



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2023-06-25 To : 2023-08-05

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	2,50,341	1,54,698	62	4,163	3	1,365	33	1,637	39	1,161	28
1	Cardiology	9,523	6,084	64	125	2	40	32	56	45	29	23
2	Haematology	241	3	1	0	0	0	0	0	0	0	0
3	Medicine	31,336	17,259	55	369	2	103	28	143	39	123	33
4	Nephrology	3,419	2,006	59	43	2	13	30	14	33	16	37
5	Obstetrics and Gynaecology	10,001	6,095	61	143	2	35	24	64	45	44	31
6	Orthopaedics	18,359	13,543	74	455	3	157	35	165	36	133	29
7	Otorhinolaryngology	12,504	7,785	62	223	3	67	30	92	41	64	29
8	Paediatrics	9,137	4,797	53	130	3	43	33	53	41	34	26
9	Paediatric Surgery	2,492	1,635	66	36	2	14	39	15	42	7	19
10	Physical Medicine & Rehabilitation	11,977	6,916	58	158	2	54	34	66	42	38	24
11	Psychiatry	1,063	804	76	16	2	9	56	1	6	6	38

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	8,617	6,325	73	137	2	25	18	60	44	52	38
13	CTVS	1,935	1,205	62	28	2	10	36	9	32	9	32
14	Endocrinology	5,630	4,246	75	114	3	37	32	53	46	24	22
15	EYE	7,935	4,228	53	86	2	34	40	32	37	20	23
16	Skin	14,079	8,107	58	208	3	70	34	68	33	70	33
17	Apex Regional STD Centre	102	55	54	2	4	1	50	1	50	0	0
18	Neurology	5,794	4,290	74	90	2	27	30	37	41	26	29
19	Medical Oncology	2,039	1,177	58	42	4	16	38	15	36	11	26
20	Cancer Surgery	561	381	68	7	2	4	57	2	29	1	14
21	Dental Surgery	7,312	4,262	58	121	3	37	31	54	45	30	24
22	Neuro Surgery	4,194	2,400	57	74	3	27	36	25	34	22	30
23	Pulmonary Critical Case & Sleep	4,018	2,492	62	62	2	26	42	26	42	10	16
24	Burns Plastic & Maxillofacial Surgery	3,491	2,739	78	92	3	40	43	32	35	20	22
25	Palliative Pain Clinic	527	161	31	3	2	0	0	1	33	2	67
26	General Surgery	15,150	9,146	60	247	3	75	30	103	42	69	28
27	Radiotherapy	2,012	607	30	27	4	10	37	13	48	4	15
28	Main Casualty	13,138	8,496	65	362	4	124	34	124	34	114	32
29	Sports Injury Centre	19,406	12,358	64	311	3	125	40	129	41	57	19
30	DEPT OF COMMUNITY MEDICINE	607	303	50	8	3	2	25	5	63	1	12

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	2,365	1,340	57	51	4	17	33	17	33	17	34
32	ANTINETAL CLINIC	17,054	10,423	61	312	3	103	33	123	39	86	28
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	1,615	971	60	26	3	10	38	10	38	6	24
36	Dept-65	15	1	7	0	0	0	0	0	0	0	0
37	Dept-90	2,693	2,058	76	55	3	10	18	29	53	16	29
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	963	352	37	110	11	177	18	4	0	320	34
1	Cardiology	23	8	35	4	17	6	26	0	0	5	22
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	102	40	39	12	12	16	16	0	0	34	33
4	Nephrology	10	2	20	2	20	2	20	0	0	4	40
5	Obstetrics and Gynaecology	39	17	44	4	10	7	18	0	0	11	28
6	Orthopaedics	96	37	39	11	11	15	16	0	0	33	34
7	Otorhinolaryngology	54	15	28	9	17	12	22	0	0	18	33
8	Paediatrics	24	13	54	2	8	2	8	0	0	7	30
9	Paediatric Surgery	4	4	100	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	25	5	20	7	28	4	16	0	0	9	36
11	Psychiatry	6	1	17	2	33	1	17	0	0	2	33
12	Urology	44	13	30	5	11	12	27	0	0	14	32
13	CTVS	6	2	33	0	0	2	33	0	0	2	34
14	Endocrinology	23	7	30	1	4	6	26	0	0	9	40
15	EYE	15	6	40	1	7	1	7	0	0	7	46
16	Skin	58	22	38	6	10	5	9	0	0	25	43
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	21	9	43	3	14	5	24	0	0	4	19

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	14	5	36	2	14	5	36	0	0	2	14
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	28	10	36	2	7	5	18	0	0	11	39
22	Neuro Surgery	15	4	27	0	0	5	33	0	0	6	40
23	Pulmonary Critical Case & Sleep	8	2	25	1	13	3	38	0	0	2	24
24	Burns Plastic & Maxillofacial Surgery	16	4	25	1	6	5	31	1	6	5	32
25	Palliative Pain Clinic	1	0	0	0	0	0	0	0	0	1	100
26	General Surgery	62	20	32	3	5	9	15	1	2	29	46
27	Radiotherapy	3	2	67	0	0	1	33	0	0	0	0
28	Main Casualty	102	46	45	14	14	18	18	0	0	24	23
29	Sports Injury Centre	55	14	25	5	9	15	27	0	0	21	39
30	DEPT OF COMMUNITY MEDICINE	1	1	100	0	0	0	0	0	0	0	0
31	Anaesthesiology	13	6	46	1	8	2	15	0	0	4	31
32	ANTINETAL CLINIC	78	34	44	10	13	9	12	2	3	23	28
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	4	0	0	0	0	1	25	0	0	3	75
36	Dept-65	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	13	3	23	2	15	3	23	0	0	5	39
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	751	292	39	73	10	113	15	69	9	2	0	202	27
1	Cardiology	14	7	50	0	0	1	7	0	0	0	0	6	43
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	74	31	42	7	9	12	16	10	14	0	0	14	19
4	Nephrology	9	3	33	1	11	1	11	0	0	0	0	4	45
5	Obstetrics and Gynaecology	35	15	43	3	9	5	14	1	3	0	0	11	31
6	Orthopaedics	71	27	38	5	7	13	18	6	8	0	0	20	29
7	Otorhinolaryngology	46	17	37	6	13	7	15	5	11	1	2	10	22
8	Paediatrics	20	10	50	2	10	4	20	1	5	0	0	3	15
9	Paediatric Surgery	3	1	33	0	0	0	0	0	0	0	0	2	67
10	Physical Medicine & Rehabilitation	23	6	26	2	9	5	22	4	17	0	0	6	26
11	Psychiatry	4	1	25	0	0	1	25	0	0	0	0	2	50
12	Urology	36	15	42	1	3	6	17	1	3	0	0	13	35
13	CTVS	5	4	80	0	0	1	20	0	0	0	0	0	0
14	Endocrinology	15	7	47	1	7	1	7	2	13	0	0	4	26
15	EYE	10	4	40	1	10	0	0	0	0	0	0	5	50
16	Skin	50	14	28	3	6	6	12	9	18	0	0	18	36

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	11	4	36	0	0	1	9	1	9	0	0	5	46
19	Medical Oncology	13	6	46	1	8	2	15	1	8	0	0	3	23
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	22	8	36	2	9	5	23	2	9	0	0	5	23
22	Neuro Surgery	9	8	89	0	0	1	11	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	7	2	29	0	0	3	43	1	14	0	0	1	14
24	Burns Plastic & Maxillofacial Surgery	8	3	38	0	0	0	0	0	0	0	0	5	62
25	Palliative Pain Clinic	1	0	0	0	0	0	0	1	100	0	0	0	0
26	General Surgery	49	20	41	4	8	12	24	5	10	0	0	8	17
27	Radiotherapy	3	1	33	0	0	1	33	0	0	0	0	1	34
28	Main Casualty	80	37	46	14	18	6	8	3	4	0	0	20	24
29	Sports Injury Centre	44	14	32	3	7	7	16	7	16	0	0	13	29
30	DEPT OF COMMUNITY MEDICINE	1	0	0	0	0	1	100	0	0	0	0	0	0
31	Anaesthesiology	12	2	17	3	25	5	42	0	0	0	0	2	16
32	ANTINETAL CLINIC	60	21	35	13	22	6	10	6	10	1	2	13	21
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	4	0	0	0	0	0	0	0	0	0	0	4	100
36	Dept-65	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	12	4	33	1	8	0	0	3	25	0	0	4	34
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	481	147	31	4	1	88	18	57	12	115	24	1	0	69	14
1	Cardiology	6	3	50	0	0	1	17	0	0	1	17	0	0	1	16
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	45	13	29	0	0	8	18	8	18	11	24	0	0	5	11
4	Nephrology	4	1	25	0	0	1	25	1	25	1	25	0	0	0	0
5	Obstetrics and Gynaecology	24	4	17	0	0	9	38	4	17	4	17	0	0	3	11
6	Orthopaedics	47	15	32	0	0	6	13	5	11	12	26	0	0	9	18
7	Otorhinolaryngology	26	8	31	0	0	6	23	2	8	9	35	0	0	1	3
8	Paediatrics	10	4	40	0	0	0	0	0	0	2	20	0	0	4	40
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	18	6	33	0	0	4	22	3	17	4	22	0	0	1	6
11	Psychiatry	3	0	0	0	0	0	0	1	33	1	33	0	0	1	34
12	Urology	19	6	32	0	0	2	11	2	11	4	21	1	5	4	20
13	CTVS	4	4	100	0	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	12	5	42	0	0	2	17	1	8	3	25	0	0	1	8
15	EYE	5	2	40	0	0	2	40	0	0	0	0	0	0	1	20
16	Skin	32	8	25	0	0	5	16	3	9	8	25	0	0	8	25

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	5	0	0	0	0	1	20	0	0	1	20	0	0	3	60
19	Medical Oncology	7	3	43	0	0	1	14	0	0	1	14	0	0	2	29
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	15	7	47	0	0	4	27	2	13	2	13	0	0	0	0
22	Neuro Surgery	4	2	50	0	0	0	0	0	0	0	0	0	0	2	50
23	Pulmonary Critical Case & Sleep	3	1	33	0	0	0	0	0	0	2	67	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	8	4	50	0	0	1	13	0	0	1	13	0	0	2	24
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	33	4	12	0	0	8	24	6	18	12	36	0	0	3	10
27	Radiotherapy	2	1	50	0	0	0	0	0	0	1	50	0	0	0	0
28	Main Casualty	59	20	34	0	0	9	15	11	19	15	25	0	0	4	7
29	Sports Injury Centre	27	9	33	0	0	3	11	3	11	6	22	0	0	6	23
30	DEPT OF COMMUNITY MEDICINE	1	0	0	0	0	1	100	0	0	0	0	0	0	0	0
31	Anaesthesiology	3	1	33	0	0	1	33	0	0	1	34	0	0	0	0
32	ANTINETAL CLINIC	45	11	24	4	9	12	27	3	7	11	24	0	0	4	9

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	5	2	40	0	0	0	0	1	20	0	0	0	0	2	40
36	Dept-65	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	9	3	33	0	0	1	11	1	11	2	22	0	0	2	23
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	311	140	45	88	28	83	27
1	Cardiology	3	1	33	1	33	1	34
2	Haematology	0	0	0	0	0	0	0
3	Medicine	31	18	58	7	23	6	19
4	Nephrology	3	1	33	0	0	2	67
5	Obstetrics and Gynaecology	16	2	13	9	56	5	31
6	Orthopaedics	26	14	54	9	35	3	11
7	Otorhinolaryngology	19	9	47	8	42	2	11
8	Paediatrics	8	6	75	1	13	1	12
9	Paediatric Surgery	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	11	4	36	3	27	4	37
11	Psychiatry	0	0	0	0	0	0	0
12	Urology	14	5	36	7	50	2	14
13	CTVS	4	3	75	0	0	1	25
14	Endocrinology	11	5	45	2	18	4	37
15	EYE	1	0	0	0	0	1	100
16	Skin	23	15	65	4	17	4	18
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	3	3	100	0	0	0	0
19	Medical Oncology	5	1	20	3	60	1	20
20	Cancer Surgery	0	0	0	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	7	5	71	2	29	0	0
22	Neuro Surgery	2	1	50	0	0	1	50
23	Pulmonary Critical Case & Sleep	3	1	33	1	33	1	34
24	Burns Plastic & Maxillofacial Surgery	6	4	67	2	33	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0
26	General Surgery	20	10	50	1	5	9	45
27	Radiotherapy	0	0	0	0	0	0	0
28	Main Casualty	35	13	37	10	29	12	34
29	Sports Injury Centre	22	7	32	9	41	6	27
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0
31	Anaesthesiology	1	1	100	0	0	0	0
32	ANTINETAL CLINIC	28	4	14	8	29	16	57
33	Dept-0	0	0	0	0	0	0	0
34	Dept-41	0	0	0	0	0	0	0
35	Dept-91	4	3	75	0	0	1	25
36	Dept-65	0	0	0	0	0	0	0
37	Dept-90	5	4	80	1	20	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	7	1	14	2	29	1	14	2	29	1	14
1	Cardiology	0	0	0	0	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	0	0	0	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	1	0	0	0	0	0	0	1	100	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	2	1	50	1	50	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	4	0	0	1	25	1	25	1	25	1	25
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 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 (%)
0	Total	302	149	49	24	8	38	13	2	1	56	19	33	10
1	Cardiology	2	1	50	0	0	0	0	0	0	1	50	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	33	18	55	2	6	4	12	0	0	6	18	3	9
4	Nephrology	3	1	33	0	0	2	67	0	0	0	0	0	0
5	Obstetrics and Gynaecology	15	11	73	2	13	1	7	0	0	1	7	0	0
6	Orthopaedics	23	14	61	3	13	1	4	0	0	3	13	2	9
7	Otorhinolaryngology	16	7	44	3	19	1	6	0	0	2	13	3	18
8	Paediatrics	8	1	13	1	13	1	13	1	13	2	25	2	23
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	14	5	36	1	7	2	14	0	0	4	29	2	14
11	Psychiatry	0	0	0	0	0	0	0	0	0	0	0	0	0
12	Urology	16	8	50	1	6	4	25	0	0	2	13	1	6
13	CTVS	4	2	50	0	0	0	0	0	0	1	25	1	25
14	Endocrinology	13	5	38	0	0	2	15	0	0	3	23	3	24
15	EYE	1	0	0	0	0	0	0	0	0	1	100	0	0
16	Skin	19	12	63	1	5	1	5	0	0	3	16	2	11
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	3	2	67	0	0	0	0	0	0	0	0	1	33

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	5	1	20	0	0	1	20	0	0	2	40	1	20
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	6	4	67	1	17	0	0	0	0	1	16	0	0
22	Neuro Surgery	2	2	100	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	3	2	67	0	0	0	0	0	0	0	0	1	33
24	Burns Plastic & Maxillofacial Surgery	5	3	60	0	0	0	0	0	0	2	40	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	23	11	48	3	13	4	17	0	0	3	13	2	9
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Main Casualty	34	14	41	3	9	8	24	0	0	7	21	2	5
29	Sports Injury Centre	19	12	63	1	5	1	5	0	0	3	16	2	11
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	26	9	35	2	8	5	19	1	4	5	19	4	15
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	4	3	75	0	0	0	0	0	0	1	25	0	0
36	Dept-65	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-90	4	0	0	0	0	0	0	0	0	3	75	1	25

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