

SN	CUSTOMER NAME	ADDRESS	E-MAIL ADDRESS	PHONE NUMBER
1	Joseph Udofia	Mandu avenue, uyo	Not Applicable	07035699080
2	Enoimado S. B	Ekpeyong street, Uyo	Not Applicable	08088568837
3	Theresa Uya	Osong Ama Avenue, uyo	Not Applicable	08027660618
6	Aniefiok Umoh	Ifa Ikot idang etoi	Not Applicable	08026845816
7	Joshua Brooks	Aka etinan, Uyo	Not Applicable	08037958267
8	Bassey Akpan	Nkemba sreet Uyo	Not Applicable	07030348316
9	Ubong Udo	Abak LGA	Not Applicable	08057205657
10	Samuel Sampson	Udi street, Uyo	Not Applicable	07061246614
11	Brain Umorem	Youth Avenue, Mbiabong	Not Applicable	07062075808
12	Victor Edet	Ekom Iman, Uyo	Not Applicable	07062075808
13	Akpan, T.O		Not Applicable	08123452249
14	Uduak Otu	Etinan LGA	Not Applicable	
15	Isara Effiong	Mbiabong	Not Applicable	09033114880
16	Collins Essien	Ikot Ekpene	Not Applicable	08064495101
17	Emeka Uba	Abak Road, Uyo	Not Applicable	07039292129

AKWA IBOM STATE GOVERNMENT

MINISTRY OF HEALTH

SLA SERVICE DELIVERY MONTHLY COMPLIANCE REPORT - NOVEMBER 2025

SERVICE PROVIDED	DATE OF SUBMISSION	DATE OF COMPLETION	EXPECTED TIMELINE	APPROVAL/ REJECTION
	DD/MM/YYY	DD/MM/YYY		
Administrative	04/11/2025	04/11/2025	1 Day	Approval
				Approval
Clinical	04/11/2025	04/11/2025	1 Day	
Administrative	04/11/2025	04/11/2025	1 Day	Approval
Administrative	12/11/2025	12/11/2025	1 Day	Approval
Administrative	14/11/2025	14/11/2025	1 Day	Approval
Administrative	22/11/2025	22/11/2025	1 Day	Approval
Clinical	23/11/2025	23/11/2025	1 Day	Approval
Administrative	23/11/2025	23/11/2025	1 Day	Approval
Administrative	25/11/2025	25/11/2025	1 Day	Approval
Administrative	26/11/2025	26/11/2025	1 Day	Approval
Administrative	26/11/2025	26/11/2025	1 Day	Approval
Clinical	26/11/2025	26/11/2025	1 Day	Approval
				Approval
Clinical	29/11/2025	29/11/2025	1 Day	
Administrative	29/11/2025	29/11/2025	1 Day	Approval
Clinical	29/11/2025	29/11/2025	1 Day	Approval

COST	ANY ISSUE (GRIEVANCE/ COMPLAINT/ OTHERS)	RESOLUTION/ DECISION
Not Applicable	AKSHIA delayed confirmation of his payment and the agency was contacted	Resolved
Not Applicable	Sister had Fibroid operation in GH, Ikot Ekpene and Intestine cut and brought out and Medical Supt. was contacted	Resolved
Not Applicable	Not given card by AKSHIA after enrolment and AKSHIA office was notified	Resolved
Not Applicable	AKISEMSAS refused to response to his calls and the agency has meeting on the said matter	Resolved
Not Applicable	Health facility refused giving care because he has retired and Medical Supt. was contacted	Resolved
Not Applicable	Had C/S operation with 4kg baby and supported by AKISEMSAS	Resolved
Not Applicable	No staff to his mothe at GH, Ukanafun and Medical Supt. was contacted	Resolved
Not Applicable	AKSHIA refused enrolment of dependent and the agency was contacted	Resolved
Not Applicable	Need financial assistance and was advised accordingly	Resolved
Not Applicable	Needed Employment and was referred ARISE PORTAL	Resolved
Not Applicable	The agency was contacted	Resolved
Not Applicable	Wife died in labour after delivering a set of twin at St. Luke Hospital, Anua and Medical Supt. was contacted	Resolved
Not Applicable	Wants to get feedback of his compliant about a computer staff that changed the result and was informed about NHIA standard	Resolved
Not Applicable	Need financial assistance was advised accordingly	Resolved
Not Applicable	No Doctor to attend a 9 months old baby at IGH, Eket and the medical Supt. was contacted	Resolved