



## MERA ASPATAAL DEPARTMENT WISE PERFORMANCE REPORT

### SAFDARJUNG HOSPITAL DELHI

MAY 2017



#### 1. Satisfaction

S#	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	<b>Total</b>	1,09,469	71,058	65	7,805	11	2,195	28	3,361	43	2,249	29
1	<b>Cardiology</b>	4,058	2,566	64	280	11	87	31	122	44	71	25
2	<b>Haematology</b>	16	15	94	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	23,167	14,753	64	1,555	11	424	27	649	42	482	31
4	<b>Nephrology</b>	1,326	821	62	75	9	15	20	34	45	26	35
5	<b>Obstetrics and Gynaecology</b>	7,046	4,650	66	493	11	137	28	199	40	157	32
6	<b>Orthopaedics</b>	216	190	88	14	7	2	14	5	36	7	50
7	<b>Otorhinolaryngology</b>	7,290	4,804	66	492	10	148	30	200	41	144	29
8	<b>Paediatrics</b>	6,683	4,044	61	478	12	139	29	203	42	136	29
9	<b>Paediatric Surgery</b>	1,298	810	63	72	9	29	40	25	35	18	25
10	<b>Physical Medicine &amp; Rehabilitation</b>	9,067	5,623	63	631	11	197	31	258	41	176	28
11	<b>Psychiatry</b>	1,491	1,434	97	151	11	51	34	69	46	31	20
12	<b>Urology</b>	2,928	1,890	65	213	11	49	23	89	42	75	35

S#	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 (%)
13	CTVS	703	400	57	42	11	7	17	18	43	17	40
14	Endocrinology	2,612	1,441	56	159	11	42	26	76	48	41	26
15	EYE	4,683	2,981	64	329	11	99	30	147	45	83	25
16	Skin	10,039	6,767	68	801	12	224	28	339	42	238	30
17	Apex Regional STD Centre	20	1	5	0	0	0	0	0	0	0	0
18	Neurology	3,250	1,965	61	196	10	40	20	96	49	60	31
19	Medical Oncology	104	92	89	9	10	2	22	7	78	0	0
20	Cancer Surgery	567	335	60	37	11	10	27	20	54	7	19
21	Neuro Surgery	1,209	763	64	88	12	20	23	36	41	32	36
22	Pulmonary, Critical Case & Sleep	36	30	84	3	10	2	67	1	33	0	0
23	Burns, Plastic & Maxillofacial Surgery	139	126	91	10	8	5	50	4	40	1	10
24	Palliative Pain Clinic	58	13	23	0	0	0	0	0	0	0	0
25	General Surgery	8,988	5,853	66	644	11	166	26	290	45	188	29
26	Radiotherapy	944	262	28	31	12	10	32	16	52	5	16
27	Dept-87	8,457	5,881	70	759	13	212	28	358	47	189	25
28	Dept-41	2	1	50	0	0	0	0	0	0	0	0
29	Dept-88	3,071	2,546	83	243	10	78	32	100	41	65	27
30	Dept-91	0	0	0	0	0	0	0	0	0	0	0
31	Dept-60	0	0	0	0	0	0	0	0	0	0	0
32	Dept-39	1	1	100	0	0	0	0	0	0	0	0

## 2. Reasons for Dissatisfaction (Overall)

S#	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	<b>Total</b>	1,977	641	32	263	13	286	14	203	10	584	31
1	<b>Cardiology</b>	67	24	36	7	10	15	22	8	12	13	20
2	<b>Haematology</b>	0	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	430	132	31	67	16	63	15	48	11	120	27
4	<b>Nephrology</b>	25	8	32	2	8	4	16	1	4	10	40
5	<b>Obstetrics and Gynaecology</b>	134	47	35	19	14	18	13	16	12	34	26
6	<b>Orthopaedics</b>	6	2	33	2	33	1	17	0	0	1	17
7	<b>Otorhinolaryngology</b>	126	46	37	17	13	15	12	14	11	34	27
8	<b>Paediatrics</b>	111	45	41	11	10	14	13	12	11	29	25
9	<b>Paediatric Surgery</b>	15	7	47	1	7	2	13	1	7	4	26
10	<b>Physical Medicine &amp; Rehabilitation</b>	170	50	29	22	13	26	15	18	11	54	32
11	<b>Psychiatry</b>	24	5	21	4	17	3	13	5	21	7	28
12	<b>Urology</b>	63	17	27	6	10	8	13	5	8	27	42
13	<b>CTVS</b>	16	4	25	2	13	3	19	4	25	3	18
14	<b>Endocrinology</b>	40	13	33	6	15	5	13	2	5	14	34
15	<b>EYE</b>	68	15	22	18	26	6	9	7	10	22	33
16	<b>Skin</b>	199	53	27	20	10	38	19	21	11	67	33
17	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0	0	0	0	0
18	<b>Neurology</b>	53	14	26	3	6	9	17	6	11	21	40
19	<b>Medical Oncology</b>	0	0	0	0	0	0	0	0	0	0	0

S#	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	9	2	22	0	0	1	11	3	33	3	34
21	Neuro Surgery	35	8	23	8	23	11	31	3	9	5	14
22	Pulmonary,Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0
23	Burns,Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0
24	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
25	General Surgery	155	55	35	17	11	15	10	13	8	55	36
26	Radiotherapy	3	1	33	0	0	0	0	0	0	2	67
27	Dept-87	166	74	45	19	11	20	12	10	6	43	26
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-88	62	19	31	12	19	9	15	6	10	16	25
30	Dept-91	0	0	0	0	0	0	0	0	0	0	0
31	Dept-60	0	0	0	0	0	0	0	0	0	0	0
32	Dept-39	0	0	0	0	0	0	0	0	0	0	0

### 3. Reasons for Dissatisfaction (Drill Down)

#### 3.1 Staff Behaviour

S#	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	<b>Total</b>	629	212	34	83	13	83	13	46	7	49	8	156	25
1	<b>Cardiology</b>	23	8	35	3	13	2	9	0	0	3	13	7	30
2	<b>Haematology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	147	50	34	20	14	23	16	16	11	9	6	29	19
4	<b>Nephrology</b>	8	4	50	1	13	2	25	0	0	1	12	0	0
5	<b>Obstetrics and Gynaecology</b>	43	17	40	4	9	6	14	1	2	5	12	10	23
6	<b>Orthopaedics</b>	1	0	0	0	0	1	100	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	43	14	33	5	12	5	12	3	7	5	12	11	24
8	<b>Paediatrics</b>	44	15	34	5	11	8	18	3	7	1	2	12	28
9	<b>Paediatric Surgery</b>	6	3	50	1	17	2	33	0	0	0	0	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	51	9	18	6	12	6	12	7	14	8	16	15	28
11	<b>Psychiatry</b>	4	1	25	1	25	0	0	0	0	0	0	2	50
12	<b>Urology</b>	15	5	33	1	7	2	13	0	0	1	7	6	40
13	<b>CTVS</b>	2	1	50	0	0	0	0	0	0	0	0	1	50
14	<b>Endocrinology</b>	11	3	27	0	0	2	18	1	9	0	0	5	46
15	<b>EYE</b>	18	4	22	2	11	5	28	3	17	1	6	3	16
16	<b>Skin</b>	48	19	40	6	13	1	2	3	6	5	10	14	29
17	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0	0	0	0	0	0	0

S#	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	10	4	40	1	10	1	10	2	20	1	10	1	10
19	Medical Oncology	0	0	0	0	0	0	0	0	0	0	0	0	0
20	Cancer Surgery	2	1	50	1	50	0	0	0	0	0	0	0	0
21	Neuro Surgery	13	6	46	3	23	2	15	1	8	0	0	1	8
22	Pulmonary,Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0
23	Burns,Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
24	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
25	General Surgery	49	19	39	6	12	7	14	2	4	1	2	14	29
26	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0
27	Dept-87	70	24	34	11	16	7	10	4	6	3	4	21	30
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-88	21	5	24	6	29	1	5	0	0	5	24	4	18
30	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
32	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0

### 3.2 Cleanliness

S#	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	<b>Total</b>	296	84	28	54	18	2	1	0	0	102	34	19	6	35	13
1	<b>Cardiology</b>	9	3	33	1	11	0	0	0	0	2	22	1	11	2	23
2	<b>Haematology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	69	21	30	12	17	0	0	0	0	22	32	6	9	8	12
4	<b>Nephrology</b>	3	1	33	0	0	0	0	0	0	2	67	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	20	4	20	1	5	1	5	0	0	10	50	1	5	3	15
6	<b>Orthopaedics</b>	1	0	0	0	0	0	0	0	0	1	100	0	0	0	0
7	<b>Otorhinolaryngology</b>	15	2	13	4	27	0	0	0	0	4	27	1	7	4	26
8	<b>Paediatrics</b>	15	3	20	3	20	0	0	0	0	6	40	2	13	1	7
9	<b>Paediatric Surgery</b>	1	1	100	0	0	0	0	0	0	0	0	0	0	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	38	13	34	8	21	0	0	0	0	12	32	3	8	2	5
11	<b>Psychiatry</b>	5	1	20	1	20	0	0	0	0	3	60	0	0	0	0
12	<b>Urology</b>	6	4	67	0	0	1	17	0	0	1	16	0	0	0	0
13	<b>CTVS</b>	4	1	25	1	25	0	0	0	0	1	25	1	25	0	0
14	<b>Endocrinology</b>	9	2	22	2	22	0	0	0	0	2	22	1	11	2	23
15	<b>EYE</b>	19	5	26	3	16	0	0	0	0	9	47	2	11	0	0
16	<b>Skin</b>	21	6	29	5	24	0	0	0	0	8	38	0	0	2	9
17	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

S#	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 (%)
18	Neurology	3	1	33	1	33	0	0	0	0	1	34	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	Neuro Surgery	8	2	25	2	25	0	0	0	0	4	50	0	0	0	0
22	Pulmonary,Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
23	Burns,Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
24	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
25	General Surgery	16	5	31	3	19	0	0	0	0	3	19	0	0	5	31
26	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
27	Dept-87	17	4	24	2	12	0	0	0	0	8	47	0	0	3	17
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-88	17	5	29	5	29	0	0	0	0	3	18	1	6	3	18
30	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
32	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0



### 3.3 Cost of Treatment

S#	Departments	Total responses for dissatisfaction with cost of treatment	Medicines and Supplies	Medicines and Supplies (%)	Investigations	Investigations (%)	Informal payment	Informal payment (%)
0	<b>Total</b>	233	123	53	75	32	35	15
1	<b>Cardiology</b>	12	4	33	5	42	3	25
2	<b>Haematology</b>	0	0	0	0	0	0	0
3	<b>Medicine</b>	50	26	52	16	32	8	16
4	<b>Nephrology</b>	4	1	25	3	75	0	0
5	<b>Obstetrics and Gynaecology</b>	17	9	53	6	35	2	12
6	<b>Orthopaedics</b>	1	1	100	0	0	0	0
7	<b>Otorhinolaryngology</b>	14	6	43	4	29	4	28
8	<b>Paediatrics</b>	8	6	75	1	13	1	12
9	<b>Paediatric Surgery</b>	2	2	100	0	0	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	23	18	78	4	17	1	5
11	<b>Psychiatry</b>	3	2	67	1	33	0	0
12	<b>Urology</b>	7	4	57	2	29	1	14
13	<b>CTVS</b>	2	1	50	0	0	1	50
14	<b>Endocrinology</b>	4	2	50	2	50	0	0
15	<b>EYE</b>	5	3	60	1	20	1	20
16	<b>Skin</b>	29	22	76	4	14	3	10
17	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0
18	<b>Neurology</b>	3	1	33	2	67	0	0
19	<b>Medical Oncology</b>	0	0	0	0	0	0	0
20	<b>Cancer Surgery</b>	1	0	0	1	100	0	0
21	<b>Neuro Surgery</b>	13	7	54	4	31	2	15

<b>S#</b>	<b>Departments</b>	<b>Total responses for dissatisfaction with cost of treatment</b>	<b>Medicines and Supplies</b>	<b>Medicines and Supplies (%)</b>	<b>Investigations</b>	<b>Investigations (%)</b>	<b>Informal payment</b>	<b>Informal payment (%)</b>
22	Pulmonary,Critical Case & Sleep	0	0	0	0	0	0	0
23	Burns,Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0
24	Palliative Pain Clinic	0	0	0	0	0	0	0
25	General Surgery	12	4	33	7	58	1	9
26	Radiotherapy	0	0	0	0	0	0	0
27	Dept-87	16	2	13	9	56	5	31
28	Dept-41	0	0	0	0	0	0	0
29	Dept-88	7	2	29	3	43	2	28
30	Dept-91	0	0	0	0	0	0	0
31	Dept-60	0	0	0	0	0	0	0
32	Dept-39	0	0	0	0	0	0	0

### 3.4 Quality of Treatment

S#	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	<b>Total</b>	166	39	23	20	12	87	52	12	7	8	6
1	<b>Cardiology</b>	6	2	33	1	17	2	33	1	17	0	0
2	<b>Haematology</b>	0	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	42	8	19	10	24	19	45	2	5	3	7
4	<b>Nephrology</b>	1	0	0	0	0	1	100	0	0	0	0
5	<b>Obstetrics and Gynaecology</b>	14	4	29	3	21	5	36	2	14	0	0
6	<b>Orthopaedics</b>	0	0	0	0	0	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	10	2	20	1	10	6	60	1	10	0	0
8	<b>Paediatrics</b>	7	1	14	0	0	4	57	1	14	1	15
9	<b>Paediatric Surgery</b>	0	0	0	0	0	0	0	0	0	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	20	6	30	1	5	10	50	1	5	2	10
11	<b>Psychiatry</b>	4	1	25	0	0	3	75	0	0	0	0
12	<b>Urology</b>	3	1	33	0	0	2	67	0	0	0	0
13	<b>CTVS</b>	3	0	0	0	0	2	67	0	0	1	33
14	<b>Endocrinology</b>	2	0	0	1	50	1	50	0	0	0	0
15	<b>EYE</b>	7	4	57	0	0	3	43	0	0	0	0
16	<b>Skin</b>	17	5	29	0	0	11	65	1	6	0	0
17	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0	0	0	0	0
18	<b>Neurology</b>	5	1	20	1	20	2	40	1	20	0	0

S#	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	1	0	0	0	0	1	100	0	0	0	0
21	Neuro Surgery	2	0	0	0	0	2	100	0	0	0	0
22	Pulmonary,Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0
23	Burns,Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0
24	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0
25	General Surgery	9	1	11	2	22	5	56	0	0	1	11
26	Radiotherapy	0	0	0	0	0	0	0	0	0	0	0
27	Dept-87	8	1	13	0	0	6	75	1	12	0	0
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0
29	Dept-88	5	2	40	0	0	2	40	1	20	0	0
30	Dept-91	0	0	0	0	0	0	0	0	0	0	0
31	Dept-60	0	0	0	0	0	0	0	0	0	0	0
32	Dept-39	0	0	0	0	0	0	0	0	0	0	0

### 3.5 Other Reasons

S#	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	<b>Total</b>	575	223	39	50	9	39	7	40	7	126	22	97	16
1	<b>Cardiology</b>	15	9	60	1	7	1	7	1	7	2	13	1	6
2	<b>Haematology</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
3	<b>Medicine</b>	127	48	38	8	6	9	7	8	6	29	23	25	20
4	<b>Nephrology</b>	10	3	30	1	10	0	0	0	0	4	40	2	20
5	<b>Obstetrics and Gynaecology</b>	30	13	43	1	3	3	10	3	10	6	20	4	14
6	<b>Orthopaedics</b>	1	1	100	0	0	0	0	0	0	0	0	0	0
7	<b>Otorhinolaryngology</b>	31	13	42	4	13	3	10	1	3	6	19	4	13
8	<b>Paediatrics</b>	21	4	19	2	10	0	0	3	14	5	24	7	33
9	<b>Paediatric Surgery</b>	3	2	67	0	0	1	33	0	0	0	0	0	0
10	<b>Physical Medicine &amp; Rehabilitation</b>	53	20	38	5	9	3	6	4	8	15	28	6	11
11	<b>Psychiatry</b>	7	0	0	1	14	1	14	0	0	2	29	3	43
12	<b>Urology</b>	24	13	54	4	17	1	4	0	0	5	21	1	4
13	<b>CTVS</b>	3	1	33	0	0	0	0	0	0	1	33	1	34
14	<b>Endocrinology</b>	17	7	41	2	12	1	6	0	0	4	24	3	17
15	<b>EYE</b>	21	6	29	3	14	1	5	1	5	6	29	4	18
16	<b>Skin</b>	63	26	41	6	10	3	5	5	8	10	16	13	20
17	<b>Apex Regional STD Centre</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
18	<b>Neurology</b>	18	9	50	1	6	1	6	1	6	6	32	0	0

S#	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	2	1	50	1	50	0	0	0	0	0	0	0	0
21	Neuro Surgery	6	2	33	1	17	0	0	0	0	0	0	3	50
22	Pulmonary,Critical Case & Sleep	0	0	0	0	0	0	0	0	0	0	0	0	0
23	Burns,Plastic & Maxillofacial Surgery	0	0	0	0	0	0	0	0	0	0	0	0	0
24	Palliative Pain Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
25	General Surgery	58	20	34	4	7	2	3	6	10	15	26	11	20
26	Radiotherapy	2	1	50	0	0	1	50	0	0	0	0	0	0
27	Dept-87	46	21	46	2	4	5	11	2	4	10	22	6	13
28	Dept-41	0	0	0	0	0	0	0	0	0	0	0	0	0
29	Dept-88	17	3	18	3	18	3	18	5	29	0	0	3	17
30	Dept-91	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-60	0	0	0	0	0	0	0	0	0	0	0	0	0
32	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0