**Domain – Autonomy**

**Table 1.1.** Responses to the question, “In the past 6 months, did doctor ever discuss regarding various treatment options?”

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Delhi | Mumbai | Kolkata | Bangalore | Hyderabad | Jaipur | Lucknow | Visakhapatnam | Ludhiana | Nasik | Aligarh | Bhubaneshwar | Imphal | All cities together |
| Always | 229 (11.38) | 68 (35.23) | 4 (1.79) | 45 (2.14) | 87 (18.43) | 323 (21.74) | 52 (7.08) | 78 (5.06) | 79 (60.31) | 214 (57.07) | 13 (1.67) | 6 (0.31) | 253 (11.20) | 1451 (10.17) |
| Usually | 220 (10.93) | 4 (2.07) | 28 (12.50) | 850 (40.48) | 140 (29.66) | 221 (14.87) | 110 (14.99) | 365 (23.66) | 7 (5.34) | 59 (15.73) | 90 (11.55) | 155 (7.92) | 462 (20.46) | 2711 (19.01) |
| Sometimes | 368 (18.29) | 7 (3.63) | 49 (21.88) | 1045 (49.76) | 71 (15.04) | 123 (8.28) | 135 (18.39) | 748 (48.48) | 20 (15.27) | 30 (8.00) | 316 (40.56) | 591 (30.21) | 1394 (61.74) | 4897 (34.33) |
| Never | 1195 (59.39) | 114 (59.07) | 143 (63.84) | 160 (7.62) | 174 (36.86) | 819 (55.11) | 437 (59.54) | 352 (22.81) | 25 (19.08) | 72 (19.20) | 360 (46.21) | 1204 (61.55) | 149 (6.60) | 5204 (36.49) |
| **Total** | **2012** | **193** | **224** | **2100** | **472** | **1486** | **734** | **1543** | **131** | **375** | **779** | **1956** | **2258** | **14263** |

Figures in parentheses indicate percentages.

**Table 1.2.** Responses to the question, “When you sought healthcare from government health facility during last 6 months, whether the doctor explained what treatment he is giving and did the doctor ever asked you whether the treatment is acceptable to you?”

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Delhi | Mumbai | Kolkata | Bangalore | Hyderabad | Jaipur | Lucknow | Visakhapatnam | Ludhiana | Nasik | Aligarh | Bhubaneshwar | Imphal | All cities together |
| Always | 220 (10.93) | 64 (33.16) | 5 (2.23) | 55 (2.62) | 84 (17.80) | 469 (31.56) | 75 (10.22) | 71 (4.60) | 79 (60.31) | 212 (56.53) | 16 (2.05) | 17 (0.87) | 219 (9.70) | 1586 (11.12) |
| Usually | 229 (11.38) | 5  (2.59) | 4 (1.79) | 812 (38.67) | 133 (28.18) | 136 (9.15) | 122 (16.62) | 208 (13.48) | 7 (5.34) | 64 (17.07) | 55 (7.06) | 606 (30.98) | 270 (11.96) | 2651 (18.59) |
| Sometimes | 368 (18.29) | 7  (3.63) | 39 (17.41) | 1091 (51.95) | 72 (15.25) | 44 (2.96) | 112 (15.26) | 386 (25.02) | 24 (18.32) | 33 (8.80) | 202 (25.93) | 1057 (54.04) | 1186 (52.52) | 4621 (32.40) |
| Never | 1195 (59.39) | 117 (60.62) | 176 (78.57) | 142 (6.76) | 183 (38.77) | 837 (56.33) | 425 (57.90) | 878 (56.90) | 21 (16.03) | 66 (17.60) | 506 (64.96) | 276 (14.11) | 583 (25.82) | 5405 (37.90) |
| **Total** | **2012** | **193** | **224** | **2100** | **472** | **1486** | **734** | **1543** | **131** | **375** | **779** | **1956** | **2258** | **14263** |

Figures in parentheses indicate percentages.

**Domain – Clarity of Communication**

**Table 2.1.** Responses to the question, “When you sought healthcare, how often healthcare providers listen carefully?”

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Delhi | Mumbai | Kolkata | Bangalore | Hyderabad | Jaipur | Lucknow | Visakhapatnam | Ludhiana | Nasik | Aligarh | Bhubaneshwar | Imphal | All cities together |
| Always | 795 (39.51) | 149 (77.20) | 16 (7.14) | 354 (16.86) | 183 (38.77) | 502 (33.78) | 217 (29.56) | 402 (26.05) | 87 (66.41) | 259 (69.07) | 149 (19.13) | 18 (0.92) | 143 (6.33) | 3274 (22.95) |
| Usually | 524 (26.04) | 15 (7.77) | 109 (48.66) | 1139 (54.24) | 219 (46.40) | 759 (51.08) | 255 (34.74) | 982 (63.64) | 3 (2.29) | 63 (16.80) | 196 (25.16) | 256 (13.09) | 661 (29.27) | 5181 (36.32) |
| Sometimes | 568 (28.23) | 6 (3.11) | 95 (42.41) | 585 (27.86) | 48 (10.17) | 148 (9.96) | 207 (28.20) | 125 (8.10) | 26 (19.85) | 38 (10.13) | 335 (43.00) | 890 (45.50) | 1435 (63.55) | 4506 (31.59) |
| Never | 125 (6.21) | 23 (11.92) | 4 (1.79) | 22 (1.05) | 22 (4.66) | 77 (5.18) | 55 (7.49) | 34 (2.20) | 15 (11.45) | 15 (4.00) | 99 (12.71) | 792 (40.49) | 19 (0.84) | 1302 (9.13) |
| **Total** | **2012** | **193** | **224** | **2100** | **472** | **1486** | **734** | **1543** | **131** | **375** | **779** | **1956** | **2258** | **14263** |

Figures in parentheses indicate percentages.

**Table 2.2.** Responses to the question, “How often healthcare providers explain things in a way you could understand?”

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Delhi | Mumbai | Kolkata | Bangalore | Hyderabad | Jaipur | Lucknow | Visakhapatnam | Ludhiana | Nasik | Aligarh | Bhubaneshwar | Imphal | All cities together |
| Always | 795 (39.51) | 118 (61.14) | 25 (11.16) | 198 (9.43) | 140 (29.66) | 519 (34.93) | 192 (26.16) | 298  19.31) | 88 (67.18) | 259 (69.07) | 33 (4.24) | 45 (2.30) | 373 (16.52) | 3083 (21.62) |
| Usually | 522 (25.94) | 12 (6.22) | 57 (25.45) | 1045 (49.76) | 188 (39.83) | 735 (49.46) | 285 (38.83) | 726  (47.05) | 9 (6.87) | 64 (17.07) | 213 (27.34) | 921 (47.09) | 1027 (45.48) | 5804 (40.69) |
| Sometimes | 569 (28.28) | 11 (5.70) | 76 (33.93) | 737 (35.10) | 76 (16.10) | 157 (10.57) | 192 (26.16) | 470  (30.46) | 22 (16.79) | 38 (10.13) | 357 (45.83) | 713 (36.45) | 791 (35.03) | 4209 (29.51) |
| Never | 126 (6.26) | 52 (26.94) | 66 (29.46) | 120 (5.71) | 68 (14.41) | 75 (5.05) | 65 (8.86) | 49  (3.18) | 12  (9.16) | 14 (3.73) | 176 (22.59) | 277 (14.16) | 67 (2.97) | 1167 (8.18) |
| **Total** | **2012** | **193** | **224** | **2100** | **472** | **1486** | **734** | **1543** | **131** | **375** | **779** | **1956** | **2258** | **14263** |

Figures in parentheses indicate percentages.

**Table 2.3.** Responses to the question, “How often healthcare providers give time to ask questions about your health problems?”

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Delhi | Mumbai | Kolkata | Bangalore | Hyderabad | Jaipur | Lucknow | Visakhapatnam | Ludhiana | Nasik | Aligarh | Bhubaneshwar | Imphal | All cities together |
| Always | 749 (37.23) | 104 (53.89) | 22 (9.82) | 97 (4.62) | 110 (23.31) | 410 (27.59) | 144 (19.62) | 183 (11.86) | 73 (55.73) | 221 (58.93) | 28 (3.59) | 7  (0.36) | 505 (22.36) | 2653 (18.60) |
| Usually | 570 (28.33) | 11 (5.70) | 54 (24.11) | 1002 (47.71) | 194 (41.10) | 668 (44.95) | 210 (28.61) | 388 (25.15) | 11 (8.40) | 65 (17.33) | 165 (21.18) | 164 (8.38) | 913 (40.43) | 4415 (30.95) |
| Sometimes | 498 (24.75) | 8 (4.15) | 92 (41.07) | 861 (41.00) | 72 (15.25) | 269 (18.10) | 199 (27.11) | 766 (49.64) | 23 (17.56) | 35  (9.33) | 342 (43.90) | 1438 (73.52) | 741 (32.82) | 5344 (37.47) |
| Never | 195 (9.69) | 70 (36.27) | 56 (25.00) | 140 (6.67) | 96 (20.34) | 139 (9.35) | 181 (24.66) | 206 (13.35) | 24 (18.32) | 54 (14.40) | 244 (31.32) | 347 (17.74) | 99  (4.38) | 1851 (12.98) |
| **Total** | **2012** | **193** | **224** | **2100** | **472** | **1486** | **734** | **1543** | **131** | **375** | **779** | **1956** | **2258** | **14263** |

Figures in parentheses indicate percentages.

**Domain – Confidentiality**

**Table 3.1.** Responses to the question, “Do you think whatever information you shared with doctor was kept secret?”

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Delhi | Mumbai | Kolkata | Bangalore | Hyderabad | Jaipur | Lucknow | Visakhapatnam | Ludhiana | Nasik | Aligarh | Bhubaneshwar | Imphal | All cities together |
| Always | 823 (40.90) | 79 (40.93) | 24 (10.71) | 395 (18.81) | 208 (44.07) | 505 (33.98) | 48 (6.54) | 732 (47.44) | 98 (74.81) | 224 (59.73) | 33 (4.24) | 1813 (92.69) | 589 (26.09) | 5571 (39.06) |
| Usually | 520 (25.84) | 1 (0.52) | 9 (4.02) | 843 (40.14) | 151 (31.99) | 485 (32.64) | 104 (14.17) | 452 (29.29) | 4 (3.05) | 76 (20.27) | 14 (1.80) | 55 (2.81) | 109 (4.83) | 2823 (19.79) |
| Sometimes | 123 (6.11) | 2 (1.04) | 18 (8.04) | 611 (29.10) | 4 (0.85) | 18 (1.21) | 64 (8.72) | 29 (1.88) | 11 (8.40) | 20 (5.33) | 34 (4.36) | 43 (2.20) | 225 (9.96) | 1202 (8.43) |
| Never | 256 (12.72) | 34 (17.62) | 35 (15.63) | 73 (3.48) | 8 (1.69) | 84 (5.65) | 45 (6.13) | 229 (14.84) | 8 (6.11) | 13 (3.47) | 109 (13.99) | 6  (0.31) | 49 (2.17) | 949 (6.65) |
| Don’t know/ can’t say | 290 (14.41) | 77 (39.90) | 138 (61.61) | 178 (8.48) | 101 (21.40) | 394 (26.51) | 473 (64.44) | 101 (6.55) | 10 (7.63) | 42 (11.20) | 589 (75.61) | 39 (1.99) | 1286 (56.95) | 3718 (26.07) |
| **Total** | **2012** | **193** | **224** | **2100** | **472** | **1486** | **734** | **1543** | **131** | **375** | **779** | **1956** | **2258** | **14263** |

Figures in parentheses indicate percentages.

**Domain – Dignity**

**Table 4.1.** Responses to the question, “When you sought healthcare, did health care personnel treat you with dignity?”

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Delhi | Mumbai | Kolkata | Bangalore | Hyderabad | Jaipur | Lucknow | Visakhapatnam | Ludhiana | Nasik | Aligarh | Bhubaneshwar | Imphal | All cities together |
| Always | 799 (39.71) | 152 (78.76) | 25 (11.16) | 376 (17.90) | 241 (51.06) | 638 (42.93) | 236 (32.15) | 325 (21.06) | 91 (69.47) | 252 (67.20) | 128 (16.43) | 85 (4.35) | 385 (17.05) | 3733 (26.17) |
| Usually | 520 (25.84) | 17 (8.81) | 101 (45.09) | 1099 (52.33) | 197 (41.74) | 649 (43.67) | 251 (34.20) | 879 (56.97) | 13 (9.92) | 71 (18.93) | 192 (24.65) | 266 (13.60) | 1174 (51.99) | 5429 (38.06) |
| Sometimes | 568 (28.23) | 4 (2.07) | 96 (42.86) | 590 (28.10) | 23  (4.87) | 151 (10.16) | 193 (26.29) | 298 (19.31) | 15 (11.45) | 35 (9.33) | 361 (46.34) | 1203 (61.50) | 699 (30.96) | 4236 (29.70) |
| Never | 125 (6.21) | 20 (10.36) | 2 (0.89) | 35 (1.67) | 11  (2.33) | 48 (3.23) | 54 (7.36) | 41 (2.66) | 12 (9.16) | 17 (4.53) | 98 (12.58) | 402 (20.55) | 0 (0.00) | 865 (6.06) |
| **Total** | **2012** | **193** | **224** | **2100** | **472** | **1486** | **734** | **1543** | **131** | **375** | **779** | **1956** | **2258** | **14263** |

Figures in parentheses indicate percentages.

**Table 4.2.** Responses to the question, “When you sought ANC, how do you feel about how often doctors treat with dignity

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Delhi | Mumbai | Kolkata | Bangalore | Hyderabad | Jaipur | Lucknow | Visakhapatnam | Ludhiana | Nasik | Aligarh | Bhubaneshwar | Imphal | All cities together |
| Always | 303 (71.46) | 193 (82.48) | 35 (13.21) | 112 (32.00) | 470 (61.68) | 232 (20.55) | 163 (26.59) | 39 (33.33) | 135 (82.82) | 238 (91.54) | 35 (10.17) | 7 (3.26) | 84 (42.86) | 2046 (40.34) |
| Usually | 41 (9.67) | 5 (2.14) | 123 (46.42) | 148 (42.29) | 201 (26.38) | 755 (66.87) | 292 (47.63) | 73 (62.39) | 9  (5.52) | 16  (6.15) | 92 (26.74) | 24 (11.16) | 75 (38.27) | 1854 (36.55) |
| Sometimes | 73 (17.22) | 25 (10.68) | 97 (36.60) | 84 (24.00) | 84 (11.02) | 119 (10.54) | 140 (22.84) | 2 (1.71) | 7  (4.29) | 4  (1.54) | 191 (55.52) | 153 (71.16) | 33 (16.84) | 1012 (19.95) |
| Never | 7 (1.65) | 11 (4.70) | 10 (3.77) | 6 (1.71) | 7 (0.92) | 23 (2.04) | 18 (2.94) | 3  (2.56) | 12 (7.36) | 2  (0.77) | 26 (7.56) | 31 (14.42) | 4  (2.04) | 160 (3.15) |
| **Total** | **424** | **234** | **265** | **350** | **762** | **1129** | **613** | **117** | **163** | **260** | **344** | **215** | **196** | **5072** |

Figures in parentheses indicate percentages.

**Table 4.3.** Responses to the question, “When you are in health facility for delivery, whether healthcare providers treated with dignity?”

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Delhi | Mumbai | Kolkata | Bangalore | Hyderabad | Jaipur | Lucknow | Visakhapatnam | Ludhiana | Nasik | Aligarh | Bhubaneshwar | Imphal | All cities together |
| Yes | 221 (85.99) | 164 (91.62) | 70 (37.23) | 198 (58.93) | 504 (87.35) | 246 (27.86) | 158 (45.01) | 220 (49.11) | 79 (76.70) | 173 (95.05) | 102 (71.33) | 3 (2.91) | 113 (57.65) | 2251 (57.05) |
| To some extent | 28 (10.89) | 6 (3.35) | 105 (55.85) | 120 (35.71) | 70 (12.13) | 586 (66.36) | 184 (52.42) | 188 (41.96) | 13 (12.62) | 8 (4.40) | 35 (24.48) | 93 (90.29) | 71 (36.22) | 1507 (38.19) |
| No | 8 (3.11) | 9 (5.03) | 13 (6.91) | 18 (5.36) | 3 (0.52) | 51 (5.78) | 9  (2.56) | 40 (8.93) | 11 (10.68) | 1 (0.55) | 6 (4.20) | 7 (6.80) | 12 (6.12) | 188 (4.76) |
| **Total** | **257** | **179** | **188** | **336** | **577** | **883** | **351** | **448** | **103** | **182** | **143** | **103** | **196** | **3946** |

Figures in parentheses indicate percentages.

**Table 5.1.** Responses to the question, “During the past 6 months, how often were done in a way that your privacy was respected?”

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Delhi | Mumbai | Kolkata | Bangalore | Hyderabad | Jaipur | Lucknow | Visakhapatnam | Ludhiana | Nasik | Aligarh | Bhubaneshwar | Imphal | All cities together |
| Always | 790 (39.26) | 110 (56.99) | 31 (13.84) | 383 (18.24) | 248 (52.54) | 544 (36.61) | 164 (22.34) | 286 (18.54) | 91 (69.47) | 241 (64.27) | 42 (5.39) | 24 (1.23) | 340 (15.06) | 3294 (23.09) |
| Usually | 529 (26.29) | 9 (4.66) | 41 (18.30) | 1217 (57.95) | 199 (42.16) | 637 (42.87) | 233 (31.74) | 802 (51.98) | 9 (6.87) | 79 (21.07) | 46 (5.91) | 652 (33.33) | 595 (26.35) | 5048 (35.39) |
| Sometimes | 568 (28.23) | 5 (2.59) | 87 (38.84) | 481 (22.90) | 17 (3.60) | 112 (7.54) | 194 (26.43) | 360 (23.33) | 17 (12.98) | 43 (11.47) | 149 (19.13) | 972 (49.69) | 1301 (57.62) | 4306 (30.19) |
| Never | 125 (6.21) | 69 (35.75) | 65 (29.02) | 19 (0.90) | 8 (1.69) | 193 (12.99) | 143 (19.48) | 95 (6.16) | 14 (10.69) | 12 (3.20) | 542 (69.58) | 308 (15.75) | 22 (0.97) | 1615 (11.32) |
| **Total** | **2012** | **193** | **224** | **2100** | **472** | **1486** | **734** | **1543** | **131** | **375** | **779** | **1956** | **2258** | **14263** |

Figures in parentheses indicate percentages.

**Domain – Quality Basic Amenities**

**Table 6.1.** Responses to the question, “Is drinking water available in health facility?”

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Delhi | Mumbai | Kolkata | Bangalore | Hyderabad | Jaipur | Lucknow | Visakhapatnam | Ludhiana | Nasik | Aligarh | Bhubaneshwar | Imphal | All cities together |
| Yes | 1544 (76.74) | 124 (64.25) | 167 (74.55) | 1989 (94.71) | 382 (80.93) | 1362 (91.66) | 711 (96.87) | 866 (56.12) | 122 (93.13) | 336 (89.60) | 751 (96.41) | 1317 (67.33) | 599 (26.53) | 10270  (72.00) |
| No | 218 (10.83) | 27 (13.99) | 14 (6.25) | 84 (4.00) | 68 (14.41) | 58 (3.90) | 12 (1.63) | 253 (16.40) | 4 (3.05) | 5 (1.33) | 11 (1.41) | 53 (2.71) | 1282 (56.78) | 2089  (14.65) |
| Don’t know | 250 (12.43) | 42 (21.76) | 43 (19.20) | 27 (1.29) | 22 (4.66) | 66 (4.44) | 11 (1.50) | 424 (27.48) | 5 (3.82) | 34 (9.07) | 17 (2.18) | 586 (29.96) | 377 (16.70) | 1904  (13.35 |
| Total | 2012 | 193 | 224 | 2100 | 472 | 1486 | 734 | 1543 | 131 | 375 | 779 | 1956 | 2258 | 14263 |

Figures in parentheses indicate percentages.

**Table 6.2.** Responses to the question, “Are there toilets available for patients in health facility?”

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Delhi | Mumbai | Kolkata | Bangalore | Hyderabad | Jaipur | Lucknow | Visakhapatnam | Ludhiana | Nasik | Aligarh | Bhubaneshwar | Imphal | All cities together |
| Yes | 1474 (73.26) | 123 (63.73) | 161 (71.88) | 1792 (85.33) | 399 (84.53) | 1346 (90.58) | 590 (80.38) | 932 (60.40) | 110 (83.97) | 312 (83.20) | 705 (90.50) | 1120 (57.26) | 2098 (92.91) | 11162  (78.26) |
| No | 194 (9.64) | 14 (7.25) | 20 (8.93) | 193 (9.19) | 45 (9.53) | 69 (4.64) | 40 (5.45) | 66 (4.28) | 17 (12.98) | 23 (6.13) | 16 (2.05) | 59 (3.02) | 31 (1.37) | 787  (5.52) |
| Don't Know | 344 (17.10) | 56 (29.02) | 43 (19.20) | 115 (5.48) | 28 (5.93) | 71 (4.78) | 104 (14.17) | 545 (35.32) | 4 (3.05) | 40 (10.67) | 58 (7.45) | 777 (39.72) | 129 (5.71) | 2314  (16.22) |
| Total | 2012 | 193 | 224 | 2100 | 472 | 1486 | 734 | 1543 | 131 | 375 | 779 | 1956 | 2258 | 14263 |

Figures in parentheses indicate percentages.

**Table 6.3.** Responses to the question, “Availability of Waiting Space”

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Delhi | Mumbai | Kolkata | Bangalore | Hyderabad | Jaipur | Lucknow | Visakhapatnam | Ludhiana | Nasik | Aligarh | Bhubaneshwar | Imphal | All cities together |
| Yes, space available with sitting | 1572 (78.13) | 166 (86.01) | 135 (60.27) | 1958 (93.24) | 430 (91.10) | 1221 (82.17) | 556 (75.75) | 1048 (67.92) | 120 (91.60) | 354 (94.40) | 709 (91.01) | 581 (29.70) | 1581 (70.02) | 10431 (73.13) |
| Space available, but no chairs/benches | 344 (17.10) | 17 (8.81) | 12 (5.36) | 123 (5.86) | 19 (4.03) | 218 (14.67) | 166 (22.62) | 388 (25.15) | 9 (6.87) | 1 (0.27) | 48 (6.16) | 979 (50.05) | 222 (9.83) | 2546 (17.85) |
| Insufficient / No space/Don’t know | 96 (4.77) | 10 (5.18) | 77 (34.38) | 19 (0.90) | 23 (4.87) | 47 (3.16) | 12 (1.63) | 107 (6.93) | 2 (1.53) | 20 (5.33) | 22 (2.82) | 396 (20.25) | 455 (20.15) | 1286 (9.02) |
| Total | 2012 | 193 | 224 | 2100 | 472 | 1486 | 734 | 1543 | 131 | 375 | 779 | 1956 | 2258 | 14263 |

Figures in parentheses indicate percentages.

**Table 6.4.** Responses to the question, “How do you rate cleanliness of health facility?”

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Delhi | Mumbai | Kolkata | Bangalore | Hyderabad | Jaipur | Lucknow | Visakhapatnam | Ludhiana | Nasik | Aligarh | Bhubaneshwar | Imphal | All cities together |
| Good | 1563 (77.68) | 154 (79.79) | 55 (24.55) | 1070 (50.95) | 374 (79.24) | 915 (61.57) | 661 (90.05) | 708 (45.88) | 109 (83.21) | 279 (74.40) | 382 (49.04) | 1065 (54.45) | 264 (11.69) | 7599  (53.28) |
| Moderate | 352 (17.50) | 32 (16.58) | 157 (70.09) | 978 (46.57) | 90  (19.07) | 499 (33.58) | 64 (8.72) | 456 (29.55) | 16 (12.21) | 88 (23.47) | 339 (43.52) | 314 (16.05) | 982 (43.49) | 4367  (30.62) |
| Bad | 97 (4.82) | 7 (3.63) | 12 (5.36) | 52  (2.48) | 8  (1.69) | 72 (4.85) | 9  (1.23) | 379  (24.56) | 6  (4.58) | 8 (2.13) | 58 (7.45) | 577 (29.50) | 1012 (44.82) | 2297  (16.10) |
| Total | 2012 | 193 | 224 | 2100 | 472 | 1486 | 734 | 1543 | 131 | 375 | 779 | 1956 | 2258 | 14263 |

Figures in parentheses indicate percentages.

**Table 6.5.** Responses to the question, “How do you rate the cleanliness of labour room/delivery space?”

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Delhi | Mumbai | Kolkata | Bangalore | Hyderabad | Jaipur | Lucknow | Visakhapatnam | Ludhiana | Nasik | Aligarh | Bhubaneshwar | Imphal | All cities together |
| Good | 231 (89.88) | 165 (92.18) | 89 (47.34) | 206 (61.31) | 492 (85.27) | 580 (65.69) | 233 (66.38) | 238 (53.13) | 84 (81.55) | 162 (89.01) | 114 (79.72) | 5  (4.85) | 141 (71.94) | 2740  (69.44) |
| Moderate | 20 (7.78) | 9 (5.03) | 88 (46.81) | 127 (37.80) | 70 (12.13) | 276 (31.26) | 117 (33.33) | 187 (41.74) | 17 (16.50) | 19 (10.44) | 20 (13.99) | 72 (69.90) | 47 (23.98) | 1069  (27.09) |
| Bad | 6 (2.33) | 5 (2.79) | 11 (5.85) | 3 (0.89) | 15 (2.60) | 27 (3.06) | 1 (0.28) | 23 (5.13) | 2 (1.94) | 1 (0.55) | 9 (6.29) | 26 (25.24) | 8  (4.08) | 137  (3.47) |
| Total | 257 | 179 | 188 | 336 | 577 | 883 | 351 | 448 | 103 | 182 | 143 | 103 | 196 | 3946 |

Figures in parentheses indicate percentages.

**Domains – Prompt Attention – Convenient Travel**

**Table 7.1.** Responses to the question, “How do you normally travel to visit govt. healthcare provider?”

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Delhi | Mumbai | Kolkata | Bangalore | Hyderabad | Jaipur | Lucknow | Visakhapatnam | Ludhiana | Nasik | Aligarh | Bhubaneshwar | Imphal | All cities together |
| By walk | 751 (37.33) | 69 (35.75) | 87 (38.84) | 520 (24.76) | 156 (33.05) | 458 (30.82) | 91 (12.40) | 303 (19.64) | 27 (20.61) | 201 (53.60) | 74 (9.50) | 142 (7.26) | 62 (2.75) | 2941  (20.62) |
| By public transport | 525 (26.09) | 58 (30.05) | 124 (55.36) | 884 (42.10) | 179 (37.92) | 867 (58.34) | 155 (21.12) | 632 (40.96) | 5 (3.82) | 102 (27.20) | 15 (1.93) | 314 (16.05) | 241 (10.67) | 4101  (28.75) |
| By auto rickshaw/ cab | 513 (25.50) | 62 (32.12) | 11 (4.91) | 678 (32.29) | 128 (27.12) | 76 (5.11) | 362 (49.32) | 589 (38.17) | 75 (57.25) | 69 (18.40) | 636 (81.64) | 1452 (74.23) | 1718 (76.09) | 6369  (44.65) |
| By own vehicle | 123 (6.11) | 2 (1.04) | 0 (0.00) | 7 (0.33) | 6 (1.27) | 83 (5.59) | 66 (8.99) | 19 (1.23) | 17 (12.98) | 3 (0.80) | 54 (6.93) | 29 (1.48) | 230 (10.19) | 639  (4.48) |
| Others | 100 (4.97) | 2 (1.04) | 2 (0.89) | 11 (0.52) | 3 (0.64) | 2 (0.13) | 60 (8.17) | 0  (0.00) | 7 (5.34) | 0 (0.00) | 0 (0.00) | 19 (0.97) | 7  (0.31) | 213  (1.49) |
| Total | 2012 | 193 | 224 | 2100 | 472 | 1486 | 734 | 1543 | 131 | 375 | 779 | 1956 | 2258 | 14263 |

Figures in parentheses indicate percentages.

**Table 7.2.** Responses to the question, “How long does it take to travel to healthcare provider?”

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Delhi | Mumbai | Kolkata | Bangalore | Hyderabad | Jaipur | Lucknow | Visakhapatnam | Ludhiana | Nasik | Aligarh | Bhubaneshwar | Imphal | All cities together |
| Less than 30 minutes | 1271 (63.17) | 154 (79.79) | 196 (87.50) | 1394 (66.38) | 304 (64.41) | 801 (53.90) | 441 (60.08) | 867 (56.19) | 88 (67.18) | 298 (79.47) | 348 (44.67) | 1312 (67.08) | 1566 (69.35) | 9040  (63.38) |
| 30 minutes - 1 hour | 599 (29.77) | 27 (13.99) | 23 (10.27) | 533 (25.38) | 122 (25.85) | 627 (42.19) | 248 (33.79) | 410 (26.57) | 31 (23.66) | 59 (15.73) | 339 (43.52) | 637 (32.57) | 689 (30.51) | 4344  (30.46) |
| 1 – 2 hours | 142 (7.06) | 10 (5.18) | 5 (2.23) | 159 (7.57) | 43 (9.11) | 58 (3.90) | 45 (6.13) | 266 (17.24) | 12 (9.16) | 18 (4.80) | 92 (11.81) | 7  (0.36) | 3 (0.13) | 860  (6.03) |
| More than 2 hours | 0 (0.00) | 2 (1.04) | 0 (0.00) | 14 (0.67) | 3 (0.64) | 0 (0.00) | 0 (0.00) | 0 (0.00) | 0 (0.00) | 0  (0.00) | 0 (0.00) | 0  (0.00) | 0 (0.00) | 19  (0.13 |
| Total | 2012 | 193 | 224 | 2100 | 472 | 1486 | 734 | 1543 | 131 | 375 | 779 | 1956 | 2258 | 14263 |

Figures in parentheses indicate percentages.

**Table 7.3.** Responses to the question, “Are you happy with the time you have to wait?”

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Delhi | Mumbai | Kolkata | Bangalore | Hyderabad | Jaipur | Lucknow | Visakhapatnam | Ludhiana | Nasik | Aligarh | Bhubaneshwar | Imphal | All cities together |
| Waiting time is okay | 182 (42.92) | 108 (46.15) | 38 (14.34) | 168 (48.00) | 333 (43.70) | 464 (41.10) | 367 (59.87) | 57 (48.72) | 113 (69.33) | 224 (86.15) | 100 (29.07) | 84 (39.07) | 78 (39.80) | 2316 (45.66) |
| It is a bit more | 98 (23.11) | 27 (11.54) | 50 (18.87) | 159 (45.43) | 138 (18.11) | 520 (46.06) | 189 (30.83) | 31 (26.50) | 19 (11.66) | 22 (8.46) | 55 (15.99) | 120 (55.81) | 36 (18.37) | 1464 (28.86) |
| Too much waiting | 144 (33.96) | 99 (42.31) | 177 (66.79) | 23 (6.57) | 291 (38.19) | 145 (12.84) | 57 (9.30) | 29 (24.79) | 31 (19.02) | 14 (5.38) | 189 (54.94) | 11 (5.12) | 82 (41.84) | 1292 (25.47) |
| **Total** | **424** | **234** | **265** | **350** | **762** | **1129** | **613** | **117** | **163** | **260** | **344** | **215** | **196** | **5072** |

Figures in parentheses indicate percentages.

**Domain – Access to Family and Community**

**Table 8.1.** Responses to the question, “Did the health facility allow your family members/relatives to be with you?”

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Delhi | Mumbai | Kolkata | Bangalore | Hyderabad | Jaipur | Lucknow | Visakhapatnam | Ludhiana | Nasik | Aligarh | Bhubaneshwar | Imphal | All cities together |
| Yes | 83 (32.30) | 160 (89.39) | 7 (3.72) | 220 (65.48) | 484 (83.88) | 849 (96.15) | 320 (91.17) | 427 (95.31) | 63 (61.17) | 100 (54.95) | 133 (93.01) | 71 (68.93) | 95 (48.47) | 3012 (76.33) |
| No | 174 (67.70) | 19 (10.61) | 181 (96.28) | 116 (34.52) | 93 (16.12) | 34 (3.85) | 31 (8.83) | 21 (4.69) | 40 (38.83) | 82 (45.05) | 10 (6.99) | 32 (31.07) | 101 (51.53) | 934 (23.67) |
| **Total** | **257** | **179** | **188** | **336** | **577** | **883** | **351** | **448** | **103** | **182** | **143** | **103** | **196** | **3946** |

Figures in parentheses indicate percentages.