

Observations

Outside Dep:

- Some chairs to sit around
- Some chairs are empty but people prefer to sit on floor
- Nimkin seller
- Parents accompanying children, children accompanying
- People entering in opd area even though they don't need checkup
- Drinking water - Not available

Registration Area:

- Another line for staff member
- Need to ask about queue/form
- Get form from guard
- Senior citizens - another line (asked to join another line)
- Some youngsters in senior citizen line - making appointment for their relatives
- Women asked for room no. after getting the receipt
- Form fill up - filled up two people form
- pocket picking case
- Patient asking for way finding from guards
- Lost to find E8 - asked one of the guards
- Posters of app - book appointment from home

Outside room 16A:

- People sitting on floor, some guys are standing on floor
- All chairs are filled up here
- I have to sit on floor :(
- Asked one of the patients how to proceed for checkup
- Gave my receipt in 16B (room was mentioned in 16A)
- Aman - name exchange
- Eye checked , referred to another room - asked guard for another room

Other observations:

- Lots of notice boards
- Posters
- Aadhar card
- Tv

Pbs :

- Need to get and fill the form easily
- Locate where is the form?
- write?
- Locate room direction properly
- No guidance to locate the referred room

- Lost to go outside
- Need water to drink
- Sit outside the checkup room