



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2024-09-29 To : 2024-11-02

1. Satisfaction

Sr. No	Departments	Patient Visits	Patients with Valid Phone Numbers	Patients with valid phone numbers (%)	Total Responses	Total responses (%)	Very Satisfied	Very Satisfied (%)	Satisfied	Satisfied (%)	Not Satisfied	Not Satisfied (%)
0	Total	2,44,619	1,56,120	64	7,744	5	2,852	37	2,632	34	2,260	29
1	Cardiology	8,179	5,142	63	272	5	111	41	109	40	52	19
2	Haematology	682	319	47	21	7	4	19	8	38	9	43
3	Medicine	24,579	14,229	58	719	5	238	33	263	37	218	30
4	Nephrology	2,795	1,723	62	95	6	32	34	35	37	28	29
5	Obstetrics and Gynaecology	7,214	4,425	61	179	4	59	33	59	33	61	34
6	Orthopaedics	15,495	8,205	53	435	5	158	36	149	34	128	30
7	Otorhinolaryngology	9,800	6,259	64	314	5	96	31	106	34	112	35
8	Paediatrics	10,065	5,478	54	269	5	114	42	85	32	70	26
9	Paediatric Surgery	1,691	1,077	64	68	6	36	53	19	28	13	19
10	Physical Medicine & Rehabilitation	9,488	5,605	59	275	5	106	39	91	33	78	28
11	Psychiatry	991	678	68	26	4	12	46	10	38	4	16

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	6,288	4,638	74	253	5	82	32	93	37	78	31
13	CTVS	1,306	818	63	50	6	25	50	13	26	12	24
14	Endocrinology	4,348	3,197	74	131	4	45	34	51	39	35	27
15	EYE	5,052	2,797	55	145	5	54	37	57	39	34	24
16	Skin	11,760	7,501	64	366	5	128	35	143	39	95	26
17	Apex Regional STD Centre	95	64	67	3	5	1	33	1	33	1	34
18	Neurology	4,635	3,291	71	150	5	67	45	47	31	36	24
19	Medical Oncology	1,194	642	54	23	4	4	17	12	52	7	31
20	Cancer Surgery	512	332	65	22	7	9	41	9	41	4	18
21	Dental Surgery	4,174	2,760	66	150	5	53	35	51	34	46	31
22	Neuro Surgery	3,136	1,930	62	137	7	50	36	44	32	43	32
23	Pulmonary Critical Case & Sleep	3,663	2,344	64	128	5	42	33	48	38	38	29
24	Burns Plastic & Maxillofacial Surgery	3,028	2,287	76	122	5	55	45	45	37	22	18
25	Palliative Pain Clinic	394	269	68	16	6	11	69	3	19	2	12
26	General Surgery	11,626	7,284	63	386	5	150	39	119	31	117	30
27	Radiotherapy	1,640	832	51	45	5	16	36	15	33	14	31
28	Main Casualty	48,882	36,782	75	1,813	5	639	35	527	29	647	36
29	Sports Injury Centre	20,171	12,284	61	497	4	229	46	179	36	89	18
30	DEPT OF COMMUNITY MEDICINE	633	398	63	19	5	12	63	6	32	1	5

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	2,516	1,267	50	67	5	26	39	21	31	20	30
32	ANTINETAL CLINIC	11,611	6,575	57	282	4	94	33	109	39	79	28
33	Radiodiagnosis	28	9	32	0	0	0	0	0	0	0	0
34	Ayurveda	2,119	1,647	78	94	6	33	35	37	39	24	26
35	Integrative Medicine	1,363	624	46	31	5	13	42	12	39	6	19
36	Medicine Screening OPD	2,246	1,605	71	92	6	34	37	36	39	22	24
37	Gastroenterology	1,220	803	66	49	6	14	29	20	41	15	30
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	Total	1,814	727	40	208	11	317	17	4	0	558	32
1	Cardiology	40	7	18	3	8	10	25	0	0	20	49
2	Haematology	10	5	50	1	10	1	10	0	0	3	30
3	Medicine	174	80	46	29	17	26	15	1	1	38	21
4	Nephrology	31	10	32	5	16	8	26	1	3	7	23
5	Obstetrics and Gynaecology	48	17	35	6	13	11	23	0	0	14	29
6	Orthopaedics	109	38	35	12	11	26	24	0	0	33	30
7	Otorhinolaryngology	93	37	40	10	11	12	13	0	0	34	36
8	Paediatrics	49	20	41	6	12	10	20	1	2	12	25
9	Paediatric Surgery	9	2	22	1	11	2	22	0	0	4	45
10	Physical Medicine & Rehabilitation	68	24	35	9	13	11	16	0	0	24	36
11	Psychiatry	3	1	33	0	0	0	0	0	0	2	67
12	Urology	72	22	31	6	8	18	25	0	0	26	36
13	CTVS	13	3	23	2	15	3	23	0	0	5	39
14	Endocrinology	33	13	39	6	18	4	12	0	0	10	31
15	EYE	25	9	36	4	16	6	24	0	0	6	24
16	Skin	81	25	31	14	17	14	17	0	0	28	35
17	Apex Regional STD Centre	1	0	0	0	0	0	0	0	0	1	100
18	Neurology	29	9	31	5	17	5	17	0	0	10	35

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	5	1	20	1	20	1	20	0	0	2	40
20	Cancer Surgery	3	1	33	1	33	1	34	0	0	0	0
21	Dental Surgery	34	16	47	4	12	7	21	0	0	7	20
22	Neuro Surgery	40	20	50	4	10	6	15	0	0	10	25
23	Pulmonary Critical Case & Sleep	24	9	38	0	0	5	21	0	0	10	41
24	Burns Plastic & Maxillofacial Surgery	18	7	39	1	6	4	22	0	0	6	33
25	Palliative Pain Clinic	2	2	100	0	0	0	0	0	0	0	0
26	General Surgery	98	44	45	10	10	13	13	1	1	30	31
27	Radiotherapy	12	3	25	1	8	7	58	0	0	1	9
28	Main Casualty	486	221	45	45	9	72	15	0	0	148	31
29	Sports Injury Centre	72	25	35	7	10	12	17	0	0	28	38
30	DEPT OF COMMUNITY MEDICINE	1	0	0	0	0	1	100	0	0	0	0
31	Anaesthesiology	17	4	24	1	6	4	24	0	0	8	46
32	ANTINETAL CLINIC	59	27	46	8	14	5	8	0	0	19	32
33	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	19	9	47	3	16	4	21	0	0	3	16
35	Integrative Medicine	4	2	50	0	0	0	0	0	0	2	50
36	Medicine Screening OPD	19	10	53	3	16	2	11	0	0	4	20
37	Gastroenterology	13	4	31	0	0	6	46	0	0	3	23

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 (%)
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	Total	1,371	558	41	152	11	201	15	111	8	5	0	344	25
1	Cardiology	30	9	30	3	10	5	17	1	3	0	0	12	40
2	Haematology	9	3	33	1	11	2	22	1	11	0	0	2	23
3	Medicine	137	45	33	8	6	27	20	10	7	2	1	45	33
4	Nephrology	16	5	31	1	6	5	31	3	19	0	0	2	13
5	Obstetrics and Gynaecology	44	20	45	7	16	6	14	3	7	0	0	8	18
6	Orthopaedics	81	36	44	10	12	14	17	5	6	1	1	15	20
7	Otorhinolaryngology	72	22	31	8	11	9	13	7	10	0	0	26	35
8	Paediatrics	38	14	37	4	11	6	16	2	5	0	0	12	31
9	Paediatric Surgery	7	3	43	0	0	1	14	0	0	0	0	3	43
10	Physical Medicine & Rehabilitation	46	14	30	3	7	4	9	6	13	0	0	19	41
11	Psychiatry	3	1	33	0	0	0	0	1	33	0	0	1	34
12	Urology	51	26	51	4	8	9	18	2	4	0	0	10	19
13	CTVS	6	4	67	0	0	1	17	0	0	0	0	1	16
14	Endocrinology	20	9	45	0	0	1	5	3	15	0	0	7	35
15	EYE	15	6	40	2	13	2	13	2	13	0	0	3	21
16	Skin	64	16	25	8	13	10	16	9	14	0	0	21	32

Sr. No	Departments	Total responses for dissatisfaction with staff behaviour	Doctor	Doctor (%)	Nurse	Nurse (%)	Laboratory/X-Ray technician	Laboratory/X-Ray technician (%)	Pharmacist	Pharmacist (%)	Ward boy	Ward boy (%)	Other Staff	Other Staff (%)
17	Apex Regional STD Centre	1	0	0	0	0	0	0	1	100	0	0	0	0
18	Neurology	22	7	32	1	5	4	18	2	9	0	0	8	36
19	Medical Oncology	5	1	20	1	20	1	20	0	0	0	0	2	40
20	Cancer Surgery	2	1	50	0	0	1	50	0	0	0	0	0	0
21	Dental Surgery	23	4	17	3	13	6	26	1	4	0	0	9	40
22	Neuro Surgery	26	12	46	3	12	2	8	1	4	0	0	8	30
23	Pulmonary Critical Case & Sleep	19	8	42	1	5	4	21	1	5	0	0	5	27
24	Burns Plastic & Maxillofacial Surgery	12	5	42	0	0	2	17	2	17	0	0	3	24
25	Palliative Pain Clinic	2	0	0	0	0	0	0	2	100	0	0	0	0
26	General Surgery	87	35	40	10	11	14	16	7	8	0	0	21	25
27	Radiotherapy	10	5	50	1	10	1	10	1	10	0	0	2	20
28	Main Casualty	373	192	51	59	16	38	10	24	6	0	0	60	17
29	Sports Injury Centre	49	16	33	5	10	9	18	5	10	0	0	14	29
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	11	3	27	1	9	4	36	1	9	0	0	2	19
32	ANTINETAL CLINIC	47	14	30	6	13	4	9	4	9	2	4	17	35
33	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	12	7	58	1	8	1	8	0	0	0	0	3	26

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	3	2	67	0	0	0	0	1	33	0	0	0	0
36	Medicine Screening OPD	14	5	36	0	0	4	29	2	14	0	0	3	21
37	Gastroenterology	14	8	57	1	7	4	29	1	7	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

Cleanliness

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 (%)
0	Total	834	277	33	6	1	143	17	94	11	208	25	1	0	105	13
1	Cardiology	15	7	47	0	0	1	7	0	0	3	20	0	0	4	26
2	Haematology	7	3	43	0	0	0	0	1	14	2	29	0	0	1	14
3	Medicine	78	24	31	2	3	13	17	5	6	21	27	1	1	12	15
4	Nephrology	10	5	50	0	0	2	20	1	10	2	20	0	0	0	0
5	Obstetrics and Gynaecology	31	6	19	0	0	1	3	8	26	10	32	0	0	6	20
6	Orthopaedics	41	16	39	0	0	9	22	6	15	9	22	0	0	1	2
7	Otorhinolaryngology	47	13	28	0	0	9	19	4	9	10	21	0	0	11	23
8	Paediatrics	22	4	18	1	5	6	27	4	18	5	23	0	0	2	9
9	Paediatric Surgery	4	2	50	0	0	0	0	0	0	2	50	0	0	0	0
10	Physical Medicine & Rehabilitation	32	10	31	0	0	5	16	4	13	10	31	0	0	3	9
11	Psychiatry	3	2	67	0	0	0	0	0	0	1	33	0	0	0	0
12	Urology	34	11	32	0	0	5	15	6	18	6	18	0	0	6	17
13	CTVS	3	0	0	0	0	1	33	0	0	2	67	0	0	0	0
14	Endocrinology	17	5	29	0	0	3	18	3	18	3	18	0	0	3	17
15	EYE	8	2	25	0	0	2	25	1	13	3	37	0	0	0	0
16	Skin	37	12	32	0	0	8	22	6	16	7	19	0	0	4	11

Sr. No	Departments	Total responses for dis-satisfaction with cleanliness	Patient registration and waiting area	Patient registration and waiting area (%)	wards	wards (%)	Exam-ination room and table	Exam-ination room and table (%)	Corridors	Corridors (%)	Toilet	Toilet (%)	Bed sheets	Bed sheets (%)	General surrounding	General surrounding (%)
17	Apex Regional STD Centre	1	0	0	0	0	1	100	0	0	0	0	0	0	0	0
18	Neurology	9	1	11	0	0	1	11	2	22	4	44	0	0	1	12
19	Medical Oncology	2	1	50	0	0	0	0	0	0	1	50	0	0	0	0
20	Cancer Surgery	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
21	Dental Surgery	13	5	38	0	0	2	15	3	23	0	0	0	0	3	24
22	Neuro Surgery	19	7	37	0	0	3	16	2	11	5	26	0	0	2	10
23	Pulmonary Critical Case & Sleep	9	4	44	0	0	3	33	1	11	0	0	0	0	1	12
24	Burns Plastic & Maxillofacial Surgery	7	4	57	0	0	1	14	1	14	1	15	0	0	0	0
25	Palliative Pain Clinic	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	49	16	33	0	0	13	27	5	10	8	16	0	0	7	14
27	Radiotherapy	5	2	40	0	0	1	20	0	0	2	40	0	0	0	0
28	Main Casualty	228	78	34	0	0	41	18	22	10	60	26	0	0	27	12
29	Sports Injury Centre	30	10	33	0	0	4	13	4	13	8	27	0	0	4	14
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	7	3	43	0	0	1	14	0	0	2	29	0	0	1	14
32	ANTINETAL CLINIC	32	10	31	3	9	1	3	2	6	13	41	0	0	3	10

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	12	6	50	0	0	1	8	1	8	3	25	0	0	1	9
35	Integrative Medicine	2	2	100	0	0	0	0	0	0	0	0	0	0	0	0
36	Medicine Screening OPD	10	3	30	0	0	2	20	1	10	3	30	0	0	1	10
37	Gastroenterology	8	2	25	0	0	3	38	1	13	1	13	0	0	1	11
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	Total	565	240	42	160	28	165	30
1	Cardiology	9	3	33	1	11	5	56
2	Haematology	5	1	20	3	60	1	20
3	Medicine	51	19	37	13	25	19	38
4	Nephrology	9	4	44	3	33	2	23
5	Obstetrics and Gynaecology	19	8	42	7	37	4	21
6	Orthopaedics	27	13	48	9	33	5	19
7	Otorhinolaryngology	32	20	63	5	16	7	21
8	Paediatrics	15	9	60	3	20	3	20
9	Paediatric Surgery	2	0	0	0	0	2	100
10	Physical Medicine & Rehabilitation	16	5	31	3	19	8	50
11	Psychiatry	2	1	50	1	50	0	0
12	Urology	21	8	38	9	43	4	19
13	CTVS	1	0	0	0	0	1	100
14	Endocrinology	12	7	58	2	17	3	25
15	EYE	5	1	20	3	60	1	20
16	Skin	20	11	55	4	20	5	25
17	Apex Regional STD Centre	1	0	0	1	100	0	0
18	Neurology	9	5	56	3	33	1	11
19	Medical Oncology	1	0	0	1	100	0	0
20	Cancer Surgery	1	0	0	1	100	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	10	4	40	2	20	4	40
22	Neuro Surgery	16	4	25	9	56	3	19
23	Pulmonary Critical Case & Sleep	8	2	25	6	75	0	0
24	Burns Plastic & Maxillofacial Surgery	4	1	25	0	0	3	75
25	Palliative Pain Clinic	1	1	100	0	0	0	0
26	General Surgery	33	16	48	7	21	10	31
27	Radiotherapy	4	2	50	2	50	0	0
28	Main Casualty	168	69	41	42	25	57	34
29	Sports Injury Centre	15	8	53	3	20	4	27
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0
31	Anaesthesiology	6	2	33	2	33	2	34
32	ANTINETAL CLINIC	21	6	29	10	48	5	23
33	Radiodiagnosis	0	0	0	0	0	0	0
34	Ayurveda	9	6	67	1	11	2	22
35	Integrative Medicine	1	0	0	0	0	1	100
36	Medicine Screening OPD	8	4	50	1	13	3	37
37	Gastroenterology	3	0	0	3	100	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

Sr. No	Departments	Total responses for dissatisfaction with cost of treatment	Medicines and Supplies	Medicines and Supplies (%)	Investigations	Investigations (%)	Informal payment	Informal payment (%)
43	Dept-95	0	0	0	0	0	0	0
44	Dept-43	0	0	0	0	0	0	0

Quality of Treatment

Sr. No	Departments	Total responses for dissatisfaction with quality of treatment	No relief in symptoms	No relief in symptoms (%)	Health condition worsened	Health condition worsened (%)	Doctor did not listen carefully	Doctor did not listen carefully (%)	Inadequately skilled nurses	Inadequately skilled nurses (%)	Poor quality of food	Poor quality of food (%)
0	Total	6	1	17	0	0	3	50	1	17	1	16
1	Cardiology	0	0	0	0	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	3	1	33	0	0	1	33	1	34	0	0
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	0	0	0	0	0	0	0	0	0	0	0
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	0	0	0	0	0	0	0	0	0	0	0
8	Paediatrics	1	0	0	0	0	1	100	0	0	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	0	0	0	0	0	0	0	0	0	0	0
11	Psychiatry	0	0	0	0	0	0	0	0	0	0	0
12	Urology	0	0	0	0	0	0	0	0	0	0	0
13	CTVS	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0
15	EYE	0	0	0	0	0	0	0	0	0	0	0
16	Skin	0	0	0	0	0	0	0	0	0	0	0
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction with quality of treatment	No relief in symptoms	No relief in symptoms (%)	Health condition worsened	Health condition worsened (%)	Doctor did not listen carefully	Doctor did not listen carefully (%)	Inadequately skilled nurses	Inadequately skilled nurses (%)	Poor quality of food	Poor quality of food (%)
18	Neurology	0	0	0	0	0	0	0	0	0	0	0
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	0	0	0	0	0	0	0	0	0	0	0
22	Neuro Surgery	0	0	0	0	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	0	0	0	0	0	0	0	0	0	0	0
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0
28	Main Casualty	0	0	0	0	0	0	0	0	0	0	0
29	Sports Injury Centre	0	0	0	0	0	0	0	0	0	0	0
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	0	0	0	0	0	0	0	0	0	0	0
32	ANTINETAL CLINIC	2	0	0	0	0	1	50	0	0	1	50
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

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 (%)
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	Total	548	259	47	55	10	75	14	2	0	85	16	72	13
1	Cardiology	13	6	46	2	15	2	15	0	0	3	24	0	0
2	Haematology	6	2	33	1	17	1	17	0	0	2	33	0	0
3	Medicine	49	15	31	8	16	12	24	1	2	7	14	6	13
4	Nephrology	6	2	33	2	33	1	17	0	0	0	0	1	17
5	Obstetrics and Gynaecology	22	12	55	1	5	3	14	0	0	4	18	2	8
6	Orthopaedics	24	16	67	3	13	2	8	0	0	3	12	0	0
7	Otorhinolaryngology	30	15	50	3	10	3	10	0	0	5	17	4	13
8	Paediatrics	15	6	40	2	13	2	13	1	7	2	13	2	14
9	Paediatric Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	16	6	38	2	13	2	13	0	0	4	25	2	11
11	Psychiatry	2	2	100	0	0	0	0	0	0	0	0	0	0
12	Urology	18	11	61	2	11	2	11	0	0	0	0	3	17
13	CTVS	1	1	100	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	14	7	50	1	7	2	14	0	0	2	14	2	15
15	EYE	2	0	0	0	0	1	50	0	0	1	50	0	0
16	Skin	19	10	53	0	0	2	11	0	0	3	16	4	20
17	Apex Regional STD Centre	1	0	0	0	0	1	100	0	0	0	0	0	0
18	Neurology	9	1	11	1	11	2	22	0	0	3	33	2	23

Sr. No	Departments	Total responses for dis-satisfaction with other reasons	Long waiting time	Long waiting time (%)	Inadequate information	Inadequate information (%)	Lack of amenities	Lack of amenities (%)	Lack of support	Lack of support (%)	Over crowding	Over crowding (%)	Any other	Any other (%)
19	Medical Oncology	1	0	0	1	100	0	0	0	0	0	0	0	0
20	Cancer Surgery	1	0	0	1	100	0	0	0	0	0	0	0	0
21	Dental Surgery	11	5	45	2	18	2	18	0	0	1	9	1	10
22	Neuro Surgery	16	7	44	2	13	4	25	0	0	3	18	0	0
23	Pulmonary Critical Case & Sleep	8	6	75	0	0	1	13	0	0	0	0	1	12
24	Burns Plastic & Maxillofacial Surgery	4	3	75	0	0	0	0	0	0	0	0	1	25
25	Palliative Pain Clinic	1	0	0	0	0	0	0	0	0	1	100	0	0
26	General Surgery	30	16	53	3	10	3	10	0	0	5	17	3	10
27	Radiotherapy	5	2	40	0	0	2	40	0	0	0	0	1	20
28	Main Casualty	163	80	49	12	7	21	13	0	0	24	15	26	16
29	Sports Injury Centre	13	4	31	0	0	0	0	0	0	3	23	6	46
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	4	4	100	0	0	0	0	0	0	0	0	0	0
32	ANTINETAL CLINIC	19	8	42	4	21	1	5	0	0	5	26	1	6
33	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	13	6	46	1	8	2	15	0	0	3	23	1	8
35	Integrative Medicine	1	1	100	0	0	0	0	0	0	0	0	0	0
36	Medicine Screening OPD	7	3	43	0	0	1	14	0	0	1	14	2	29

Sr. No	Departments	Total responses for dis-satisfaction with other reasons	Long waiting time	Long waiting time (%)	Inadequate information	Inadequate information (%)	Lack of amenities	Lack of amenities (%)	Lack of support	Lack of support (%)	Over crowding	Over crowding (%)	Any other	Any other (%)
37	Gastroenterology	3	1	33	1	33	0	0	0	0	0	0	1	34
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