| MOE                                                  |                                                          |                  |          |                                                                                                                |            |                |                            |                                |
|------------------------------------------------------|----------------------------------------------------------|------------------|----------|----------------------------------------------------------------------------------------------------------------|------------|----------------|----------------------------|--------------------------------|
| MINISTRY OF EDUCATION                                |                                                          |                  |          |                                                                                                                |            |                |                            |                                |
| GRIEVANCE REDRESS MECHANISM REPORT - SEPTEMBER, 2024 |                                                          |                  |          |                                                                                                                |            |                |                            |                                |
|                                                      |                                                          |                  |          |                                                                                                                |            |                |                            |                                |
| SN TRACKING I                                        | O COMPLAINANTS NAME                                      | CONTACT (PHON DA | ATE OF C | TYPE OF C DESCRIPTION OF ISSUE AMOUNT LO                                                                       | PARTY      | DATE OF RESPON | ACTION TAKEN               | STATUS (OPEN/ONGOING/RESOLVED) |
|                                                      |                                                          |                  |          |                                                                                                                |            |                |                            |                                |
|                                                      |                                                          |                  |          |                                                                                                                |            |                |                            |                                |
| 1 MOE/24/09                                          | '043 Calvary Mission Schools, Oku Iboku, Itu             | 08033577549 03   | /09/24   | Taxation Payment of tax to Ministry of Education, BIR and to Local Government STATUTORY                        | MOE, SEQAS | 06/09/24       | Official explanation given | RESOLVED                       |
| 2 MOE/24/09                                          | 044 Lady Excellent Academy, Ikpa Ikot Uneke, Ibiono Ibom | 07054334889 05   | /09/24   | Taxation   Payment of registration fees after purchase of form for private institution with the same amount of | MOE, SEQAS | 09/09/24       | Official explanation given | RESOLVED                       |
| 3 MOE/24/09                                          | '045 Wings Academy, 3 Ebu Street, Uyo                    | 08133127604 17   | /09/24   | Delay in issuance of Authority-to-open-and-operate NA                                                          | MOE, SEQAS | 19/09/24       | Official explanation given | RESOLVED                       |
| 120                                                  |                                                          |                  |          |                                                                                                                |            |                |                            |                                |
|                                                      |                                                          |                  |          |                                                                                                                |            |                |                            |                                |