

AKWA IBOM STATE											
MINISTRY OF HEALTH											
GRIEVANCE REDRESS MECHANISM REPORT - OCTOBER 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	Enefiok Ime John	09062118862	6 October 2025	Administrative	Staff not showing up on duty			6 October 2025	PHC Coordinator advise	
2	002	Gabriel Umoren	07037824852	6 October 2025	Communication	Staff not willing to transfer patients as demanded			6 October 2025	AKSHIA Resolved	
3	003	Sylvanus Ekanem	0816944972	6 October 2025	Administrative	Pension Delayed			6 October 2025	Resolved	
4	004	Abraham Usoro	07037360738	6 October 2025	Waiting Time	Hospital was notified			6 October 2025	Resolved	
5	005	Samuel Udo	09030209110	6 October 2025	Attitude to work	Ward Matron was notified			6 October 2025	Resolved	
6	006	Idorenyin Benson	07082693779	6 October 2025	Administrative	Authority was contacted and the person paid			6 October 2025	Resolved	
7	007	Joy Imoh	0912168337	7 October 2025	Quality of Care	Father was not cared for leading to his death			7 October 2025	Resolved	
8	008	Ruth Udosen	08028328651	7 October 2025	Administrative	Name not captured in the staff platform and desk officer was notified			7 October 2025	Resolved	
9	009	Christopher Umana	08037210638	8 October 2025	Administrative	Nurse resumed duty arise 11 am and matron was notified			8 October 2025	Resolved	
10	010	Otobong Roland	08063329557	9 October 2025	Clinical/Communication	Child Vaccination Site swollen			9 October 2025	Resolved	
11	011	Akakinua Moses	07016909808	9 October 2025	Administrative	Want to be hired as ACLS Instructor and was referred to appropriate authority for action			9 October 2025	Resolved	
12	012	Patrick Edet	08066566585	13 October 2025	Environmental	Smelling Poltury in the compound and authority was contacted			13 October 2025	Resolved	
13	013	Esther Nelson	08032633093	14 October 2025	Administrative	Need Ambulance Service and AKSEMAS was contacted			14 October 2025	Resolved	
14	014	Ebong Silas	08167956043	15 October 2025	Administrative	He was AKSHIA assistance for operation and AKSHIA was contacted			15 October 2025	Resolved	
15	015	Ebong Silas Jnr	07031527734	15 October 2025	Administrative	He was AKSHIA assistance for operation and AKSHIA was contacted			15 October 2025	Resolved	
16	016	Osoine Jerry	0806491502	15 October 2025	Waiting Time	In UUTH waiting for hours without attending to			15 October 2025	Resolved	
17	017	Moses Akatinua	09030219110	20 October 2025	Administrative	People are rippening friuts with chemicals and authority was contacted			20 October 2025	Resolved	
18	018	Dominic	0814121602	20 October 2025	Administrative	Community PHC is idle after commissioning			20 October 2025	Resolved	
19	019	Enoto Bassey	08063638960	20 October 2025	Administrative	Want where to buy original drugs and was sorted out			20 October 2025	Resolved	
20	020	Imaobong John	09026944825	20 October 2025	Administrative	Called to confirm her organisational membership and directed			20 October 2025	Resolved	
21	021	Aniekan Bassey	08138136916	20 October 2025	Administrative	Checking for membership and directed			20 October 2025	Resolved	
22	022	Irene Udo	08067523905	20 October 2025	Administrative	Checking for membership and directed			20 October 2025	Resolved	
23	023	Maria Yusuf	08053943152	20 October 2025	Administrative	Checking for membership and directed			20 October 2025	Resolved	
24	024	Pastor Moffat Etukakpan	08035755294	21 October 2025	Clinical	Complain of serious buttock after injection and was directed to Doctor			21 October 2025	Resolved	
25	025	Aniekan Esu	07051756822	21 October 2025	Administrative	Called to check functional of Complaint line and call answered			21 October 2025	Resolved	
26	026	Edward Ifoho	07069424702	22 October 2025	Administrative	Yet to received his AKSHIA card and AKSHIA was notified			22 October 2025	Resolved	
27	027	Caroline Eke	08062250297	22 October 2025	Waiting Time	Did not meet Laboratory staff at General Hospital, Etinan and Concerned staff was contacted			22 October 2025	Resolved	
28	028	Uduakobong Ukomi	08036303170	22 October 2025	Administrative	Yet to received his AKSHIA card and AKSHIA was notified			22 October 2025	Resolved	
29	029	Nsikak Umoh	08033588185	22 October 2025	Administrative	Apology tendereed and issue addressed			22 October 2025	Resolved	
30	030	Udo Effiong	08166171687	22 October 2025	Administrative	Called to check functional of Complaint line and call answered			22 October 2025	Resolved	
31	031	Prince Ben	08130208449	23 October 2025	Waiting Time	Has been in the hospital without seeing the Doctor and Medical Superintendent was called			23 October 2025	Resolved	
32	032	Idorenyin David	08103528036	23 October 2025	Administrative	Not given card by AKSHIA after enrolment and AKSHIA office was notified			23 October 2025	Resolved	
33	033	Jenne Eshiet	08022227488	23 October 2025	Administrative	Owing ahhoc staff two months wage at Cottage Hospital, Ukana and Medical Superintendent was informed			23 October 2025	Resolved	
34	034	Bobby Akpan	08105740096	26 October 2025	Clinical	Reported RTA along Sampson Udoidung Avenue, Uyo for AKISEMSAS action and the agency was notified			26 October 2025	Resolved	
35	035	Joshua Emem	08037958267	26 October 2025	Administrative	Asked about AKSHIA office and was directed			26 October 2025	Resolved	
36	036	Pastor Clement Okon	0812745114	27 October 2025	Clinical	Daughter died during labour after three days in Etinan General Hospital and the hospital was contacted and the matter resolved			27 October 2025	Resolved	
37	037	Emmanuel Harry	07048752995	27 October 2025	Administrative	Called to informed that the Son has need for kidney transplant and was advised to source for funds			27 October 2025	Resolved	
38	038	Friday Joe	07018445720	29 October 2025	Administrative	Called to check functional of Complaint line and call answered			29 October 2025	Resolved	

39	039	Godwin Udofia	09017158404	29 October 2025	Administrative	Health centre refused to attend to his son after 48 hours of enrolment and AKSHIA contacted and the issue resolved			29 October 2025	Resolved	
40	040	Mfonobong Ekpo		29 October 2025	Administrative	Waited for hours in GH, Ukpom Abak with being attended to and Medical Supt. Was informed			29 October 2025	Resolved	
41	041	Saviour Udoh	08038927859	30 October 2025	Administrative	Has unconscious patient in a private clinic but no doctor on ground and the hospital was contacted			30 October 2025	Resolved	
42	042	Ejiro Paul	08060544498	31 October 2025	Administrative	4 month old child in respiratory distress had no oxygen and was advised to transfer the baby through AKISEMAS TO IGH, Eket			31 October 2025	Resolved	
43	043	Evelyn Attah	08169090451	31 October 2025	Administrative	Need Assistance for employment and was referred to AKS Employment portal			31 October 2025	Resolved	
44	044	Silas Akpan	07077023641	31 October 2025	Administrative	Need Assistance for employment and was referred to AKS Employment portal			31 October 2025	Resolved	