

AKWA IBOM STATE											
MINISTRY OF HEALTH											
GRIEVANCE REDRESS MECHANISM REPORT - DECEMBER 2024											
SN	TRACKING NO	COMPLAINANTS NAME	CONTACT (PHONE)	COMPLAINT	TYPE OF COMPLAINT (BASED C	DESCRIPTION OF ISSUE	AMOUNT LOST	PARTY	DATE OF RESPONSE	ACTION TAKEN	STATUS (OPEN/ONGOING/RESOLVED)
										EOC were called and attended to	
16	016	Maria Yusuf	0703157734	12/07/2024	Communication	Said father wanted am	None	Ombudsman	12/07/2024		RESOLVED
17	017	Esther Nelson	07016909808	15/12/2024	Communication	Staff not showing up fo	None	Ombudsman	15/12/2024	The matter was settled	RESOLVED
18	018	Silas Algan	07077032641	15/12/2024	Administrative	He wanted employe	None	Ombudsman	15/12/2024	She was asked to apply through the gove rnmnt portal	ONGOING
19	019	Enoima S	08088568837	18/12/2024	Administrative	She wanted registe r for insurance	None	Ombudsman	18/12/2024	She was referred to insurance office for registration	RESOLVED