



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2019-04-28 To : 2019-06-01

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	81,648	16,504	20	1,263	8	407	32	485	38	371	30
1	Cardiology	247	95	38	15	16	7	47	4	27	4	26
2	Haematology	1	1	100	0	0	0	0	0	0	0	0
3	Medicine	19,446	2,987	15	251	8	68	27	102	41	81	32
4	Nephrology	9	5	56	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	5,542	873	16	63	7	16	25	20	32	27	43
6	Orthopaedics	284	78	27	11	14	7	64	4	36	0	0
7	Otorhinolaryngology	6,383	950	15	55	6	19	35	20	36	16	29
8	Paediatrics	5,500	707	13	57	8	28	49	12	21	17	30
9	Paediatric Surgery	1,085	109	10	12	11	4	33	5	42	3	25
10	Physical Medicine & Rehabilitation	6,921	891	13	54	6	18	33	23	43	13	24
11	Psychiatry	1,288	1,053	82	69	7	24	35	32	46	13	19

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	134	54	40	11	20	7	64	2	18	2	18
13	CTVS	32	13	41	2	15	0	0	2	100	0	0
14	Endocrinology	26	8	31	0	0	0	0	0	0	0	0
15	EYE	3,753	550	15	34	6	10	29	13	38	11	33
16	Skin	8,365	1,619	19	138	9	49	36	53	38	36	26
17	Apex Regional STD Centre	117	18	15	0	0	0	0	0	0	0	0
18	Neurology	31	11	35	2	18	1	50	1	50	0	0
19	Medical Oncology	7	1	14	0	0	0	0	0	0	0	0
20	Cancer Surgery	348	68	20	11	16	3	27	4	36	4	37
21	Dental Surgery	3,242	854	26	40	5	12	30	12	30	16	40
22	Neuro Surgery	314	87	28	6	7	2	33	1	17	3	50
23	Pulmonary Critical Case & Sleep	60	23	38	6	26	4	67	2	33	0	0
24	Burns Plastic & Maxillofacial Surgery	104	20	19	2	10	0	0	1	50	1	50
25	Palliative Pain Clinic	89	16	18	2	13	0	0	1	50	1	50
26	General Surgery	7,406	1,035	14	90	9	30	33	34	38	26	29
27	Radiotherapy	639	24	4	2	8	2	100	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-87	5,785	1,822	31	132	7	28	21	74	56	30	23
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	4,490	2,532	56	198	8	68	34	63	32	67	34
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	304	126	41	38	13	35	12	7	2	98	32
1	Cardiology	6	2	33	0	0	1	17	1	17	2	33
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	66	26	39	8	12	8	12	2	3	22	34
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	18	8	44	3	17	1	6	0	0	6	33
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	12	3	25	0	0	3	25	0	0	6	50
8	Paediatrics	16	8	50	1	6	0	0	1	6	6	38
9	Paediatric Surgery	4	2	50	1	25	0	0	0	0	1	25
10	Physical Medicine & Rehabilitation	10	5	50	2	20	2	20	0	0	1	10
11	Psychiatry	12	4	33	1	8	3	25	0	0	4	34
12	Urology	2	1	50	0	0	0	0	0	0	1	50
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	8	1	13	1	13	2	25	0	0	4	49
16	Skin	39	12	31	8	21	5	13	0	0	14	35
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
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	3	2	67	0	0	0	0	0	0	1	33
21	Dental Surgery	13	8	62	1	8	2	15	0	0	2	15
22	Neuro Surgery	3	1	33	1	33	0	0	1	34	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	1	1	100	0	0	0	0	0	0	0	0
26	General Surgery	18	5	28	2	11	3	17	0	0	8	44
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	26	15	58	1	4	1	4	2	8	7	26
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	47	22	47	8	17	4	9	0	0	13	27
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	119	39	33	16	13	24	20	8	7	1	1	31	26
1	Cardiology	2	2	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	21	11	52	1	5	3	14	0	0	0	0	6	29
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	10	3	30	1	10	3	30	0	0	0	0	3	30
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	2	0	0	0	0	0	0	0	0	0	0	2	100
8	Paediatrics	7	1	14	2	29	2	29	0	0	0	0	2	28
9	Paediatric Surgery	2	0	0	0	0	0	0	0	0	0	0	2	100
10	Physical Medicine & Rehabilitation	4	0	0	0	0	2	50	0	0	0	0	2	50
11	Psychiatry	2	2	100	0	0	0	0	0	0	0	0	0	0
12	Urology	3	1	33	1	33	0	0	0	0	1	34	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	1	0	0	0	0	0	0	0	0	0	0	1	100
16	Skin	15	2	13	1	7	3	20	4	27	0	0	5	33
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	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	6	2	33	0	0	4	67	0	0	0	0	0	0
22	Neuro Surgery	1	1	100	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	1	0	0	0	0	1	100	0	0	0	0	0	0
26	General Surgery	5	3	60	1	20	0	0	0	0	0	0	1	20
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	14	3	21	3	21	3	21	2	14	0	0	3	23
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	23	8	35	6	26	3	13	2	9	0	0	4	17
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	27	5	19	0	0	4	15	7	26	9	33	0	0	2	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	3	0	0	0	0	1	33	1	33	1	34	0	0	0	0
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	2	0	0	0	0	0	0	0	0	2	100	0	0	0	0
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8	Paediatrics	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
9	Paediatric Surgery	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
10	Physical Medicine & Rehabilitation	2	1	50	0	0	0	0	1	50	0	0	0	0	0	0
11	Psychiatry	0	0	0	0	0	0	0	0	0	0	0	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	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
16	Skin	5	1	20	0	0	1	20	1	20	1	20	0	0	1	20
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	1	0	0	0	0	0	0	0	0	0	0	0	0	1	100
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	2	1	50	0	0	1	50	0	0	0	0	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	1	0	0	0	0	0	0	1	100	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	8	1	13	0	0	1	13	3	38	3	36	0	0	0	0
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	29	15	52	7	24	7	24
1	Cardiology	1	0	0	0	0	1	100
2	Haematology	0	0	0	0	0	0	0
3	Medicine	5	3	60	2	40	0	0
4	Nephrology	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	1	1	100	0	0	0	0
6	Orthopaedics	0	0	0	0	0	0	0
7	Otorhinolaryngology	2	0	0	2	100	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	1	1	100	0	0	0	0
11	Psychiatry	2	1	50	0	0	1	50
12	Urology	0	0	0	0	0	0	0
13	CTVS	0	0	0	0	0	0	0
14	Endocrinology	0	0	0	0	0	0	0
15	EYE	2	2	100	0	0	0	0
16	Skin	5	3	60	1	20	1	20
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	0	0	0	0	0	0	0
21	Dental Surgery	1	0	0	0	0	1	100

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	3	2	67	1	33	0	0
27	Radiotherapy	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0
29	Dept-87	1	0	0	0	0	1	100
30	Dept-39	0	0	0	0	0	0	0
31	Dept-88	5	2	40	1	20	2	40
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	3	0	0	0	0	2	67	1	33	0	0
1	Cardiology	1	0	0	0	0	1	100	0	0	0	0
2	Haematology	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	0	0	0	0	0	0	0	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
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	84	34	40	7	8	6	7	0	0	12	14	25	31
1	Cardiology	2	0	0	0	0	0	0	0	0	1	50	1	50
2	Haematology	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Medicine	16	8	50	2	13	0	0	0	0	4	25	2	12
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	9	4	44	1	11	0	0	0	0	1	11	3	34
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	4	0	0	0	0	0	0	0	0	2	50	2	50
8	Paediatrics	6	0	0	2	33	1	17	0	0	0	0	3	50
9	Paediatric Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	2	1	50	0	0	0	0	0	0	1	50	0	0
11	Psychiatry	4	1	25	0	0	1	25	0	0	0	0	2	50
12	Urology	1	0	0	0	0	0	0	0	0	0	0	1	100
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	1	1	100	0	0	0	0	0	0	0	0	0	0
16	Skin	14	4	29	1	7	2	14	0	0	2	14	5	36
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	1	1	100	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	1	1	100	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	8	5	63	0	0	1	13	0	0	0	0	2	24
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	0	0	2	67
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	11	6	55	1	9	1	9	0	0	1	9	2	18
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