

GOVT. OF NCT OF DELHI



**EVALUATION STUDY REPORT
ON
AYURVEDIC DISPENSARIES
OF
DELHI GOVT.**

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CHAPTER - 1

INTRODUCTION:-

Indian Systems of Medicine and Homoeopathy (ISM&H) covers both the systems which had originated in India and outside but got adopted and adapted in India in course of time. These systems are Ayurveda, Siddha, Unani, Yoga, Naturopathy and Homeopathy. These systems have been providing health care services to a large section of the population, particularly in the rural areas. The Indian Systems of Medicine & Homoeopathy is popular in a large number of States in the country. There are separate Directorates of ISM&H in 18 States. Though Ayurveda is popular in all these States, this system is more prevalent in the States of Kerala, Himachal Pradesh, Gujarat, Karnataka, Madhya Pradesh, Rajasthan, Uttar Pradesh, Uttaranchal, Chhatisgarh, Jammu & Kashmir and Orissa.

People not only in India but also in other parts of the world are getting inclined for treatment through these systems due to lesser side effects in comparison to the modern medicines.

1.1 Ayurveda System of Medicine:-

The name Ayurveda is made up of two words, 'ayur' and 'veda' referring to life and knowledge respectively. Joined together they mean the science of life and longevity. Although it is considered a science of medicine, it is a different science. The basic principle of this ancient Indian medical system describes that treatment is not merely curing of disease. Being extra ordinary from the modern medical science, it has a holistic approach towards diseases as Ayurveda deals with the mental, spiritual and physical body complex with social aspect of human beings each impinging on others.

This theory has been a part of history for the last 5000 years. The knowledge of Ayurveda was originally passed on from teacher/guru to disciple in the form of one to one lessons without the use of any written books. Later on, the knowledge was codified in the form of books (around 1000BC). Reference of this science can also be seen in the Vedas, the ancient Indian text of knowledge. Around 1000 BC, the knowledge of Ayurveda was comprehensively documented in Charak Samhita and Sushruta Samhita. According to Ayurveda, health is considered a prerequisite for achieving the goals of life, dharams, artha, kama and moksha (salvation).

The philosophy of Ayurveda is based on the theory of Panchmahabhutas (five great-element theory) of which all the objects of living bodies are composed of. The combination of these five elements are represented in the form of Tridosha e.g., Vata (Ether+ Air), Pitta (Fire) and Kaph (Water + Earth). These three 'Doshas' are physiological entities in living beings. These are also known as three humours. The mental and spiritual attributes are described as Satva, Rajas and Tamas. The various permutations and combinations of Satva, Rajas and Tamas constitute human temperament and personality. Ayurveda considers the human being as a combination of three doshas, five elements, seven body tissues (Sapta-dhatu), five senses (Panch-indriyas) with sensory and motor functions, mind (Manas), intellect (Budhi) and Soul (Atman). The doctrine of Ayurveda aims to keep these structural and functional entities in a functional state of equilibrium which signifies good health. Any imbalance due to internal or external factors causes disease and restoring the equilibrium through various techniques, procedures, regimen, diet and medicine constitute the treatment. In Ayurveda, diagnosis include questioning and eight examinations, viz., Pulse, Urine, Faces, Tongue, Eyes, Visual / sensual examinations and inference.

Ayurveda describes in detail the principles of preservation and promotion of health as well as prevention and cure of diseases. It treats man as a whole. The science of life and longevity guides us to maintain the balance in these three biological forces, as the imbalance in these, according to the Ayurveda is the cause of all the ailments, which mankind is suffering from.

Ayurveda considers the human being as a microcosm, a replica of macrocosm (Universe). The treatment in Ayurveda system is individualized. While prescribing medicines to a person, one has to consider various factors like the condition of body and mind, temperament, sex, age, metabolic fire, work-rest pattern, sleep pattern and diet. Treatment in Ayurveda has two components; (a) preventive and (b) curative. Preventive aspect of Ayurveda is called Syasth-Vritt and includes personal hygiene, regular daily routine, appropriate social behaviour and Rasayana Sevana, i.e. use of rejuvenative materials / food and drugs. The curative treatment consists of use of drugs, specific diet and life style.

1.2 **Specialties of Ayurveda:-**

During the samhita period (1000BC) Ayurveda developed into eight branches of specialties which was a reason for it being called Ashtang Ayurveda. These are:-

- (1) Kayachikitsa (Internal Medicine)
- (2) Kaumar Bharitya (Pediatrics)
- (3) Graha Chikitsa (Psychiatry)
- (4) Shalkya (Eye & ENT)
- (5) Shalya Tantra (Surgery)
- (6) Visha-Tantra (Toxicology)
- (7) Rasayana (Geriatrics)
- (8) Vajikarana (Science of Virility)

During the last 50 years of development in the teaching and training in Ayurveda, it has now developed sixteen specialties. These are:-

- (1) Ayurveda Sidhanta (Fundamental Principles of Ayurveda)
- (2) Ayurveda Samhita
- (3) Rachna Sharira (Anatomy)
- (4) Kriya Sharira (Physiology)
- (5) Dravya Guna Vigian (Materia Medica & Pharmacology)
- (6) Ras-Shastra
- (7) Bhaishajya Kalpana ((Pharmaceuticals)
- (8) Kaumar Bharitya (Pediatrics)
- (9) Prasuti-Tantra (Obstetrics & Gynaecology)
- (10) Swasth-Vritta (Social & Preventive Medicine)
- (11) Kayachikitsa (Internal Medicine)
- (12) Rog Nidan (Pathology)
- (13) Shalya Tantra (Surgery)
- (14) Shalkya Tantra (Eye & ENT)
- (15) Mano-Rog (Psychiatry)
- (16) Panchakarma

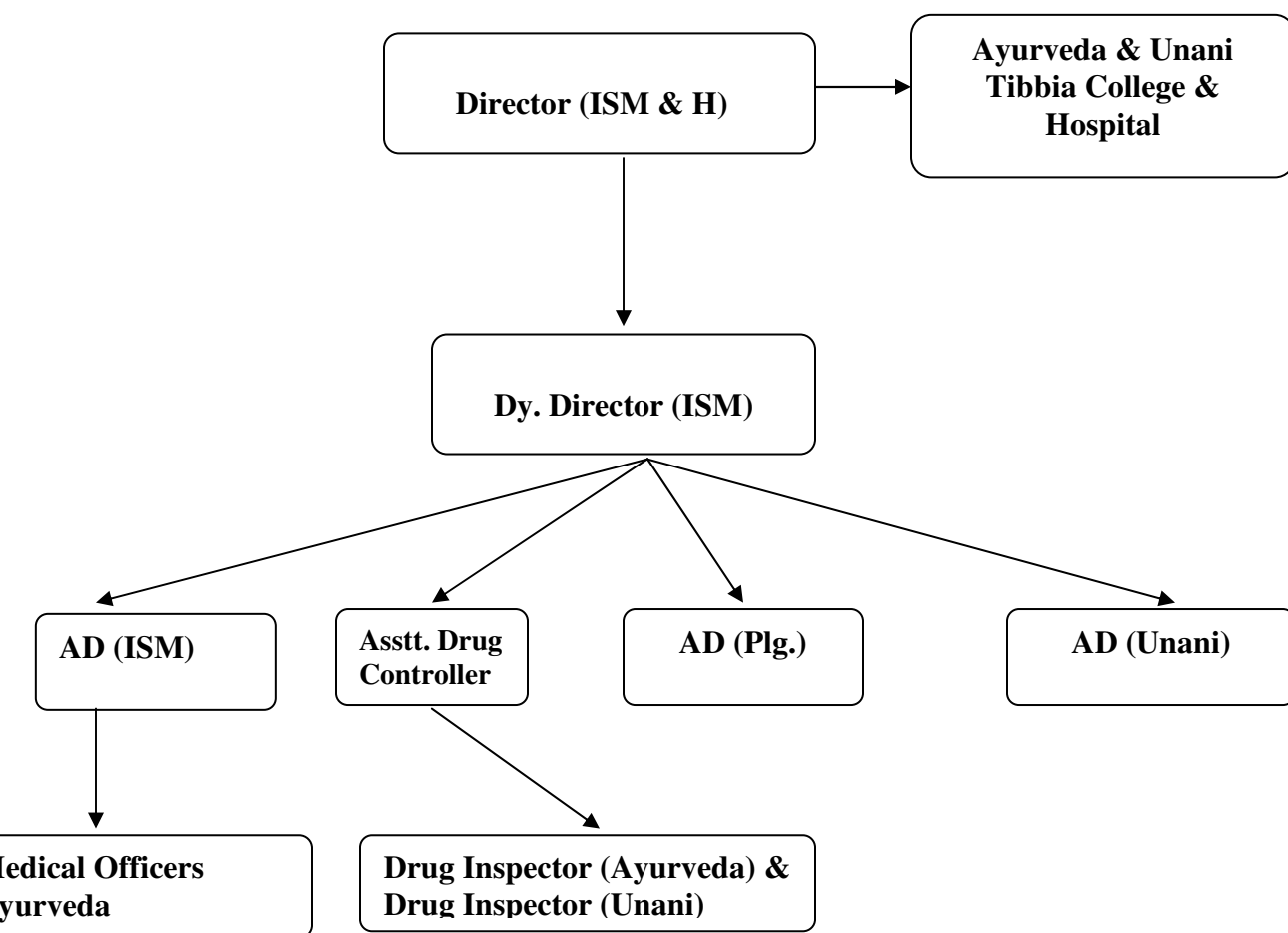
1.3 **Health Indices**

An improvement in the health status of the population is a crucial component in raising the standard of living and developing human resources. Delhi has one of the best health infrastructure in India both qualitatively and quantitatively. Government agencies such as MCD, NDMC, ESI, Central Government besides Delhi Government's own network of dispensaries and hospitals are instrumental in delivery of health care services to the people of Delhi.

1.4 Indian System of Medicine (ISM) and Homoeopathy

To promote Indian systems of medicine (ISM) and Homoeopathy which are becoming increasingly popular, a Directorate of ISM and Homeopathy was set up in August, 1996. The objective of the Delhi State Health Policy is to provide health care services in-corporating Allopathy, Indian system of medicine and Homeopathy under the one roof at all levels of health care. The State will provide cafeteria approach to the population for availing facilities of all system of medicines through its health care facilities.

1.5 Organizational Set-up of Ayurvedic Unit



THE SCHEME

2.1 Ayurvedic Dispensaries in Delhi

Apart from private dispensaries/charitable institutions, clinics of MCD, NDMC and CGHS, there are at present 21 Ayurvedic dispensaries and one Ayurvedic medical college i.e. Ayurveda, Unani, Tibbia College and Hospital. The name of 21 Ayurvedic dispensaries are as follows: -

1. Govt. of Delhi, Ayurvedic Deptt., DDU Hospital, Hari Nagar, Delhi
2. Govt. of Delhi, Ayurvedic Deptt., GTB Hospital, Shahdara, Delhi
3. Govt. of Delhi, Ayurvedic Dispensary, Jagatpuri, Delhi
4. Govt. of Delhi, Ayurvedic Deptt., RTRM Hospital, Jaffarpur, Delhi
5. Govt. of Delhi, Ayurvedic Deptt., BJRM Hospital, Jahangirpuri, Delhi
6. Govt. of Delhi, Ayurvedic Dispensary, Meethapur, Delhi
7. Govt. of Delhi, Ayurvedic Dispensary, Timarpur, Delhi
8. Govt. of Delhi, Ayurvedic Deptt., LBS Hospital, Khichripur, Delhi
9. Govt. of Delhi, Ayurvedic Dispensary, Gautampuri, Delhi
10. Govt. of Delhi, Ayurvedic Dispensary, Yamuna Vihar, Delhi
11. Govt. of Delhi, Ayurvedic Dispensary, Sunder Nagari, Delhi
12. Govt. of Delhi, Ayurvedic Dispensary, Gulabi Bagh, Delhi
13. Govt. of Delhi, Ayurvedic Deptt., LN Hospital, Delhi
14. Govt. of Delhi, Ayurvedic Deptt., Maharishi Balmiki Hospital, Pooth Khurd, Delhi
15. Govt. of Delhi, Ayurvedic Deptt., Dr.BR Ambedkar Hospital, Rohini, Delhi
16. Govt. of Delhi, Ayurvedic Dispensary, Ashok Vihar, Delhi
17. Govt. of Delhi, Ayurvedic Deptt., Dr. Hedgewar Arogya Sansthan, Karkardooma, Delhi
18. Govt. of Delhi, Ayurvedic Dispensary, Khajuri Khas, Delhi
19. Govt. of Delhi, Ayurvedic Dispensary, Dwarka, Delhi
20. Govt. of Delhi, Ayurvedic Dispensary, Vasundhara Enclave, Delhi
21. Govt. of Delhi, Ayurvedic Dispensary, IP Extn., New Delhi.

It reveals from the above that out of 21 Ayurvedic dispensaries, 09 are running in Govt. Allopathic Hospital premises, another 09 are running in the premises of Allopathic dispensaries and remaining 03 are running alone.

The break-up of the above said dispensaries according to their places of functioning is as under:

Places of Functioning of the Ayurvedic Dispensaries

| S.No. | Running with Allopathic Dispensary | S.No. | Running in Allopathic Hospital Premises | S.No. | Running Alone |
|-------|------------------------------------|-------|---|-------|---------------|
| 1 | I.P. Extension | 1 | LBS Hospital | 1 | Jagat Puri |
| 2 | Sunder Nagari | 2 | LN Hospital | 2 | Timarpur * |
| 3 | Vasundhara Enclave | 3 | RTRM Hospital | 3 | Meetha Pur |
| 4 | Dwarka Sec-19 | 4 | BJR Hospital | | |
| 5 | Yamuna Vihar | 5 | Dr.BSA Hospital | | |
| 6 | Khajuri Khas | 6 | MB Hospital | | |
| 7 | Ashok Vihar | 7 | Dr. Hedgewar Hospital | | |
| 8 | Gulabi Bagh | 8 | G.T.B. Hospital | | |
| 9 | Gautam Puri | 9 | DDU Hospital | | |

* *Timarpur Ayurvedic dispensary is running about 60-70 meters away from Allopathic dispensary.*

Out of the 21 Ayurvedic dispensaries, in case of the following 12 dispensaries 6 Doctors were working on alternative days at the time of visit by the field staff of Planning Department in January, 2006.

| S.No. | Name of Ayurvedic Dispensary | Days of availability of Doctor |
|-------|------------------------------|--------------------------------|
| 1 | I.P. Extension | Mon, Wed, Fri |
| 2 | Sunder Nagari | Tue, Thu, Sat |
| 3 | Vasundhara Enclave | Mon, Wed, Fri |
| 4 | Jagat Puri | Tue, Thu, Sat |
| 5 | Yamuna Vihar | Tue, Thu, Sat |
| 6 | Khajuri Khas | Mon, Wed, Fri |
| 7 | Ashok Vihar | Mon, Wed, Fri |
| 8 | Gulabi Bagh | Tue, Thu, Sat |
| 9 | Gautam Puri | Tue, Thu, Sat |
| 10 | G.T.B.H. | Mon, Wed, Fri |
| 11 | DDUH | Tue, Thu, Sat |
| 12 | Meetha Pur | Mon, Wed, Fri |

2.2 Plan Provision

The following table indicates the plan outlay and expenditure of the scheme of ISM&H of Delhi Govt. during 2002-03 to 2005-06.

(Rs. in Lakhs)

| S.No. | Year | Approved Outlay | Expenditure |
|--------------|-------------|------------------------|--------------------|
| 1 | 2002-03 | 172.00 | 137.89 |
| 2 | 2003-04 | 140.00 | 182.93 |
| 3 | 2004-05 | 164.00 | 135.00 |
| 4 | 2005-06 | 160.00 | 73.39 |

CHAPTER-3

THE EVALUATION STUDY

The Evaluation Study has been conducted at the instance of the Administrative Reforms Department who desired for same in the context of the proposal for creation of posts moved by the Directorate of Indian System of Medicine & Homoeopathy (ISM&H), Delhi Govt.

3.1 Objective of the Evaluation Study

- (i) To evaluate the efficacy of existing Ayurvedic Dispensaries of Delhi Govt.
- (ii) To assess the availability of basic facilities including medicines in the Ayurvedic Dispensaries of Delhi Govt.
- (iii) To obtain views of in-charge / doctors of the existing Ayurvedic Dispensaries of Delhi Govt. regarding the functioning of the dispensaries and their perception about the patients.
- (iv) Suggestions of in-charges/doctors of the Ayurvedic Dispensaries and patients for further improvement/promotion of this system of medicine.

3.2 Sampling

Dte. of ISM & H, Govt. of NCT of Delhi supplied the list of 21 working Ayurvedic dispensaries. All these dispensaries were covered to collect information from the patients and the doctor incharge of each Dispensary. Ten patients were interviewed from each dispensary out of the patients present on the day of visit of the field staff of the Planning Department by selecting the patients in such a way that equal number of male and female patients were covered and also they belong to various age groups. Similarly, 10 patients from each of the 9 Allopathic dispensaries of Delhi Govt. running with 9 Ayurvedic dispensaries were also interviewed for a comparative study.

3.3 Questionnaire for the Survey

The Evaluation Unit of the Planning Deptt. designed 5 different Questionnaires to collect information from the patients getting treatment from Ayurvedic dispensaries, those getting treatment from the Allopathic dispensaries running in the same premises of Ayurvedic dispensaries, the Doctors/Incharges of both types of dispensaries and the M.S. / D.M.S. of Allopathic Hospitals where the Ayurvedic dispensaries were running. The copies of the questionnaire are annexed. (*Annexures- II to VI*)

3.4 Procedure of the Study

Field work of 21 Ayurvedic dispensaries started on 04.01.2006 and completed on 31.01.2006. The survey also covered 09 Allopathic dispensaries running in the same premises of Ayurvedic dispensaries. In addition to this, the information regarding total number of Ayurvedic dispensaries, total number of patients, item-wise expenditure of Ayurvedic dispensaries etc. was also collected from the Directorate of ISM&H for the years 2002-03, 2003-04 and 2004-05.

Similarly, the information regarding total number of Allopathic dispensaries functioning, total number of patients visited these dispensaries, item-wise expenditure in these dispensaries during 2002-03, 2003-04 and 2004-05 was also collected from Dte of Health Services in order to have a comparative study.

CHAPTER - 4

SURVEY RESULTS

Survey results are based on the information collected by canvassing 5 different questionnaires designed for the field survey and on the basis of spot observation of evaluation study team. A total of 212 patients of all the 21 Ayurvedic dispensaries and also 90 patients of 9 Allopathic dispensaries running in the same premises of Ayurvedic dispensaries were interviewed and information was collected in the prescribed proformae. Here it is relevant to mention that in case of patients below the age of 15 years, views of their attendants were taken and the same have been treated as the views of such patients in the analysis of survey results.

In addition, 39 questionnaires were also got filled up from 21 incharges of Ayurvedic Dispensaries, 9 incharges of above said Allopathic Dispensaries and 9 MS/DMS of 9 Allopathic Hospitals where Ayurvedic Dispensaries were running.

Details of the survey results of 212 Ayurvedic patients regarding their profile, medical care they received, their opinion about Ayurvedic system of medicine etc. have been described in Tables No. 1 to 17. The views of patients under Allopathic treatment about Ayurvedic System of Medicine have been described in Tables No. 18 to 21. The Tables No. 5 to 9 reflect comparative information of Ayurvedic and Allopathic System of medicine. The views of Ayurvedic dispensary doctor regarding the basic infrastructure facilities available in the dispensary, medical services being rendered by dispensary etc. have been described in Tables No. 22 to 26. The views of Allopathic dispensary doctors about the Ayurvedic dispensary running in their premises have been described in Para No. 4.9 and views of MS/DMS/Incharge of main Allopathic Hospital about Ayurvedic dispensaries functioning in their premises have been described in Para No. 4.10.

4.1 Patients Profile

A total of 212 patients getting treatment in 21 Ayurvedic Dispensaries of Delhi Govt. were interviewed during the field survey. The outcomes of the survey are as follows:

Table –1
Patients age group

(Figures in %)

| Sex | Age Group (in years) | | | | Total |
|---------------|----------------------|-------|-------|--------------|-------|
| | Below 20 | 20-40 | 40-60 | More than 60 | |
| Male | 10.8 | 15.2 | 12.7 | 11.3 | 50.0 |
| Female | 12.3 | 17.5 | 12.7 | 7.5 | 50.0 |
| Total | 23.1 | 32.7 | 25.4 | 18.8 | 100.0 |

Out of 212 patients of 21 Ayurvedic dispensaries interviewed, a maximum of 32.7% were in the age group of 20-40 years, followed by 25.4% in the age group of 40-60 years and 18.8% in the age of more than 60 years. The remaining 23.1% were in the age group of 20 years or below.

Table – 2
Profession/occupation of the patient

(Figures in %)

| Sex | Occupation | | | | | | | | Total |
|---------------|---------------|-----------|----------|------------|------------|-----------|---------|-------|-------|
| | Self-employed | Govt. job | Pvt. Job | Unemployed | Pensioners | Housewife | Student | Other | |
| Male | 6.6 | 5.7 | 16.0 | 2.4 | 6.6 | - | 8.0 | 4.7 | 50.0 |
| Female | 3.3 | 1.4 | 2.8 | 1.9 | - | 32.1 | 8.0 | 0.5 | 50.0 |
| Total | 9.9 | 7.1 | 18.8 | 4.3 | 6.6 | 32.1 | 16.0 | 5.2 | 100.0 |

The analysis of the profession/occupation of the patients reflects that 32.1% patients were housewives followed by private job holder (18.8%), students (16.0%), self employed (9.9%), Govt. Job holder (7.1%), Pensioners (6.6%) and un-employed persons (4.3%).

Table –3**Patients family income (per month)****(Figures in %)**

| Sex | Family Income per month (in Rs.) | | | | | Total |
|--------------|-----------------------------------|-----------|-----------|------------|-----------------|-------|
| | Below 1000 | 1000-3000 | 3000-6000 | 6000-10000 | More than 10000 | |
| Male | 0.5 | 7.6 | 19.3 | 9.0 | 13.6 | 50.0 |
| Female | 0.5 | 9.0 | 17.5 | 10.4 | 12.6 | 50.0 |
| Total | 1.0 | 16.6 | 36.8 | 19.4 | 26.2 | 100.0 |

The above table shows that a maximum of 36.8% of patients interviewed came from the families having monthly income in the range of Rs.3000-6000/- i.e. economically poor class of the society. Even 17.6% patients came from very poor economic group having monthly family income less than Rs.3000/- per month. In other words 54.4% i.e. more than a half of the total patients came from the families having income less than Rs.6000/- per month. This implies that Ayurvedic dispensaries cater to the need of the economically poor section of the society.

Table –4**Patient's literacy level****(Figures in %)**

| Sex | Literacy level | | | | | | | | Total |
|--------------|----------------|---------|--------|-----------|---------------|----------|----------------|-------------|-------|
| | Illiterate | Primary | Middle | Secondary | Sr. secondary | Graduate | Diploma Holder | PG or above | |
| Male | 3.3 | 6.6 | 9.9 | 12.7 | 7.1 | 7.5 | 1.0 | 1.9 | 50.0 |
| Female | 12.2 | 10.0 | 7.0 | 8.0 | 3.8 | 8.0 | - | 1.0 | 50.0 |
| Total | 15.5 | 16.6 | 16.9 | 20.7 | 10.9 | 15.5 | 1.0 | 2.9 | 100.0 |

The analysis of patients literacy level indicates that out of 212 patients interviewed, 20.7% were secondary pass followed by Middle pass (16.9%), Primary pass (16.6%), illiterate (15.5%) and Sr. Secondary pass (10.9%). About 19.4% patients were either Graduate or Diploma holder or P.G. and above. This table also shows that Ayurvedic dispensaries cater to the need of about 81% patients who are either illiterate or literate to different stages upto senior secondary level.

4.2 Medical Care Facilities in Ayurvedic Dispensaries Viz-a-Viz Allopathic Dispensaries

In order to have a comparative picture of medical care facilities in Ayurvedic and Allopathic Dispensaries, 90 Patients out of the 9 Allopathic Dispensaries of Delhi Govt. running in the same premises of Ayurvedic Dispensaries, were also interviewed as already mentioned.

Out of 212 sample patients getting Ayurvedic treatment, 167 were getting treatment for single disease and the remaining 45 patients (i.e. 21.23%) were getting treatment for more diseases. Similarly, in case of 90 sample patients getting treatment from Allopathic Dispensaries, 70 patients were getting treatment for single disease, while the remaining 20 patients (i.e. 22.2%) were having treatment for more diseases.

Thus, the proportion of patients getting treatment for single disease under both the Ayurvedic and Allopathic dispensaries was almost similar. The following table indicates the percentage distribution of the patients getting treatment for single disease from Ayurvedic Dispensary and Allopathic Dispensary.

Table – 5
Disease-wise percentage of patients getting treatment from Ayurvedic and Allopathic Dispensaries

(Figures in %)

| Dispensary | Name of disease | | | | | | | | | | | | | | |
|------------|----------------------------|----------------|---------------------|------------------------------------|--------------------|---------------|--------------|-----------|----------------|-----------------------|-------------------------|-----------------|----------------------|--------|-------|
| | Gastro Intestinal disorder | Liver disorder | Respiratory disease | Kidney disease/ Urinary disease | Infectious disease | Heart disease | Skin disease | Arthritis | Piles/ Fistula | Psychosomatic disease | Gynaecological disorder | Old age problem | Diseases of children | Others | Total |
| Ayurvedic | 15.0 | 6.6 | 13.2 | 5.4 | 7.2 | 2.4 | 6.0 | 13.8 | 1.7 | 1.7 | 8.4 | 3.0 | 3.6 | 12.0 | 100.0 |
| Allopathic | 2.8 | - | 37.2 | 1.4 | 11.4 | 5.7 | 10.0 | 4.3 | - | 4.3 | 4.3 | 4.3 | - | 14.3 | 100.0 |

The table shows that out of 167 patients getting treatment for single disease from the Ayurvedic Dispensary, a maximum of 15.0% informed that they were getting treatment for Gastro Intestinal Disorder followed by Arthritis (13.8%), Respiratory disease (13.2%), Gynaecological disorder (8.4%), Infectious disease (7.2%), Liver disorder (6.6%), Skin disease (6.0%) etc. Similarly, in case of 90 patients getting treatment for single disease from Allopathic Dispensary, a maximum of 37.2% were having Respiratory disease followed by Infectious disease (11.4%), Skin disease (10.0%), Heart disease (5.7%) and about 4.3% of the patients each reported having treatment for Arthritis, Psychosomatic disease, Gynaecological disorder, Old age problem etc.

Further, out of 45 patients who were getting treatment for more diseases from Ayurvedic dispensaries, 15.5% were having treatment for Arthritis and Gastro Intestinal Disorder, followed by those having Gastro Intestinal and Gyanecological disorder (6.7%), Gastro and Skin diseases (6.7%) and about 4.4% of the patients each reported having treatment for diseases like Arthritis & Heart disease, Infectious & Skin diseases, Arthritis & Respiratory disease etc. Similarly, in case of 20 patients getting treatment for more diseases from Allopathic dispensaries, a maximum of 20% reported getting treatment for Respiratory & Infectious diseases followed by those having treatment for Infectious & Skin diseases (10.0%). About 10% of the patients each reported getting treatment for Arthritis & Skin diseases, Respiratory & Skin diseases, Respiratory & Arthritis etc.

Table –6**No. of visits by the patients and progress after the treatment****(Figures in %)**

| System of medicine | Progressing satisfactory after | | | Not satisfactory | No Comment | Total |
|--------------------|--------------------------------|-----------------------|--------------------------------|------------------|------------|-------|
| | 2 nd Visit | 3 rd visit | 4 th or more visits | | | |
| Ayurvedic | 14.6 | 20.3 | 49.5 | 6.6 | 9.0 | 100.0 |
| Allopathic | 15.6 | 20.9 | 54.4 | 2.3 | 6.8 | 100.0 |

It reveals from the above table that almost equal proportion of patients reported progressing satisfactorily after 2nd visit and 3rd visit both under Ayurvedic and Allopathic treatment. The proportion of patients who reported progressing satisfactorily after the 4th or more visits under Ayurvedic treatment was 49.5% as compared to 54.4% patients reported progressing after 4th or more visits under Allopathic treatment. Thus, going by the variety of diseases being treated through the Ayurvedic dispensaries (Ref. Table-5) and also the progress as reported by the patients after their treatment in Ayurvedic dispensaries (Ref. Table-6), it reveals that the Ayurvedic system of treatment is efficacious at the primary health care level.

Table – 7**Overall satisfaction with the prescription and medicines given by doctor****(Figures in %)**

| System of medicine | Satisfied | |
|--------------------|-----------|------|
| | Yes | No |
| Ayurvedic | 86.8 | 13.2 |
| Allopathic | 96.5 | 3.5 |

About 86.8% patients expressed their overall satisfaction with the prescriptions and medicines given by the Ayurvedic doctors, while the remaining 13.2% patients were not of the same view. On the other hand, 96.5% patients were overall satisfied with the prescriptions and medicines given by the Allopathic doctors. Thus, the proportion of patients reported overall satisfaction with the Allopathic treatment was more than that of Ayurvedic treatment. However, more than 86% of patients under the both the systems of medicine were overall satisfied with the prescriptions and medicines given by the doctors.

Table – 8

Waiting time for a patient before being attended by doctor

(Figures in %)

| System of medicine | Waiting time | | | | | |
|--------------------|-------------------|---------------|------------------------|-------------------|-----------|-------|
| | Almost 15 minutes | 16-30 minutes | More than half an hour | More than an hour | Any other | Total |
| Ayurvedic | 49.1 | 26.9 | 2.8 | 17.9 | 3.3 | 100.0 |
| Allopathic | 22.2 | 39.0 | 12.3 | 26.5 | - | 100.0 |

About 49.1% patients getting Ayurvedic treatment were attended by the doctor within 15 minutes of their waiting as compared to only 22.2% of the patients attended by the allopathic doctors within the same period. It reveals from the above table that the patients have to wait more for getting Allopathic treatment than that of Ayurvedic treatment.

4.3 Accessibility of Dispensary

Table – 9

Views of Patients about the Accessibility of the Dispensary

(Figures in %)

| System of medicine | Easily Accessible | |
|--------------------|-------------------|-----|
| | Yes | No |
| Ayurvedic | 94.3 | 5.7 |
| Allopathic | 98.8 | 1.2 |

About 94.3% patients getting Ayurvedic treatment opined that the Ayurvedic dispensaries were easily accessible while on the other hand 98.8% patients getting Allopathic treatment informed that Allopathic dispensaries were easily accessible. Thus, a majority of more than 94% of patients of both the system of medicines informed that the dispensaries were easily accessible.

The following table gives an idea about the distance traveled by the patients to get treatment from Ayurvedic Dispensaries.

Table – 10
Distance of Residence of Patients from Ayurvedic Dispensary

(Figures in %)

| Sex | Distance (in K.M.) | | | | | Total |
|--------|--------------------|------|-----|------|--------------|-------|
| | 0-3 | 3-6 | 6-9 | 9-12 | More than 12 | |
| Male | 29.2 | 9.9 | 1.9 | 1.9 | 7.1 | 50.0 |
| Female | 34.9 | 7.5 | 1.9 | 1.9 | 3.8 | 50.0 |
| Total | 64.1 | 17.4 | 3.8 | 3.8 | 10.9 | 100.0 |

The table shows that a majority of 64.1% patients came to Ayurvedic dispensary from within a distance of 3 Kms and 17.4% patients came from 3 to 6 Kms. It is also notable that about 10.9% patients came to Ayurvedic dispensaries from a long distance of more than 12 Kms.

4.4 Preference for Ayurvedic Medicine

The following tables indicate the views of the patients getting Ayurvedic treatment regarding their preference for Ayurvedic medicine.

Table – 11
Patients Views about preference to Ayurvedic Medicine

(Figures in %)

| Sex | Views about Preference to Ayurvedic medicine | |
|--------|--|-----|
| | Yes | No |
| Male | 47.6 | 2.4 |
| Female | 46.7 | 3.3 |
| Total | 94.3 | 5.7 |

Out of the 212 patients interviewed who were getting Ayurvedic treatment, 200 (i.e. 94.3%) informed that they preferred Ayurvedic medicine. Only 12 patients (i.e. 5.7%) mentioned that they did not prefer the same because of slow progress / non-availability of doctor / no faith in the system etc.

Table – 12
Reasons for preference of Ayurvedic medicine

(Figures in %)

| Sex | Reasons | | | | | | | Total |
|---------------|---------------------|------------------|-------|-------------------------------|---------------------|-----------------|-----------|-------|
| | Indigenous medicine | Less side effect | Cheap | Effective for chronic disease | Faith in the system | Past experience | Any other | |
| Male | 1.0 | 35.0 | 1.0 | 1.0 | 9.0 | 2.5 | 1.0 | 50.5 |
| Female | - | 29.0 | 0.5 | 1.0 | 18.0 | 1.0 | - | 49.5 |
| Total | 1.0 | 64.0 | 1.5 | 2.0 | 27.0 | 3.5 | 1.0 | 100.0 |

Out of 200 patients preferring Ayurvedic medicine, a majority of 64% informed that they preferred it due to less side effect, followed by those having faith on the system (27%), those having reliance on it due to past experience (3.5%) and those having the faith on the effectiveness of this system for chronic diseases (2%).

4.5 Patients Views regarding Promotion of Ayurvedic Treatment

The following table indicates whether the patients getting Ayurvedic treatment would encourage others for such system of treatment and whether they desire to open more Ayurvedic dispensaries in Delhi.

Table – 13

Encouragement by Patients to others for getting Ayurvedic treatment

(Figures in %)

| Literacy level | Sex | Whether Encouraging others for getting Ayurvedic treatment | |
|--|---------------|--|-----|
| | | Yes | No |
| Illiterate | Male | 3.3 | - |
| | Female | 12.3 | - |
| | Total | 15.6 | - |
| Primary | Male | 6.1 | 0.5 |
| | Female | 9.4 | 0.5 |
| | Total | 15.5 | 1.0 |
| Middle, Sec., & Sr. Sec. | Male | 29.2 | 0.5 |
| | Female | 17.0 | 1.8 |
| | Total | 46.2 | 2.3 |
| Graduate, Diploma Holders, PG or above | Male | 9.9 | 0.5 |
| | Female | 9.0 | - |
| | Total | 18.9 | 0.5 |
| Grand Total | Male | 48.5 | 1.5 |
| | Female | 47.7 | 2.3 |
| | Total | 96.2 | 3.8 |

Out of 212 patients under Ayurvedic treatment interviewed, a maximum of 204 (i.e. 96.2%) patients expressed that they encourage others for getting Ayurvedic treatment and their such views were irrespective of their level of literacy.

Table –14

Literary-wise patients response for opening of more Ayurvedic Dispensaries
(Figures in %)

| Literacy level | Govt. should open more Ayurvedic Dispensaries | |
|--|---|------------|
| | Yes | No |
| Illiterate | 15.1 | 0.4 |
| Primary | 16.5 | - |
| Middle, Sec., & Sr. Sec. | 48.6 | - |
| Graduate, Diploma Holders, PG or above | 18.4 | 1.0 |
| Total | 98.6 | 1.4 |

Out of 212 sample patients taking Ayurvedic treatment, the maximum of 209 (i.e. 98.6%) were in favour of opening of more Ayurvedic dispensaries irrespective of their literacy level. Only 3 patients (i.e. 1.4%) were not in favour of opening of more Ayurvedic Dispensaries.

The following table indicates the reasons for opening of more Ayurvedic dispensaries as stated by 209 patients who were in favour of opening of more Ayurvedic dispensaries.

Table 15
Reasons for opening more Ayurvedic dispensaries

(Figures in %)

| Sex | Reasons | | | | | | | | Total |
|---------------|------------------|---|------------------|---------------------|-------------------------------|--------------|---------------------|---------------------|-------|
| | Benefit the poor | Availability of dispensaries at long distance | Less side effect | Faith in the system | Effective for chronic disease | Crowded Area | Cheap for treatment | Indigenous Medicine | |
| Male | 12.2 | 5.5 | 15.2 | 4.2 | 6.3 | 5.5 | 1.3 | 0.8 | 51.0 |
| Female | 12.6 | 3.8 | 11.8 | 7.2 | 7.2 | 4.3 | 1.3 | 0.8 | 49.0 |
| Total | 24.8 | 9.3 | 27.0 | 11.4 | 13.5 | 9.8 | 2.6 | 1.6 | 100.0 |

The 209 patients under Ayurvedic treatment who were in favour of opening of more Ayurvedic dispensaries had provided one or more reasons in favour of their such opinion. The above table is based on 237 such responses provided by 209 patients. Less side effect emerged as the most frequent reason in favour of opening of more Ayurvedic dispensaries (having 27% responses) followed by the reason that this treatment is beneficial to poor (having 24.8% responses), system is effective for chronic diseases (having 13.5% responses) having faith in this system (with 11.4% responses) etc.

4.6 Patients Awareness about Ayurvedic Dispensaries

Table – 16

Source of Information about the Ayurvedic Dispensaries

(Figures in %)

| System of Medicine | Source of information | | | | | | Total |
|--------------------|-----------------------|-----------------------|-----------|--------------------|-------------------|-----------|-------|
| | Already aware | Public/Other patients | Neighbour | Referred by doctor | Friends/Relatives | Any other | |
| Ayurvedic | 32.6 | 16.0 | 17.9 | 3.8 | 24.5 | 5.2 | 100.0 |

Out of 212 sample patients getting Ayurvedic treatment, 32.6% patients were already aware about the Ayurvedic dispensaries, 24.5% were informed about these dispensaries by their friends/relatives, 17.9% were informed by neighbours, 16.0% were informed by other patients and 3.8% patients stated that they were referred by doctors.

Table – 17

Literacy wise source of information about the Ayurvedic dispensary

(Figures in %)

| Literacy level | Source of information | | | | | | Total |
|---|-----------------------|------------------------|------------|--------------------|-----------------------|-----------|-------|
| | Already aware | Public / Other patient | Neighbours | Referred by doctor | Friends and relatives | Any other | |
| Illiterate | 24.2 | 21.2 | 21.2 | 3.0 | 24.2 | 6.2 | 100.0 |
| Primary | 25.7 | 20.0 | 25.7 | - | 25.7 | 2.9 | 100.0 |
| Middle, Sec., & Sr. Sec. | 34.0 | 15.5 | 16.5 | 4.8 | 21.4 | 7.8 | 100.0 |
| Graduate, Diploma Holders, PG or above | 41.5 | 9.7 | 12.2 | 4.9 | 31.7 | - | 100.0 |

It reveals from the above table that self-awareness of the patients about Ayurvedic dispensaries has increased with the increase of their level of education. Similarly, on the other hand the patients dependence for getting information about Ayurvedic dispensaries from others (i.e. public / patients / neighbours) has reduced with the increase of their educational level. This indicates that higher level of education makes people more aware about the health care system.

4.7 Views of Patients getting Allopathic Treatment towards Ayurvedic System of Medicine

The following table indicates the level of education of 90 patients getting treatment from Allopathic Dispensaries who were interviewed to know their awareness and views about other systems of medicine.

Table – 18
Level of Literacy of 90 Sample Patients getting Allopathic Treatment

| Literacy Level | Illiterate | Primary | Middle, Sec., & Sr. Sec. | Graduate, Diploma Holders, PG or above | Total |
|------------------------|------------|---------|--------------------------|--|-------|
| Percentage of Patients | 31.0 | 17.6 | 40.2 | 11.2 | 100.0 |

It reveals from the above table that out of 90 sample patients getting Allopathic treatment, a maximum of 40.2% of them were Middle, Sec., or Sr. Sec pass followed by illiterate (31.0%); Primary pass (17.6%); Graduate, Diploma Holders or PG and above (11.2%).

Out of above 90 patients getting Allopathic treatment, 51(56.6%) reported that they were aware about other systems of medicine. The following table indicates the awareness of 51 patients about other system of medicine like Ayurveda, Homoeopathy, Unani and Naturopathy.

Table – 19
Awareness of patients getting Allopathic treatment about other system of medicines

(Figures in %)

| Sex | System of medicines | | | |
|--------|---------------------|-----------|-------|-------------|
| | Homoeopathy | Ayurvedic | Unani | Naturopathy |
| Male | 39.2 | 43.1 | 11.8 | 3.9 |
| Female | 45.1 | 43.2 | 3.9 | 3.9 |
| Total | 84.3 | 86.3 | 15.7 | 7.8 |

The table shows that out of 51 patients under Allopathic treatment who were aware about other systems of medicine, 44 patients (i.e. 86.3%) were aware of Ayurvedic treatment, 43 patients (i.e. 84.3%) were aware of Homeopathic treatment, 8 patients (i.e.15.7%) knew about Unani system of medicine and 4 patients (i.e. 7.8%) were aware of Naturopathic system of treatment. This implies that Ayurvedic and Homoeopathic systems of treatment are more popular among the patients getting Allopathic treatment.

The following table indicates the source of information about Ayurvedic treatment to the above 44 patients under Allopathic treatment who were aware of Ayurvedic system of medicine.

Table – 20

Source of Information of the Patients under Allopathic treatment about Ayurvedic system of medicine

(Figures in %)

| | Source of Information | | | | | | Total |
|------------------------|-----------------------|---------------|---------------|------------|--------------------|--------------------|-------|
| | Already aware | Other Patient | Family Member | Neighbours | Friends/ Relatives | Referred by Doctor | |
| Percentage of Patients | 47.7 | 13.6 | 9.1 | 11.4 | 6.8 | 11.4 | 100.0 |

The table shows that out of 44 patients under Allopathic treatment who were aware of Ayurvedic system of medicine, a maximum of 47.7% of them were already aware of Ayurvedic System of medicine, 13.6% mentioned that they were informed by the other patients, 11.4% mentioned that they were informed by the neighbours, another 11.4% reported that they were referred by the doctors for Ayurvedic treatment in earlier occasion, 9.1% informed that they were informed by their family members and remaining 6.8% reported that they were informed by their friends and relatives.

The following table indicates the views of above 44 patients as to whether they suggest others for Ayurvedic treatment.

Table – 21

Views of the patients getting Allopathic treatment towards suggesting others for Ayurvedic treatment

(Figures in %)

| | Patients Views towards suggesting others for Ayurvedic treatment | |
|------------------------|--|------|
| | Yes | No |
| Percentage of Patients | 79.5 | 20.5 |

The data reveal that out of 44 patients under Allopathic treatment who were aware of Ayurvedic system of medicine, a majority of 79.5% expressed the views that they suggest others for taking Ayurvedic treatment. The remaining 20.5% did not express the same view.

4.8 Views of Ayurvedic Doctors

The following tables indicate the profile of Doctor incharges of Ayurvedic dispensaries and their views about the utilization of Ayurvedic dispensaries:-

Table-22

Profile of 15 Ayurvedic Doctors working in 21 Dispensaries and their views regarding optimum utilization of Ayurvedic Dispensaries

| Professional qualification | Sex | Age | Views regarding optimum utilization of 21 Ayurvedic Dispensary |
|----------------------------|-----------|------------------|--|
| BAMS,MD =11 | Male =8 | 25 to 30 Yrs. =3 | Yes =16 |
| BIMS=2 | Female =7 | 30-40 Years =8 | No = 5 |
| BAMS,MD,Ph.D=1 | | 40-50 Years =0 | |
| BAMS,MS=1 | Total=15 | 50-60 Years =4 | Total = 21* |
| Total = 15 | | Total=15 | |

****Out of 21 Ayurvedic dispensaries, 12 were being attended by 6 doctors on alternative day basis.***

Against the 21 Ayurvedic Dispensaries of Delhi Govt., there were 15 doctors, out of which 9 were working in 9 Dispensaries and the remaining 6 were working in 12 Dispensaries on alternative day basis. Out of the total 15 doctors, 8 were males and 7 were females. Further, three of them were in the age group of 25-30 years, 8 were in the age group of 30-40 years and the remaining 4 belonged to the age group of 50-60 years. The professional qualification of a majority of 11 doctors was BAMS, MD, followed by two as BIMS, one as BAMS, MS and the remaining one as BAMS, MD, Ph.D.

Out of 21 Dispensaries, the doctor incharges of 16 Dispensaries informed that their dispensaries were being utilized fully. The doctor incharges of remaining 5 Dispensaries informed that their dispensaries were not being utilized optimally because of lack of awareness / shortage of medicines / lack of auxiliary facilities / in-sufficient staff etc.

Table – 23

Views of Doctor incharges regarding the Availability of Basic Infrastructural Facilities in Ayurvedic Dispensaries

| S.No. | Point on which responses of 15 Doctors incharges working in 21 Dispensaries were sought | Response of doctors incharge |
|-------|--|---|
| 1 | Availability of Infrastructure facility | |
| i | Sufficient drinking water | Yes =12 No =9 |
| ii | Proper toilet is available | Yes =10 No =11 |
| iii | Sufficient sitting arrangement | Yes =11 No =10 |
| iv | Sufficient fans for the patients waiting for treatment | Yes =15 No =6 |
| 2 | Overall grading of infrastructure facilities provided | Poor =9 Satisfactory =9 Very good =3 (I.P. Ext, Hedgewar Hosp., Dwarka) |
| 3 | Status of dispensary building | Sharing with Govt. Hospital / Dispensary =18 Any other =3 |
| i | Co-ordination problem relating to sweeping, security etc. in case of Ayurvedic dispensaries running in the premises of Govt. Hospital/dispensary | Yes =2 No =16 |
| 4 | The space available with Ayurvedic Dispensary is | Adequate =7 Not Adequate =14 |

According to the doctor incharges in 21 Ayurvedic dispensaries, sufficient drinking water was available in 12 dispensaries, proper toilet facility was not available in 11 dispensaries and the condition of the toilets in other 10 dispensaries (having toilet facilities) was not clean. Similarly, sufficient sitting arrangements for patients were available only in 11 dispensaries. Further, in case of 14 dispensaries sufficient fans were available for the patients. Fans were not sufficient in 6 Ayurvedic dispensaries running in the premises of LN Hospital, BJR Hospital and RTRM Hospital and the dispensaries at Yamuna Vihar, Ashok Vihar and Gulabi Bagh. According to the doctor incharges of 21 Ayurvedic dispensaries, the overall infrastructure facilities were graded as Poor in case of 9 dispensaries, Satisfactory in case of another 9 dispensaries and Very Good in case of 3 dispensaries (at Ashok Vihar, Hedgewar Hospital and Dwarka).

Out of 21 dispensaries, 18 were running with the Allopathic Hospital/Dispensaries, one was running in Multipurpose Community Centre at Meethapur, another one was functioning at Govt. flat, Timarpur and the remaining one was running at Sanatan Dharama Mandir, Jagatpuri.

Further, out of 18 Ayurvedic dispensaries running with Allopathic Hospitals/Dispensaries, the doctor incharge of two Ayurvedic Dispensaries (one at LBS Hospital and the other at Yamuna Vihar) informed that they were feeling co-ordination problem relating to sweeping and security arrangement. The other 16 doctor incharges reported no co-ordination problem.

Out of 21 Ayurvedic dispensaries, the doctor incharges of 7 dispensaries reported availability of adequate space. However, out of the remaining 14, the doctor incharges of 6 dispensaries posed the requirement of one additional room, another 6 doctor incharges desired for additional two rooms, one doctor incharge posed the requirement for additional three rooms and the remaining one doctor incharge at LN Hospital desired for additional 20 rooms for Panch Karma Unit.

Table – 24
Staff Position in Ayurvedic Dispensaries

| No. of Dispensaries surveyed | Staff Position in Dispensaries | | | | | | | | No. of dispensaries where Dr./M.O. is working on alternate days | Frequency of visit to HQs by the Doctor/ M.O. | In case of sudden leave whether Headquarters make alternate arrangement | Distance of nearest Ayurvedic Dispensary (In KM) |
|------------------------------|--------------------------------|---------|------------|---------|----------------------|---------|------------|---------|---|---|---|--|
| | Doctor/ Medical Officer (MO) | | Pharmacist | | Nursing Orderly (NO) | | Masseur | | | | | |
| | Sanctioned | Working | Sanctioned | Working | Sanctioned | Working | Sanctioned | Working | | | | |
| 21 | 17 | 15* | 15 | - | 12 | 17 | 4 | 1 | 12 | 2 or 3 times in a week =1 Weekly =5 Fortnightly =2 Monthly = 7 | Yes =1 No =14 | Up to 3 kms =9 Kms 3-6 =7 Kms 6-9 =1 Kms 9-12 =3 Above 12 Kms.=1 |

*** Out of them, 6 Doctors were working in 12 dispensaries on alternative day basis**

There were 17 sanctioned posts of Medical Officer (M.O.) for Ayurvedic dispensaries. At the time of field survey, 15 doctors were working in 21 dispensaries, of which 9 were working in 9 dispensaries and the remaining 6 were working in 12 dispensaries on alternative day basis. No pharmacist was working in any of the 21 Ayurvedic dispensaries, though 15 posts of Pharmacist were sanctioned. Against the sanctioned posts of 12 Nursing Orderly (N.O.), 17 were working in 17 dispensaries. The 5 N.Os. were arranged from other unit. Further, against the sanctioned post of 4 Masseurs, one post was filled up who was working in the Punch Karma Unit of LN Hospital.

A majority of 14 out of 15 doctors informed that in case of their sudden leave, no alternative arrangements for doctors were available in the dispensaries and in such case, Nursing Orderly of the dispensary repeated the medicine to the old patients and the new patients were not attended.

Out of 15 doctors, 7 informed about their visiting the Head Quarters monthly, 2 informed about visiting the H.Qs. fortnightly, 5 informed their visiting the H.Qs. weekly and remaining one informed visiting the H.Qs. 2-3 times in a week for discussion purpose etc.

Out of 21 dispensary incharges, 9 informed that their nearest Ayurvedic dispensary was at a distance of about 3 KM, 7 informed within a distance of 3-6 KM, one informed within a distance of 6-9 KM, 3 informed within a distance of 9-12 KM and remaining one (at Meethapur) informed the distance above 12 KM.

In order to have an idea about the medical services being provided in the Ayurvedic Dispensaries, the views of the incharges of these dispensaries were obtained regarding their average consulting time, availability of medicines, diagnostic test facilities etc. in the dispensaries as mentioned in the following table:

Table –25

Medical Services provided in the Ayurvedic Dispensaries

| S.No. | Point on which responses of 15 Doctor incharges of 21 Dispensaries were sought | Response of Doctor incharge | | | |
|-------|--|---|-----------|------------|-------------------|
| 1. | Whether the record of registration of patients being maintained by the dispensary (a) Full address of the patient (b) Age of patient (c) Sex of patient | Yes = 2 No =19 Yes = 21 No = Nil Yes = 21 No = Nil | | | |
| 2. | Average consulting time per patient as reported by 15 doctors working in 21 dispensaries (a) General Patient (b) Chronic patient | Up to 5 Min. | 5-10 Min. | 10-15 Min. | More than 15 Min. |
| | | 8 | 5 | 2 | Nil |
| | | Nil | 5 | 5 | 5 |
| 3. | Whether medicines are generally available in the dispensary | Yes =15 No = 6 | | | |
| 4. | Whether facilities for diagnostic tests are available in the Dispensary | Yes = Nil No =21 | | | |
| 5. | Whether diagnostic tests are desirable in the dispensary. | Yes =21 No = Nil | | | |
| 6. | Whether the cases for diagnostic test are being referred to the nearby Allopathic dispensary / Hospital. | Yes =21 No = Nil | | | |
| (i) | If Yes, whether they are co-operative | Yes =20 No =1 (Sunder Nagari) | | | |

The incharges of all the 21 dispensaries informed that the register containing information relating to the patients (like name, age and sex) was being maintained by them. However, a majority of 19 of them informed that the full address of the patients was not being maintained.

In case of general diseases, 8 doctors informed that they spent upto 5 minutes per patient, while 5 doctors reported that they took 5-10 minutes per patient and 2 doctors reported taking 10-15 minutes per patient. In case of chronic diseases, 5 doctors reported taking 5-10 minutes per patient, another 5 doctors reported that their consulting time per patient was 10-15 minutes and the remaining 5 doctors informed that they spent more than 15 minutes per patient. Thus, the doctors provided more time in examining the chronic cases.

Out of 21 dispensaries, the doctor incharge of 15 dispensaries informed that medicines were generally available in their dispensaries and provided to the patients as per requirement. However, the incharges of remaining 6 dispensaries at Vasundhara, Meethapur, Sunder Nagari, Jagatpuri, Timarpur and also the dispensary running at Dr. Hedgewar Hospital informed that medicines were sometimes not available with them.

No diagnostic test facility was available in any of the 21 dispensaries. However, the doctor incharge of the 21 dispensaries informed that while they required any diagnostic test report, the cases were referred to the nearby Allopathic Hospital/Dispensary and a maximum of 20 doctors informed that the responses of the Allopathic doctors in this regard were co-operative.

Table –26

Opinion of Ayurvedic Doctors regarding type of patients visiting their Dispensaries

The opinions of the doctors incharges of 21 Ayurvedic Dispensaries regarding the type of patients visiting the dispensaries, popularity of Ayurvedic medicines, requirement for opening of more Ayurvedic dispensaries etc. have been mentioned in the following table :-

| S.No. | Point on which responses of 15 Doctor incharges of the 21 dispensaries were sought | Response of Doctor incharge | | | | |
|---------------------------|--|---|-------|-------|--------|---------------|
| 1 | Whether doctors are satisfied with the basic facilities provided to staff and patients | Yes =10 No=11 | | | | |
| 2 | Opinion of the 15 doctors about opening of more Ayurvedic Dispensaries by the Govt. | Yes =15 No= Nil | | | | |
| 3 | Opinion of 15 Doctors regarding the popularity of Ayurvedic system of medicine | Yes =6 No=9 | | | | |
| 4 | Grading of Allopathy, Homeopathy, Ayurveda, Unani in order of popularity | Ist =Allopathy IInd =Ayurveda IIIrd =Homoeopathy Ivth =Unani | | | | |
| 5 | Average number of patients visiting the Dispensary in a Day. | Up to 40 | 40-60 | 60-80 | 80-100 | More than 100 |
| | | 3 | 6 | 6 | 3 | 3 |
| 6 | Maximum number of patients visited | Male = 4 Female =15 Male & Female equally visiting = 2 | | | | |
| | (a) Sex-wise | | | | | |
| | (b) Age group-wise (In years) | Up to 20 | 20-40 | 40-60 | 20-60 | More than 60 |
| | (c) Disease-wise | - | 4 | 4 | 13 | - |
| (d) Economic Status -wise | a. Gastro Intestinal Disorder =8 b. Arthritis =5 c. Respiratory diseases =4 d. Skin Diseases =4 a. Poor = 17 b. Middle = 4 e. Higher = Nil | | | | | |

A majority of 15 dispensary incharges informed that maximum of their patients were females, 4 informed that their maximum number of patients were males whereas the remaining two doctor incharges expressed that the proportion of their male and female patients were almost the same.

According to the 15 Ayurvedic doctors working in 21 dispensaries, Allopathy was reported as most popular followed by Ayurveda, Homoeopathy and Unani.

The incharges of 6 dispensaries informed that they were attending 40-60 patients daily while other 6 dispensary incharges reported attending 60-80 patients daily. The incharges of 3 dispensaries informed that they were attending 80-100 patients daily. Out of the remaining 6 dispensaries, the incharges of 3 dispensaries reported attending more than 100 patients daily while the other three reported attending up to 40 patients daily.

Further, a majority of 13 out of 21 dispensary incharges expressed that maximum of their patients belonged to the age group of 20-60 years, 4 doctor incharges reported that maximum of their patients pertained to the age group of 20-40 years and another 4 doctor incharge reported that maximum of their patients were in the age group of 40-60 years. This implies that majority of the patients visiting the dispensaries belonged to the age group of 20-60 years.

It was also informed by 17 out of 21 dispensary incharges that maximum of their patients pertained to economically poor classes and the remaining 4 dispensary incharges mentioned that maximum of their patients belonged to middle class.

Among the 212 patients of various diseases visited the 21 Ayurvedic dispensaries, maximum cases of Gastro Intestinal disorder were reported in 8 dispensaries followed by Arthrities in 5 dispensaries, Respiratory problem in 4 dispensaries and skin diseases in the remaining 4 dispensaries.

Out of 15 Ayurvedic doctors serving in 21 dispensaries, 6 doctors informed that Ayurvedic system of medicine is popular. The remaining 9 were not of the same opinion who suggested that steps like wide publicity / awareness programme about the positive aspects of Ayurvedic medicines, encouraging the students to opt Ayurvedic system of treatment as their carrier options etc. may be necessary to make this system of treatment more popular.

Further, out of the 21 dispensaries, the doctor incharges of 10 dispensaries informed that they were satisfied with the basic facilities being provided to the staff and patients. The incharges of the remaining 11 dispensaries were not of the same view.

All the Ayurvedic doctors expressed that more Ayurvedic dispensaries should be opened.

4.9 Views of the Allopathic Dispensary Doctors about Ayurvedic Dispensary

The views of incharges of 9 Allopathic dispensaries functioning with the Ayurvedic dispensaries were taken during the field survey. Out of 9 Allopathic dispensary incharges, 4 informed that running of Ayurvedic dispensaries in the same premises of Allopathic dispensary was helpful in reducing their patients crowds. The remaining 5 incharges were not of the same opinion. Further, 7 out of 9 Allopathic dispensary incharges informed that there was no co-ordination problem relating to sharing of basic infrastructure facilities with the Ayurvedic dispensary. However, the other two Allopathic dispensary incharges mentioned about the problems relating to accommodation, over crowding, toilet, sanitation etc.

4.10 Views of MS/DMS/Incharges of Main Allopathic Hospital about Ayurvedic Dispensary

Like Allopathic dispensaries working with the Ayurvedic dispensaries, the views of the Medical Superintendent (M.S.)/Duty M.S./incharge of the 9 Allopathic Hospitals where the 9 Ayurvedic dispensaries were functioning, were also obtained during the field visit. Out of 9 incharges of Allopathic Hospitals, 7 were of the views that running of Ayurvedic dispensary in the premises of Allopathic hospitals reduces their patients crowds to some extent. Further, 8 of them also informed that there was no co-ordination problem of sharing of basic infrastructure facilities with Ayurvedic dispensaries.

CHAPTER - 5

Utilization of Ayurvedic Dispensaries Viz-a-Viz Allopathic Dispensaries

5.1 Utilization of Ayurvedic Dispensaries

In order to know the utility of the Ayurvedic Dispensaries, the number of patients who got treatment from the 17 Ayurvedic Dispensaries in 2002-03, 19 dispensaries in 2003-04 and 21 dispensaries in 2004-05 was obtained from the Directorate of ISM & H. The following tables indicates the number of patients utilized the Ayurvedic Dispensaries during 2002-03 to 2004-05:-

Table – 27
No. of patients utilized the services of Ayurvedic dispensaries

| S. No. | Location of dispensary | Working Hours / Availability of Doctor | 2002-03 | | 2003-04 | | 2004-05 | |
|--------|-------------------------------|--|-----------------------------|--|-----------------------------|--|-----------------------------|--|
| | | | No. of Patients in the year | Average No. of Patients Per Dispensary Per Day | No. of Patients in the year | Average No. of Patients Per Dispensary Per Day | No. of Patients in the year | Average No. of Patients Per Dispensary Per Day |
| 1 | DDU | 9AM-4PM All Working Days | 17125 | 58 | 23035 | 78 | 22991 | 78 |
| 2 | GTB | 9AM-4PM All Working Days | 35328 | 120 | 32092 | 109 | 31459 | 107 |
| 3 | LBS Hospital | 9AM-4PM All Working Days | 20680 | 70 | 30182 | 102 | 31360 | 106 |
| 4 | BJRM Hospital Jahangirpuri | 9AM-4PM All Working Days | 20660 | 70 | 18201 | 62 | 20304 | 69 |
| 5 | RTM Hospital Jaffarpur | 9AM-4PM All Working Days | 26734 | 91 | 23432 | 79 | 20243 | 69 |
| 6 | Timarpur | 8AM-2PM Tue., Thu., Sat | 11394 | 39 | 13749 | 47 | 9554 | 32 |
| 7 | Jagatpuri | 8AM-2PM Tue., Thu., Sat | 11442 | 39 | 9524 | 32 | 8607 | 29 |
| 8 | Meethapur | 8AM-2PM Mon, Wed, Fri | 20691 | 70 | 17485 | 59 | 23519 | 80 |
| 9 | Yamuna Vihar | 8AM-2PM Tue., Thu., Sat | 20417 | 69 | 17223 | 58 | 15052 | 51 |
| 10 | Sunder Nagri | 8AM-2PM Tue., Thu., Sat | 24256 | 82 | 22887 | 78 | 25760 | 87 |
| 11 | Gautampuri | 8AM-2PM Tue., Thu., Sat | 19293 | 65 | 14466 | 49 | 13715 | 46 |
| 12 | Gulabi Bagh | 8AM-2PM Tue., Thu., Sat | 15055 | 51 | 14457 | 49 | 12923 | 44 |

Contd.....

| | | | | | | | | |
|----|---|-----------------------------|---------------|-----------|---------------|-----------|---------------|-----------|
| 13 | MBH Puth khurd | 9AM-4PM All Working Days | 11238 | 38 | 15926 | 54 | 17665 | 60 |
| 14 | Dr. BR Amb. Hospital | 9AM-4PM All Working Days | 18949 | 64 | 24079 | 82 | 26551 | 90 |
| 15 | Ashok Vihar | 8AM-2PM Mon, Wed, Fri | 12744 | 43 | 12758 | 43 | 14019 | 48 |
| 16 | LN Hospital (Panch karma Unit) | 9AM-4PM All Working Days | 5148 | 17 | 1976 | 7 | 8245 | 28 |
| 17 | Dr. Hedgewar Arogay Sansthan | 9AM-4PM All Working Days | 717 | 2 | 21268 | 72 | 21662 | 73 |
| 18 | Khazoori Khas (Opened in Feb., 2004) | 8AM-2PM Mon, Wed, Fri | - | | 2364 | 8 | 11758 | 40 |
| 19 | Dwarka Sector -19, (Opened in March., 2004) | 8AM-2PM All Working Days | - | | 43 | - | 7884 | 27 |
| 20 | Vasundhra Enclave (Opened in April., 2004) | 8AM-2PM Mon, Wed, Fri | - | | - | | 9418 | 32 |
| 21 | I P Extension (Opened in March, 2005) | 8AM-2PM Mon, Wed, Fri | - | | - | | 97 | - |
| | Total | | 291871 | 58 | 315147 | 56 | 352786 | 57 |

There is slight difference in the working hours of the Ayurvedic dispensaries functioning in the Allopathic Hospitals and those functioning with the Allopathic Dispensaries/independently. The timings of 9 Ayurvedic dispensaries functioning in the premises of Govt. Hospitals were from 09:00 AM to 04:00 PM. The remaining 12 Ayurvedic dispensaries were working from 08:00 AM to 02:00 PM. It has already been mentioned that since the number of doctors were less than the number of dispensaries functioning, the doctors were available to the patients on alternative day basis in case of some Ayurvedic dispensaries as mentioned in the above table.

The number of patients who availed the services of 17 Ayurvedic dispensaries in 2002-03, 19 dispensaries in 2003-04 and 21 dispensaries in 2004-05 were 291871, 315147 and 352786 respectively. Assuming 295 working days in a year after excluding 52 sundays and about 18 holidays, the average number of patients per dispensary per day comes out as under :-

| | | |
|----|---------|----|
| 1. | 2002-03 | 58 |
| 2. | 2003-04 | 56 |
| 3. | 2004-05 | 57 |

The average number of patients per dispensary decreased because two dispensaries in 2003-04 and one dispensary in 2004-05 were opened at the fag end of the financial year. It is also evident that the Ayurvedic dispensary at GTB Hospital was the busiest having maximum number of patients during all the three years.

5.2 Utilization of Allopathic Dispensaries

In order to have a comparative picture, the following table indicates the number of patients visited the Allopathic Dispensaries of Delhi Govt. in 2003-04 and 2004-05.

Table-28
District wise number of patients utilized the services of Allopathic Dispensaries of Delhi Govt.

| S.No | Name of District | 2003-04 | | | 2004-05 | | |
|------|---------------------|------------------------------|-----------------|---|------------------------------|-----------------|---|
| | | No. of Allopathic dispensary | No. of patients | Average No. of Patients Per Disp. Per Day | No. of Allopathic dispensary | No. of patients | Average No. of Patients Per Disp. Per Day |
| 1 | North East | 20 | 1335231 | 226 | 20 | 1534047 | 260 |
| 2 | South –West | 18 | 470595 | 89 | 20 | 689011 | 117 |
| 3 | West | 26 | 1117531 | 146 | 26 | 1265826 | 165 |
| 4 | North – West | 42 | 1625810 | 131 | 43 | 1648063 | 130 |
| 5 | East | 27 | 1212756 | 152 | 27 | 1281865 | 161 |
| 6 | North | 14 | 385729 | 93 | 15 | 546943 | 124 |
| 7 | South | 16 | 724146 | 153 | 16 | 995969 | 211 |
| 8 | Central + New Delhi | 14 | 772500 | 187 | 15 | 817500 | 185 |
| | Total | 177 | 7644298 | 146 | 182 | 8779224 | 164 |

It reveals from the above table that 177 and 182 Allopathic Dispensaries of Delhi Govt. were in operation during 2003-04 and 2004-05 respectively which provided services to 7644298 patients in 2003-04 and 8779224 patients in 2004-05. Assuming the working days of 295 in a year, the average number of patients attended by an Allopathic dispensary per day is as under:-

1. 2003-04 146
2. 2004-05 164

This implies that rush of patients is more in Allopathic Dispensaries than that of the Ayurvedic Dispensaries.

5.3 Staff Cost per Patient in Ayurvedic Dispensaries viz-a-viz Allopathic Dispensaries

The following table indicates the staff cost per patients in case of Ayurvedic and Allopathic Dispensaries during 2002-03 to 2004-05 as per the information received from the Directorate of ISM&H and the Directorate of Health Services (DHS) respectively.

Table-29

Expenditure on staff salary and staff cost per patient in case of Ayurvedic & Allopathic Dispensaries

| Year | 2003-04 | | | 2004-05 | | |
|------------|--|---------------------------------------|------------------------|--|---------------------------------------|------------------------|
| Disp. | Ayurvedic Disp. - 19, Allopathic Disp. - 177 | | | Ayurvedic Disp. - 21, Allopathic Disp. - 182 | | |
| | Staff Cost (in Rs.) | No. of Patients utilized the services | Staff cost per patient | Staff Cost (in Rs.) | No. of Patients utilized the services | Staff Cost per patient |
| Ayurvedic | 5692024 | 315147 | 18.06 | 7281714 | 352786 | 20.64 |
| Allopathic | 345806679 | 7644298 | 45.23 | 402428297 | 8779224 | 45.83 |

It reveals from the above table that average staff cost per patient in case of Ayurvedic Dispensaries was Rs.18.06 in 2003-04 as compared to the staff cost per patient of Rs.45.23 in case of Allopathic dispensaries during the same year. Similarly, the staff cost per patient in case of Ayurvedic dispensaries was Rs.20.64 in 2004-05 as compared to corresponding figure of Rs.45.83 in case of Allopathic Dispensaries during the same year. Thus, the staff cost per patient in case of Ayurvedic dispensaries was less than half of the staff cost per patient in case of Allopathic dispensaries. The main reason for lesser cost in case of Ayurvedic dispensaries is that a number of posts of Doctor/Pharmacist/Masseur were vacant in case of Ayurvedic dispensaries.

SUMMARY OF MAJOR FINDINGS

Major findings of the Evaluation Study based on the information received from the Directorate of ISM&H, Directorate of Health Services (DHS) and the data collected from the field survey, are as under :

1. Profile and Views of Patients under Ayurvedic treatment

Out of 212 patients interviewed from 21 Ayurvedic Dispensaries of Delhi Govt., their profile and views in regard to various aspects of Ayurvedic treatment are as under:

- Out of 212 patients interviewed, 32.7% were in the age group of 20 to 40 years. (Ref. Table-1)
- 64.1% patients were residing within 3 Kms from the dispensary. (Ref. Table-10).
- A maximum of 32.1% patients were housewives. (Ref. Table-2).
- A maximum of 36.8% patients came from the families having family income in the range of Rs.3000 to Rs.6000/- per month. (Ref. Table-3).
- About 20.7% patients were secondary level literate, whereas 15.5% each were either illiterate or graduate. (Ref. Table-4).
- A maximum of 32.6% patients under Ayurvedic treatment were already aware of the Ayurvedic dispensaries. (Ref. Table-16).
- Out of 90 sample patients under Allopathic treatment, 44(48.9%) were aware of Ayurvedic system of medicine.
- Under Ayurvedic system of medicine, a maximum of 15.0% patients were getting treatment for Gastro Intestinal disorder whereas under Allopathic system of medicine, 37.2% patients were getting treatment for Respiratory disease. (Ref. Table – 5)

- More or less similar percentage of patients reported progressing satisfactorily after 2nd visit (around 15%) and 3rd visit (around 20%) both under Ayurvedic and Allopathic treatment, whereas the patients reported progressing after 4th or more visit were 49.5% under Ayurvedic treatment and 54.4% under Allopathic treatment. (Ref. Table-6).
- About 49.1% of patients under Ayurvedic treatment were attended by doctors within 15 minutes as compared to only 22.2% patients attended by the Allopathic doctors within the same period. Thus, the patients had to wait more for getting treatment in Allopathic dispensaries. (Ref. Table-8).
- Out of 212 patients under Ayurvedic treatment, a maximum of 94.3% were satisfied with the location of the Ayurvedic dispensary whereas on the other hand, 98.8% of patients under Allopathic treatment were satisfied with location of the Allopathic Dispensaries. (Ref. Table – 9).
- Out of 212 patients, 94.3% opined that they give preference to Ayurvedic system of medicine because of ‘less side effect’, ‘faith in the Ayurvedic system’ etc. (Ref. Table – 11 & 12).
- A majority of 96.2% of 212 patients expressed their views that they encourage others for getting Ayurvedic treatment. (Ref. Table – 13).
- Out of 212 patients interviewed, 209 patients (i.e. 98.6%) were in favour of opening of more Ayurvedic dispensaries. (Ref. Table–14).
- The 209 patients under Ayurvedic treatment who were in favour of opening of more dispensaries, had provided 237 responses in favour of their such opinion. Less side effect emerged as the most frequent reason for opening of more Ayurvedic dispensaries. (Ref. Table-15).
- Out of 212 patients under Ayurvedic treatment interviewed, 86.8% were fully satisfied with the prescriptions and medicines given by the doctors, whereas 96.5% of patients out of 90 patients getting Allopathic treatment were satisfied with prescriptions and medicines given by Allopathic Doctors. Thus, more than 86% of patients under both the systems of medicine were overall satisfied with the medical care provided in the dispensaries. (Ref. Table – 7).

2. Profile and Views of Patients under Allopathic treatment towards Ayurvedic system of medicine

In order to have views of others regarding Ayurvedic system of medicines, 90 patients getting treatment from Allopathic Dispensaries running in the same premises of Ayurvedic Dispensaries were interviewed and their response in this regard were as follows:

- Out of 90 sample patients under Allopathic treatment, 51(56.6%) reported that they were aware of other systems of medicine.
- Out of the above 51 patients who were aware of other systems of medicine, 44 (i.e. 86.3%) informed that they were aware of Ayurvedic system of medicine. (Ref. Table – 19).
- Out of 44 patients under Allopathic treatment who were aware of Ayurvedic system of medicine, 47.7% informed that they were already aware of Ayurvedic system of medicine, 13.6% mentioned that they were informed by other patients, 11.4% reported that they were informed by neighbours and another 11.4% informed that they were referred by doctors in earlier occasion (Table – 20).
- Out of above 44 patients, 79.5% patients expressed the views that they suggest others for taking Ayurvedic treatment. (Ref. Table – 21).

3. Profile of Ayurvedic Doctors (Ref. Table-22)

- Total 15 doctors were working in 21 Ayurvedic Dispensaries. Out of 15 doctors, 9 were working at 9 Ayurvedic Dispensaries and remaining 6 doctors were working at 12 Ayurvedic Dispensaries on alternative day basis.
- Out of 15 doctors working in 21 Ayurvedic Dispensaries, 11 doctors were BAMS, MD, 2 were BIMS, one was BAMS,MS and the remaining one was BAMS, MD, Ph.D.
- 8 Doctors were males and 7 were females.
- 3 Doctors were in the age group of 25-30 years, 8 were in the age group of 30-40 years and the remaining 4 were in the age group of 50-60 years.

- Out of 21 Ayurvedic dispensaries, the doctor incharge of 16 dispensaries informed that their dispensaries were being utilized optimally. The doctor incharges of 5 dispensaries informed that their dispensaries were not being utilized optimally because of lack of awareness, shortage of medicine, lack of auxiliary facilities, insufficient staff, availability of doctors on alternative days etc.

4. **Basic and Infrastructural Facilities available in Ayurvedic Dispensaries (Ref. Table-23)**

Out of 21 Ayurvedic Dispensaries surveyed: -

- Sufficient drinking water was available only in 12 dispensaries.
- Proper toilet was available in 10 dispensaries.
- Sufficient sitting arrangements were available in 11 dispensaries.
- Sufficient fans in the patients waiting space were available in 14 dispensaries. Fans were not sufficient in the dispensaries at Gulabi Bagh, Ashok Vihar, Jagatpuri, Yamuna Vihar and those running at BJR Hospital, RTRM Hospital and LN Hospital.
- Out of 21 Ayurvedic dispensaries, overall infrastructural facilities was informed as Poor by 9 doctor incharges, Satisfactory by another 9 doctor incharges and Very Good by the remaining 3 doctor incharges (at I.P. Extension, Hedgewar Hospital and Dwarka Dispensaries).
- 18 Ayurvedic dispensaries were running with Govt. Hospitals/Dispensaries and the remaining 3 were running in Govt. flat at Timarpur, Sanatan Dharma Mandir at Jagatpuri and Multi Purpose Community Centre at Meethapur.
- 2 doctor incharges out of 18 dispensaries running with Govt. Hospitals/Dispensaries expressed coordination problem relating to sweeping and security arrangements.
- Adequate space were available only in 7 dispensaries.

5. Staff Position in Ayurvedic Dispensaries (Ref. Table-24)

- Out of 15 Ayurvedic Doctors, 6 were working on alternative day basis in 12 Ayurvedic dispensaries and remaining 9 doctors were working in 9 Ayurvedic Dispensaries.
- All the 21 Ayurvedic dispensaries were found without Pharmacists.
- 17 Nursing Orderlies were working in 17 out of 21 Ayurvedic dispensaries.
- One Masseur was working in the Panch Karma Unit of LN Hospital.
- 7 Doctors reported visiting the Head Quarters (HQs) monthly, 5 reported such visit weekly, 2 reported such visit the HQs fortnightly and one Doctor reported visiting the HQs. 2 to 3 times in a week.
- Out of 15 Doctors, 14 informed that there is no alternate arrangement in case of their sudden leave and in such case, the Nursing Orderly repeated the medicines to the old patients and new patients were not attended.
- The distance of nearest Ayurvedic dispensary was reported in the range of 3 Km by 9 doctor incharges, 3 to 6 Km by 7 dispensary incharges, 6 to 9 Km by one dispensary incharge, 9 to 12 Km by 3 dispensary incharges and one Dispensary incharge (i.e. at Meethapur) stated the range at more than 12 Km.

6. Medical Services provided by Ayurvedic Dispensaries (Ref. Table-25)

- All the 21 Ayurvedic dispensaries maintained the register for patients.
- The 21 doctor incharges informed that patients name, age & sex were being maintained in the register. However, 19 of them informed that full address of patients was not being maintained.
- Out of 15 Doctors, 13 reported spending upto 10 minutes and the remain 2 reported taking 10-15 minutes for the examination of a general patients.
- For chronic disease, 5 doctors reported spending upto 10 minutes, another 5 reported taking 10-15 minutes and remaining 5 reported spending more than 15 minutes. Thus the doctors spent more time in case of chronic patients.
- Out of 21 dispensaries, the incharges of 15 Dispensaries informed that medicines were generally available in the dispensary. However, the incharges of remaining 6 Dispensaries informed that medicines were sometimes not available with them.

- Diagnostic test facilities were not available in any of the 21 Ayurvedic dispensaries. However, the doctor incharges of 21 dispensaries informed that when diagnostic tests were required, such cases were referred by them to the nearby Allopathic Hospital/Dispensary.
- 20 out of 21 Dispensary incharges informed that the response of the Allopathic Doctors in regard to diagnostic test was co-operative.

7. **Opinion of Ayurvedic Doctors regarding the type of Patients visiting their Dispensaries (Ref. Table-26)**

- Out of 21 Ayurvedic dispensaries, 11 dispensary incharges were not satisfied with the basic facilities being provided to staff and patients.
- All the 15 doctors working in 21 Ayurvedic dispensaries were of the opinion that the Govt. should open more Ayurvedic dispensaries.
- 6 out of 15 Ayurvedic doctors informed that Ayurvedic system of medicine is popular. The remaining 9 doctors were not of the same opinion who suggested that steps like wide publicity/awareness programme about the positive aspects of Ayurvedic medicines, encouraging the students to opt for Ayurvedic system as their career option etc. may be necessary to make this system more popular.
- 15 dispensary incharges informed that maximum patients visited their dispensaries were females. Whereas 4 dispensary incharges informed that their maximum patients were males. The patients in case of remaining two dispensaries were reported as equally male and female.
- Majority of the patients visited the dispensary belonged to the age of 20-60 years.
- Among the patients of various diseases visited the 21 Ayurvedic dispensaries, maximum cases of Gastro Intestinal disorder was reported in 8 Dispensaries followed by Arthirtis in 5 Dispensaries, Respiratory problem in 4 Dispensaries and Skin diseases in remaining 4 Dispensaries.
- Maximum patients visited the Ayurvedic dispensaries were from poor class of the society.

8. View of Allopathic Dispensary Doctors about Ayurvedic Dispensaries (Ref. Para 4.9)

- Incharges of 4 Allopathic dispensaries out of 9 which were running with the Ayurvedic dispensaries informed that functioning of Ayurvedic dispensaries in their premises reduced their patients crowd. The remaining 5 doctor incharges were not of the same view.
- Out of above 9 Doctor incharges of Allopathic dispensaries, 7 informed that there was no co-ordination problem relating to sharing of basic infrastructure facilities with the Ayurvedic dispensary. Only 2 Doctor incharges expressed the problem relating to accommodation, over crowding, toilet and sanitation etc.

9. Views of MS/DMS/Incharge of Main Allopathic Hospital about Ayurvedic Dispensary (Ref. Para 4.10)

- The incharges of 7 Hospitals, out of 9 where Ayurvedic dispensaries were functioning informed that running of Ayurvedic dispensaries in their premises was helpful in reducing their patients crowd to some extent.
- Further, out of above 9 Hospital incharges, 8 informed that there was no co-ordination problem relating to sharing of basic infrastructure facilities with the Ayurvedic dispensaries running in their premises.

10. Number of Patients utilized the services of Ayurvedic Dispensaries (Ref. Table-27)

| S.No. | Year | Total No. of Disp. | Total No. of Patients | Av. No. of Patients per dispensary Per Day |
|-------|---------|--------------------|-----------------------|--|
| 1 | 2002-03 | 17 | 291871 | 58 |
| 2 | 2003-04 | 19 | 315147 | 56 |
| 3 | 2004-05 | 21 | 352786 | 57 |

The Average number of patients per dispensary per day was 58 in 2002-03, 56 in 2003-04 and 57 in 2004-05. The average patients decreased due to the reason that two dispensaries in 2003-04 and one dispensary in 2004-05 were opened at the fag end of the financial year.

11. **Number of Patients utilized the services of Allopathic Dispensaries (Ref. Table-28)**

| S.No. | Year | Total No. of Disp. | Total No. of Patients | Av. No. of Patients per dispensary Per Day |
|-------|---------|--------------------|-----------------------|--|
| 1 | 2003-04 | 177 | 7644298 | 146 |
| 2 | 2004-05 | 182 | 8779224 | 164 |

The average number of patients per Allopathic dispensary per day was 146 in 2003-04 and 164 in 2004-05. Thus, the patients rush in Ayurvedic dispensary was more.

12. **Staff Cost Per Patient (Ref. Table 29)**

- On the basis of information of salary on staff in Ayurvedic dispensaries supplied by the Directorate of ISM&H, the average staff cost per patient comes out to Rs.18.06 in 2003-04 and Rs.20.64 in 2004-05.
- Based on the information of salary on staff in all Allopathic dispensaries of Delhi Govt. as provided by the Directorate of Health Services (DHS), the average staff cost per patient comes out to Rs.45.23 in 2003-04 and Rs.45.83 in 2004-05. Thus, the average staff cost per patient in case of Ayurvedic dispensaries was less than half of the staff cost per patient in case of Allopathic dispensaries. The main reason for the same is that a number of posts were left vacant in case of Ayurvedic dispensaries. (Ref. Table-24).

CHAPTER - 7

RECOMMENDATIONS

1. Out of 21 Ayurvedic dispensaries, doctors were available to 12 dispensaries on alternative day basis due to shortage of doctors. Adequate Ayurvedic doctors may be provided in each dispensary.
2. All the 21 Ayurvedic dispensaries were functioning without pharmacists whereas 15 Ayurvedic Pharmacists posts are sanctioned. These posts may be filled up immediately because doctors are depending on Nursing Orderly for distributing the medicines.
3. As against 12 sanctioned posts of Nursing Orderlies (N.Os), 17 were working in 17 Ayurvedic Dispensaries. As such, at least 4 N.Os may be arranged so as to cover all the 21 dispensaries.
4. One Masseur is working at the Panch Karma Unit of LN Hospital against 4 sanctioned posts of Masseurs. The remaining 3 posts may be filled up.
5. As per the field survey, about 84% of the patients getting Ayurvedic treatment have reported progressing satisfactorily after 4th or more visits. About 87% of the patients under Ayurvedic treatment have expressed their overall satisfaction with the prescriptions and medicines given by the doctors. Further, a majority of 99% of the patients getting Ayurvedic treatment were in favour of opening more Ayurvedic dispensaries. Hence, more Ayurvedic dispensaries may be opened in Delhi.
6. Each Ayurvedic dispensary may organize 'Health Check up Camps' twice a year at some prominent place to create awareness among general public. In such camps students of nearby schools/colleges may also be involved. This system will popularize the Ayurvedic system of medicine.

7. Each Ayurvedic dispensary should be visited by Senior officer to know the availability of medicines in sufficient quantity, to check the expiry date and condition of the medicines, because in 6 dispensaries it was reported that medicines were sometimes not available.
8. Suggestion box should be kept in all Ayurvedic dispensaries to know the patient's views regarding existing Ayurvedic dispensaries for the improvement in the quality of services being provided to the patients of Delhi.
9. It has been observed that sufficient fans for patients were not available in 6 Ayurvedic dispensaries at LN Hospital, BJR Hospital, RTRM Hospital, Yamuna Vihar, Ashok Vihar and Gulabi Bagh Dispensaries. Sufficient rooms for Doctors, Pharmacist, Store/Storekeeper and Verandah/Lobby/Shed for waiting purpose for patients with fans and proper lighting arrangement should be provided.
10. Name of the Ayurvedic dispensary alongwith the timing and working days should be displayed at the main entrance of each Ayurvedic dispensary. This system will create more awareness among the local people.
11. Basic facilities such as drinking water, proper toilets, proper sitting arrangements, sufficient fans etc. may be provided in the Ayurvedic dispensaries as shown in Annexure-I. For this purpose regular inspection by the concerned officers /staff of the Dte. of ISM&H / H.Qtrs. should be carried out.
12. Some doctors visit H.Qtrs. weekly and some visit fortnightly/monthly as shown in Annexure-I. Hence, it is suggested that all doctors should visit the H.Qtrs. either fortnightly or monthly after dispensary hours.

13. Maximum Ayurvedic dispensaries i.e. 16 out of 21 are situated/setup within the range of 6 Km as shown in Annexure-I. It is, therefore, suggested that new dispensaries should be opened in the range of more than 10 Km.
14. The Timarpur Ayurvedic dispensary situated at about 60-70 meters apart from the Allopathic Dispensary may be shifted in the premises of the Allopathic Dispensary at Timarpur.
15. Sufficient space and adequate number of Panch Karma specialists with latest medical equipments may be provided at LN Hospital Panch Karma Unit so as to make it fully functional.

**List of 21 Ayurvedic dispensaries showing their existing characteristics /
availability of basic infrastructure facilities**

| S. No. | Name of the Dispensaries | Sufficient Drinking Water | Proper Toilet | Sufficient Sitting Arrangement | Sufficient Fans | Status of Disp. Bldg. | | Present Available Space adequate | Doctor working on alternate days basis | Pharmacists available in Dispensary |
|--------|---|---------------------------|---------------|--------------------------------|-----------------|-----------------------------------|-------|----------------------------------|--|-------------------------------------|
| | | | | | | Running with Govt. Hospital/ Disp | Other | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 1 | IP Extension Opened in March, 2005 | ✓ | ✓ | ✓ | ✓ | ✓ | | x | @ | x |
| 2 | Gautampuri | ✓ | ✓ | ✓ | ✓ | ✓ | | x | @ | x |
| 3 | LBS Hospital | x | x | ✓ | ✓ | ✓ | | x | ✓ | x |
| 4 | LN Hospital (Panch karma Unit) | x | x | x | x | ✓ | | x | ✓ | x |
| 5 | GTB | ✓ | ✓ | ✓ | ✓ | ✓ | | x | @ | x |
| 6 | Vasundhra Enclave Opened in April., 2004 | ✓ | ✓ | ✓ | ✓ | ✓ | | x | @ | x |
| 7 | BJRM Hospital Jahangirpuri | ✓ | x | x | x | ✓ | | x | ✓ | x |
| 8 | Meethapur | ✓ | x | x | ✓ | x | ✓ | x | @ | x |
| 9 | RTRM Hospital Jaffarpur | x | x | x | x | ✓ | | x | ✓ | x |
| 10 | DDU Hospital | ✓ | ✓ | ✓ | ✓ | ✓ | | x | @ | x |
| 11 | Dr. BS Amb. Hospital | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ | x |
| 12 | Dr. Hedgewar Arogay Sansthan | ✓ | ✓ | ✓ | ✓ | ✓ | | x | ✓ | x |
| 13 | MBH Puth khurd | x | ✓ | x | ✓ | ✓ | | ✓ | ✓ | x |
| 14 | Sector -19, Dwarka Opened in March., 2004 | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | ✓ | x |
| 15 | Yamuna Vihar | x | x | x | x | ✓ | | x | @ | x |
| 16 | Ashok Vihar | x | x | x | x | ✓ | | ✓ | @ | x |
| 17 | Gulabi Bagh | ✓ | x | x | x | ✓ | | ✓ | @ | x |
| 18 | Sunder Nagri | ✓ | ✓ | ✓ | ✓ | ✓ | | ✓ | @ | x |
| 19 | Jagatpuri | x | x | ✓ | ✓ | x | ✓ | x | @ | x |
| 20 | Timarpur | x | x | x | ✓ | x | ✓ | x | ✓ | x |
| 21 | Khazoori Khas Opened in Feb., 2004 | x | x | x | ✓ | ✓ | | ✓ | @ | x |

@ Doctor working in alternative day basis.

Annexure-I (Contd...)

| S.No. | Name of Dispensaries | Nursing Orderly (N.O.) working | Medicines are generally available | If medicines are available, are the same provided to patients as per requirement | Doctors visits at HQ | | | |
|-------|--------------------------------|--------------------------------|-----------------------------------|--|----------------------|--------|-------------|---------|
| | | | | | 2-3 times in a week | Weekly | Fortnightly | monthly |
| 1 | 2 | 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 1 | I.P. Exten. | ✓ | ✓ | ✓ | | ✓ | | |
| 2 | Gautam Puri | ✓ | ✓ | ✓ | | ✓ | | |
| 3 | LBS Hosp. | ✓ | ✓ | ✓ | | ✓ | | |
| 4 | LN Hospital (Panch Karma Unit) | x | ✓ | ✓ | | | | ✓ |
| 5 | GTB | ✓ | ✓ | ✓ | | ✓ | | |
| 6 | Vasundhara Enclave | ✓ | x | | | | ✓ | |
| 7 | BJRM Hosp. | ✓ | ✓ | ✓ | | | ✓ | |
| 8 | Meethapur | ✓ | x | | | ✓ | | |
| 9 | RTRM Hosp | x | ✓ | ✓ | | | | ✓ |
| 10 | DDU Hopital | ✓ | ✓ | ✓ | | ✓ | | |
| 11 | Dr.BSA Hosp. | ✓ | ✓ | ✓ | | | | ✓ |
| 12 | Dr.Hedgewar Arogay Sansthan | x | x | | ✓ | | | |
| 13 | MBH Puth Khurd | ✓ | ✓ | ✓ | | ✓ | | |
| 14 | Sector-19 Dwarka | ✓ | ✓ | ✓ | | | | ✓ |
| 15 | Yamuna Vihar | ✓ | ✓ | ✓ | | | | ✓ |
| 16 | Ashok Vihar | ✓ | ✓ | ✓ | | | | ✓ |
| 17 | Gulabi Bagh | ✓ | ✓ | ✓ | | | | ✓ |
| 18 | Sunder Nagri | ✓ | x | | | ✓ | | |
| 19 | Jagat Puri | ✓ | x | | | | ✓ | |
| 20 | Timar Pur | ✓ | x | | | | | ✓ |
| 21 | Khazoori Khas | @ | ✓ | ✓ | | | | ✓ |

@ Here the N.O. of Yamuna Vihar dispensary was reported working on alternative day basis.

Annexure-I (Contd...)

| S.No. | Name of Dispensaries | Distance of nearest dispensary | | | | |
|-------|-----------------------------------|--------------------------------|--------|--------|---------|-------------|
| | | Upto 3 Km | 3-6 Km | 6-9 Km | 9-12 Km | Above 12 Km |
| 1 | 2 | 19 | 20 | 21 | 22 | 23 |
| 1 | I.P. Exten. | ✓ | | | | |
| 2 | Gautam Puri | ✓ | | | | |
| 3 | LBS Hosp. | | ✓ | | | |
| 4 | LN Hospital (Panch Karma Unit) | ✓ | | | | |
| 5 | GTB | ✓ | | | | |
| 6 | Vasundhara Enclave | ✓ | | | | |
| 7 | BJRM Hosp. | | | ✓ | | |
| 8 | Meethapur | | | | | ✓ |
| 9 | RTRM Hosp | ✓ | | | | |
| 10 | DDU Hospital | | | | ✓ | |
| 11 | Dr.BSA Hosp. | | | | ✓ | |
| 12 | Dr.Hedgewar Arogay Sansthan | ✓ | | | | |
| 13 | MBH Puth Khurd | ✓ | | | | |
| 14 | Sector-19 Dwarka | | | | ✓ | |
| 15 | Yamuna Vihar | | ✓ | | | |
| 16 | Ashok Vihar | | ✓ | | | |
| 17 | Gulabi Bagh | | ✓ | | | |
| 18 | Sunder Nagri | | ✓ | | | |
| 19 | Jagat Puri | ✓ | | | | |
| 20 | Timar Pur | | ✓ | | | |
| 21 | Khazoori Khas | | ✓ | | | |

Annexure-I

| S.No. | Name of Dispensaries | Average No. of Patients visiting the dispensary in a day | | | | |
|-------|-----------------------------------|--|-------|-------|--------|------|
| | | Upto 40 | 40-60 | 60-80 | 80-100 | >100 |
| 1 | 2 | 24 | 25 | 26 | 27 | 28 |
| 1 | I.P. Exten. | ✓ | | | | |
| 2 | Gautam Puri | | | | ✓ | |
| 3 | LBS Hosp. | | | | | ✓ |
| 4 | LN Hospital (Panch Karma Unit) | ✓ | | | | |
| 5 | GTB | | | | | ✓ |
| 6 | Vasundhara Enclave | | | ✓ | | |
| 7 | BJRM Hosp. | | | ✓ | | |
| 8 | Meethapur | | ✓ | | | |
| 9 | RTRM Hosp | | ✓ | | | |
| 10 | DDU Hospital | | | | ✓ | |
| 11 | Dr.BSA Hosp. | | | ✓ | | |
| 12 | Dr.Hedgewar Arogay Sansthan | | | | | ✓ |
| 13 | MBH Puth Khurd | | | ✓ | | |
| 14 | Sector-19 Dwarka | | ✓ | | | |
| 15 | Yamuna Vihar | | | ✓ | | |
| 16 | Ashok Vihar | | ✓ | | | |
| 17 | Gulabi Bagh | | | ✓ | | |
| 18 | Sunder Nagri | | | | ✓ | |
| 19 | Jagat Puri | | ✓ | | | |
| 20 | Timar Pur | ✓ | | | | |
| 21 | Khazoori Khas | | ✓ | | | |

Evaluation Study to Assess the Efficacy of Existing Ayurvedic Dispensaries

Questionnaire for patients (beneficiaries) getting Ayurvedic Treatment

Name and address of
Ayurvedic dispensary :.....

Date of interview:

Days of functioning

Year of Establishment:

Working hours

| <u>Block A : General Information</u> | |
|--|--|
| <u>1. Patient's Profile</u> | |
| 1.1 Name of patient | |
| 1.2 Sex | Male / Female |
| 1.3 Age |Years |
| 1.4 Residential address from where he/she has come to the dispensary and distance from house | Address Distance.....(in kms) |
| 1.5 Occupation/profession of the patient | Self employed/Govt. job/Pvt. job/ Un-employed/Pensioner / housewife / Student/ any other (pl. specify) |
| 1.6 Monthly income of the family | Rs.....per month |
| 1.7 Monthly medical expenditure of the family | Rs..... per month |
| 1.8 Educational qualification of patient | Illiterate/Primary/Middle/Secondary/Sr. Secondary/Graduate/Diploma Holder/P.G. or above |

| <u>Block B : Patient's Care & Satisfaction</u> | |
|--|--|
| 2. Who informed you about the Ayurvedic Dispensary | Already aware / public / other patient / neighbour / referred by doctors / friends & relatives / any other (pl. specify) |
| 3. Whether you visited the dispensary earlier If Yes, when did you last visit the dispensary | Yes/No Before.....days/a week/a fortnight / a month/two months/ 3 months / 6 months / 1 year / any other (pl. specify) |
| 4. Name of the disease for which you are getting Ayurvedic Treatment | Gastro Intestinal Disorder/ Liver Disorder / Respiratory diseases / Kidney/Urinary Diseases / Infectious Diseases / Heart Diseases / Cancer / Skin Diseases / Arthritis / Piles / Fistula / Psychosomatic Diseases /Gynaecological Discords / Old age problem / Diseases of Children / Other (pl. specify) |
| 5. Number of visits to this dispensary for the treatment of this disease 5.1 If 2 or more visits then ; (a) Progress with the present treatment (i) at the time of 2 nd visit (ii) at the time of 3 rd visit (iii) at the time of 4 th or more visit (b) Are you over all satisfied with the prescription and medicines given by the doctor | 1 visit / 2 visits / 3 visits/ 4 or more visits Too short to comment / progressing satisfactorily / not satisfactorily Too short to comment / progressing satisfactorily / not satisfactorily Too short to comment / progressing satisfactorily / not satisfactorily Yes/No |
| 6. Whether the basic facilities such as sitting arrangement, drinking water, toilets, etc. in the premises of Dispensary are satisfactory | Yes / No |
| 7. What is the waiting time for a patient before being attended by the Doctor | Almost 15 minutes / 16-30 minutes / more than half an hour / more than an hour / any other (pl. specify) |

| | |
|---|---|
| 8. Whether the behaviour of doctor and other staff members were conducive | Yes / No |
| 9. Whether the location of the Dispensary is easily accessible | Yes / No |
| 10. Whether you ever been prescribed for diagnostic test by the Doctor If Yes, from where you have got it done If not done, the reasons thereof | Yes/No Govt. Lab/Pvt. Lab/Not Done Costly / Lab at far distance / any other (pl. specify) |
| <u>Block C : Patient's Opinion about Ayurvedic System of Medicine</u> | |
| 11. Do you prefer Ayurvedic medicine than that of other systems of medicine If Yes, the reasons for preference of Ayurvedic Medicine If no, then ask the reasons thereof | Yes/No Indigenous medicine / less side effect / cheap / effective for chronic diseases / faith in the system / past experience / any other (pl. specify) Practitioner, Doctor or Vaidh not available / slow progress / medicines not easily available / no faith/ any other (pl. specify) |
| 12. What is your order of preference in respect of various systems of medicine like Homeopathic, Allopathic, Ayurvedic, Unani | 1 st, 2 nd, 3 rd, 4 th |
| 13. Would you like to convince/encourage others (friends/relatives -patients etc.) for getting treatment under Ayurvedic System | Yes/ No |
| 14. Do you feel that the Govt. should open more Ayurvedic Dispensaries for providing Health Care Facilities to the public in Delhi If Yes, the reasons therefor If No, the reasons therefor | Yes/No |

| | |
|---|--|
| <p>15. What is your suggestion regarding (a) improvement in quality of Health Care Services provided by the dispensary (b) improvement in basic facilities in the dispensary</p> | <p>.....</p> |
| <p>16. Observation of investigating officer</p> | <p>----- ----- -----</p> |

**Name and Signature of
Investigating Officer**

Evaluation Study to Assess the Efficacy of Existing Ayurvedic Dispensaries

Questionnaire for Doctor/Incharge of Ayurvedic Dispensary

Name and address of
Ayurvedic dispensary :.....

Date of interview:

Days of functioning

Year of Establishment:

Working hours

| | |
|---|---|
| <u>Block A : General Information</u> | |
| <u>1. Doctor's Profile</u> | |
| 1.1 Name of Doctor | |
| 1.2 Professional Qualification | |
| 1.3 Sex | Male / Female |
| 1.4 Age |Years |
| 2. Whether the dispensary is optimally utilized by the patients, If No, what is the reason for underutilization | Yes/No Lack of awareness / shortage of medicines / lack of auxiliary facilities / insufficient staff / any other (pl. specify) |
| <u>Block B : Regarding Basic & Infrastructure Facilities</u> | |
| 3. Whether the following infrastructure are available for patients (a) Sufficient Drinking Water (b) Proper Toilet (c) Sufficient sitting arrangement (d) Sufficient fans for the patients waiting for treatment 3.1 How do you grade the overall infrastructure facilities provided | Yes/No Yes/No Yes/No Yes/No Poor / satisfactory/very good |

Annexure-III (Contd...)

| <p>4. Status of dispensary building</p> <p>4.1 If sharing with Govt. Hospital/dispensary then; whether you feel any problem for coordination with the main Hospital/Dispensary in which premises you have been provided space.</p> <p>If Yes, the coordination problem pertains to</p> | <p>Own/rented/sharing with Govt. Hospital or dispensary/ any other (pl. specify)</p> <p>Yes/No</p> <p>Sweeping system/Security System/Drinking Water/Toilet/Electricity/Maintenance of room etc./ Any other (pl. specify)</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|--------------|-------------|------------------|-----------------------|-----------------------|---------------------------|---------------------------|--|--|------------|-----------|--|--|--|--|----------|--|--|--|--|--|--|--|----------|--|--|--|--|--|--|--|----------|--|--|--|--|--|--|--|----------|--|--|--|--|--|--|--|--|
| <p>5. Whether the present available space with Ayurvedic Dispensary is adequate If No, additional requirements</p> | <p>Yes/No</p> <p>No. of rooms..... / any other (pl. specify)</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>6. Which type of Agency is providing security, Sanitation services in the premises</p> | <p>Govt./private/any other (pl. specify)</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>7. (a) <u>Details of Staff at Dispensary</u></p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width:5%;">S.No.</th> <th style="width:20%;">Name of Post</th> <th colspan="2" style="width:25%;">No. of post</th> <th style="width:10%;">On Regular Basis</th> <th style="width:15%;">Scale of Pay (in Rs.)</th> <th style="width:10%;">On Contract basis</th> <th style="width:15%;">Consolidated pay (in Rs.)</th> </tr> <tr> <td></td> <td></td> <th style="width:10%;">Sanctioned</th> <th style="width:15%;">Filled up</th> <td></td> <td></td> <td></td> <td></td> </tr> </thead> <tbody> <tr> <td align="center">1</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td align="center">2</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td align="center">3</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td align="center">4</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> | S.No. | Name of Post | No. of post | | On Regular Basis | Scale of Pay (in Rs.) | On Contract basis | Consolidated pay (in Rs.) | | | Sanctioned | Filled up | | | | | 1 | | | | | | | | 2 | | | | | | | | 3 | | | | | | | | 4 | | | | | | | | |
| S.No. | Name of Post | No. of post | | On Regular Basis | Scale of Pay (in Rs.) | On Contract basis | Consolidated pay (in Rs.) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Sanctioned | Filled up | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>(b) Do you feel any problem in getting your leave sanctioned</p> | <p>Yes/No</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>(c) In case of your sudden leave from dispensary whether the H.Qs. makes any alternate arrangement.</p> <p>If No, how the patients are treated</p> | <p>Yes/No</p> <p>.....</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | |
|---|--|
| (d) Name of other nearest Ayurvedic dispensary | |
| Its distance from this dispensary | Distance.....KMs |
| (e) How frequently you visit the H.Qs. | Daily /2 or 3 times in a week / weekly / fortnightly / monthly / any other (pl. specify) |
| <u>Block C : Regarding Medical Services Rendered by Dispensary</u> | |
| 8. Do you maintain any record for registration of patients | Yes/No |
| If Yes, whether the record provides details of | |
| (a) Full address of the patient | Yes/No |
| (b) Age of patient | Yes/No |
| (c) Sex of patient | Yes/No |
| (d) Any other (pl. specify) | |
| 9. Average consulting time per patient | |
| (a) General Patient |minutes |
| (b) Chronic patient |minutes |
| 10. (a) Whether medicines are generally available in the dispensary | Yes/No |
| (b) If Yes, whether the medicines are provided to patients as per requirement? | Yes/No |
| If No, what is the reasons for non-providing medicines to patients. | |
| (c) Whether diagnostic facilities are available | Yes /No |
| (i) If No, whether these are desirable in the Ayurvedic dispensary. | Yes/No |
| (ii) If Yes, do you refer the diagnostic cases to allopathic dispensary / hospital in the same premises | Yes/No |
| If Yes, whether they are co-operative | Yes/No |
| 11. In your opinion | |
| (a) Are you satisfied with the basic facilities provided to the staff and patients | Yes/No |
| If No, what improvement you suggest | |
| (b) Should the Govt. open more Ayurvedic Dispensaries | Yes/No |
| If Yes, what are the reasons | |
| (c) Does the Ayurvedic system of medicine is more popular than other system of medicines | Yes/No |

| | |
|---|---|
| <p>If No, what steps are to be taken to make Ayurvedic System more popular</p> <p>(d) How do you grade Allopathy, Homoeopathy, Ayurveda, Unani in order of popularity</p> | <p>Proper awareness/ positive aspect of Ayurvedic system should be given wide publicity / Ayurvedic Health Camp should be organized / encourage the students to opt Ayurvedic system as their career option / any other (pl. specify)</p> <p>1st 2nd 3rd 4th</p> |
| <p>12. As per your experience in this dispensary maximum number of patients visited pertain to</p> <p>(a) Sex-wise (b) Age group-wise (c) Disease-wise</p> <p>(d) Economic Status -wise</p> | <p>Male /Female ----to ----Yrs Gastro Intestinal Disorder/ Liver Disorder / Respiratory diseases / Kidney/Urinary Diseases / Infectious Diseases / Heart Diseases / Cancer / Skin Diseases / Arthritis / Piles / Fistula / Psychosomatic Diseases / Gynecological Discords / Old age problem / Diseases of Children /Any other (pl. specify) Poor / Middle/Higher</p> |
| <p>13. Average number of patients visiting the Dispensary in a Day.</p> | <p>No. of patients</p> |
| <p>14. Suggestions to improve efficacy of the dispensary</p> <p>(a) Regarding Medical Services being rendered</p> <p>(b) Regarding basic and infrastructural facilities</p> | <p>.....</p> |
| <p>15. Observations of Investigating Officer</p> | <p>.....</p> |

Name and Signature of Investigating Officer

Evaluation Study to Assess the Efficacy of Existing Ayurvedic Dispensaries
Questionnaire for patients taking treatment from Allopathic Dispensaries

Name and address of Allopathic dispensary Date of interview:

Days of functioning Year of Establishment:

Working hours

| | |
|--|---|
| <u>Block A : General Information</u> | |
| 1. <u>Patient's Profile</u> | |
| 1.1 Name of patient | |
| 1.2 Sex | Male / Female |
| 1.3 Age |Years |
| 1.4 Residential address from where he/she has come to the dispensary and distance from house | Address Distance.....(in kms) |
| 1.5 Occupation/profession of the patient | Self employed/Govt. job/Pvt. job/ Un-employed/Pensioner / housewife / Student/ any other (pl. specify) |
| 1.6 Monthly income of the family | Rs.....per month |
| 1.7 Monthly medical expenditure of the family | Rs..... per month |
| 1.8 Educational qualification of patient | Illiterate/Primary/Middle/Secondary/Sr. Secondary/Graduate/Diploma Holder/P.G. or above |
| <u>Block B : Patient's Care & Satisfaction</u> | |
| 2. Name of the disease for which you are getting Allopathic treatment | Gastro Intestinal Disorder/ Liver Disorder / Respiratory diseases / Kidney/ Urinary Diseases / Infectious Diseases / Heart Diseases / Cancer / Skin Diseases / Arthritis / Piles / Fistula / Psychosomatic Diseases/ Gynecological Disorders/ Old age problem / Diseases of Children/ Any other (pl. specify) |
| 3. Number of visits to this dispensary for the treatment of this disease | 1 visit / 2 visits / 3 visits /4 or more visits |
| 3.1 If 2 or more visits then; (a) Progress with the present treatment (i) at the time of 2 nd visit | Too short to comment / progressing satisfactorily / not satisfactorily |
| (ii) at the time of 3 rd visit | Too short to comment / progressing satisfactorily / not satisfactorily |

Annexure-IV

| | |
|---|---|
| (iii) at the time of 4 th or more visit | Too short to comment / progressing satisfactorily / not satisfactorily |
| (b) Are you over all satisfied with the prescription and medicines given by the doctor | Yes /No |
| 4. Whether the basic facilities such as sitting arrangement, drinking water, toilets, etc. in the premises of Dispensary are satisfactory | Yes / No |
| 5. What is the waiting time for a patient before being attended by the Doctor | Atmost 15 minutes / 16-30 minutes / more than half an hour / more than a hour / any other (pl. specify) |
| 6. Whether the behaviour of doctor and other staff members were conducive | Yes / No |
| 7. Whether the location of the Dispensary is easily accessible | Yes / No |
| <u>Block C : Patient's awareness about Ayurveda</u> | |
| 8. Do you aware of any other system of medicine / treatment | Yes / No |
| If Yes, names of those systems | Homoeopathic / Ayurvedic / Unani / Naturopathy / any other (pl. specify) |
| If aware of Ayurvedic system of medicine, then | |
| (a) The source of awareness | Already aware / other patient / family members / neighbours / friends/ relatives / referred by doctors / newspaper / T.V./ radio/ pamphlets / any other (pl. specify) |
| (b) Would you prefer to undertake such treatment latter on for yourself or suggest others for such treatment | Yes / No |
| If Yes, then the reasons for the same | Indigenous medicine / less side effect / cheap / any other (pl. specify) |
| If No, then the reasons for the same | Practitioner, Doctor or Vaidh not available / slow progress / medicines not easily available / no faith / any other (pl. specify) |
| 9. Overall, in your option which is the best system of medicine | |
| 10. Any suggestions by the patient for promotion of Ayurvedic System of Medicine | |
| 11. Observation of investigating officer | ----- ----- |

**Name and Signature of
Investigating Officer**

Evaluation Study to Assess the Efficacy of Existing Ayurvedic Dispensaries

Views of Incharge of Allopathic Dispensary

Name and address of
Allopathic Dispensary :.....

Date of interview:

Days of functioning

Year of Establishment:

Working hours

| | |
|---|---|
| <u>Block A : General Information</u> | |
| <u>Profile of Incharge of the Dispensary</u> | |
| 1.1 Name of Incharge | |
| 1.2 Professional Qualification | |
| 1.3 Sex | Male / Female |
| 1.4 Age |Yrs. |
| <u>Block B : Views About Ayurvedic Dispensary</u> | |
| 2. Whether it is beneficial to run Ayurvedic Dispensary from the premises of the Allopathic Dispensary If No, the reason therefor | Yes/No |
| 3. Whether you feel the presence of Ayurvedic Dispensary in the same premises is helpful in reducing the number of patients on allopathic system | Yes/No |
| 4. Whether there is any problem pertaining to coordination / sharing of basic amenities and infrastructural facilities with Ayurvedic Dispensary If Yes, the reason/problem relates to | Yes/No Water / electricity/ toilets and sanitation/ furniture/ accommodation / sharing of diagnostic facilities/ any other |
| 5. Overall, in your opinion whether the ayurvedic dispensary should run in | Same premises / Separate premises |
| 6. Average No. of patients visiting the Dispensary in a day. | No. of patients..... |
| 7. Observations of Investigating Officer | |

**Name and Signature of
Investigating Officer**

Evaluation Study to Assess the Efficacy of Existing Ayurvedic Dispensaries**Views of MS/DMS/Incharge of Main Allopathic Hospital**Name and address of
Allopathic Hospital:

Date of interview:

Days of functioning

Year of Establishment:

Working hours

| <u>Block A : General Information</u> | |
|---|--|
| 1 <u>MS/DMS/Incharge's Profile</u> | |
| Name of MS/DMS/Incharge | |
| <u>Block B : Views About Ayurvedic Dispensary</u> | |
| 2. Whether it is beneficial to run Ayurvedic Dispensary from the premises of this Hospital If No, the reason therefor | Yes/No |
| 3. Whether you feel the presence of Ayurvedic Dispensary in the same premises is helpful in reducing the number of patients on allopathic system | Yes/No |
| 4. Whether there is any problem pertaining to coordination / sharing of basic amenities and infrastructural facilities with Ayurvedic Dispensary If Yes, the reason/problem relates to | Yes/No Water / electricity/ toilets and sanitation/ furniture / accommodation /sharing of diagnostic medical facilities / any other |
| 5. Overall, in your opinion whether the Ayurvedic Dispensary should run in | Same premises / Separate premises |
| 6. Observations | |

Name and Signature of
Investigating Officer