



Ministry of Health and Family Welfare  
Government of India

## Mera Aspatal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2024-02-25 To : 2024-04-06

### 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      | <b>Total</b>                                  | 3,13,874       | 2,04,808                          | 65                                    | 10,347          | 5                   | 3,851          | 37                 | 3,632     | 35            | 2,864         | 28                |
| 1      | <b>Cardiology</b>                             | 11,434         | 6,747                             | 59                                    | 394             | 6                   | 176            | 45                 | 149       | 38            | 69            | 17                |
| 2      | <b>Haematology</b>                            | 801            | 384                               | 48                                    | 17              | 4                   | 5              | 29                 | 4         | 24            | 8             | 47                |
| 3      | <b>Medicine</b>                               | 32,273         | 18,731                            | 58                                    | 912             | 5                   | 308            | 34                 | 300       | 33            | 304           | 33                |
| 4      | <b>Nephrology</b>                             | 3,549          | 2,030                             | 57                                    | 108             | 5                   | 41             | 38                 | 43        | 40            | 24            | 22                |
| 5      | <b>Obstetrics and Gynaecology</b>             | 10,173         | 6,635                             | 65                                    | 259             | 4                   | 93             | 36                 | 87        | 34            | 79            | 30                |
| 6      | <b>Orthopaedics</b>                           | 24,181         | 15,312                            | 63                                    | 879             | 6                   | 292            | 33                 | 331       | 38            | 256           | 29                |
| 7      | <b>Otorhinolaryngology</b>                    | 13,276         | 8,474                             | 64                                    | 387             | 5                   | 122            | 32                 | 139       | 36            | 126           | 32                |
| 8      | <b>Paediatrics</b>                            | 10,198         | 6,050                             | 59                                    | 297             | 5                   | 101            | 34                 | 120       | 40            | 76            | 26                |
| 9      | <b>Paediatric Surgery</b>                     | 2,259          | 1,608                             | 71                                    | 95              | 6                   | 38             | 40                 | 41        | 43            | 16            | 17                |
| 10     | <b>Physical Medicine &amp; Rehabilitation</b> | 12,510         | 7,970                             | 64                                    | 377             | 5                   | 132            | 35                 | 153       | 41            | 92            | 24                |
| 11     | <b>Psychiatry</b>                             | 2,400          | 1,687                             | 70                                    | 92              | 5                   | 38             | 41                 | 36        | 39            | 18            | 20                |

| 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                               | 8,562          | 5,712                             | 67                                    | 347             | 6                   | 133            | 38                 | 128       | 37            | 86            | 25                |
| 13     | CTVS                                  | 2,092          | 1,186                             | 57                                    | 72              | 6                   | 37             | 51                 | 19        | 26            | 16            | 23                |
| 14     | Endocrinology                         | 6,037          | 4,412                             | 73                                    | 212             | 5                   | 98             | 46                 | 68        | 32            | 46            | 22                |
| 15     | EYE                                   | 8,874          | 5,347                             | 60                                    | 244             | 5                   | 90             | 37                 | 90        | 37            | 64            | 26                |
| 16     | Skin                                  | 16,348         | 10,503                            | 64                                    | 461             | 4                   | 152            | 33                 | 185       | 40            | 124           | 27                |
| 17     | Apex Regional STD Centre              | 110            | 83                                | 75                                    | 5               | 6                   | 1              | 20                 | 1         | 20            | 3             | 60                |
| 18     | Neurology                             | 6,934          | 4,724                             | 68                                    | 218             | 5                   | 80             | 37                 | 78        | 36            | 60            | 27                |
| 19     | Medical Oncology                      | 1,612          | 964                               | 60                                    | 62              | 6                   | 24             | 39                 | 26        | 42            | 12            | 19                |
| 20     | Cancer Surgery                        | 673            | 455                               | 68                                    | 25              | 5                   | 8              | 32                 | 6         | 24            | 11            | 44                |
| 21     | Dental Surgery                        | 6,896          | 2,414                             | 35                                    | 114             | 5                   | 39             | 34                 | 40        | 35            | 35            | 31                |
| 22     | Neuro Surgery                         | 4,291          | 2,647                             | 62                                    | 170             | 6                   | 60             | 35                 | 53        | 31            | 57            | 34                |
| 23     | Pulmonary Critical Case & Sleep       | 5,400          | 3,465                             | 64                                    | 184             | 5                   | 69             | 38                 | 59        | 32            | 56            | 30                |
| 24     | Burns Plastic & Maxillofacial Surgery | 2,406          | 1,875                             | 78                                    | 101             | 5                   | 44             | 44                 | 31        | 31            | 26            | 25                |
| 25     | Palliative Pain Clinic                | 495            | 308                               | 62                                    | 17              | 6                   | 4              | 24                 | 5         | 29            | 8             | 47                |
| 26     | General Surgery                       | 15,038         | 9,587                             | 64                                    | 429             | 4                   | 158            | 37                 | 143       | 33            | 128           | 30                |
| 27     | Radiotherapy                          | 1,854          | 923                               | 50                                    | 76              | 8                   | 29             | 38                 | 26        | 34            | 21            | 28                |
| 28     | Main Casualty                         | 50,349         | 40,336                            | 80                                    | 2,136           | 5                   | 815            | 38                 | 695       | 33            | 626           | 29                |
| 29     | Sports Injury Centre                  | 24,683         | 15,375                            | 62                                    | 679             | 4                   | 313            | 46                 | 237       | 35            | 129           | 19                |
| 30     | DEPT OF COMMUNITY MEDICINE            | 1,296          | 782                               | 60                                    | 36              | 5                   | 19             | 53                 | 13        | 36            | 4             | 11                |

| 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        | 3,211          | 1,971                             | 61                                    | 101             | 5                   | 35             | 35                 | 35        | 35            | 31            | 30                |
| 32     | ANTINETAL CLINIC       | 13,791         | 9,294                             | 67                                    | 449             | 5                   | 165            | 37                 | 154       | 34            | 130           | 29                |
| 33     | Radiodiagnosis         | 17             | 4                                 | 24                                    | 0               | 0                   | 0              | 0                  | 0         | 0             | 0             | 0                 |
| 34     | Ayurveda               | 2,915          | 2,342                             | 80                                    | 135             | 6                   | 52             | 39                 | 50        | 37            | 33            | 24                |
| 35     | Integrative Medicine   | 2,039          | 1,133                             | 56                                    | 54              | 5                   | 26             | 48                 | 15        | 28            | 13            | 24                |
| 36     | Medicine Screening OPD | 3,273          | 2,357                             | 72                                    | 151             | 6                   | 36             | 24                 | 49        | 32            | 66            | 44                |
| 37     | Gastroenterology       | 1,624          | 981                               | 60                                    | 52              | 5                   | 18             | 35                 | 23        | 44            | 11            | 21                |
| 38     | Dept-0                 | 0              | 0                                 | 0                                     | 0               | 0                   | 0              | 0                  | 0         | 0             | 0             | 0                 |
| 39     | Dept-41                | 0              | 0                                 | 0                                     | 0               | 0                   | 0              | 0                  | 0         | 0             | 0             | 0                 |
| 40     | Dept-60                | 0              | 0                                 | 0                                     | 0               | 0                   | 0              | 0                  | 0         | 0             | 0             | 0                 |
| 41     | Dept-46                | 0              | 0                                 | 0                                     | 0               | 0                   | 0              | 0                  | 0         | 0             | 0             | 0                 |
| 42     | Dept-92                | 0              | 0                                 | 0                                     | 0               | 0                   | 0              | 0                  | 0         | 0             | 0             | 0                 |
| 43     | Dept-95                | 0              | 0                                 | 0                                     | 0               | 0                   | 0              | 0                  | 0         | 0             | 0             | 0                 |
| 44     | 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      | <b>Total</b>                                  | 2,300                               | 885             | 38                  | 234         | 10              | 477               | 21                    | 7                    | 0                        | 697           | 31                |
| 1      | <b>Cardiology</b>                             | 54                                  | 24              | 44                  | 3           | 6               | 11                | 20                    | 0                    | 0                        | 16            | 30                |
| 2      | <b>Haematology</b>                            | 7                                   | 2               | 29                  | 1           | 14              | 2                 | 29                    | 0                    | 0                        | 2             | 28                |
| 3      | <b>Medicine</b>                               | 221                                 | 73              | 33                  | 22          | 10              | 46                | 21                    | 1                    | 0                        | 79            | 36                |
| 4      | <b>Nephrology</b>                             | 17                                  | 7               | 41                  | 1           | 6               | 3                 | 18                    | 0                    | 0                        | 6             | 35                |
| 5      | <b>Obstetrics and Gynaecology</b>             | 63                                  | 30              | 48                  | 6           | 10              | 8                 | 13                    | 0                    | 0                        | 19            | 29                |
| 6      | <b>Orthopaedics</b>                           | 211                                 | 79              | 37                  | 21          | 10              | 56                | 27                    | 2                    | 1                        | 53            | 25                |
| 7      | <b>Otorhinolaryngology</b>                    | 112                                 | 37              | 33                  | 11          | 10              | 23                | 21                    | 0                    | 0                        | 41            | 36                |
| 8      | <b>Paediatrics</b>                            | 68                                  | 25              | 37                  | 10          | 15              | 15                | 22                    | 0                    | 0                        | 18            | 26                |
| 9      | <b>Paediatric Surgery</b>                     | 12                                  | 5               | 42                  | 0           | 0               | 2                 | 17                    | 0                    | 0                        | 5             | 41                |
| 10     | <b>Physical Medicine &amp; Rehabilitation</b> | 62                                  | 21              | 34                  | 10          | 16              | 11                | 18                    | 0                    | 0                        | 20            | 32                |
| 11     | <b>Psychiatry</b>                             | 11                                  | 2               | 18                  | 0           | 0               | 3                 | 27                    | 0                    | 0                        | 6             | 55                |
| 12     | <b>Urology</b>                                | 68                                  | 21              | 31                  | 2           | 3               | 20                | 29                    | 2                    | 3                        | 23            | 34                |
| 13     | <b>CTVS</b>                                   | 11                                  | 6               | 55                  | 0           | 0               | 1                 | 9                     | 0                    | 0                        | 4             | 36                |
| 14     | <b>Endocrinology</b>                          | 40                                  | 13              | 33                  | 5           | 13              | 8                 | 20                    | 0                    | 0                        | 14            | 34                |
| 15     | <b>EYE</b>                                    | 56                                  | 21              | 38                  | 6           | 11              | 12                | 21                    | 0                    | 0                        | 17            | 30                |
| 16     | <b>Skin</b>                                   | 101                                 | 32              | 32                  | 15          | 15              | 22                | 22                    | 0                    | 0                        | 32            | 31                |
| 17     | <b>Apex Regional STD Centre</b>               | 1                                   | 1               | 100                 | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |
| 18     | <b>Neurology</b>                              | 45                                  | 12              | 27                  | 7           | 16              | 11                | 24                    | 0                    | 0                        | 15            | 33                |

| 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                      | 11                                  | 4               | 36                  | 2           | 18              | 4                 | 36                    | 0                    | 0                        | 1             | 10                |
| 20     | Cancer Surgery                        | 11                                  | 6               | 55                  | 1           | 9               | 2                 | 18                    | 0                    | 0                        | 2             | 18                |
| 21     | Dental Surgery                        | 27                                  | 8               | 30                  | 2           | 7               | 6                 | 22                    | 0                    | 0                        | 11            | 41                |
| 22     | Neuro Surgery                         | 39                                  | 15              | 38                  | 3           | 8               | 6                 | 15                    | 2                    | 5                        | 13            | 34                |
| 23     | Pulmonary Critical Case & Sleep       | 46                                  | 17              | 37                  | 3           | 7               | 12                | 26                    | 0                    | 0                        | 14            | 30                |
| 24     | Burns Plastic & Maxillofacial Surgery | 21                                  | 8               | 38                  | 1           | 5               | 4                 | 19                    | 0                    | 0                        | 8             | 38                |
| 25     | Palliative Pain Clinic                | 7                                   | 3               | 43                  | 0           | 0               | 2                 | 29                    | 0                    | 0                        | 2             | 28                |
| 26     | General Surgery                       | 96                                  | 32              | 33                  | 11          | 11              | 22                | 23                    | 0                    | 0                        | 31            | 33                |
| 27     | Radiotherapy                          | 18                                  | 7               | 39                  | 1           | 6               | 4                 | 22                    | 0                    | 0                        | 6             | 33                |
| 28     | Main Casualty                         | 524                                 | 240             | 46                  | 59          | 11              | 87                | 17                    | 0                    | 0                        | 138           | 26                |
| 29     | Sports Injury Centre                  | 100                                 | 36              | 36                  | 6           | 6               | 26                | 26                    | 0                    | 0                        | 32            | 32                |
| 30     | DEPT OF COMMUNITY MEDICINE            | 3                                   | 2               | 67                  | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 1             | 33                |
| 31     | Anaesthesiology                       | 24                                  | 10              | 42                  | 0           | 0               | 6                 | 25                    | 0                    | 0                        | 8             | 33                |
| 32     | ANTINETAL CLINIC                      | 103                                 | 49              | 48                  | 7           | 7               | 17                | 17                    | 0                    | 0                        | 30            | 28                |
| 33     | Radiodiagnosis                        | 0                                   | 0               | 0                   | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |
| 34     | Ayurveda                              | 37                                  | 12              | 32                  | 7           | 19              | 9                 | 24                    | 0                    | 0                        | 9             | 25                |
| 35     | Integrative Medicine                  | 12                                  | 3               | 25                  | 3           | 25              | 4                 | 33                    | 0                    | 0                        | 2             | 17                |
| 36     | Medicine Screening OPD                | 54                                  | 17              | 31                  | 7           | 13              | 11                | 20                    | 0                    | 0                        | 19            | 36                |
| 37     | Gastroenterology                      | 7                                   | 5               | 71                  | 1           | 14              | 1                 | 15                    | 0                    | 0                        | 0             | 0                 |

| <b>Sr. No</b> | <b>Departments</b> | <b>Total responses for dissatisfaction</b> | <b>Staff behaviour</b> | <b>Staff behaviour (%)</b> | <b>Cleanliness</b> | <b>Cleanliness (%)</b> | <b>Cost of treatment</b> | <b>Cost of treatment (%)</b> | <b>Quality of treatment</b> | <b>Quality of treatment (%)</b> | <b>Other reasons</b> | <b>Other reasons (%)</b> |
|---------------|--------------------|--|------------------------|----------------------------|--------------------|------------------------|--------------------------|------------------------------|-----------------------------|---------------------------------|----------------------|--------------------------|
| 38            | Dept-0             | 0  | 0                      | 0                          | 0                  | 0                      | 0                        | 0                            | 0                           | 0                               | 0                    | 0                        |
| 39            | Dept-41            | 0  | 0                      | 0                          | 0                  | 0                      | 0                        | 0                            | 0                           | 0                               | 0                    | 0                        |
| 40            | Dept-60            | 0  | 0                      | 0                          | 0                  | 0                      | 0                        | 0                            | 0                           | 0                               | 0                    | 0                        |
| 41            | Dept-46            | 0  | 0                      | 0                          | 0                  | 0                      | 0                        | 0                            | 0                           | 0                               | 0                    | 0                        |
| 42            | Dept-92            | 0  | 0                      | 0                          | 0                  | 0                      | 0                        | 0                            | 0                           | 0                               | 0                    | 0                        |
| 43            | Dept-95            | 0  | 0                      | 0                          | 0                  | 0                      | 0                        | 0                            | 0                           | 0                               | 0                    | 0                        |
| 44            | 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      | <b>Total</b>                                  | 1,708  | 652    | 38         | 195   | 11        | 259                         | 15                              | 138        | 8              | 5        | 0            | 459         | 28              |
| 1      | <b>Cardiology</b>                             | 43   | 13     | 30         | 4     | 9         | 4                           | 9                               | 8          | 19             | 0        | 0            | 14          | 33              |
| 2      | <b>Haematology</b>                            | 8  | 1      | 13         | 0     | 0         | 1                           | 13                              | 2          | 25             | 0        | 0            | 4           | 49              |
| 3      | <b>Medicine</b>                               | 156  | 62     | 40         | 16    | 10        | 29                          | 19                              | 14         | 9              | 0        | 0            | 35          | 22              |
| 4      | <b>Nephrology</b>                             | 11   | 7      | 64         | 1     | 9         | 1                           | 9                               | 1          | 9              | 0        | 0            | 1           | 9               |
| 5      | <b>Obstetrics and Gynaecology</b>             | 54   | 22     | 41         | 9     | 17        | 7                           | 13                              | 3          | 6              | 0        | 0            | 13          | 23              |
| 6      | <b>Orthopaedics</b>                           | 153  | 59     | 39         | 11    | 7         | 28                          | 18                              | 15         | 10             | 0        | 0            | 40          | 26              |
| 7      | <b>Otorhinolaryngology</b>                    | 75   | 25     | 33         | 5     | 7         | 13                          | 17                              | 9          | 12             | 0        | 0            | 23          | 31              |
| 8      | <b>Paediatrics</b>                            | 56   | 24     | 43         | 8     | 14        | 9                           | 16                              | 6          | 11             | 0        | 0            | 9           | 16              |
| 9      | <b>Paediatric Surgery</b>                     | 11   | 6      | 55         | 2     | 18        | 1                           | 9                               | 0          | 0              | 0        | 0            | 2           | 18              |
| 10     | <b>Physical Medicine &amp; Rehabilitation</b> | 38   | 11     | 29         | 3     | 8         | 9                           | 24                              | 4          | 11             | 0        | 0            | 11          | 28              |
| 11     | <b>Psychiatry</b>                             | 9  | 4      | 44         | 1     | 11        | 1                           | 11                              | 1          | 11             | 0        | 0            | 2           | 23              |
| 12     | <b>Urology</b>                                | 60   | 22     | 37         | 4     | 7         | 15                          | 25                              | 5          | 8              | 1        | 2            | 13          | 21              |
| 13     | <b>CTVS</b>                                   | 9  | 3      | 33         | 1     | 11        | 3                           | 33                              | 0          | 0              | 0        | 0            | 2           | 23              |
| 14     | <b>Endocrinology</b>                          | 37   | 8      | 22         | 5     | 14        | 5                           | 14                              | 7          | 19             | 0        | 0            | 12          | 31              |
| 15     | <b>EYE</b>                                    | 44   | 14     | 32         | 8     | 18        | 8                           | 18                              | 2          | 5              | 0        | 0            | 12          | 27              |
| 16     | <b>Skin</b>                                   | 65   | 20     | 31         | 5     | 8         | 8                           | 12                              | 11         | 17             | 0        | 0            | 21          | 32              |

| 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                             | 33   | 9      | 27         | 2     | 6         | 6                           | 18                              | 3          | 9              | 0        | 0            | 13          | 40              |
| 19     | Medical Oncology                      | 3  | 1      | 33         | 0     | 0         | 2                           | 67                              | 0          | 0              | 0        | 0            | 0           | 0               |
| 20     | Cancer Surgery                        | 6  | 5      | 83         | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 1           | 17              |
| 21     | Dental Surgery                        | 16   | 6      | 38         | 3     | 19        | 1                           | 6                               | 0          | 0              | 0        | 0            | 6           | 37              |
| 22     | Neuro Surgery                         | 29   | 12     | 41         | 2     | 7         | 4                           | 14                              | 2          | 7              | 0        | 0            | 9           | 31              |
| 23     | Pulmonary Critical Case & Sleep       | 32   | 13     | 41         | 3     | 9         | 6                           | 19                              | 4          | 13             | 0        | 0            | 6           | 18              |
| 24     | Burns Plastic & Maxillofacial Surgery | 16   | 5      | 31         | 2     | 13        | 3                           | 19                              | 1          | 6              | 0        | 0            | 5           | 31              |
| 25     | Palliative Pain Clinic                | 7  | 3      | 43         | 1     | 14        | 2                           | 29                              | 1          | 14             | 0        | 0            | 0           | 0               |
| 26     | General Surgery                       | 78   | 28     | 36         | 11    | 14        | 14                          | 18                              | 6          | 8              | 1        | 1            | 18          | 23              |
| 27     | Radiotherapy                          | 16   | 10     | 63         | 1     | 6         | 1                           | 6                               | 0          | 0              | 0        | 0            | 4           | 25              |
| 28     | Main Casualty                         | 399  | 177    | 44         | 65    | 16        | 44                          | 11                              | 17         | 4              | 0        | 0            | 96          | 25              |
| 29     | Sports Injury Centre                  | 68   | 24     | 35         | 7     | 10        | 7                           | 10                              | 4          | 6              | 0        | 0            | 26          | 39              |
| 30     | DEPT OF COMMUNITY MEDICINE            | 2  | 1      | 50         | 1     | 50        | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |
| 31     | Anaesthesiology                       | 14   | 4      | 29         | 1     | 7         | 4                           | 29                              | 0          | 0              | 0        | 0            | 5           | 35              |
| 32     | ANTINETAL CLINIC                      | 90   | 29     | 32         | 11    | 12        | 10                          | 11                              | 6          | 7              | 3        | 3            | 31          | 35              |
| 33     | Radiodiagnosis                        | 0  | 0      | 0          | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |
| 34     | Ayurveda                              | 20   | 6      | 30         | 0     | 0         | 4                           | 20                              | 4          | 20             | 0        | 0            | 6           | 30              |



| 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     | Integrative Medicine   | 7  | 2      | 29         | 1     | 14        | 1                           | 14                              | 0          | 0              | 0        | 0            | 3           | 43              |
| 36     | Medicine Screening OPD | 38   | 15     | 39         | 1     | 3         | 8                           | 21                              | 2          | 5              | 0        | 0            | 12          | 32              |
| 37     | Gastroenterology       | 5  | 1      | 20         | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 4           | 80              |
| 38     | Dept-0                 | 0  | 0      | 0          | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |
| 39     | Dept-41                | 0  | 0      | 0          | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |
| 40     | Dept-60                | 0  | 0      | 0          | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |
| 41     | Dept-46                | 0  | 0      | 0          | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |
| 42     | Dept-92                | 0  | 0      | 0          | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |
| 43     | Dept-95                | 0  | 0      | 0          | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |
| 44     | 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      | <b>Total</b>                                  | 1,020  | 293                                   | 29  | 8     | 1         | 196                        | 19                             | 93        | 9             | 271    | 27         | 3          | 0              | 156                 | 15                      |
| 1      | <b>Cardiology</b>                             | 25   | 3                                     | 12  | 0     | 0         | 5                          | 20                             | 3         | 12            | 8      | 32         | 0          | 0              | 6                   | 24                      |
| 2      | <b>Haematology</b>                            | 2  | 0                                     | 0   | 0     | 0         | 0                          | 0                              | 0         | 0             | 2      | 100        | 0          | 0              | 0                   | 0                       |
| 3      | <b>Medicine</b>                               | 100  | 33                                    | 33  | 1     | 1         | 19                         | 19                             | 7         | 7             | 23     | 23         | 1          | 1              | 16                  | 16                      |
| 4      | <b>Nephrology</b>                             | 8  | 3                                     | 38  | 0     | 0         | 3                          | 38                             | 0         | 0             | 1      | 13         | 0          | 0              | 1                   | 11                      |
| 5      | <b>Obstetrics and Gynaecology</b>             | 29   | 6                                     | 21  | 1     | 3         | 5                          | 17                             | 3         | 10            | 11     | 38         | 0          | 0              | 3                   | 11                      |
| 6      | <b>Orthopaedics</b>                           | 94   | 24                                    | 26  | 0     | 0         | 15                         | 16                             | 8         | 9             | 26     | 28         | 1          | 1              | 20                  | 20                      |
| 7      | <b>Otorhinolaryngology</b>                    | 37   | 7                                     | 19  | 0     | 0         | 9                          | 24                             | 5         | 14            | 8      | 22         | 0          | 0              | 8                   | 21                      |
| 8      | <b>Paediatrics</b>                            | 33   | 6                                     | 18  | 0     | 0         | 10                         | 30                             | 3         | 9             | 11     | 33         | 0          | 0              | 3                   | 10                      |
| 9      | <b>Paediatric Surgery</b>                     | 6  | 4                                     | 67  | 0     | 0         | 0                          | 0                              | 0         | 0             | 1      | 17         | 0          | 0              | 1                   | 16                      |
| 10     | <b>Physical Medicine &amp; Rehabilitation</b> | 29   | 8                                     | 28  | 0     | 0         | 4                          | 14                             | 4         | 14            | 8      | 28         | 0          | 0              | 5                   | 16                      |
| 11     | <b>Psychiatry</b>                             | 5  | 1                                     | 20  | 0     | 0         | 1                          | 20                             | 0         | 0             | 3      | 60         | 0          | 0              | 0                   | 0                       |
| 12     | <b>Urology</b>                                | 32   | 8                                     | 25  | 1     | 3         | 7                          | 22                             | 1         | 3             | 10     | 31         | 1          | 3              | 4                   | 13                      |
| 13     | <b>CTVS</b>                                   | 5  | 1                                     | 20  | 0     | 0         | 0                          | 0                              | 0         | 0             | 3      | 60         | 0          | 0              | 1                   | 20                      |
| 14     | <b>Endocrinology</b>                          | 21   | 7                                     | 33  | 0     | 0         | 5                          | 24                             | 3         | 14            | 4      | 19         | 0          | 0              | 2                   | 10                      |
| 15     | <b>EYE</b>                                    | 31   | 6                                     | 19  | 0     | 0         | 11                         | 35                             | 4         | 13            | 6      | 19         | 0          | 0              | 4                   | 14                      |
| 16     | <b>Skin</b>                                   | 44   | 16                                    | 36  | 0     | 0         | 5                          | 11                             | 6         | 14            | 10     | 23         | 0          | 0              | 7                   | 16                      |

| Sr. No | Departments                           | Total responses for dis-satisfaction 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 (%) |
|--------|---------------------------------------|---|---------------------------------------|---|-------|-----------|----------------------------|--------------------------------|-----------|---------------|--------|------------|------------|----------------|---------------------|-------------------------|
| 17     | Apex Regional STD Centre              | 0   | 0                                     | 0   | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 18     | Neurology                             | 16  | 7                                     | 44  | 0     | 0         | 2                          | 13                             | 1         | 6             | 4      | 25         | 0          | 0              | 2                   | 12                      |
| 19     | Medical Oncology                      | 3   | 2                                     | 67  | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 1                   | 33                      |
| 20     | Cancer Surgery                        | 4   | 3                                     | 75  | 0     | 0         | 1                          | 25                             | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 21     | Dental Surgery                        | 10  | 2                                     | 20  | 0     | 0         | 5                          | 50                             | 1         | 10            | 2      | 20         | 0          | 0              | 0                   | 0                       |
| 22     | Neuro Surgery                         | 19  | 6                                     | 32  | 2     | 11        | 1                          | 5                              | 2         | 11            | 6      | 32         | 0          | 0              | 2                   | 9                       |
| 23     | Pulmonary Critical Case & Sleep       | 15  | 2                                     | 13  | 0     | 0         | 2                          | 13                             | 0         | 0             | 4      | 27         | 0          | 0              | 7                   | 47                      |
| 24     | Burns Plastic & Maxillofacial Surgery | 9   | 3                                     | 33  | 0     | 0         | 2                          | 22                             | 1         | 11            | 0      | 0          | 0          | 0              | 3                   | 34                      |
| 25     | Palliative Pain Clinic                | 4   | 2                                     | 50  | 0     | 0         | 0                          | 0                              | 1         | 25            | 0      | 0          | 0          | 0              | 1                   | 25                      |
| 26     | General Surgery                       | 44  | 10                                    | 23  | 0     | 0         | 9                          | 20                             | 4         | 9             | 14     | 32         | 0          | 0              | 7                   | 16                      |
| 27     | Radiotherapy                          | 10  | 4                                     | 40  | 0     | 0         | 2                          | 20                             | 1         | 10            | 3      | 30         | 0          | 0              | 0                   | 0                       |
| 28     | Main Casualty                         | 242   | 84                                    | 35  | 0     | 0         | 46                         | 19                             | 26        | 11            | 63     | 26         | 0          | 0              | 23                  | 9                       |
| 29     | Sports Injury Centre                  | 38  | 14                                    | 37  | 0     | 0         | 6                          | 16                             | 4         | 11            | 8      | 21         | 0          | 0              | 6                   | 15                      |
| 30     | DEPT OF COMMUNITY MEDICINE            | 1   | 0                                     | 0   | 0     | 0         | 1                          | 100                            | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 31     | Anaesthesiology                       | 9   | 1                                     | 11  | 0     | 0         | 1                          | 11                             | 0         | 0             | 4      | 44         | 0          | 0              | 3                   | 34                      |
| 32     | ANTINETAL CLINIC                      | 46  | 10                                    | 22  | 3     | 7         | 8                          | 17                             | 3         | 7             | 14     | 30         | 0          | 0              | 8                   | 17                      |

| Sr. No | Departments            | Total responses for dis-satisfaction 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     | Radiodiagnosis         | 0   | 0                                     | 0   | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 34     | Ayurveda               | 13  | 4                                     | 31  | 0     | 0         | 1                          | 8                              | 0         | 0             | 5      | 38         | 0          | 0              | 3                   | 23                      |
| 35     | Integrative Medicine   | 3   | 2                                     | 67  | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 1                   | 33                      |
| 36     | Medicine Screening OPD | 31  | 4                                     | 13  | 0     | 0         | 10                         | 32                             | 2         | 6             | 8      | 26         | 0          | 0              | 7                   | 23                      |
| 37     | Gastroenterology       | 2   | 0                                     | 0   | 0     | 0         | 0                          | 0                              | 0         | 0             | 1      | 50         | 0          | 0              | 1                   | 50                      |
| 38     | Dept-0                 | 0   | 0                                     | 0   | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 39     | Dept-41                | 0   | 0                                     | 0   | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 40     | Dept-60                | 0   | 0                                     | 0   | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 41     | Dept-46                | 0   | 0                                     | 0   | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 42     | Dept-92                | 0   | 0                                     | 0   | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 43     | Dept-95                | 0   | 0                                     | 0   | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 44     | 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      | <b>Total</b>                                  | 712  | 342                    | 48                         | 198            | 28                 | 172              | 24                   |
| 1      | <b>Cardiology</b>                             | 16   | 7                      | 44                         | 3              | 19                 | 6                | 37                   |
| 2      | <b>Haematology</b>                            | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 3      | <b>Medicine</b>                               | 65   | 32                     | 49                         | 17             | 26                 | 16               | 25                   |
| 4      | <b>Nephrology</b>                             | 7  | 5                      | 71                         | 1              | 14                 | 1                | 15                   |
| 5      | <b>Obstetrics and Gynaecology</b>             | 17   | 4                      | 24                         | 5              | 29                 | 8                | 47                   |
| 6      | <b>Orthopaedics</b>                           | 58   | 32                     | 55                         | 11             | 19                 | 15               | 26                   |
| 7      | <b>Otorhinolaryngology</b>                    | 31   | 13                     | 42                         | 14             | 45                 | 4                | 13                   |
| 8      | <b>Paediatrics</b>                            | 24   | 12                     | 50                         | 6              | 25                 | 6                | 25                   |
| 9      | <b>Paediatric Surgery</b>                     | 6  | 3                      | 50                         | 3              | 50                 | 0                | 0                    |
| 10     | <b>Physical Medicine &amp; Rehabilitation</b> | 21   | 5                      | 24                         | 7              | 33                 | 9                | 43                   |
| 11     | <b>Psychiatry</b>                             | 5  | 4                      | 80                         | 1              | 20                 | 0                | 0                    |
| 12     | <b>Urology</b>                                | 26   | 9                      | 35                         | 11             | 42                 | 6                | 23                   |
| 13     | <b>CTVS</b>                                   | 4  | 2                      | 50                         | 0              | 0                  | 2                | 50                   |
| 14     | <b>Endocrinology</b>                          | 12   | 6                      | 50                         | 4              | 33                 | 2                | 17                   |
| 15     | <b>EYE</b>                                    | 17   | 8                      | 47                         | 5              | 29                 | 4                | 24                   |
| 16     | <b>Skin</b>                                   | 34   | 19                     | 56                         | 6              | 18                 | 9                | 26                   |
| 17     | <b>Apex Regional STD Centre</b>               | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 18     | <b>Neurology</b>                              | 11   | 6                      | 55                         | 4              | 36                 | 1                | 9                    |
| 19     | <b>Medical Oncology</b>                       | 1  | 0                      | 0                          | 1              | 100                | 0                | 0                    |
| 20     | <b>Cancer Surgery</b>                         | 2  | 2                      | 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                        | 8  | 4                      | 50                         | 1              | 13                 | 3                | 37                   |
| 22     | Neuro Surgery                         | 12   | 7                      | 58                         | 3              | 25                 | 2                | 17                   |
| 23     | Pulmonary Critical Case & Sleep       | 14   | 8                      | 57                         | 6              | 43                 | 0                | 0                    |
| 24     | Burns Plastic & Maxillofacial Surgery | 7  | 5                      | 71                         | 1              | 14                 | 1                | 15                   |
| 25     | Palliative Pain Clinic                | 4  | 1                      | 25                         | 2              | 50                 | 1                | 25                   |
| 26     | General Surgery                       | 30   | 15                     | 50                         | 10             | 33                 | 5                | 17                   |
| 27     | Radiotherapy                          | 9  | 3                      | 33                         | 4              | 44                 | 2                | 23                   |
| 28     | Main Casualty                         | 169  | 83                     | 49                         | 44             | 26                 | 42               | 25                   |
| 29     | Sports Injury Centre                  | 27   | 16                     | 59                         | 4              | 15                 | 7                | 26                   |
| 30     | DEPT OF COMMUNITY MEDICINE            | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 31     | Anaesthesiology                       | 7  | 4                      | 57                         | 2              | 29                 | 1                | 14                   |
| 32     | ANTINETAL CLINIC                      | 30   | 11                     | 37                         | 10             | 33                 | 9                | 30                   |
| 33     | Radiodiagnosis                        | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 34     | Ayurveda                              | 13   | 4                      | 31                         | 4              | 31                 | 5                | 38                   |
| 35     | Integrative Medicine                  | 3  | 0                      | 0                          | 1              | 33                 | 2                | 67                   |
| 36     | Medicine Screening OPD                | 20   | 10                     | 50                         | 7              | 35                 | 3                | 15                   |
| 37     | Gastroenterology                      | 2  | 2                      | 100                        | 0              | 0                  | 0                | 0                    |
| 38     | Dept-0                                | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 39     | Dept-41                               | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 40     | Dept-60                               | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 41     | Dept-46                               | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 42     | Dept-92                               | 0  | 0                      | 0                          | 0              | 0                  | 0                | 0                    |

| <b>Sr. No</b> | <b>Departments</b> | <b>Total responses for dissatisfaction with cost of treatment</b> | <b>Medicines and Supplies</b> | <b>Medicines and Supplies (%)</b> | <b>Investigations</b> | <b>Investigations (%)</b> | <b>Informal payment</b> | <b>Informal payment (%)</b> |
|---------------|--------------------|---|-------------------------------|-----------------------------------|-----------------------|---------------------------|-------------------------|-----------------------------|
| <b>43</b>     | <b>Dept-95</b>     | 0   | 0                             | 0                                 | 0                     | 0                         | 0                       | 0                           |
| <b>44</b>     | <b>Dept-43</b>     | 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      | <b>Total</b>                                  | 6   | 2                     | 33                        | 0                         | 0                             | 3                               | 50                                  | 1                           | 17                              | 0                    | 0                        |
| 1      | <b>Cardiology</b>                             | 0   | 0                     | 0                         | 0                         | 0                             | 0                               | 0                                   | 0                           | 0                               | 0                    | 0                        |
| 2      | <b>Haematology</b>                            | 0   | 0                     | 0                         | 0                         | 0                             | 0                               | 0                                   | 0                           | 0                               | 0                    | 0                        |
| 3      | <b>Medicine</b>                               | 0   | 0                     | 0                         | 0                         | 0                             | 0                               | 0                                   | 0                           | 0                               | 0                    | 0                        |
| 4      | <b>Nephrology</b>                             | 0   | 0                     | 0                         | 0                         | 0                             | 0                               | 0                                   | 0                           | 0                               | 0                    | 0                        |
| 5      | <b>Obstetrics and Gynaecology</b>             | 0   | 0                     | 0                         | 0                         | 0                             | 0                               | 0                                   | 0                           | 0                               | 0                    | 0                        |
| 6      | <b>Orthopaedics</b>                           | 0   | 0                     | 0                         | 0                         | 0                             | 0                               | 0                                   | 0                           | 0                               | 0                    | 0                        |
| 7      | <b>Otorhinolaryngology</b>                    | 0   | 0                     | 0                         | 0                         | 0                             | 0                               | 0                                   | 0                           | 0                               | 0                    | 0                        |
| 8      | <b>Paediatrics</b>                            | 0   | 0                     | 0                         | 0                         | 0                             | 0                               | 0                                   | 0                           | 0                               | 0                    | 0                        |
| 9      | <b>Paediatric Surgery</b>                     | 0   | 0                     | 0                         | 0                         | 0                             | 0                               | 0                                   | 0                           | 0                               | 0                    | 0                        |
| 10     | <b>Physical Medicine &amp; Rehabilitation</b> | 0   | 0                     | 0                         | 0                         | 0                             | 0                               | 0                                   | 0                           | 0                               | 0                    | 0                        |
| 11     | <b>Psychiatry</b>                             | 0   | 0                     | 0                         | 0                         | 0                             | 0                               | 0                                   | 0                           | 0                               | 0                    | 0                        |
| 12     | <b>Urology</b>                                | 1   | 0                     | 0                         | 0                         | 0                             | 1                               | 100                                 | 0                           | 0                               | 0                    | 0                        |
| 13     | <b>CTVS</b>                                   | 0   | 0                     | 0                         | 0                         | 0                             | 0                               | 0                                   | 0                           | 0                               | 0                    | 0                        |
| 14     | <b>Endocrinology</b>                          | 0   | 0                     | 0                         | 0                         | 0                             | 0                               | 0                                   | 0                           | 0                               | 0                    | 0                        |
| 15     | <b>EYE</b>                                    | 0   | 0                     | 0                         | 0                         | 0                             | 0                               | 0                                   | 0                           | 0                               | 0                    | 0                        |
| 16     | <b>Skin</b>                                   | 0   | 0                     | 0                         | 0                         | 0                             | 0                               | 0                                   | 0                           | 0                               | 0                    | 0                        |
| 17     | <b>Apex Regional STD Centre</b>               | 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                         | 2   | 1                     | 50                        | 0                         | 0                             | 1                               | 50                                  | 0                           | 0                               | 0                    | 0                        |
| 23     | Pulmonary Critical Case & Sleep       | 1   | 1                     | 100                       | 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                      | 2   | 0                     | 0                         | 0                         | 0                             | 1                               | 50                                  | 1                           | 50                              | 0                    | 0                        |
| 33     | Radiodiagnosis                        | 0   | 0                     | 0                         | 0                         | 0                             | 0                               | 0                                   | 0                           | 0                               | 0                    | 0                        |
| 34     | Ayurveda                              | 0   | 0                     | 0                         | 0                         | 0                             | 0                               | 0                                   | 0                           | 0                               | 0                    | 0                        |
| 35     | Integrative Medicine                  | 0   | 0                     | 0                         | 0                         | 0                             | 0                               | 0                                   | 0                           | 0                               | 0                    | 0                        |

| <b>Sr. No</b> | <b>Departments</b>     | <b>Total responses for dissatisfaction with quality of treatment</b> | <b>No relief in symptoms</b> | <b>No relief in symptoms (%)</b> | <b>Health condition worsened</b> | <b>Health condition worsened (%)</b> | <b>Doctor did not listen carefully</b> | <b>Doctor did not listen carefully (%)</b> | <b>Inadequately skilled nurses</b> | <b>Inadequately skilled nurses (%)</b> | <b>Poor quality of food</b> | <b>Poor quality of food (%)</b> |
|---------------|------------------------|--|------------------------------|----------------------------------|----------------------------------|--------------------------------------|--|--|------------------------------------|--|-----------------------------|---------------------------------|
| 36            | Medicine Screening OPD | 0  | 0                            | 0                                | 0                                | 0                                    | 0                                      | 0  | 0                                  | 0                                      | 0                           | 0                               |
| 37            | Gastroenterology       | 0  | 0                            | 0                                | 0                                | 0                                    | 0                                      | 0  | 0                                  | 0                                      | 0                           | 0                               |
| 38            | Dept-0                 | 0  | 0                            | 0                                | 0                                | 0                                    | 0                                      | 0  | 0                                  | 0                                      | 0                           | 0                               |
| 39            | Dept-41                | 0  | 0                            | 0                                | 0                                | 0                                    | 0                                      | 0  | 0                                  | 0                                      | 0                           | 0                               |
| 40            | Dept-60                | 0  | 0                            | 0                                | 0                                | 0                                    | 0                                      | 0  | 0                                  | 0                                      | 0                           | 0                               |
| 41            | Dept-46                | 0  | 0                            | 0                                | 0                                | 0                                    | 0                                      | 0  | 0                                  | 0                                      | 0                           | 0                               |
| 42            | Dept-92                | 0  | 0                            | 0                                | 0                                | 0                                    | 0                                      | 0  | 0                                  | 0                                      | 0                           | 0                               |
| 43            | Dept-95                | 0  | 0                            | 0                                | 0                                | 0                                    | 0                                      | 0  | 0                                  | 0                                      | 0                           | 0                               |
| 44            | 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      | <b>Total</b>                                  | 690   | 325               | 47                    | 72                     | 10                         | 102               | 15                    | 3               | 0                   | 103           | 15                | 85        | 13            |
| 1      | <b>Cardiology</b>                             | 16  | 6                 | 38                    | 2                      | 13                         | 5                 | 31                    | 0               | 0                   | 1             | 6                 | 2         | 12            |
| 2      | <b>Haematology</b>                            | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 3      | <b>Medicine</b>                               | 61  | 28                | 46                    | 9                      | 15                         | 8                 | 13                    | 0               | 0                   | 7             | 11                | 9         | 15            |
| 4      | <b>Nephrology</b>                             | 8   | 1                 | 13                    | 0                      | 0                          | 3                 | 38                    | 0               | 0                   | 2             | 25                | 2         | 24            |
| 5      | <b>Obstetrics and Gynaecology</b>             | 13  | 7                 | 54                    | 1                      | 8                          | 1                 | 8                     | 0               | 0                   | 0             | 0                 | 4         | 30            |
| 6      | <b>Orthopaedics</b>                           | 55  | 31                | 56                    | 5                      | 9                          | 6                 | 11                    | 0               | 0                   | 7             | 13                | 6         | 11            |
| 7      | <b>Otorhinolaryngology</b>                    | 32  | 15                | 47                    | 5                      | 16                         | 4                 | 13                    | 0               | 0                   | 7             | 22                | 1         | 2             |
| 8      | <b>Paediatrics</b>                            | 21  | 8                 | 38                    | 3                      | 14                         | 3                 | 14                    | 0               | 0                   | 5             | 24                | 2         | 10            |
| 9      | <b>Paediatric Surgery</b>                     | 5   | 3                 | 60                    | 1                      | 20                         | 0                 | 0                     | 0               | 0                   | 1             | 20                | 0         | 0             |
| 10     | <b>Physical Medicine &amp; Rehabilitation</b> | 19  | 7                 | 37                    | 3                      | 16                         | 4                 | 21                    | 0               | 0                   | 3             | 16                | 2         | 10            |
| 11     | <b>Psychiatry</b>                             | 5   | 2                 | 40                    | 1                      | 20                         | 1                 | 20                    | 0               | 0                   | 0             | 0                 | 1         | 20            |
| 12     | <b>Urology</b>                                | 23  | 13                | 57                    | 2                      | 9                          | 1                 | 4                     | 1               | 4                   | 5             | 22                | 1         | 4             |
| 13     | <b>CTVS</b>                                   | 4   | 2                 | 50                    | 1                      | 25                         | 1                 | 25                    | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 14     | <b>Endocrinology</b>                          | 13  | 8                 | 62                    | 2                      | 15                         | 2                 | 15                    | 0               | 0                   | 0             | 0                 | 1         | 8             |
| 15     | <b>EYE</b>                                    | 19  | 7                 | 37                    | 0                      | 0                          | 4                 | 21                    | 0               | 0                   | 7             | 37                | 1         | 5             |
| 16     | <b>Skin</b>                                   | 35  | 20                | 57                    | 3                      | 9                          | 3                 | 9                     | 0               | 0                   | 8             | 23                | 1         | 2             |
| 17     | <b>Apex Regional STD Centre</b>               | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 18     | <b>Neurology</b>                              | 12  | 5                 | 42                    | 1                      | 8                          | 1                 | 8                     | 0               | 0                   | 4             | 33                | 1         | 9             |

| 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                      | 1   | 1                 | 100                   | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 20     | Cancer Surgery                        | 2   | 2                 | 100                   | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 21     | Dental Surgery                        | 6   | 1                 | 17                    | 2                      | 33                         | 1                 | 17                    | 0               | 0                   | 1             | 17                | 1         | 16            |
| 22     | Neuro Surgery                         | 10  | 7                 | 70                    | 0                      | 0                          | 3                 | 30                    | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 23     | Pulmonary Critical Case & Sleep       | 16  | 8                 | 50                    | 0                      | 0                          | 4                 | 25                    | 1               | 6                   | 2             | 13                | 1         | 6             |
| 24     | Burns Plastic & Maxillofacial Surgery | 6   | 2                 | 33                    | 2                      | 33                         | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 2         | 34            |
| 25     | Palliative Pain Clinic                | 4   | 0                 | 0                     | 1                      | 25                         | 1                 | 25                    | 0               | 0                   | 0             | 0                 | 2         | 50            |
| 26     | General Surgery                       | 29  | 13                | 45                    | 5                      | 17                         | 4                 | 14                    | 0               | 0                   | 4             | 14                | 3         | 10            |
| 27     | Radiotherapy                          | 9   | 3                 | 33                    | 1                      | 11                         | 1                 | 11                    | 0               | 0                   | 0             | 0                 | 4         | 45            |
| 28     | Main Casualty                         | 164   | 77                | 47                    | 13                     | 8                          | 27                | 16                    | 0               | 0                   | 19            | 12                | 28        | 17            |
| 29     | Sports Injury Centre                  | 30  | 15                | 50                    | 3                      | 10                         | 3                 | 10                    | 0               | 0                   | 4             | 13                | 5         | 17            |
| 30     | DEPT OF COMMUNITY MEDICINE            | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 31     | Anaesthesiology                       | 7   | 2                 | 29                    | 2                      | 29                         | 1                 | 14                    | 0               | 0                   | 1             | 14                | 1         | 14            |
| 32     | ANTINETAL CLINIC                      | 30  | 11                | 37                    | 1                      | 3                          | 7                 | 23                    | 1               | 3                   | 8             | 27                | 2         | 7             |
| 33     | Radiodiagnosis                        | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 34     | Ayurveda                              | 11  | 6                 | 55                    | 1                      | 9                          | 3                 | 27                    | 0               | 0                   | 1             | 9                 | 0         | 0             |
| 35     | Integrative Medicine                  | 2   | 1                 | 50                    | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 1         | 50            |
| 36     | Medicine Screening OPD                | 20  | 13                | 65                    | 2                      | 10                         | 0                 | 0                     | 0               | 0                   | 4             | 20                | 1         | 5             |

| 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 (%) |
|--------|------------------|---|-------------------|-----------------------|------------------------|----------------------------|-------------------|-----------------------|-----------------|---------------------|---------------|-------------------|-----------|---------------|
| 37     | Gastroenterology | 2   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 2             | 100               | 0         | 0             |
| 38     | Dept-0           | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 39     | Dept-41          | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 40     | Dept-60          | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 41     | Dept-46          | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 42     | Dept-92          | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 43     | Dept-95          | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 44     | Dept-43          | 0   | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |