



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2024-12-01 To : 2025-01-04

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	2,45,774	1,53,432	62	3,500	2	1,382	39	1,224	35	894	26
1	Cardiology	9,364	5,885	63	128	2	69	54	42	33	17	13
2	Haematology	862	467	54	6	1	1	17	5	83	0	0
3	Medicine	24,631	13,277	54	295	2	111	38	94	32	90	30
4	Nephrology	3,321	2,071	62	57	3	23	40	21	37	13	23
5	Obstetrics and Gynaecology	8,968	5,516	62	100	2	37	37	36	36	27	27
6	Orthopaedics	14,615	9,395	64	219	2	86	39	85	39	48	22
7	Otorhinolaryngology	10,437	6,348	61	131	2	43	33	53	40	35	27
8	Paediatrics	9,380	4,820	51	110	2	42	38	41	37	27	25
9	Paediatric Surgery	1,841	1,208	66	31	3	17	55	6	19	8	26
10	Physical Medicine & Rehabilitation	10,674	6,187	58	135	2	67	50	47	35	21	15
11	Psychiatry	800	512	64	17	3	6	35	9	53	2	12

Sr. No	Departments	Patient Visits	Patients with Valid Phone Numbers	Patients with valid phone numbers (%)	Total Responses	Total responses (%)	Very Satisfied	Very Satisfied (%)	Satisfied	Satisfied (%)	Not Satisfied	Not Satisfied (%)
12	Urology	7,042	5,276	75	132	3	44	33	51	39	37	28
13	CTVS	1,489	917	62	27	3	11	41	7	26	9	33
14	Endocrinology	4,737	3,458	73	87	3	32	37	28	32	27	31
15	EYE	6,582	3,698	56	87	2	37	43	27	31	23	26
16	Skin	12,429	7,042	57	123	2	33	27	56	46	34	27
17	Apex Regional STD Centre	120	73	61	0	0	0	0	0	0	0	0
18	Neurology	5,728	4,168	73	96	2	35	36	45	47	16	17
19	Medical Oncology	1,493	876	59	22	3	9	41	7	32	6	27
20	Cancer Surgery	429	320	75	11	3	6	55	2	18	3	27
21	Dental Surgery	4,264	3,119	73	59	2	15	25	28	47	16	28
22	Neuro Surgery	3,382	1,996	59	53	3	21	40	15	28	17	32
23	Pulmonary Critical Case & Sleep	3,849	2,454	64	60	2	28	47	20	33	12	20
24	Burns Plastic & Maxillofacial Surgery	1,727	1,245	72	35	3	17	49	12	34	6	17
25	Palliative Pain Clinic	423	285	67	4	1	0	0	4	100	0	0
26	General Surgery	13,034	7,984	61	185	2	62	34	65	35	58	31
27	Radiotherapy	1,531	687	45	5	1	1	20	4	80	0	0
28	Main Casualty	40,252	29,467	73	758	3	305	40	232	31	221	29
29	Sports Injury Centre	19,900	11,461	58	252	2	119	47	91	36	42	17
30	DEPT OF COMMUNITY MEDICINE	915	420	46	5	1	4	80	1	20	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	2,898	1,440	50	41	3	17	41	10	24	14	35
32	ANTINETAL CLINIC	12,098	7,100	59	144	2	55	38	51	35	38	27
33	Radiodiagnosis	32	12	38	0	0	0	0	0	0	0	0
34	Ayurveda	2,340	1,728	74	35	2	13	37	10	29	12	34
35	Integrative Medicine	1,761	835	47	15	2	5	33	6	40	4	27
36	Medicine Screening OPD	1,350	950	70	28	3	10	36	10	36	8	28
37	Gastroenterology	1,076	735	68	7	1	1	14	3	43	3	43
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	737	294	40	84	11	150	20	3	0	206	29
1	Cardiology	8	2	25	1	13	3	38	0	0	2	24
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	82	33	40	11	13	14	17	2	2	22	28
4	Nephrology	9	1	11	1	11	3	33	0	0	4	45
5	Obstetrics and Gynaecology	23	9	39	0	0	7	30	0	0	7	31
6	Orthopaedics	35	18	51	2	6	6	17	0	0	9	26
7	Otorhinolaryngology	27	11	41	1	4	2	7	0	0	13	48
8	Paediatrics	29	8	28	7	24	8	28	0	0	6	20
9	Paediatric Surgery	7	3	43	0	0	0	0	0	0	4	57
10	Physical Medicine & Rehabilitation	11	4	36	0	0	3	27	0	0	4	37
11	Psychiatry	2	0	0	0	0	1	50	0	0	1	50
12	Urology	34	10	29	3	9	14	41	0	0	7	21
13	CTVS	8	3	38	0	0	3	38	0	0	2	24
14	Endocrinology	25	9	36	3	12	4	16	0	0	9	36
15	EYE	19	6	32	2	11	4	21	0	0	7	36
16	Skin	29	10	34	3	10	5	17	0	0	11	39
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	15	10	67	1	7	1	7	0	0	3	19

Sr. No	Departments	Total responses for dissatisfaction	Staff behaviour	Staff behaviour (%)	Cleanliness	Cleanliness (%)	Cost of treatment	Cost of treatment (%)	Quality of treatment	Quality of treatment (%)	Other reasons	Other reasons (%)
19	Medical Oncology	7	3	43	0	0	2	29	0	0	2	28
20	Cancer Surgery	2	0	0	1	50	1	50	0	0	0	0
21	Dental Surgery	10	5	50	1	10	1	10	0	0	3	30
22	Neuro Surgery	13	4	31	2	15	6	46	0	0	1	8
23	Pulmonary Critical Case & Sleep	10	3	30	2	20	3	30	0	0	2	20
24	Burns Plastic & Maxillofacial Surgery	6	2	33	0	0	2	33	0	0	2	34
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	43	20	47	5	12	6	14	0	0	12	27
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0
28	Main Casualty	186	80	43	29	16	31	17	0	0	46	24
29	Sports Injury Centre	33	11	33	3	9	7	21	0	0	12	37
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	10	5	50	1	10	2	20	0	0	2	20
32	ANTINETAL CLINIC	32	14	44	4	13	6	19	1	3	7	21
33	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	10	3	30	1	10	3	30	0	0	3	30
35	Integrative Medicine	4	3	75	0	0	1	25	0	0	0	0
36	Medicine Screening OPD	6	3	50	0	0	1	17	0	0	2	33
37	Gastroenterology	2	1	50	0	0	0	0	0	0	1	50

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	554	228	41	63	11	89	16	36	6	2	0	136	26
1	Cardiology	8	3	38	1	13	3	38	0	0	0	0	1	11
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	55	20	36	7	13	7	13	2	4	2	4	17	30
4	Nephrology	6	2	33	0	0	0	0	3	50	0	0	1	17
5	Obstetrics and Gynaecology	19	9	47	3	16	3	16	1	5	0	0	3	16
6	Orthopaedics	27	8	30	1	4	7	26	0	0	0	0	11	40
7	Otorhinolaryngology	22	11	50	3	14	3	14	1	5	0	0	4	17
8	Paediatrics	20	8	40	2	10	4	20	0	0	0	0	6	30
9	Paediatric Surgery	5	4	80	0	0	0	0	0	0	0	0	1	20
10	Physical Medicine & Rehabilitation	7	3	43	0	0	3	43	1	14	0	0	0	0
11	Psychiatry	2	0	0	0	0	1	50	0	0	0	0	1	50
12	Urology	27	9	33	3	11	6	22	4	15	0	0	5	19
13	CTVS	8	2	25	0	0	2	25	1	13	0	0	3	37
14	Endocrinology	18	7	39	1	6	2	11	4	22	0	0	4	22
15	EYE	13	5	38	1	8	4	31	1	8	0	0	2	15
16	Skin	25	6	24	3	12	9	36	3	12	0	0	4	16

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	16	4	25	3	19	3	19	1	6	0	0	5	31
19	Medical Oncology	5	5	100	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	1	0	0	0	0	0	0	0	0	0	0	1	100
21	Dental Surgery	8	4	50	1	13	2	25	0	0	0	0	1	12
22	Neuro Surgery	8	3	38	0	0	3	38	0	0	0	0	2	24
23	Pulmonary Critical Case & Sleep	9	5	56	0	0	1	11	0	0	0	0	3	33
24	Burns Plastic & Maxillofacial Surgery	3	2	67	0	0	0	0	0	0	0	0	1	33
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	31	16	52	3	10	5	16	0	0	0	0	7	22
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Main Casualty	141	66	47	24	17	13	9	7	5	0	0	31	22
29	Sports Injury Centre	21	8	38	1	5	1	5	0	0	0	0	11	52
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	7	1	14	0	0	0	0	1	14	0	0	5	72
32	ANTINETAL CLINIC	22	11	50	4	18	5	23	1	5	0	0	1	4
33	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	8	1	13	0	0	1	13	4	50	0	0	2	24

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	4	1	25	1	25	1	25	0	0	0	0	1	25
36	Medicine Screening OPD	7	4	57	1	14	0	0	1	14	0	0	1	15
37	Gastroenterology	1	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
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	324	102	31	3	1	57	18	35	11	87	27	1	0	39	12
1	Cardiology	4	0	0	0	0	1	25	0	0	3	75	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	28	16	57	1	4	2	7	1	4	2	7	0	0	6	21
4	Nephrology	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
5	Obstetrics and Gynaecology	13	3	23	2	15	6	46	0	0	2	16	0	0	0	0
6	Orthopaedics	19	3	16	0	0	7	37	2	11	4	21	0	0	3	15
7	Otorhinolaryngology	12	6	50	0	0	2	17	0	0	4	33	0	0	0	0
8	Paediatrics	11	2	18	0	0	1	9	2	18	4	36	0	0	2	19
9	Paediatric Surgery	2	0	0	0	0	0	0	0	0	2	100	0	0	0	0
10	Physical Medicine & Rehabilitation	2	0	0	0	0	0	0	0	0	2	100	0	0	0	0
11	Psychiatry	1	0	0	0	0	1	100	0	0	0	0	0	0	0	0
12	Urology	12	4	33	0	0	2	17	2	17	3	25	0	0	1	8
13	CTVS	6	2	33	0	0	1	17	0	0	3	50	0	0	0	0
14	Endocrinology	12	2	17	0	0	1	8	1	8	5	42	0	0	3	25
15	EYE	10	1	10	0	0	1	10	1	10	5	50	0	0	2	20
16	Skin	10	4	40	0	0	1	10	0	0	4	40	0	0	1	10

Sr. No	Departments	Total responses for dis-satisfaction with cleanliness	Patient registration and waiting area	Patient registration and waiting area (%)	wards	wards (%)	Exam-ination room and table	Exam-ination room and table (%)	Corridors	Corridors (%)	Toilet	Toilet (%)	Bed sheets	Bed sheets (%)	General surro-undings	General surro-undings (%)
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	7	1	14	0	0	1	14	2	29	2	29	0	0	1	14
19	Medical Oncology	3	1	33	0	0	1	33	0	0	0	0	0	0	1	34
20	Cancer Surgery	1	0	0	0	0	1	100	0	0	0	0	0	0	0	0
21	Dental Surgery	2	0	0	0	0	1	50	0	0	0	0	0	0	1	50
22	Neuro Surgery	3	0	0	0	0	2	67	1	33	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	5	3	60	0	0	0	0	1	20	0	0	0	0	1	20
24	Burns Plastic & Maxillofacial Surgery	2	1	50	0	0	1	50	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	11	3	27	0	0	2	18	2	18	2	18	0	0	2	19
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Main Casualty	96	34	35	0	0	16	17	11	11	26	27	0	0	9	10
29	Sports Injury Centre	12	3	25	0	0	0	0	2	17	3	25	1	8	3	25
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	5	1	20	0	0	1	20	1	20	0	0	0	0	2	40
32	ANTINETAL CLINIC	17	8	47	0	0	2	12	3	18	4	23	0	0	0	0

Sr. No	Departments	Total responses for dis-satisfaction with cleanliness	Patient registration and waiting area	Patient registration and waiting area (%)	wards	wards (%)	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	7	1	14	0	0	1	14	1	14	4	58	0	0	0	0
35	Integrative Medicine	3	1	33	0	0	0	0	1	33	1	34	0	0	0	0
36	Medicine Screening OPD	7	2	29	0	0	2	29	1	14	1	14	0	0	1	14
37	Gastroenterology	0	0	0	0	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	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	226	102	45	67	30	57	25
1	Cardiology	5	3	60	2	40	0	0
2	Haematology	0	0	0	0	0	0	0
3	Medicine	19	8	42	7	37	4	21
4	Nephrology	1	0	0	1	100	0	0
5	Obstetrics and Gynaecology	8	4	50	3	38	1	12
6	Orthopaedics	15	5	33	3	20	7	47
7	Otorhinolaryngology	13	4	31	6	46	3	23
8	Paediatrics	8	4	50	2	25	2	25
9	Paediatric Surgery	2	1	50	0	0	1	50
10	Physical Medicine & Rehabilitation	2	1	50	0	0	1	50
11	Psychiatry	0	0	0	0	0	0	0
12	Urology	9	3	33	5	56	1	11
13	CTVS	6	5	83	0	0	1	17
14	Endocrinology	8	3	38	4	50	1	12
15	EYE	6	5	83	1	17	0	0
16	Skin	5	1	20	2	40	2	40
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	5	3	60	1	20	1	20
19	Medical Oncology	2	0	0	2	100	0	0
20	Cancer Surgery	0	0	0	0	0	0	0

Sr. No	Departments	Total responses for dissatisfaction with cost of treatment	Medicines and Supplies	Medicines and Supplies (%)	Investigations	Investigations (%)	Informal payment	Informal payment (%)
21	Dental Surgery	1	1	100	0	0	0	0
22	Neuro Surgery	3	1	33	1	33	1	34
23	Pulmonary Critical Case & Sleep	2	2	100	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	1	1	100	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0
26	General Surgery	7	2	29	4	57	1	14
27	Radiotherapy	0	0	0	0	0	0	0
28	Main Casualty	65	27	42	16	25	22	33
29	Sports Injury Centre	8	4	50	3	38	1	12
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0
31	Anaesthesiology	4	1	25	0	0	3	75
32	ANTINETAL CLINIC	11	4	36	3	27	4	37
33	Radiodiagnosis	0	0	0	0	0	0	0
34	Ayurveda	6	6	100	0	0	0	0
35	Integrative Medicine	2	2	100	0	0	0	0
36	Medicine Screening OPD	2	1	50	1	50	0	0
37	Gastroenterology	0	0	0	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

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	2	0	0	0	0	2	100	0	0	0	0
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	1	0	0	0	0	1	100	0	0	0	0
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	0	0	0	0	0	0	0	0	0	0	0
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	0	0	0	0	0	0	0	0	0	0	0
8	Paediatrics	0	0	0	0	0	0	0	0	0	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	0	0	0	0	0	0	0	0	0	0	0
11	Psychiatry	0	0	0	0	0	0	0	0	0	0	0
12	Urology	0	0	0	0	0	0	0	0	0	0	0
13	CTVS	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0
15	EYE	0	0	0	0	0	0	0	0	0	0	0
16	Skin	0	0	0	0	0	0	0	0	0	0	0
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0

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

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	212	100	47	17	8	27	13	0	0	38	18	30	14
1	Cardiology	4	0	0	1	25	1	25	0	0	1	25	1	25
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	16	10	63	1	6	2	13	0	0	2	13	1	5
4	Nephrology	1	0	0	0	0	0	0	0	0	1	100	0	0
5	Obstetrics and Gynaecology	8	6	75	1	13	1	12	0	0	0	0	0	0
6	Orthopaedics	14	7	50	2	14	0	0	0	0	2	14	3	22
7	Otorhinolaryngology	12	5	42	2	17	0	0	0	0	2	17	3	24
8	Paediatrics	7	4	57	0	0	1	14	0	0	1	14	1	15
9	Paediatric Surgery	2	0	0	1	50	1	50	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	2	0	0	0	0	0	0	0	0	2	100	0	0
11	Psychiatry	0	0	0	0	0	0	0	0	0	0	0	0	0
12	Urology	10	3	30	1	10	2	20	0	0	2	20	2	20
13	CTVS	6	4	67	1	17	0	0	0	0	1	16	0	0
14	Endocrinology	8	6	75	0	0	0	0	0	0	1	13	1	12
15	EYE	6	1	17	0	0	1	17	0	0	2	33	2	33
16	Skin	3	2	67	0	0	0	0	0	0	1	33	0	0
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	4	2	50	0	0	1	25	0	0	1	25	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	2	2	100	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
22	Neuro Surgery	3	0	0	0	0	0	0	0	0	1	33	2	67
23	Pulmonary Critical Case & Sleep	2	2	100	0	0	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	1	0	0	0	0	0	0	0	0	0	0	1	100
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	6	3	50	0	0	0	0	0	0	1	17	2	33
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Main Casualty	65	33	51	4	6	11	17	0	0	9	14	8	12
29	Sports Injury Centre	7	2	29	0	0	2	29	0	0	3	42	0	0
30	DEPT OF COMMUNITY MEDICINE	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Anaesthesiology	3	2	67	1	33	0	0	0	0	0	0	0	0
32	ANTINETAL CLINIC	10	4	40	1	10	1	10	0	0	2	20	2	20
33	Radiodiagnosis	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	5	1	20	1	20	2	40	0	0	1	20	0	0
35	Integrative Medicine	2	0	0	0	0	1	50	0	0	1	50	0	0
36	Medicine Screening OPD	3	1	33	0	0	0	0	0	0	1	33	1	34

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	0	0	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	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