

AKWA IBOM STATE GOVERNMENT												
MINISTRY OF HEALTH												
SLA SERVICE DELIVERY MONTHLY COMPLIANCE REPORT - OCTOBER 2025												
SN	CUSTOMER NAME	ADDRESS	E-MAIL ADDRESS	PHONE NUMBER	SERVICE PROVIDED	DATE OF SUBMISSION	DATE OF COMPLETION	EXPECTED TIMELINE	APPROVAL/ REJECTION	COST	ANY ISSUE (GRIEVANCE/ COMPLAINT/ OTHERS)	RESOLUTION/ DECISION
	Eneflek Ime John	Aka etinan, Uyo	Not Applicable	9062118862	Administrative	06/10/2025	06/10/2025	1 Day	Approval	Nil	Staff not showing up on duty	PHC Coordinator advise/Resolved
1	Gabriel Umoren	Nkamba street Uyo	Not Applicable	07037824852	Communication	06/10/2025	06/10/2025	1 Day	Approval	Nil	Staff not willing to transfer patients as demanded	AKSHIA Resolved
2	Sylvanus Ekamem	Abak LGA	Not Applicable	0816944972	Administrative	06/10/2025	06/10/2025	1 Day	Approval	Nil	Pension Delayed	Resolved
3	Abraham Uosoro	Udi street, Uyo	Not Applicable	07037360738	Clinical	06/10/2025	06/10/2025	1 Day	Approval	Nil	Hospital was notified	Resolved
6	Samuel Udo	Youth Avenue, Mbiabong	Not Applicable	09030209110	Clinical	06/10/2025	06/10/2025	1 Day	Approval	Nil	Ward Matron was notified	Resolved
7	Idorenyin Benson	Mandu avenue, uyo	Not Applicable	07082693779	Administrative	07/10/2025	07/10/2025	1 Day	Approval	Nil	Authority was contacted and the person paid	Resolved
8	Joy Imoh	Ekpeyong street, Uyo	Not Applicable	0912168337	Quality of Care assessed	07/10/2025	07/10/2025	1 Day	Approval		Father was not cared for leading to his death	Resolved
9	Ruth Udosen	Osong Ama Avenue, uyo	Not Applicable	08028328651	Administrative	08/10/2025	08/10/2025	1 Day	Approval	Nil	Name not captured in the staff platform and desk officer was notified	Resolved
10	Christopher Umana	Ifa Ikot idang etoi	Not Applicable	08037210638	Administrative	09/10/2025	09/10/2025	1 Day	Approval	Nil	Nurse resumed duty arise 11 am and matron was notified	Resolved
11	Otobong Roland	14 ekong street uyo	Not Applicable	08063329557	Clinical/Communication	09/10/2025	09/10/2025	1 Day	Approval	Nil	Child Vaccination Site swollen	Resolved
12	Akakinua Moses	Nkamba lane, uyo	Not Applicable	07016909808	Administrative	13/10/2025	13/10/2025	1 Day	Approval	Nil	Want to be hired as ACLS Instructor and was referred to appropriate authority for action	Resolved
13	Patrick Edet	Ekert, Akwa Ibom state	Not Applicable	08066566585	Environmental	14/10/2025	14/10/2025	1 Day	Approval	Nil	Smelling Poturiy in the compound and authority was contacted	Resolved
14	Esther Nelson	34 Udi street, Uyo	Not Applicable	08032633093	Administrative	15/10/2025	15/10/2025	1 Day	Approval	Nil	Need Ambulance Service and AKSEMAS was contacted	Resolved
15	Ebong Silas	Ikot Ekpen Road, Uyo	Not Applicable	08167956043	Administrative	15/10/2025	15/10/2025	1 Day	Approval	Nil	He was AKSHIA assistance for operation and AKSHIA was contacted	Resolved
16	Ebong Silas Jnr	Isidore Avenue Osong Ama Uyo	Not Applicable	07031527734	Administrative	15/10/2025	15/10/2025	1 Day	Approval	Nil	He was AKSHIA assistance for operation and AKSHIA was contacted	Resolved
17	Osoine Jerry	Ifa Atal Etol Uyo	Not Applicable	0806491502	Clinical	20/10/2025	20/10/2025	1 Day	Approval	Nil	In UIUTH waiting for hours without attending to	Resolved
18	Moses Akinutina	Ekpeyong street, Uyo	Not Applicable	09030219110	Administrative	20/10/2025	20/10/2025	1 Day	Approval	Nil	People are rippening fruits with chemicals and authority was contacted	Resolved
19	Dominic	Ekpomi Imah, Uyo	Not Applicable	0814211602	Administrative	20/10/2025	20/10/2025	1 Day	Approval	Nil	Community PHC is idle after commissioning	Resolved
20	Enoto Bassey	Imaobong John	Not Applicable	08063638960	Administrative	20/10/2025	20/10/2025	1 Day	Approval	Nil	Want where to buy original drugs and was sorted out	Resolved
21	Imaobong John	Etinan LGA	Not Applicable	09026944825	Administrative	20/10/2025	20/10/2025	1 Day	Approval	Nil	Called to confirm her organisational membership and directed	Resolved
22	Aniekan Bassey	Mbiabong	Not Applicable	08138136916	Administrative	20/10/2025	20/10/2025	1 Day	Approval	Nil	Checking for membership and directed	Resolved
23	Irene Udo	Ikot Ekpen	Not Applicable	08067523905	Administrative	20/10/2025	20/10/2025	1 Day	Approval	Nil	Checking for membership and directed	Resolved
24	Maria Yusuf	Abak Road, Uyo	Not Applicable	08053943152	Administrative	21/10/2025	21/10/2025	1 Day	Approval	Nil	Checking for membership and directed	Resolved
25	Pastor Moffat Etukakpa	Ifa Atal Etol Uyo	Not Applicable	08035755294	Clinical	21/10/2025	21/10/2025	1 Day	Approval	Nil	Complain of serious buttock after injection and was directed to Doctor	Resolved
26	Aniekan Esu	Ekpeyong street, Uyo	Not Applicable	07051756822	Administrative	22/10/2025	22/10/2025	1 Day	Approval	Nil	Called to check functional of Complaint line and call answered	Resolved
27	Edward Ifoho	Abak Road Uyo	Not Applicable	07069424702	Administrative	22/10/2025	22/10/2025	1 Day	Approval	Nil	Yet to received his AKSHIA card and AKSHIA was notified	Resolved
28	Caroline Eke	Etinan Akwa Ibom state	Not Applicable	08062260297	Clinical	22/10/2025	22/10/2025	1 Day	Approval	Nil	Did not meet Laboratory staff at General Hospital, Etinan and Concerned staff was contacted	Resolved
29	Uduakobong Ukomi	Ekpomi Imah Uyo	Not Applicable	08036303170	Administrative	22/10/2025	22/10/2025	1 Day	Approval	Nil	Yet to received his AKSHIA card and AKSHIA was notified	Resolved
30	Nsikak Umoh	Ewet Street	Not Applicable	08033388185	Administrative	22/10/2025	22/10/2025	1 Day	Approval	Nil	Apology tendered and issue addressed	Resolved
31	Udo Effiong	Udo Ekong street	Not Applicable	08166171687	Administrative	23/10/2025	23/10/2025	1 Day	Approval	Nil	Called to check functional of Complaint line and call answered	Resolved
32	Prince Ben	Youth Avenue, Mbiabong	Not Applicable	08130206449	Clinical	23/10/2025	23/10/2025	1 Day	Approval	Nil	Has been in the hospital without seeing the Doctor and Medical Superintendent was called	Resolved
33	Idorenyin David	Ifa Ikot idang etoi	Not Applicable	08103528036	Administrative	23/10/2025	23/10/2025	1 Day	Approval	Nil	Not given card by AKSHIA after enrolment and AKSHIA office was notified	Resolved
34	Jenne Eshiet	Nkamba lane, uyo	Not Applicable	08022227488	Administrative	26/10/2025	26/10/2025	1 Day	Approval	Nil	Owing ahhoc staff two months wage at Cottage Hospital, Ukana and Medical Superintendent was informed	Resolved
35	Bobby Akpan	Ekert, Akwa Ibom state	Not Applicable	08105740996	Clinical	26/10/2025	26/10/2025	1 Day	Approval	Nil	Reported RTA along Sampson Udoindung Avenue, Uyo for AKSEMAS action and the agency was notified	Resolved
	Joshua Enem	34 Udi street, Uyo	Not Applicable	08037958267	Administrative	27/10/2025	27/10/2025	1 Day	Approval	Nil	Asked about AKSHIA office and was directed	Resolved
	Pastor Clement Okon	Ikot Ekpen Road, Uyo	Not Applicable	0812745114	Clinical	27/10/2025	27/10/2025	1 Day	Approval	Nil	Daughter died during labour after three days in Etinan General Hospital and the hospital was contacted and the matter resolved	Resolved
	Emmanuel Harry	Isidore Avenue Osong Ama Uyo	Not Applicable	07048752995	Administrative	29/10/2025	29/10/2025	1 Day	Approval	Nil	Called to informed that the Son has need for kidney transplant and was advised to source for funds	Resolved
	Friday Joe	Udo Iko Street	Not Applicable	07018445720	Administrative	29/10/2025	29/10/2025	1 Day	Approval	Nil	Called to check functional of Complaint line and call answered	Resolved
	Godwin Udofo	Uyo Village Road	Not Applicable	09017158404	Administrative	29/10/2025	29/10/2025	1 Day	Approval	Nil	Health centre refused to attend to his son after 48 hours of enrolment and AKSHIA contacted and the issue resolved	Resolved
	Mfonobong Ekpo	Barrack Road, Uyo	Not Applicable		Administrative	30/10/2025	30/10/2025	1 Day	Approval	Nil	Waited for hours in GH, Ukpom Abak with being attended to and Medical Supt. Was informed	Resolved
	Saviour Udoh	Dominic Utuk Avenue, Uyo	Not Applicable	08038927859	Administrative	31/10/2025	31/10/2025	1 Day	Approval	Nil	Has unconscious patient in a private clinic but no doctor on ground and the hospital was contacted	Resolved
	Ejiro Paul	Utuk Street, Uyo	Not Applicable	08060544498	Administrative	31/10/2025	31/10/2025	1 Day	Approval	Nil	4 month old child in respiratory distress had no oxygen and was advised to transfer the baby through AKSEMAS TO IGH, Ekert	Resolved
	Evelyn Attah	Ewet Street	Not Applicable	08169090451	Administrative	31/10/2025	31/10/2025	1 Day	Approval	Nil	Need Assistance for employment and was referred to AKS Employment portal	Resolved
	Silas Akpan		Not Applicable	07077023641	Administrative	31/10/2025	31/10/2025	1 Day	Approval	Nil	Need Assistance for employment and was referred to AKS Employment portal	Resolved