



Monthly Sector Report

July 2023

About the Common Feedback Platform

The Common Feedback Platform (CFP) is a joint inter-agency report that gives an overview of some of the community feedback that is raised within the Cox's Bazar, Bangladesh Rohingya response. Through Complaints and Feedback Mechanisms (CFMs), affected communities share challenges regarding programs, services and the associated humanitarian response. The anonymized data from different organizations is then combined and consolidated on a monthly basis to produce these outputs.

The CFP aims to contribute towards Accountability to Affected Populations (AAP) and inform programming. It was developed to improve complaint management and reporting through harmonized referral standards developed directly with the Sectors and main actors responsible for responding to complaints. They are updated regularly to maintain relevancy to the current context of assistance. As per the Accountability Manifesto and CFP Referral Guidance, Site Management (SM) agencies and their partners collect and refer data to sectors and service providers at both the camp and Cox's Bazar coordination level.

The CFP reports reflect data collected through certain CFMs and the usage of these CFMs; they are not necessarily a reflection of the overall needs or satisfaction of the Rohingya living in camps. Therefore, receiving more tickets in a site or for a sector does not consequently mean that there are more needs there; rather, it might imply that there is more CFM coverage, trust in the system, or larger population in the location where tickets are received.

This report is produced by Needs and Population Monitoring (NPM). For more information on the CFP, please contact: npmbangladesh@iom.int.

This year...



151,431

tickets received across **35** sites



50,940

tickets closed on the spot



100,491

tickets referred by **6** actors



77,099

responses given by relevant actors



53.6%

replies considered resolved by beneficiaries





Monthly Sector Report - Overview

July 2023



24,027
tickets
received



8,758
tickets closed
on the spot*



15,269
tickets referred to
relevant actors



26,003
responses given by
relevant actors



65.6%
replies considered
resolved by
beneficiaries

Top tickets received

Ticket Description	Female	Male	Other	Not Specified
SMART Card & Family Attestation - Add New Born	865	788		
Shelter Materials - Request additional materials	759	1,486	1	
NFI - Request additional materials	686	1,087		
SMART Card & Family Attestation - Request to add/remove household members	457	586	1	
Cash for Work - Has not been selected for CFW in long time	452	1,010		
Cash for Work - Requested CFW	424	604	1	
SMART Card & Family Attestation - Lost ID Card	299	395	1	
Hill or Slope - Erosion & landslide	224	346		
SMART Card & Family Attestation - Merge and Split	141	250	2	
Soap & Hygiene Kit - Did not receive	110	72		
Treatment	106	102		
Shelter Materials - Missed Distribution	105	158		
Stairs - Requested	102	210		
Damage to shelter - Shelter damaged over time	98	136		
LPG Gas - Not enough for family	87	276		
Latrine - Needs desludging	50	121		
Electricity Supply - Not working	33	101		
Cooking Stove - Broken or not working	13	23		

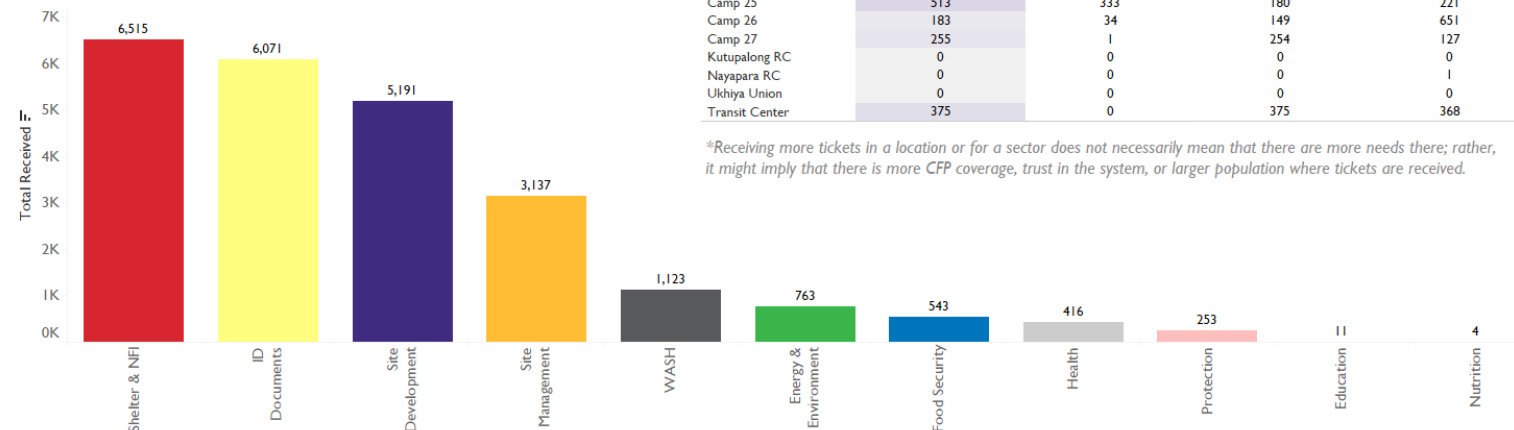
Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies
Camp 01E	458	231	227	620
Camp 01W	19	6	13	251
Camp 02E	7	4	3	450
Camp 02W	763	515	248	1,677
Camp 03	522	294	228	1,132
Camp 04	1,450	860	590	2,434
Camp 04 Ext.	0	0	0	2
Camp 05	467	120	347	732
Camp 06	450	201	249	556
Camp 07	324	91	233	746
Camp 08E	696	81	615	539
Camp 08W	565	39	526	531
Camp 09	1,258	236	1,022	846
Camp 10	945	2	943	1,317
Camp 11	1,081	93	988	1,738
Camp 12	895	100	795	1,580
Camp 13	1,250	17	1,233	1,190
Camp 14	1,062	412	650	688
Camp 15	1,418	268	1,150	1,778
Camp 16	1,282	604	678	675
Camp 17	907	557	350	1,044
Camp 18	1,066	501	565	782
Camp 19	784	391	393	429
Camp 20	734	298	436	480
Camp 20 Ext	700	377	323	252
Camp 21	380	21	359	469
Camp 22	1,887	1,074	813	1,559
Camp 24	1,331	997	334	138
Camp 25	513	333	180	221
Camp 26	183	34	149	651
Camp 27	255	1	254	127
Kutupalong RC	0	0	0	0
Nayapara RC	0	0	0	1
Ukhiya Union	0	0	0	0
Transit Center	375	0	375	368

Top unresolved tickets (from replies given)

Slope Protection (erosion) - Requested	1,362
SMART Card & Family Attestation - Add New Born	1,194
Shelter Materials - Missed Distribution	683
Slope Protection (erosion) - Damaged, broken, or needs improvement	583
SMART Card & Family Attestation - Lost ID Card	531
Hill or Slope - Erosion & landslide	502
SMART Card & Family Attestation - Merge and Split	303
Cash for Work - Has not been enrolled	249
Drainage - Drain Requested	186
Stairs - Requested	169
Damage to shelter - Shelter damaged over time	166
SMART Card & Family Attestation - Request for individual SMART card	144
SMART Card & Family Attestation - Biographical Error	117
Pathway - Requested	114
Stairs - Damaged, broken, or needs improvement	110
SMART Card & Family Attestation - Address Change	102
SMART Card & Family Attestation - Add New Member	96

Tickets received by sector



*Tickets closed on the spot are not referred because they are resolved at the time of submission, sensitive, or not referable (see Methodology section at end of report).



Monthly Sector Report - Shelter & NFI

July 2023



6,515
tickets
received



5,109
tickets closed
on the spot



1,406
tickets referred to
relevant actors

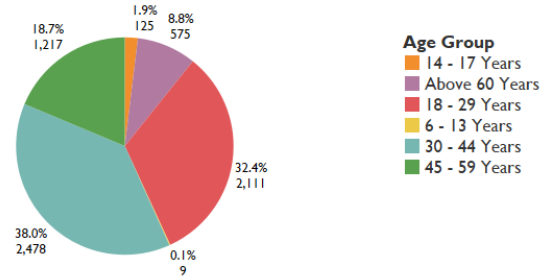


1,740
responses given by
relevant actors

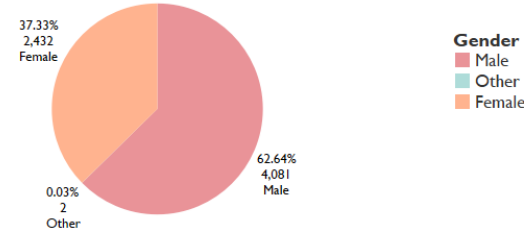


34.7%
replies considered
resolved by
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Camp 01E	228	226	2	0	0.0%
Camp 01W	5	5	0	2	100.0%
Camp 02E	4	4	0	0	0.0%
Camp 02W	416	415	1	117	100.0%
Camp 03	301	290	11	7	14.3%
Camp 04	909	800	109	149	66.4%
Camp 04 Ext.	0	0	0	0	0.0%
Camp 05	153	113	40	16	6.3%
Camp 06	241	92	149	35	2.9%
Camp 07	91	91	0	0	0.0%
Camp 08E	12	11	1	0	0.0%
Camp 08W	39	38	1	19	5.3%
Camp 09	117	86	31	2	0.0%
Camp 10	55	2	53	143	0.0%
Camp 11	152	76	76	331	29.3%
Camp 12	85	78	7	42	9.5%
Camp 13	73	1	72	227	25.6%
Camp 14	211	119	92	17	17.6%
Camp 15	167	136	31	135	25.2%
Camp 16	524	491	33	58	19.0%
Camp 17	544	544	0	3	0.0%
Camp 18	320	317	3	2	0.0%
Camp 19	240	234	6	21	14.3%
Camp 20	116	100	16	8	25.0%
Camp 20 Ext	67	60	7	12	33.3%
Camp 21	190	7	183	17	64.7%
Camp 22	597	556	41	4	25.0%
Camp 24	111	107	4	0	0.0%
Camp 25	91	91	0	34	5.9%
Camp 26	114	19	95	234	20.1%
Camp 27	234	0	234	0	0.0%
Kutupalong RC	0	0	0	0	0.0%
Nayapara RC	0	0	0	0	0.0%
Ukhiya Union	0	0	0	0	0.0%
Transit Center	108	0	108	105	100.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Shelter Materials - Request additional materials	2,246	2,245	1	19	15.8%
NFI - Request additional materials	1,773	1,773	0	1	0.0%
Shelter Materials - Waited too long at distribution	379	379	0	0	0.0%
Shelter Materials - Missed Distribution	263	0	263	872	21.7%
Damage to shelterShelter damaged by weather	238	238	0	0	0.0%
Damage to shelter - Shelter damaged over time	234	234	0	177	6.2%
Shelter materials needed	164	0	164	105	100.0%
Shelter Materials - Request for shelter materials	124	0	124	0	0.0%
Damage of shelter - Damage of shelter	112	0	112	0	0.0%
Shelter Materials - Need shelter materials	112	0	112	19	100.0%
Shelter Number - Requested	109	0	109	54	24.1%
NFI - Received damaged materials	86	86	0	0	0.0%
Shelter Materials - Requested for Shelter Materials	73	0	73	0	0.0%
Damage to shelter - Landslide problem	63	0	63	18	0.0%
Shelter Materials - Received amount is not enough	44	44	0	0	0.0%
Damage to shelterShelter damaged over time	43	43	0	0	0.0%
Shelter Materials - Request for shelter material	37	0	37	0	0.0%



Monthly Sector Report - ID Documents

July 2023



6,071
tickets
received



0
tickets closed
on the spot



6,071
tickets referred to
relevant actors

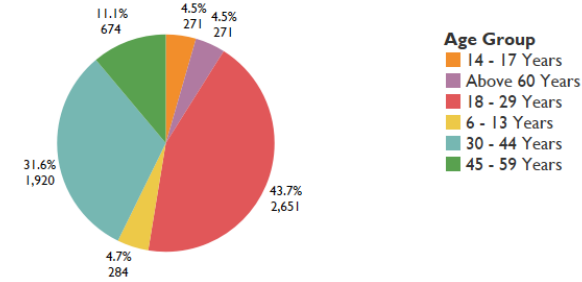


17,213
responses given by
relevant actors

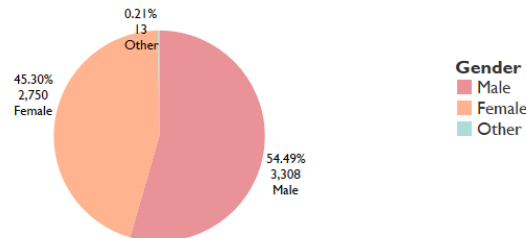


82.8%
replies considered
resolved by
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Camp 01E	150	0	150	535	99.8%
Camp 01W	9	0	9	183	100.0%
Camp 02E	3	0	3	421	99.3%
Camp 02W	221	0	221	1,470	99.7%
Camp 03	153	0	153	1,089	99.8%
Camp 04	107	0	107	1,760	100.0%
Camp 04 Ext.	0	0	0	1	100.0%
Camp 05	136	0	136	599	100.0%
Camp 06	22	0	22	339	99.1%
Camp 07	181	0	181	695	100.0%
Camp 08E	291	0	291	223	79.8%
Camp 08W	95	0	95	159	53.5%
Camp 09	747	0	747	547	23.9%
Camp 10	464	0	464	925	83.8%
Camp 11	274	0	274	910	92.9%
Camp 12	324	0	324	1,034	71.1%
Camp 13	490	0	490	464	25.2%
Camp 14	197	0	197	322	18.6%
Camp 15	518	0	518	1,114	83.3%
Camp 16	316	0	316	364	31.6%
Camp 17	26	0	26	838	99.8%
Camp 18	191	0	191	340	33.5%
Camp 19	213	0	213	199	28.6%
Camp 20	72	0	72	75	25.3%
Camp 20 Ext	101	0	101	122	28.7%
Camp 21	115	0	115	439	100.0%
Camp 22	352	0	352	1,301	85.4%
Camp 24	145	0	145	104	19.2%
Camp 25	91	0	91	85	21.2%
Camp 26	48	0	48	409	99.5%
Camp 27	18	0	18	127	100.0%
Kutupalong RC	0	0	0	0	0.0%
Nayapara RC	0	0	0	1	100.0%
Ukhiya Union	0	0	0	0	0.0%
Transit Center	1	0	1	19	100.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
SMART Card & Family Attestation - Add New Born	1,653	0	1,653	1,618	26.2%
SMART Card & Family Attestation - Request to add/remove household members	1,044	0	1,044	8,690	99.1%
SMART Card & Family Attestation - Lost ID Card	695	0	695	731	27.4%
SMART Card & Family Attestation - Merge and Split	393	0	393	388	21.9%
SMART Card & Family Attestation - Lost or Stolen	306	0	306	669	97.2%
SMART Card & Family Attestation - Need new smart card	218	0	218	254	100.0%
SMART Card & Family Attestation - Request for individual SMART card	182	0	182	179	19.6%
SMART Card & Family Attestation - Need smart card	177	0	177	520	100.0%
SMART Card & Family Attestation - Biographical Error	144	0	144	157	25.5%
SMART Card & Family Attestation - Add New Member	115	0	115	138	30.4%
SMART Card & Family Attestation - Address Change	109	0	109	157	35.0%
SMART Card & Family Attestation - Request to split/merge household members	89	0	89	421	90.5%
SMART Card & Family Attestation - Marriage Case	81	0	81	68	39.7%
SCOPE Card - Has not received new SCOPE Card	77	0	77	27	33.3%
SMART Card & Family Attestation - Request to change biodata	70	0	70	464	86.9%
SMART Card & Family Attestation - Request for Smart card	55	0	55	72	34.7%
SCOPE Card - No balance on card	50	0	50	19	15.8%



Monthly Sector Report - Site Development

July 2023



5,191
tickets
received



3
tickets closed
on the spot



5,188
tickets referred to
relevant actors

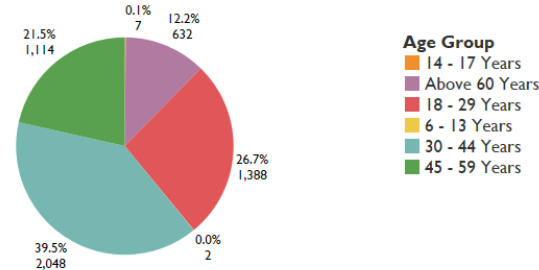


4,727
responses given by
relevant actors

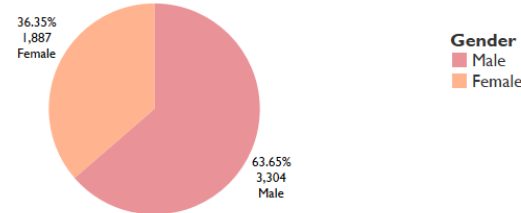


22.5%
replies considered
resolved by
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Camp 01E	8	0	8	0	0.0%
Camp 01W	3	0	3	1	100.0%
Camp 02E	0	0	0	4	75.0%
Camp 02W	4	0	4	30	100.0%
Camp 03	37	0	37	8	0.0%
Camp 04	294	0	294	429	6.3%
Camp 04 Ext.	0	0	0	0	0.0%
Camp 05	118	0	118	80	16.3%
Camp 06	11	1	10	87	0.0%
Camp 07	39	0	39	0	0.0%
Camp 08E	267	0	267	220	30.5%
Camp 08W	406	1	405	319	34.2%
Camp 09	226	0	226	278	28.4%
Camp 10	263	0	263	114	0.0%
Camp 11	489	0	489	446	32.7%
Camp 12	398	0	398	424	18.6%
Camp 13	341	0	341	251	19.9%
Camp 14	281	0	281	254	13.4%
Camp 15	449	0	449	392	17.6%
Camp 16	145	0	145	95	18.9%
Camp 17	231	0	231	139	2.2%
Camp 18	316	0	316	390	30.8%
Camp 19	141	0	141	183	25.1%
Camp 20	315	0	315	369	27.4%
Camp 20 Ext	116	0	116	94	35.1%
Camp 21	44	0	44	2	100.0%
Camp 22	160	1	159	52	13.5%
Camp 24	34	0	34	14	57.1%
Camp 25	52	0	52	46	26.1%
Camp 26	2	0	2	6	100.0%
Camp 27	1	0	1	0	0.0%
Kutupalong RC	0	0	0	0	0.0%
Nayapara RC	0	0	0	0	0.0%
Ukhiya Union	0	0	0	0	0.0%
Transit Center	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Slope Protection (erosion) - Requested	1,873	0	1,873	1,837	25.9%
Slope Protection (erosion) - Damaged, broken, or needs improvement	908	0	908	797	26.9%
Hill or Slope - Erosion & landslide	570	2	568	527	4.7%
Stairs - Requested	312	0	312	218	22.5%
Pathway - Requested	258	0	258	160	28.8%
Drainage - Drain Requested	234	0	234	247	24.7%
Stairs - Damaged, broken, or needs improvement	160	0	160	149	26.2%
Pathway - Damaged, broken, or needs improvement	154	0	154	108	18.5%
Drainage Cover (Slab) - Requested	71	0	71	45	22.2%
Hill or Slope - Retaining Wall Problem	67	0	67	47	14.9%
Drainage - Damaged, broken, or needs improvement	60	0	60	63	25.4%
Drainage - Blocked or Water logging	57	0	57	64	20.3%
Request to retaining wall	43	0	43	0	0.0%
Bridge - Damaged, broken, or needs improvement	34	0	34	31	29.0%
Hill or Slope - Need protection wall	32	0	32	0	0.0%
Drainage & Cover - Drain Requested	30	0	30	21	4.8%
Risk at landslide - Risk at landslide	30	0	30	1	100.0%



Monthly Sector Report - Site Management

July 2023



3,137
tickets
received



2,492
tickets closed
on the spot



645
tickets referred to
relevant actors

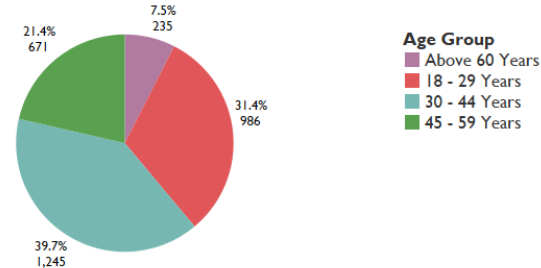


470
responses given by
relevant actors

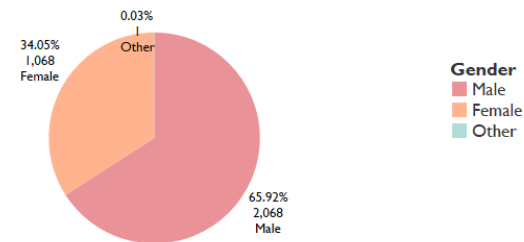


38.7%
replies considered
resolved by
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Camp 01E	4	0	4	12	100.0%
Camp 01W	1	0	1	2	100.0%
Camp 02E	0	0	0	0	0.0%
Camp 02W	2	0	2	3	100.0%
Camp 03	3	0	3	15	66.7%
Camp 04	2	0	2	5	100.0%
Camp 04 Ext.	0	0	0	1	100.0%
Camp 05	1	0	1	6	100.0%
Camp 06	2	0	2	10	90.0%
Camp 07	1	0	1	50	100.0%
Camp 08E	5	0	5	24	70.8%
Camp 08W	0	0	0	1	0.0%
Camp 09	99	94	5	4	50.0%
Camp 10	122	0	122	100	21.0%
Camp 11	17	5	12	2	0.0%
Camp 12	3	3	0	2	0.0%
Camp 13	259	8	251	165	17.6%
Camp 14	260	253	7	21	9.5%
Camp 15	111	106	5	2	0.0%
Camp 16	129	108	21	14	21.4%
Camp 17	0	0	0	0	0.0%
Camp 18	107	99	8	2	50.0%
Camp 19	142	140	2	1	0.0%
Camp 20	190	190	0	0	0.0%
Camp 20 Ext	362	305	57	0	0.0%
Camp 21	0	0	0	0	0.0%
Camp 22	198	198	0	6	83.3%
Camp 24	1,013	887	126	0	0.0%
Camp 25	104	96	8	22	18.2%
Camp 26	0	0	0	0	0.0%
Camp 27	0	0	0	0	0.0%
Kutupalong RC	0	0	0	0	0.0%
Nayapara RC	0	0	0	0	0.0%
Ukhiya Union	0	0	0	0	0.0%
Transit Center	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Cash for Work - Has not been selected for CFW in long time	1,462	1,462	0	0	0.0%
Cash for Work - Requested CFW	1,029	1,029	0	1	0.0%
Cash for Work - Has not been enrolled	540	0	540	304	18.1%
Relocation & Repatriation - Relocation to another camp	31	0	31	22	31.8%
Cash for Work - Was charged to enroll or be selected	27	0	27	0	0.0%
Relocation & Repatriation - Relocation within camp	13	0	13	3	66.7%
Cash for Work - Payment delayed	11	0	11	7	0.0%
Marriages & Divorces - Marriage Registration	8	0	8	79	98.7%
Cash for Work - Has received less payment than days worked	6	0	6	0	0.0%
Community Conflict - Tree Cutting	6	0	6	21	61.9%
Community Conflict - Children fight with each other	1	0	1	0	0.0%
He needs to new shelter, that's why he would new marriage	1	0	1	0	0.0%
Relocation & Repatriation - Repatriation to Myanmar	1	1	0	0	0.0%
Relocation & Repatriation - Request to Transfer from cam-03 to camp-05	1	0	1	0	0.0%



Monthly Sector Report - WASH

July 2023



1,123
tickets
received



197
tickets closed
on the spot



926
tickets referred to
relevant actors

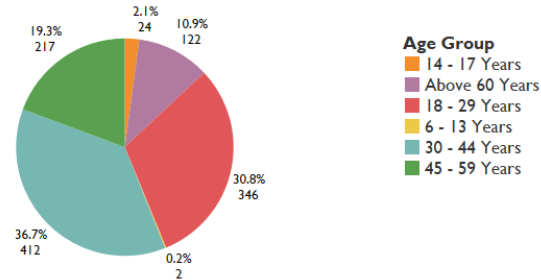


793
responses given by
relevant actors

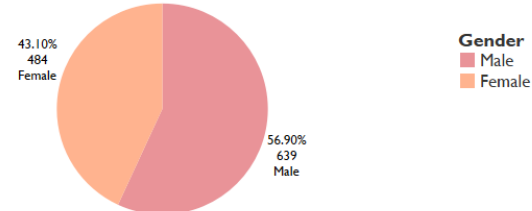


29.9%
replies considered
resolved by
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Camp 01E	0	0	0	0	0.0%
Camp 01W	0	0	0	0	0.0%
Camp 02E	0	0	0	0	0.0%
Camp 02W	0	0	0	0	0.0%
Camp 03	8	0	8	8	25.0%
Camp 04	21	3	18	22	54.5%
Camp 04 Ext.	0	0	0	0	0.0%
Camp 05	35	0	35	8	87.5%
Camp 06	17	0	17	49	51.0%
Camp 07	0	0	0	0	0.0%
Camp 08E	11	0	11	19	26.3%
Camp 08W	7	0	7	11	27.3%
Camp 09	11	0	11	12	33.3%
Camp 10	22	0	22	11	0.0%
Camp 11	100	1	99	11	36.4%
Camp 12	38	0	38	53	34.0%
Camp 13	61	0	61	69	14.5%
Camp 14	56	4	52	51	45.1%
Camp 15	56	0	56	54	14.8%
Camp 16	144	2	142	117	22.2%
Camp 17	71	0	71	54	22.2%
Camp 18	88	48	40	45	22.2%
Camp 19	27	0	27	22	31.8%
Camp 20	24	2	22	23	17.4%
Camp 20 Ext	33	1	32	15	13.3%
Camp 21	3	0	3	2	50.0%
Camp 22	166	92	74	59	18.6%
Camp 24	22	0	22	16	31.3%
Camp 25	73	44	29	34	29.4%
Camp 26	0	0	0	0	0.0%
Camp 27	0	0	0	0	0.0%
Kutupalong RC	0	0	0	0	0.0%
Nayapara RC	0	0	0	0	0.0%
Ukhiya Union	0	0	0	0	0.0%
Transit Center	29	0	29	28	100.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Soap & Hygiene Kit - Did not receive	182	0	182	125	31.2%
Latrine - Needs desludging	171	0	171	119	24.4%
Soap & Hygiene Kit - Additional Requested	105	105	0	1	0.0%
Soap & Hygiene Kit - Not enough	91	91	0	0	0.0%
Water Tap - Not Enough Water	87	1	86	118	52.5%
Latrine - Broken	74	0	74	83	22.9%
Water tap & Tubewell - Requested	54	0	54	13	7.7%
Latrine - New toilet requested	46	0	46	64	20.3%
Tubewell - Not Working	44	0	44	47	21.3%
Need to repair drain	39	0	39	0	0.0%
Trash Disposal - Trash pick-up needed	37	0	37	31	19.4%
Bathing Station - Broken or Damaged	33	0	33	37	27.0%
Bathing Station - Requested	26	0	26	34	14.7%
Water tap - Requested	22	0	22	23	26.1%
Latrine - Needs cleaning	21	0	21	9	55.6%
Water tap - Not Working	17	0	17	12	50.0%
Bathing Station - Needs cleaning	15	0	15	0	0.0%



Monthly Sector Report - Energy & Environment

July 2023



763
tickets
received



447
tickets closed
on the spot



316
tickets referred to
relevant actors

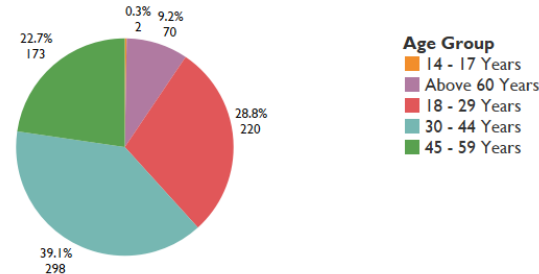


303
responses given by
relevant actors

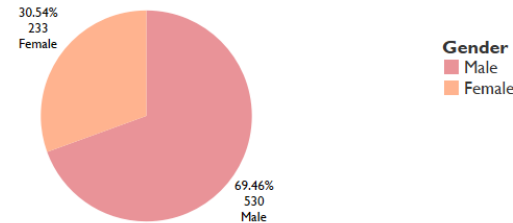


33.0%
replies considered
resolved by
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Camp 01E	0	0	0	0	0.0%
Camp 01W	0	0	0	0	0.0%
Camp 02E	0	0	0	1	100.0%
Camp 02W	63	63	0	1	100.0%
Camp 03	5	1	4	2	50.0%
Camp 04	11	9	2	7	0.0%
Camp 04 Ext.	0	0	0	0	0.0%
Camp 05	2	1	1	0	0.0%
Camp 06	1	0	1	0	0.0%
Camp 07	0	0	0	0	0.0%
Camp 08E	28	1	27	33	97.0%
Camp 08W	11	0	11	12	83.3%
Camp 09	55	53	2	3	66.7%
Camp 10	13	0	13	22	0.0%
Camp 11	18	4	14	27	66.7%
Camp 12	17	0	17	11	72.7%
Camp 13	14	4	10	11	27.3%
Camp 14	32	15	17	22	18.2%
Camp 15	22	6	16	20	15.0%
Camp 16	12	2	10	19	10.5%
Camp 17	0	0	0	0	0.0%
Camp 18	29	25	4	1	0.0%
Camp 19	8	5	3	2	0.0%
Camp 20	8	3	5	0	0.0%
Camp 20 Ext	15	10	5	1	0.0%
Camp 21	4	3	1	0	0.0%
Camp 22	345	193	152	106	14.2%
Camp 24	4	3	1	2	0.0%
Camp 25	46	46	0	0	0.0%
Camp 26	0	0	0	0	0.0%
Camp 27	0	0	0	0	0.0%
Kutupalong RC	0	0	0	0	0.0%
Nayapara RC	0	0	0	0	0.0%
Ukhiya Union	0	0	0	0	0.0%
Transit Center	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
LPG Gas - Not enough for family	363	363	0	1	0.0%
Electricity Supply - Not working	134	0	134	92	13.0%
Cooking Stove - Did not receive	45	0	45	40	62.5%
LPG Porters - Requested	39	0	39	50	12.0%
Cooking Stove - Broken or not working	36	30	6	2	0.0%
LPG Gas - Did not receive cylinder	35	0	35	54	48.1%
LPG Gas - Did not receive refill	34	0	34	22	22.7%
Cooking set (gas & stove) - Requested	33	33	0	0	0.0%
Cooking set (gas & stove) - Broken or not working	17	17	0	0	0.0%
Cooking Stove - Requested	9	3	6	4	25.0%
LPG Gas - Lost or stolen cylinder	5	0	5	27	70.4%
LPG Gas - Lost token	5	0	5	5	80.0%
Cooking Stove - Lost or stolen	1	0	1	4	25.0%
Cylinder , cooking materials	1	0	1	0	0.0%
Lamp post - Request to repair the damaged lamppost as soon as possible	1	0	1	0	0.0%
LPG Gas - Gas poor quality	1	0	1	0	0.0%
LPG Gas - Gas problem	1	0	1	0	0.0%



Monthly Sector Report - Health

July 2023



416
tickets
received



0
tickets closed
on the spot



416
tickets referred to
relevant actors

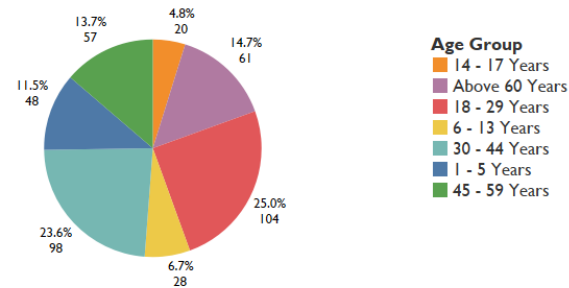


491
responses given by
relevant actors

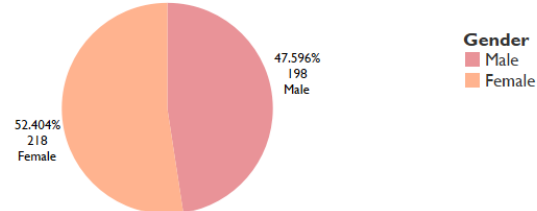


93.5%
replies considered
resolved by
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Camp 01E	63	0	63	61	100.0%
Camp 01W	0	0	0	59	100.0%
Camp 02E	0	0	0	24	95.8%
Camp 02W	17	0	17	54	100.0%
Camp 03	4	0	4	0	0.0%
Camp 04	44	0	44	54	96.3%
Camp 04 Ext.	0	0	0	0	0.0%
Camp 05	5	0	5	17	100.0%
Camp 06	41	0	41	34	91.2%
Camp 07	12	0	12	1	100.0%
Camp 08E	0	0	0	0	0.0%
Camp 08W	3	0	3	0	0.0%
Camp 09	0	0	0	0	0.0%
Camp 10	1	0	1	0	0.0%
Camp 11	3	0	3	0	0.0%
Camp 12	1	0	1	0	0.0%
Camp 13	1	0	1	0	0.0%
Camp 14	2	0	2	0	0.0%
Camp 15	35	0	35	22	36.4%
Camp 16	5	0	5	6	83.3%
Camp 17	22	0	22	9	100.0%
Camp 18	0	0	0	0	0.0%
Camp 19	0	0	0	1	0.0%
Camp 20	1	0	1	3	0.0%
Camp 20 Ext	0	0	0	1	0.0%
Camp 21	4	0	4	7	42.9%
Camp 22	27	0	27	26	92.3%
Camp 24	2	0	2	0	0.0%
Camp 25	0	0	0	0	0.0%
Camp 26	0	0	0	0	0.0%
Camp 27	0	0	0	0	0.0%
Kutupalong RC	0	0	0	0	0.0%
Nayapara RC	0	0	0	0	0.0%
Ukhiya Union	0	0	0	0	0.0%
Transit Center	123	0	123	112	100.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Treatment	208	0	208	309	95.8%
Health post - Eye glasses	126	0	126	112	100.0%
Rehabilitation - Rehabilitation	15	0	15	7	14.3%
Health post - Need to IARF to get medical support	6	0	6	1	100.0%
Eye Glass - Eye glass	5	0	5	2	50.0%
Health Problem	5	0	5	4	75.0%
Eye glasses - Eye glasses	4	0	4	6	66.7%
Need to health treatment	3	0	3	0	0.0%
He needs to Rehabilitation Support.	2	0	2	0	0.0%
Health post - Clinic not open	2	0	2	0	0.0%
Health post - No place to sit	2	0	2	0	0.0%
She is suffering with fever	2	0	2	0	0.0%
She needs to Rehabilitation Support yet.She can't walking to go to the toilet, that's why, she needs to Rehabi.	2	0	2	0	0.0%
Rehabilitation support	1	0	1	0	0.0%
He has been suffering long term eye Blind disable.	1	0	1	0	0.0%
Ahe has been suffering to diarrhea	1	0	1	0	0.0%
Better treatment	1	0	1	0	0.0%



Monthly Sector Report - Food Security

July 2023



543
tickets
received



285
tickets closed
on the spot



258
tickets referred to
relevant actors

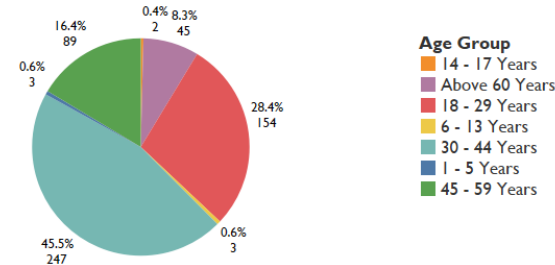


248
responses given by
relevant actors

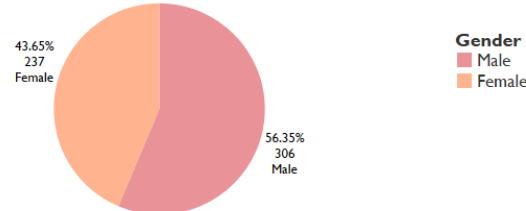


60.9%
replies considered
resolved by
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Camp 01E	1	1	0	11	100.0%
Camp 01W	0	0	0	2	100.0%
Camp 02E	0	0	0	0	0.0%
Camp 02W	40	37	3	2	100.0%
Camp 03	5	0	5	2	0.0%
Camp 04	18	4	14	7	42.9%
Camp 04 Ext.	0	0	0	0	0.0%
Camp 05	7	0	7	5	20.0%
Camp 06	112	108	4	0	0.0%
Camp 07	0	0	0	0	0.0%
Camp 08E	13	0	13	20	60.0%
Camp 08W	3	0	3	9	77.8%
Camp 09	0	0	0	0	0.0%
Camp 10	5	0	5	2	50.0%
Camp 11	11	1	10	11	36.4%
Camp 12	25	16	9	14	28.6%
Camp 13	7	0	7	3	33.3%
Camp 14	20	18	2	1	0.0%
Camp 15	57	17	40	39	2.6%
Camp 16	6	0	6	2	50.0%
Camp 17	12	12	0	1	0.0%
Camp 18	5	2	3	2	50.0%
Camp 19	7	6	1	0	0.0%
Camp 20	5	0	5	2	0.0%
Camp 20 Ext	5	0	5	7	14.3%
Camp 21	9	0	9	1	0.0%
Camp 22	14	8	6	5	20.0%
Camp 24	0	0	0	2	50.0%
Camp 25	55	55	0	0	0.0%
Camp 26	1	0	1	2	50.0%
Camp 27	1	0	1	0	0.0%
Kutupalong RC	0	0	0	0	0.0%
Nayapara RC	0	0	0	0	0.0%
Ukhiya Union	0	0	0	0	0.0%
Transit Center	99	0	99	96	100.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Food distributions - Request for more food each month	244	243	1	3	33.3%
Food distributions - Not enough food	113	0	113	96	100.0%
Food distributions - Household has not received food	44	0	44	51	47.1%
Request fresh food - Request fresh food	41	0	41	3	0.0%
Food Porters - Requested	14	0	14	14	42.9%
Food distributions - Want to purchase more but not allowed	13	13	0	1	0.0%
Food distributions - Request for different items or quantities	12	12	0	0	0.0%
When is the next food distribution day When are the food distribution centres open	9	9	0	0	0.0%
Farming supplies - Requested	8	8	0	0	0.0%
Food distributions - Fresh food requested	4	0	4	0	0.0%
Food distributions - HH wants someone outside their family to collect food	3	0	3	3	0.0%
Food distributions - Poor quality food items	3	0	3	10	10.0%
Food distributions - Distribution delayed	2	0	2	2	50.0%
Food distributions - Food problem [Food support requested]	2	0	2	0	0.0%
Food distributions - Fresh food	2	0	2	10	0.0%
Not enough food - Big family size	2	0	2	0	0.0%
SCOPE Card - HH did not receive correct amount of food based on Family Attestation	2	0	2	0	0.0%



Monthly Sector Report - Protection

July 2023



253
tickets
received



214
tickets closed
on the spot



39
tickets referred to
relevant actors

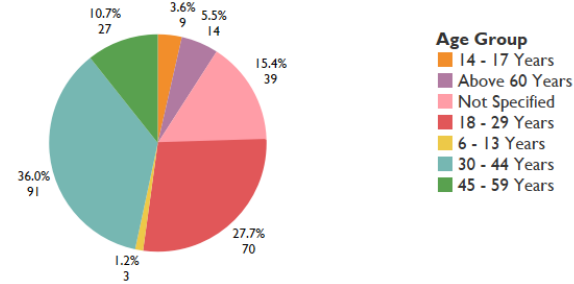


15
responses given by
relevant actors

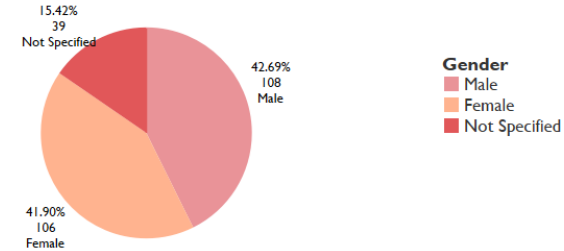


80.0%
replies considered
resolved by
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Camp 01E	4	4	0	1	100.0%
Camp 01W	1	1	0	2	100.0%
Camp 02E	0	0	0	0	0.0%
Camp 02W	0	0	0	0	0.0%
Camp 03	6	3	3	1	100.0%
Camp 04	44	44	0	0	0.0%
Camp 04 Ext.	0	0	0	0	0.0%
Camp 05	10	6	4	0	0.0%
Camp 06	3	0	3	2	0.0%
Camp 07	0	0	0	0	0.0%
Camp 08E	69	69	0	0	0.0%
Camp 08W	1	0	1	1	0.0%
Camp 09	3	3	0	0	0.0%
Camp 10	0	0	0	0	0.0%
Camp 11	17	6	11	0	0.0%
Camp 12	3	3	0	0	0.0%
Camp 13	4	4	0	0	0.0%
Camp 14	3	3	0	0	0.0%
Camp 15	3	3	0	0	0.0%
Camp 16	1	1	0	0	0.0%
Camp 17	1	1	0	0	0.0%
Camp 18	9	9	0	0	0.0%
Camp 19	6	6	0	0	0.0%
Camp 20	3	3	0	0	0.0%
Camp 20 Ext	1	1	0	0	0.0%
Camp 21	11	11	0	1	100.0%
Camp 22	17	16	1	0	0.0%
Camp 24	0	0	0	0	0.0%
Camp 25	1	1	0	0	0.0%
Camp 26	18	15	3	0	0.0%
Camp 27	1	1	0	0	0.0%
Kutupalong RC	0	0	0	0	0.0%
Nayapara RC	0	0	0	0	0.0%
Ukhiya Union	0	0	0	0	0.0%
Transit Center	13	0	13	7	100.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Protection Referral	179	175	4	0	0.0%
Legal and protection	20	0	20	0	0.0%
Protection Referral (IOM)	17	17	0	0	0.0%
Complaint against Agency or Staff	6	6	0	0	0.0%
Protection Referral (Action Aid)	6	6	0	0	0.0%
Protection Referral (UNHCR)	5	5	0	0	0.0%
Protection Issue	3	0	3	7	100.0%
Legal support requested - Legal support requested	2	0	2	0	0.0%
Protection Referral (BRAC)	2	2	0	0	0.0%
Protection Referral (MUKTI)	2	2	0	0	0.0%
Request for solar lights - Request for solar lights	2	0	2	0	0.0%
Conflict with his wife	1	0	1	0	0.0%
Daughter was taken way by a boy - Daughter was taken by a boy	1	0	1	0	0.0%
GBV caseShe is disabled women need emergency support.	1	0	1	0	0.0%
Hit by her husband with knife	1	0	1	0	0.0%
Legal and protectionLow mood	1	0	1	0	0.0%
Missing child	1	0	1	0	0.0%



Monthly Sector Report - Education

July 2023



11
tickets
received



11
tickets closed
on the spot



0
tickets referred to
relevant actors

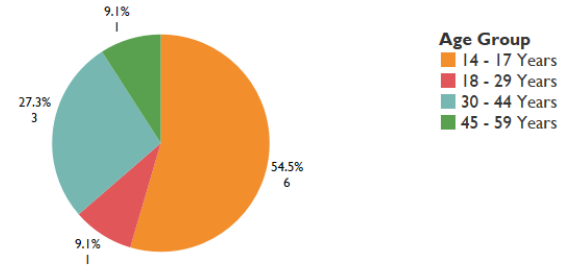


1
responses given by
relevant actors



0.0%
replies considered
resolved by
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Camp 01E	0	0	0	0	0.0%
Camp 01W	0	0	0	0	0.0%
Camp 02E	0	0	0	0	0.0%
Camp 02W	0	0	0	0	0.0%
Camp 03	0	0	0	0	0.0%
Camp 04	0	0	0	0	0.0%
Camp 04 Ext.	0	0	0	0	0.0%
Camp 05	0	0	0	1	0.0%
Camp 06	0	0	0	0	0.0%
Camp 07	0	0	0	0	0.0%
Camp 08E	0	0	0	0	0.0%
Camp 08W	0	0	0	0	0.0%
Camp 09	0	0	0	0	0.0%
Camp 10	0	0	0	0	0.0%
Camp 11	0	0	0	0	0.0%
Camp 12	0	0	0	0	0.0%
Camp 13	0	0	0	0	0.0%
Camp 14	0	0	0	0	0.0%
Camp 15	0	0	0	0	0.0%
Camp 16	0	0	0	0	0.0%
Camp 17	0	0	0	0	0.0%
Camp 18	1	1	0	0	0.0%
Camp 19	0	0	0	0	0.0%
Camp 20	0	0	0	0	0.0%
Camp 20 Ext	0	0	0	0	0.0%
Camp 21	0	0	0	0	0.0%
Camp 22	10	10	0	0	0.0%
Camp 24	0	0	0	0	0.0%
Camp 25	0	0	0	0	0.0%
Camp 26	0	0	0	0	0.0%
Camp 27	0	0	0	0	0.0%
Kutupalong RC	0	0	0	0	0.0%
Nayapara RC	0	0	0	0	0.0%
Ukhiya Union	0	0	0	0	0.0%
Transit Center	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Changes to Education - Myanmar based curriculum requested	10	10	0	0	0.0%
Changes to education - Literacy classes requested	1	1	0	0	0.0%



Monthly Sector Report - Nutrition

July 2023



4
tickets
received



0
tickets closed
on the spot



4
tickets referred to
relevant actors

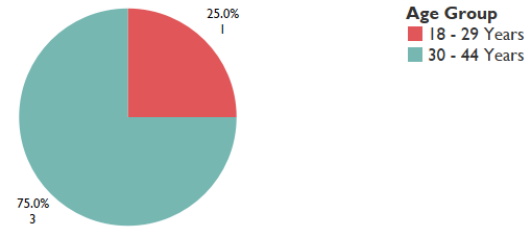


2
responses given by
relevant actors



50.0%
replies considered
resolved by
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Camp 01E	0	0	0	0	0.0%
Camp 01W	0	0	0	0	0.0%
Camp 02E	0	0	0	0	0.0%
Camp 02W	0	0	0	0	0.0%
Camp 03	0	0	0	0	0.0%
Camp 04	0	0	0	1	0.0%
Camp 04 Ext.	0	0	0	0	0.0%
Camp 05	0	0	0	0	0.0%
Camp 06	0	0	0	0	0.0%
Camp 07	0	0	0	0	0.0%
Camp 08E	0	0	0	0	0.0%
Camp 08W	0	0	0	0	0.0%
Camp 09	0	0	0	0	0.0%
Camp 10	0	0	0	0	0.0%
Camp 11	0	0	0	0	0.0%
Camp 12	1	0	1	0	0.0%
Camp 13	0	0	0	0	0.0%
Camp 14	0	0	0	0	0.0%
Camp 15	0	0	0	0	0.0%
Camp 16	0	0	0	0	0.0%
Camp 17	0	0	0	0	0.0%
Camp 18	0	0	0	0	0.0%
Camp 19	0	0	0	0	0.0%
Camp 20	0	0	0	0	0.0%
Camp 20 Ext	0	0	0	0	0.0%
Camp 21	0	0	0	0	0.0%
Camp 22	1	0	1	0	0.0%
Camp 24	0	0	0	0	0.0%
Camp 25	0	0	0	0	0.0%
Camp 26	0	0	0	0	0.0%
Camp 27	0	0	0	0	0.0%
Kutupalong RC	0	0	0	0	0.0%
Nayapara RC	0	0	0	0	0.0%
Ukhiya Union	0	0	0	0	0.0%
Transit Center	2	0	2	1	100.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Nutrition Assistance - Did not receive distribution	2	0	2	0	0.0%
Nutrition support	2	0	2	0	0.0%



What is the CFP?

Methodology

The CFP adheres to the principle that communities can access CFMs to share all types of concerns (regardless of sector or actor), and that feedback loops are closed. Thus, every ticket that is received is referred to an appropriate service provider to respond to the issue. The CFM then goes back and replies to the beneficiary.

Feedback is collected in various ways by Bangladeshi staff and Rohingya volunteers in the camps. Each piece of feedback is submitted through similar data collection forms that generate a "ticket" with a unique tracking number. If referrable, this ticket is referred through SM or other actors to camp sector focal points and relevant organizations. Beneficiaries then receive replies to their issues after an update is available. If not referrable, a response is provided immediately at the time of submission and the ticket is closed on the spot.

The CFP was also developed to improve the way that feedback is handled, recorded, and tracked across an operational process. Feedback is collected by trained enumerators at static desks and by mobile teams that conduct regular community engagement meetings and outreach at the block level to ensure vulnerable individuals and households are reached. Consent to share personal information with responsible organizations for a response is always confirmed. CFMs close the feedback loop by providing a reply directly to the person who complained either by conducting a home visit or placing a phone call. *Personal data is only used in referrals and shared with relevant parties when needed; it is not analyzed or included in any outputs*



1. **Received:** When the CFM submits the ticket from the beneficiary..
2. **Referred:** When the CFM shares the ticket with the actor responsible for taking action.
3. **Responded:** When the actor reports back to the CFM on the action taken to address the ticket.
4. **Replied:** When the actor's response to the ticket is provided to the beneficiary by the CFM.

Definitions

Ticket: A piece of community feedback. Through a ticket, beneficiaries can ask questions, report complaints, share feedback, request assistance, or submit any other information for referral, action, and response.

Resolved/Unresolved: When the beneficiary is given the opportunity to share their opinion on the given response. As part of the reply process to close a ticket, the person who made the complaint is asked if they consider the issue to be resolved. If "yes," it is recorded as resolved; if "no" or "partially," it is recorded as unresolved. Regardless, the feedback loop is considered closed once beneficiaries receive a reply and report their satisfaction. The resolution rate is calculated by taking the % of replies marked as "resolved."

Closed on the Spot (CoS): When a ticket initially received can be answered immediately (positively or negatively) by the CFM at the time of complaint. This information is recorded, but it is *not* referred. The following types of tickets are CoS:

- **If the ticket can be addressed without referral.** Example: for a query regarding the next food distribution, the enumerator will share the date and close the ticket.
- **If the ticket is an emergency, security incident, sensitive Protection case, or code of conduct violation.** The CFM will inform the responsible actor and appropriate staff to urgently respond to the matter by referring in person at the time of complaint. A ticket related to "Protection" will be recorded, *but no personal data is collected (age and gender is "not specified")*.
- **If the ticket is not referable because of the nature of the request.** Depending on capacity and processes of responding actors, some tickets cannot be received by the sector or service provider and therefore not referred. Example: a request for NFIs outside of the normal distribution cycle is not possible. When these types of tickets are raised, a pre-determined message is shared with the beneficiary to explain why the ticket cannot be referred. All sectors and organizations were consulted to identify these particular ticket types.

