

Citizens' / Clients' Charter
for
Central Bureau of Health Intelligence
Directorate General of Health Services
Ministry of Health & Family Welfare (2025-2026)
Nirman Bhawan, New Delhi -110 011
Website ID: <https://cbhidghs.mohfw.gov.in/>
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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: Sh. SP Srivastava, DDG & Director (Stats), 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
Long Term* Training	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. 1. Safdarjung Hospital, New Delhi 2. JIPMER, Puducherry 3. Dr. R M L Hospital, New Delhi 4. RIMS, Ranchi
Short Term** Training	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 <https://cbhidghs.mohfw.gov.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- mcshukla.edu@nic.in

Expectation from Citizens-

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