



Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2019-02-24 To : 2019-04-06

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	Total	1,97,080	44,058	22	4,257	10	1,346	32	1,736	41	1,175	27
1	Cardiology	928	132	14	9	7	3	33	3	33	3	34
2	Haematology	15	0	0	0	0	0	0	0	0	0	0
3	Medicine	45,524	7,778	17	767	10	226	29	323	42	218	29
4	Nephrology	34	3	9	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	13,691	2,660	19	228	9	63	28	108	47	57	25
6	Orthopaedics	706	76	11	6	8	2	33	2	33	2	34
7	Otorhinolaryngology	15,238	2,765	18	259	9	83	32	97	37	79	31
8	Paediatrics	12,455	1,688	14	151	9	51	34	63	42	37	24
9	Paediatric Surgery	2,458	337	14	35	10	13	37	10	29	12	34
10	Physical Medicine & Rehabilitation	15,858	2,402	15	235	10	76	32	113	48	46	20
11	Psychiatry	3,898	3,156	81	282	9	117	41	110	39	55	20

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	286	25	9	3	12	0	0	1	33	2	67
13	CTVS	176	45	26	4	9	2	50	1	25	1	25
14	Endocrinology	371	115	31	12	10	4	33	6	50	2	17
15	EYE	10,995	2,023	18	173	9	54	31	73	42	46	27
16	Skin	21,704	4,807	22	507	11	153	30	230	45	124	25
17	Apex Regional STD Centre	344	69	20	7	10	2	29	1	14	4	57
18	Neurology	101	21	21	2	10	0	0	2	100	0	0
19	Medical Oncology	88	3	3	0	0	0	0	0	0	0	0
20	Cancer Surgery	650	153	24	11	7	3	27	5	45	3	28
21	Dental Surgery	6,725	312	5	31	10	7	23	16	52	8	25
22	Neuro Surgery	822	105	13	14	13	4	29	8	57	2	14
23	Pulmonary Critical Case & Sleep	145	11	8	1	9	1	100	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	307	31	10	2	6	1	50	1	50	0	0
25	Palliative Pain Clinic	159	22	14	1	5	0	0	1	100	0	0
26	General Surgery	17,947	3,170	18	306	10	97	32	132	43	77	25
27	Radiotherapy	1,849	87	5	9	10	3	33	4	44	2	23
28	Dept-41	7	4	57	0	0	0	0	0	0	0	0
29	Dept-87	12,550	4,198	33	398	9	128	32	153	38	117	30
30	Dept-39	1	1	100	0	0	0	0	0	0	0	0
31	Dept-88	11,048	7,859	71	804	10	253	31	273	34	278	35
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	1,000	395	40	98	10	198	20	7	1	302	29
1	Cardiology	2	1	50	0	0	0	0	0	0	1	50
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	171	60	35	13	8	34	20	4	2	60	35
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	58	26	45	3	5	14	24	0	0	15	26
6	Orthopaedics	1	1	100	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	67	28	42	4	6	14	21	0	0	21	31
8	Paediatrics	31	11	35	3	10	6	19	0	0	11	36
9	Paediatric Surgery	14	7	50	2	14	1	7	0	0	4	29
10	Physical Medicine & Rehabilitation	36	14	39	4	11	4	11	0	0	14	39
11	Psychiatry	45	15	33	5	11	16	36	0	0	9	20
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	2	0	0	0	0	0	0	0	0	2	100
15	EYE	34	13	38	3	9	6	18	0	0	12	35
16	Skin	103	35	34	8	8	26	25	0	0	34	33
17	Apex Regional STD Centre	4	2	50	0	0	1	25	0	0	1	25
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

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	5	2	40	1	20	1	20	0	0	1	20
21	Dental Surgery	7	3	43	0	0	0	0	0	0	4	57
22	Neuro Surgery	2	0	0	0	0	1	50	0	0	1	50
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	67	20	30	6	9	14	21	0	0	27	40
27	Radiotherapy	1	0	0	0	0	1	100	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	117	47	40	18	15	20	17	2	2	30	26
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	231	110	48	28	12	38	16	0	0	55	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	397	147	37	55	14	52	13	29	7	1	0	113	29
1	Cardiology	1	1	100	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	70	19	27	5	7	18	26	9	13	1	1	18	26
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	31	14	45	5	16	4	13	4	13	0	0	4	13
6	Orthopaedics	1	0	0	1	100	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	27	11	41	3	11	1	4	2	7	0	0	10	37
8	Paediatrics	9	3	33	1	11	2	22	0	0	0	0	3	34
9	Paediatric Surgery	5	2	40	1	20	1	20	0	0	0	0	1	20
10	Physical Medicine & Rehabilitation	10	3	30	1	10	1	10	0	0	0	0	5	50
11	Psychiatry	12	5	42	1	8	0	0	0	0	0	0	6	50
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	3	30	2	20	0	0	0	0	0	0	5	50
16	Skin	38	15	39	6	16	4	11	5	13	0	0	8	21
17	Apex Regional STD Centre	2	1	50	0	0	0	0	0	0	0	0	1	50

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	3	1	33	0	0	2	67	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	20	6	30	4	20	6	30	1	5	0	0	3	15
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	47	17	36	8	17	6	13	4	9	0	0	12	25
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	109	45	41	17	16	7	6	4	4	0	0	36	33
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	99	28	28	0	0	8	8	20	20	35	35	0	0	8	9
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	16	4	25	0	0	2	13	3	19	6	38	0	0	1	5
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	0	0	1	50	0	0	0	0
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	2	0	0	0	0	0	0	1	50	1	50	0	0	0	0
8	Paediatrics	4	0	0	0	0	0	0	1	25	2	50	0	0	1	25
9	Paediatric Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	3	1	33	0	0	0	0	0	0	2	67	0	0	0	0
11	Psychiatry	2	1	50	0	0	0	0	0	0	1	50	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	6	2	33	0	0	0	0	1	17	1	17	0	0	2	33
16	Skin	9	2	22	0	0	0	0	1	11	5	56	0	0	1	11
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	1	1	100	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	6	2	33	0	0	1	17	1	17	2	33	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	17	5	29	0	0	2	12	2	12	7	41	0	0	1	6
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	31	9	29	0	0	3	10	10	32	7	23	0	0	2	6
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	173	94	54	60	35	19	11
1	Cardiology	0	0	0	0	0	0	0
2	Haematology	0	0	0	0	0	0	0
3	Medicine	32	20	63	10	31	2	6
4	Nephrology	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	9	5	56	4	44	0	0
6	Orthopaedics	0	0	0	0	0	0	0
7	Otorhinolaryngology	12	7	58	3	25	2	17
8	Paediatrics	3	1	33	1	33	1	34
9	Paediatric Surgery	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	4	3	75	0	0	1	25
11	Psychiatry	15	11	73	2	13	2	14
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	6	3	50	2	33	1	17
16	Skin	26	16	62	8	31	2	7
17	Apex Regional STD Centre	1	1	100	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	1	100	0	0	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	1	1	100	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	12	7	58	3	25	2	17
27	Radiotherapy	1	0	0	1	100	0	0
28	Dept-41	0	0	0	0	0	0	0
29	Dept-87	18	4	22	10	56	4	22
30	Dept-39	0	0	0	0	0	0	0
31	Dept-88	31	14	45	15	48	2	7
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	7	2	29	0	0	3	43	2	28	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	3	2	67	0	0	1	33	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	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	3	0	0	0	0	1	33	2	67	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	311	118	38	23	7	30	10	2	1	50	16	88	28
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	74	32	43	6	8	9	12	0	0	9	12	18	25
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	15	7	47	2	13	1	7	0	0	3	20	2	13
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	28	7	25	1	4	3	11	0	0	8	29	9	31
8	Paediatrics	7	1	14	1	14	1	14	0	0	1	14	3	44
9	Paediatric Surgery	3	1	33	1	33	0	0	0	0	1	34	0	0
10	Physical Medicine & Rehabilitation	11	4	36	2	18	2	18	0	0	1	9	2	19
11	Psychiatry	6	1	17	0	0	0	0	0	0	2	33	3	50
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	2	1	50	0	0	0	0	0	0	1	50	0	0
15	EYE	11	4	36	1	9	0	0	0	0	3	27	3	28
16	Skin	40	10	25	5	13	3	8	0	0	7	18	15	36
17	Apex Regional STD Centre	1	0	0	0	0	0	0	0	0	0	0	1	100
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	1	1	100	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	4	3	75	1	25	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	22	10	45	0	0	1	5	1	5	3	14	7	31
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	31	12	39	1	3	1	3	1	3	7	23	9	29
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	53	24	45	2	4	8	15	0	0	4	8	15	28
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