

# PATIENT FEEDBACK SYSTEM

Institute has automated machine system for reporting of all patients

Feedback is presented on daily basis to Director -Pg studies and a note of all the patient complaints and suggestions are made

It is thereby forwarded to the faculty and Post graduates on daily basis

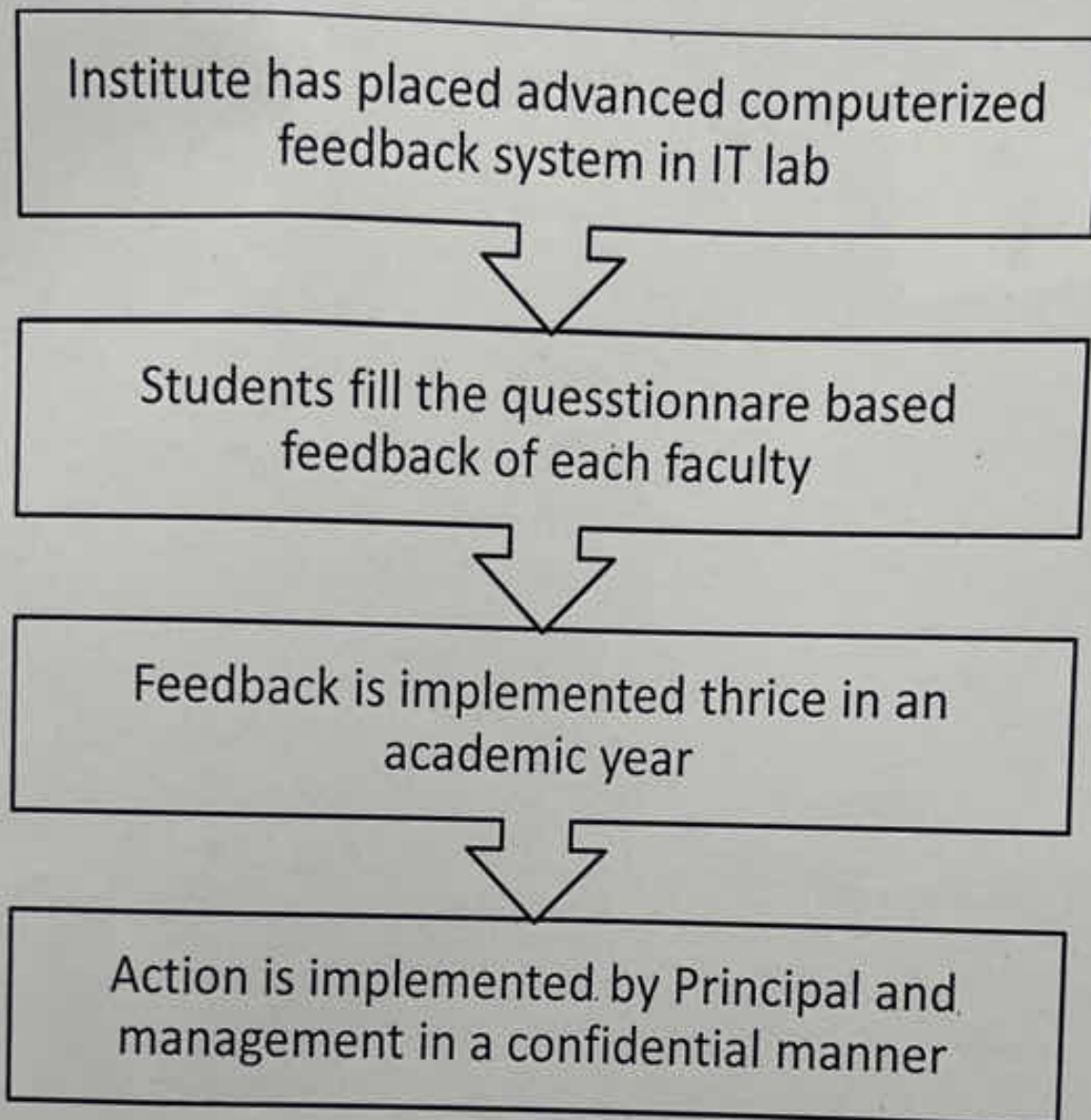
Documentation is forwarded to the management for further improvements

Dr. Devicharan Shetty

Principal

I.T.S Centre for Dental Studies & Research  
Delhi-Meerut Road, Muradnagar  
Ghaziabad-201206

# STUDENT FEEDBACK SYSTEM



  
Dr. Devicharan Shetty  
Principal  
I.T.S Centre for Dental Studies & Research  
Delhi-Meerut Road, Muradnagar  
Ghaziabad-201206

For all people

do ~~not~~ belong to the office  
if all staff were had need get their  
signature done on the sheet  
recommended

## Action Plan to be followed when Memo's are being Issued to Staff Members

after screening the IVR / feedback reports the following is the action plan proposed.

The data will be prepared on an excel sheet & depending upon the complaint received following action plan will be followed. The data so derived will be deciding the action to be taken against him/her.

### a) Based on the number of memo(s) sent in a month:

On the First memo

Doctor will be issued a notice/ reminder to be careful in future ✓

On the Second memo

Doctor will be required to give an explanatory response to issued memo

On the third memo

01 Short Leave will be deducted

On the Fourth memo

Half Day CL will be deducted

On the Fifth memo

01 CL will be deducted ✓

In addition to above, the College Committee for Patient Review headed by Director-PG Studies, Principal and Concerned HOD's will meet to decide the action plan to be taken against the concerned doctor

The following objective criteria will be taken into consideration, if more than 5 memo(s) / month are issued for:-

<u>NO. OF MONTHS</u>	<u>ACTION TO BE TAKEN</u>
03 MONTHS/YEAR	25% of Increment Deduction can be done
04-06 MONTHS/YEAR	50% of Increment Deduction can be done
07-09 MONTHS/YEAR	75% of Increment Deduction can be done
More than 09 MONTHS/YEAR	100% of Increment Deduction can be done

In addition to above, the yearly faculty assessment shall also be done in terms of number of memo(s) issued to the doctor & the percentage of patients seen/done by him/her

Dr. Devendra Shetty

ITS Centre for Dental Studies & Research  
Delhi-Meerut Road, Myradnagar  
Ghaziabad-201206

Serial 22/12/23

Handwritten notes and signatures in the bottom right corner.



# I.T.S Dental College, Ghaziabad

Re-accredited by NAAC with 'A' Grade

## I.T.S EMPLOYEE SATISFACTION SURVEY

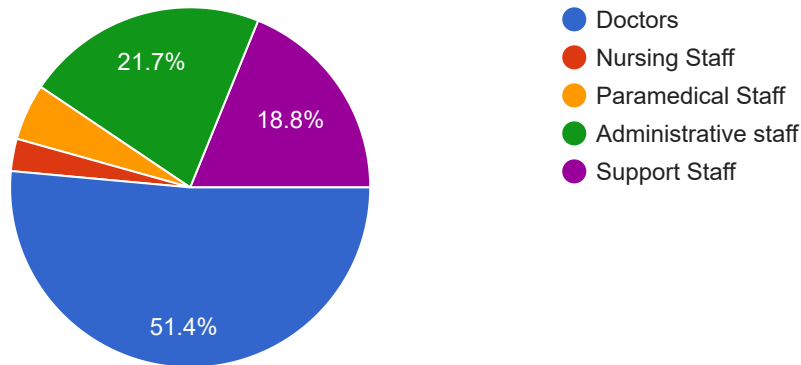
138 responses

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### Category

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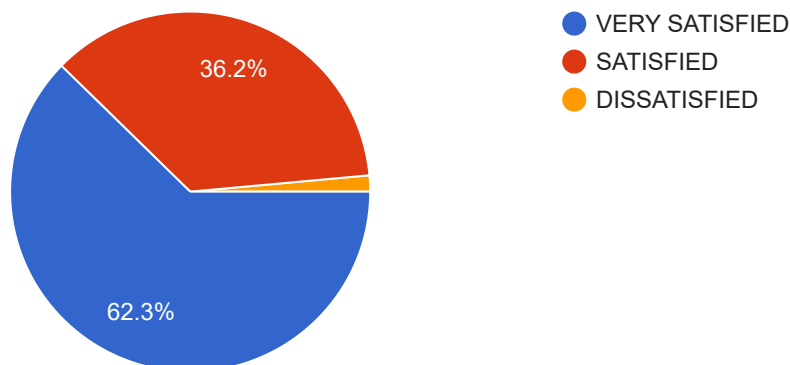
138 responses



### Overall, how satisfied are you with ITS DENTAL COLLEGE as an employee?

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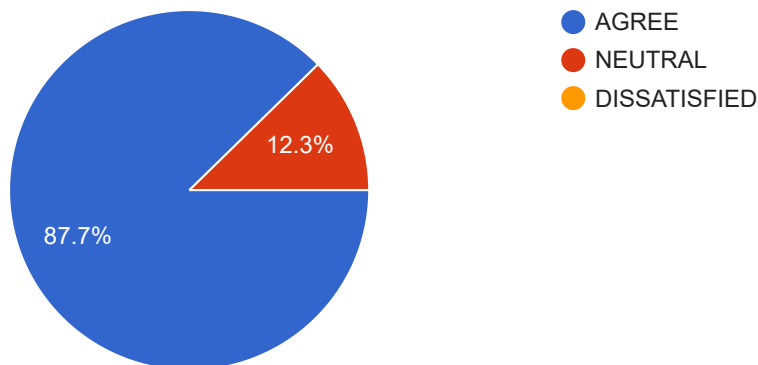
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### Employee performance evaluations are fair and appropriate

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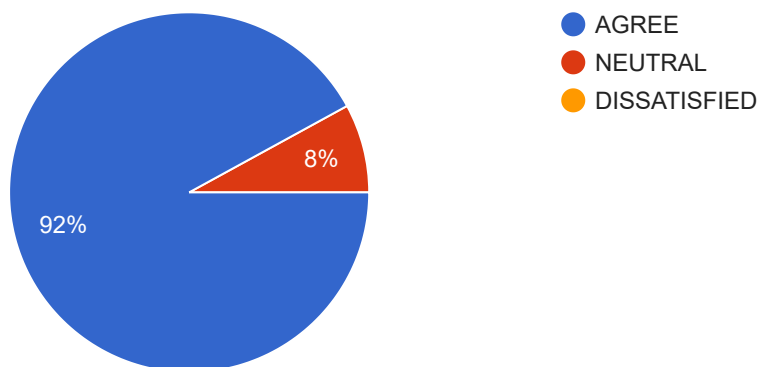
138 responses



### Employee ideas and opinions count at work

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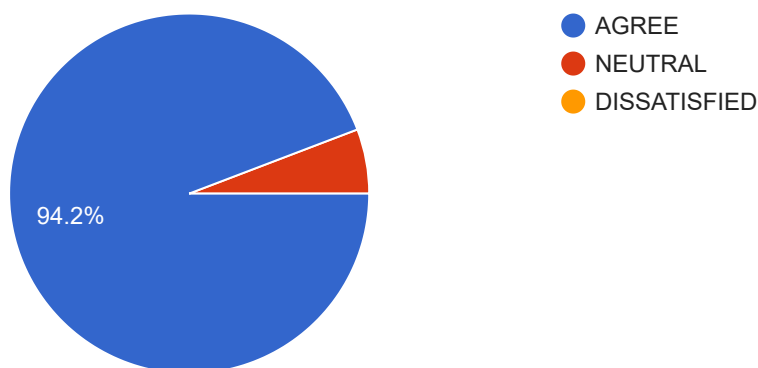
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### Management delivers on its Promises

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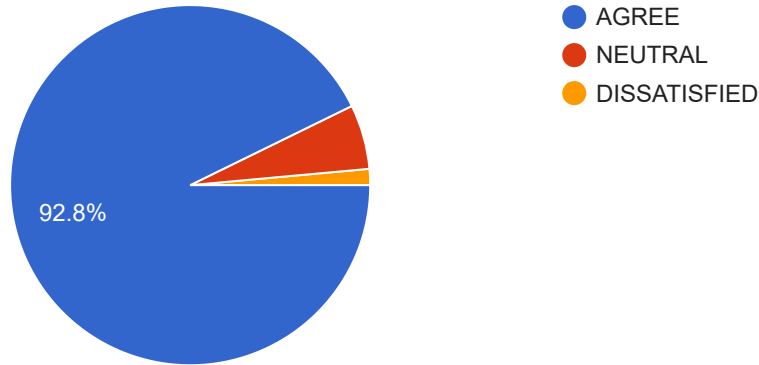
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### Increments and Appraisals are timely

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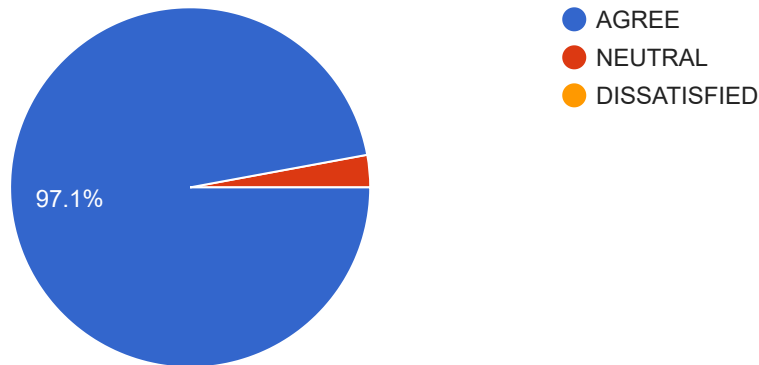
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### Management informs about important Issues & Changes

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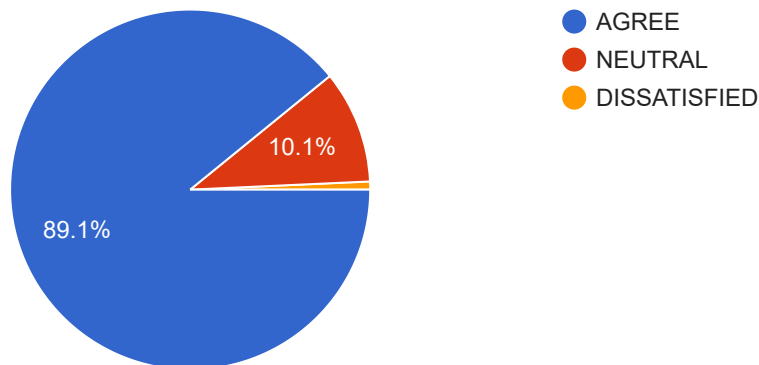
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### There is a strong spirit of teamwork & Co-operation among employees in the College

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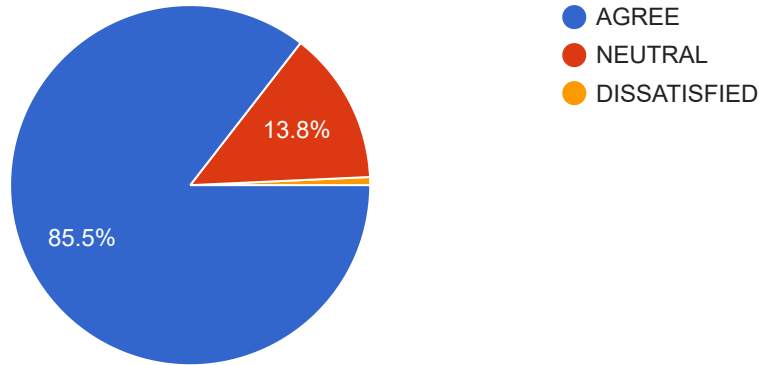
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### Employees receive much deserve Praise and Recognition

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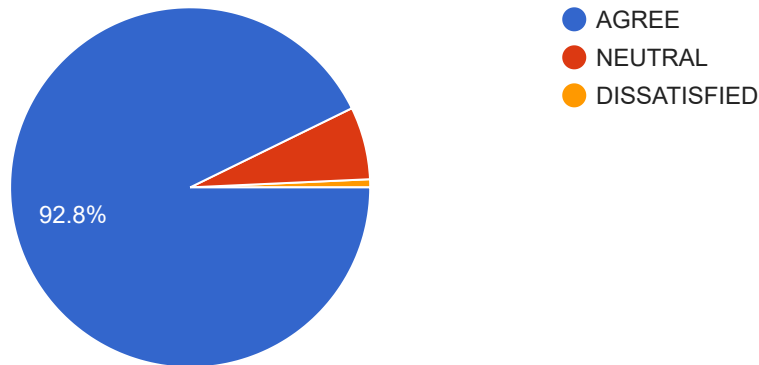
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### Complaint Redressed System is fair

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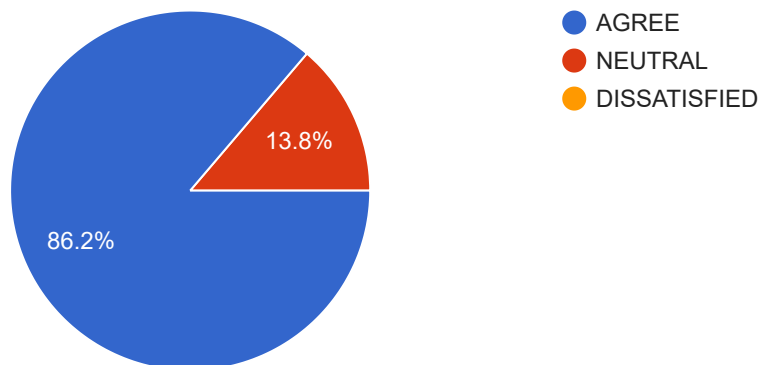
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### Compensation and other benefits are adequate

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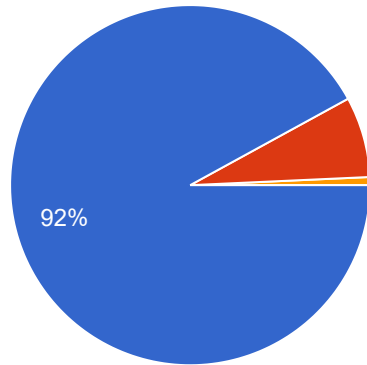
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### Co-workers are co-operative

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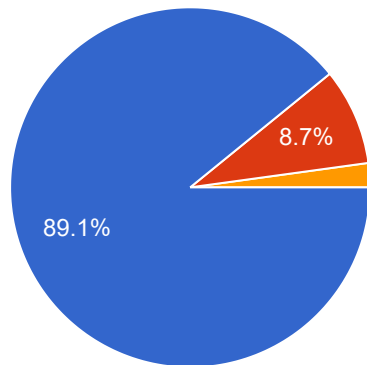


- AGREE
- NEUTRAL
- DISSATISFIED

### Duty Schedules are fair?

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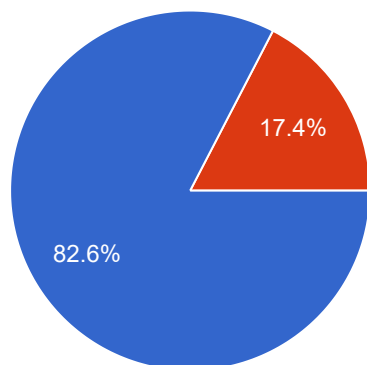


- AGREE
- NEUTRAL
- DISSATISFIED

### Good Health Benefits provided

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138 responses



- AGREE
- NEUTRAL
- DISSATISFIED

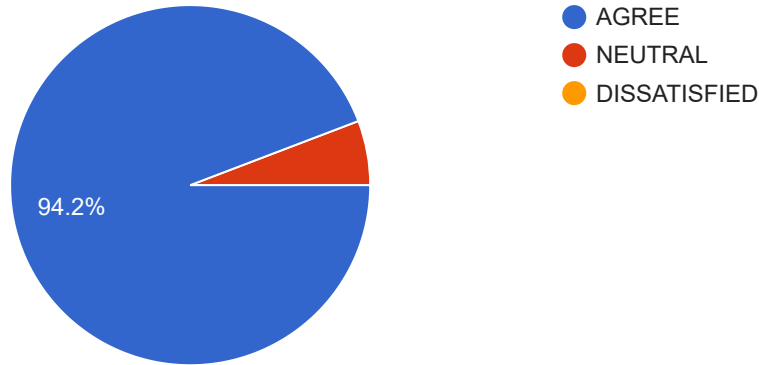




### Opportunities for Advancement are fine

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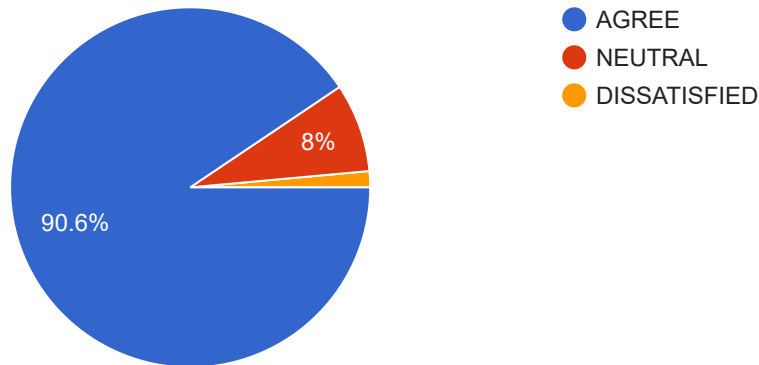
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### Physical Work Environment is good

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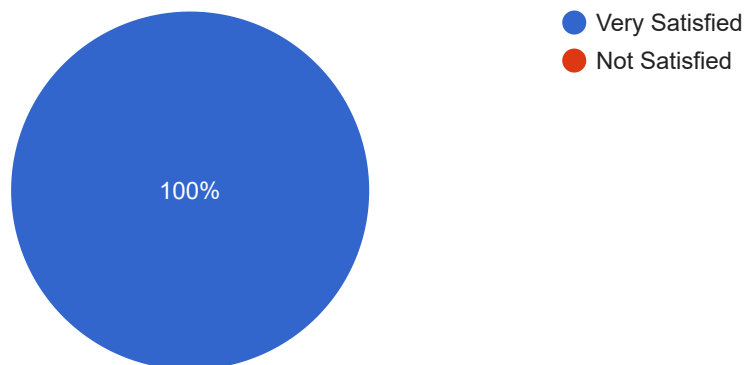
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### Are you satisfied with the Head of the College

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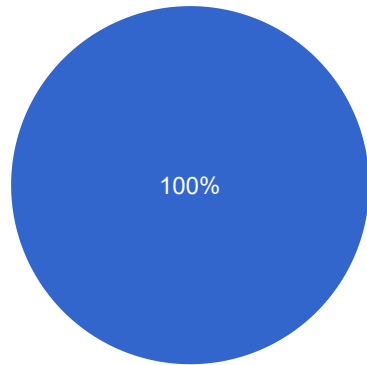
138 responses



### Are you satisfied with the Head of your Department

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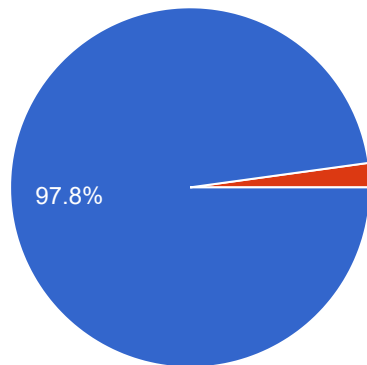


- Very Satisfied
- Not Satisfied

### Are you satisfied with your subordinates

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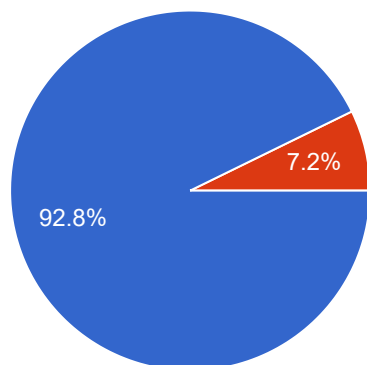


- Very Satisfied
- Not Satisfied

### Training and Development Facilities are provided

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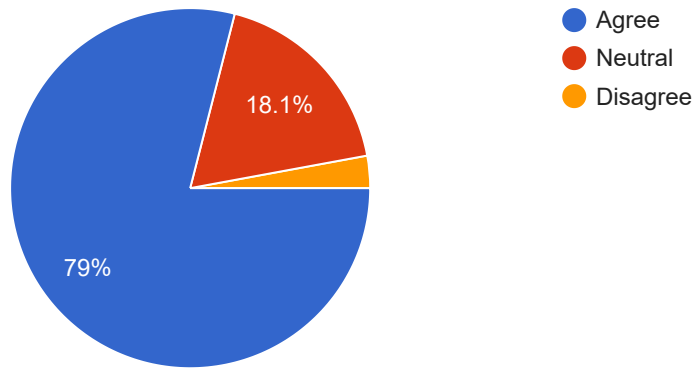
- Agree
- Neutral
- Disagree



### Salary is fair for my Responsibilities

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138 responses



### Work load is Reasonable

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138 responses

