



**Indian Institute of Technology Kanpur
Director's Office**

DIR/IITK/2007/94
October 13, 2007

MEMORANDUM

Sub: Implementation of recommendations of the committee appointed vide Office Order DIR/IITK/2007/82 dated August 29, 2007.

I. A Committee was constituted to enquire into the entire episode of the incident that took place at the Health Centre in early hours on August 25, 2007 under the Chairmanship of Dr. M.K. Govil, Medical Adviser.

II. The terms of reference of the committee were as follows:

- To enquire into the entire episode in totality.
- Quality of the services provided by Health Centre Reception
- Examination of quality of services in handling emergency situations by the incumbents.

III. The Committee has examined the entire episode in totality as per above mentioned terms of references and has submitted its report to the undersigned on September 25, 2007.

IV. The report of the committee is accepted.

V. Now, this Memorandum is issued with specific guidelines duly indicating the action points on each of the observations made by the committee duly specifying the individual official who is responsible for taking necessary action and submit a compliance report to the undersigned.

VI. The observations of the Committee are reproduced hereunder followed by the Action points / Directives:

- 1) **Observations of the committee:** The committee observed that there is a lack of awareness among the contract workers about the availability of health services in and around the campus. The living conditions of contract workers who are staying in the campus need improvement.

Action point: A detailed Office Order DIR/IITK/2007/89 dated September 16, 2007 has already been issued reiterating necessary action required about the health and habitation issues of contract labourers on the campus which are under implementation by various committees appointed for this purpose.

In consultation with the RMO Kanpur, the Institute shall issue an order about the obligations of health centre officers and staff when any contract worker is brought to the health centre in an emergency condition.

In the meanwhile, the Acting CMO, Health Centre, IIT Kanpur is advised to take necessary steps to notify that in case of emergency situation, any contract labourer engaged by the Institute's labour contractors shall be extended first aid facility followed by necessary referral to the appropriate medical authority/ hospital for further necessary Medicare. Necessary guidance shall be provided by the Health Centre for getting the Ambulance services from the designated agencies or provision of Institute's Ambulance in case of highly emergent situation at the discretion of the Medical Officer on duty / Acting CMO.

Action by: Acting CMO.

- 2) **Observations of the committee:** Lack of sensitivity among the security personnel and also lack of coordination between the security personnel of IITK and SIS in the matter of such cases.

Action point: The security advisory and executive committee is hereby requested to initiate suitable measures for improving the coordination between IITK security and SIS personnel for better handling of any such emergencies.

Action by: Chairman, SEAC.

- 3) **Observations of the committee:** The caretaker at the reception of health center could not fulfill his duties and misled the person who brought the patient to the health centre.

Action point: Since the committee has felt that the services of the caretaker at the reception are not up to the mark, it is hereby directed to disengage the responsible receptionist from services with immediate effect.

Action by: Dy. Registrar (Admin).

- 4) **Observations of the committee:** Precious time of about one and half hours, which is very crucial for the treatment of snake bite, was lost before the matter was brought to the notice of the doctor on duty at health center.

Action point: Necessary information about the hospitals well equipped for handling such emergency services, which are located nearby should be identified by the committee appointed for this purpose (**Office Order** DIR/IITK/2007/89 dated September 16, 2007) and necessary display boards be erected at all sites of construction for the information of all concerned.

Action by: SE/IWD.

- 5) **Observations of the committee:** The Doctor on duty Dr. (Mrs.) Meera Batra had not done anything wrong by asking the attendant to rush the patient to LLR Emergency as she was misinformed that she was receiving the call from Hall-IV rather than from the Health Centre itself. Even if the boy had been given the first aid at the health center, she would have had no choice but to send the patient to a hospital for a proper treatment as Health Centre does not have infrastructure to handle emergencies of this nature. The Doctor therefore advised the caller to rush the patient to LLR without losing any precious time. Venom can claim the victim anytime between 2 minutes to 2 hours depending upon the area of bite, depth of the bite and venom quantity injected by the snake during the bite. In the present case a lot of time had already elapsed when the case was brought to the notice of the Doctor. The Committee felt that Doctor's advice to the attendant was proper.

Action point: The observation of the committee is duly noted.

- 6) **Observations of the committee:** There is an urgent need to recruit some people with appropriate qualifications and who are sensitive to the needs of patients to man the reception counter of the health centre.

Action point: Necessary urgent steps for recruitments of qualified professionals for manning the Health Centre Reception have already been initiated by the Administrative Wing of the Institute. The issue may be followed-up by the Acting CMO and Dy Registrar (Admin).

- 7) **Observations of the committee:** The committee is of the opinion that the Health Centre is a Primary Health Centre not well equipped to deal with major emergencies.

Action point: All necessary measures for empanelling the multi-specialty hospitals around IIT Kanpur for contract workers shall be explored by Institute. Necessary centralized arrangements shall be in place for availing Services of such hospitals by contract workers. The charges of such services shall be borne by the contractors.

Action by: Registrar, SE and Offg. CMO.

- 8) **Observations of the committee:** On the question of quality of services in handling emergency situations, the committee felt that views of a much wider section of community and the doctors at the Health Centre must be taken into account.

Action point: The Acting CMO and Chairman, Health Centre User Committee are hereby requested to collect necessary views of the community and submit for necessary consideration of the Institute.

Action by: Acting CMO / Medical Advisor / Chairman HCUC.

VI. Additional measures being initiated by the Institute:

The Institute has deliberated, at different levels, on the unfortunate death of young boy Master Rahul S/o Mr. Sudhir Singh, a contract labourer engaged by M/s S.T. Advani & Co., who was allegedly bitten by a poisonous insect / creature.

Even though, there are no specific statutory provisions available, considering the unfortunate death of a young boy; on humanitarian consideration of the same, the Institute contemplates for payment of suitable ex-gratia to the father/nearest kin/legal heir of the deceased boy duly considering all necessary provisions. Necessary orders to this extent are being issued separately.



Sanjay G Dhande
Director

Copy to:

- 1) Chairman and members of BOG and Finance Committee.
- 2) Dy Director.
- 3) Chairman and all members of the committee under reference.
- 4) All Deans and Registrar.
- 5) All IAC Members.
- 6) Chairman & members of MWMC.
- 7) Health Centre Users' Committee.
- 8) Security Advisory & Executive Committee.
- 9) SE/IWD, EE-I & EE-II.
- 10) President, Students' Gymkhana.
- 11) Website for information of all concerned.