



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2023-12-31 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	23,35,688	14,77,396	63	66,100	4	24,201	37	23,180	35	18,719	28
1	Cardiology	81,083	49,901	62	2,392	5	1,047	44	872	36	473	20
2	Haematology	5,992	2,866	48	133	5	38	29	46	35	49	36
3	Medicine	2,32,055	1,29,230	56	5,508	4	1,904	35	1,884	34	1,720	31
4	Nephrology	27,738	16,628	60	728	4	256	35	279	38	193	27
5	Obstetrics and Gynaecology	77,718	47,639	61	1,651	3	532	32	593	36	526	32
6	Orthopaedics	1,61,118	99,663	62	4,969	5	1,704	34	1,797	36	1,468	30
7	Otorhinolaryngology	96,888	59,531	61	2,684	5	870	32	1,003	37	811	31
8	Paediatrics	85,312	46,324	54	2,023	4	804	40	703	35	516	25
9	Paediatric Surgery	17,074	11,242	66	569	5	264	46	193	34	112	20
10	Physical Medicine & Rehabilitation	96,392	56,819	59	2,415	4	913	38	903	37	599	25
11	Psychiatry	12,337	8,426	68	374	4	141	38	142	38	91	24

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	63,229	44,603	71	2,127	5	711	33	809	38	607	29
13	CTVS	13,937	8,275	59	400	5	166	42	126	32	108	26
14	Endocrinology	44,861	33,034	74	1,336	4	494	37	508	38	334	25
15	EYE	56,990	31,865	56	1,354	4	535	40	467	34	352	26
16	Skin	1,16,939	70,804	61	2,854	4	914	32	1,128	40	812	28
17	Apex Regional STD Centre	847	544	64	29	5	12	41	7	24	10	35
18	Neurology	50,074	35,029	70	1,312	4	496	38	471	36	345	26
19	Medical Oncology	13,021	7,726	59	370	5	106	29	163	44	101	27
20	Cancer Surgery	4,715	3,243	69	162	5	53	33	59	36	50	31
21	Dental Surgery	45,195	20,244	45	929	5	305	33	351	38	273	29
22	Neuro Surgery	31,665	19,038	60	1,113	6	396	36	367	33	350	31
23	Pulmonary Critical Case & Sleep	35,972	22,388	62	1,102	5	410	37	412	37	280	26
24	Burns Plastic & Maxillofacial Surgery	23,549	17,846	76	890	5	373	42	308	35	209	23
25	Palliative Pain Clinic	3,831	2,324	61	96	4	42	44	36	38	18	18
26	General Surgery	1,16,874	71,392	61	3,156	4	1,098	35	1,062	34	996	31
27	Radiotherapy	14,300	6,963	49	357	5	138	39	125	35	94	26
28	Main Casualty	4,10,036	3,12,991	76	15,027	5	5,524	37	4,742	32	4,761	31
29	Sports Injury Centre	1,86,985	1,11,290	60	4,323	4	1,904	44	1,587	37	832	19
30	DEPT OF COMMUNITY MEDICINE	8,139	4,647	57	170	4	78	46	64	38	28	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 (%)
31	Anaesthesiology	23,828	12,646	53	620	5	223	36	229	37	168	27
32	ANTINETAL CLINIC	1,08,856	67,209	62	2,823	4	1,004	36	1,004	36	815	28
33	Radiodiagnosis	205	68	33	4	6	0	0	1	25	3	75
34	Ayurveda	21,200	16,207	76	801	5	308	38	302	38	191	24
35	Integrative Medicine	14,686	7,432	51	313	4	129	41	117	37	67	22
36	Medicine Screening OPD	18,959	13,161	69	642	5	204	32	193	30	245	38
37	Gastroenterology	13,088	8,158	62	344	4	105	31	127	37	112	32
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	15,100	6,002	40	1,687	11	2,897	19	40	0	4,474	30
1	Cardiology	371	147	40	35	9	80	22	3	1	106	28
2	Haematology	48	22	46	4	8	6	13	0	0	16	33
3	Medicine	1,358	509	37	173	13	253	19	12	1	411	30
4	Nephrology	173	65	38	22	13	40	23	2	1	44	25
5	Obstetrics and Gynaecology	426	165	39	48	11	76	18	0	0	137	32
6	Orthopaedics	1,212	475	39	140	12	250	21	3	0	344	28
7	Otorhinolaryngology	704	278	39	86	12	116	16	1	0	223	33
8	Paediatrics	420	161	38	44	10	98	23	1	0	116	29
9	Paediatric Surgery	91	28	31	7	8	18	20	1	1	37	40
10	Physical Medicine & Rehabilitation	460	165	36	70	15	89	19	0	0	136	30
11	Psychiatry	70	14	20	9	13	15	21	0	0	32	46
12	Urology	484	161	33	38	8	120	25	2	0	163	34
13	CTVS	84	30	36	4	5	18	21	0	0	32	38
14	Endocrinology	291	109	37	32	11	51	18	0	0	99	34
15	EYE	283	98	35	31	11	69	24	0	0	85	30
16	Skin	678	233	34	91	13	128	19	0	0	226	34
17	Apex Regional STD Centre	4	1	25	0	0	1	25	0	0	2	50
18	Neurology	284	120	42	30	11	50	18	0	0	84	29

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	88	33	38	8	9	30	34	0	0	17	19
20	Cancer Surgery	41	17	41	7	17	9	22	0	0	8	20
21	Dental Surgery	219	79	36	22	10	51	23	0	0	67	31
22	Neuro Surgery	295	112	38	27	9	63	21	4	1	89	31
23	Pulmonary Critical Case & Sleep	192	71	37	16	8	42	22	1	1	62	32
24	Burns Plastic & Maxillofacial Surgery	164	69	42	18	11	27	16	0	0	50	31
25	Palliative Pain Clinic	14	6	43	0	0	4	29	0	0	4	28
26	General Surgery	766	295	39	92	12	140	18	2	0	237	31
27	Radiotherapy	78	39	50	5	6	22	28	1	1	11	15
28	Main Casualty	3,758	1,701	45	398	11	629	17	0	0	1,030	27
29	Sports Injury Centre	687	246	36	75	11	155	23	0	0	211	30
30	DEPT OF COMMUNITY MEDICINE	24	6	25	6	25	6	25	0	0	6	25
31	Anaesthesiology	149	62	42	14	9	27	18	0	0	46	31
32	ANTINETAL CLINIC	678	300	44	67	10	99	15	7	1	205	30
33	Radiodiagnosis	2	0	0	0	0	2	100	0	0	0	0
34	Ayurveda	169	56	33	29	17	39	23	0	0	45	27
35	Integrative Medicine	54	23	43	8	15	11	20	0	0	12	22
36	Medicine Screening OPD	200	75	38	27	14	42	21	0	0	56	27
37	Gastroenterology	81	31	38	4	5	21	26	0	0	25	31

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	11,367	4,341	38	1,217	11	1,825	16	848	7	48	0	3,088	28
1	Cardiology	276	85	31	23	8	44	16	24	9	2	1	98	35
2	Haematology	42	13	31	6	14	5	12	3	7	0	0	15	36
3	Medicine	977	335	34	75	8	191	20	69	7	12	1	295	30
4	Nephrology	125	49	39	11	9	21	17	17	14	1	1	26	20
5	Obstetrics and Gynaecology	347	136	39	40	12	61	18	21	6	1	0	88	25
6	Orthopaedics	919	358	39	76	8	151	16	70	8	3	0	261	29
7	Otorhinolaryngology	498	163	33	49	10	86	17	51	10	0	0	149	30
8	Paediatrics	329	111	34	38	12	57	17	24	7	4	1	95	29
9	Paediatric Surgery	72	33	46	6	8	12	17	5	7	0	0	16	22
10	Physical Medicine & Rehabilitation	326	99	30	30	9	66	20	36	11	0	0	95	30
11	Psychiatry	51	15	29	2	4	10	20	8	16	0	0	16	31
12	Urology	383	163	43	30	8	77	20	22	6	1	0	90	23
13	CTVS	61	22	36	3	5	17	28	4	7	0	0	15	24
14	Endocrinology	221	61	28	16	7	37	17	32	14	0	0	75	34
15	EYE	222	67	30	30	14	45	20	22	10	0	0	58	26
16	Skin	509	137	27	52	10	81	16	69	14	0	0	170	33

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	2	0	0	0	0	0	0	2	100	0	0	0	0
18	Neurology	221	61	28	21	10	43	19	27	12	0	0	69	31
19	Medical Oncology	64	23	36	10	16	10	16	3	5	0	0	18	27
20	Cancer Surgery	29	17	59	2	7	3	10	0	0	0	0	7	24
21	Dental Surgery	160	61	38	13	8	30	19	5	3	0	0	51	32
22	Neuro Surgery	216	81	38	23	11	41	19	13	6	4	2	54	24
23	Pulmonary Critical Case & Sleep	142	57	40	9	6	29	20	10	7	0	0	37	27
24	Burns Plastic & Maxillofacial Surgery	133	56	42	12	9	23	17	10	8	0	0	32	24
25	Palliative Pain Clinic	12	5	42	1	8	3	25	3	25	0	0	0	0
26	General Surgery	592	231	39	60	10	106	18	36	6	5	1	154	26
27	Radiotherapy	67	35	52	8	12	6	9	3	4	0	0	15	23
28	Main Casualty	2,894	1,360	47	411	14	345	12	137	5	0	0	641	22
29	Sports Injury Centre	451	152	34	49	11	65	14	34	8	1	0	150	33
30	DEPT OF COMMUNITY MEDICINE	11	3	27	1	9	3	27	2	18	0	0	2	19
31	Anaesthesiology	104	39	38	8	8	18	17	9	9	0	0	30	28
32	ANTINETAL CLINIC	539	181	34	74	14	73	14	33	6	14	3	164	29
33	Radiodiagnosis	2	1	50	0	0	0	0	0	0	0	0	1	50
34	Ayurveda	117	42	36	7	6	21	18	19	16	0	0	28	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	43	15	35	7	16	5	12	5	12	0	0	11	25
36	Medicine Screening OPD	147	44	30	13	9	28	19	17	12	0	0	45	30
37	Gastroenterology	63	30	48	1	2	12	19	3	5	0	0	17	26
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	7,008	2,201	31	42	1	1,227	18	746	11	1,800	26	27	0	965	13
1	Cardiology	161	42	26	0	0	30	19	15	9	37	23	1	1	36	22
2	Haematology	26	7	27	0	0	3	12	4	15	9	35	0	0	3	11
3	Medicine	603	200	33	13	2	105	17	49	8	148	25	5	1	83	14
4	Nephrology	73	23	32	2	3	11	15	5	7	24	33	0	0	8	10
5	Obstetrics and Gynaecology	213	54	25	3	1	34	16	28	13	64	30	0	0	30	15
6	Orthopaedics	574	187	33	0	0	101	18	69	12	139	24	4	1	74	12
7	Otorhinolaryngology	301	87	29	0	0	62	21	36	12	65	22	0	0	51	16
8	Paediatrics	194	54	28	3	2	41	21	26	13	44	23	0	0	26	13
9	Paediatric Surgery	41	11	27	0	0	5	12	7	17	13	32	0	0	5	12
10	Physical Medicine & Rehabilitation	221	82	37	0	0	36	16	25	11	53	24	0	0	25	12
11	Psychiatry	31	9	29	0	0	4	13	1	3	11	35	0	0	6	20
12	Urology	197	63	32	2	1	31	16	16	8	56	28	3	2	26	13
13	CTVS	36	9	25	0	0	6	17	3	8	16	44	0	0	2	6
14	Endocrinology	135	39	29	0	0	22	16	11	8	38	28	0	0	25	19
15	EYE	129	33	26	0	0	28	22	16	12	31	24	0	0	21	16
16	Skin	321	94	29	0	0	58	18	44	14	71	22	0	0	54	17

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	2	0	0	0	0	1	50	0	0	0	0	0	0	1	50
18	Neurology	105	26	25	0	0	18	17	15	14	29	28	0	0	17	16
19	Medical Oncology	39	8	21	0	0	4	10	2	5	17	44	0	0	8	20
20	Cancer Surgery	21	9	43	0	0	4	19	2	10	5	24	0	0	1	4
21	Dental Surgery	97	25	26	0	0	22	23	10	10	21	22	0	0	19	19
22	Neuro Surgery	141	44	31	3	2	25	18	12	9	38	27	2	1	17	12
23	Pulmonary Critical Case & Sleep	78	26	33	0	0	15	19	5	6	16	21	0	0	16	21
24	Burns Plastic & Maxillofacial Surgery	79	26	33	0	0	23	29	7	9	15	19	0	0	8	10
25	Palliative Pain Clinic	5	3	60	0	0	0	0	1	20	0	0	0	0	1	20
26	General Surgery	376	114	30	2	1	72	19	37	10	87	23	5	1	59	16
27	Radiotherapy	36	13	36	0	0	6	17	4	11	13	36	0	0	0	0
28	Main Casualty	1,840	633	34	0	0	318	17	194	11	487	26	0	0	208	12
29	Sports Injury Centre	262	79	30	1	0	36	14	32	12	66	25	1	0	47	19
30	DEPT OF COMMUNITY MEDICINE	10	2	20	0	0	1	10	2	20	4	40	0	0	1	10
31	Anaesthesiology	61	21	34	0	0	10	16	3	5	17	28	0	0	10	17
32	ANTINETAL CLINIC	344	102	30	13	4	42	12	36	10	103	30	6	2	42	12

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	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
34	Ayurveda	87	31	36	0	0	13	15	6	7	28	32	0	0	9	10
35	Integrative Medicine	29	15	52	0	0	1	3	6	21	4	14	0	0	3	10
36	Medicine Screening OPD	106	25	24	0	0	32	30	12	11	23	22	0	0	14	13
37	Gastroenterology	33	5	15	0	0	7	21	5	15	7	21	0	0	9	28
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	4,725	2,130	45	1,314	28	1,281	27
1	Cardiology	120	58	48	27	23	35	29
2	Haematology	16	6	38	5	31	5	31
3	Medicine	400	170	43	118	30	112	27
4	Nephrology	54	24	44	15	28	15	28
5	Obstetrics and Gynaecology	132	50	38	39	30	43	32
6	Orthopaedics	364	183	50	95	26	86	24
7	Otorhinolaryngology	202	96	48	61	30	45	22
8	Paediatrics	148	69	47	42	28	37	25
9	Paediatric Surgery	29	12	41	8	28	9	31
10	Physical Medicine & Rehabilitation	161	76	47	41	25	44	28
11	Psychiatry	22	13	59	6	27	3	14
12	Urology	144	56	39	57	40	31	21
13	CTVS	25	14	56	5	20	6	24
14	Endocrinology	92	52	57	23	25	17	18
15	EYE	82	41	50	26	32	15	18
16	Skin	203	115	57	40	20	48	23
17	Apex Regional STD Centre	2	1	50	1	50	0	0
18	Neurology	85	37	44	30	35	18	21
19	Medical Oncology	32	12	38	16	50	4	12
20	Cancer Surgery	13	3	23	5	38	5	39

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	65	32	49	16	25	17	26
22	Neuro Surgery	104	42	40	36	35	26	25
23	Pulmonary Critical Case & Sleep	64	30	47	25	39	9	14
24	Burns Plastic & Maxillofacial Surgery	53	22	42	13	25	18	33
25	Palliative Pain Clinic	5	2	40	2	40	1	20
26	General Surgery	252	115	46	76	30	61	24
27	Radiotherapy	30	16	53	11	37	3	10
28	Main Casualty	1,227	538	44	294	24	395	32
29	Sports Injury Centre	153	72	47	43	28	38	25
30	DEPT OF COMMUNITY MEDICINE	7	2	29	3	43	2	28
31	Anaesthesiology	42	18	43	11	26	13	31
32	ANTINETAL CLINIC	220	70	32	77	35	73	33
33	Radiodiagnosis	1	1	100	0	0	0	0
34	Ayurveda	66	37	56	16	24	13	20
35	Integrative Medicine	17	5	29	4	24	8	47
36	Medicine Screening OPD	71	31	44	20	28	20	28
37	Gastroenterology	22	9	41	7	32	6	27
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	83	21	25	12	14	34	41	7	8	9	12
1	Cardiology	2	0	0	0	0	2	100	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	23	6	26	6	26	6	26	4	17	1	5
4	Nephrology	4	1	25	0	0	1	25	1	25	1	25
5	Obstetrics and Gynaecology	1	1	100	0	0	0	0	0	0	0	0
6	Orthopaedics	3	3	100	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	4	1	25	1	25	1	25	0	0	1	25
8	Paediatrics	6	1	17	1	17	4	66	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	3	1	33	0	0	2	67	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	1	0	0	0	0	1	100	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	6	1	17	0	0	3	50	0	0	2	33
23	Pulmonary Critical Case & Sleep	3	2	67	1	33	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	7	1	14	1	14	3	43	0	0	2	29
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	18	2	11	2	11	10	56	2	11	2	11
33	Radiodiagnosis	1	1	100	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	4,641	2,206	48	473	10	621	13	20	0	735	16	586	13
1	Cardiology	115	51	44	10	9	21	18	2	2	21	18	10	9
2	Haematology	18	10	56	2	11	2	11	0	0	3	17	1	5
3	Medicine	383	181	47	44	11	52	14	5	1	51	13	50	14
4	Nephrology	60	21	35	6	10	14	23	1	2	9	15	9	15
5	Obstetrics and Gynaecology	139	68	49	16	12	21	15	0	0	23	17	11	7
6	Orthopaedics	349	196	56	31	9	42	12	0	0	48	14	32	9
7	Otorhinolaryngology	216	99	46	24	11	26	12	1	0	49	23	17	8
8	Paediatrics	140	64	46	15	11	19	14	2	1	24	17	16	11
9	Paediatric Surgery	28	12	43	5	18	4	14	0	0	3	11	4	14
10	Physical Medicine & Rehabilitation	156	72	46	16	10	19	12	0	0	29	19	20	13
11	Psychiatry	24	10	42	4	17	2	8	0	0	4	17	4	16
12	Urology	135	74	55	11	8	12	9	2	1	20	15	16	12
13	CTVS	25	13	52	6	24	2	8	0	0	2	8	2	8
14	Endocrinology	94	48	51	5	5	10	11	0	0	16	17	15	16
15	EYE	85	40	47	4	5	8	9	0	0	22	26	11	13
16	Skin	214	98	46	20	9	25	12	0	0	50	23	21	10
17	Apex Regional STD Centre	3	1	33	0	0	1	33	0	0	1	34	0	0
18	Neurology	83	38	45	8	9	12	14	0	0	19	22	6	10

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	34	20	59	3	9	4	12	0	0	5	15	2	5
20	Cancer Surgery	9	7	78	1	11	0	0	0	0	0	0	1	11
21	Dental Surgery	59	25	42	13	22	5	8	0	0	9	15	7	13
22	Neuro Surgery	93	44	47	6	6	19	20	1	1	10	11	13	15
23	Pulmonary Critical Case & Sleep	62	34	55	2	3	10	16	2	3	7	11	7	12
24	Burns Plastic & Maxillofacial Surgery	52	28	54	6	12	4	8	0	0	2	4	12	22
25	Palliative Pain Clinic	5	0	0	1	20	1	20	0	0	1	20	2	40
26	General Surgery	240	119	50	27	11	25	10	1	0	41	17	27	12
27	Radiotherapy	33	13	39	2	6	4	12	0	0	3	9	11	34
28	Main Casualty	1,195	542	45	129	11	184	15	0	0	160	13	180	16
29	Sports Injury Centre	158	74	47	12	8	21	13	0	0	20	13	31	19
30	DEPT OF COMMUNITY MEDICINE	8	6	75	1	13	1	12	0	0	0	0	0	0
31	Anaesthesiology	39	26	67	4	10	3	8	0	0	2	5	4	10
32	ANTINETAL CLINIC	208	84	40	21	10	27	13	3	1	48	23	25	13
33	Radiodiagnosis	1	1	100	0	0	0	0	0	0	0	0	0	0
34	Ayurveda	69	32	46	6	9	12	17	0	0	15	22	4	6
35	Integrative Medicine	17	7	41	3	18	3	18	0	0	2	12	2	11
36	Medicine Screening OPD	66	35	53	4	6	6	9	0	0	11	17	10	15

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	26	13	50	5	19	0	0	0	0	5	19	3	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