

AKWA IBOM STATE											
MINISTRY OF HEALTH											
GRIEVANCE REDRESS MECHANISM REPORT - NOVEMBER 2025											
SN	TRACKING NO	COMPLAINANTS NAME	CONTACT (PHONE)	DATE OF COMPLAINT	TYPE OF COMPLAINT (BASED ON CLASSIFICATION)	DESCRIPTION OF ISSUE	AMOUNT LOST	PARTY	DATE OF RESPONSE	ACTION TAKEN	STATUS (OPEN/ONGOING/RESOLVED)
1	001	Joseph Udofia	07035699080	4 November 2025	Administrative	AKSHIA delayed confirmation of his payment and the agency was contacted			4 November 2025	Resolved	
2	002	Enoimado S. B	08088568837	4 November 2025	Clinical	Sister had Fibroid operation in GH, Ikot Ekpene and Intestine cut and brought out and Medical Supt. was contacted			4 November 2025	Resolved	
	003	Theresa Uya	08027660618	4 November 2025	Administrative	Not given card by AKSHIA after enrolment and AKSHIA office was notified			4 November 2025	Resolved	
	004	Aniefiok Umoh	08026845816	12 November 2025	Administrative	AKISEMSAS refused to response to his calls and the agency has meeting on the said matter			12 November 2025	Resolved	
	005	Joshua Brooks	08037958267	14 November 2025	Administrative	Health facility refused giving care because he has retired and Medical Supt. was contacted			14 November 2025	Resolved	
	006	Bassey Akpan	07030348316	22 November 2025	Administrative	Had C/S operation with 4kg baby and supported by AKISEMSAS			22 November 2025	Resolved	
	007	Ubong Udo	08057205657	23 November 2025	Waiting Time	No staff to his mothe at GH, Ukanafun and Medical Supt. was contacted			23 November 2025	Resolved	
	008	Samuel Sampson	07061246614	23 November 2025	Administrative	AKSHIA refused enrolment of dependent and the agency was contacted			23 November 2025	Resolved	
	009	Brain Umorem	07062075808	25 November 2025	Administrative	Need financial assistance and was advised accordingly			25 November 2025	Resolved	
	010	Victor Edet	07062075808	26 November 2025	Administrative	Needed Employment and was referred ARISE PORTAL			26 November 2025	Resolved	
	011	Akpan, T.O	08123452249	26 November 2025	Administrative	The agency was contacted			26 November 2025	Resolved	
	012	Uduak Otu		26 November 2025	Clinical	Wife died in labour after delivering a set of twin at St. Luke Hospital, Anua and Medical Supt. was contacted			26 November 2025	Resolved	
	013	Isara Effiong	09033114880	29 November 2025	Clinical	Wants to get feedback of his compliant about a computer staff that changed the result and was informed about NHIA standard			29 November 2025	Resolved	
	014	Collins Essien	08064495101	29 November 2025	Administrative	Need financial assistance was advised accordingly			29 November 2025	Resolved	
	015	Emeka Uba	07039292129	29 November 2025	Clinical	No Doctor to attend a 9 months old baby at IGH, Eket and the medical Supt. was contacted			29 November 2025	Resolved	