



HEALTH RECORD OFFICERS REGISTRATION BOARD OF NIGERIA

SERVICE CHARTER



2024 EDITION

FORWARD

It is my personal pleasure to introduce the HRORBN Service Charter, a testament to our commitment to excellence and accountability in serving our esteemed professional practitioners and stakeholders. As Registrar/CEO of the HRORBN, I am proud to present this document as a blueprint for fostering transparency, efficiency, and professionalism in all our dealings.

This is vital in an era where service delivery is paramount; the HRORBN Service Charter encapsulates our unwavering dedication to meeting and exceeding the expectations of our members, practitioners and the public at large. It outlines our core values, service standards, and the rights and responsibilities of all parties involved.

We at HRORBN are self-assured to uphold the highest standards of Health Records Management regulation while promoting continuous improvement and innovation in our healthcare sector. With the Service Charter as our guide, we aim to streamline processes, enhance communication, and ensure equitable access to our services for all.

I extend my gratitude to the dedicated team at HRORBN **Servicom** (Reform Coordination & Service Improvement Department) whose diligence and commitment have been instrumental in the development of this charter. Together, we embark on this journey towards service excellence, driven by a shared vision of advancing the healthcare landscape for the betterment of society.

I hereby, encourage Health Records Practitioners and stakeholders to familiarize themselves with the HRORBN Service Charter and hold us accountable to the principles and standards it embodies. Your feedback is invaluable as we strive for continuous enhancement and evolution.

Thank you for your trust in HRORBN. Together, let us chart a course towards a brighter, more responsive future in Health Records Management regulation.

Warm regards,

ALHAJI BABAGANA MUSTAPHA
REGISTRAR/CEO, HRORBN

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1. INTRODUCTION

Health Records Officers' Registration Board of Nigeria was established by Decree 39 on 11th December 1989 but now Act-Cap H2 LFN 2004.

It was established for Health Records Officers, a body to be known as the Health Records Officers Registration Board of Nigeria to determine what standard of knowledge and skill shall be attained by a person seeking to become a member of the profession and improve these standards from time to time as circumstances may permit.

Also to maintain a Register of persons registered under the Act as members of the profession and the publication periodically of aspiring students of the profession and issuance of licence to successful candidates as appropriate to be known as Health Records Officers.

To this end, we are dignified to develop a roadmap for a quality service delivery service chart as a means of actualizing the high expectations reposed on Board for the progress of this noble profession.

1. SERVICOM

SERVICOM is a social contract between the Federal Government of Nigeria and its people, which provides citizens the right to demand quality service. The SERVICOM golden rule is to "serve others as you would like to be served".

The present administration underscores the commitment to improving service delivery as a priority. SERVICOM is therefore a public service reform conceived to be the engineer for service delivery programs as entailed in the inaugural speech of former president chief Olusegun Obasanjo GCFR which states that "Public Offices are the shopping floor for Government business. Regrettably, Nigerians have for long been feeling short-changed by the quality of public service delivery by which decisions are not made without undue outside influence, and files do not move without being pushed with inducement. Our public offices have for too long been for the combined evils of inefficiency and corruption, whilst impeding effective implementation of government policies. Nigerians deserved better. And we will ensure they get what is better."

2. VISION STATEMENT

To establish a culture of excellence in Health Information Management, Education, Training, Practices and Research.

3. MISSION STATEMENT

To provide the enabling environment for advancing innovative education for personal and professional growth.

4. SERVICE RENDERED

Services rendered by the Board are as follows;

A. Accreditation

This is the process of officially recognizing and certifying an institution/school as having obtained a particular requirement, Or qualification to run the Health Information Management Programme.

❖ Requirement for Accreditation:

- ◆ **Teaching Staff.** Not less than ten (10) teaching permanent staff to be designated as lecturers of which six (6) must be Health Information Management Professionals.
- ◆ **A Career development path**
- ◆ **Office accommodation** -An office accommodation for the Head of School with an adjoining office for a Secretary and Administrative Staff which must be adequately furnished and all conveniences provided;

The following must be available in the Head of School's office:

- ◆ Photocopier machine
- ◆ Printer
- ◆ Computer system
- ◆ Refrigerator
- ◆ Air conditioner(s)
- ◆ Steel cabinets

Office accommodations for each Senior Lecturer and above while those below the status of a Senior Lecturer may pair in an office. Such offices should however be provided with suitable furniture and air conditioning. Each lecturer must be provided with a computer system.

❖ **Infrastructure.**

- ◆ Minimum of four classrooms capable of accommodating fifty (50) students comfortably, with an overhead projector for teaching;
- ◆ A hall with a capacity to hold 150 -200 students during the examination; adequate walk space of a meter wide between the roles;
- ◆ A computer laboratory with a minimum of 50 computer systems/laptops with Electronic Health Record **software** approved by the Board installed for teaching purposes. The computers must be connected to the internet with an overhead projector for teaching. A printer and photocopier are provided for students' use.
- ◆ Model Health Record Demonstration Room for practical teaching (the room should have a Health Records Management department setup)

❖ School Library stocked with the following among others:

- ◆ 10 copies of the International Classification of Diseases (ICD) current edition
- ◆ 10 copies of the International Classification of Diseases (ICD PCS) current edition
- ◆ Anatomy textbooks
- ◆ Statistics textbooks (basics, bed utilisation, vital and health statistics)
- ◆ Textbooks on health planning and management
- ◆ Monitoring and evaluation
- ◆ Health care planning
- ◆ Textbooks on medical data classifications.
- ◆ 15 copies of the Professional Association Journal (Current Edition)
- ◆ Anatomy Demonstration Room.
- ◆ Internet Facilities.

Criteria for Affiliation to Hospitals Facilities

The training institutions must possess and present memorandum of understanding signed between their institutions and the affiliating hospital facilities, mainly for the students industrial attachment purposes (Practical Area).

➤ **Criteria for Tertiary Health Facilities Affiliation**

- The facility must possess a minimum of twenty (20) licensed Health Record Professionals with their current licenses. Out of the twenty professionals 10 must be Higher National Diploma/Bachelor Degree holders in Health Information Management.
- Secretarial staff
- With at least two (2) ICT staff

➤ **Criteria for Secondary Healthcare Facilities Affiliation**

The criteria for affiliation with the secondary healthcare facilities, the secondary facilities must possess a minimum of ten (10) Health Record Professional practitioners with their current licenses.

- Secretarial staff
- With at least two (2) ICT staff

➤ **Criteria for Primary Healthcare Facilities Affiliation**

The criteria for affiliation with the primary Healthcare facilities require a minimum of five (5) Health Record Professional practitioners with their current licenses.

- Secretarial staff

Procedure for Admitting Students

- **Private Institution:** Twenty Five students' per-class for two streams for an academic session.
- **Public Institutions:** The public institutions will admit thirty five students in two streams within an academic session.

➤ **Procedure to Apply for School Accreditation**

Any institution intending to run or open Health Information Management Department, will write a letter of intent to the Registrar/CEO at the following address; Health Records Officers Registration Board of Nigeria, No. 10 Kukawa Street, off Gimbiya Street, Area 11, Garki, Abuja.

❖ **Accreditation Fee:**

◆ **New Accreditation(College/School)**

A College/School applying for accreditation for the Health Information Management training programme shall pay the sum of Four million(**N4,000,000.00**)Naira only to the Health Records Officer Registration Board of Nigeria (HRORBN) for the initial resource inspection and accreditation and Two Million, Five Hundred Thousand(**N2,500,000.00**)Naira for the subsequent Re-accreditations.

◆ **New Accreditation(Universities)**

- ◆ Resource inspection visit Universities – N2,000,000.00
- ◆ Accreditation visit for Universities – N3,000,000.00
- ◆ **Re-accreditation-N3,000,000.00**

NB: Any school due for re-accreditation shall notify the Board 90 days before the date of expiration.

➤ **Classification and Validity of Accreditation Status**

- a. Full accreditation or Re-accreditation
 - b. Interim accreditation or Re-accreditation
- **Full accreditation or Re-accreditation:** The full accreditation or re-accreditation is valid for five (5) years, after which it shall be considered as accreditation or re-accreditation expired status and three months before the expiration of accreditation status, the school Managements are required to inform the Board on the status of their school's accreditation.

- **Interim accreditation or Re-accreditation:** While interim accreditation or re-accreditation on the other hand shall be valid for three (3) years after which it will be considered as accreditation status expired school.
- Thus, to ensure strict compliance the Board shall regularly monitor not only the accreditation status of the training institutions, but by conducting an impromptu visit to the accredited institutions in ensuring that the set standards during accreditation period are maintained within the span of the accreditation length earned.
- It is vital to note, that the Board reserves the right to withdraw the granted accreditation if a school fell below the specified minimum set accreditation standards enshrined the accreditation guideline.

B. INDEXING

This is the procedure by which numbers attached with school codes and the year of admission are issued by the Board to new students of a particular school of Health Information Management. These unique numbers are referred to as “index numbers”.

❖ **Requirement for Indexing:** On conclusion of admission the school shall request for the appropriate Indexing Forms from the Board. This may be done through the Board’s Portal or from any of the Zonal Offices. ***Individual students*** shall complete the Index Form, furnishing the Board with the following information among others:

- ◆ School Accreditation Status
- ◆ Full name of Candidate
- ◆ Age
- ◆ Gender
- ◆ Address (Permanent)
- ◆ Qualification with dates
- ◆ Verified copies of credentials
- ◆ Year of admission
- ◆ Programme and level admitted
- ◆ Evidence of full payment of indexing fee.

❖ **How to apply:** Following the admission of students into their first year of study, the schools/institutions are required to send the students’ list (i.e. new intakes) to the Board for recognition and indexing.

❖ **Indexing fees:** Each Index candidate shall pay a total of

- ◆ N20,000 for HT, ND,
- ◆ N25,000 for HND
- ◆ N30,000 for B.Sc
- ◆ N50,500 for Foreign candidate

NB: The fees covers indexing, curriculum, ethics, enabling law, and verification.

❖ **Indexing validity:** The index number shall serve as a unique means of identifying the students. The UID is neither repeatable nor transferable and valid for 5(five) years.

❖ **Timeframe:** All accredited schools have about 5-6 months to complete payment for student indexing, Late indexing registration for all categories shall attract an additional fee of N250,000 naira by the school irrespective of the numbers of student involved

C. PROFESSIONAL LICENSING EXAMINATIONS

This is the Licensing Examination that the Board sets for the Part I (National Diploma) and Part II (Higher National Diploma) students of Health Information Management (HIM) having passed final year examinations in their respective institutions/schools.

Having passed the Profession's Licensing Exam, the Board shall issue each candidate a "Professional Practicing Licence" as a Registered Professional certified to practice HRM in Nigeria.

❖ **Types:**

Bachelor of Science (BSc)

Requirement: (Bsc.)

- ◆ 5 O' Level credit passes as for National Diploma
- ◆ BSc or HND certificate from an approved institution
- ◆ A candidate with Merit/Pass must have two years of working experience

- ◆ **Period of Exams:** The professional Licensing Examination (B.Sc) comes up in October (Fresh students) whilst the Re-sit Examination comes up in February of every year.
- ◆ **How to register for the examination:** Applicant is expected to apply through their schools. Will then register them online in the Board's examination portal.
- ◆ **Professional Licensing examination Fees:** A B.Sc candidate is expected to pay the total sum of N70,500 (service charge inclusive).

❖ **Higher National Diploma (HND)**

Eligibility: Only candidates who have passed their (internal) school final exams are eligible to sit for the Board's professional examination.

Requirement:

- ◆ 5 O' Level credit passes as for National Diploma
- ◆ National Diploma Certificate
- ◆ Professional License Part 1
- ◆ Evidence of one(1) year of Industrial practice in a health institution approved by the Board
- ◆ Health Technician/Professional Diploma with a minimum of a Lower Credit.
- ◆ A candidate with Merit/Pass must have two years of working experience

❖ **HOW TO REGISTER FOR EXAMINATION**

Application for registration is made at the Board's online portal through the school of graduation. The **Fees for the examinations are:**

- ◆ **PART II candidate** (HND and BSc) is expected to pay the total sum of N70,500 (Service charge inclusive)
- ◆ **Part I candidate** is expected to pay the total sum of N56,500 (service charge inclusive).

❖ **National Diploma (ND)**

- ◆ **Eligibility:** Only candidates who have passed their (internal) school final exams are eligible to sit for the Board's professional examination.
- ◆ **FEE:** for ND is N56,500
- ◆ **Fees for examination:** **HIMT** candidate is expected to pay the total sum of N50,500

FOREIGN CANDIDATE

FEE: for Foreign candidate is N100,500

Requirement:

- ◆ 5 O' Level credit passes in not more than two sittings which include Mathematics, English Language, Physics or Chemistry, Biology or Health Science and any other subject.
- ◆ Two recent passport photographs
- ◆ **Period of Exams:** The professional licensing Examination (ND, HND and B.Sc) comes up In October (Fresh students) while the re-sit comes up in February.

Other related charges; ND, HND and BSc

- i. HIMT Exam Resit: N20,500 (for a single paper)
- ii. HIMT Exam Resit : N25,500 (for 2 or 3 paper)
- iii. HIMT Exam Repeat: N30,500 (for all paper)
- iv. Professional Licencing Exam Resit (Part I): N25,500 (for a single paper)
- v. Professional Licencing Exam Resit (Part I): N35,500 (for 2 or 3 papers)
- vi. Professional Licencing Exam Repeat (Part I): N40,500 (for all papers)
- vii. Professional Licencing Exam Resit (Part II): N30,500 (for a single paper)
- viii. Professional Licencing Exam Resit (Part II): N40,500 (for 2 or 3 paper)
- ix. Professional Licencing Exam Repeat (Part II): N45,500 (for all papers)
- x. Induction Fee: N20,000
- xi. Licence Fee (ND): N7,300
- xii. Licence Fee Renewal (ND): N4,300

NB;Late Registration On Examination:Payment By School Irrespective Of The Numbers Of Student -N280,000.00

D. ISSUANCE OF LICENSE

Every registered professional willing to practice must acquire a Practicing License after graduation from HIM training institutions

Eligibility:

A person applying to obtain a Practicing License must be certified to have written and passed the Professional Licensing Examination.

❖ Requirement for Fresh License Issuance

- ◆ Online registration
- ◆ Upload of Statement of Result (for HT/PD)
- ◆ Upload of Testimonial/Statement of Result (ND/HND)
- ◆ Upload of passport-size photograph

❖ Requirement for Renewal of License

- ◆ Completed Licence Application Form
- ◆ Copy of previous Licence
- ◆ Passport Size photograph
- ◆ Payment of existing arrears

❖ Requirement for License Replacement

- ◆ Copy of Previous Certificate/Index Number
- ◆ Request Letter
- ◆ Police Report
- ◆ Court Affidavit
- ◆ Passport
- ◆ Evidence of Payment

❖ Requirement for Certify true Copy

- Copy of Previous Certificate/Index Number
- Request Letter
- Police Report
- Court Affidavit
- Passport
- Evidence of Payment

❖ Requirement for Certificate/License Verification

- Request Letter

- Copy of previous Certificate/License
- Evidence of Payment

❖ **Requirement for Change of Name**

- Copy of Previous License/License Number
- Request Letter
- Publication on National Dailies
- Copy of Marriage Certificate
- Passport
- **Fee - N10,000.00**

❖ **Issuance Of Certificate For HIMT Only**

- The school write a request to the Board with the list of the student and attach evidence of Payment of N10,000.00 each
- The Board verify payment ,process and convey to the school for release to the students

❖ **HOW TO APPLY LICENCE**

- The applicant must have an active email
- Login to: (www.hrorbnlicreas.azurewebsites.net)
- Create an account (fresh applicants)
- Login to your profile (renewal)
- Input your details.

FEES

- FRESH LICENSE ISSUANCE (PD, ND& HT): N20,500 (who sat before 2017)
- FRESH LICENSE ISSUANCE (HND/BSC) N25,000 (who sat before 2017)
- ANNUAL LICENSE RENEWAL (PD, ND& HT): N10,000
- NC LICENSE RENEWAL: N10,000
- HND LICENSE RENEWAL: N15,000
- BSC. LICENSE RENEWAL: N20,000

NB:

- ◆ SANCTION ON DELAY OF HT/ND LICENCES RENEWAL AFTER 3 MONTHS OF EXPIRATION- N12,500
- ◆ SANCTION ON DELAY OF HND LICENCES RENEWAL AFTER 3 MONTHS OF EXPIRATION- N18,500
- ◆ SANCTION ON DELAY OF BSc LICENCES RENEWAL AFTER 3 MONTHS OF EXPIRATION- N25,500

VALIDITY

The License when obtained remains valid for one (1) year.

E. DETAILS OF CUSTOMERS/STAKEHOLDERS

The following are the categories of our customers/stakeholders.

- All accredited Health Institutions HRORBN and National Board of Technical Education (NBTE) nationwide
- All licensed Health Records Professionals.
- Staff of the Board
- Contractors for work/services in the Board
- Institutions for collaborative work with the Board
- The General Public
- The Federal Govt. and its organs
- State Governments
- Media Houses
- Association of Health Records Professionals
- Non-governmental Orgs.
- JAMB
- NUC
- Financial Institutions
- Carrier Services

- OTHERS

❖ **STAKEHOLDERS ENGAGEMENT**

To engage our stakeholders, we periodically organize seminars and workshops for the coordinators of all the accredited institutions where issues relating to professional development are intensively discourse. These conferences/workshops are use as a contrivance to understanding their needs, problems and progress at the training institutes, the feedbacks through the workshops play a pivotal role in our managerial decision making processes.

F. PERFORMANCE TARGET:

The yearly targets of the Board are as follows,

- Training of Professionals, with the sole aim of maintaining the standard of training institute(s) through accreditation and reaccreditation.
- To put a total stop to quackery by keeping data of trained licensed professionals and regulation of the profession.
- Create awareness about the profession through the public media, magazines and health weeks.

G. OBLIGATION/ EXPECTATIONS

To guarantee efficient provision and delivery of our services With:

- Utmost dedication, pro-activeness and teamwork are expected from the staff.
- A high level of sensitivity, delegation of authority and transparency are expected from the management.
- Positive and corrective criticism, complaint measures, comments and advice directed towards improving and promoting the standards of the profession are expected from our customers/stakeholders.
- Customers are expected to conduct themselves with decorum.

❖ **OBLIGATION OF THE BOARD**

- Formulate overall policies for the management of the affairs of the Board
- Appoint, promote, terminate, dismiss and exercise disciplinary control over the principal officers & senior staff of the Board
- Structure the Board into departments in a manner necessary for the effective discharge of the functions of the board.
- Effective discharge of the functions of the Board.

❖ **OBLIGATIONS OF MANAGEMENT**

- Provision of Funds for the maintenance of the Board
- Ensure supervision of Board projects and activities of staff
- Training & retraining of staff for optimum service delivery
- Research and collaboration with other organizations to improve service
- Motivation and payment of appropriate incentives to staff to boost working conditions.
- Make adequate provision of materials/facilities to staff
- Provide a conducive environment for staff and customers of the Board

❖ **STAFF OBLIGATIONS TO OUR CUSTOMERS**

- ◆ Delivery service within a stipulated period as stipulated in your charter
- ◆ Staff shall attend to all customers/ clients and members of the public in a fairly, polite, objective and courteous, and friendly Mainer
- ◆ Abstain from any illegal monetary exchange for the service you are paid to provide.
- ◆ Staff shall be on their duty posts during official hours.
- ◆ Time limits shall be adhered to at all times and variants explained to the customer.
- ◆ Complaints shall be responded to within 24 hours and resolves resolved within the shortest possible time.
- ◆ The Board shall give adequate notice of any activities that may affect service delivery.

❖ **CUSTOMER'S OBLIGATIONS TO THE BOARD**

- Be fully acquainted with the service charter of the Board.
- Treating HRORBN staff with courtesy and respect.
- Follow approved procedures for obtaining any required service.

- Provide accurate information and complete documentation where applicable to ensure efficient and fast service.
- Follow any one or combination of compliant procedure(s) contained in the charter of the board.
- Follow the approved procedure for registration/application and payment of prescribed charges within the stipulated time.
- Observe the Board's rule of first come first served.
- Suggesting ways to improve our services at HRORBN.
- Providing HRORBN with adequate feedback on service delivery through various channels e.g. Board website, suggestion boxes, email, etc.

H. GRIEVANCE REDRESS MECHANISM

We encourage all our customers and stakeholders to forward feedback in the form of complaints, suggestions or compliments to enable us to sustain the provision of quality services. Complaints and suggestions will be treated within ten (7) working days from the date of receipt, and we shall keep you informed of the progress made.

I. How to complain

If you are unhappy with the treatment you have received, you are entitled to make a complaint, have it considered and receive a response. Whatever the nature of your dealings with any of our offices, if you have had a bad experience, the sooner you let us know, the sooner we can do something about it. Whether your complaint concerns an unreasonable delay, a mistake you feel could have been avoided, or how you have been dealt with, all Our Offices are keen to learn from errors and put things right as quickly as possible. Our complaints procedure is easy to use and we suggest you follow the steps outlined above

1. Local Resolution: The first step is to lay your complaint with the Service Provider at the Service Window where you were aggrieved. Be sure to take the name of the service provider. Some complaints can be sorted out on the spot, but if this is not possible your complaint will be acknowledged. All our offices have the aim to resolve the problem at this stage .

2. If you are still dissatisfied, complain to the Customer relationship/Complaint officer at the Board's SERVICOM Unit. Request to see the Service Charter applicable to the

service window where you were aggrieved and ask for a time frame within which your complaint must be handled.

3. If your complaint has not been remedied within the time frame as stipulated in the charter or by the service provider, you may wish to take your complaint further to be looked into at a higher level. If so, please ask to see the NODAL Officer/Head, Reform Coordination And Service Improvement in the office and make the same requests as you did to the Customer relationship/Complaint officer. Make your complaint. This is best done formally by completing a complaints form (where applicable).

Complaints, enquiries, comments and suggestions should be channeled through the medium stated below:

◆ **Head, Department of Reform Coordination and Service Improvement**

Address: Health Records Officers' Registration Board of Nigeria (HRORBN),
10 Kukawa Street, off Gimbiya Street, Area 11, Garki-Abuja.

- ◆ **Email:** servicom.hrorbn@gmail.com
- ◆ Servicom@hrorbn.gov.ng
- ◆ **Contact Number:** 08094559998
- ◆ Drop your complaints in the suggestion box at the entrance of our service area

J. SPECIAL NEEDS PROVISION

SERVICOM Officers are always on hand to assist Customers with special needs to access the services of the Board and provide translators where necessary.

K. EXISTING LIMITATION

Non-accredited schools do not participate in any activities and their candidate cannot be licensed to practice. Schools must meet certain spelt out requirements to be accredited. The following are the requirements for being accredited -:

- ◆ A written letter of introduction to signify interest
- ◆ CAC registration
- ◆ Approval from the state government to establish the school

- ◆ Memorandum of understanding with practical areas for students
 - ◆ Tax clearance certificate
 - ◆ Names of resource persons and their detailed CV
-
- ◆ Facilities provided for the training programme
 - ◆ Payment for accreditation
 - ◆ Inadequate funds for accreditation.

L. IMPLEMENTATION of BOARD CHARTER

- ◆ To assist the departments /units to set up their service standard in line with board mandate and charter
- ◆ Train members of staff about their roles and responsibilities.
- ◆ Delegate powers and authority appropriately to members of staff to enable them to discharge their responsibilities with a degree of efficiency, effectiveness and timeliness.

M. REVIEW OF CHARTER

The service charter for the Health Records Officers' Registration Board of Nigeria will be reviewed as the need arises.

N. CONCLUSION

- ◆ Launching and publishing the service charter is a significant step on the road to service improvement.
- ◆ Therefore we are very cautious that the promises reflected in this charter are realized immediately or in the short term.
- ◆ We have no excuse but to improve the qualitative standard of our service.



FUNCTION OF THE BOARD

- 1. Determining what standards of knowledge and skill shall be attained by a person seeking to become a member of the profession of Health Records management and improving those standards from time to time of list of those person.**
- 2. Securing in accordance with the provision of the acts, the establishment and maintenance of a register of persons registered under the act as member of the profession and the publication from time to time of lists of those persons.**
- 3. Conducting examinations in health records management and awarding certificates or diplomas to successful candidates as appropriate, and for such purpose the Board shall prescribe fees to be paid in respect thereof.**
- 4. Performing such other function conferred on the Board by this Decree.**

For More Enquiries

**HEALTH RECORD OFFICERS REGISTRATION BOARD
Federal Ministry of Health**

**10 kukawa street off gimbiya, garki area 11,
Email: Servicom@hrrbn.gov.ng
Tell: 08094559998**