



Ministry of Health and Family Welfare  
Government of India

## Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2024-05-26 To : 2024-07-06

### 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>                                  | 2,27,051       | 1,32,251                          | 58                                    | 4,713           | 4                   | 1,709          | 36                 | 1,572     | 33            | 1,432         | 31                |
| 1      | <b>Cardiology</b>                             | 6,992          | 4,210                             | 60                                    | 171             | 4                   | 73             | 43                 | 57        | 33            | 41            | 24                |
| 2      | <b>Haematology</b>                            | 523            | 322                               | 62                                    | 7               | 2                   | 3              | 43                 | 1         | 14            | 3             | 43                |
| 3      | <b>Medicine</b>                               | 21,962         | 11,124                            | 51                                    | 333             | 3                   | 101            | 30                 | 114       | 34            | 118           | 36                |
| 4      | <b>Nephrology</b>                             | 2,597          | 1,486                             | 57                                    | 61              | 4                   | 23             | 38                 | 25        | 41            | 13            | 21                |
| 5      | <b>Obstetrics and Gynaecology</b>             | 7,595          | 4,151                             | 55                                    | 107             | 3                   | 30             | 28                 | 38        | 36            | 39            | 36                |
| 6      | <b>Orthopaedics</b>                           | 15,670         | 8,688                             | 55                                    | 338             | 4                   | 111            | 33                 | 117       | 35            | 110           | 32                |
| 7      | <b>Otorhinolaryngology</b>                    | 9,772          | 5,251                             | 54                                    | 177             | 3                   | 57             | 32                 | 54        | 31            | 66            | 37                |
| 8      | <b>Paediatrics</b>                            | 8,045          | 4,321                             | 54                                    | 168             | 4                   | 69             | 41                 | 49        | 29            | 50            | 30                |
| 9      | <b>Paediatric Surgery</b>                     | 1,602          | 1,005                             | 63                                    | 43              | 4                   | 24             | 56                 | 9         | 21            | 10            | 23                |
| 10     | <b>Physical Medicine &amp; Rehabilitation</b> | 10,188         | 5,358                             | 53                                    | 175             | 3                   | 54             | 31                 | 64        | 37            | 57            | 32                |
| 11     | <b>Psychiatry</b>                             | 1,076          | 728                               | 68                                    | 26              | 4                   | 7              | 27                 | 11        | 42            | 8             | 31                |

| Sr. No | Departments                           | Patient Visits | Patients with Valid Phone Numbers | Patients with valid phone numbers (%) | Total Responses | Total responses (%) | Very Satisfied | Very Satisfied (%) | Satisfied | Satisfied (%) | Not Satisfied | Not Satisfied (%) |
|--------|---------------------------------------|----------------|-----------------------------------|---------------------------------------|-----------------|---------------------|----------------|--------------------|-----------|---------------|---------------|-------------------|
| 12     | Urology                               | 6,079          | 4,181                             | 69                                    | 151             | 4                   | 46             | 30                 | 57        | 38            | 48            | 32                |
| 13     | CTVS                                  | 1,271          | 706                               | 56                                    | 25              | 4                   | 8              | 32                 | 6         | 24            | 11            | 44                |
| 14     | Endocrinology                         | 4,164          | 3,056                             | 73                                    | 99              | 3                   | 40             | 40                 | 35        | 35            | 24            | 25                |
| 15     | EYE                                   | 5,040          | 2,520                             | 50                                    | 86              | 3                   | 35             | 41                 | 28        | 33            | 23            | 26                |
| 16     | Skin                                  | 11,304         | 6,304                             | 56                                    | 185             | 3                   | 54             | 29                 | 80        | 43            | 51            | 28                |
| 17     | Apex Regional STD Centre              | 64             | 38                                | 59                                    | 1               | 3                   | 0              | 0                  | 1         | 100           | 0             | 0                 |
| 18     | Neurology                             | 4,511          | 3,007                             | 67                                    | 97              | 3                   | 36             | 37                 | 32        | 33            | 29            | 30                |
| 19     | Medical Oncology                      | 1,133          | 772                               | 68                                    | 37              | 5                   | 9              | 24                 | 14        | 38            | 14            | 38                |
| 20     | Cancer Surgery                        | 460            | 336                               | 73                                    | 10              | 3                   | 5              | 50                 | 2         | 20            | 3             | 30                |
| 21     | Dental Surgery                        | 4,589          | 1,397                             | 30                                    | 49              | 4                   | 19             | 39                 | 16        | 33            | 14            | 28                |
| 22     | Neuro Surgery                         | 3,155          | 1,582                             | 50                                    | 87              | 5                   | 25             | 29                 | 26        | 30            | 36            | 41                |
| 23     | Pulmonary Critical Case & Sleep       | 3,298          | 1,838                             | 56                                    | 76              | 4                   | 30             | 39                 | 29        | 38            | 17            | 23                |
| 24     | Burns Plastic & Maxillofacial Surgery | 2,971          | 2,192                             | 74                                    | 95              | 4                   | 40             | 42                 | 31        | 33            | 24            | 25                |
| 25     | Palliative Pain Clinic                | 387            | 235                               | 61                                    | 13              | 6                   | 11             | 85                 | 0         | 0             | 2             | 15                |
| 26     | General Surgery                       | 11,589         | 6,287                             | 54                                    | 199             | 3                   | 73             | 37                 | 58        | 29            | 68            | 34                |
| 27     | Radiotherapy                          | 1,121          | 588                               | 52                                    | 20              | 3                   | 8              | 40                 | 7         | 35            | 5             | 25                |
| 28     | Main Casualty                         | 40,187         | 28,381                            | 71                                    | 1,154           | 4                   | 431            | 37                 | 350       | 30            | 373           | 33                |
| 29     | Sports Injury Centre                  | 20,393         | 11,053                            | 54                                    | 353             | 3                   | 164            | 46                 | 122       | 35            | 67            | 19                |
| 30     | DEPT OF COMMUNITY MEDICINE            | 772            | 434                               | 56                                    | 10              | 2                   | 4              | 40                 | 6         | 60            | 0             | 0                 |

| Sr. No | Departments            | Patient Visits | Patients with Valid Phone Numbers | Patients with valid phone numbers (%) | Total Responses | Total responses (%) | Very Satisfied | Very Satisfied (%) | Satisfied | Satisfied (%) | Not Satisfied | Not Satisfied (%) |
|--------|------------------------|----------------|-----------------------------------|---------------------------------------|-----------------|---------------------|----------------|--------------------|-----------|---------------|---------------|-------------------|
| 31     | Anaesthesiology        | 2,102          | 962                               | 46                                    | 33              | 3                   | 8              | 24                 | 19        | 58            | 6             | 18                |
| 32     | ANTINETAL CLINIC       | 10,051         | 5,836                             | 58                                    | 193             | 3                   | 62             | 32                 | 69        | 36            | 62            | 32                |
| 33     | Radiodiagnosis         | 19             | 5                                 | 26                                    | 2               | 40                  | 0              | 0                  | 1         | 50            | 1             | 50                |
| 34     | Ayurveda               | 2,066          | 1,441                             | 70                                    | 57              | 4                   | 24             | 42                 | 18        | 32            | 15            | 26                |
| 35     | Integrative Medicine   | 1,456          | 648                               | 45                                    | 22              | 3                   | 11             | 50                 | 7         | 32            | 4             | 18                |
| 36     | Medicine Screening OPD | 1,527          | 965                               | 63                                    | 32              | 3                   | 8              | 25                 | 11        | 34            | 13            | 41                |
| 37     | Gastroenterology       | 1,320          | 843                               | 64                                    | 21              | 2                   | 6              | 29                 | 8         | 38            | 7             | 33                |
| 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>                                  | 1,164                               | 438             | 38                  | 119         | 10              | 236               | 20                    | 2                    | 0                        | 369           | 32                |
| 1      | <b>Cardiology</b>                             | 30                                  | 13              | 43                  | 4           | 13              | 8                 | 27                    | 0                    | 0                        | 5             | 17                |
| 2      | <b>Haematology</b>                            | 4                                   | 2               | 50                  | 0           | 0               | 1                 | 25                    | 0                    | 0                        | 1             | 25                |
| 3      | <b>Medicine</b>                               | 95                                  | 36              | 38                  | 10          | 11              | 22                | 23                    | 1                    | 1                        | 26            | 27                |
| 4      | <b>Nephrology</b>                             | 10                                  | 3               | 30                  | 1           | 10              | 4                 | 40                    | 0                    | 0                        | 2             | 20                |
| 5      | <b>Obstetrics and Gynaecology</b>             | 32                                  | 8               | 25                  | 2           | 6               | 11                | 34                    | 0                    | 0                        | 11            | 35                |
| 6      | <b>Orthopaedics</b>                           | 89                                  | 27              | 30                  | 11          | 12              | 21                | 24                    | 1                    | 1                        | 29            | 33                |
| 7      | <b>Otorhinolaryngology</b>                    | 55                                  | 29              | 53                  | 5           | 9               | 5                 | 9                     | 0                    | 0                        | 16            | 29                |
| 8      | <b>Paediatrics</b>                            | 45                                  | 17              | 38                  | 4           | 9               | 11                | 24                    | 0                    | 0                        | 13            | 29                |
| 9      | <b>Paediatric Surgery</b>                     | 12                                  | 1               | 8                   | 2           | 17              | 4                 | 33                    | 0                    | 0                        | 5             | 42                |
| 10     | <b>Physical Medicine &amp; Rehabilitation</b> | 40                                  | 11              | 28                  | 7           | 18              | 6                 | 15                    | 0                    | 0                        | 16            | 39                |
| 11     | <b>Psychiatry</b>                             | 7                                   | 1               | 14                  | 1           | 14              | 3                 | 43                    | 0                    | 0                        | 2             | 29                |
| 12     | <b>Urology</b>                                | 40                                  | 14              | 35                  | 2           | 5               | 8                 | 20                    | 0                    | 0                        | 16            | 40                |
| 13     | <b>CTVS</b>                                   | 11                                  | 5               | 45                  | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 6             | 55                |
| 14     | <b>Endocrinology</b>                          | 24                                  | 9               | 38                  | 2           | 8               | 4                 | 17                    | 0                    | 0                        | 9             | 37                |
| 15     | <b>EYE</b>                                    | 14                                  | 5               | 36                  | 1           | 7               | 3                 | 21                    | 0                    | 0                        | 5             | 36                |
| 16     | <b>Skin</b>                                   | 42                                  | 16              | 38                  | 4           | 10              | 8                 | 19                    | 0                    | 0                        | 14            | 33                |
| 17     | <b>Apex Regional STD Centre</b>               | 0                                   | 0               | 0                   | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |
| 18     | <b>Neurology</b>                              | 27                                  | 10              | 37                  | 2           | 7               | 7                 | 26                    | 0                    | 0                        | 8             | 30                |

| 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                      | 13                                  | 3               | 23                  | 1           | 8               | 5                 | 38                    | 0                    | 0                        | 4             | 31                |
| 20     | Cancer Surgery                        | 0                                   | 0               | 0                   | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |
| 21     | Dental Surgery                        | 17                                  | 5               | 29                  | 3           | 18              | 3                 | 18                    | 0                    | 0                        | 6             | 35                |
| 22     | Neuro Surgery                         | 25                                  | 7               | 28                  | 2           | 8               | 7                 | 28                    | 0                    | 0                        | 9             | 36                |
| 23     | Pulmonary Critical Case & Sleep       | 11                                  | 6               | 55                  | 1           | 9               | 0                 | 0                     | 0                    | 0                        | 4             | 36                |
| 24     | Burns Plastic & Maxillofacial Surgery | 14                                  | 6               | 43                  | 1           | 7               | 2                 | 14                    | 0                    | 0                        | 5             | 36                |
| 25     | Palliative Pain Clinic                | 2                                   | 0               | 0                   | 0           | 0               | 2                 | 100                   | 0                    | 0                        | 0             | 0                 |
| 26     | General Surgery                       | 46                                  | 14              | 30                  | 4           | 9               | 11                | 24                    | 0                    | 0                        | 17            | 37                |
| 27     | Radiotherapy                          | 4                                   | 2               | 50                  | 0           | 0               | 1                 | 25                    | 0                    | 0                        | 1             | 25                |
| 28     | Main Casualty                         | 299                                 | 121             | 40                  | 33          | 11              | 47                | 16                    | 0                    | 0                        | 98            | 33                |
| 29     | Sports Injury Centre                  | 50                                  | 21              | 42                  | 7           | 14              | 12                | 24                    | 0                    | 0                        | 10            | 20                |
| 30     | DEPT OF COMMUNITY MEDICINE            | 0                                   | 0               | 0                   | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 0             | 0                 |
| 31     | Anaesthesiology                       | 8                                   | 4               | 50                  | 2           | 25              | 1                 | 13                    | 0                    | 0                        | 1             | 12                |
| 32     | ANTINETAL CLINIC                      | 57                                  | 24              | 42                  | 4           | 7               | 8                 | 14                    | 0                    | 0                        | 21            | 37                |
| 33     | Radiodiagnosis                        | 1                                   | 0               | 0                   | 0           | 0               | 1                 | 100                   | 0                    | 0                        | 0             | 0                 |
| 34     | Ayurveda                              | 17                                  | 6               | 35                  | 1           | 6               | 7                 | 41                    | 0                    | 0                        | 3             | 18                |
| 35     | Integrative Medicine                  | 6                                   | 3               | 50                  | 2           | 33              | 1                 | 17                    | 0                    | 0                        | 0             | 0                 |
| 36     | Medicine Screening OPD                | 9                                   | 6               | 67                  | 0           | 0               | 0                 | 0                     | 0                    | 0                        | 3             | 33                |
| 37     | Gastroenterology                      | 8                                   | 3               | 38                  | 0           | 0               | 2                 | 25                    | 0                    | 0                        | 3             | 37                |

| <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>                                  | 853                                                      | 313    | 37         | 75    | 9         | 147                         | 17                              | 72         | 8              | 6        | 1            | 240         | 28              |
| 1      | <b>Cardiology</b>                             | 21                                                       | 4      | 19         | 4     | 19        | 5                           | 24                              | 0          | 0              | 0        | 0            | 8           | 38              |
| 2      | <b>Haematology</b>                            | 3                                                        | 2      | 67         | 1     | 33        | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |
| 3      | <b>Medicine</b>                               | 61                                                       | 19     | 31         | 5     | 8         | 14                          | 23                              | 4          | 7              | 1        | 2            | 18          | 29              |
| 4      | <b>Nephrology</b>                             | 8                                                        | 3      | 38         | 0     | 0         | 3                           | 38                              | 0          | 0              | 0        | 0            | 2           | 24              |
| 5      | <b>Obstetrics and Gynaecology</b>             | 24                                                       | 9      | 38         | 2     | 8         | 8                           | 33                              | 1          | 4              | 0        | 0            | 4           | 17              |
| 6      | <b>Orthopaedics</b>                           | 65                                                       | 24     | 37         | 5     | 8         | 11                          | 17                              | 5          | 8              | 1        | 2            | 19          | 28              |
| 7      | <b>Otorhinolaryngology</b>                    | 37                                                       | 13     | 35         | 1     | 3         | 4                           | 11                              | 7          | 19             | 0        | 0            | 12          | 32              |
| 8      | <b>Paediatrics</b>                            | 35                                                       | 9      | 26         | 2     | 6         | 7                           | 20                              | 5          | 14             | 0        | 0            | 12          | 34              |
| 9      | <b>Paediatric Surgery</b>                     | 7                                                        | 5      | 71         | 0     | 0         | 1                           | 14                              | 0          | 0              | 0        | 0            | 1           | 15              |
| 10     | <b>Physical Medicine &amp; Rehabilitation</b> | 26                                                       | 11     | 42         | 0     | 0         | 6                           | 23                              | 2          | 8              | 0        | 0            | 7           | 27              |
| 11     | <b>Psychiatry</b>                             | 5                                                        | 1      | 20         | 0     | 0         | 3                           | 60                              | 0          | 0              | 0        | 0            | 1           | 20              |
| 12     | <b>Urology</b>                                | 32                                                       | 13     | 41         | 1     | 3         | 6                           | 19                              | 2          | 6              | 0        | 0            | 10          | 31              |
| 13     | <b>CTVS</b>                                   | 5                                                        | 3      | 60         | 0     | 0         | 2                           | 40                              | 0          | 0              | 0        | 0            | 0           | 0               |
| 14     | <b>Endocrinology</b>                          | 15                                                       | 3      | 20         | 0     | 0         | 3                           | 20                              | 4          | 27             | 0        | 0            | 5           | 33              |
| 15     | <b>EYE</b>                                    | 10                                                       | 3      | 30         | 1     | 10        | 1                           | 10                              | 2          | 20             | 0        | 0            | 3           | 30              |
| 16     | <b>Skin</b>                                   | 28                                                       | 7      | 25         | 1     | 4         | 7                           | 25                              | 3          | 11             | 0        | 0            | 10          | 35              |

| 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                             | 24                                                       | 5      | 21         | 5     | 21        | 4                           | 17                              | 4          | 17             | 0        | 0            | 6           | 24              |
| 19     | Medical Oncology                      | 12                                                       | 4      | 33         | 2     | 17        | 2                           | 17                              | 1          | 8              | 0        | 0            | 3           | 25              |
| 20     | Cancer Surgery                        | 0                                                        | 0      | 0          | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |
| 21     | Dental Surgery                        | 10                                                       | 3      | 30         | 0     | 0         | 3                           | 30                              | 1          | 10             | 0        | 0            | 3           | 30              |
| 22     | Neuro Surgery                         | 23                                                       | 6      | 26         | 5     | 22        | 2                           | 9                               | 2          | 9              | 1        | 4            | 7           | 30              |
| 23     | Pulmonary Critical Case & Sleep       | 8                                                        | 4      | 50         | 0     | 0         | 0                           | 0                               | 1          | 13             | 0        | 0            | 3           | 37              |
| 24     | Burns Plastic & Maxillofacial Surgery | 12                                                       | 4      | 33         | 0     | 0         | 2                           | 17                              | 2          | 17             | 0        | 0            | 4           | 33              |
| 25     | Palliative Pain Clinic                | 1                                                        | 1      | 100        | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |
| 26     | General Surgery                       | 34                                                       | 15     | 44         | 3     | 9         | 4                           | 12                              | 1          | 3              | 1        | 3            | 10          | 29              |
| 27     | Radiotherapy                          | 3                                                        | 1      | 33         | 1     | 33        | 1                           | 34                              | 0          | 0              | 0        | 0            | 0           | 0               |
| 28     | Main Casualty                         | 228                                                      | 103    | 45         | 29    | 13        | 30                          | 13                              | 11         | 5              | 0        | 0            | 55          | 24              |
| 29     | Sports Injury Centre                  | 35                                                       | 10     | 29         | 2     | 6         | 5                           | 14                              | 7          | 20             | 0        | 0            | 11          | 31              |
| 30     | DEPT OF COMMUNITY MEDICINE            | 0                                                        | 0      | 0          | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |
| 31     | Anaesthesiology                       | 5                                                        | 1      | 20         | 0     | 0         | 1                           | 20                              | 0          | 0              | 0        | 0            | 3           | 60              |
| 32     | ANTINETAL CLINIC                      | 42                                                       | 10     | 24         | 3     | 7         | 8                           | 19                              | 2          | 5              | 2        | 5            | 17          | 40              |
| 33     | Radiodiagnosis                        | 1                                                        | 1      | 100        | 0     | 0         | 0                           | 0                               | 0          | 0              | 0        | 0            | 0           | 0               |
| 34     | Ayurveda                              | 12                                                       | 7      | 58         | 1     | 8         | 1                           | 8                               | 2          | 17             | 0        | 0            | 1           | 9               |



| 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   | 6                                                        | 2      | 33         | 1     | 17        | 1                           | 17                              | 1          | 17             | 0        | 0            | 1           | 16              |
| 36     | Medicine Screening OPD | 7                                                        | 3      | 43         | 0     | 0         | 0                           | 0                               | 1          | 14             | 0        | 0            | 3           | 43              |
| 37     | Gastroenterology       | 8                                                        | 4      | 50         | 0     | 0         | 2                           | 25                              | 1          | 13             | 0        | 0            | 1           | 12              |
| 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>                                  | 508                                                  | 153                                   | 30                                        | 3     | 1         | 84                         | 17                             | 58        | 11            | 126    | 25         | 5          | 1              | 79                  | 15                      |
| 1      | <b>Cardiology</b>                             | 17                                                   | 3                                     | 18                                        | 0     | 0         | 6                          | 35                             | 0         | 0             | 3      | 18         | 0          | 0              | 5                   | 29                      |
| 2      | <b>Haematology</b>                            | 5                                                    | 2                                     | 40                                        | 0     | 0         | 1                          | 20                             | 1         | 20            | 1      | 20         | 0          | 0              | 0                   | 0                       |
| 3      | <b>Medicine</b>                               | 42                                                   | 11                                    | 26                                        | 1     | 2         | 6                          | 14                             | 4         | 10            | 12     | 29         | 1          | 2              | 7                   | 17                      |
| 4      | <b>Nephrology</b>                             | 4                                                    | 1                                     | 25                                        | 0     | 0         | 0                          | 0                              | 0         | 0             | 3      | 75         | 0          | 0              | 0                   | 0                       |
| 5      | <b>Obstetrics and Gynaecology</b>             | 15                                                   | 4                                     | 27                                        | 0     | 0         | 3                          | 20                             | 2         | 13            | 3      | 20         | 0          | 0              | 3                   | 20                      |
| 6      | <b>Orthopaedics</b>                           | 39                                                   | 10                                    | 26                                        | 0     | 0         | 6                          | 15                             | 8         | 21            | 6      | 15         | 1          | 3              | 8                   | 20                      |
| 7      | <b>Otorhinolaryngology</b>                    | 20                                                   | 7                                     | 35                                        | 0     | 0         | 4                          | 20                             | 4         | 20            | 3      | 15         | 0          | 0              | 2                   | 10                      |
| 8      | <b>Paediatrics</b>                            | 19                                                   | 6                                     | 32                                        | 0     | 0         | 3                          | 16                             | 4         | 21            | 4      | 21         | 0          | 0              | 2                   | 10                      |
| 9      | <b>Paediatric Surgery</b>                     | 3                                                    | 1                                     | 33                                        | 0     | 0         | 0                          | 0                              | 0         | 0             | 1      | 33         | 0          | 0              | 1                   | 34                      |
| 10     | <b>Physical Medicine &amp; Rehabilitation</b> | 15                                                   | 8                                     | 53                                        | 0     | 0         | 0                          | 0                              | 1         | 7             | 5      | 33         | 0          | 0              | 1                   | 7                       |
| 11     | <b>Psychiatry</b>                             | 2                                                    | 0                                     | 0                                         | 0     | 0         | 1                          | 50                             | 0         | 0             | 1      | 50         | 0          | 0              | 0                   | 0                       |
| 12     | <b>Urology</b>                                | 18                                                   | 4                                     | 22                                        | 0     | 0         | 3                          | 17                             | 1         | 6             | 8      | 44         | 0          | 0              | 2                   | 11                      |
| 13     | <b>CTVS</b>                                   | 4                                                    | 1                                     | 25                                        | 0     | 0         | 0                          | 0                              | 1         | 25            | 2      | 50         | 0          | 0              | 0                   | 0                       |
| 14     | <b>Endocrinology</b>                          | 9                                                    | 0                                     | 0                                         | 0     | 0         | 2                          | 22                             | 1         | 11            | 1      | 11         | 0          | 0              | 5                   | 56                      |
| 15     | <b>EYE</b>                                    | 5                                                    | 2                                     | 40                                        | 0     | 0         | 1                          | 20                             | 0         | 0             | 0      | 0          | 0          | 0              | 2                   | 40                      |
| 16     | <b>Skin</b>                                   | 23                                                   | 3                                     | 13                                        | 0     | 0         | 5                          | 22                             | 4         | 17            | 6      | 26         | 0          | 0              | 5                   | 22                      |

| 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 (%) |
|--------|---------------------------------------|------------------------------------------------------|---------------------------------------|-------------------------------------------|-------|-----------|----------------------------|--------------------------------|-----------|---------------|--------|------------|------------|----------------|---------------------|-------------------------|
| 17     | Apex Regional STD Centre              | 0                                                    | 0                                     | 0                                         | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 18     | Neurology                             | 9                                                    | 3                                     | 33                                        | 0     | 0         | 3                          | 33                             | 1         | 11            | 1      | 11         | 0          | 0              | 1                   | 12                      |
| 19     | Medical Oncology                      | 4                                                    | 1                                     | 25                                        | 0     | 0         | 0                          | 0                              | 0         | 0             | 2      | 50         | 0          | 0              | 1                   | 25                      |
| 20     | Cancer Surgery                        | 0                                                    | 0                                     | 0                                         | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 21     | Dental Surgery                        | 4                                                    | 1                                     | 25                                        | 0     | 0         | 1                          | 25                             | 0         | 0             | 0      | 0          | 0          | 0              | 2                   | 50                      |
| 22     | Neuro Surgery                         | 16                                                   | 8                                     | 50                                        | 0     | 0         | 2                          | 13                             | 1         | 6             | 3      | 19         | 1          | 6              | 1                   | 6                       |
| 23     | Pulmonary Critical Case & Sleep       | 5                                                    | 0                                     | 0                                         | 0     | 0         | 3                          | 60                             | 0         | 0             | 2      | 40         | 0          | 0              | 0                   | 0                       |
| 24     | Burns Plastic & Maxillofacial Surgery | 7                                                    | 4                                     | 57                                        | 0     | 0         | 1                          | 14                             | 0         | 0             | 2      | 29         | 0          | 0              | 0                   | 0                       |
| 25     | Palliative Pain Clinic                | 0                                                    | 0                                     | 0                                         | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 26     | General Surgery                       | 16                                                   | 3                                     | 19                                        | 0     | 0         | 6                          | 38                             | 2         | 13            | 3      | 19         | 1          | 6              | 1                   | 5                       |
| 27     | Radiotherapy                          | 0                                                    | 0                                     | 0                                         | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 28     | Main Casualty                         | 141                                                  | 50                                    | 35                                        | 0     | 0         | 19                         | 13                             | 16        | 11            | 37     | 26         | 0          | 0              | 19                  | 15                      |
| 29     | Sports Injury Centre                  | 17                                                   | 5                                     | 29                                        | 1     | 6         | 2                          | 12                             | 2         | 12            | 3      | 18         | 0          | 0              | 4                   | 23                      |
| 30     | DEPT OF COMMUNITY MEDICINE            | 0                                                    | 0                                     | 0                                         | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 31     | Anaesthesiology                       | 1                                                    | 0                                     | 0                                         | 0     | 0         | 0                          | 0                              | 0         | 0             | 1      | 100        | 0          | 0              | 0                   | 0                       |
| 32     | ANTINETAL CLINIC                      | 27                                                   | 7                                     | 26                                        | 1     | 4         | 2                          | 7                              | 2         | 7             | 9      | 33         | 1          | 4              | 5                   | 19                      |

| 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               | 10                                                    | 4                                     | 40                                        | 0     | 0         | 1                          | 10                             | 1         | 10            | 3      | 30         | 0          | 0              | 1                   | 10                      |
| 35     | Integrative Medicine   | 2                                                     | 1                                     | 50                                        | 0     | 0         | 0                          | 0                              | 1         | 50            | 0      | 0          | 0          | 0              | 0                   | 0                       |
| 36     | Medicine Screening OPD | 8                                                     | 3                                     | 38                                        | 0     | 0         | 3                          | 38                             | 1         | 13            | 1      | 11         | 0          | 0              | 0                   | 0                       |
| 37     | Gastroenterology       | 1                                                     | 0                                     | 0                                         | 0     | 0         | 0                          | 0                              | 0         | 0             | 0      | 0          | 0          | 0              | 1                   | 100                     |
| 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>                                  | 334                                                        | 149                    | 45                         | 89             | 27                 | 96               | 28                   |
| 1      | <b>Cardiology</b>                             | 11                                                         | 4                      | 36                         | 5              | 45                 | 2                | 19                   |
| 2      | <b>Haematology</b>                            | 2                                                          | 2                      | 100                        | 0              | 0                  | 0                | 0                    |
| 3      | <b>Medicine</b>                               | 30                                                         | 12                     | 40                         | 12             | 40                 | 6                | 20                   |
| 4      | <b>Nephrology</b>                             | 2                                                          | 1                      | 50                         | 1              | 50                 | 0                | 0                    |
| 5      | <b>Obstetrics and Gynaecology</b>             | 11                                                         | 3                      | 27                         | 6              | 55                 | 2                | 18                   |
| 6      | <b>Orthopaedics</b>                           | 24                                                         | 15                     | 63                         | 2              | 8                  | 7                | 29                   |
| 7      | <b>Otorhinolaryngology</b>                    | 11                                                         | 5                      | 45                         | 4              | 36                 | 2                | 19                   |
| 8      | <b>Paediatrics</b>                            | 16                                                         | 7                      | 44                         | 3              | 19                 | 6                | 37                   |
| 9      | <b>Paediatric Surgery</b>                     | 2                                                          | 2                      | 100                        | 0              | 0                  | 0                | 0                    |
| 10     | <b>Physical Medicine &amp; Rehabilitation</b> | 10                                                         | 6                      | 60                         | 3              | 30                 | 1                | 10                   |
| 11     | <b>Psychiatry</b>                             | 0                                                          | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 12     | <b>Urology</b>                                | 16                                                         | 4                      | 25                         | 11             | 69                 | 1                | 6                    |
| 13     | <b>CTVS</b>                                   | 3                                                          | 2                      | 67                         | 1              | 33                 | 0                | 0                    |
| 14     | <b>Endocrinology</b>                          | 6                                                          | 2                      | 33                         | 2              | 33                 | 2                | 34                   |
| 15     | <b>EYE</b>                                    | 4                                                          | 3                      | 75                         | 1              | 25                 | 0                | 0                    |
| 16     | <b>Skin</b>                                   | 11                                                         | 7                      | 64                         | 1              | 9                  | 3                | 27                   |
| 17     | <b>Apex Regional STD Centre</b>               | 0                                                          | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 18     | <b>Neurology</b>                              | 6                                                          | 2                      | 33                         | 3              | 50                 | 1                | 17                   |
| 19     | <b>Medical Oncology</b>                       | 4                                                          | 2                      | 50                         | 1              | 25                 | 1                | 25                   |
| 20     | <b>Cancer Surgery</b>                         | 0                                                          | 0                      | 0                          | 0              | 0                  | 0                | 0                    |

| Sr. No | Departments                           | Total responses for dissatisfaction with cost of treatment | Medicines and Supplies | Medicines and Supplies (%) | Investigations | Investigations (%) | Informal payment | Informal payment (%) |
|--------|---------------------------------------|------------------------------------------------------------|------------------------|----------------------------|----------------|--------------------|------------------|----------------------|
| 21     | Dental Surgery                        | 2                                                          | 1                      | 50                         | 0              | 0                  | 1                | 50                   |
| 22     | Neuro Surgery                         | 11                                                         | 7                      | 64                         | 2              | 18                 | 2                | 18                   |
| 23     | Pulmonary Critical Case & Sleep       | 3                                                          | 0                      | 0                          | 1              | 33                 | 2                | 67                   |
| 24     | Burns Plastic & Maxillofacial Surgery | 5                                                          | 2                      | 40                         | 1              | 20                 | 2                | 40                   |
| 25     | Palliative Pain Clinic                | 0                                                          | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 26     | General Surgery                       | 12                                                         | 6                      | 50                         | 4              | 33                 | 2                | 17                   |
| 27     | Radiotherapy                          | 0                                                          | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 28     | Main Casualty                         | 89                                                         | 31                     | 35                         | 20             | 22                 | 38               | 43                   |
| 29     | Sports Injury Centre                  | 9                                                          | 5                      | 56                         | 2              | 22                 | 2                | 22                   |
| 30     | DEPT OF COMMUNITY MEDICINE            | 0                                                          | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 31     | Anaesthesiology                       | 1                                                          | 1                      | 100                        | 0              | 0                  | 0                | 0                    |
| 32     | ANTINETAL CLINIC                      | 20                                                         | 9                      | 45                         | 2              | 10                 | 9                | 45                   |
| 33     | Radiodiagnosis                        | 0                                                          | 0                      | 0                          | 0              | 0                  | 0                | 0                    |
| 34     | Ayurveda                              | 7                                                          | 5                      | 71                         | 1              | 14                 | 1                | 15                   |
| 35     | Integrative Medicine                  | 1                                                          | 0                      | 0                          | 0              | 0                  | 1                | 100                  |
| 36     | Medicine Screening OPD                | 4                                                          | 2                      | 50                         | 0              | 0                  | 2                | 50                   |
| 37     | Gastroenterology                      | 1                                                          | 1                      | 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>                                  | 10                                                            | 2                     | 20                        | 1                         | 10                            | 5                               | 50                                  | 0                           | 0                               | 2                    | 20                       |
| 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>                               | 3                                                             | 1                     | 33                        | 1                         | 33                            | 1                               | 34                                  | 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>                           | 1                                                             | 1                     | 100                       | 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>                                | 0                                                             | 0                     | 0                         | 0                         | 0                             | 0                               | 0                                   | 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                         | 1                                                             | 0                     | 0                         | 0                         | 0                             | 0                               | 0                                   | 0                           | 0                               | 1                    | 100                      |
| 23     | Pulmonary Critical Case & Sleep       | 0                                                             | 0                     | 0                         | 0                         | 0                             | 0                               | 0                                   | 0                           | 0                               | 0                    | 0                        |
| 24     | Burns Plastic & Maxillofacial Surgery | 0                                                             | 0                     | 0                         | 0                         | 0                             | 0                               | 0                                   | 0                           | 0                               | 0                    | 0                        |
| 25     | Palliative Pain Clinic                | 0                                                             | 0                     | 0                         | 0                         | 0                             | 0                               | 0                                   | 0                           | 0                               | 0                    | 0                        |
| 26     | General Surgery                       | 1                                                             | 0                     | 0                         | 0                         | 0                             | 0                               | 0                                   | 0                           | 0                               | 1                    | 100                      |
| 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                  | 1                                                             | 0                     | 0                         | 0                         | 0                             | 1                               | 100                                 | 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                      | 3                                                             | 0                     | 0                         | 0                         | 0                             | 3                               | 100                                 | 0                           | 0                               | 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>                                  | 331                                                     | 164               | 50                    | 30                     | 9                          | 45                | 14                    | 1               | 0                   | 56            | 17                | 35        | 10            |
| 1      | <b>Cardiology</b>                             | 10                                                      | 5                 | 50                    | 1                      | 10                         | 3                 | 30                    | 0               | 0                   | 1             | 10                | 0         | 0             |
| 2      | <b>Haematology</b>                            | 5                                                       | 2                 | 40                    | 1                      | 20                         | 1                 | 20                    | 0               | 0                   | 1             | 20                | 0         | 0             |
| 3      | <b>Medicine</b>                               | 25                                                      | 18                | 72                    | 0                      | 0                          | 3                 | 12                    | 0               | 0                   | 4             | 16                | 0         | 0             |
| 4      | <b>Nephrology</b>                             | 2                                                       | 2                 | 100                   | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 5      | <b>Obstetrics and Gynaecology</b>             | 11                                                      | 6                 | 55                    | 1                      | 9                          | 1                 | 9                     | 0               | 0                   | 3             | 27                | 0         | 0             |
| 6      | <b>Orthopaedics</b>                           | 23                                                      | 13                | 57                    | 1                      | 4                          | 4                 | 17                    | 0               | 0                   | 4             | 17                | 1         | 5             |
| 7      | <b>Otorhinolaryngology</b>                    | 11                                                      | 7                 | 64                    | 1                      | 9                          | 0                 | 0                     | 0               | 0                   | 3             | 27                | 0         | 0             |
| 8      | <b>Paediatrics</b>                            | 16                                                      | 4                 | 25                    | 3                      | 19                         | 3                 | 19                    | 0               | 0                   | 4             | 25                | 2         | 12            |
| 9      | <b>Paediatric Surgery</b>                     | 1                                                       | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 1         | 100           |
| 10     | <b>Physical Medicine &amp; Rehabilitation</b> | 11                                                      | 7                 | 64                    | 0                      | 0                          | 2                 | 18                    | 0               | 0                   | 2             | 18                | 0         | 0             |
| 11     | <b>Psychiatry</b>                             | 0                                                       | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 12     | <b>Urology</b>                                | 15                                                      | 12                | 80                    | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 3             | 20                | 0         | 0             |
| 13     | <b>CTVS</b>                                   | 3                                                       | 1                 | 33                    | 1                      | 33                         | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 1         | 34            |
| 14     | <b>Endocrinology</b>                          | 7                                                       | 2                 | 29                    | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 3             | 43                | 2         | 28            |
| 15     | <b>EYE</b>                                    | 4                                                       | 3                 | 75                    | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 1         | 25            |
| 16     | <b>Skin</b>                                   | 19                                                      | 4                 | 21                    | 2                      | 11                         | 6                 | 32                    | 0               | 0                   | 6             | 32                | 1         | 4             |
| 17     | <b>Apex Regional STD Centre</b>               | 0                                                       | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 18     | <b>Neurology</b>                              | 7                                                       | 3                 | 43                    | 1                      | 14                         | 1                 | 14                    | 0               | 0                   | 2             | 29                | 0         | 0             |

| Sr. No | Departments                           | Total responses for dis-satisfaction with other reasons | Long waiting time | Long waiting time (%) | Inadequate information | Inadequate information (%) | Lack of amenities | Lack of amenities (%) | Lack of support | Lack of support (%) | Over crowding | Over crowding (%) | Any other | Any other (%) |
|--------|---------------------------------------|---------------------------------------------------------|-------------------|-----------------------|------------------------|----------------------------|-------------------|-----------------------|-----------------|---------------------|---------------|-------------------|-----------|---------------|
| 19     | Medical Oncology                      | 4                                                       | 0                 | 0                     | 1                      | 25                         | 1                 | 25                    | 0               | 0                   | 1             | 25                | 1         | 25            |
| 20     | Cancer Surgery                        | 0                                                       | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 21     | Dental Surgery                        | 2                                                       | 1                 | 50                    | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 1         | 50            |
| 22     | Neuro Surgery                         | 10                                                      | 5                 | 50                    | 1                      | 10                         | 2                 | 20                    | 0               | 0                   | 0             | 0                 | 2         | 20            |
| 23     | Pulmonary Critical Case & Sleep       | 3                                                       | 2                 | 67                    | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 1             | 33                | 0         | 0             |
| 24     | Burns Plastic & Maxillofacial Surgery | 5                                                       | 2                 | 40                    | 1                      | 20                         | 0                 | 0                     | 0               | 0                   | 1             | 20                | 1         | 20            |
| 25     | Palliative Pain Clinic                | 0                                                       | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 26     | General Surgery                       | 10                                                      | 4                 | 40                    | 3                      | 30                         | 2                 | 20                    | 0               | 0                   | 1             | 10                | 0         | 0             |
| 27     | Radiotherapy                          | 0                                                       | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 28     | Main Casualty                         | 85                                                      | 41                | 48                    | 9                      | 11                         | 8                 | 9                     | 0               | 0                   | 8             | 9                 | 19        | 23            |
| 29     | Sports Injury Centre                  | 8                                                       | 6                 | 75                    | 0                      | 0                          | 1                 | 13                    | 0               | 0                   | 0             | 0                 | 1         | 12            |
| 30     | DEPT OF COMMUNITY MEDICINE            | 0                                                       | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 31     | Anaesthesiology                       | 0                                                       | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 32     | ANTINETAL CLINIC                      | 23                                                      | 10                | 43                    | 3                      | 13                         | 3                 | 13                    | 1               | 4                   | 5             | 22                | 1         | 5             |
| 33     | Radiodiagnosis                        | 0                                                       | 0                 | 0                     | 0                      | 0                          | 0                 | 0                     | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 34     | Ayurveda                              | 6                                                       | 2                 | 33                    | 0                      | 0                          | 2                 | 33                    | 0               | 0                   | 2             | 34                | 0         | 0             |
| 35     | Integrative Medicine                  | 1                                                       | 0                 | 0                     | 0                      | 0                          | 1                 | 100                   | 0               | 0                   | 0             | 0                 | 0         | 0             |
| 36     | Medicine Screening OPD                | 3                                                       | 1                 | 33                    | 0                      | 0                          | 1                 | 33                    | 0               | 0                   | 1             | 34                | 0         | 0             |

| <b>Sr. No</b> | <b>Departments</b> | <b>Total responses for dis-satisfaction with other reasons</b> | <b>Long waiting time</b> | <b>Long waiting time (%)</b> | <b>Inadequate information</b> | <b>Inadequate information (%)</b> | <b>Lack of amenities</b> | <b>Lack of amenities (%)</b> | <b>Lack of support</b> | <b>Lack of support (%)</b> | <b>Over crowding</b> | <b>Over crowding (%)</b> | <b>Any other</b> | <b>Any other (%)</b> |
|---------------|--------------------|----------------------------------------------------------------|--------------------------|------------------------------|-------------------------------|-----------------------------------|--------------------------|------------------------------|------------------------|----------------------------|----------------------|--------------------------|------------------|----------------------|
| 37            | Gastroenterology   | 1                                                              | 1                        | 100                          | 0                             | 0                                 | 0                        | 0                            | 0                      | 0                          | 0                    | 0                        | 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                    |