



Ministry of Health and Family Welfare
Government of India

Mera Aspataal Department Wise Report

Facility : Safdarjung Hospital Delhi



From : 2018-10-28 To : 2018-12-01

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	1,17,974	23,254	20	2,094	9	610	29	944	45	540	26
1	Cardiology	473	30	6	4	13	0	0	3	75	1	25
2	Haematology	17	0	0	0	0	0	0	0	0	0	0
3	Medicine	26,309	3,188	12	296	9	87	29	129	44	80	27
4	Nephrology	32	1	3	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	7,414	782	11	75	10	19	25	33	44	23	31
6	Orthopaedics	433	20	5	2	10	1	50	0	0	1	50
7	Otorhinolaryngology	8,787	1,041	12	103	10	29	28	46	45	28	27
8	Paediatrics	7,810	716	9	72	10	13	18	36	50	23	32
9	Paediatric Surgery	1,380	142	10	11	8	4	36	4	36	3	28
10	Physical Medicine & Rehabilitation	8,380	882	11	74	8	18	24	39	53	17	23
11	Psychiatry	2,308	1,901	82	180	9	68	38	81	45	31	17

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	123	10	8	1	10	0	0	0	0	1	100
13	CTVS	70	10	14	1	10	0	0	1	100	0	0
14	Endocrinology	78	8	10	0	0	0	0	0	0	0	0
15	EYE	5,489	608	11	58	10	17	29	31	53	10	18
16	Skin	13,280	2,290	17	226	10	58	26	125	55	43	19
17	Apex Regional STD Centre	194	19	10	6	32	2	33	4	67	0	0
18	Neurology	51	5	10	0	0	0	0	0	0	0	0
19	Medical Oncology	75	4	5	0	0	0	0	0	0	0	0
20	Cancer Surgery	556	100	18	7	7	1	14	4	57	2	29
21	Dental Surgery	4,495	2,588	58	210	8	68	32	89	42	53	26
22	Neuro Surgery	548	13	2	1	8	1	100	0	0	0	0
23	Pulmonary Critical Case & Sleep	83	4	5	0	0	0	0	0	0	0	0
24	Burns Plastic & Maxillofacial Surgery	216	2	1	0	0	0	0	0	0	0	0
25	Palliative Pain Clinic	102	20	20	2	10	1	50	1	50	0	0
26	General Surgery	10,801	1,225	11	116	9	37	32	52	45	27	23
27	Radiotherapy	1,031	56	5	6	11	2	33	3	50	1	17
28	Dept-41	2	0	0	0	0	0	0	0	0	0	0
29	Dept-87	9,649	2,102	22	181	9	46	25	88	49	47	26
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	7,785	5,486	70	462	8	138	30	175	38	149	32
32	Dept-91	2	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	1	1	100	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	462	183	40	56	12	86	19	2	0	135	29
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	74	31	42	9	12	13	18	1	1	20	27
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	22	8	36	5	23	3	14	0	0	6	27
6	Orthopaedics	1	1	100	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	28	13	46	4	14	5	18	0	0	6	22
8	Paediatrics	24	9	38	3	13	2	8	0	0	10	41
9	Paediatric Surgery	2	1	50	0	0	0	0	0	0	1	50
10	Physical Medicine & Rehabilitation	14	4	29	4	29	4	29	0	0	2	13
11	Psychiatry	25	5	20	4	16	6	24	0	0	10	40
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	7	2	29	0	0	2	29	0	0	3	42
16	Skin	43	12	28	3	7	11	26	0	0	17	39
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	1	1	100	0	0	0	0	0	0	0	0
21	Dental Surgery	45	18	40	5	11	8	18	0	0	14	31
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	24	6	25	1	4	5	21	0	0	12	50
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	39	21	54	8	21	4	10	1	3	5	12
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	111	51	46	10	9	21	19	0	0	29	26
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	182	71	39	37	20	21	12	13	7	0	0	40	22
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	31	14	45	6	19	4	13	2	6	0	0	5	17
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	10	3	30	2	20	2	20	1	10	0	0	2	20
6	Orthopaedics	1	1	100	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	13	3	23	1	8	3	23	2	15	0	0	4	31
8	Paediatrics	8	2	25	1	13	2	25	1	13	0	0	2	24
9	Paediatric Surgery	1	0	0	0	0	0	0	0	0	0	0	1	100
10	Physical Medicine & Rehabilitation	3	1	33	0	0	0	0	0	0	0	0	2	67
11	Psychiatry	5	4	80	0	0	0	0	0	0	0	0	1	20
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	2	1	50	0	0	1	50	0	0	0	0	0	0
16	Skin	12	6	50	0	0	2	17	1	8	0	0	3	25
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	1	1	100	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	15	6	40	1	7	3	20	1	7	0	0	4	26
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	6	3	50	2	33	1	17	0	0	0	0	0	0
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	21	7	33	6	29	0	0	3	14	0	0	5	24
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	53	19	36	18	34	3	6	2	4	0	0	11	20
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	58	12	21	0	0	8	14	11	19	21	36	0	0	6	10
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	0	0	1	11	1	11	4	44	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	10	1	10	0	0	0	0	2	20	5	50	0	0	2	20
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	1	25	0	0	1	25	1	25	1	25	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	3	0	0	0	0	2	67	0	0	1	33	0	0	0	0
11	Psychiatry	4	2	50	0	0	0	0	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	2	0	0	0	0	0	0	2	100	0	0	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	7	2	29	0	0	1	14	1	14	2	29	0	0	1	14
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	0	0	0	0	0	0	0	0	1	50
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	1	17	0	0	2	33	1	17	2	33	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	9	2	22	0	0	1	11	1	11	4	44	0	0	1	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	78	40	51	27	35	11	14
1	Cardiology	2	1	50	1	50	0	0
2	Haematology	0	0	0	0	0	0	0
3	Medicine	14	5	36	6	43	3	21
4	Nephrology	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	3	2	67	1	33	0	0
6	Orthopaedics	0	0	0	0	0	0	0
7	Otorhinolaryngology	5	3	60	1	20	1	20
8	Paediatrics	3	1	33	2	67	0	0
9	Paediatric Surgery	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	3	3	100	0	0	0	0
11	Psychiatry	4	2	50	1	25	1	25
12	Urology	1	1	100	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	1	50	1	50	0	0
16	Skin	10	8	80	2	20	0	0
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	7	4	57	2	29	1	14

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	5	4	80	1	20	0	0
27	Radiotherapy	0	0	0	0	0	0	0
28	Dept-41	0	0	0	0	0	0	0
29	Dept-87	4	2	50	2	50	0	0
30	Dept-39	0	0	0	0	0	0	0
31	Dept-88	15	3	20	7	47	5	33
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	1	0	0	0	0	1	100	0	0	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	1	0	0	0	0	1	100	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	0	0	0	0	0	0	0	0	0	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	140	35	25	15	11	14	10	1	1	26	19	49	34
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	28	8	29	3	11	4	14	0	0	6	21	7	25
4	Nephrology	0	0	0	0	0	0	0	0	0	0	0	0	0
5	Obstetrics and Gynaecology	9	4	44	2	22	1	11	0	0	1	11	1	12
6	Orthopaedics	0	0	0	0	0	0	0	0	0	0	0	0	0
7	Otorhinolaryngology	7	2	29	0	0	0	0	0	0	2	29	3	42
8	Paediatrics	12	3	25	2	17	1	8	0	0	3	25	3	25
9	Paediatric Surgery	1	1	100	0	0	0	0	0	0	0	0	0	0
10	Physical Medicine & Rehabilitation	1	0	0	0	0	0	0	0	0	1	100	0	0
11	Psychiatry	9	0	0	1	11	0	0	0	0	1	11	7	78
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	3	1	33	0	0	0	0	0	0	1	33	1	34
16	Skin	18	4	22	2	11	2	11	0	0	3	17	7	39
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	0	0	0	0	0	0	0	0	0	0	0	0	0
21	Dental Surgery	11	4	36	0	0	1	9	0	0	2	18	4	37
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	10	5	50	0	0	0	0	0	0	0	0	5	50
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	6	0	0	2	33	1	17	1	17	1	17	1	16
30	Dept-39	0	0	0	0	0	0	0	0	0	0	0	0	0
31	Dept-88	25	3	12	3	12	4	16	0	0	5	20	10	40
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