



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2019-03-31 To : 2019-05-04

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	68,054	13,794	20	1,843	13	521	28	749	41	573	31
1	Cardiology	309	71	23	5	7	0	0	4	80	1	20
2	Haematology	3	1	33	0	0	0	0	0	0	0	0
3	Medicine	16,146	2,617	16	326	12	87	27	137	42	102	31
4	Nephrology	10	2	20	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	4,768	819	17	89	11	22	25	38	43	29	32
6	Orthopaedics	194	36	19	9	25	2	22	2	22	5	56
7	Otorhinolaryngology	5,250	871	17	117	13	39	33	35	30	43	37
8	Paediatrics	4,274	598	14	84	14	24	29	42	50	18	21
9	Paediatric Surgery	929	114	12	14	12	6	43	4	29	4	28
10	Physical Medicine & Rehabilitation	5,761	774	13	107	14	23	21	48	45	36	34
11	Psychiatry	1,154	908	79	113	12	40	35	49	43	24	22

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	111	27	24	8	30	1	13	4	50	3	37
13	CTVS	42	12	29	1	8	0	0	1	100	0	0
14	Endocrinology	63	10	16	1	10	0	0	1	100	0	0
15	EYE	3,911	782	20	110	14	31	28	55	50	24	22
16	Skin	7,429	1,519	20	214	14	64	30	89	42	61	28
17	Apex Regional STD Centre	109	13	12	3	23	3	100	0	0	0	0
18	Neurology	40	5	13	2	40	1	50	0	0	1	50
19	Medical Oncology	15	1	7	0	0	0	0	0	0	0	0
20	Cancer Surgery	279	72	26	9	13	3	33	3	33	3	34
21	Dental Surgery	2,656	99	4	16	16	5	31	7	44	4	25
22	Neuro Surgery	243	44	18	8	18	3	38	4	50	1	12
23	Pulmonary Critical Case & Sleep	45	7	16	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	92	7	8	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	75	9	12	2	22	0	0	1	50	1	50
26	General Surgery	6,058	963	16	132	14	40	30	56	42	36	28
27	Radiotherapy	613	23	4	3	13	2	67	1	33	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	3,950	1,107	28	135	12	38	28	53	39	44	33
30	Dept-39	1	1	100	0	0	0	0	0	0	0	0
31	Dept-88	3,524	2,282	65	335	15	87	26	115	34	133	40
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	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 (%)
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0
35	Dept-90	0	0	0	0	0	0	0	0	0	0	0
36	Dept-92	0	0	0	0	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0	0	0	0	0
38	Dept-43	0	0	0	0	0	0	0	0	0	0	0
39	Dept-31	0	0	0	0	0	0	0	0	0	0	0
40	Dept-89	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	421	178	42	39	9	79	19	6	1	119	29
1	Cardiology	1	0	0	0	0	0	0	0	0	1	100
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	77	35	45	6	8	12	16	2	3	22	28
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	22	9	41	3	14	4	18	0	0	6	27
6	Orthopaedics	3	2	67	0	0	0	0	1	33	0	0
7	Otorhinolaryngology	28	10	36	2	7	8	29	0	0	8	28
8	Paediatrics	15	6	40	0	0	1	7	0	0	8	53
9	Paediatric Surgery	5	2	40	1	20	1	20	0	0	1	20
10	Physical Medicine & Rehabilitation	23	9	39	1	4	4	17	0	0	9	40
11	Psychiatry	17	4	24	1	6	8	47	0	0	4	23
12	Urology	2	0	0	0	0	1	50	1	50	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	16	10	63	0	0	1	6	0	0	5	31
16	Skin	42	12	29	3	7	12	29	0	0	15	35
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	1	1	100	0	0	0	0	0	0	0	0
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0

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 (%)
20	Cancer Surgery	4	2	50	0	0	1	25	0	0	1	25
21	Dental Surgery	3	0	0	0	0	0	0	0	0	3	100
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	30	9	30	4	13	8	27	0	0	9	30
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	33	18	55	6	18	4	12	2	6	3	9
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	98	49	50	12	12	14	14	0	0	23	24
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0
35	Dept-90	0	0	0	0	0	0	0	0	0	0	0
36	Dept-92	0	0	0	0	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0	0	0	0	0
38	Dept-43	0	0	0	0	0	0	0	0	0	0	0
39	Dept-31	0	0	0	0	0	0	0	0	0	0	0
40	Dept-89	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	185	74	40	31	17	24	13	9	5	2	1	45	24
1	Cardiology	0	0	0	0	0	0	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	42	12	29	7	17	11	26	3	7	2	5	7	16
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	9	5	56	1	11	1	11	1	11	0	0	1	11
6	Orthopaedics	2	1	50	1	50	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	8	3	38	3	38	0	0	0	0	0	0	2	24
8	Paediatrics	6	2	33	1	17	1	17	0	0	0	0	2	33
9	Paediatric Surgery	2	0	0	0	0	1	50	0	0	0	0	1	50
10	Physical Medicine & Rehabilitation	7	3	43	1	14	1	14	0	0	0	0	2	29
11	Psychiatry	3	1	33	0	0	0	0	0	0	0	0	2	67
12	Urology	0	0	0	0	0	0	0	0	0	0	0	0	0
13	CTVS	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0	0	0
15	EYE	10	5	50	0	0	0	0	0	0	0	0	5	50
16	Skin	14	7	50	2	14	1	7	1	7	0	0	3	22
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0

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 (%)
18	Neurology	0	0	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	0	0
20	Cancer Surgery	2	1	50	0	0	0	0	0	0	0	0	1	50
21	Dental Surgery	0	0	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	0	0
23	Pulmonary Critical Case & Sleep	0	0	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	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	7	4	57	0	0	2	29	0	0	0	0	1	14
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	17	5	29	5	29	0	0	1	6	0	0	6	36
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	56	25	45	10	18	6	11	3	5	0	0	12	21
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-90	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
38	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-31	0	0	0	0	0	0	0	0	0	0	0	0	0

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 (%)
40	Dept-89	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	Total	46	14	30	2	4	5	11	10	22	12	26	0	0	3	7
1	Cardiology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	9	2	22	1	11	2	22	1	11	2	22	0	0	1	12
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	2	1	50	0	0	0	0	1	50	0	0	0	0	0	0
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	2	1	50	0	0	0	0	0	0	1	50	0	0	0	0
8	Paediatrics	0	0	0	0	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	0	0	0	0
10	Physical Medicine & Rehabilitation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11	Psychiatry	4	1	25	0	0	1	25	1	25	1	25	0	0	0	0
12	Urology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
13	CTVS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15	EYE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16	Skin	4	1	25	0	0	0	0	1	25	2	50	0	0	0	0
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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 (%)
18	Neurology	0	0	0	0	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	0	0	0	0
20	Cancer Surgery	0	0	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	0	0
22	Neuro Surgery	0	0	0	0	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	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	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	0	0	0	0
26	General Surgery	3	1	33	0	0	0	0	0	0	2	67	0	0	0	0
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	6	4	67	1	17	0	0	1	16	0	0	0	0	0	0
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	16	3	19	0	0	2	13	5	31	4	25	0	0	2	12
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-90	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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 (%)
38	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-31	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
40	Dept-89	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	64	37	58	21	33	6	9
1	Cardiology	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0
3	Medicine	8	4	50	3	38	1	12
4	Nephrology	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	2	1	50	1	50	0	0
6	Orthopaedics	0	0	0	0	0	0	0
7	Otorhinolaryngology	7	5	71	2	29	0	0
8	Paediatrics	0	0	0	0	0	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	5	3	60	1	20	1	20
11	Psychiatry	7	5	71	2	29	0	0
12	Urology	1	0	0	1	100	0	0
13	CTVS	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0
15	EYE	0	0	0	0	0	0	0
16	Skin	11	10	91	0	0	1	9
17	Apex Regional STD Centre	0	0	0	0	0	0	0
18	Neurology	0	0	0	0	0	0	0
19	Medical Oncology	0	0	0	0	0	0	0
20	Cancer Surgery	1	0	0	1	100	0	0
21	Dental 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 (%)
22	Neuro Surgery	0	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0
26	General Surgery	8	5	63	1	13	2	24
27	Radiotherapy	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0
29	Dept-87	4	0	0	3	75	1	25
30	Dept-39	0	0	0	0	0	0	0
31	Dept-88	10	4	40	6	60	0	0
32	Dept-91	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0
35	Dept-90	0	0	0	0	0	0	0
36	Dept-92	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0
38	Dept-43	0	0	0	0	0	0	0
39	Dept-31	0	0	0	0	0	0	0
40	Dept-89	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	9	2	22	0	0	4	44	2	22	1	12
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	5	2	40	0	0	1	20	1	20	1	20
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	1	0	0	0	0	1	100	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	1	0	0	0	0	1	100	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
18	Neurology	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 (%)
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	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	2	0	0	0	0	1	50	1	50	0	0
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	0	0	0	0	0	0	0	0	0	0	0
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0
35	Dept-90	0	0	0	0	0	0	0	0	0	0	0
36	Dept-92	0	0	0	0	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0	0	0	0	0
38	Dept-43	0	0	0	0	0	0	0	0	0	0	0
39	Dept-31	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 (%)
40	Dept-89	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	112	42	38	7	6	8	7	0	0	18	16	37	33
1	Cardiology	1	0	0	0	0	0	0	0	0	0	0	1	100
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	23	9	39	2	9	2	9	0	0	2	9	8	34
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	4	3	75	0	0	0	0	0	0	1	25	0	0
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	9	2	22	0	0	1	11	0	0	2	22	4	45
8	Paediatrics	4	0	0	0	0	0	0	0	0	0	0	4	100
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	6	4	67	0	0	0	0	0	0	1	17	1	16
11	Psychiatry	4	1	25	0	0	0	0	0	0	0	0	3	75
12	Urology	0	0	0	0	0	0	0	0	0	0	0	0	0
13	CTVS	0	0	0	0	0	0	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0	0	0	0	0	0	0
15	EYE	5	1	20	1	20	0	0	0	0	1	20	2	40
16	Skin	14	3	21	2	14	2	14	0	0	3	21	4	30
17	Apex Regional STD Centre	0	0	0	0	0	0	0	0	0	0	0	0	0
18	Neurology	0	0	0	0	0	0	0	0	0	0	0	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 (%)	Lackof support	Lackof support (%)	Over crowding	Over crowding (%)	Any other	Any other (%)
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	4	1	25	1	25	1	25	0	0	1	25	0	0
21	Dental Surgery	3	2	67	1	33	0	0	0	0	0	0	0	0
22	Neuro Surgery	1	0	0	0	0	1	100	0	0	0	0	0	0
23	Pulmonary Critical Case & Sleep	0	0	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	0	0
25	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
26	General Surgery	7	2	29	0	0	0	0	0	0	2	29	3	42
27	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	3	1	33	0	0	0	0	0	0	1	33	1	34
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	24	13	54	0	0	1	4	0	0	4	17	6	25
32	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
33	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
34	Dept-46	0	0	0	0	0	0	0	0	0	0	0	0	0
35	Dept-90	0	0	0	0	0	0	0	0	0	0	0	0	0
36	Dept-92	0	0	0	0	0	0	0	0	0	0	0	0	0
37	Dept-95	0	0	0	0	0	0	0	0	0	0	0	0	0
38	Dept-43	0	0	0	0	0	0	0	0	0	0	0	0	0
39	Dept-31	0	0	0	0	0	0	0	0	0	0	0	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 (%)	Lackof support	Lackof support (%)	Over crowding	Over crowding (%)	Any other	Any other (%)
40	Dept-89	0	0	0	0	0	0	0	0	0	0	0	0	0