



**Citizens' / Clients' Charter**

**for**

**Central Bureau of Health Intelligence**

**Directorate General of Health Services**

**Ministry of Health & Family Welfare (2023-2024)**

**Nirman Bhawan, New Delhi -110 011**

**Website ID: <https://cbhidghs.mohfw.gov.in/>**

**Date of Issue: 11.12.2023**

**Next Review: 11.12.2024**

## Citizen Charter

Central Bureau of Health Intelligence (CBHI) is a division of the Directorate General of Health Services in the Ministry of Health & FW, Govt. of India which functions through its 6 Field Survey Units (FSU) (Bengaluru, Bhopal, Bhubaneswar, Jaipur, Lucknow and Patna) and 5 Training Centres (TC) (Medical Record Department at Safdarjung Hospital, Dr RML Hospital, New Delhi, JIPMER Puducherry & RIMS, Ranchi and RHSTC, Mohali).

The **vision** of CBHI is to have a strong Health Management Information System in entire country with **mission** "To strengthen Health Information system in each of the district in the country up to facility level for evidence based decision making in the Health Sector".

**In-Charge of the Office:** Dr. Madhu Raikwar, DDG & Director (CBHI)

**Office Phone Number:** 011- 23063175

**Timing of Office:** Monday to Friday, 9.30 AM to 6 PM

### Main Services & Transactions:

- I. To collect & analyse Health Sector data and publish it in annual publication "**National Health Profile (NHP)**" for evidence-based policy planning and research.
- II. To develop Human resource for scientific maintenance of Medical Records & use of family of International Classification Diseases (ICD) in India.

Services / Transactions	Name	Batch	Duration	Institution
<b>Long Term* Training</b>	Medical Record Officer (MRO)	02 batches (1 batch at each training centre)	1 Year	Medical Record Department (MRD) & TC at: 1. Safdarjung Hospital, New Delhi 2. JIPMER, Puducherry
	Medical Record Technician (MRT)	08 batches (2 batches at each training centre)	6 Months	MRD & TC at: 1. Safdarjung Hospital, New Delhi 2. JIPMER, Puducherry 3. Dr. R M L Hospital, New Delhi 4. RIMS, Ranchi
<b>Short term Training**</b>	Training Course on Master Trainers on ICD-10	02	3 days	RHSTC Mohali
	Training Course on Master Trainers on ICF	02	3 days	RHSTC Mohali
	Orientation training course on Health Information Management (For Officers)	08	5 days	RHSTC Mohali & 6 FSUs
	Orientation training course on Health Information Management (For Para-medical personnel)	14	5 days	RHSTC Mohali & 6 FSUs
	Orientation training course on Family of International classification (ICD-10 & ICF) (For Non-Medical Personnel)	20	5 days	RHSTC Mohali & 6 FSUs
	Orientation training course on Medical Record & Information Management System (MRIM)	08	5 days	RHSTC Mohali & 6 FSUs

\*:Note: Training Calendar, Eligibility, Guidelines and Application Forms for all the above courses are available on CBHI official website [www.cbhidghs.nic.in](http://www.cbhidghs.nic.in)

\*\* :Short term Training Programmes are conducted for efficient health system management through Six

(06) FSUs and RHSTC, Mohali.

- III. **Sensitization workshops:** CBHI conducts 30 workshops through its 6 FSUs (03 on ICD-10 & 02 on ICF per FSU) in a year in various medical colleges and hospitals.

**Grievance redressal mechanism-**

- Average time taken to acknowledge grievance received – 7 Working days
- Average time taken to send communication for additional information- 15 working days
- Average time taken for grievance settlement- 90 working days.
- If Grievance is not disposed off within the stipulated time, the reason will be communicated to the concerned.

**Public Grievance Officer / CPIO for RTI:** Shri Mahesh Chandra Shukla, Joint Director,  
Phone: 23062695, email- mc\_shukla.edu@nic.in

**Expectation from Citizens-**

- Please refrain from demanding undue favors from the staff and officials as it encourages corruption.
- Please provide useful feedback & suggestions.

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