



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2023-03-26 To : 2023-05-06

1. Satisfaction

Sr. No	Departments	Patient Visits	Patients with Valid Phone Numbers	Patients with valid phone numbers (%)	Total Responses	Total responses (%)	Very Satisfied	Very Satisfied (%)	Satisfied	Satisfied (%)	Not Satisfied	Not Satisfied (%)
0	Total	2,40,379	1,49,070	62	2,140	1	750	35	824	39	566	26
1	Cardiology	9,218	5,792	63	55	1	18	33	26	47	11	20
2	Haematology	100	4	4	0	0	0	0	0	0	0	0
3	Medicine	31,914	18,893	59	283	1	91	32	102	36	90	32
4	Nephrology	2,931	1,724	59	17	1	5	29	8	47	4	24
5	Obstetrics and Gynaecology	9,692	6,117	63	86	1	28	33	29	34	29	33
6	Orthopaedics	18,924	14,040	74	226	2	91	40	81	36	54	24
7	Otorhinolaryngology	12,285	7,815	64	110	1	30	27	45	41	35	32
8	Paediatrics	10,255	5,516	54	94	2	41	44	35	37	18	19
9	Paediatric Surgery	2,351	1,612	69	21	1	9	43	6	29	6	28
10	Physical Medicine & Rehabilitation	11,791	7,049	60	88	1	31	35	29	33	28	32
11	Psychiatry	879	669	76	7	1	1	14	4	57	2	29

Sr. No	Departments	Patient Visits	Patients with Valid Phone Numbers	Patients with valid phone numbers (%)	Total Responses	Total responses (%)	Very Satisfied	Very Satisfied (%)	Satisfied	Satisfied (%)	Not Satisfied	Not Satisfied (%)
12	Urology	6,960	4,869	70	40	1	16	40	11	28	13	32
13	CTVS	1,651	957	58	11	1	3	27	3	27	5	46
14	Endocrinology	5,145	3,888	76	42	1	16	38	16	38	10	24
15	EYE	7,788	4,433	57	64	1	25	39	25	39	14	22
16	Skin	14,492	8,357	58	115	1	39	34	47	41	29	25
17	Apex Regional STD Centre	116	68	59	0	0	0	0	0	0	0	0
18	Neurology	5,013	3,535	71	32	1	16	50	10	31	6	19
19	Medical Oncology	1,758	1,002	57	22	2	10	45	9	41	3	14
20	Cancer Surgery	550	369	67	4	1	1	25	1	25	2	50
21	Dental Surgery	6,518	3,300	51	55	2	15	27	27	49	13	24
22	Neuro Surgery	3,802	2,108	55	39	2	13	33	18	46	8	21
23	Pulmonary Critical Case & Sleep	4,263	2,550	60	35	1	11	31	19	54	5	15
24	Burns Plastic & Maxillofacial Surgery	4,197	3,385	81	49	1	17	35	21	43	11	22
25	Palliative Pain Clinic	415	143	34	2	1	0	0	2	100	0	0
26	General Surgery	13,539	8,627	64	108	1	33	31	35	32	40	37
27	Radiotherapy	1,829	766	42	4	1	3	75	1	25	0	0
28	Main Casualty	13,028	7,335	56	204	3	59	29	90	44	55	27
29	Sports Injury Centre	18,350	11,768	64	128	1	54	42	53	41	21	17
30	DEPT OF COMMUNITY MEDICINE	412	201	49	2	1	2	100	0	0	0	0

Sr. No	Departments	Patient Visits	Patients with Valid Phone Numbers	Patients with valid phone numbers (%)	Total Responses	Total responses (%)	Very Satisfied	Very Satisfied (%)	Satisfied	Satisfied (%)	Not Satisfied	Not Satisfied (%)
31	Anaesthesiology	2,884	1,527	53	33	2	15	45	11	33	7	22
32	ANTINETAL CLINIC	14,446	8,595	59	129	2	45	35	47	36	37	29
33	Dept-0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-41	0	0	0	0	0	0	0	0	0	0	0
35	Dept-91	214	152	71	8	5	5	63	2	25	1	12
36	Dept-65	30	9	30	0	0	0	0	0	0	0	0
37	Dept-90	2,639	1,895	72	27	1	7	26	11	41	9	33
38	Dept-60	0	0	0	0	0	0	0	0	0	0	0
39	Dept-46	0	0	0	0	0	0	0	0	0	0	0
40	Dept-92	0	0	0	0	0	0	0	0	0	0	0
41	Dept-95	0	0	0	0	0	0	0	0	0	0	0
42	Dept-43	0	0	0	0	0	0	0	0	0	0	0

2. Reasons for Dissatisfaction (Overall)

Sr. No	Departments	Total responses for dissatisfaction	Staff behaviour	Staff behaviour (%)	Cleanliness	Cleanliness (%)	Cost of treatment	Cost of treatment (%)	Quality of treatment	Quality of treatment (%)	Other reasons	Other reasons (%)
0	Total	495	180	36	54	11	89	18	3	1	169	34
1	Cardiology	8	5	63	0	0	2	25	0	0	1	12
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	73	28	38	8	11	10	14	2	3	25	34
4	Nephrology	4	1	25	1	25	0	0	0	0	2	50
5	Obstetrics and Gynaecology	25	12	48	3	12	2	8	0	0	8	32
6	Orthopaedics	51	17	33	6	12	10	20	0	0	18	35
7	Otorhinolaryngology	30	8	27	1	3	6	20	1	3	14	47
8	Paediatrics	15	4	27	3	20	3	20	0	0	5	33
9	Paediatric Surgery	6	1	17	1	17	2	33	0	0	2	33
10	Physical Medicine & Rehabilitation	30	11	37	4	13	7	23	0	0	8	27
11	Psychiatry	1	0	0	0	0	1	100	0	0	0	0
12	Urology	10	2	20	0	0	3	30	0	0	5	50
13	CTVS	5	2	40	0	0	1	20	0	0	2	40
14	Endocrinology	10	3	30	1	10	3	30	0	0	3	30
15	EYE	8	3	38	1	13	0	0	0	0	4	49
16	Skin	23	4	17	2	9	8	35	0	0	9	39
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	7	3	43	1	14	1	14	0	0	2	29

Sr. No	Departments	Total responses for dissatisfaction	Staff behaviour	Staff behaviour (%)	Cleanliness	Cleanliness (%)	Cost of treatment	Cost of treatment (%)	Quality of treatment	Quality of treatment (%)	Other reasons	Other reasons (%)
19	Medical Oncology	2	0	0	0	0	1	50	0	0	1	50
20	Cancer Surgery	1	1	100	0	0	0	0	0	0	0	0
21	Dental Surgery	14	7	50	2	14	2	14	0	0	3	22
22	Neuro Surgery	6	3	50	0	0	0	0	0	0	3	50
23	Pulmonary Critical Case & Sleep	4	1	25	0	0	1	25	0	0	2	50
24	Burns Plastic & Maxillofacial Surgery	10	4	40	1	10	0	0	0	0	5	50
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	36	13	36	4	11	6	17	0	0	13	36
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0
28	Main Casualty	49	20	41	5	10	8	16	0	0	16	33
29	Sports Injury Centre	20	7	35	1	5	7	35	0	0	5	25
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	4	1	25	0	0	1	25	0	0	2	50
32	ANTINETAL CLINIC	33	17	52	7	21	3	9	0	0	6	18
33	Dept-0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-41	0	0	0	0	0	0	0	0	0	0	0
35	Dept-91	1	0	0	0	0	0	0	0	0	1	100
36	Dept-65	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	9	2	22	2	22	1	11	0	0	4	45
38	Dept-60	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction	Staff behaviour	Staff behaviour (%)	Cleanliness	Cleanliness (%)	Cost of treatment	Cost of treatment (%)	Quality of treatment	Quality of treatment (%)	Other reasons	Other reasons (%)
39	Dept-46	0	0	0	0	0	0	0	0	0	0	0
40	Dept-92	0	0	0	0	0	0	0	0	0	0	0
41	Dept-95	0	0	0	0	0	0	0	0	0	0	0
42	Dept-43	0	0	0	0	0	0	0	0	0	0	0

3. Reasons for Dissatisfaction (Drill Down)

Staff Behaviour

Sr. No	Departments	Total responses for dissatisfaction with staff behaviour	Doctor	Doctor (%)	Nurse	Nurse (%)	Laboratory/X-Ray technician	Laboratory/X-Ray technician (%)	Pharmacist	Pharmacist (%)	Ward boy	Ward boy (%)	Other Staff	Other Staff (%)
0	Total	367	132	36	47	13	39	11	34	9	0	0	115	31
1	Cardiology	7	3	43	0	0	0	0	1	14	0	0	3	43
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	64	28	44	6	9	8	13	11	17	0	0	11	17
4	Nephrology	2	0	0	0	0	0	0	0	0	0	0	2	100
5	Obstetrics and Gynaecology	18	5	28	1	6	0	0	1	6	0	0	11	60
6	Orthopaedics	41	11	27	6	15	7	17	5	12	0	0	12	29
7	Otorhinolaryngology	22	7	32	4	18	1	5	3	14	0	0	7	31
8	Paediatrics	10	3	30	0	0	2	20	0	0	0	0	5	50
9	Paediatric Surgery	2	0	0	1	50	0	0	0	0	0	0	1	50
10	Physical Medicine & Rehabilitation	19	7	37	0	0	2	11	1	5	0	0	9	47
11	Psychiatry	1	0	0	0	0	0	0	0	0	0	0	1	100
12	Urology	7	3	43	1	14	0	0	1	14	0	0	2	29
13	CTVS	6	2	33	1	17	1	17	1	17	0	0	1	16
14	Endocrinology	5	4	80	0	0	0	0	1	20	0	0	0	0
15	EYE	8	0	0	1	13	3	38	1	13	0	0	3	36
16	Skin	17	4	24	1	6	2	12	5	29	0	0	5	29

Sr. No	Departments	Total responses for dissatisfaction with staff behaviour	Doctor	Doctor (%)	Nurse	Nurse (%)	Laboratory/X-Ray technician	Laboratory/X-Ray technician (%)	Pharmacist	Pharmacist (%)	Ward boy	Ward boy (%)	Other Staff	Other Staff (%)
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	5	2	40	1	20	0	0	0	0	0	0	2	40
19	Medical Oncology	1	0	0	0	0	1	100	0	0	0	0	0	0
20	Cancer Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	8	3	38	0	0	1	13	0	0	0	0	4	49
22	Neuro Surgery	4	1	25	1	25	0	0	0	0	0	0	2	50
23	Pulmonary Critical Case & Sleep	3	1	33	0	0	0	0	0	0	0	0	2	67
24	Burns Plastic & Maxillofacial Surgery	8	3	38	0	0	1	13	0	0	0	0	4	49
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	29	10	34	3	10	7	24	0	0	0	0	9	32
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Main Casualty	35	15	43	10	29	0	0	1	3	0	0	9	25
29	Sports Injury Centre	12	4	33	1	8	2	17	0	0	0	0	5	42
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	2	2	100	0	0	0	0	0	0	0	0	0	0
32	ANTINETAL CLINIC	26	12	46	8	31	1	4	2	8	0	0	3	11
33	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction with staff behaviour	Doctor	Doctor (%)	Nurse	Nurse (%)	Laboratory/X-Ray technician	Laboratory/X-Ray technician (%)	Pharmacist	Pharmacist (%)	Ward boy	Ward boy (%)	Other Staff	Other Staff (%)
35	Dept-91	1	0	0	1	100	0	0	0	0	0	0	0	0
36	Dept-65	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	3	1	33	0	0	0	0	0	0	0	0	2	67
38	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
40	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
42	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0

Cleanliness

Sr. No	Departments	Total responses for dissatisfaction with cleanliness	Patient registration and waiting area	Patient registration and waiting area (%)	wards	wards (%)	Examination room and table	Examination room and table (%)	Corridors	Corridors (%)	Toilet	Toilet (%)	Bed sheets	Bed sheets (%)	General surrounding	General surrounding (%)
0	Total	209	62	30	1	0	35	17	17	8	60	29	0	0	34	16
1	Cardiology	6	2	33	0	0	1	17	0	0	1	17	0	0	2	33
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	35	10	29	1	3	6	17	4	11	10	29	0	0	4	11
4	Nephrology	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	11	2	18	0	0	2	18	2	18	3	27	0	0	2	19
6	Orthopaedics	25	8	32	0	0	5	20	2	8	4	16	0	0	6	24
7	Otorhinolaryngology	14	6	43	0	0	2	14	0	0	2	14	0	0	4	29
8	Paediatrics	7	1	14	0	0	3	43	0	0	2	29	0	0	1	14
9	Paediatric Surgery	1	0	0	0	0	0	0	0	0	0	0	0	0	1	100
10	Physical Medicine & Rehabilitation	15	6	40	0	0	1	7	2	13	5	33	0	0	1	7
11	Psychiatry	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
12	Urology	3	1	33	0	0	1	33	0	0	0	0	0	0	1	34
13	CTVS	4	1	25	0	0	1	25	2	50	0	0	0	0	0	0
14	Endocrinology	6	2	33	0	0	1	17	0	0	2	33	0	0	1	17
15	EYE	7	0	0	0	0	2	29	1	14	3	43	0	0	1	14
16	Skin	7	4	57	0	0	0	0	1	14	2	29	0	0	0	0

Sr. No	Departments	Total responses for dis-satisfaction with cleanliness	Patient registration and waiting area	Patient registration and waiting area (%)	wards	wards (%)	Exam-ination room and table	Exam-ination room and table (%)	Corridors	Corridors (%)	Toilet	Toilet (%)	Bed sheets	Bed sheets (%)	General surro-unding	General surro-unding (%)
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	4	1	25	0	0	0	0	0	0	2	50	0	0	1	25
19	Medical Oncology	1	0	0	0	0	1	100	0	0	0	0	0	0	0	0
20	Cancer Surgery	1	0	0	0	0	0	0	1	100	0	0	0	0	0	0
21	Dental Surgery	3	0	0	0	0	0	0	0	0	3	100	0	0	0	0
22	Neuro Surgery	4	2	50	0	0	1	25	0	0	1	25	0	0	0	0
23	Pulmonary Critical Case & Sleep	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	3	0	0	0	0	1	33	0	0	2	67	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	8	2	25	0	0	1	13	0	0	3	38	0	0	2	24
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Main Casualty	21	9	43	0	0	3	14	0	0	6	29	0	0	3	14
29	Sports Injury Centre	6	0	0	0	0	2	33	2	33	2	34	0	0	0	0
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
32	ANTINETAL CLINIC	10	2	20	0	0	1	10	0	0	5	50	0	0	2	20

Sr. No	Departments	Total responses for dissatisfaction with cleanliness	Patient registration and waiting area	Patient registration and waiting area (%)	wards	wards (%)	Examination room and table	Examination room and table (%)	Corridors	Corridors (%)	Toilet	Toilet (%)	Bed sheets	Bed sheets (%)	General surrounding	General surrounding (%)
33	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-91	2	0	0	0	0	0	0	0	0	1	50	0	0	1	50
36	Dept-65	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	1	0	0	0	0	0	0	0	0	0	0	0	0	1	100
38	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
40	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
42	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Cost of Treatment

Sr. No	Departments	Total responses for dissatisfaction with cost of treatment	Medicines and Supplies	Medicines and Supplies (%)	Investigations	Investigations (%)	Informal payment	Informal payment (%)
0	Total	156	86	55	43	28	27	17
1	Cardiology	4	2	50	0	0	2	50
2	Haematology	0	0	0	0	0	0	0
3	Medicine	27	15	56	9	33	3	11
4	Nephrology	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	6	3	50	2	33	1	17
6	Orthopaedics	15	8	53	6	40	1	7
7	Otorhinolaryngology	12	5	42	4	33	3	25
8	Paediatrics	8	5	63	1	13	2	24
9	Paediatric Surgery	2	1	50	1	50	0	0
10	Physical Medicine & Rehabilitation	12	9	75	1	8	2	17
11	Psychiatry	1	1	100	0	0	0	0
12	Urology	3	2	67	1	33	0	0
13	CTVS	3	1	33	1	33	1	34
14	Endocrinology	7	3	43	3	43	1	14
15	EYE	5	2	40	2	40	1	20
16	Skin	6	3	50	0	0	3	50
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	3	3	100	0	0	0	0
19	Medical Oncology	0	0	0	0	0	0	0
20	Cancer Surgery	1	1	100	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction with cost of treatment	Medicines and Supplies	Medicines and Supplies (%)	Investigations	Investigations (%)	Informal payment	Informal payment (%)
21	Dental Surgery	3	2	67	1	33	0	0
22	Neuro Surgery	2	2	100	0	0	0	0
23	Pulmonary Critical Case & Sleep	1	1	100	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	2	1	50	0	0	1	50
25	Palliative Pain Clinic	0	0	0	0	0	0	0
26	General Surgery	4	2	50	1	25	1	25
27	Radiotherapy	0	0	0	0	0	0	0
28	Main Casualty	11	7	64	2	18	2	18
29	Sports Injury Centre	5	1	20	3	60	1	20
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0
31	Anaesthesiology	1	1	100	0	0	0	0
32	ANTINETAL CLINIC	8	3	38	4	50	1	12
33	Dept-0	0	0	0	0	0	0	0
34	Dept-41	0	0	0	0	0	0	0
35	Dept-91	3	1	33	1	33	1	34
36	Dept-65	0	0	0	0	0	0	0
37	Dept-90	1	1	100	0	0	0	0
38	Dept-60	0	0	0	0	0	0	0
39	Dept-46	0	0	0	0	0	0	0
40	Dept-92	0	0	0	0	0	0	0
41	Dept-95	0	0	0	0	0	0	0
42	Dept-43	0	0	0	0	0	0	0

Quality of Treatment

Sr. No	Departments	Total responses for dissatisfaction with quality of treatment	No relief in symptoms	No relief in symptoms (%)	Health condition worsened	Health condition worsened (%)	Doctor did not listen carefully	Doctor did not listen carefully (%)	Inadequately skilled nurses	Inadequately skilled nurses (%)	Poor quality of food	Poor quality of food (%)
0	Total	3	2	67	0	0	0	0	0	0	1	33
1	Cardiology	1	0	0	0	0	0	0	0	0	1	100
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	2	2	100	0	0	0	0	0	0	0	0
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	0	0	0	0	0	0	0	0	0	0	0
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	0	0	0	0	0	0	0	0	0	0	0
8	Paediatrics	0	0	0	0	0	0	0	0	0	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	0	0	0	0	0	0	0	0	0	0	0
11	Psychiatry	0	0	0	0	0	0	0	0	0	0	0
12	Urology	0	0	0	0	0	0	0	0	0	0	0
13	CTVS	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0
15	EYE	0	0	0	0	0	0	0	0	0	0	0
16	Skin	0	0	0	0	0	0	0	0	0	0	0
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction with quality of treatment	No relief in symptoms	No relief in symptoms (%)	Health condition worsened	Health condition worsened (%)	Doctor did not listen carefully	Doctor did not listen carefully (%)	Inadequately skilled nurses	Inadequately skilled nurses (%)	Poor quality of food	Poor quality of food (%)
18	Neurology	0	0	0	0	0	0	0	0	0	0	0
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	0	0	0	0	0	0	0	0	0	0	0
22	Neuro Surgery	0	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	0	0	0	0	0	0	0	0	0	0	0
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0
28	Main Casualty	0	0	0	0	0	0	0	0	0	0	0
29	Sports Injury Centre	0	0	0	0	0	0	0	0	0	0	0
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	0	0	0	0	0	0	0	0	0	0	0
32	ANTINETAL CLINIC	0	0	0	0	0	0	0	0	0	0	0
33	Dept-0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-41	0	0	0	0	0	0	0	0	0	0	0
35	Dept-91	0	0	0	0	0	0	0	0	0	0	0
36	Dept-65	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction with quality of treatment	No relief in symptoms	No relief in symptoms (%)	Health condition worsened	Health condition worsened (%)	Doctor did not listen carefully	Doctor did not listen carefully (%)	Inadequately skilled nurses	Inadequately skilled nurses (%)	Poor quality of food	Poor quality of food (%)
37	Dept-90	0	0	0	0	0	0	0	0	0	0	0
38	Dept-60	0	0	0	0	0	0	0	0	0	0	0
39	Dept-46	0	0	0	0	0	0	0	0	0	0	0
40	Dept-92	0	0	0	0	0	0	0	0	0	0	0
41	Dept-95	0	0	0	0	0	0	0	0	0	0	0
42	Dept-43	0	0	0	0	0	0	0	0	0	0	0

Other Reasons

Sr. No	Departments	Total responses for dissatisfaction with other reasons	Long waiting time	Long waiting time (%)	Inadequate information	Inadequate information (%)	Lack of amenities	Lack of amenities (%)	Lack of support	Lack of support (%)	Over crowding	Over crowding (%)	Any other	Any other (%)
0	Total	147	76	52	14	10	13	9	0	0	26	18	18	11
1	Cardiology	4	0	0	1	25	0	0	0	0	2	50	1	25
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	23	15	65	2	9	0	0	0	0	3	13	3	13
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	4	2	50	0	0	0	0	0	0	1	25	1	25
6	Orthopaedics	16	10	63	2	13	2	13	0	0	2	11	0	0
7	Otorhinolaryngology	13	8	62	1	8	0	0	0	0	1	8	3	22
8	Paediatrics	5	1	20	0	0	0	0	0	0	4	80	0	0
9	Paediatric Surgery	2	1	50	0	0	0	0	0	0	1	50	0	0
10	Physical Medicine & Rehabilitation	12	7	58	1	8	1	8	0	0	2	17	1	9
11	Psychiatry	1	1	100	0	0	0	0	0	0	0	0	0	0
12	Urology	3	0	0	0	0	2	67	0	0	0	0	1	33
13	CTVS	5	2	40	1	20	1	20	0	0	1	20	0	0
14	Endocrinology	9	4	44	2	22	0	0	0	0	2	22	1	12
15	EYE	4	2	50	0	0	1	25	0	0	0	0	1	25
16	Skin	7	3	43	0	0	2	29	0	0	2	28	0	0
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	3	1	33	1	33	0	0	0	0	1	34	0	0

Sr. No	Departments	Total responses for dis-satisfaction with other reasons	Long waiting time	Long waiting time (%)	Inadequate information	Inadequate information (%)	Lack of amenities	Lack of amenities (%)	Lack of support	Lack of support (%)	Over crowding	Over crowding (%)	Any other	Any other (%)
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	3	2	67	0	0	0	0	0	0	0	0	1	33
22	Neuro Surgery	2	0	0	0	0	2	100	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	1	0	0	0	0	1	100	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	2	2	100	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	4	2	50	0	0	0	0	0	0	2	50	0	0
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Main Casualty	10	5	50	2	20	0	0	0	0	1	10	2	20
29	Sports Injury Centre	4	3	75	0	0	1	25	0	0	0	0	0	0
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	1	1	100	0	0	0	0	0	0	0	0	0	0
32	ANTINETAL CLINIC	7	3	43	1	14	0	0	0	0	1	14	2	29
33	Dept-0	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-91	1	1	100	0	0	0	0	0	0	0	0	0	0
36	Dept-65	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	1	0	0	0	0	0	0	0	0	0	0	1	100

Sr. No	Departments	Total responses for dis-satisfaction with other reasons	Long waiting time	Long waiting time (%)	Inadequate information	Inadequate information (%)	Lack of amenities	Lack of amenities (%)	Lack of support	Lack of support (%)	Over crowding	Over crowding (%)	Any other	Any other (%)
38	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
40	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
42	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0