has been put up.
- iii. Grab bars are being provided in the washrooms in a phased manner for better safety of the patients.
- iv. Regular checking and coverings have been provided in the oxygen cylinders for better ambience.

26. 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. Marking the occasion of the foundation day of Shree Marwari Databya Ausadhalaya celebrated on May 18, 2018 Padmashri Dr. Saumitra Rawat, Chairman Surgical Gastroenterology and Liver Transplantation, Sir Ganga Ram Hospital, New Delhi visited Marwari Hospitals, and held discussions with the management for future course of action.

27. Radiology Services

- i. Dr. Aranya Rajan Pathak, MD has joined as Jr. Consultant Radiologist w.e.f November 1, 2017 as full time Radiologist. The present strength of radiologist is 3 (Three).
- ii. One new GE Voluson P8 Core USG machine has been purchased and put to the service. Present we have two USG machines functioning in our Hospital.

28. Blood Bank

The necessary licence for operation of Blood Component Separation Unit, earlier donated by SM Foundation, was received on April 29, 2017 and accordingly, the same was formally inaugurated on July 15, 2017 by Sri M.C.Jalan, Chairman, Shree Gauhati Gaushala Trust Board. With the introduction of blood component separation facilities, one unit of blood is being used for three patients.

It is said that of all donations, the donation of blood is supreme. During the year, 35 blood donation camps were organized by various social organizations. Total collection of blood from camps was 890 no. of units, from voluntary donation was 1061 no. of units and replacement was 4093 no. of units, there by leading to total collection of 6044 units of blood during the year.

i. Inauguration of ID NAT Lab.

During the year, the hospital started ID Nat testing facility. The ID NAT Lab was inaugurated on September 12, 2017 at the hands of His Excellency, Sri Banwarilal Purohit, the then Governor of Assam. The ceremony was attended by Dr. Nabajyoti Choudhury, Addl. Director and Head of the department, Transfusion Medicine, Fortis Memorial Research Institute, Gurugram and Mr. Sumit Bagaria, Managing Director, Hemogenomics Pvt. Ltd. In the event, donors who have donated more than 50 units of blood along with the members of Sri Kashi Prasad Jalan and family, who had donated Rs. 11.00 lakhs for the construction of the lab room were felicitated.

With the introduction of ECI and ID NAT the safety and quality of our blood have been enhanced substantially (can be rated at near zero risk) and many of the hospitals have started procuring their supplies from our blood bank because of this safety factor.

With the installation of ID NAT Laboratory for screening blood samples for DNA of HIV, Hepatitis B and Hepatitis C viruses in donor's blood, 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.

With constant effort from marketing department our Blood Bank is helping approx 38 hospitals in and around Guwahati city. We are providing safest possible blood to patient during their emergency.

Understanding the need of the community, steps have been initiated to establish full fledged Blood Transfusion department at Marwari Hospitals.

The following statistics show the issue of blood units from our blood bank during the year.

| Period: April, 2017 to March, 2018 | |
|---|--------------|
| Blood Component | Units |
| Whole Blood | 2077 |
| Packed Red Blood Cells | 2908 |
| Fresh Frozen Plasma | 405 |
| Platelet Concentrate | 588 |
| Total | 5978 |

29. Development of centralized reception

Developmental work of centralized reception with an additional lift facility is under planning.

30. Development of the vacated space of Nursing Hostel

Nursing hostel situated at 5th floor of the hospital building has been shifted from the hospital premises to outside campus in Manpara on rental basis. Though hospital has incurred additional expenses on hostel rent, but it was necessary for the overall

safety of the hospital. For better utilization of vacated space of Nursing Hostel of Multispecialty block, it has been decided to shift the 4th floor office to vacated Nursing Hostel area at 5th floor and the space of existing office block of 4th floor shall be used to start Transfusion department & dialysis section.

31. Parking at Gaushala

On request, the management of Shree Gauhati Gaushala has allowed the hospital to park 20 no. of doctors' vehicle at their premises w.e.f July 15, 2016, which has been extended to December 31, 2018. The Working Committee has appreciated this help extended by Shree Gauhati Gaushala.

32. Donation of Physiotherapy Laser Equipment.

Mr. Ashok Kumar Dhanuka, Chairman, Shree Ramjidas Dhanuka Charitable Trust, had donated Rs.1,20,000/- towards purchase of Laser Physiotherapy Equipment.

33. Budgeting exercise

Necessary budgeting exercise to control revenue and expenditure has been initiated during the year.

34. Request for CSR funding is sought from the following organizations under different heads.

- i. 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/IUI/ICSI and surrogacy. The file has been sent to the SBI Foundation for further approval.
- ii. Request for grant of Rs.50.00 lakhs for development of Paediatric Intensive Care Unit (PICU), has been made to M/s. Century Plywood from their CSR funds. Another prayer for grant of Rs.50.00 Lakhs for up-gradation of Accident & Emergency department in our hospital has been made to M/s. Emami Limited, as part of their CSR activity.
- iii. A project proposal for financial assistance to upgrade our radiology facility has been submitted to Coal India Ltd on May 7, 2018. The proposal has been received by them and they informed that after internal discussion they will be able to respond to our request.
- iv. A letter addressed to the North Easter Council, Shillong requesting for grant of funds for purchase of 2 nos. of mobile blood collection vans and upgradation of NICU facilities has been sent. Proposal of Rs. 2.50 crores has been submitted. The proposal has also been recommended by the Commissioner & Secretary, Health & Family Welfare, Govt. of Assam. The proposal has been approved by the Department of Health, Government of Assam and was forwarded to the Transforming and Development department after which it will be forwarded to NEC.

35. Exemption Certificate under Agricultural Income Tax

We have received the necessary certificate under Rule 2(4) of the Assam Agricultural Income Tax Rules, 1939, for receiving donations. We are grateful to Sri Rakesh Agarwal, IAS for necessary assistance in the matter.

36. Developments in the Human Resource department

To bring professionalism and change the culture of the organization, HR consultant namely, M/s Yellow Hat was appointed in the year 2015 . Under their guidance the Vision, Mission, Core values of Shree Marwari Databya Aushadhalaya were developed, other than development of KRA process and organogram, so that executives become more accountable and responsible. Further more, with valuable inputs of the HR consultant, various policies were developed, employee & doctor hand book were prepared. During the year 2017-18, various employment engagement programs were undertaken, including reward and recognition. Copies of the vision, mission, core values, organogram, reward & recognition have been given below.

Mission and Vision of SMDA

- **Mission:** To serve humanity, irrespective of caste, creed and religion, through best-in-class healthcare services at fair value, continuously improving efficiencies to sustain holistic development of the Organisation, growth across geographies and subsidising the health care for the economically weaker sections of the society.
- **Vision:** To relentlessly dedicate ourselves in bringing excellence in healthcare within the reach of all.

i. Core Values

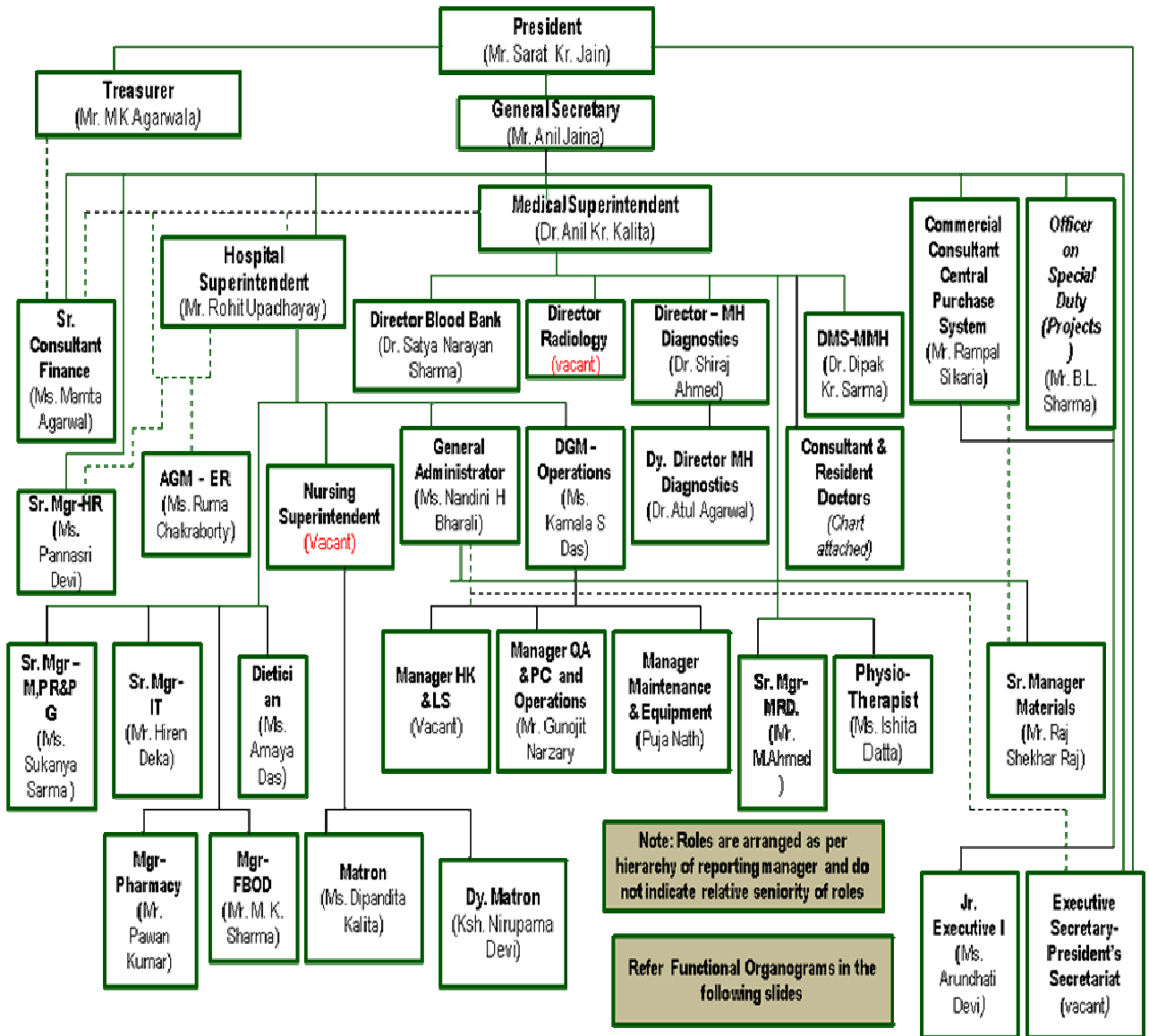
- a) Caring
- b) Respect for Others
- c) Transparency
- d) Commitment
- e) Innovation
- f) Collaboration

| Core Value | Guiding Principles |
|------------|--|
| Caring | <ul style="list-style-type: none">• We shall respond immediately to situations and eliminate waiting time for patients and internal customers at all times• We shall always give evidence based treatment to patients• We shall always go the extra mile to comfort patients and boost their morale• We shall promote professional growth and well being of team members• We shall always ensure quality checks for all medicines and supplies |

| | |
|---------------------------|---|
| | <p>used in the Organisation</p> <ul style="list-style-type: none"> • We shall always follow safety norms as well as maintenance and inspection schedules to ensure complete safety of patients and employees • We shall always promote sustainable development and take steps to protect the environment • We shall always ensure security of people, equipment and material |
| Respect for Others | <ul style="list-style-type: none"> • We shall always ensure complete confidentiality of patient and employee information • We shall always demonstrate respectful behavior towards patients, their guardians and family members • We shall always respect the sensibilities of culture, traditions, religions of patients in our care • We shall always demonstrate mutual respect to team members irrespective of hierarchy and background |
| Transparency | <ul style="list-style-type: none"> • We shall always be alert about the patient's right to information and provide accurate information • We shall always share relevant facts and figures in time with patients and team members • We shall always disclose treatment options available globally, risks involved and cost estimates to patients/ guardians before performing any procedure • We shall always make statutory disclosures to relevant authorities • We shall always present resource utilization reports at regular intervals to donors • We shall always communicate all policy changes and organization performance trends to team members periodically • We shall maintain accounts fairly and accurately in accordance with generally accepted guidelines and standards |
| Commitment | <ul style="list-style-type: none"> • We shall always demonstrate accountability in performance of jobs and responsibilities • We shall always demonstrate relentless dedication to achieving excellence in patient care • We shall always be responsible for maintenance of all equipment and infrastructure assigned to our care • We shall always ensure statutory and regulatory compliances • We shall always follow ethical practices and demonstrate integrity • We shall always prescribe investigations, implants, medicines, services etc. only through authorised channels of the Organisation • We shall always strive to increase efficiency and utilisation of resources to generate surplus for charitable healthcare for economically weaker sections of society |
| Innovation | <ul style="list-style-type: none"> • We shall always engage in research and development to continuously improve quality of patient care • We shall always demonstrate strategic orientation and never lose sight of the long term perspective • We shall always be open to progressive ideas and embrace change • We shall always review performance and processes continuously and |

| | |
|----------------------|---|
| | <p>initiate changes to increase efficiencies</p> <ul style="list-style-type: none"> We shall continuously upgrade technology and knowledge to match recent advancements towards achieving excellence |
| Collaboration | <ul style="list-style-type: none"> We shall always work together as integrated teams across levels and functions to achieve excellence in patient care We shall always resolve problems with joint effort We shall always encourage all team members, irrespective of hierarchy to give ideas and participate in decision making We shall always form progressive alliances with related medical facilities to ensure holistic well being of patients |

Marwari Hospitals' Organogram : Leadership Team & MS's Organisation



ii. Reward and recognition scheme

Following categories of reward are given on monthly.

- **Champion of the Month:** Any Doctor/ Consultant.
- **Star of the Month Award:** Any Team Member from any function including Resident Doctors.
- **Best Nursing Staff of the Month:** Any nursing staff may be nominated.
- **Best Paramedic of the Month:** Any paramedic may be nominated.
- **Best Department of the Month:** This award will be awarded each month to the best department.

iii. **Reward and recognition scheme**

It has been initiated with effect from November 1, 2017 to recognize the contribution of team members in order to foster high levels of engagement in the team and create a performance driven work culture with a combination of achievement orientation and team spirit across all units of SMDA.

iv. **Employee Engagement Programme**

In order to keep to the employees enthusiastic and motivated, few employees engagement programs has been conducted during financial year of 2017-18, which are:

- ✓ **Diya Decoration competition:** On the occasion of diwali, on October 18, 2017 a diya decoration competition was organized.
- ✓ **Sports event and cultural programme:** An annual sports week was organized from December 14, 2017 to December 17, 2017 in the Sonaram high School field, Bharalumukh. A total no. of 560 employees participated in various events. On December 23, 2018, along with the prize distribution ceremony, a cultural programme was also organized in the Lions Eye Hospital Auditorium, where employees had performed.

Also during the year 31 new staff and 16 new doctors were appointed. However, during the year about 32 staff have resigned including nursing staff. Also, during the year, 42 nos. of show cause notices/caution letter were issued to staff. During the year 2017-18, 3 staff has retired from the service in the hospital.

v. **Training program for staff.**

The management had engaged Mr. Sanjay Kedia for training our employees for ensuring better professionalism and better patient care services, which was appreciated by our staff. His training programmes started from the month of April, 2017. The various topics

covered by him were Service Excellence, Ownership and Accountability and Communication Skills. A total of 20 nos of training program were conducted till date.

Inhouse training programmes are done in a continuous process which include 5 nos. of Induction Program and 183 nos. of various continuous training programmes.

37. Public utility Service

In 1995, on request, the office of the Labour and Employment declared the medical services of SMDA as Public Utility Service for a period of 6 months. Since, no statutory time limit is there for applying a fresh notification, in February, 2016, an application was submitted to the appropriate authority, requesting for issuing a fresh notification. Accordingly, the notification, declaring SMDA as a Public Utility Service has been received on September 21, 2017, for a period of 6 months from the date of issue of the notification. However, the same has expired on March 20, 2018 and for its renewal/extension, letter has been submitted to appropriate authority, which is lying pending.

38. Matter related to Bonus

During the year, the management paid bonus @ 8.33%, but the employee's union insisted upon higher rate of bonus. The union approached the O/o Asstt. Labour Commissioner for necessary conciliation in the matter. But the conciliation proceeding ended in failure and hence, the matter was referred to the Appropriate Authority by the Labour Officer. Subsequently, the Labour Welfare Dept referred the matter to the Industrial Tribunal Guwahati, where the matter is lying pending.

39. Matter related to House Rent Allowance(HRA)

Since HRA is a part of minimum wages, the management discontinued to pay the additional HRA w.e.f. November 1, 2017. But this discontinuation was opposed by the employees union. The management then referred the matter to O/o Asstt. Labour Commissioner for necessary conciliation. The conciliation proceeding however failed, and hence the Labour Officer referred the matter to the Appropriate Authority, where the matter is lying pending.

40. Legal matters and complaint from patients

i. Matter of PCPNDT

The Appropriate Authority, PCPNDT Act filed a case against the hospital for violation of provisions of the PCPNDT Act in the court of CJM Kamrup Metro in the year 2016.

The case has been disposed off by the court in favour of the hospital. The Appropriate Authority has now filed an appeal before the District & Sessions Court, which is lying pending.

ii. Matter related to Dr Lukman Hekim

Dr. Lukman Hekim, a homeopathic doctor was arrested from the hospital premises on March 8, 2018 by the State CID on the basis of FIR filed by Mr. Jitul Deka, President Asomiya Yuva Manch alleging that Dr Hekim does surgery in the OT, which he is not permitted. He was later released on bail. It may be stated here that the hospital authorities engage Dr Hekim, as when needed, as a helper/assistant in the OT of Maternity block on daily wage basis. Since, the MS of our hospital has been also made an accused, we have filed a petition in the Hon'ble Gauhati High Court to quash the FIR filed by Mr. Jitul Deka. Till the writing of this report, the Hon'ble Gauhati High Court has in the mean time, admitted our petition for quashing of the FIR/case and has also granted stay on the case/FIR.

iii. Patient complaints

The management has introduced a system of collecting feedback from every in-patient at the time of discharge, which is analysed and preventive and corrective steps are taken in right earnest. Further, in case of serious complaints, the management takes recourse to constitution of Medical board for enquiring into the matter. Based upon the enquiry report, necessary follow action is taken.

iv. Cases filed in the District Consumer Disputes Redressal Forum

Three cases are lying pending in the District Consumer Disputes Redressal Forum, which are followed up on regular basis.

41. Security Services and Disaster Management

The Security and Disaster Management dept of the hospital takes necessary steps for complying with the statutory provisions laid down by Assam State Disaster Management Authority and Assam Fire Services and other relevant laws from time to time. Regular training programmes for all the hospital staff and security personnel are carried out including mock drill and fire training.

42. Ethics Committee vis-à-vis Research works

The Ethics Committee of Marwari Hospitals is registered by the office of Drugs Controller General (India) under the Directorate General of Health Services, New Delhi vide registration no. ECR/487/Inst./AS/2013 issued under Rule 122 DD of the Drugs and Cosmetics Rules, 1945 on November 29, 2013.

43. Health Packages

Marwari Hospitals introduced various health packages from July, 2017 for the better interest of the society and benefitting the financial weaker section of the society. Differential charges have been kept based on bed category. Medicine cost, investigation cost & treatment of baby care cost is not included in the packages. We have provided below the rate of various packages for general ward only. (Rates for packages of other categories are readily available at the Reception)

| |
|------------------------------|
| General Ward Packages |
|------------------------------|

| Obstetrics & Gynaecology | | |
|-------------------------------------|-----------------------------------|--------------|
| Sl.No. | Particulars | Amount (Rs.) |
| 1 | Normal Delivery | 4,999 |
| 2 | Caesarean Delivery | 7,999 |
| General Surgery | | |
| 1 | Hydrocele | 7,499 |
| 2 | Abdominal & Vaginal Hysterectomy | 10,999 |
| 3 | Gall Bladder | 12,499 |
| 4 | Appendectomy | 12,499 |
| 5 | Hernioplasty (Excl. Mesh) | 13,499 |
| 6 | Large Ventral Hernia (Excl. Mesh) | 15,499 |

| ENT | | |
|---------------------|------------------------|--------------|
| Sl.No. | Particulars | Amount (Rs.) |
| 1 | Tympanoplasty (ENT) | 11,499 |
| 2 | Tonsillectomy | 11,499 |
| 3 | Septoplasty | 13,499 |
| Orthopaedics | | |
| 1 | Total Knee Replacement | 89,000 |
| 2 | Total Hip Replacement | 67,000 |

44. Various hospital statistics at a glance for the FY 2017-2018

| | Name | Count |
|----------|-------------------|-------|
| Patient | OPD Registration | 42362 |
| | OPD Consultation | 37362 |
| | IPD Patient | 13099 |
| | Baby born | 2888 |
| Services | Dialysis | 620 |
| | ECG | 6211 |
| | Echo-Cardiography | 994 |
| | Retinopathy | 531 |

| | | |
|--------------|-----------------------------------|--------|
| | BIOTHESIOMETER & VASCULAR DOPPLER | 558 |
| Radiology | X-Ray | 9015 |
| | USG | 10678 |
| | CT | 1030 |
| Pathology | Pathology | 148758 |
| FBOD Patient | Allopathy | 28502 |
| | Homoeopathy | 7786 |
| | Total FBOD Patient | 36288 |

45. Procurement of equipment/instruments

Procurement of equipments/instruments is a regular feature in the hospital. During the last year, we have ordered for /procured equipments/instruments of Rs 1,79,41,651/-, which is shown below in annexure I

46. Constitution Review Committee

A Constitution Review Sub-Committee has been constituted under the chairmanship of Sri Ramesh Goenka, IPP to look into the issue of limiting the no. of Danveer Members in the WC and other relevant issues.

47. 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 hurdles, is a big challenge. But we are confident that with the co-operation of you all, our doctors/consultants and our staff, we will overcome 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.

48. 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:
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>

Annexure I

| Major Fixed Assets Procured From 01-04-2017 to 30-06-2018 | | | |
|--|---|------------------|--------------------|
| Sl. No | Work description | Qty (nos) | Amount (Rs) |
| 1 | Wipro GE Lullaby LED Phototherapy with complete accessories. | 2 | 96,000.00 |
| 2 | Neonatal Resuscitation Unit Facilities with: i) Warming ii) Slow Suction iii) Oxygen Administration. | 1 | 57,500.00 |
| 3 | Radiant Heat Warmer. | 2 | 85,000.00 |
| 4 | LED Double Surface Phototherapy. | 3 | 1,87,500.00 |
| 5 | ECG Machine Multi Channel Recorder M9108. | 2 | 2,05,000.00 |
| 6 | Fowler Bed Supreme Plus | 1 | 32,000.00 |
| 7 | Note Counting Machine | 3 | 52,500.00 |
| 8 | Fowler Bed Janak –BX4000 | 3 | 1,21,827.00 |
| 9 | Central Oxygen Gas Pipeline Work (shifting of existing oxygen panel from middle land area to parking area of Multi-Speciality Block). | | 10,60,000.00 |
| 10 | HiLoop Electric Sterilizer (Make: Himedia) Cat: LA832 | 1 | 44,067.00 |
| 11 | Defibrillator | 2 | 3,70,000.00 |
| 12 | ESS Energy Harmonic | 1 | 12,78,261.00 |
| 13 | Harmonic Scalpel | 1 | 1,21,739.00 |
| 14 | Diagnostic Endo Scope | 1 | 28,00,000.00 |
| 15 | Vertical Air Receiver & Air Compressor. | 1 | 3,29,009.00 |
| 16 | Laser Therapy Equipment. | 1 | 1,20,000.00 |
| 17 | Syringe Infusion Pump. | 5 | 1,55,000.00 |
| 18 | Fortinet 100E UTM Firewall Devices with 3 years Subscription (IDS, IPS, Content Filtering, Application Filtering & Antivirus) | | 2,36,000.00 |
| 19 | Ring Applicator. | 1 | 62,257.00 |
| 20 | Histology Storage cabinet | 1 | 3,81,706.00 |
| 21 | Jakson 250 kva DG Set | 1 | 18,50,000.00 |

| | | | |
|----|---|--------------|----------------------|
| 22 | Hepa Filter (610X610X335) | 1 | 54,723.00 |
| 23 | Hepa Filter (1220X610X335) | 1 | 1,44,845.00 |
| 24 | Air Conditioner | 12 | 4,52,463.00 |
| 25 | Micro Electrode | 1 | 98,424.00 |
| 26 | OT-Table | 2 | 9,64,060.00 |
| 27 | OT-Light | 2 | 16,00,000.00 |
| 28 | L&T 800A FP 50KA MCCB | 2 | 96,943.00 |
| 29 | L&T 800A FP Onload Changeover | 4 | 1,37,908.00 |
| 30 | Upright Cooler | 1 | 86,400.00 |
| 31 | Electrical Changeover Panel 800AMP (MHRC) | 1 | 2,62,400.00 |
| 32 | Sony Medical Grade Printer. | 1 | 40,320.00 |
| 33 | Bipap Machine | 2 | 2,35,200.00 |
| 34 | Installation of New ETP at Basement of Middle Land. | | 15,30,000.00 |
| 35 | Fire Protection System for 2nd Floor & 3rd Floor | | 3,15,000.00 |
| 36 | USG Machine (Make:Wipro GE) | 1 | 22,77,599.00 |
| 37 | Olympus make Axeon UGI Endoscopic Systems | 1 | 8,36,610.00 |
| | | Total | 1,87,78261.00 |