

## CITIZEN CHARTER- Airport Health Organisation, Bhubaneswar

### ❖ Introduction:

Airport Health Organisation (APHO) Bhubaneswar is a unit of International Health Division under Directorate General of Health Services, Ministry of Health and Family Welfare, Government of India. APHO Bhubaneswar is a designated Point of Entry (POE) for coordination of activities and containment of Public Health Emergencies of International Concerns (PHEICs).

APHO Bhubaneswar, unit was started in 2017 & the Sr. Regional Director, Regional Office for Health and Family welfare, Bhubaneswar is the Head of the Organization.

### ❖ Name and Address of Organization:

Airport Health Organisation,  
BJ-25, BJB Nagar, Bhubaneswar -751014  
Contact No: PH: 0674-2431326, 2431708,  
E-Mail: [apho.bbsr-mohfw@gov.in](mailto:apho.bbsr-mohfw@gov.in), [rohfwbbs@rediffmail.com](mailto:rohfwbbs@rediffmail.com)

### ❖ Vision Mission and Key Objectives:

#### • Vision:

- a) To prevent, protect against, control and provide a public health response to the international spread of disease in ways that are commensurate with and restricted to public health risks, and which avoid unnecessary interference with international traffic and trade.

#### • Mission:

- a) To provide efficient, high quality, dependable user-friendly airport Health Services to airport users and travellers.
- b) The Organisation will strive to manage its resources for optimal economic use to Indian airport community, airport users and nation.

#### • Key Objectives:

- a) To ensure appropriate surveillance and response measures at airport for prevention of entry and transmission of infectious diseases/ PHEIC across international borders via symptomatic crew and passengers arriving from PHEIC affected countries.
- b) For early detection, to minimize societal disruptions by providing/ensuring access to appropriate prevention, care and treatment.

### ❖ List of Doctors:

Sl.No.	Name	Designation	Contact number
1	Dr. Bisworanjan Dash	Public Health Specialist Gr II	9337324202
2	Dr. Bijnapad Sahoo	Senior Medical Officer	9337676122

### ❖ Functions & Duties Performed by Airport Health Organisation, Bhubaneswar:

- Routine Activities currently done:
  - a) Surveillance of International Passengers and Crew members for yellow fever disease.
  - b) Quarantine of Passengers as and when required in assigned hospital by state IDSP, Odisha.
  - c) Public health clearance of dead body/human remains.
  - d) Vector surveillance (for Vectors of Aedes Mosquito mainly) both inside and 400 meter perimeter area of Airport periodically in co-ordination with AAI Bhubaneswar.
  - e) Verification of Flight's Disinfection status.

- f) Training of Immigration staff and other stake holders on International Health, Yellow fever and on any updates as and when communicated by competent Authority.
- g) Functioning as central Licensing Authority under FSS Act.
- h) Monthly reporting of APHO data to IHRPOE website.

• Emergency Duties:

- a) Public Health Emergency of International Concern (eg.COVID-19).
- b) Thermal Screening & isolation of international passengers as per GOI guidelines.
- c) Co-ordinate with designated isolation facility –State IDSP for referral of symptomatic passengers.
- d) Provide guidelines on disinfection of Aircraft and airport premise during PHEIC.
- e) Ensure proper biomedical waste management by observing the shortcomings and suggesting the corrective measures to AAI.
- f) Training of all stakeholders on PHEIC.

❖Grievance Redressal:


- a) Grievances received directly through post/Email/in Complaint Box or from Ministry and DGHS are processed as per the guidelines Issued from time to time.
- b) An Internal Complaint Committee (ICC) has been constituted in compliance with the order of the Honourable Supreme Court of India for addressing the issue of female staff members (Sexual Harassment and related Issue) at work place.

Category	Name And Designation Of The Officer	Address Of The Correspondence	Telephone	E-Mail
Public Relation Officer	Dr. Bijnapad Sahoo, SMO,	Airport Health Organization, BJ 25, BJB Nagar, Bhubaneswar, Odisha,- 751014	0674-2431708	<a href="mailto:apho.bbsr-mohfw@gov.in">apho.bbsr-mohfw@gov.in</a> <a href="mailto:rohfwbbs@rediffmail.com">rohfwbbs@rediffmail.com</a>
Central Public Information Officer (CPIO)	Dr. N.M. Somalkar, RD	ROHFW,BJ-25, BJB Nagar, Bhubaneswar - 751014	0674-2431904, 2431708	<a href="mailto:apho.bbsr-mohfw@gov.in">apho.bbsr-mohfw@gov.in</a> <a href="mailto:rohfwbbs@rediffmail.com">rohfwbbs@rediffmail.com</a>
First Appellate Authority	Dr. Suchitra Sasmal, SRD	ROHFW,BJ-25, BJB Nagar, Bhubaneswar - 751014	0674-2431904, 231708	<a href="mailto:apho.bbsr-mohfw@gov.in">apho.bbsr-mohfw@gov.in</a> <a href="mailto:rohfwbbs@rediffmail.com">rohfwbbs@rediffmail.com</a>
Internal Complaint Committee as per PoSH Act.	1. Dr. Suchitra Sasmal, SRD- Chairman 2. Ms. Ankita Pal, JSO-Member 3. Shri Munil Ku. Singh, Steno-Member 4. Mr. Anwar Ali Aktar, Lab Assistant-Member	ROHFW,BJ-25, BJB Nagar, Bhubaneswar - 751014	0674-231708	<a href="mailto:apho.bbsr-mohfw@gov.in">apho.bbsr-mohfw@gov.in</a> <a href="mailto:rohfwbbs@rediffmail.com">rohfwbbs@rediffmail.com</a>

RTI - Designated central public information officers will provide reply to RTI from time to time.  
Kindly visit the link: <https://ihpoe.mohfw.gov.in>

❖ Airport Health Organisation, Bhubaneswar Provides following Services:

Sl. No.	Activity	Service Delivery Standard	Day/Date and Time	Location	Procedure & user charges
1	Vector Surveillance	As Per IHR 2005 IAPHR 1954 and guidelines from DGHS, CIHD, New Delhi	Monthly Once	BPI Airport premises & 400m radius	-
2	Public Health Clearance of Human Remains	IAPHR 1954 and guidelines from DGHS, CIHD, New Delhi	24 hours 7 days a week	-	-
3	Screening of international arrival Passenger during PHEICs	As Per IHR 2005 IAPHR 1954 and guidelines from DGHS, CIHD, New Delhi	24 hours 7 days a week	Biju Patnaik International Airport, Bhubaneswar	Hand held thermal scanner is utilized for rapid temperature screening of passenger
4	Food Surveillance and FSSAI licensing at Airport	As per FSSAI guidelines	As and when required	Food Outlets at BPI Airport	-
5	Training and Coordination	As Per IHR 2005 IAPHR 1954 and guidelines from DGHS, CIHD, New Delhi	As and when required	-	-
6	Implementing Public Health Measures During PHEIC	As Per IHR 2005 IAPHR 1954 and guidelines from DGHS, CIHD, New Delhi	As and when required	-	-
7	Airport Sanitation Surveillance	As Per IHR 2005 IAPHR 1954 and guidelines from DGHS, CIHD, New Delhi	Monthly Once	-	-
8	Water Surveillance	As Per IHR 2005 IAPHR 1954 and guidelines from DGHS, CIHD, New Delhi	As and when required	-	-

  
 (Dr. Suchitra Sastral)  
 Sr. Regional Director  
 ROHFW, Bhubaneswar