COMMON FEEDBACK PLATFORM

Monthly Camp Report

August 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...

182,273 tickets received across **35** sites

63,956 tickets closed on the spot

118,317 tickets referred by **6** actors

88,642 responses given by relevant actors

50.4% replies considered resolved by beneficiaries

Monthly Camp Report - Overview

August 2023

Sites with no activity this month don't have a dedicated page.
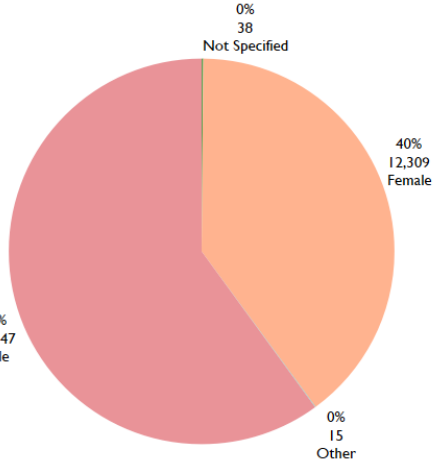
COMMON FEEDBACK PLATFORM

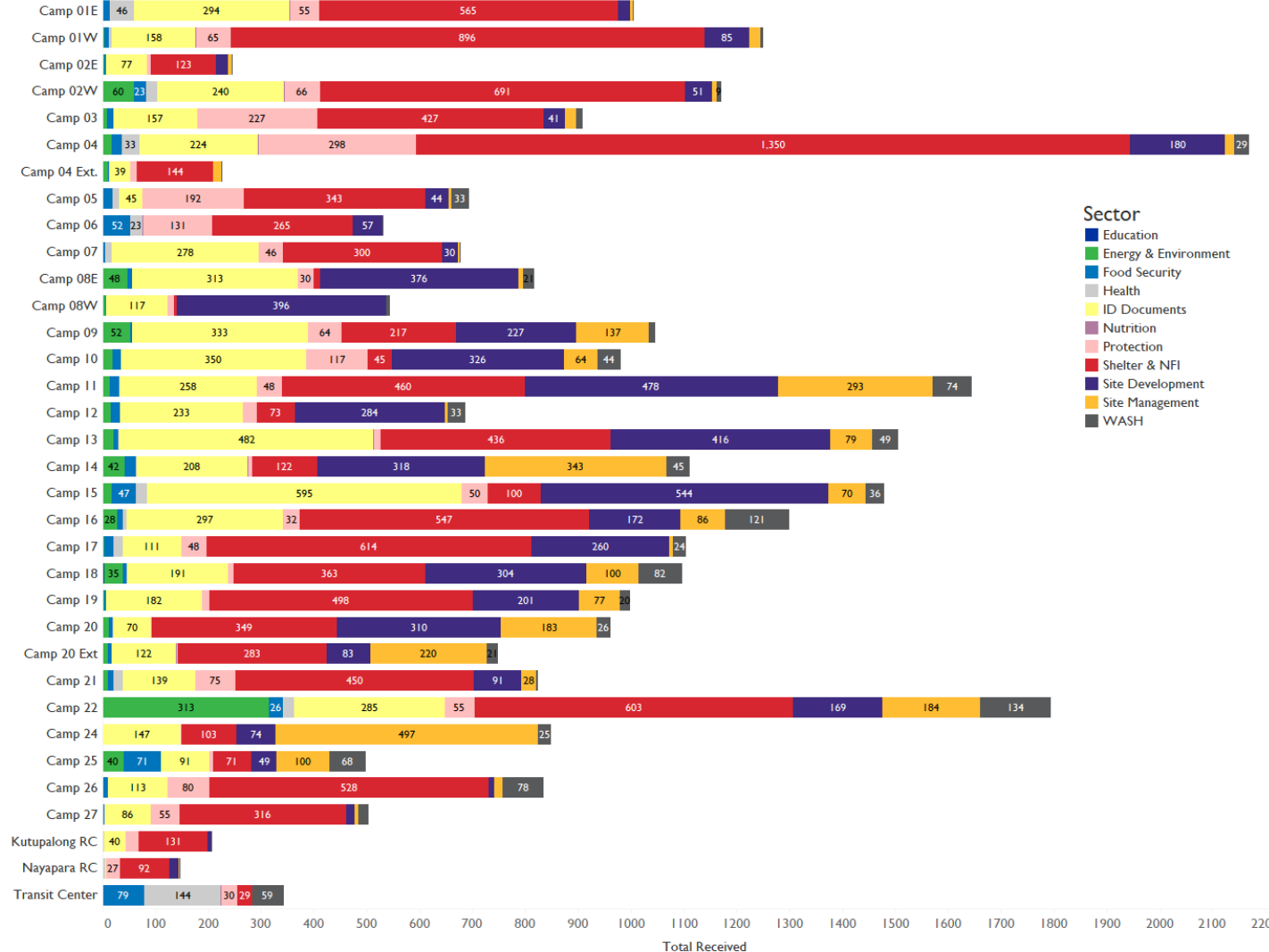**30,909** tickets received

13,083 tickets closed on the spot*

17,826 tickets referred to relevant actors

11,898 responses given by relevant actors

29.4% replies considered resolved by beneficiaries

Tickets received by gender

- 0% / 38 / Not Specified
- 40% / 12,309 / Female
- 60% / 18,547 / Male
- 0% / 15 / Other

Top unresolved tickets (from replies given)

Slope Protection (erosion) - Requested	1,551
SMART Card & Family Attestation - Add New Born	880
Slope Protection (erosion) - Damaged, broken, or needs improvement	760
SMART Card & Family Attestation - Lost ID Card	390
Shelter Materials - Missed Distribution	318
Cash for Work - Has not been enrolled	244
Stairs - Requested	228
SMART Card & Family Attestation - Merge and Split	228
Drainage - Drain Requested	214
SMART Card & Family Attestation - Request for individual SMART card	152
Pathway - Requested	152
Stairs - Damaged, broken, or needs improvement	137
NFI - Missed Distribution	132
Pathway - Damaged, broken, or needs improvement	118
SMART Card & Family Attestation - Biographical Error	115
Soap & Hygiene Kit - Did not receive	105
Shelter Number - Requested	105

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

Tickets received by camp

Sector
- Education
- Energy & Environment
- Food Security
- Health
- ID Documents
- Nutrition
- Protection
- Shelter & NFI
- Site Development
- Site Management
- WASH

Total Received

COMMON FEEDBACK PLATFORM

Monthly Camp Report - Camp 01E
August 2023

1,006 tickets received

570 tickets closed on the spot

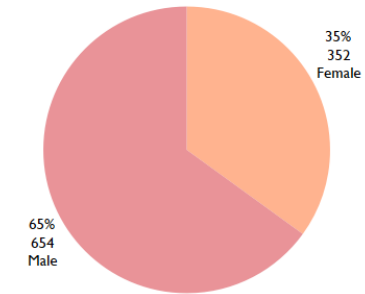**436** tickets referred to relevant actors

89 responses given by relevant actors

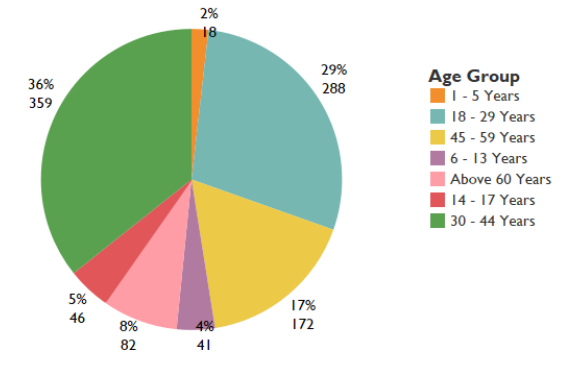**100.0%** replies considered resolved by beneficiaries

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Damage to shelter Shelter damaged by weather	369	369	0	0	0.0%
Shelter Materials Waited too long at distribution	153	153	0	0	0.0%
Change of Registration information - New Born	120	0	120	0	0.0%
Registration documents lost and replacement - Request for new ID card	66	0	66	0	0.0%
Protection	55	8	47	0	0.0%
Treatment Waited too long	36	0	36	0	0.0%
Registration documents lost and replacement - Lost ID Card	36	0	36	0	0.0%
Shelter Materials Request additional materials	30	30	0	0	0.0%
Change of Registration information - Merge and Split	19	0	19	0	0.0%
Change of Registration information - New Registration	17	0	17	0	0.0%
Change of Registration information - Biographical Error	14	0	14	0	0.0%
Drainage & Cover Drainage Cover Requested	11	0	11	0	0.0%
Change of Registration information - Address Change	11	0	11	0	0.0%
Treatment	7	0	7	70	100.0%
Retaining wall Damaged, broken, or needs improvement	7	0	7	0	0.0%
Food distributions - Request for more food each month	7	7	0	0	0.0%
Shelter Materials Requesting for shelter materials.	5	0	5	0	0.0%

Tickets received by gender

35% 352 Female
65% 654 Male

Tickets received by age group

2% 18
29% 288
36% 359
17% 172
4% 41
8% 82
5% 46

Age Group
- 1 - 5 Years
- 18 - 29 Years
- 45 - 59 Years
- 6 - 13 Years
- Above 60 Years
- 14 - 17 Years
- 30 - 44 Years

Top unresolved tickets (from replies given)

No unresolved ticket replies

Tickets received by sector

Sector	Value
Shelter & NFI	565
ID Documents	294
Protection	55
Health	46
Site Development	23
Food Security	12
Site Management	6
Energy & Environment	2
WASH	2
Nutrition	1
Education	0
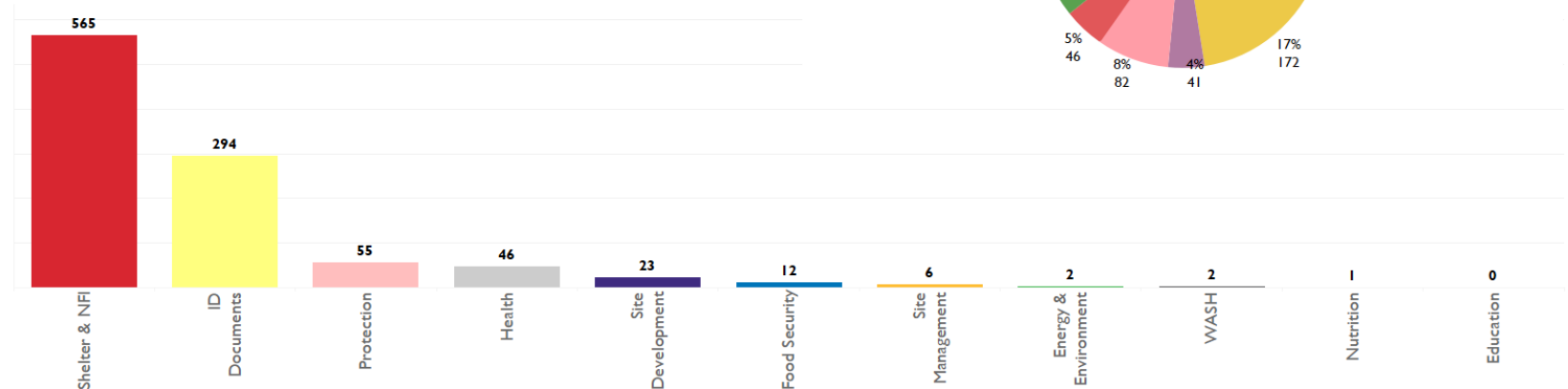
Monthly Camp Report - Camp 01W

August 2023

COMMON FEEDBACK PLATFORM

1,251 tickets received

877 tickets closed on the spot

374 tickets referred to relevant actors

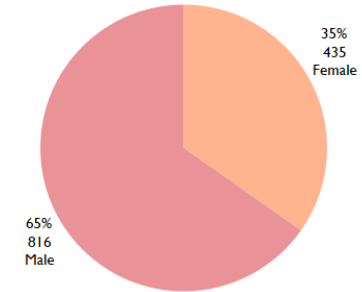**5** responses given by relevant actors

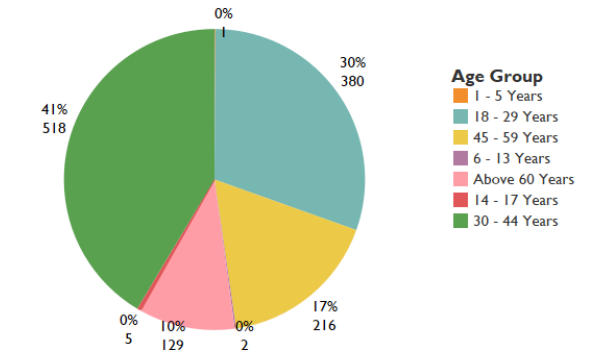**100.0%** replies considered resolved by beneficiaries

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Damage to shelter Shelter damaged by weather	831	831	0	0	0.0%
Change of Registration information - New Born	74	0	74	0	0.0%
Retaining wall Damaged, broken, or needs improvement	70	0	70	0	0.0%
Protection	65	15	50	0	0.0%
Shelter Materials Request additional materials	25	24	1	0	0.0%
Change of Registration information - Merge and Split	22	0	22	0	0.0%
Registration documents lost and replacement - Request for new ID card	21	0	21	0	0.0%
Shelter Materials Requesting for shelter materials.	16	0	16	0	0.0%
Registration documents lost and replacement - Lost ID Card	14	0	14	0	0.0%
Relocation & Repatriation Relocation to another camp	12	0	12	0	0.0%
Change of Registration information - New Registration	10	0	10	0	0.0%
Change of Registration information - Address Change	9	0	9	0	0.0%
Relocation & Repatriation Relocation from another camp	7	0	7	0	0.0%
Shelter Materials Waited too long at distribution	5	5	0	0	0.0%
Drainage & Cover Drainage Cover Requested	5	0	5	0	0.0%
Shelter Materials Requested for Shelter Materials .	3	0	3	0	0.0%
Retaining wall Requested	3	0	3	0	0.0%

Top unresolved tickets (from replies given)

No unresolved ticket replies

Tickets received by sector

Tickets received by gender

35% 435 Female

65% 816 Male

Tickets received by age group

0% 1

30% 380

41% 518

0% 5

10% 129

0% 2

17% 216

Age Group
- 1 - 5 Years
- 18 - 29 Years
- 45 - 59 Years
- 6 - 13 Years
- Above 60 Years
- 14 - 17 Years
- 30 - 44 Years
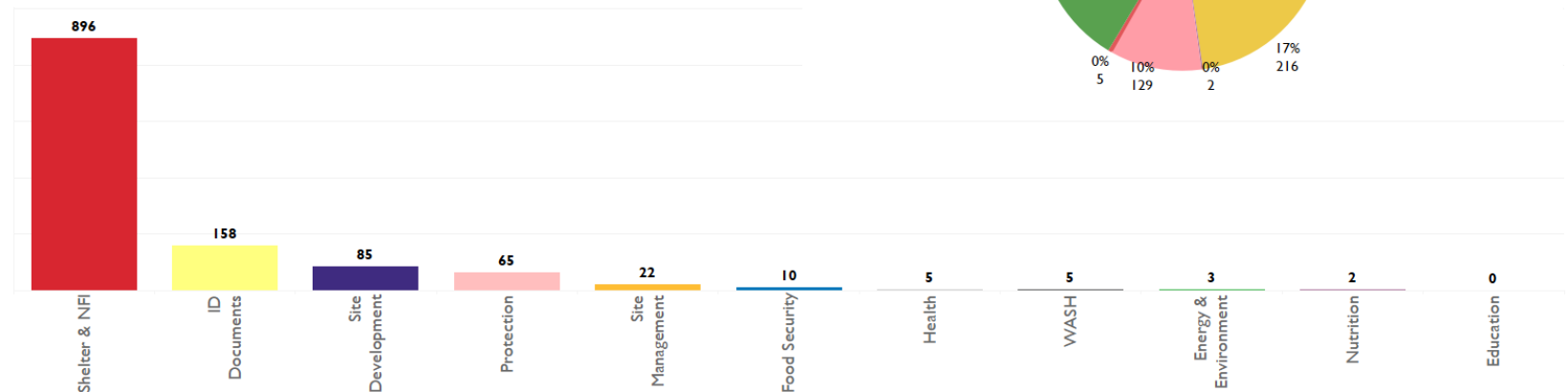
Monthly Camp Report - Camp 02E

August 2023

COMMON FEEDBACK PLATFORM

245 tickets received

109 tickets closed on the spot
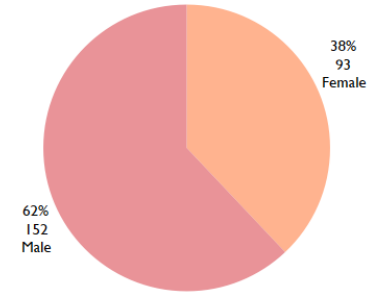
136 tickets referred to relevant actors

55 responses given by relevant actors

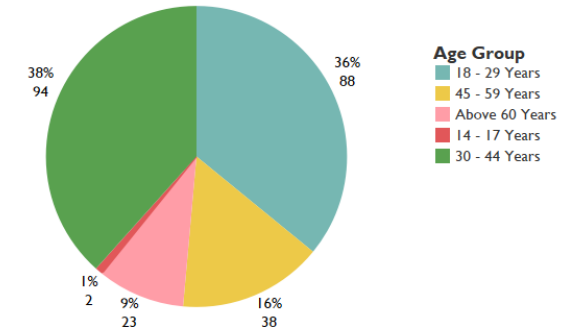**98.2%** replies considered resolved by beneficiaries

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Damage to shelter Shelter damaged by weather	112	102	10	0	0.0%
Change of Registration information - New Born	36	0	36	0	0.0%
Retaining wall Damaged, broken, or needs improvement	22	0	22	0	0.0%
Change of Registration information - Address Change	9	0	9	0	0.0%
Registration documents lost and replacement - Lost ID Card	8	0	8	0	0.0%
Protection	7	6	1	0	0.0%
Change of Registration information - Merge and Split	6	0	6	0	0.0%
Change of Registration information - Active and Inactive Case	5	0	5	0	0.0%
Relocation & Repatriation Relocation to another camp	4	0	4	0	0.0%
Registration documents lost and replacement - Lost Family Attestation Card	4	0	4	0	0.0%
Shelter Materials Requesting for shelter materials.	2	0	2	0	0.0%
Shelter Materials Request for unique shelter tagging number	2	0	2	0	0.0%
Retaining wall Requested	2	0	2	0	0.0%
Relocation & Repatriation Relocation from another camp	2	0	2	0	0.0%
Registration documents lost and replacement - Request for new ID card	2	0	2	0	0.0%
Registration documents lost and replacement - Lost ID card and family attestation	2	0	2	0	0.0%
LPG Gas - Did not receive refill	2	0	2	0	0.0%

Tickets received by gender

38% 93 Female
62% 152 Male

Tickets received by age group

Age Group
- 18 - 29 Years
- 45 - 59 Years
- Above 60 Years
- 14 - 17 Years
- 30 - 44 Years

36% 88
16% 38
9% 23
1% 2
38% 94

Top unresolved tickets (from replies given)

Ticket Description

SMART Card & Family Attestation - Request to add/remove household members — 1

Tickets received by sector

Sector	Value
Shelter & NFI	123
ID Documents	77
Site Development	24
Protection	7
Site Management	6
Food Security	4
Energy & Environment	3
WASH	1
Education	0
Health	0
Nutrition	0
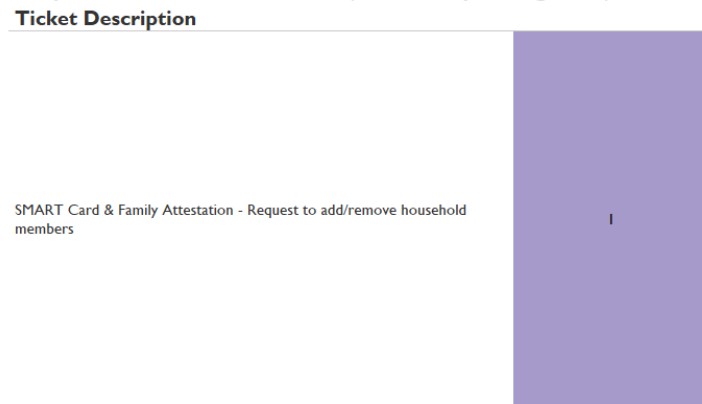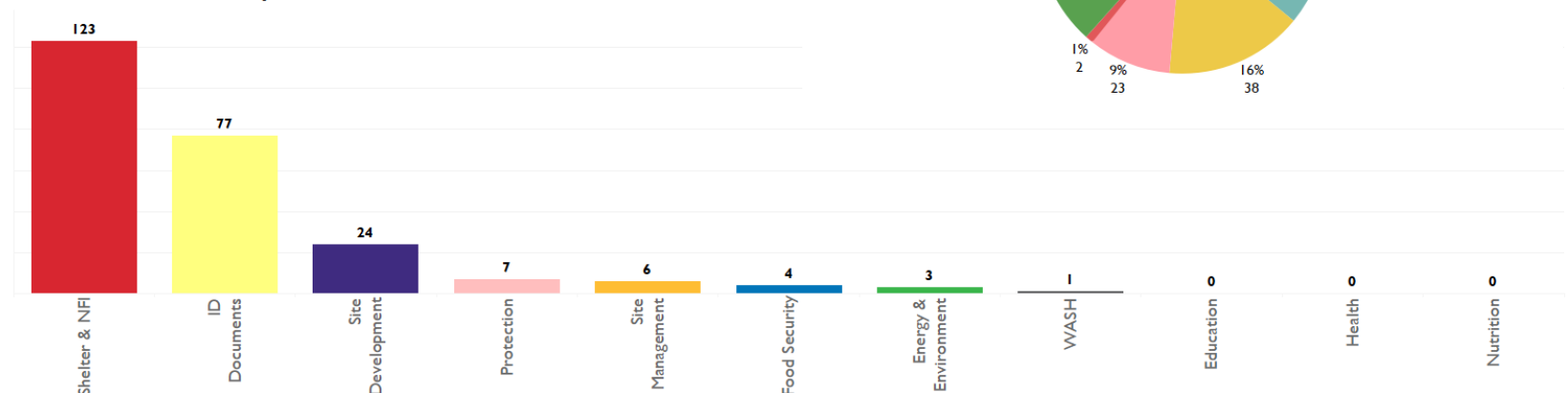
Monthly Camp Report - Camp 02W
August 2023

COMMON FEEDBACK PLATFORM

1,171 tickets received

797 tickets closed on the spot

374 tickets referred to relevant actors

324 responses given by relevant actors

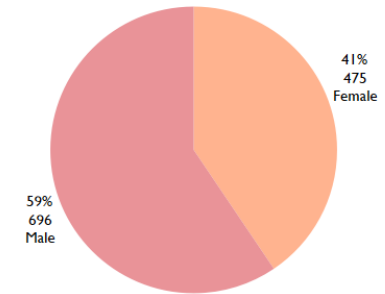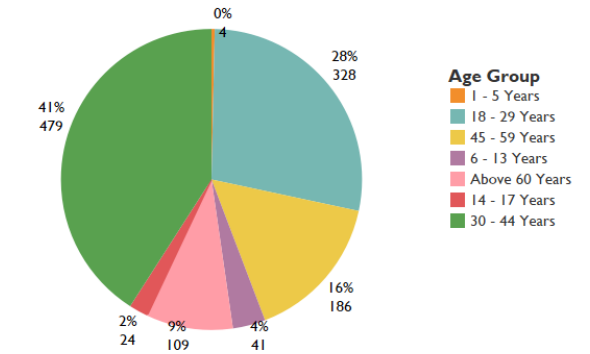**100.0%** replies considered resolved by beneficiaries

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Damage to shelter Shelter damaged by weather	324	324	0	0	0.0%
Shelter Materials Waited too long at distribution	170	170	0	0	0.0%
Shelter Materials Request additional materials	115	115	0	0	0.0%
Change of Registration information - New Born	114	0	114	0	0.0%
Registration documents lost and replacement - Request for new ID card	74	0	74	0	0.0%
Protection	66	18	48	0	0.0%
LPG Gas - Not enough for family	58	58	0	0	0.0%
Retaining wall Damaged, broken, or needs improvement	33	0	33	0	0.0%
NFI - Request additional materials	32	32	0	0	0.0%
Shelter Materials Received damaged materials	23	23	0	0	0.0%
Guide Wall Need Guide Wall Repair	17	0	17	0	0.0%
Change of Registration information - Merge and Split	15	0	15	0	0.0%
Food distributions - Request for more food each month	14	14	0	0	0.0%
Treatment Medical referral	13	13	0	0	0.0%
Change of Registration information - Biographical Error	12	0	12	0	0.0%
Registration documents lost and replacement - Lost ID Card	11	0	11	0	0.0%
Shelter Materials Received amount is not enough	8	8	0	0	0.0%

Top unresolved tickets (from replies given)

No unresolved ticket replies

Tickets received by sector

Sector	Count
Shelter & NFI	691
ID Documents	240
Protection	66
Energy & Environment	60
Site Development	51
Food Security	23
Health	21
WASH	9
Site Management	8
Nutrition	2
Education	0

Tickets received by gender

- 41% 475 Female
- 59% 696 Male

Tickets received by age group

- 0% 4
- 28% 328
- 41% 479
- 16% 186
- 4% 41
- 9% 109
- 2% 24

Age Group
- 1 - 5 Years
- 18 - 29 Years
- 45 - 59 Years
- 6 - 13 Years
- Above 60 Years
- 14 - 17 Years
- 30 - 44 Years
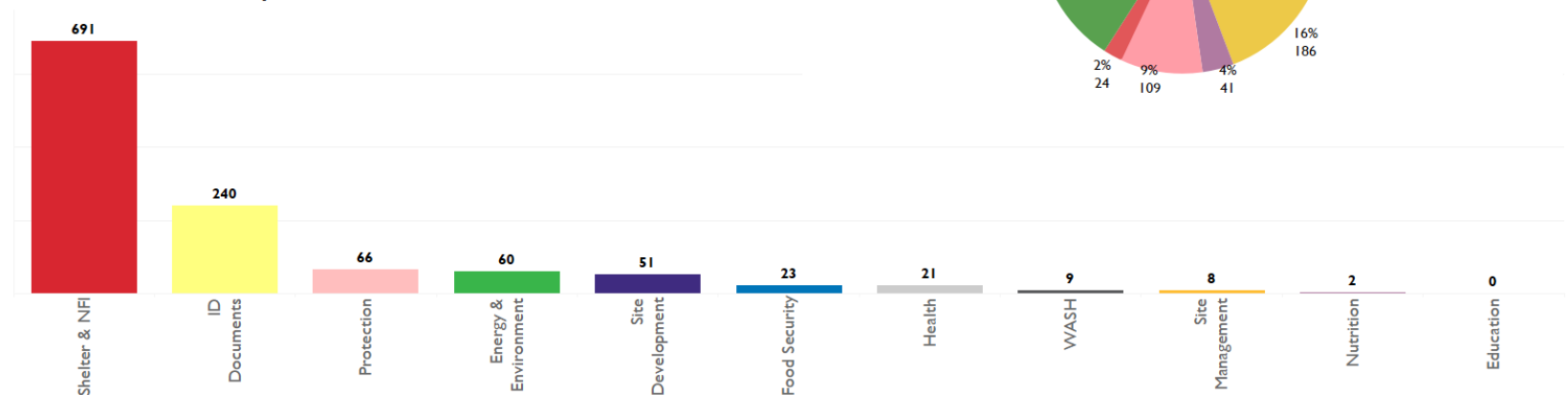
Monthly Camp Report - Camp 03
August 2023

908 tickets received

443 tickets closed on the spot

465 tickets referred to relevant actors

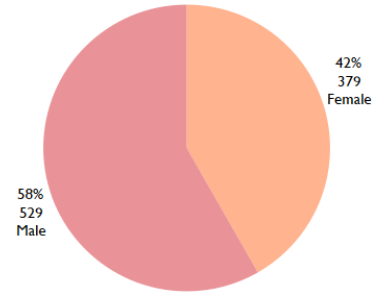**86** responses given by relevant actors

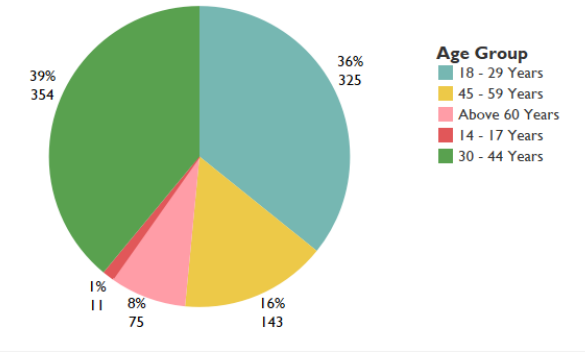**23.3%** replies considered resolved by beneficiaries

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	231	224	7	0	0.0%
Protection	227	48	179	0	0.0%
Damage to shelter Shelter damaged by weather	160	160	0	0	0.0%
Change of Registration information - New Born	102	0	102	0	0.0%
Retaining wall Damaged, broken, or needs improvement	29	0	29	0	0.0%
Registration documents lost and replacement - Lost ID Card	15	0	15	0	0.0%
Relocation & Repatriation Relocation to another camp	13	0	13	0	0.0%
Change of Registration information - Merge and Split	9	0	9	0	0.0%
Requesting for shelter number	8	0	8	0	0.0%
NFI - Request additional materials	8	8	0	0	0.0%
Drainage & Cover Drainage Cover Requested	6	0	6	0	0.0%
Relocation & Repatriation Relocation from another camp	5	0	5	0	0.0%
Shelter Materials Requesting for shelter materials.	4	0	4	0	0.0%
Registration documents lost and replacement - Request for new ID card	4	0	4	0	0.0%
Change of Registration information - Requesting for new smart card	4	0	4	0	0.0%
Change of Registration information - Biographical Error	4	0	4	0	0.0%
LPG Gas - Did not receive cylinderDid not receive cylinder	3	0	3	0	0.0%

Tickets received by gender

42% 379 Female

58% 529 Male

Tickets received by age group

Age Group
- 18 - 29 Years — 36% 325
- 45 - 59 Years — 16% 143
- Above 60 Years — 8% 75
- 14 - 17 Years — 1% 11
- 30 - 44 Years — 39% 354

Top unresolved tickets (from replies given)

Ticket Description	
Hill or Slope - Erosion & landslide	23
Shelter Materials - Request additional materials	6
Need repair retaining wall. -	3
Water tap & Tubewell - Requested	2
SMART Card & Family Attestation - Request to add/remove household mem..	2
Request to build shelter Road and Wall problem as well	2
Request fresh food - Request fresh food	2
Need to repair retaining wall	2
Need repair retaining	2
Shelter Plot - Larger plot of land for shelter	1
Shelter materials needed	1
Relocation & Repatriation - Relocation within camp	1
Relocation & Repatriation - Relocation to another camp	1
Not gat shelter number	1
Need to Retaining wall	1
Need Shelter Materials due to his shelter is damaged - Need Shelter Materia..	1
Need shelter material due to h9is shelter is partially damage	1

Tickets received by sector

- Shelter & NFI: 427
- Protection: 227
- ID Documents: 157
- Site Development: 41
- Site Management: 21
- Food Security: 12
- WASH: 12
- Energy & Environment: 9
- Health: 1
- Nutrition: 1
- Education: 0
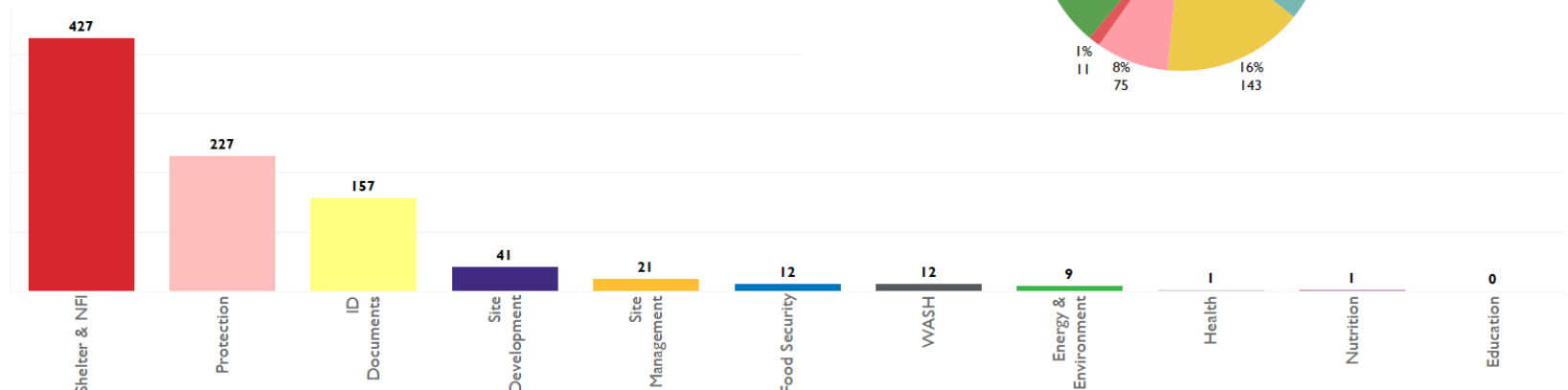
Monthly Camp Report - Camp 04
August 2023

COMMON FEEDBACK PLATFORM

2,170 tickets received

1,243 tickets closed on the spot
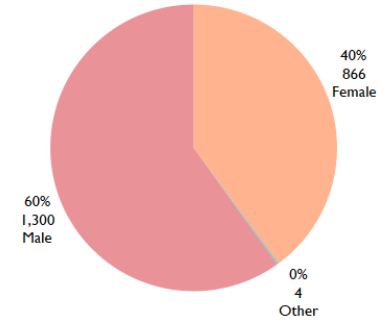
927 tickets referred to relevant actors

491 responses given by relevant actors
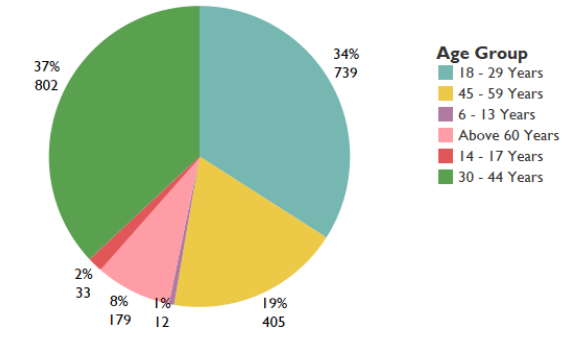
26.7% replies considered resolved by beneficiaries

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Damage to shelter Shelter damaged by weather	625	623	2	0	0.0%
Shelter Materials Request additional materials	443	430	13	0	0.0%
Protection	298	23	275	36	8.3%
NFI - Request additional materials	148	137	11	0	0.0%
Change of Registration information - New Born	104	0	104	0	0.0%
Retaining wall Damaged, broken, or needs improvement	91	0	91	0	0.0%
Need some shelter materials to repair her shelter	71	0	71	0	0.0%
Registration documents lost and replacement - Request for new ID card	51	0	51	0	0.0%
Shelter Materials Requesting for shelter materials.	29	0	29	0	0.0%
Treatment Medicine out of stock	20	0	20	0	0.0%
Registration documents lost and replacement - Lost ID Card	20	0	20	0	0.0%
Hill or Slope Retaining wall problem	18	0	18	0	0.0%
Retaining wall Requested	16	0	16	0	0.0%
Drainage & Cover Drainage Cover Requested	15	0	15	0	0.0%
She needs to retaining wall support	15	0	15	0	0.0%
Change of Registration information - New Registration	13	0	13	0	0.0%
Active and Inactive Case	11	11	0	0	0.0%

Tickets received by gender

40% 866 Female
60% 1,300 Male
0% 4 Other

Tickets received by age group

Age Group
- 18 - 29 Years — 34% 739
- 45 - 59 Years — 19% 405
- 6 - 13 Years — 1% 12
- Above 60 Years — 8% 179
- 14 - 17 Years — 2% 33
- 30 - 44 Years — 37% 802

Top unresolved tickets (from replies given)

Ticket Description	
Hill or Slope - Erosion & landslide	91
Hill or Slope - Retaining Wall Problem	52
Protection	33
She needs to Retaining wall Support	19
Need to Retaining wall	15
Water tap & Tubewell - Requested	13
Drainage & Cover - Drain Requested	13
He needs to Retaining wall	11
She need to She need to shelter repair	10
- She needs to Retaining wall Support	4
Retaining wall problem - Retaining wall problem	3
Food distributions - Fresh food requested	3
She needs to Retaining wall	2
Her shelter is Partially effected, that's why, she needs to She need to shelter ..	2
Her shelter is Partially effected, that's why, she needs to She need to shelter ..	2
He needs to Retaining wall Support	2
Food distributions - Fresh food	2

Tickets received by sector

- Shelter & NFI: 1,350
- Protection: 298
- ID Documents: 224
- Site Development: 180
- Health: 33
- WASH: 29
- Food Security: 19
- Energy & Environment: 18
- Site Management: 17
- Nutrition: 2
- Education: 0
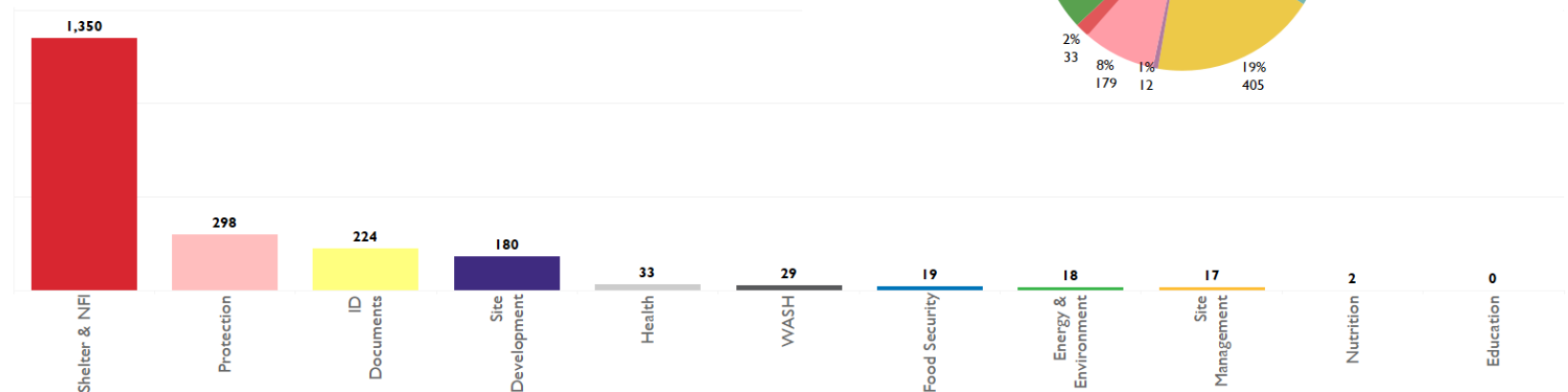
Monthly Camp Report - Camp 04 Ext.

August 2023

COMMON FEEDBACK PLATFORM

225 tickets received

132 tickets closed on the spot

93 tickets referred to relevant actors
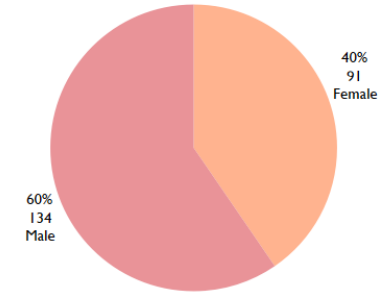
0 responses given by relevant actors
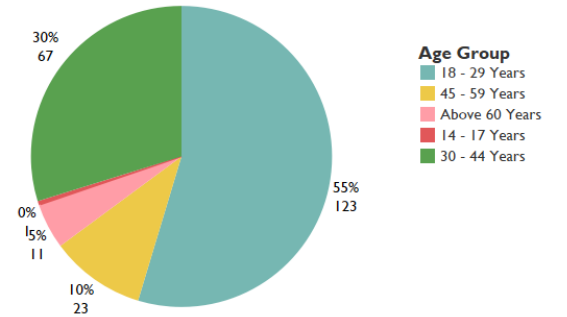
0.0% replies considered resolved by beneficiaries

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Damage to shelter Shelter damaged by weather	123	123	0	0	0.0%
Change of Registration information - New Born	16	0	16	0	0.0%
Protection	13	5	8	0	0.0%
Relocation & Repatriation Relocation to another camp	6	0	6	0	0.0%
LPG Gas - Did not receive refill	6	0	6	0	0.0%
Change of Registration information - Biographical Error	6	0	6	0	0.0%
Relocation & Repatriation Relocation within camp	5	0	5	0	0.0%
Registration documents lost and replacement - Lost ID Card	5	0	5	0	0.0%
Change of Registration information - Merge and Split	5	0	5	0	0.0%
Relocation & Repatriation Relocation from another camp	3	0	3	0	0.0%
LPG Gas - Did not receive cylinderDid not receive cylinder	3	0	3	0	0.0%
Want to shelter exchange	3	0	3	0	0.0%
Shelter Materials Request additional materials	2	2	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	2	0	2	0	0.0%
Requsting for shelter exchange	2	0	2	0	0.0%
Treatment Medical referral	1	1	0	0	0.0%
Shelter requset	1	0	1	0	0.0%

Top unresolved tickets (from replies given)

No ticket replies

Tickets received by sector

Shelter & NFI	144
ID Documents	39
Site Management	15
Protection	13
Energy & Environment	10
Food Security	3
Health	1
Education	0
Nutrition	0
Site Development	0
WASH	0

Tickets received by gender

40% 91 Female
60% 134 Male

Tickets received by age group

Age Group
- 18 - 29 Years
- 45 - 59 Years
- Above 60 Years
- 14 - 17 Years
- 30 - 44 Years

55% 123
30% 67
10% 23
5% 11
0%
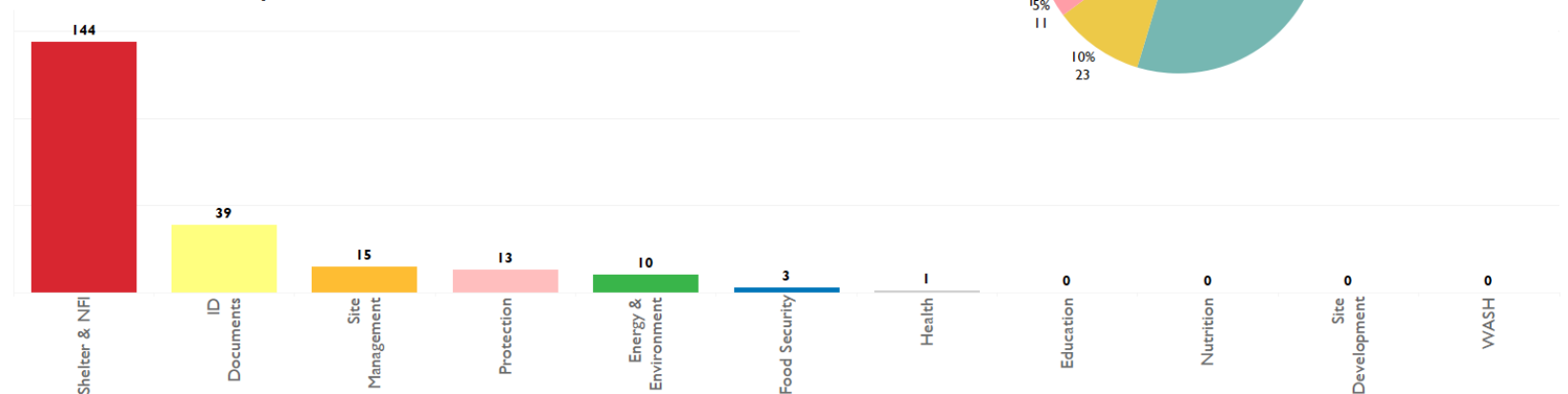
Monthly Camp Report - Camp 05
August 2023

COMMON FEEDBACK PLATFORM

694 tickets received

354 tickets closed on the spot

340 tickets referred to relevant actors

242 responses given by relevant actors
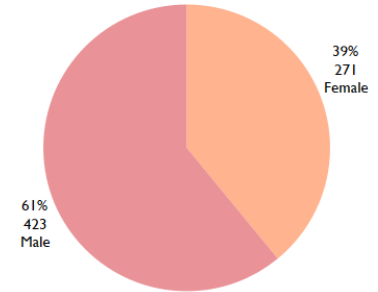
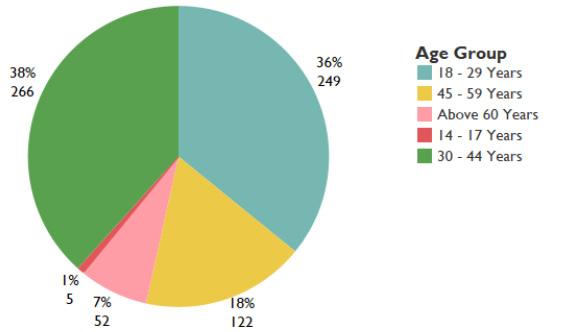**36.0%** replies considered resolved by beneficiaries

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Protection	192	22	170	0	0.0%
Damage to shelter Shelter damaged by weather	175	173	2	0	0.0%
Shelter Materials Request additional materials	154	154	0	0	0.0%
Change of Registration information - New Born	30	0	30	0	0.0%
Pathway Damaged, broken, or needs improvement	14	0	14	0	0.0%
Drainage & Cover Drainage Cover Requested	14	0	14	0	0.0%
Latrine - Needs desludging	9	0	9	3	66.7%
Latrine - Needs cleaning	9	0	9	13	100.0%
Bathing Station - Needs cleaning	6	0	6	14	92.9%
Requested to get fresh food items - Requested to get fresh food items	5	0	5	1	100.0%
Hill or Slope Erosion & landslide	4	0	4	0	0.0%
Change of Registration information - New Registration	4	0	4	0	0.0%
Change of Registration information - Merge and Split	4	0	4	0	0.0%
Treatment Need treatment	3	0	3	0	0.0%
Shelter Plot New plot of land for shelter	3	0	3	0	0.0%
Shelter Materials Received damaged materials	3	3	0	0	0.0%
Retaining wall	3	0	3	0	0.0%

Tickets received by gender

39% 271 Female
61% 423 Male

Tickets received by age group

Age Group
- 18 - 29 Years — 36% 249
- 45 - 59 Years — 18% 122
- Above 60 Years — 7% 52
- 14 - 17 Years — 1% 5
- 30 - 44 Years — 38% 266

Top unresolved tickets (from replies given)

Ticket Description	
Request to retaining wall	37
Pathway - Damaged, broken, or needs improvement	29
Hill or Slope - Erosion & landslide	21
Damage of shelter - Damage of shelter	9
Retaining wall -	6
She need to shelter repair tarpaulin and Muli bamboo	5
Drainage & Cover - Full of trash	4
She needs to Retaining wall Support	4
Hill or Slope -	3
Pathway - Requested	3
Damage of shelter - Damage of shelter	2
Food distributions - Not enough food	2
Need shelter materials - Need shelter materials	2
Need to repair shelter - Need to repair shelter	2
- Retaining Wall	1
Agricultural materials	1
Bathing Station - Needs cleaning	1

Tickets received by sector

- Shelter & NFI: 343
- Protection: 192
- ID Documents: 45
- Site Development: 44
- WASH: 33
- Food Security: 18
- Health: 11
- Site Management: 6
- Energy & Environment: 2
- Education: 0
- Nutrition: 0
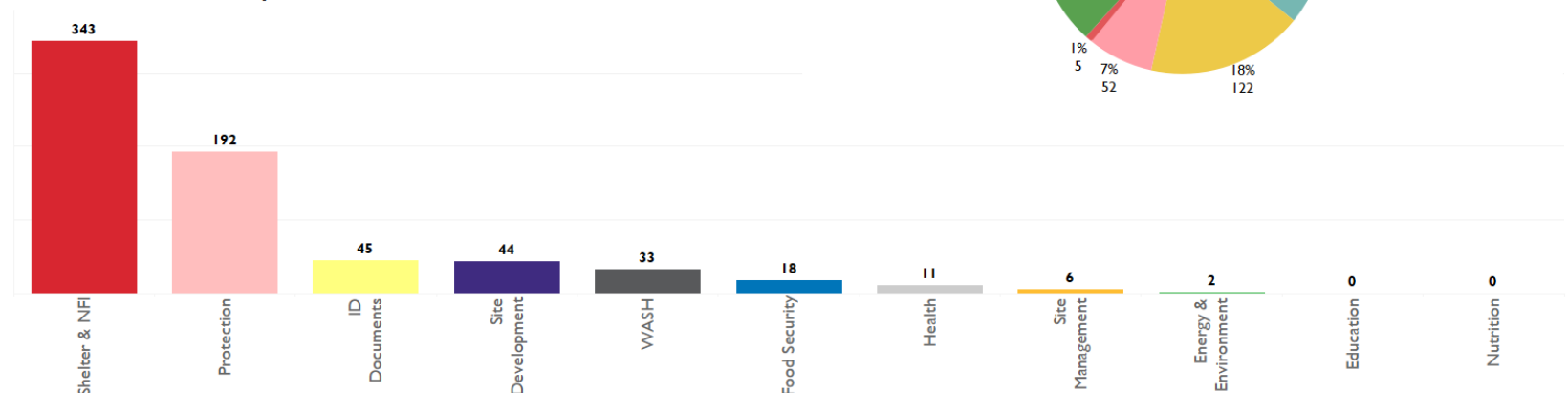
Monthly Camp Report - Camp 06

August 2023

COMMON FEEDBACK PLATFORM

530 tickets received

191 tickets closed on the spot

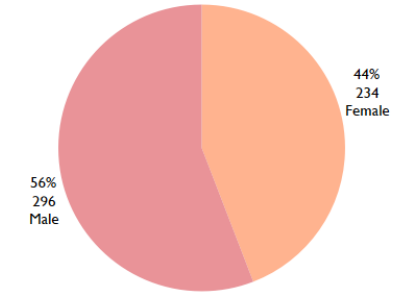**339** tickets referred to relevant actors

223 responses given by relevant actors

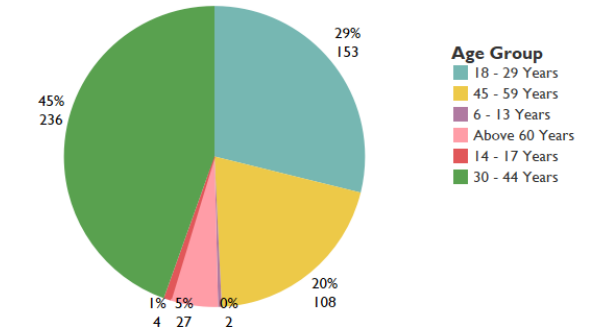**30.9%** replies considered resolved by beneficiaries

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Protection	131	9	122	0	0.0%
Need some shelter materials to repair her shelter	110	0	110	0	0.0%
Shelter Materials Request additional materials	63	62	1	0	0.0%
Food distributions - Request for more food each month	38	38	0	0	0.0%
Damage to shelter Shelter damaged by weather	34	34	0	0	0.0%
Landslide risk problem	23	0	23	0	0.0%
Pathway Damaged, broken, or needs improvement	21	0	21	0	0.0%
Food distributions - Request for different items or quantities	14	14	0	0	0.0%
Shelter Materials Received amount is not enough	10	10	0	0	0.0%
Shelter Materials Received less than supposed to	9	9	0	0	0.0%
Shelter Materials Request for shelter materials	8	0	8	0	0.0%
Shelter Materials Need some shelter materials to repair his shelter.	8	0	8	0	0.0%
Treatment Medical referral	6	6	0	0	0.0%
Drainage & Cover Drainage Cover Requested	6	0	6	0	0.0%
Shelter Materials Received poor quality materials	5	5	0	0	0.0%
Treatment Request to get proper treatment	4	0	4	0	0.0%
Treatment Request to get proper treatment.	3	0	3	0	0.0%

Tickets received by gender

44% 234 Female
56% 296 Male

Tickets received by age group

Age Group
- 18 - 29 Years
- 45 - 59 Years
- 6 - 13 Years
- Above 60 Years
- 14 - 17 Years
- 30 - 44 Years

29% 153
45% 236
20% 108
1% 4
5% 27
0% 2

Top unresolved tickets (from replies given)

Ticket Description	
Damage to shelter - Landslide problem	56
landslide problem -	11
Need to bamboo and plastic sheet -	11
Water tap & Tubewell - Requested	8
She need to shelter repair tarpaulin and Muli bamboo	6
SMART Card & Family Attestation - Request to add/remove household mem..	4
Damage of shelter - Damage of shelter	3
Drainage & Cover - Drain Requested	3
Stairs - Requested	3
Damage to shelter - Need to bamboo	2
Damage to shelter - Need to shelter kits	2
Damage to shelter - Need to tarpaulin	2
Damage to shelterShelter kits need	2
Need to water network	2
Pathway - Requested	2
Treatment	2
Water tap & Tubewell - Need to water network	2

Tickets received by sector

- Shelter & NFI: 265
- Protection: 131
- Site Development: 57
- Food Security: 52
- Health: 23
- Energy & Environment: 1
- Nutrition: 1
- Education: 0
- ID Documents: 0
- Site Management: 0
- WASH: 0

COMMON FEEDBACK PLATFORM
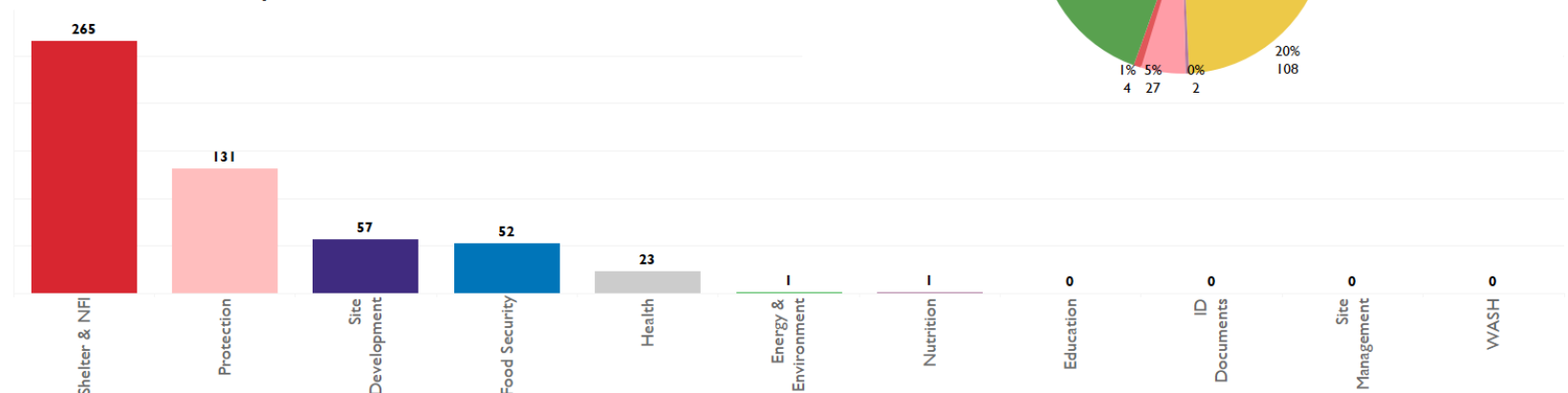
Monthly Camp Report - Camp 07
August 2023

678 tickets received

283 tickets closed on the spot

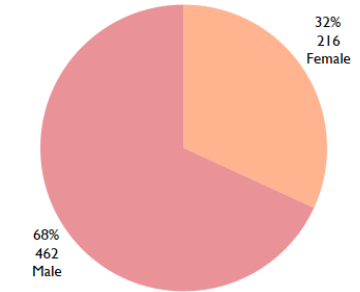**395** tickets referred to relevant actors

1 responses given by relevant actors

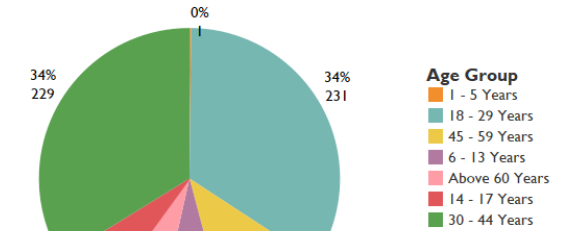**0.0%** replies considered resolved by beneficiaries

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Damage to shelter Shelter damaged by weather	258	258	0	0	0.0%
Change of Registration information - New Born	120	0	120	0	0.0%
Registration documents lost and replacement - Request for new ID card	84	0	84	0	0.0%
Protection	46	6	40	0	0.0%
Registration documents lost and replacement - Lost ID Card	30	0	30	0	0.0%
Change of Registration information - Merge and Split	21	0	21	0	0.0%
Shelter Materials Requesting for shelter materials.	19	0	19	0	0.0%
Hill or Slope Erosion & landslide	19	0	19	1	0.0%
Shelter Materials Request additional materials	18	17	1	0	0.0%
Registration documents lost and replacement - Lost ID card and family attestation	8	0	8	0	0.0%
Treatment	6	0	6	0	0.0%
Relocation & Repatriation Relocation from another camp	5	0	5	0	0.0%
Change of Registration information - New Registration	5	0	5	0	0.0%
Retaining wall Damaged, broken, or needs improvement	3	0	3	0	0.0%
Health Problem	3	0	3	0	0.0%
Drainage & Cover Blocked or Water logging	3	0	3	0	0.0%
Shelter Materials Requested for Shelter Materials	2	0	2	0	0.0%

Tickets received by gender

- 32% 216 Female
- 68% 462 Male

Tickets received by age group

Age Group
- 1 - 5 Years
- 18 - 29 Years
- 45 - 59 Years
- 6 - 13 Years
- Above 60 Years
- 14 - 17 Years
- 30 - 44 Years

- 0% 1
- 34% 231
- 12% 79
- 8% 52
- 6% 44
- 6% 42
- 34% 229

Top unresolved tickets (from replies given)

Ticket Description

Hill or Slope Erosion & landslide — 1

Tickets received by sector

Sector	Value
Shelter & NFI	300
ID Documents	278
Protection	46
Site Development	30
Health	13
Site Management	5
Food Security	4
Energy & Environment	1
WASH	1
Education	0
Nutrition	0
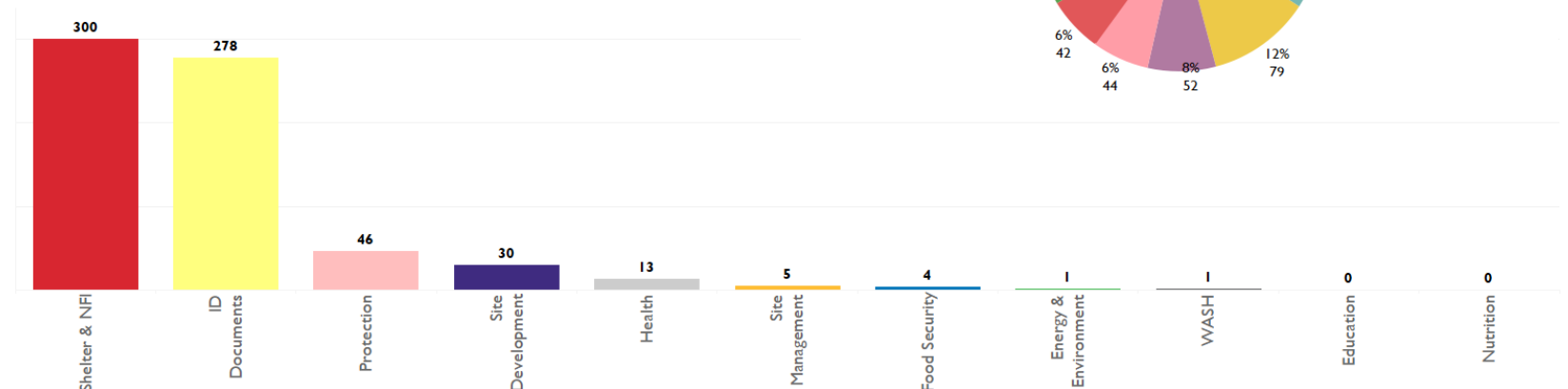
Monthly Camp Report - Camp 08E
August 2023

817 tickets received

29 tickets closed on the spot

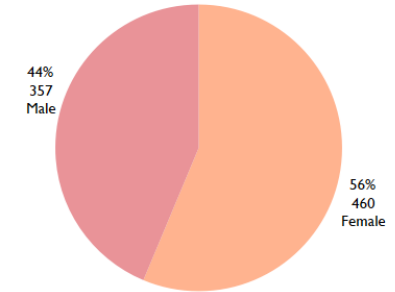**788** tickets referred to relevant actors

616 responses given by relevant actors

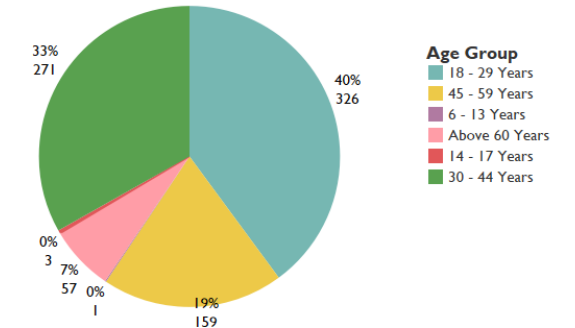**55.4%** replies considered resolved by beneficiaries

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Slope Protection (erosion) - Requested	229	0	229	209	24.9%
SMART Card & Family Attestation - Add New Born	138	0	138	74	93.2%
SMART Card & Family Attestation - Lost ID Card	53	0	53	39	84.6%
Slope Protection (erosion) - Damaged, broken, or needs improvement	53	0	53	30	50.0%
SMART Card & Family Attestation - Add New Member	38	0	38	28	92.9%
LPG Gas - Did not receive refill	35	0	35	1	100.0%
Protection	30	16	14	0	0.0%
SMART Card & Family Attestation - Merge and Split	26	0	26	22	90.9%
Stairs - Requested	24	0	24	22	18.2%
SMART Card & Family Attestation - Biographical Error	24	0	24	16	81.3%
Drainage - Drain Requested	22	0	22	34	14.7%
Retaining wall Damaged, broken, or needs improvement	16	0	16	0	0.0%
Shelter Materials Request additional materials	12	12	0	0	0.0%
Change of Registration information - New Registration	12	0	12	0	0.0%
Retaining wall Requested	10	0	10	0	0.0%
Pathway - Requested	9	0	9	21	28.6%
Latrine - New toilet requested	9	0	9	4	25.0%

Tickets received by gender

44% 357 Male
56% 460 Female

Tickets received by age group

Age Group
- 18 - 29 Years
- 45 - 59 Years
- 6 - 13 Years
- Above 60 Years
- 14 - 17 Years
- 30 - 44 Years

40% 326
33% 271
19% 159
7% 57
0% 3
0% 1

Top unresolved tickets (from replies given)

Ticket Description	
Slope Protection (erosion) - Requested	157
Drainage - Drain Requested	29
Stairs - Requested	18
Slope Protection (erosion) - Damaged, broken, or needs improvement	15
Pathway - Requested	15
SMART Card & Family Attestation - Lost ID Card	6
SMART Card & Family Attestation - Add New Born	5
Community Conflict - Tree Cutting	4
SMART Card & Family Attestation - Biographical Error	3
Pathway - Damaged, broken, or needs improvement	3
Latrine - New toilet requested	3
Water tap - Requested	2
SMART Card & Family Attestation - Merge and Split	2
SMART Card & Family Attestation - Add New Member	2
Bathing Station - Requested	2
Trash Disposal - Trash pick-up needed	1
Stairs - Damaged, broken, or needs improvement	1

Tickets received by sector

- Site Development: 376
- ID Documents: 313
- Energy & Environment: 48
- Protection: 30
- WASH: 21
- Shelter & NFI: 12
- Food Security: 9
- Site Management: 8
- Education: 0
- Health: 0
- Nutrition: 0

COMMON FEEDBACK PLATFORM
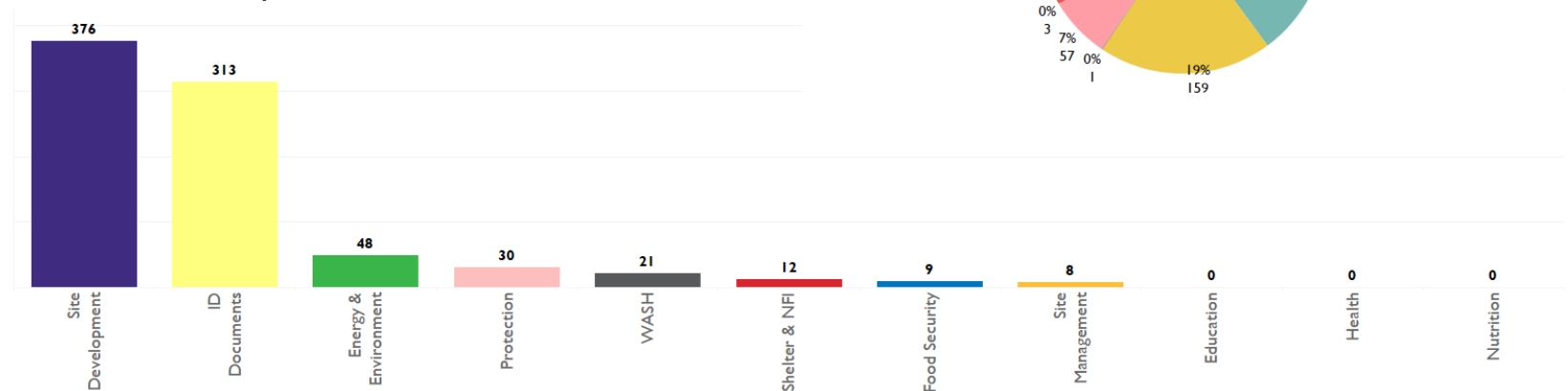
Monthly Camp Report - Camp 08W
August 2023

545 tickets received

14 tickets closed on the spot

**531** tickets referred to relevant actors

298 responses given by relevant actors

**18.1%** replies considered resolved by beneficiaries

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Slope Protection (erosion) - Requested	187	0	187	107	17.8%
Slope Protection (erosion) - Damaged, broken, or needs improvement	82	0	82	59	22.0%
Hill or Slope Erosion & landslide	57	0	57	0	0.0%
SMART Card & Family Attestation - Add New Born	50	0	50	2	0.0%
SMART Card & Family Attestation - Marriage Case	20	0	20	7	14.3%
Pathway - Requested	17	0	17	19	10.5%
Stairs - Requested	14	0	14	8	0.0%
Stairs - Damaged, broken, or needs improvement	12	0	12	1	0.0%
Protection	12	10	2	0	0.0%
Change of Registration information - New Born	11	0	11	0	0.0%
SMART Card & Family Attestation - Address Change	8	0	8	3	66.7%
SMART Card & Family Attestation - Merge and Split	7	0	7	11	9.1%
SMART Card & Family Attestation - Add New Member	7	0	7	12	8.3%
Damage to shelter Shelter damaged by weather	5	4	1	0	0.0%
Bridge Damaged, broken, or needs improvement	5	0	5	0	0.0%
Pathway - Damaged, broken, or needs improvement	4	0	4	5	0.0%
Drainage Cover (Slab) - Requested	4	0	4	3	33.3%

Top unresolved tickets (from replies given)
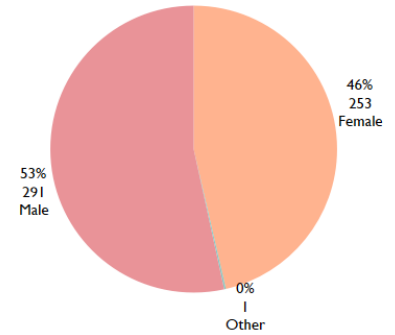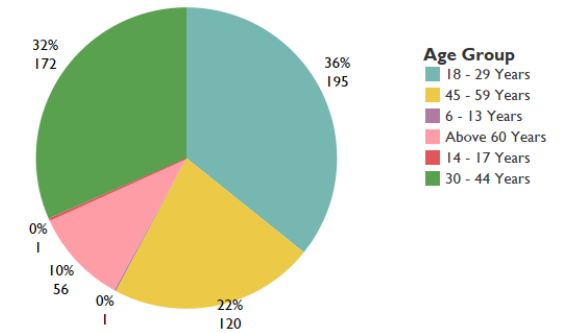
Ticket Description	
Slope Protection (erosion) - Requested	88
Slope Protection (erosion) - Damaged, broken, or needs improvement	46
Pathway - Requested	17
SMART Card & Family Attestation - Death Case	14
Drainage - Drain Requested	12
SMART Card & Family Attestation - Add New Member	11
SMART Card & Family Attestation - Merge and Split	10
Stairs - Requested	8
SMART Card & Family Attestation - Lost Smart card and family attestation	8
SMART Card & Family Attestation - Marriage Case	6
Pathway - Damaged, broken, or needs improvement	5
SMART Card & Family Attestation - Lost ID Card	2
SMART Card & Family Attestation - Add New Born	2
SCOPE Card - Has not received new SCOPE Card	2
LPG Gas - Lost or stolen cylinder	2
Drainage Cover (Slab) - Requested	2
Water tap - Requested	1

Tickets received by gender

- 46% 253 Female
- 53% 291 Male
- 0% 1 Other

Tickets received by age group

Age Group
- 18 - 29 Years — 36% 195
- 45 - 59 Years — 22% 120
- 6 - 13 Years — 0% 1
- Above 60 Years — 10% 56
- 14 - 17 Years — 0% 1
- 30 - 44 Years — 32% 172

Tickets received by sector

Sector	Value
Site Development	396
ID Documents	117
Protection	12
WASH	8
Energy & Environment	5
Shelter & NFI	5
Food Security	2
Education	0
Health	0
Nutrition	0
Site Management	0
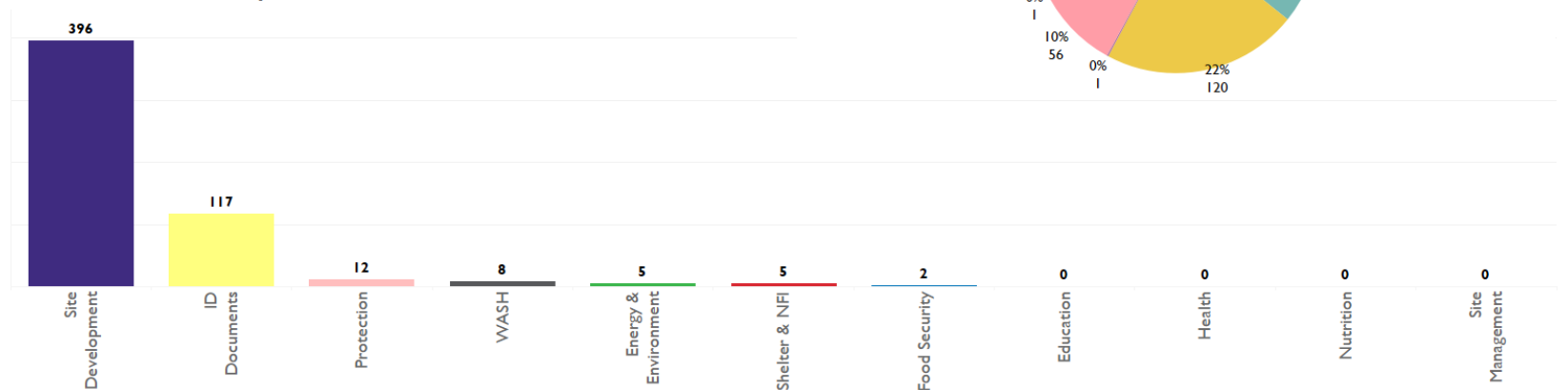
Monthly Camp Report - Camp 09
August 2023

COMMON FEEDBACK PLATFORM

1,046 tickets received

382 tickets closed on the spot
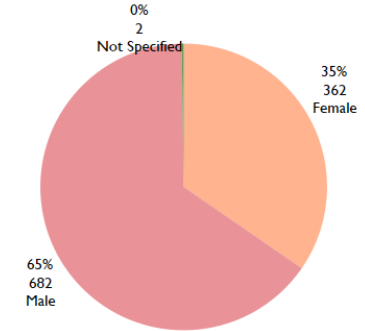
664 tickets referred to relevant actors

571 responses given by relevant actors

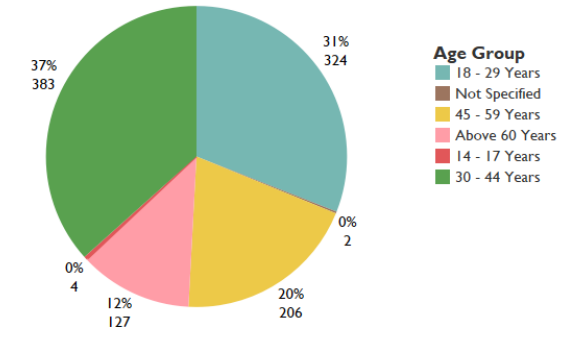**17.9%** replies considered resolved by beneficiaries

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
SMART Card & Family Attestation - Lost ID Card	150	0	150	140	15.0%
Damage to shelter - Shelter damaged over time	121	121	0	3	100.0%
Cash for Work - Has not been selected for CfW in long time	92	92	0	1	0.0%
Slope Protection (erosion) - Requested	75	0	75	99	6.1%
Slope Protection (erosion) - Damaged, broken, or needs improvement	73	0	73	78	11.5%
Protection	62	5	57	7	100.0%
Shelter Materials - Request additional materials	53	53	0	1	0.0%
SMART Card & Family Attestation - Add New Born	52	0	52	37	43.2%
Registration documents lost and replacement - Lost ID Card	42	0	42	0	0.0%
LPG Gas - Not enough for family	38	38	0	0	0.0%
SMART Card & Family Attestation - Merge and Split	35	0	35	13	46.2%
Cash for Work - Requested CfW	35	35	0	0	0.0%
Drainage - Drain Requested	22	0	22	23	4.3%
NFI - Request additional materials	15	15	0	0	0.0%
Change of Registration information - New Born	15	0	15	0	0.0%
Stairs - Requested	13	0	13	20	0.0%
SMART Card & Family Attestation - Address Change	13	0	13	3	66.7%

Tickets received by gender

- 0% 2 Not Specified
- 35% 362 Female
- 65% 682 Male

Tickets received by age group

Age Group
- 18 - 29 Years — 31% 324
- Not Specified
- 45 - 59 Years — 20% 206
- Above 60 Years — 12% 127
- 14 - 17 Years — 0% 2 / 0% 4
- 30 - 44 Years — 37% 383

Top unresolved tickets (from replies given)

Ticket Description	
SMART Card & Family Attestation - Lost ID Card	119
Slope Protection (erosion) - Requested	93
Slope Protection (erosion) - Damaged, broken, or needs improvement	69
Shelter Materials - Missed Distribution	39
Drainage - Drain Requested	22
SMART Card & Family Attestation - Add New Born	21
Stairs - Requested	20
Shelter Kit - Requested (evicted household)	18
Stairs - Damaged, broken, or needs improvement	8
SMART Card & Family Attestation - Merge and Split	7
Pathway - Damaged, broken, or needs improvement	6
Pathway - Requested	6
Drainage - Damaged, broken, or needs improvement	5
Drainage Cover (Slab) - Requested	4
Fence or railing for path or stairs - Damaged, broken, or needs improvement	2
SCOPE Card - Has not received new SCOPE Card	2
SMART Card & Family Attestation - Biographical Error	2

Tickets received by sector

- ID Documents: 333
- Site Development: 227
- Shelter & NFI: 217
- Site Management: 137
- Protection: 64
- Energy & Environment: 52
- WASH: 12
- Food Security: 4
- Education: 0
- Health: 0
- Nutrition: 0
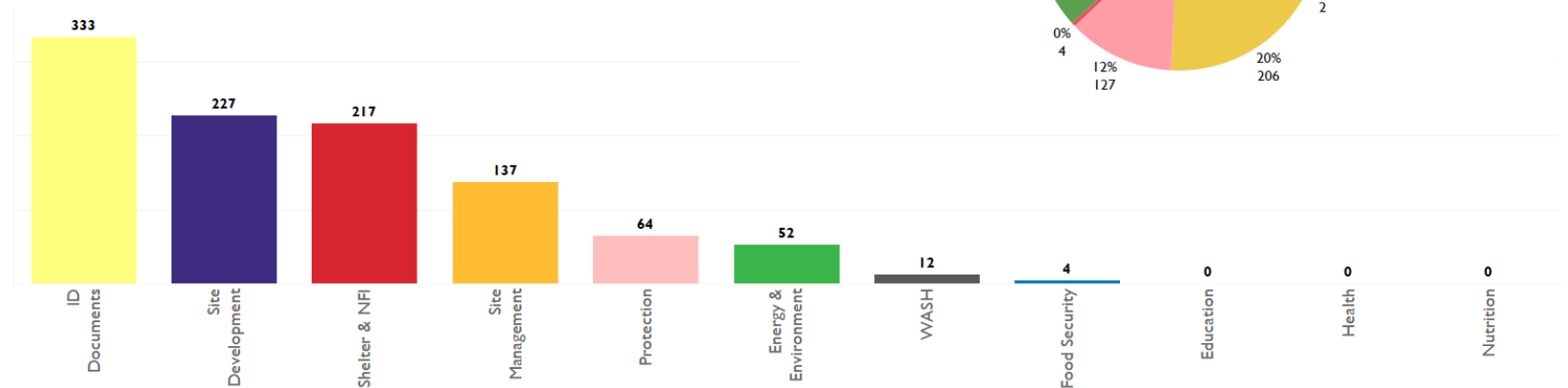
Monthly Camp Report - Camp 10

August 2023

981 tickets received

7 tickets closed on the spot

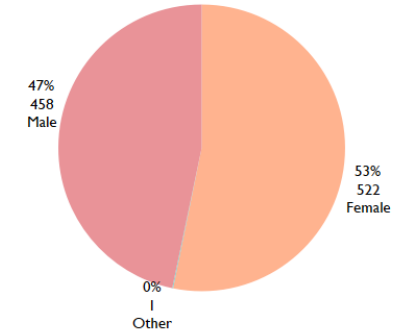**974** tickets referred to relevant actors

703 responses given by relevant actors

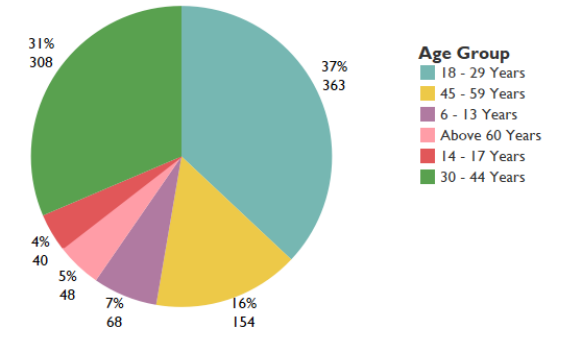**5.4%** replies considered resolved by beneficiaries

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Slope Protection (erosion) - Requested	179	0	179	116	3.4%
Protection	117	2	115	0	0.0%
SMART Card & Family Attestation - Add New Born	91	0	91	62	0.0%
Cash for Work - Has not been enrolled	61	0	61	91	16.5%
Change of Registration information - New Born	51	0	51	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	40	0	40	30	0.0%
Shelter Materials - Missed Distribution	40	0	40	92	0.0%
Hill or Slope Erosion & landslide	40	0	40	0	0.0%
SMART Card & Family Attestation - Merge and Split	31	0	31	36	0.0%
SMART Card & Family Attestation - Lost ID Card	31	0	31	25	0.0%
Stairs - Requested	21	0	21	16	6.3%
Pathway - Requested	18	0	18	5	0.0%
Drainage - Drain Requested	17	0	17	5	0.0%
Soap & Hygiene Kit - Did not receive	15	0	15	11	0.0%
Registration documents lost and replacement - Request for new ID card	15	0	15	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	12	0	12	6	0.0%
Change of Registration information - Merge and Split	12	0	12	0	0.0%

Tickets received by gender

- 47% 458 Male
- 53% 522 Female
- 0% 1 Other

Tickets received by age group

Age Group
- 18 - 29 Years — 37% 363
- 45 - 59 Years — 16% 154
- 6 - 13 Years — 7% 68
- Above 60 Years — 5% 48
- 14 - 17 Years — 4% 40
- 30 - 44 Years — 31% 308

Top unresolved tickets (from replies given)

Ticket Description	
Slope Protection (erosion) - Requested	112
Shelter Materials - Missed Distribution	92
Cash for Work - Has not been enrolled	76
SMART Card & Family Attestation - Add New Born	62
Damage to shelter - Shelter damaged by weather	46
SMART Card & Family Attestation - Merge and Split	36
SMART Card & Family Attestation - Request for individual SMART card	30
SMART Card & Family Attestation - Lost ID Card	25
Hill or Slope - Erosion & landslide	24
SMART Card & Family Attestation - Add New Member	17
Stairs - Requested	15
SMART Card & Family Attestation - Address Change	14
- Risk at landslide	11
Soap & Hygiene Kit - Did not receive	11
LPG Gas - Did not receive cylinder	8
SCOPE Card - No balance on card	6
Slope Protection (erosion) - Damaged, broken, or needs improvement	6

Tickets received by sector

- ID Documents: 350
- Site Development: 326
- Protection: 117
- Site Management: 64
- Shelter & NFI: 45
- WASH: 44
- Energy & Environment: 20
- Food Security: 15
- Education: 0
- Health: 0
- Nutrition: 0

Monthly Camp Report - Camp 11
August 2023

COMMON FEEDBACK PLATFORM
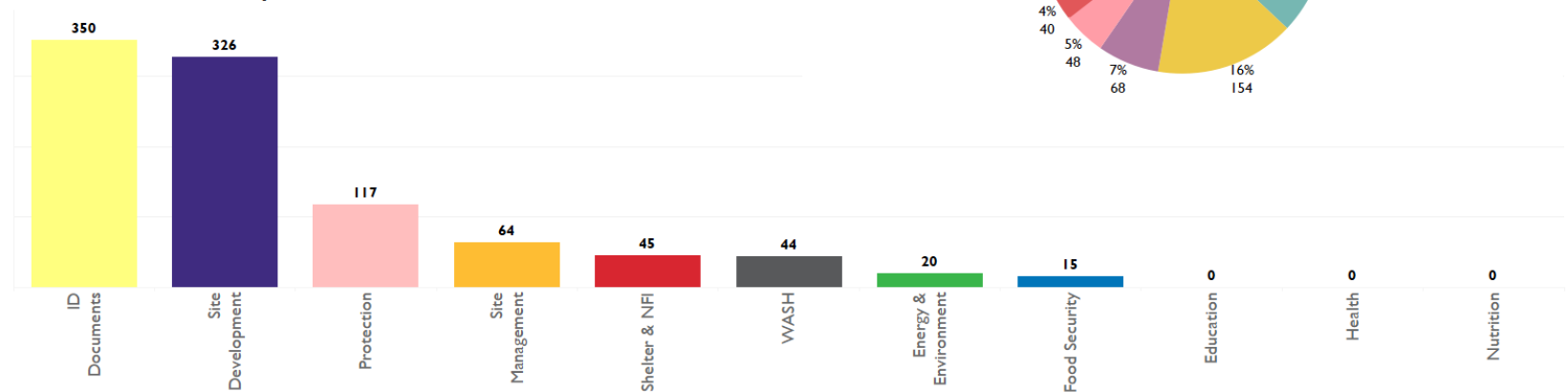
1,645 tickets received

705 tickets closed on the spot
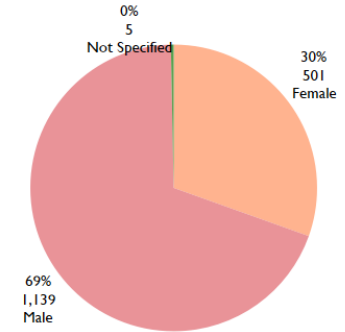
940 tickets referred to relevant actors

956 responses given by relevant actors

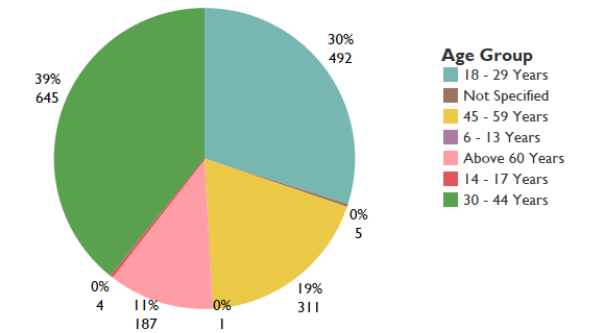**23.4%** replies considered resolved by beneficiaries

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Damage to shelter - Shelter damaged over time	340	340	0	0	0.0%
Slope Protection (erosion) - Requested	259	0	259	249	11.6%
Cash for Work - Requested CfW	229	229	0	0	0.0%
Change of Registration information - New Born	71	0	71	0	0.0%
SMART Card & Family Attestation - Add New Born	58	0	58	27	0.0%
Landslide risk problem	44	0	44	0	0.0%
Protection	43	13	30	0	0.0%
Drainage - Drain Requested	41	0	41	34	5.9%
Stairs - Requested	34	0	34	32	12.5%
Cash for Work - Has not been selected for CfW in long time	34	34	0	0	0.0%
Shelter Materials - Received damaged materials	32	32	0	0	0.0%
Soap & Hygiene Kit - Did not receive	30	0	30	25	36.0%
Shelter Materials Missed Distribution	29	0	29	0	0.0%
Shelter Destroyed	26	26	0	0	0.0%
Pathway - Requested	26	0	26	15	6.7%
Slope Protection (erosion) - Damaged, broken, or needs improvement	25	0	25	2	0.0%
Cash for Work - Has not been enrolled	21	0	21	0	0.0%

Tickets received by gender

- 0% 5 Not Specified
- 30% 501 Female
- 69% 1,139 Male

Tickets received by age group

Age Group
- 18 - 29 Years
- Not Specified
- 45 - 59 Years
- 6 - 13 Years
- Above 60 Years
- 14 - 17 Years
- 30 - 44 Years

- 30% 492
- 39% 645
- 19% 311
- 11% 187
- 0% 5
- 0% 4
- 0% 1

Top unresolved tickets (from replies given)

Ticket Description	
Slope Protection (erosion) - Requested	220
NFI - Missed Distribution	121
Shelter Materials - Missed Distribution	77
Drainage - Drain Requested	32
Stairs - Requested	28
SMART Card & Family Attestation - Add New Born	27
Landslide risk problem -	19
Soap & Hygiene Kit - Did not receive	16
Pathway - Requested	14
Drainage & Cover - Drain Requested	12
Water supply request -	11
Drainage Cover (Slab) - Requested	8
NFI - Cooking material, drum,blanket, wate bucket request	6
LPG Gas - Did not receive refill	6
Latrine - New toilet requested	6
SMART Card & Family Attestation - Biographical Error	5
SMART Card & Family Attestation - Address Change	5

Tickets received by sector

- Site Development: 478
- Shelter & NFI: 460
- Site Management: 293
- ID Documents: 258
- WASH: 74
- Protection: 48
- Food Security: 17
- Energy & Environment: 14
- Health: 3
- Education: 0
- Nutrition: 0
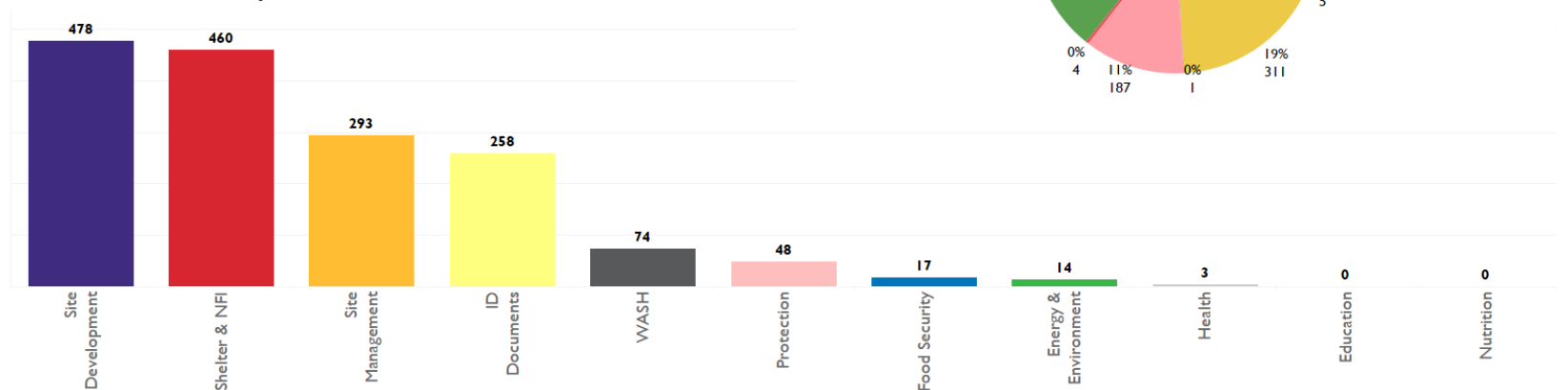
Monthly Camp Report - Camp 12
August 2023

687 tickets received

68 tickets closed on the spot

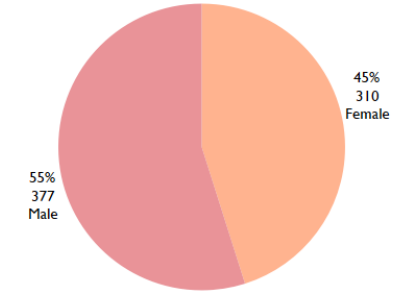**619** tickets referred to relevant actors

900 responses given by relevant actors

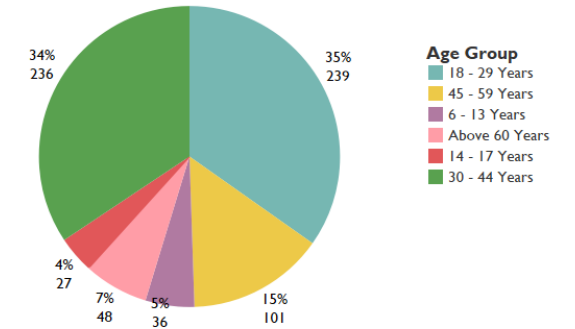**29.1%** replies considered resolved by beneficiaries

Top tickets received this month

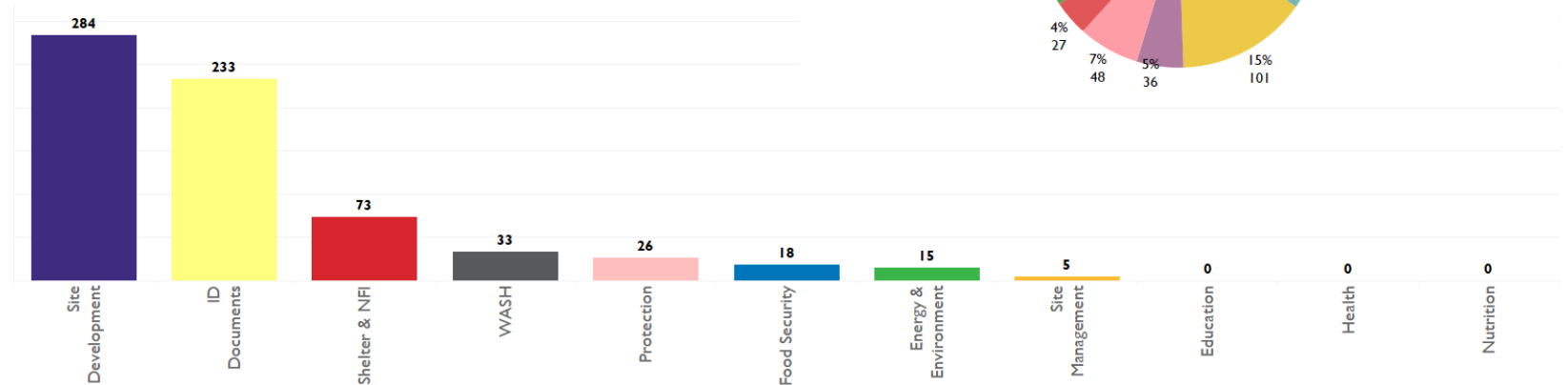| Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Slope Protection (erosion) - Requested	153	0	153	315	14.0%
Change of Registration information - New Born	57	0	57	0	0.0%
Registration documents lost and replacement - Request for new ID card	56	0	56	0	0.0%
SMART Card & Family Attestation - Add New Born	46	0	46	122	30.3%
Damage to shelter Shelter damaged by weather	46	42	4	0	0.0%
Hill or Slope Erosion & landslide	32	0	32	0	0.0%
Protection	26	8	18	0	0.0%
Pathway - Requested	26	0	26	22	31.8%
Shelter Materials - Missed Distribution	23	0	23	14	21.4%
Stairs - Requested	22	0	22	32	9.4%
SMART Card & Family Attestation - Marriage Case	16	0	16	52	36.5%
Change of Registration information - Merge and Split	16	0	16	0	0.0%
Latrine - Broken	14	0	14	12	33.3%
Soap & Hygiene Kit - Did not receive	12	0	12	25	76.0%
Drainage - Drain Requested	11	0	11	32	18.8%
SMART Card & Family Attestation - Lost ID Card	10	0	10	40	35.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	10	0	10	4	0.0%

Tickets received by gender

45% 310 Female
55% 377 Male

Tickets received by age group

Age Group
- 18 - 29 Years — 35% 239
- 45 - 59 Years — 15% 101
- 6 - 13 Years — 5% 36
- Above 60 Years — 7% 48
- 14 - 17 Years — 4% 27
- 30 - 44 Years — 34% 236

Top unresolved tickets (from replies given)

Ticket Description	
Slope Protection (erosion) - Requested	271
SMART Card & Family Attestation - Add New Born	85
SMART Card & Family Attestation - Marriage Case	33
Stairs - Requested	29
SMART Card & Family Attestation - Lost ID Card	26
Drainage - Drain Requested	26
Pathway - Requested	15
SMART Card & Family Attestation - Merge and Split	11
Shelter Materials - Missed Distribution	11
Latrine - New toilet requested	11
SMART Card & Family Attestation - Biographical Error	10
SMART Card & Family Attestation - Request for individual SMART card	8
SMART Card & Family Attestation - Address Change	8
Latrine - Broken	8
SCOPE Card - No balance on card	7
SCOPE Card - Has not received new SCOPE Card	7
Soap & Hygiene Kit - Did not receive	6

Tickets received by sector

- Site Development: 284
- ID Documents: 233
- Shelter & NFI: 73
- WASH: 33
- Protection: 26
- Food Security: 18
- Energy & Environment: 15
- Site Management: 5
- Education: 0
- Health: 0
- Nutrition: 0

Monthly Camp Report - Camp 13
August 2023

COMMON FEEDBACK PLATFORM

1,506 tickets received

25 tickets closed on the spot

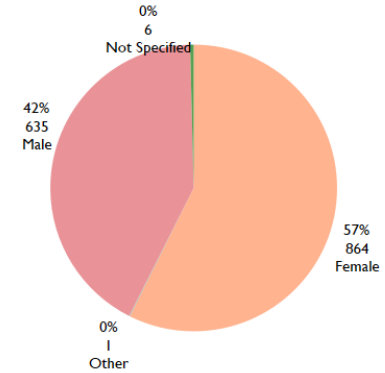**1,481** tickets referred to relevant actors

966 responses given by relevant actors
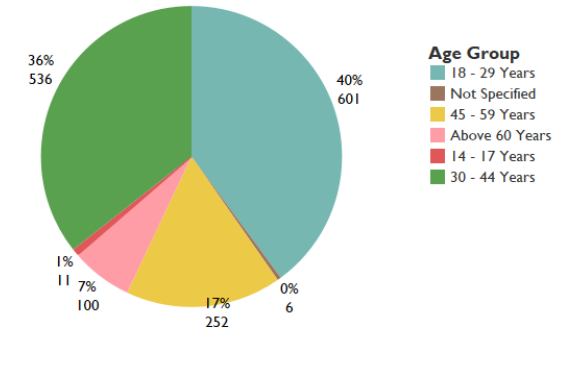
16.4% replies considered resolved by beneficiaries

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Shelter Materials - Missed Distribution	385	0	385	34	35.3%
SMART Card & Family Attestation - Add New Born	253	0	253	191	13.1%
Slope Protection (erosion) - Damaged, broken, or needs improvement	210	0	210	147	4.8%
Slope Protection (erosion) - Requested	145	0	145	96	2.1%
Cash for Work - Has not been enrolled	73	0	73	214	28.5%
SMART Card & Family Attestation - Merge and Split	72	0	72	53	13.2%
SMART Card & Family Attestation - Request for individual SMART card	53	0	53	16	0.0%
SMART Card & Family Attestation - Lost ID Card	41	0	41	47	2.1%
Shelter Number - Requested	37	0	37	16	31.3%
SMART Card & Family Attestation - Biographical Error	21	0	21	17	0.0%
LPG Gas - Did not receive refill	16	0	16	1	100.0%
Soap & Hygiene Kit - Did not receive	14	0	14	6	50.0%
Drainage - Drain Requested	14	0	14	13	30.8%
Pathway - Requested	11	0	11	10	0.0%
Stairs - Requested	10	0	10	6	0.0%
SMART Card & Family Attestation - Address Change	10	0	10	11	54.5%
Latrine - Needs desludging	10	0	10	6	100.0%

Tickets received by gender

- 0% 6 Not Specified
- 42% 635 Male
- 57% 864 Female
- 0% 1 Other

Tickets received by age group

Age Group
- 18 - 29 Years
- Not Specified
- 45 - 59 Years
- Above 60 Years
- 14 - 17 Years
- 30 - 44 Years

- 40% 601
- 0% 6
- 17% 252
- 7% 100
- 1% 11
- 36% 536

Top unresolved tickets (from replies given)

Ticket Description	
SMART Card & Family Attestation - Add New Born	166
Cash for Work - Has not been enrolled	153
Slope Protection (erosion) - Damaged, broken, or needs improvement	140
Slope Protection (erosion) - Requested	94
SMART Card & Family Attestation - Lost ID Card	46
SMART Card & Family Attestation - Merge and Split	46
Shelter Materials - Missed Distribution	22
SMART Card & Family Attestation - Biographical Error	17
SMART Card & Family Attestation - Request for individual SMART card	16
SCOPE Card - Has not received new SCOPE Card	13
Shelter Number - Requested	11
Pathway - Requested	10
Drainage - Drain Requested	9
SMART Card & Family Attestation - Marriage Case	8
Stairs - Requested	6
SMART Card & Family Attestation - Address Change	5
Latrine - New toilet requested	4

Tickets received by sector

- ID Documents: 482
- Shelter & NFI: 436
- Site Development: 416
- Site Management: 79
- WASH: 49
- Energy & Environment: 21
- Protection: 12
- Food Security: 9
- Health: 1
- Nutrition: 1
- Education: 0
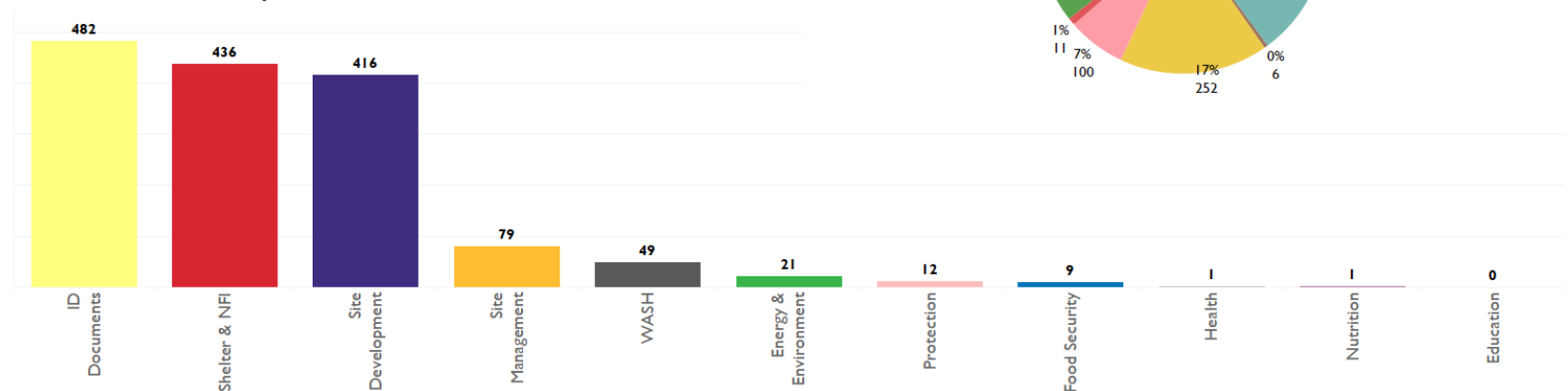
Monthly Camp Report - Camp 14
August 2023

COMMON FEEDBACK PLATFORM

1,112 tickets received

474 tickets closed on the spot
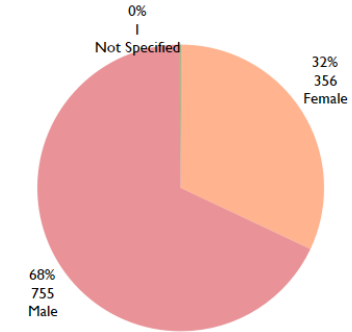
638 tickets referred to relevant actors

785 responses given by relevant actors

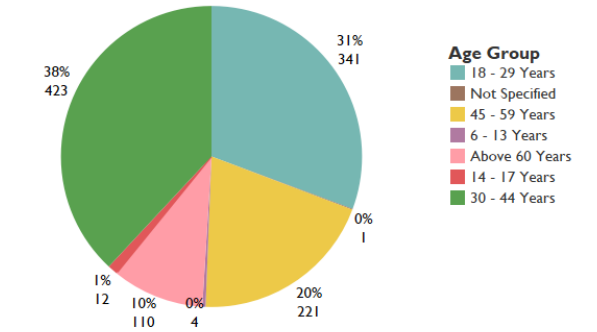**12.2%** replies considered resolved by beneficiaries

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	214	214	0	0	0.0%
Cash for Work - Requested CfW	109	109	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	93	0	93	142	4.2%
SMART Card & Family Attestation - Add New Born	76	0	76	57	7.0%
Slope Protection (erosion) - Requested	71	0	71	125	1.6%
NFI - Request additional materials	68	68	0	0	0.0%
SMART Card & Family Attestation - Lost ID Card	30	0	30	27	3.7%
Shelter Number - Requested	30	0	30	78	1.3%
SMART Card & Family Attestation - Request for individual SMART card	29	0	29	12	0.0%
Stairs - Damaged, broken, or needs improvement	26	0	26	33	0.0%
Pathway - Damaged, broken, or needs improvement	26	0	26	19	15.8%
LPG Porters - Requested	19	0	19	15	46.7%
Lamp post or Street light - Requested	18	0	18	4	0.0%
Landslide	16	16	0	0	0.0%
Stairs - Requested	15	0	15	24	8.3%
SMART Card & Family Attestation - Merge and Split	15	0	15	7	0.0%
SMART Card & Family Attestation - Biographical Error	14	0	14	20	0.0%

Tickets received by gender

- 0% 1 Not Specified
- 32% 356 Female
- 68% 755 Male

Tickets received by age group

Age Group
- 18 - 29 Years — 31% 341
- Not Specified — 0% 1
- 45 - 59 Years — 20% 221
- 6 - 13 Years — 0% 4
- Above 60 Years — 10% 110
- 14 - 17 Years — 1% 12
- 30 - 44 Years — 38% 423

Top unresolved tickets (from replies given)

Ticket Description	
Slope Protection (erosion) - Damaged, broken, or needs improvement	136
Slope Protection (erosion) - Requested	123
Shelter Number - Requested	77
SMART Card & Family Attestation - Add New Born	53
Stairs - Damaged, broken, or needs improvement	33
Drainage - Drain Requested	30
SMART Card & Family Attestation - Lost ID Card	26
Stairs - Requested	22
SMART Card & Family Attestation - Biographical Error	20
Pathway - Damaged, broken, or needs improvement	16
Latrine - New toilet requested	15
SMART Card & Family Attestation - Request for individual SMART card	12
Pathway - Requested	10
Latrine - Broken	9
LPG Porters - Requested	8
Drainage - Damaged, broken, or needs improvement	7
SCOPE Card - Lost	7

Tickets received by sector

- Site Management: 343
- Site Development: 318
- ID Documents: 208
- Shelter & NFI: 122
- WASH: 45
- Energy & Environment: 42
- Food Security: 22
- Protection: 8
- Health: 2
- Nutrition: 2
- Education: 0
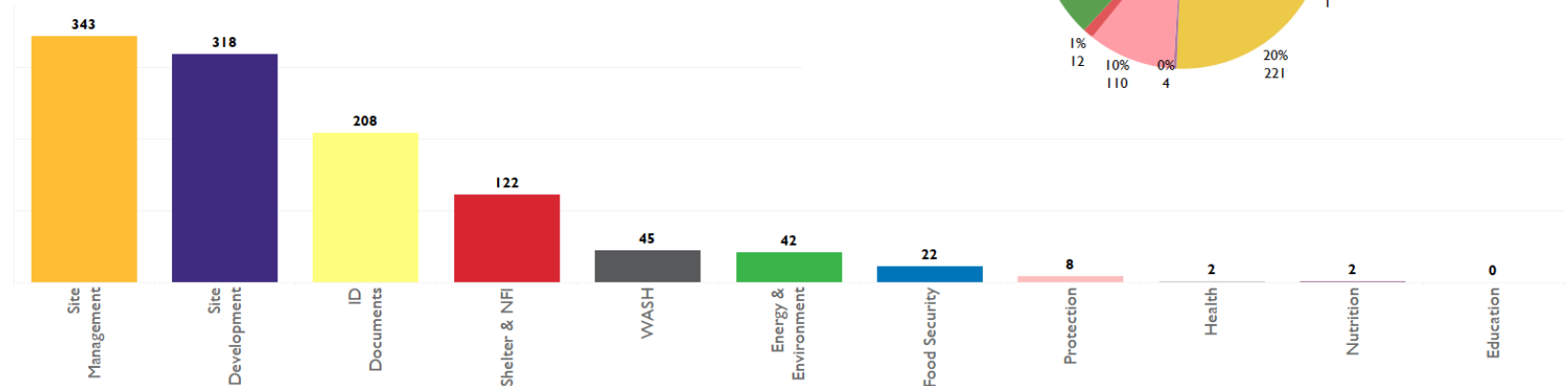
Monthly Camp Report - Camp 15
August 2023

COMMON FEEDBACK PLATFORM

1,480 tickets received

155 tickets closed on the spot

1,325 tickets referred to relevant actors

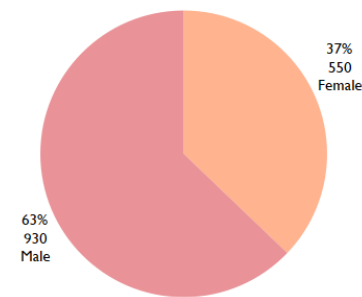**828** responses given by relevant actors
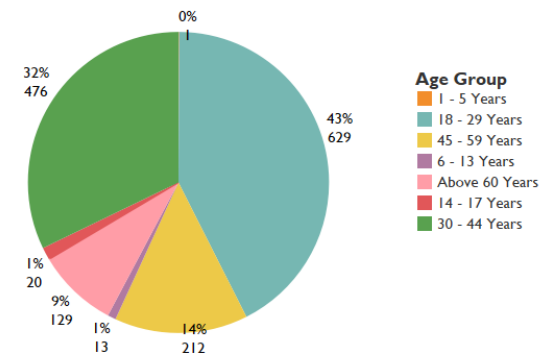
13.3% replies considered resolved by beneficiaries

Top tickets received this month

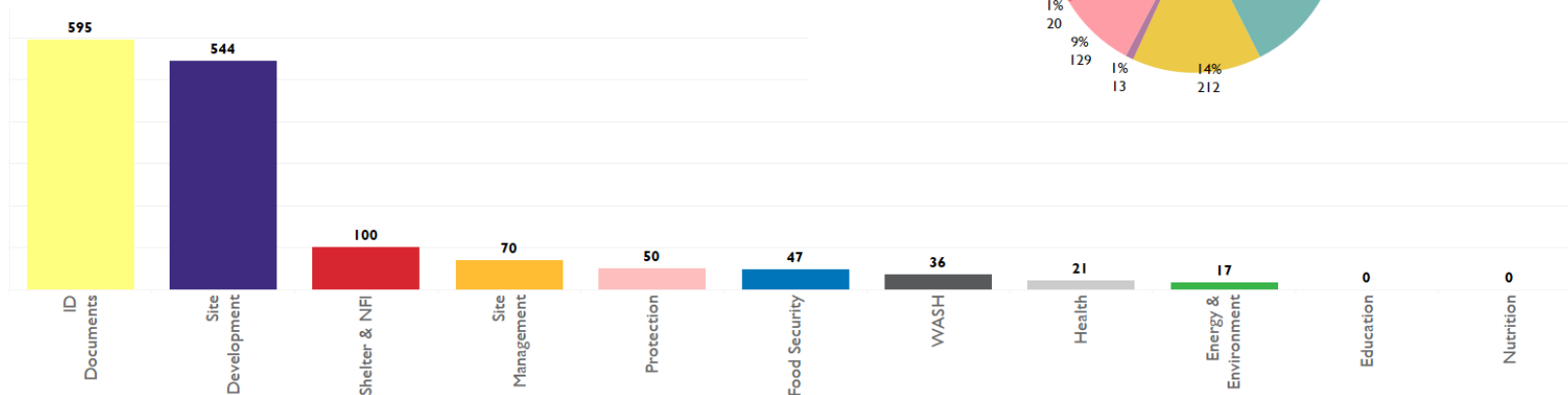| Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Slope Protection (erosion) - Requested	230	0	230	133	3.0%
SMART Card & Family Attestation - Add New Born	210	0	210	116	25.9%
Change of Registration information - New Born	141	0	141	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	133	0	133	87	9.2%
Hill or Slope Erosion & landslide	71	0	71	30	10.0%
Protection	50	17	33	2	0.0%
SMART Card & Family Attestation - Merge and Split	38	0	38	34	14.7%
Change of Registration information - Merge and Split	35	0	35	0	0.0%
SMART Card & Family Attestation - Lost ID Card	34	0	34	28	10.7%
Fresh food - Fresh food	30	0	30	7	0.0%
SMART Card & Family Attestation - Marriage Case	29	0	29	20	20.0%
Shelter Materials - Missed Distribution	29	0	29	25	20.0%
Pathway - Requested	28	0	28	11	0.0%
Cash for Work - Has not been selected for CfW in long time	26	26	0	0	0.0%
Cash for Work Requested	23	23	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	22	0	22	0	0.0%
Registration documents lost and replacement - Request for new ID card	21	0	21	0	0.0%

Tickets received by gender

37% 550 Female
63% 930 Male

Tickets received by age group

0% 1
32% 476
43% 629
9% 129
1% 20
1% 13
14% 212

Age Group
- 1 - 5 Years
- 18 - 29 Years
- 45 - 59 Years
- 6 - 13 Years
- Above 60 Years
- 14 - 17 Years
- 30 - 44 Years

Top unresolved tickets (from replies given)

Ticket Description	
Slope Protection (erosion) - Requested	129
SMART Card & Family Attestation - Add New Born	86
Slope Protection (erosion) - Damaged, broken, or needs improvement	79
Hill or Slope - Erosion & landslide	46
SMART Card & Family Attestation - Merge and Split	29
Request fresh food - Request fresh food	27
Hill or Slope Erosion & landslide	27
SMART Card & Family Attestation - Lost ID Card	25
Shelter Materials - Missed Distribution	20
Water tap & Tubewell - Requested	19
SMART Card & Family Attestation - Marriage Case	16
SMART Card & Family Attestation - Address Change	16
Pathway - Damaged, broken, or needs improvement	14
Stairs - Requested	12
Pathway - Requested	11
Rehabilitation - Rehabilitation	9
SMART Card & Family Attestation - HH requests for vulnerability verification..	8

Tickets received by sector

Sector	Value
ID Documents	595
Site Development	544
Shelter & NFI	100
Site Management	70
Protection	50
Food Security	47
WASH	36
Health	21
Energy & Environment	17
Education	0
Nutrition	0

Monthly Camp Report - Camp 16

August 2023

COMMON FEEDBACK PLATFORM

1,300 tickets received

561 tickets closed on the spot
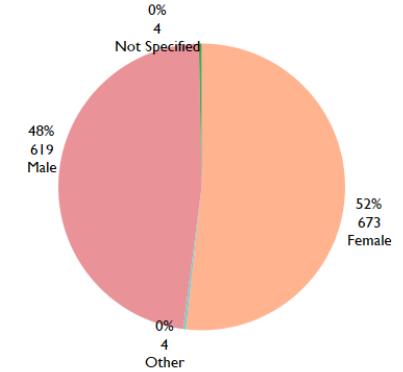
739 tickets referred to relevant actors

565 responses given by relevant actors
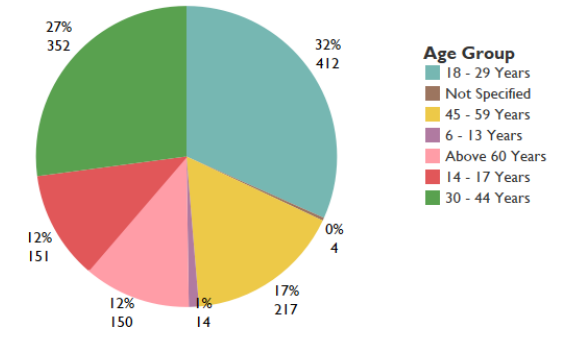
22.1% replies considered resolved by beneficiaries

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
NFI - Request additional materials	467	454	13	0	0.0%
SMART Card & Family Attestation - Add New Born	163	0	163	144	11.8%
Cash for Work - Has not been selected for CfW in long time	79	79	0	0	0.0%
Shelter Materials - Missed Distribution	63	0	63	19	10.5%
Slope Protection (erosion) - Damaged, broken, or needs improvement	58	0	58	34	2.9%
Slope Protection (erosion) - Requested	48	0	48	38	0.0%
SMART Card & Family Attestation - Lost ID Card	41	0	41	53	15.1%
Soap & Hygiene Kit - Did not receive	36	0	36	25	0.0%
SMART Card & Family Attestation - Merge and Split	35	0	35	43	9.3%
Protection	28	8	20	0	0.0%
Latrine - Needs desludging	26	0	26	16	100.0%
Trash Disposal - Trash pick-up needed	21	0	21	9	77.8%
SMART Card & Family Attestation - Request for individual SMART card	18	0	18	36	0.0%
SMART Card & Family Attestation - Biographical Error	18	0	18	13	38.5%
Drainage - Blocked or Water logging (needs cleaning)	15	0	15	0	0.0%
LPG Porters - Requested	13	0	13	11	54.5%
Latrine - Broken	12	0	12	10	90.0%

Tickets received by gender

- 0% 4 Not Specified
- 48% 619 Male
- 52% 673 Female
- 0% 4 Other

Tickets received by age group

Age Group
- 18 - 29 Years — 32% 412
- Not Specified — 0% 4
- 45 - 59 Years — 17% 217
- 6 - 13 Years — 1% 14
- Above 60 Years — 12% 150
- 14 - 17 Years — 12% 151
- 30 - 44 Years — 27% 352

Top unresolved tickets (from replies given)

Ticket Description	
SMART Card & Family Attestation - Add New Born	127
SMART Card & Family Attestation - Lost ID Card	45
SMART Card & Family Attestation - Merge and Split	39
Slope Protection (erosion) - Requested	38
SMART Card & Family Attestation - Request for individual SMART card	36
Slope Protection (erosion) - Damaged, broken, or needs improvement	33
Soap & Hygiene Kit - Did not receive	25
Shelter Materials - Missed Distribution	17
SMART Card & Family Attestation - Biographical Error	8
Drainage - Drain Requested	7
LPG Porters - Requested	5
SMART Card & Family Attestation - Death Case	5
Drainage - Damaged, broken, or needs improvement	4
Pathway - Damaged, broken, or needs improvement	4
SMART Card & Family Attestation - Address Change	4
Stairs - Damaged, broken, or needs improvement	4
Bathing Station - Broken or Damaged	3

Tickets received by sector

- Shelter & NFI: 547
- ID Documents: 297
- Site Development: 172
- WASH: 121
- Site Management: 86
- Protection: 32
- Energy & Environment: 28
- Food Security: 11
- Health: 6
- Education: 0
- Nutrition: 0

COMMON FEEDBACK PLATFORM
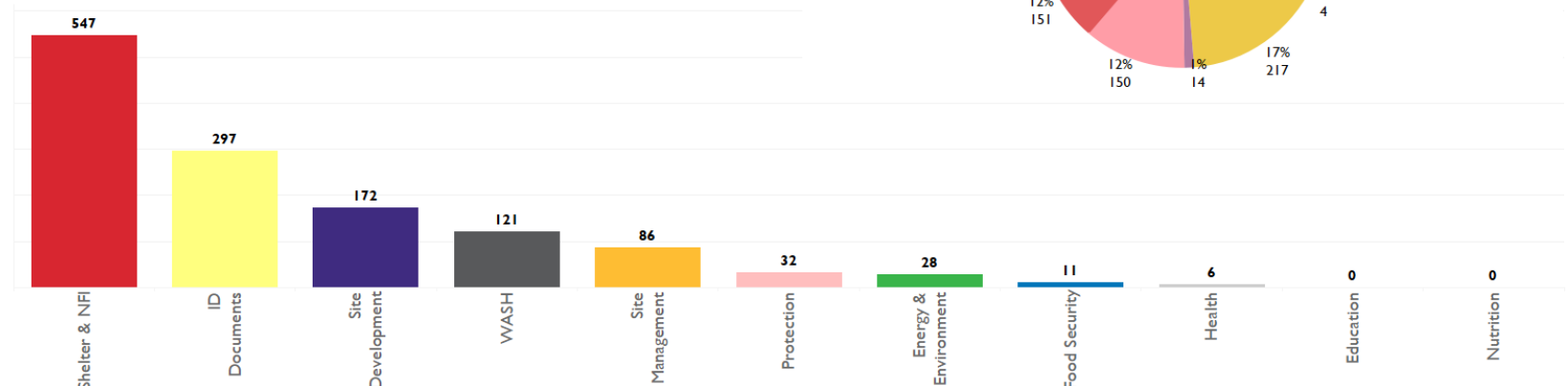
Monthly Camp Report - Camp 17
August 2023

1,104 tickets received

604 tickets closed on the spot
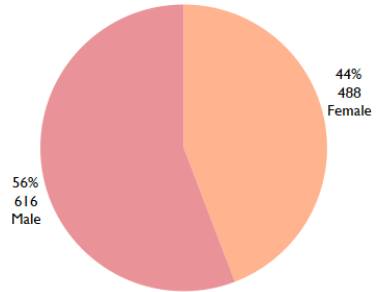
500 tickets referred to relevant actors

186 responses given by relevant actors

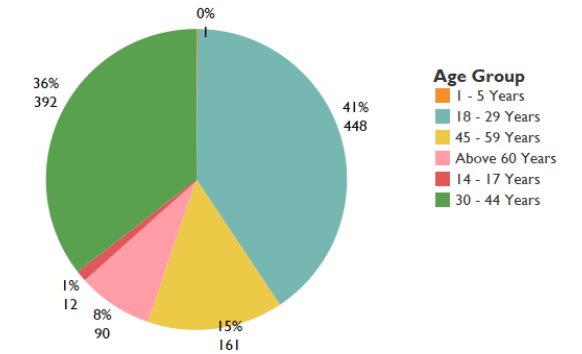**16.7%** replies considered resolved by beneficiaries

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	434	423	11	0	0.0%
Damage to shelter Shelter damaged by weather	159	159	0	0	0.0%
Hill or Slope Erosion & landslide	150	0	150	0	0.0%
Change of Registration information - New Born	50	0	50	0	0.0%
Protection	48	11	37	0	0.0%
Stairs Requested	41	0	41	0	0.0%
Retaining wall Requested	34	0	34	0	0.0%
Pathway Damaged, broken, or needs improvement	30	0	30	0	0.0%
Registration documents lost and replacement - Request for new ID card	17	0	17	0	0.0%
Requested to clean drain - Requested to clean drain	15	0	15	0	0.0%
Change of Registration information - New Registration	9	0	9	0	0.0%
Registration documents lost and replacement - Lost ID Card	6	0	6	0	0.0%
Relocation & Repatriation Relocation from another camp	5	0	5	0	0.0%
Change of Registration information - Lost smart card	5	0	5	0	0.0%
Change of Registration information - Death	5	0	5	0	0.0%

Tickets received by gender

44% 488 Female
56% 616 Male

Tickets received by age group

0% 1
41% 448
36% 392
1% 12
8% 90
15% 161

Age Group
- 1 - 5 Years
- 18 - 29 Years
- 45 - 59 Years
- Above 60 Years
- 14 - 17 Years
- 30 - 44 Years

Top unresolved tickets (from replies given)

Ticket Description	
Hill or Slope - Erosion & landslide	87
Stairs - Requested	23
Water Tap - Not Enough Water	22
Need to repair drain	9

Tickets received by sector

Sector	Value
Shelter & NFI	614
Site Development	260
ID Documents	111
Protection	48
WASH	24
Health	18
Food Security	17
Site Management	8
Energy & Environment	4
Education	0
Nutrition	0
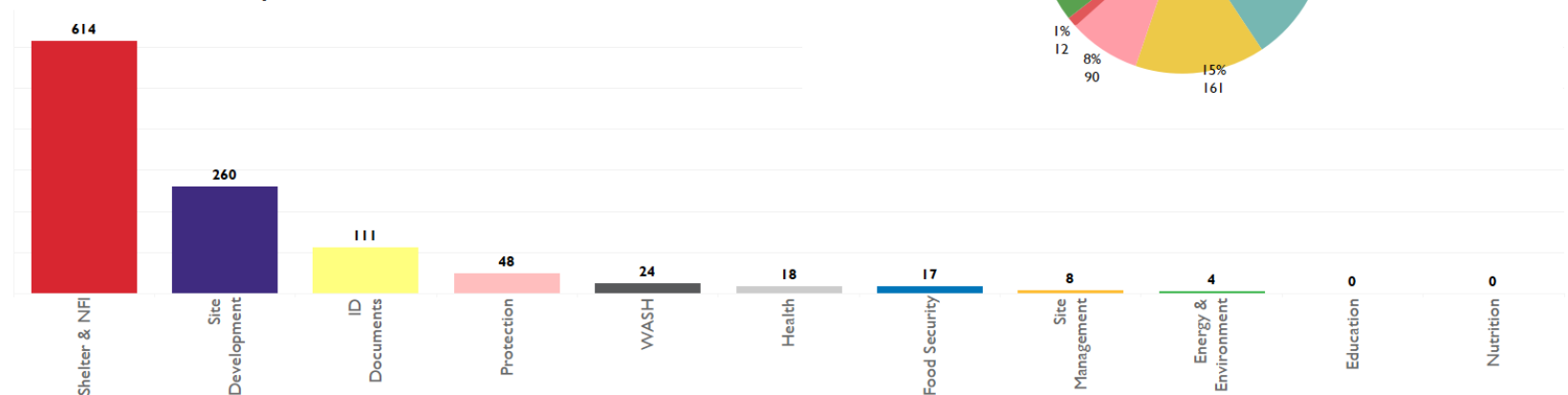
Monthly Camp Report - Camp 18
August 2023

1,097 tickets received

555 tickets closed on the spot
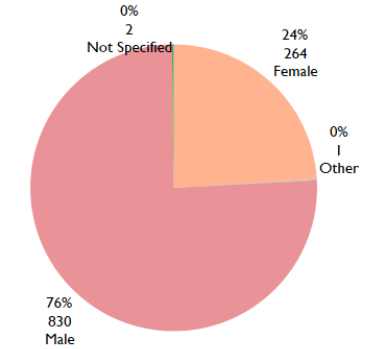
542 tickets referred to relevant actors

624 responses given by relevant actors

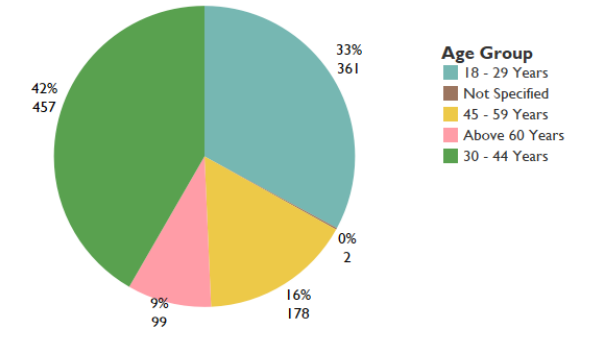**71.5%** replies considered resolved by beneficiaries

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	203	203	0	0	0.0%
Slope Protection (erosion) - Requested	122	0	122	187	54.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	111	0	111	137	86.1%
Shelter Kit - Requested (general households)	81	81	0	0	0.0%
SMART Card & Family Attestation - Add New Born	72	0	72	74	68.9%
Cash for Work - Has not been selected for CfW in long time	69	69	0	0	0.0%
Soap & Hygiene Kit - Not enough	54	54	0	0	0.0%
NFI - Request additional materials	45	45	0	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	32	0	32	31	90.3%
Damage to shelter - Shelter damaged over time	31	31	0	0	0.0%
Cash for Work - Requested CfW	22	22	0	0	0.0%
SMART Card & Family Attestation - Merge and Split	21	0	21	14	78.6%
SMART Card & Family Attestation - Biographical Error	20	0	20	19	68.4%
Stairs - Requested	18	0	18	10	90.0%
SMART Card & Family Attestation - Lost ID Card	17	0	17	5	100.0%
Stairs - Damaged, broken, or needs improvement	16	0	16	15	86.7%
Soap & Hygiene Kit - Additional Requested	11	11	0	0	0.0%

Tickets received by gender

0% 2 Not Specified
24% 264 Female
0% 1 Other
76% 830 Male

Tickets received by age group

Age Group
- 18 - 29 Years — 33% 361
- Not Specified
- 45 - 59 Years — 16% 178
- Above 60 Years — 9% 99
- 30 - 44 Years — 42% 457
- 0% 2

Top unresolved tickets (from replies given)

Ticket Description	
Slope Protection (erosion) - Requested	86
SMART Card & Family Attestation - Add New Born	23
Slope Protection (erosion) - Damaged, broken, or needs improvement	19
SMART Card & Family Attestation - Biographical Error	6
Temporary Learning Centre - Enrolment Requested	3
SMART Card & Family Attestation - Request for individual SMART card	3
SMART Card & Family Attestation - Merge and Split	3
Pathway - Requested	3
Latrine - Broken	3
Stairs - Damaged, broken, or needs improvement	2
SMART Card & Family Attestation - Address Change	2
Pathway - Damaged, broken, or needs improvement	2
Drainage - Drain Requested	2
Drainage - Damaged, broken, or needs improvement	2
Bridge - Damaged, broken, or needs improvement	2
Bathing Station - Broken or Damaged	2
Stairs - Requested	1

Tickets received by sector

- Shelter & NFI: 363
- Site Development: 304
- ID Documents: 191
- Site Management: 100
- WASH: 82
- Energy & Environment: 35
- Protection: 10
- Food Security: 7
- Education: 4
- Health: 1
- Nutrition: 0
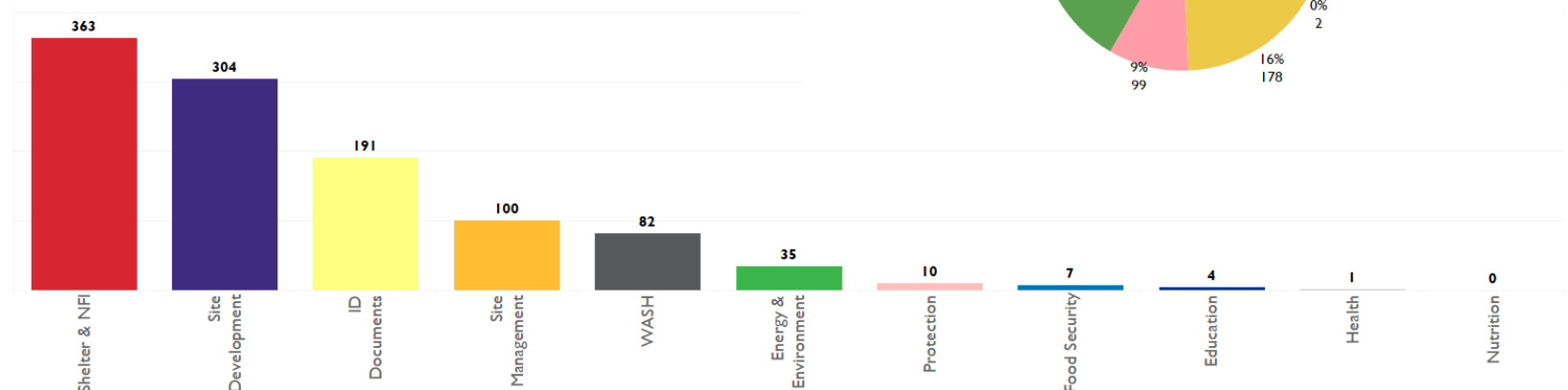
Monthly Camp Report - Camp 19
August 2023

COMMON FEEDBACK PLATFORM

999 tickets received

488 tickets closed on the spot

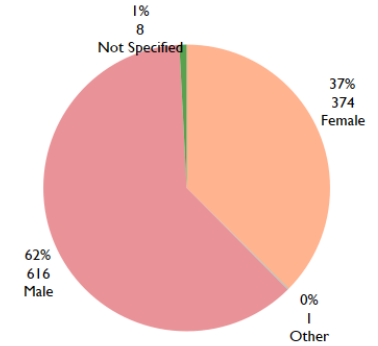**511** tickets referred to relevant actors

380 responses given by relevant actors

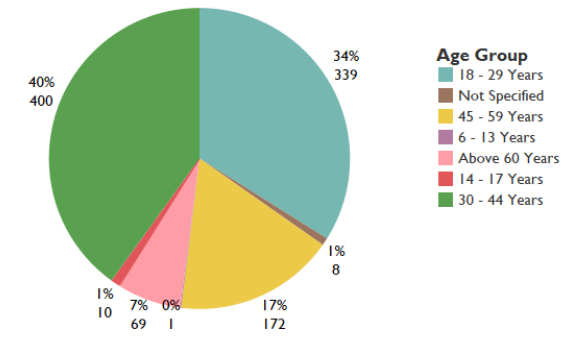**15.0%** replies considered resolved by beneficiaries

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	379	379	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	122	0	122	90	6.7%
SMART Card & Family Attestation - Add New Born	114	0	114	115	11.3%
Shelter Materials - Missed Distribution	98	0	98	0	0.0%
Cash for Work - Has not been selected for CfW in long time	74	74	0	0	0.0%
SMART Card & Family Attestation - Merge and Split	18	0	18	15	26.7%
Stairs - Damaged, broken, or needs improvement	15	0	15	15	6.7%
SMART Card & Family Attestation - Address Change	15	0	15	18	27.8%
Drainage - Damaged, broken, or needs improvement	14	0	14	11	18.2%
Slope Protection (erosion) - Requested	12	0	12	15	13.3%
NFI - Request additional materials	12	12	0	0	0.0%
Soap & Hygiene Kit - Did not receive	9	0	9	10	20.0%
SMART Card & Family Attestation - Request for individual SMART card	9	0	9	6	0.0%
Pathway - Damaged, broken, or needs improvement	8	0	8	8	0.0%
Bridge - Damaged, broken, or needs improvement	8	0	8	0	0.0%
Protection Referral (IOM)	7	7	0	0	0.0%
Latrine - Broken	7	0	7	7	57.1%

Tickets received by gender

- 1% 8 Not Specified
- 37% 374 Female
- 62% 616 Male
- 0% 1 Other

Tickets received by age group

Age Group
- 18 - 29 Years — 34% 339
- Not Specified
- 45 - 59 Years — 17% 172
- 6 - 13 Years
- Above 60 Years — 7% 69
- 14 - 17 Years — 1% 10
- 30 - 44 Years — 40% 400
- 0% 1
- 1% 8

Top unresolved tickets (from replies given)

Ticket Description	
SMART Card & Family Attestation - Add New Born	102
Slope Protection (erosion) - Damaged, broken, or needs improvement	84
Stairs - Damaged, broken, or needs improvement	14
Slope Protection (erosion) - Requested	13
SMART Card & Family Attestation - Address Change	13
SMART Card & Family Attestation - Merge and Split	11
Drainage - Damaged, broken, or needs improvement	9
SMART Card & Family Attestation - Biographical Error	9
Pathway - Damaged, broken, or needs improvement	8
Soap & Hygiene Kit - Did not receive	8
SMART Card & Family Attestation - Add New Member	6
SMART Card & Family Attestation - Request for individual SMART card	6
Stairs - Requested	6
Drainage - Drain Requested	5
Latrine - New toilet requested	4
Lamp post or Street light - Damaged, broken, or needs improvement	3
Latrine - Broken	3

Tickets received by sector

- Shelter & NFI: 498
- Site Development: 201
- ID Documents: 182
- Site Management: 77
- WASH: 20
- Protection: 14
- Energy & Environment: 4
- Food Security: 3
- Education: 0
- Health: 0
- Nutrition: 0

COMMON FEEDBACK PLATFORM
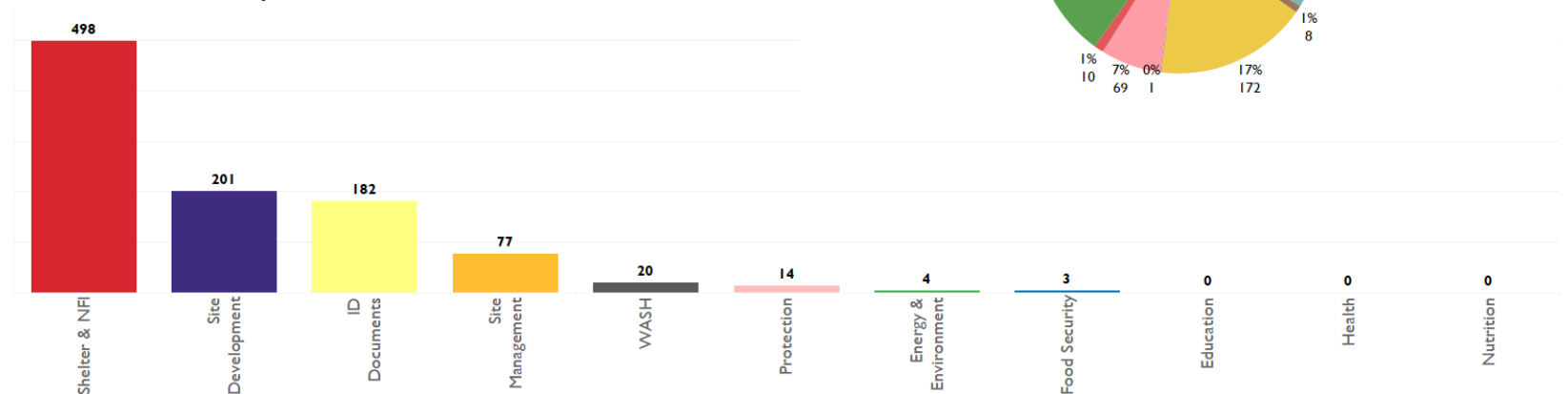
Monthly Camp Report - Camp 20
August 2023

962 tickets received

527 tickets closed on the spot

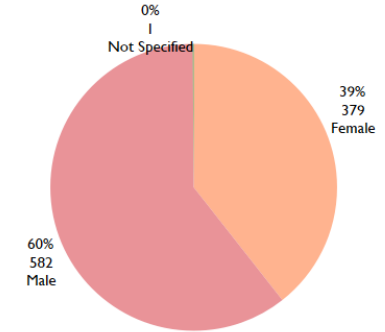**435** tickets referred to relevant actors

431 responses given by relevant actors

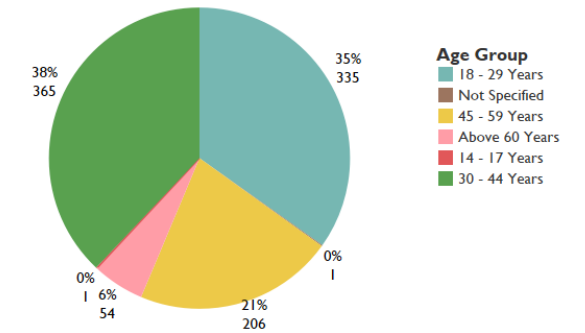**7.7%** replies considered resolved by beneficiaries

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Damage to shelter - Shelter damaged over time	290	290	0	0	0.0%
Cash for Work - Has not been selected for CfW in long time	139	139	0	0	0.0%
Slope Protection (erosion) - Requested	93	0	93	69	2.9%
Slope Protection (erosion) - Damaged, broken, or needs improvement	87	0	87	108	4.6%
NFI - Request additional materials	48	48	0	0	0.0%
Cash for Work - Requested CfW	44	44	0	0	0.0%
Stairs - Damaged, broken, or needs improvement	43	0	43	59	8.5%
SMART Card & Family Attestation - Add New Born	25	0	25	14	0.0%
Drainage - Damaged, broken, or needs improvement	17	0	17	15	0.0%
Stairs - Requested	16	0	16	10	10.0%
Soap & Hygiene Kit - Did not receive	13	0	13	17	0.0%
SMART Card & Family Attestation - Address Change	13	0	13	8	25.0%
Pathway - Requested	13	0	13	8	12.5%
Lamp post or Street light - Requested	13	0	13	6	0.0%
SMART Card & Family Attestation - Request for individual SMART card	9	0	9	4	0.0%
Food distributions - Household has not received food	8	0	8	4	75.0%
Shelter Number - Requested	7	0	7	7	14.3%

Tickets received by gender

- 0% | Not Specified
- 39% 379 Female
- 60% 582 Male

Tickets received by age group

Age Group
- 35% 335 | 18 - 29 Years
- Not Specified
- 21% 206 | 45 - 59 Years
- 6% 54 | Above 60 Years
- 0% 1 | 14 - 17 Years
- 38% 365 | 30 - 44 Years

Top unresolved tickets (from replies given)

Ticket Description	
Slope Protection (erosion) - Damaged, broken, or needs improvement	103
Slope Protection (erosion) - Requested	67
Stairs - Damaged, broken, or needs improvement	54
Soap & Hygiene Kit - Did not receive	17
Drainage - Damaged, broken, or needs improvement	15
SMART Card & Family Attestation - Add New Born	14
Bridge - Damaged, broken, or needs improvement	12
Pathway - Damaged, broken, or needs improvement	12
Shelter Number - Needs to be changed	11
Stairs - Requested	9
Pathway - Requested	7
Lamp post or Street light - Requested	6
Shelter Number - Requested	6
SMART Card & Family Attestation - Address Change	6
SCOPE Card - Has not received new SCOPE Card	5
SMART Card & Family Attestation - Add New Member	5
SMART Card & Family Attestation - Biographical Error	5

Tickets received by sector

- Shelter & NFI: 349
- Site Development: 310
- Site Management: 183
- ID Documents: 70
- WASH: 26
- Energy & Environment: 12
- Food Security: 8
- Protection: 3
- Health: 1
- Education: 0
- Nutrition: 0
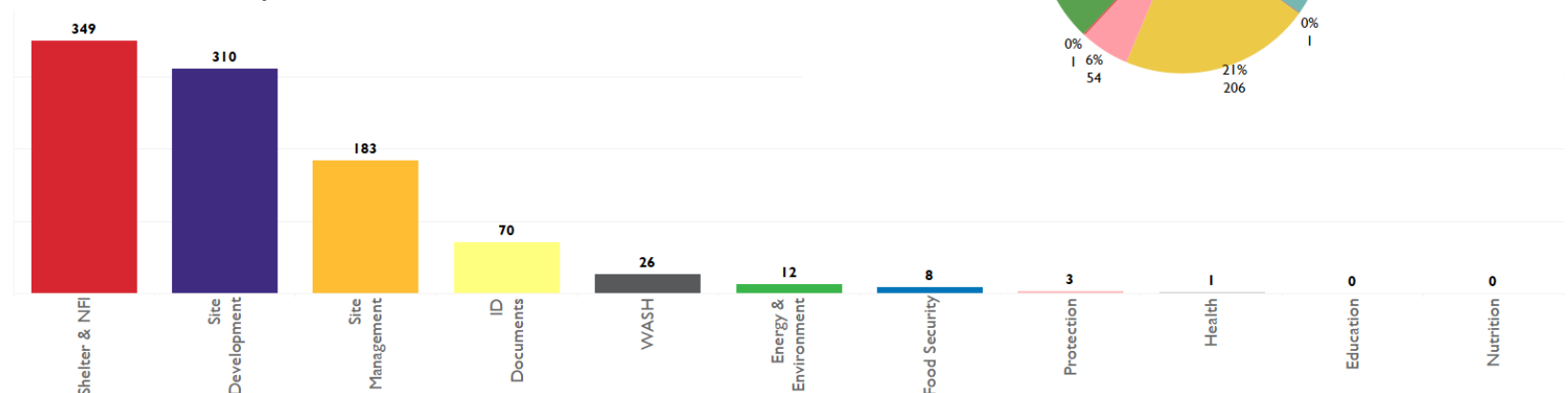
Monthly Camp Report - Camp 20 Ext
August 2023

COMMON FEEDBACK PLATFORM

749 tickets received

457 tickets closed on the spot

292 tickets referred to relevant actors

269 responses given by relevant actors

29.0% replies considered resolved by beneficiaries

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Damage to shelter - Shelter damaged over time	270	270	0	0	0.0%
Cash for Work - Requested CfW	163	163	0	0	0.0%
Cash for Work - Has not been enrolled	48	0	48	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	37	0	37	29	3.4%
SMART Card & Family Attestation - Add New Born	36	0	36	15	26.7%
Pathway - Damaged, broken, or needs improvement	16	0	16	10	40.0%
Drainage - Damaged, broken, or needs improvement	16	0	16	21	23.8%
Soap & Hygiene Kit - Did not receive	14	0	14	30	63.3%
SMART Card & Family Attestation - Lost ID Card	14	0	14	12	25.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	12	0	12	18	16.7%
SMART Card & Family Attestation - Address Change	11	0	11	12	50.0%
Cash for Work - Has not been selected for CfW in long time	9	9	0	0	0.0%
Pathway - Requested	8	0	8	8	25.0%
NFI - Request additional materials	8	8	0	0	0.0%
Bridge - Damaged, broken, or needs improvement	8	0	8	11	27.3%
Drainage - Blocked or Water logging (needs cleaning)	7	0	7	3	0.0%
SMART Card & Family Attestation - Biographical Error	6	0	6	9	11.1%

Top unresolved tickets (from replies given)
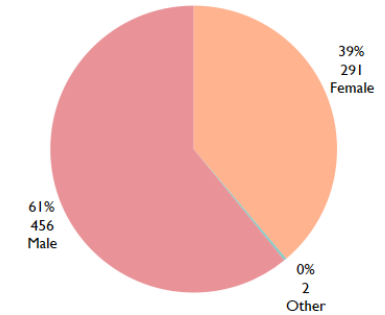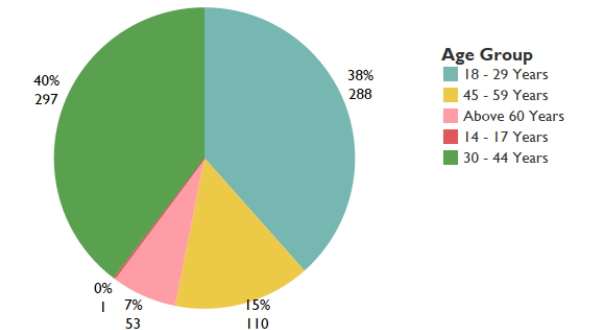
Ticket Description	
SMART Card & Family Attestation - Request for individual SMART card	28
Drainage - Damaged, broken, or needs improvement	16
Slope Protection (erosion) - Damaged, broken, or needs improvement	15
Soap & Hygiene Kit - Did not receive	11
SMART Card & Family Attestation - Add New Born	11
SMART Card & Family Attestation - Lost ID Card	9
SMART Card & Family Attestation - Biographical Error	8
Bridge - Damaged, broken, or needs improvement	8
SCOPE Card - Has not received new SCOPE Card	7
SMART Card & Family Attestation - Address Change	6
Pathway - Requested	6
Pathway - Damaged, broken, or needs improvement	6
SMART Card & Family Attestation - Add New Member	5
Slope Protection (erosion) - Requested	5
SMART Card & Family Attestation - HH requests for vulnerability verification..	4
Stairs - Requested	3
Shelter Number - Requested	3

Tickets received by gender

- 39% 291 Female
- 61% 456 Male
- 0% 2 Other

Tickets received by age group

Age Group
- 18 - 29 Years
- 45 - 59 Years
- Above 60 Years
- 14 - 17 Years
- 30 - 44 Years

- 38% 288
- 40% 297
- 15% 110
- 7% 53
- 0% 1

Tickets received by sector

- Shelter & NFI: 283
- Site Management: 220
- ID Documents: 122
- Site Development: 83
- WASH: 21
- Energy & Environment: 10
- Food Security: 7
- Health: 1
- Nutrition: 1
- Protection: 1
- Education: 0
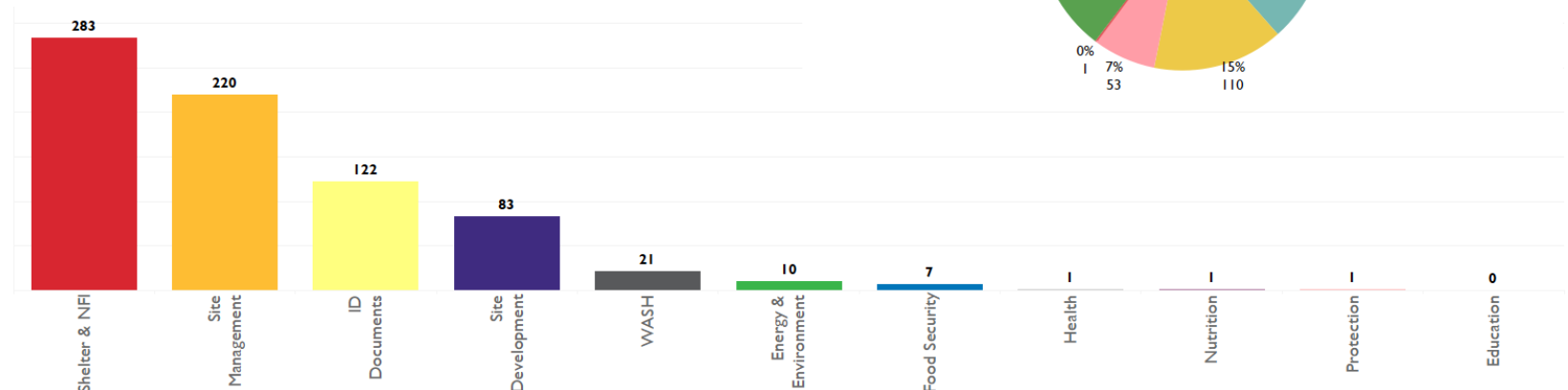
Monthly Camp Report - Camp 21
August 2023

COMMON FEEDBACK PLATFORM

824 tickets received

136 tickets closed on the spot

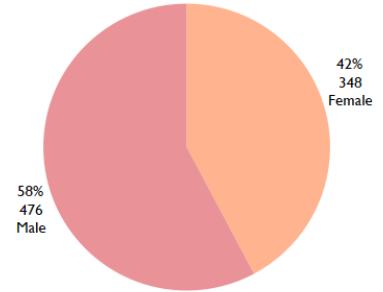**688** tickets referred to relevant actors

77 responses given by relevant actors

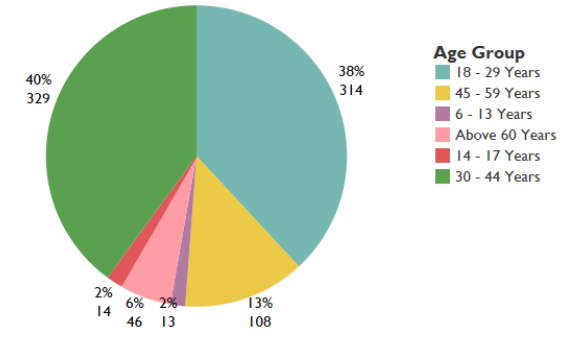**61.0%** replies considered resolved by beneficiaries

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Shelter Materials Request for shelter kits	251	0	251	0	0.0%
Damage to shelter Shelter damaged by weather	94	94	0	0	0.0%
Protection	75	10	65	0	0.0%
Change of Registration information - New Born	70	0	70	0	0.0%
Shelter materials needed	44	0	44	0	0.0%
Retaining wall Damaged, broken, or needs improvement	41	0	41	0	0.0%
Pathway Damaged, broken, or needs improvement	28	0	28	0	0.0%
Relocation & Repatriation Relocation within camp	19	0	19	0	0.0%
Registration documents lost and replacement - Request for new ID card	18	0	18	0	0.0%
Registration documents lost and replacement - Lost ID Card	15	0	15	0	0.0%
Change of Registration information - Merge and Split	14	0	14	0	0.0%
Shelter Materials Request additional materials	13	13	0	0	0.0%
Shelter Materials Missed Distribution	13	0	13	0	0.0%
Hill or Slope Erosion & landslide	10	0	10	0	0.0%
LPG Gas - Not enough for family	9	9	0	0	0.0%
Retaining wall Request for SD	7	0	7	0	0.0%
Relocation & Repatriation Relocation to another camp	7	0	7	0	0.0%

Tickets received by gender

42% 348 Female

58% 476 Male

Tickets received by age group

38% 314

13% 108

2% 13

6% 46

2% 14

40% 329

Age Group
- 18 - 29 Years
- 45 - 59 Years
- 6 - 13 Years
- Above 60 Years
- 14 - 17 Years
- 30 - 44 Years

Top unresolved tickets (from replies given)

Ticket Description	
- Shelter materials needed	10
Shelter materials needed - Shelter repair	3
Shelter Materials - Need shelter materials	3
Treatment	2
Need shelter materials -	2
Wheelchair need for moving - Person with disability	1
Solar lights - Need solar lights	1
Shelter materials needed - Shelter damaged	1
Shelter materials needed - Repair shelter	1
Shelter materials needed - Damage shelter	1
Not enough food - Big family	1
NFI - Need solar lights	1
Need bathroom -	1
Injury her knee - Better treatment	1
Add baby and wife -	1

Tickets received by sector

Sector	Count
Shelter & NFI	450
ID Documents	139
Site Development	91
Protection	75
Site Management	28
Health	17
Food Security	11
Energy & Environment	10
WASH	3
Education	0
Nutrition	0

COMMON FEEDBACK PLATFORM
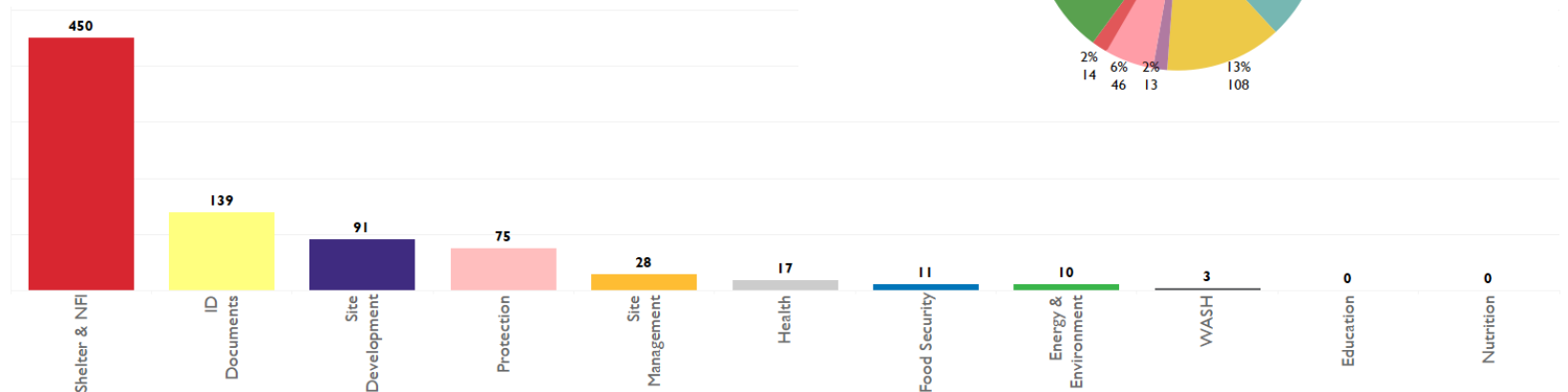
Monthly Camp Report - Camp 22
August 2023

1,794 tickets received

1,086 tickets closed on the spot
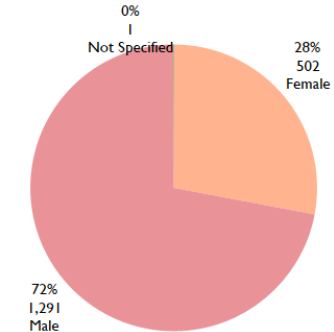
708 tickets referred to relevant actors

612 responses given by relevant actors

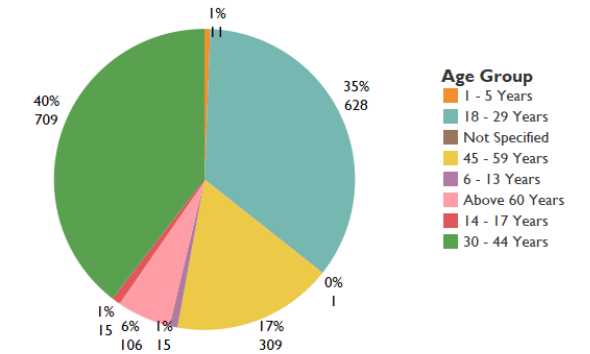**21.1%** replies considered resolved by beneficiaries

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
NFI - Request additional materials	467	455	12	0	0.0%
LPG Gas - Not enough for family	192	192	0	0	0.0%
Cash for Work - Has not been selected for CfW in long time	153	153	0	0	0.0%
Electricity Supply - Not working	114	0	114	79	3.8%
Change of Registration information - New Born	74	0	74	0	0.0%
Protection	54	10	44	0	0.0%
Latrine - Needs desludging	51	0	51	52	90.4%
Shelter Materials - Received amount is not enough	50	50	0	0	0.0%
Shelter Materials - Request additional materials	44	44	0	0	0.0%
Active and Inactive Case	43	43	0	0	0.0%
Soap & Hygiene Kit - Additional Requested	37	34	3	0	0.0%
SMART Card & Family Attestation - Add New Born	34	0	34	68	2.9%
Slope Protection (erosion) - Requested	34	0	34	49	0.0%
Cash for Work - Requested CfW	29	29	0	0	0.0%
Flooding	22	22	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	20	0	20	0	0.0%
Latrine - New toilet requested	20	0	20	0	0.0%

Tickets received by gender

- 0% / 1 / Not Specified
- 28% / 502 / Female
- 72% / 1,291 / Male

Tickets received by age group

Age Group
- 1 - 5 Years
- 18 - 29 Years
- Not Specified
- 45 - 59 Years
- 6 - 13 Years
- Above 60 Years
- 14 - 17 Years
- 30 - 44 Years

- 1% / 11
- 35% / 628
- 0% / 1
- 17% / 309
- 1% / 15
- 6% / 106
- 1% / 15
- 40% / 709

Top unresolved tickets (from replies given)

Ticket Description	
Electricity Supply - Not working	76
SMART Card & Family Attestation - Add New Born	66
SMART Card & Family Attestation - Lost ID Card	51
Slope Protection (erosion) - Requested	49
Shelter Materials - Missed Distribution	29
Drainage Cover (Slab) - Requested	22
Pathway - Requested	21
Drainage - Drain Requested	19
Stairs - Requested	18
SMART Card & Family Attestation - Merge and Split	13
SCOPE Card - Has not received new SCOPE Card	12
SMART Card & Family Attestation - Death Case	11
Slope Protection (erosion) - Damaged, broken, or needs improvement	8
NFI - Missed Distribution	6
Pathway - Damaged, broken, or needs improvement	6
Latrine - Needs desludging	5
Lamp post or Street light - Damaged, broken, or needs improvement	4

Tickets received by sector

- Shelter & NFI: 603
- Energy & Environment: 313
- ID Documents: 285
- Site Management: 184
- Site Development: 169
- WASH: 134
- Protection: 55
- Food Security: 26
- Health: 22
- Education: 2
- Nutrition: 1
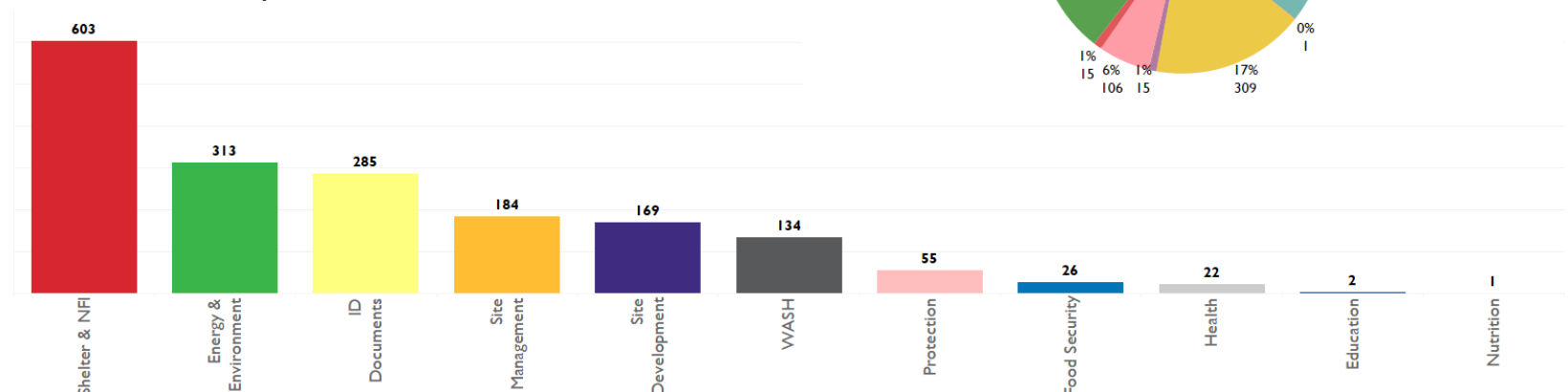
Monthly Camp Report - Camp 24

August 2023

849 tickets received

526 tickets closed on the spot

**323** tickets referred to relevant actors

339 responses given by relevant actors

**89.1%** replies considered resolved by beneficiaries

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	215	215	0	0	0.0%
Cash for Work - Requested CfW	208	208	0	0	0.0%
NFI - Request additional materials	100	100	0	0	0.0%
SMART Card & Family Attestation - Add New Born	90	0	90	62	100.0%
Cash for Work - Was charged to enroll or be selected	45	0	45	23	100.0%
Cash for Work - Has not been enrolled	29	0	29	135	95.6%
Pathway - Requested	23	0	23	4	50.0%
SMART Card & Family Attestation - Merge and Split	17	0	17	11	100.0%
Latrine - Needs desludging	17	0	17	28	21.4%
Drainage - Drain Requested	13	0	13	2	50.0%
SMART Card & Family Attestation - Lost ID Card	12	0	12	12	100.0%
SMART Card & Family Attestation - Add New Member	10	0	10	13	100.0%
Pathway - Damaged, broken, or needs improvement	9	0	9	0	0.0%
SMART Card & Family Attestation - Death Case	6	0	6	0	0.0%
Slope Protection (erosion) - Requested	6	0	6	3	33.3%
Stairs - Requested	5	0	5	1	100.0%
SMART Card & Family Attestation - Address Change	5	0	5	4	100.0%

Top unresolved tickets (from replies given)
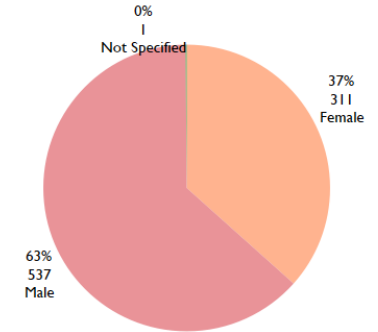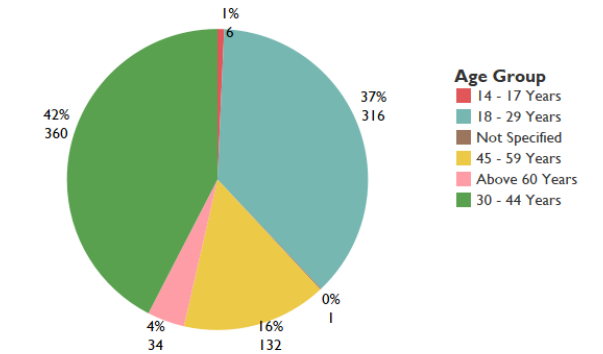
Ticket Description	
Latrine - Needs desludging	22
Cash for Work - Has not been enrolled	6
Latrine - Broken	3
Slope Protection (erosion) - Requested	2
Pathway - Requested	2
Drainage Cover (Slab) - Requested	1
Drainage - Drain Requested	1

Tickets received by gender

- 0% / 1 / Not Specified
- 37% / 311 / Female
- 63% / 537 / Male

Tickets received by age group

Age Group
- 14 - 17 Years
- 18 - 29 Years
- Not Specified
- 45 - 59 Years
- Above 60 Years
- 30 - 44 Years

- 1% / 6
- 37% / 316
- 0% / 1
- 16% / 132
- 4% / 34
- 42% / 360

Tickets received by sector

- Site Management: 497
- ID Documents: 147
- Shelter & NFI: 103
- Site Development: 74
- WASH: 25
- Protection: 2
- Energy & Environment: 1
- Education: 0
- Food Security: 0
- Health: 0
- Nutrition: 0

COMMON FEEDBACK PLATFORM

Monthly Camp Report - Camp 25
August 2023

498 tickets received

317 tickets closed on the spot

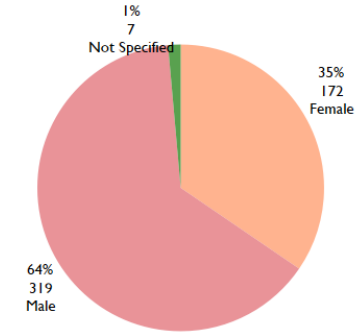**181** tickets referred to relevant actors

134 responses given by relevant actors

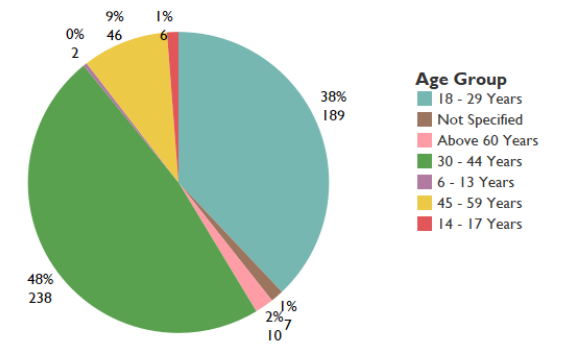**33.6%** replies considered resolved by beneficiaries

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	72	72	0	0	0.0%
NFI - Request additional materials	57	57	0	0	0.0%
SMART Card & Family Attestation - Add New Born	44	0	44	31	3.2%
Food distributions - Request for more food each month	43	43	0	0	0.0%
Soap & Hygiene Kit - Not enough	28	28	0	0	0.0%
Soap & Hygiene Kit - Additional Requested	25	25	0	0	0.0%
Food distributions - Want to purchase more but not allowed	21	21	0	0	0.0%
Pathway - Requested	19	0	19	1	100.0%
Cash for Work - Requested CfW	18	18	0	0	0.0%
LPG Gas - Not enough for family	17	17	0	0	0.0%
Cooking set (gas & stove) - Broken or not working	16	16	0	0	0.0%
SMART Card & Family Attestation - Merge and Split	15	0	15	9	22.2%
NFI - Missed Distribution	12	0	12	12	100.0%
Drainage - Drain Requested	12	0	12	3	0.0%
SMART Card & Family Attestation - Request for individual SMART card	9	0	9	1	0.0%
SMART Card & Family Attestation - Lost ID Card	8	0	8	7	28.6%
SMART Card & Family Attestation - Address Change	8	0	8	11	18.2%

Tickets received by gender

- 1% 7 Not Specified
- 35% 172 Female
- 64% 319 Male

Tickets received by age group

Age Group
- 18 - 29 Years — 38% 189
- Not Specified
- Above 60 Years
- 30 - 44 Years — 48% 238
- 6 - 13 Years — 0% 2
- 45 - 59 Years — 9% 46
- 14 - 17 Years — 1% 6
- 2% 10
- 1% 7

Top unresolved tickets (from replies given)

Ticket Description	
SMART Card & Family Attestation - Add New Born	30
SMART Card & Family Attestation - Address Change	9
SMART Card & Family Attestation - Merge and Split	7
Shelter Materials - Missed Distribution	6
Stairs - Requested	5
SMART Card & Family Attestation - Lost ID Card	5
Soap & Hygiene Kit - Did not receive	4
Slope Protection (erosion) - Requested	4
Lamp post or Street light - Requested	3
Drainage - Drain Requested	3
SCOPE Card - Has not received new SCOPE Card	2
Bathing Station - Broken or Damaged	2
Water tap - Not Working	1
SMART Card & Family Attestation - Request for individual SMART card	1
SMART Card & Family Attestation - Add New Member	1
Slope Protection (erosion) - Damaged, broken, or needs improvement	1
SCOPE Card - No balance on card	

Tickets received by sector

- Site Management: 100
- ID Documents: 91
- Food Security: 71
- Shelter & NFI: 71
- WASH: 68
- Site Development: 49
- Energy & Environment: 40
- Protection: 8
- Education: 0
- Health: 0
- Nutrition: 0
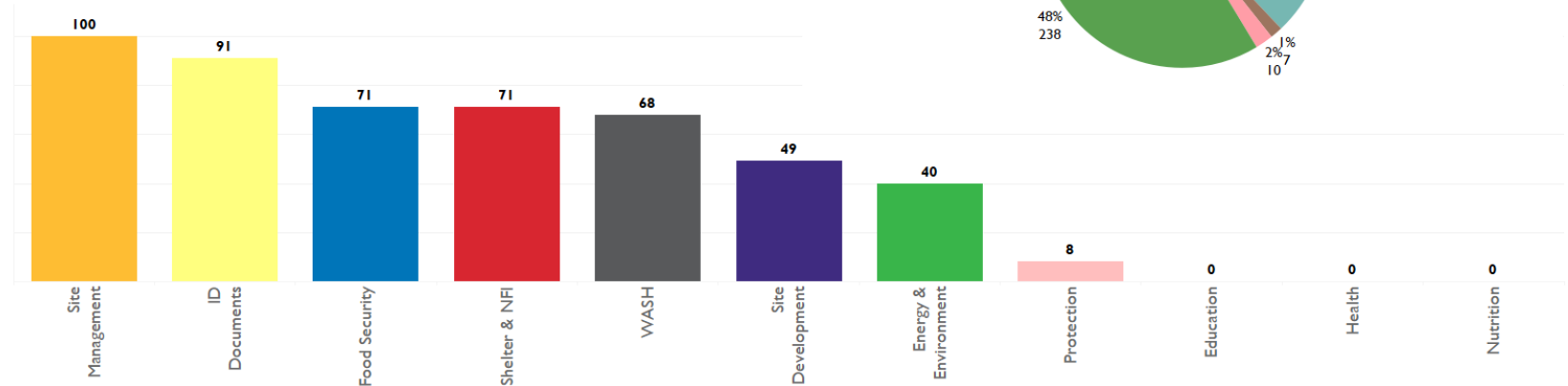
Monthly Camp Report - Camp 26
August 2023

835 tickets received

350 tickets closed on the spot

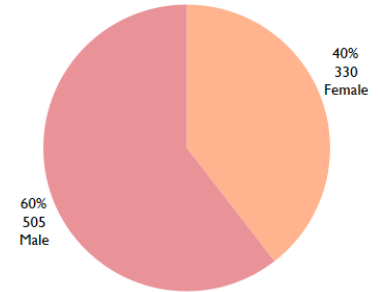**485** tickets referred to relevant actors

115 responses given by relevant actors

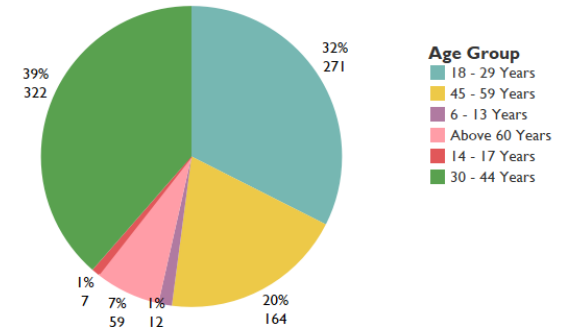**8.7%** replies considered resolved by beneficiaries

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Damage to shelter Shelter damaged by weather	507	330	177	0	0.0%
Protection	80	17	63	0	0.0%
Change of Registration information - Merge and Split	48	0	48	0	0.0%
Latrine - Needs desludging	44	0	44	0	0.0%
Change of Registration information - New Born	36	0	36	0	0.0%
Latrine - Broken	25	0	25	0	0.0%
Change of Registration information - New Registration	10	0	10	0	0.0%
Relocation & Repatriation Relocation to another camp	6	0	6	0	0.0%
Shelter Materials Requesting for shelter materials.	5	0	5	0	0.0%
Relocation & Repatriation Relocation within camp	5	0	5	0	0.0%
New shelter request New shelter request	5	0	5	0	0.0%
Retaining wall Damaged, broken, or needs improvement	4	0	4	0	0.0%
Relocation & Repatriation Relocation from another camp	4	0	4	0	0.0%
Registration documents lost and replacement - Lost ID Card	4	0	4	0	0.0%
Registration documents lost and replacement - Lost Family Attestation Card	4	0	4	0	0.0%
Change of Registration information - Separate data card	4	0	4	0	0.0%
Bathing Station - Broken or Damaged	4	0	4	0	0.0%

Tickets received by gender

40% 330 Female
60% 505 Male

Tickets received by age group

Age Group
- 18 - 29 Years — 32% 271
- 45 - 59 Years — 20% 164
- 6 - 13 Years — 1% 12
- Above 60 Years — 7% 59
- 14 - 17 Years — 1% 7
- 30 - 44 Years — 39% 322

Top unresolved tickets (from replies given)

Ticket Description	
Damage of shelter - Damage of shelter	91
Damage of shelter - Damage of shelter	3
Shelter Materials - Request additional materials	2
Damage to shelter - Shelter damaged by weather	2
SMART Card & Family Attestation - Newborn baby	1
Shelter Materials - Request for shelter material	1
shelter distribution	1
Request for labour support to repair shelter - Request for labour to repair s..	1
nfi distribution	1
D - Damage of shelter	1
- Damage of shelter	1

Tickets received by sector

- Shelter & NFI: 528
- ID Documents: 113
- Protection: 80
- WASH: 78
- Site Management: 15
- Site Development: 11
- Food Security: 9
- Energy & Environment: 1
- Education: 0
- Health: 0
- Nutrition: 0

COMMON FEEDBACK PLATFORM
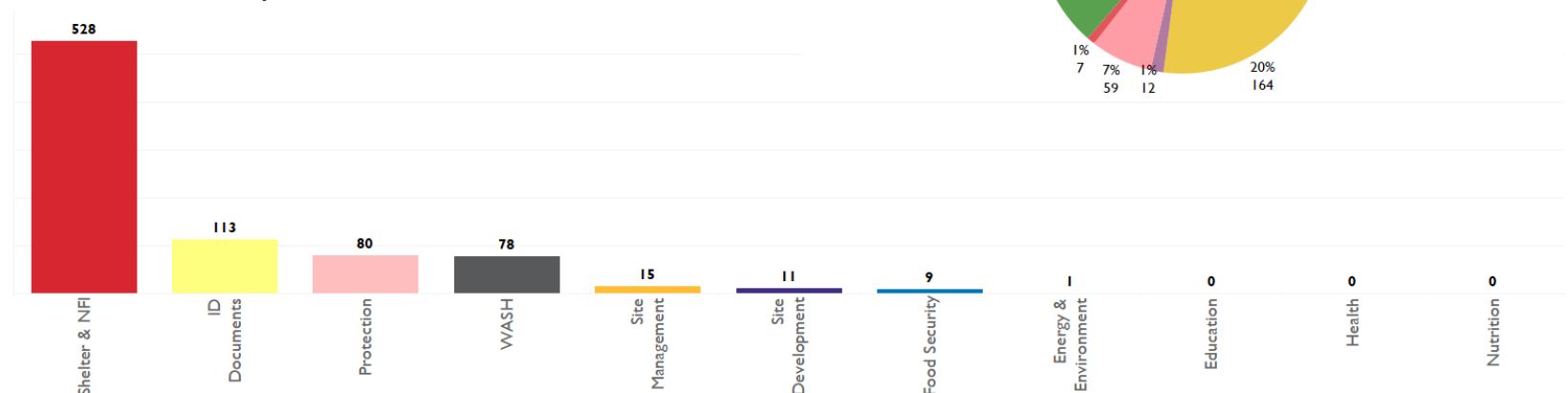
Monthly Camp Report - Camp 27
August 2023

504 tickets received

189 tickets closed on the spot

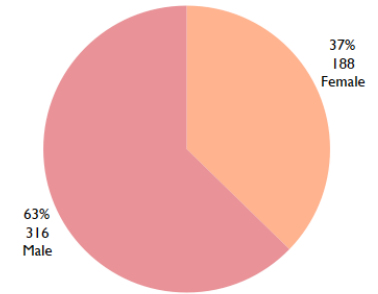**315** tickets referred to relevant actors

0 responses given by relevant actors

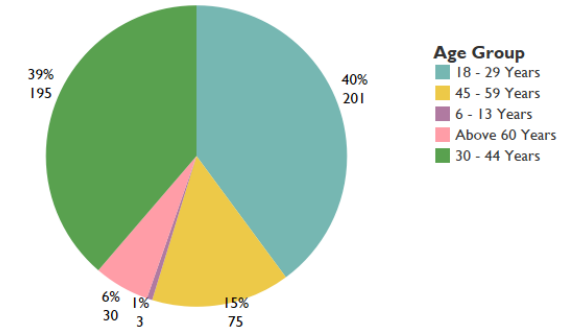**0.0%** replies considered resolved by beneficiaries

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Damage to shelter Shelter damaged by weather	166	158	8	0	0.0%
Shelter Materials Requested for Shelter Materials	136	0	136	0	0.0%
Protection	55	25	30	0	0.0%
Change of Registration information - New Born	46	0	46	0	0.0%
Change of Registration information - Address Change	14	0	14	0	0.0%
Pathway Damaged, broken, or needs improvement	12	0	12	0	0.0%
Change of Registration information - Merge and Split	10	0	10	0	0.0%
Latrine - Broken	9	0	9	0	0.0%
Shelter Materials Requesting for shelter materials.	8	0	8	0	0.0%
Latrine - Needs desludging	8	0	8	0	0.0%
Registration documents lost and replacement - Lost ID Card	6	0	6	0	0.0%
Change of Registration information - Biographical Error	5	0	5	0	0.0%
Relocation & Repatriation Relocation from another camp	4	0	4	0	0.0%
Shelter Materials Request additional materials	3	3	0	0	0.0%
Treatment Medical referral	2	2	0	0	0.0%
Relocation & Repatriation Relocation to another camp	2	0	2	0	0.0%
Drainage & Cover Drainage Cover Requested	2	0	2	0	0.0%

Top unresolved tickets (from replies given)

No ticket replies

Tickets received by gender

37% 188 Female
63% 316 Male

Tickets received by age group

Age Group
- 18 - 29 Years
- 45 - 59 Years
- 6 - 13 Years
- Above 60 Years
- 30 - 44 Years

40% 201
15% 75
1% 3
6% 30
39% 195

Tickets received by sector

Shelter & NFI	ID Documents	Protection	WASH	Site Development	Site Management	Food Security	Health	Energy & Environment	Education	Nutrition
316	86	55	19	15	8	2	2	1	0	0
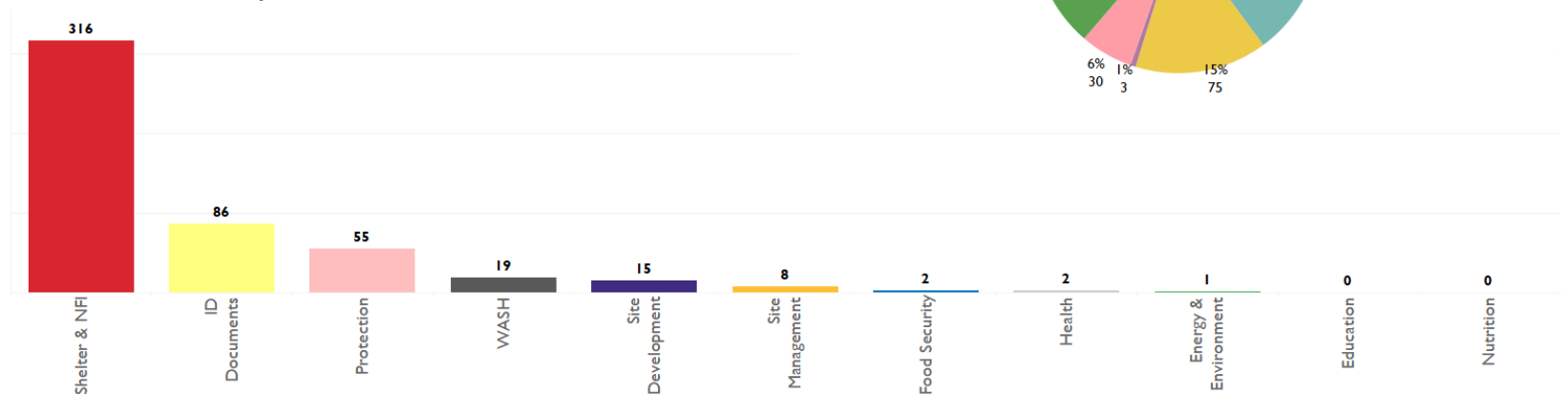
Monthly Camp Report - Kutupalong RC

August 2023

COMMON FEEDBACK PLATFORM

206 tickets received

122 tickets closed on the spot
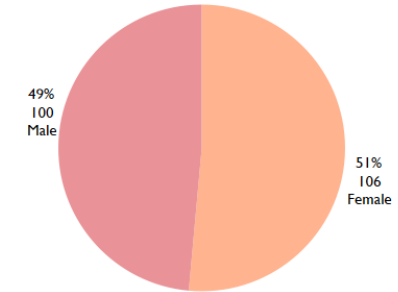
84 tickets referred to relevant actors

0 responses given by relevant actors
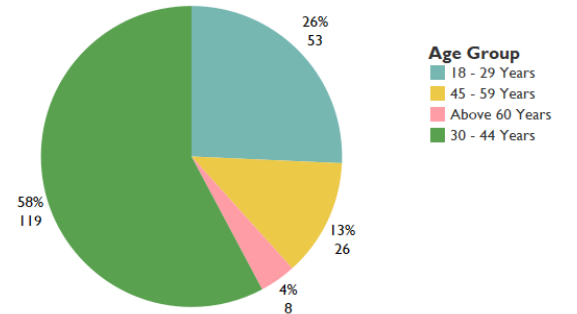
0.0% replies considered resolved by beneficiaries

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	106	106	0	0	0.0%
Protection	24	13	11	0	0.0%
Change of Registration information - Address Change	21	0	21	0	0.0%
Shelter plinth damaged	18	0	18	0	0.0%
Change of Registration information - Separated Data card	7	0	7	0	0.0%
Registration documents lost and replacement - Lost Family Attestation Card	3	0	3	0	0.0%
Plinth damaged	3	0	3	0	0.0%
Shelter Materials Requested for Shelter Materials materials.	2	0	2	0	0.0%
Hill or Slope Erosion & landslide	2	0	2	0	0.0%
Damage to shelter Shelter damaged by weather	2	2	0	0	0.0%
Change of Registration information - Separate data card	2	0	2	0	0.0%
Change of Registration information - New Registration	2	0	2	0	0.0%
Change of Registration information - Merge and Split	2	0	2	0	0.0%
Shelter Materials Requested for Shelter Materials .	1	0	1	0	0.0%
SCOPE Card - Lost	1	0	1	0	0.0%
Registration documents lost and replacement - Lost ID Card	1	0	1	0	0.0%
Registration documents lost and replacement - Lost Food card and LPG card	1	0	1	0	0.0%

Top unresolved tickets (from replies given)

No ticket replies

Tickets received by gender

49% 100 Male
51% 106 Female

Tickets received by age group

Age Group
- 18 - 29 Years
- 45 - 59 Years
- Above 60 Years
- 30 - 44 Years

26% 53
13% 26
4% 8
58% 119

Tickets received by sector

Sector	Count
Shelter & NFI	131
ID Documents	40
Protection	24
Site Development	7
Food Security	2
Health	2
Education	0
Energy & Environment	0
Nutrition	0
Site Management	0
WASH	0

COMMON FEEDBACK PLATFORM
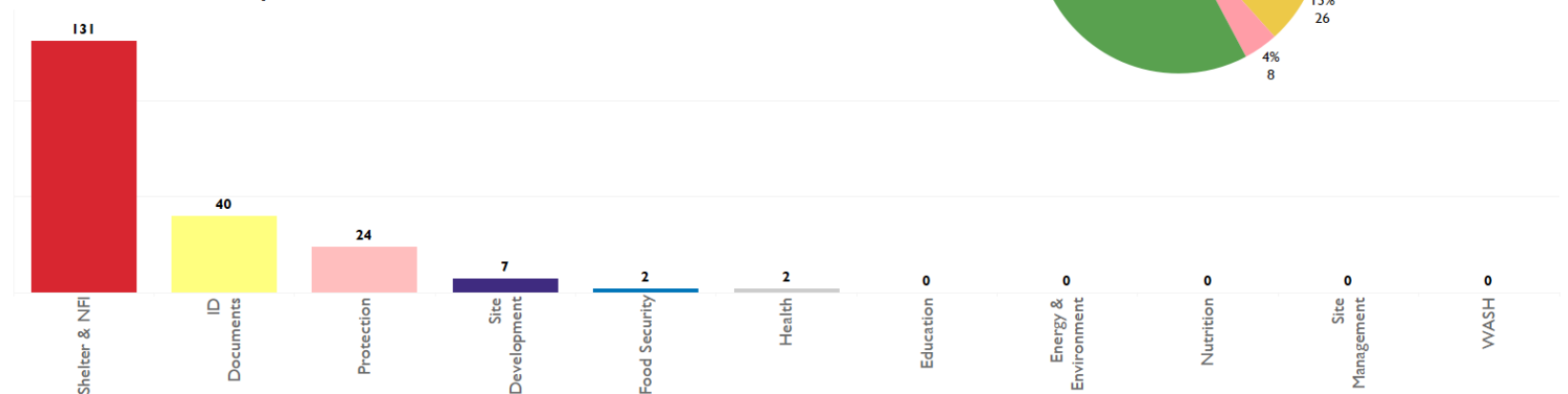
Monthly Camp Report - Nayapara RC

August 2023

148 tickets received

120 tickets closed on the spot
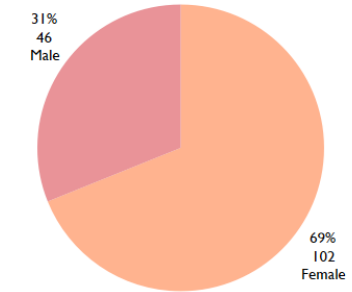
28 tickets referred to relevant actors

0 responses given by relevant actors

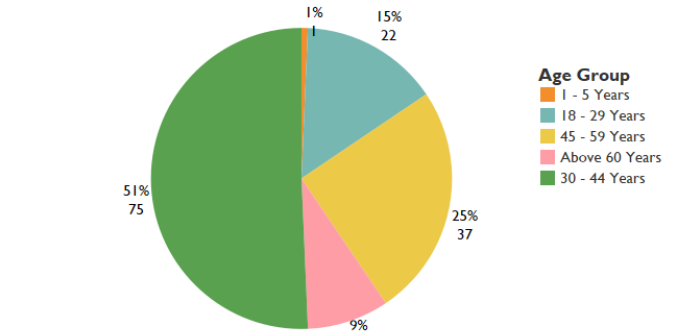**0.0%** replies considered resolved by beneficiaries

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Damage to shelter Shelter damaged by weather	91	91	0	0	0.0%
Protection	27	24	3	0	0.0%
Retaining wall Damaged, broken, or needs improvement	10	0	10	0	0.0%
Pathway Damaged, broken, or needs improvement	4	0	4	0	0.0%
Treatment Medical referral	2	2	0	0	0.0%
Treatment	2	0	2	0	0.0%
Cash for Work Requested	2	2	0	0	0.0%
Treatment Medicine out of stock	1	0	1	0	0.0%
Stairs Damaged, broken, or needs improvement	1	0	1	0	0.0%
Retaining wall Requested	1	0	1	0	0.0%
NFI Cylinder has been stolen	1	0	1	0	0.0%
Need flooring Need flooring	1	0	1	0	0.0%
LPG Gas - Not enough for family	1	1	0	0	0.0%
Change of Registration information - New Born	1	0	1	0	0.0%
Need waterbody fencing	1	0	1	0	0.0%
Need water body fencing	1	0	1	0	0.0%
Need flooring	1	0	1	0	0.0%

Top unresolved tickets (from replies given)

No unresolved ticket replies

Tickets received by gender

- 31% 46 Male
- 69% 102 Female

Tickets received by age group

Age Group
- 1 - 5 Years
- 18 - 29 Years
- 45 - 59 Years
- Above 60 Years
- 30 - 44 Years

- 1%
- 15% 22
- 25% 37
- 9% 13
- 51% 75

Tickets received by sector

Shelter & NFI	Protection	Site Development	Health	Site Management	WASH	Energy & Environment	ID Documents	Education	Food Security	Nutrition
92	27	18	5	2	2	1	1	0	0	0
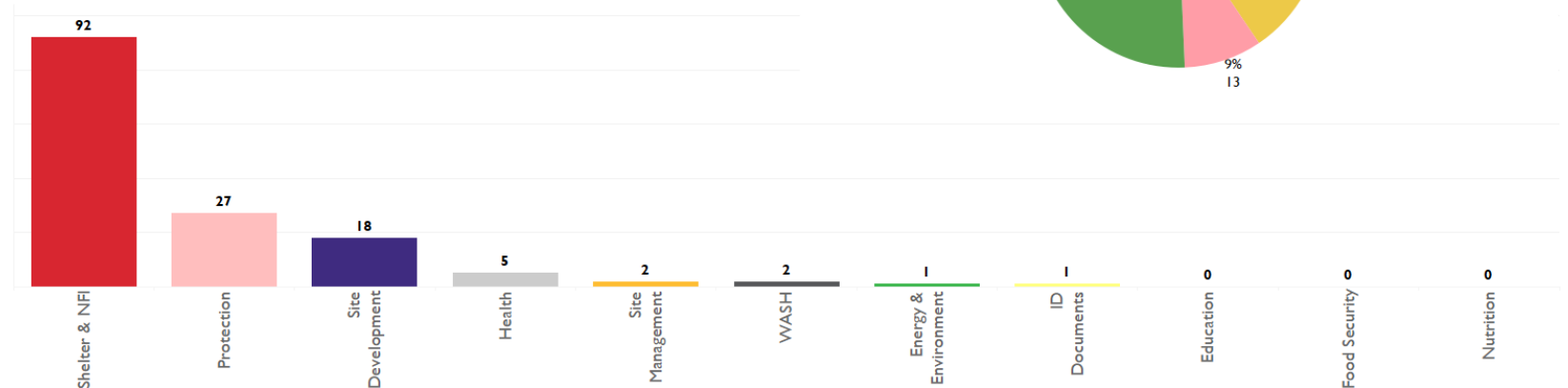
Monthly Camp Report - Transit Center
August 2023

COMMON FEEDBACK PLATFORM

343 tickets received

187 tickets closed on the spot
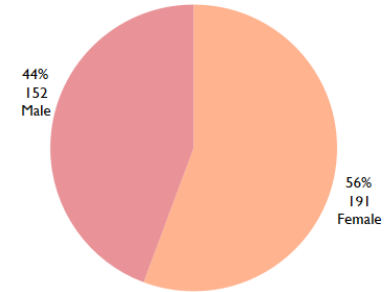
156 tickets referred to relevant actors

27 responses given by relevant actors
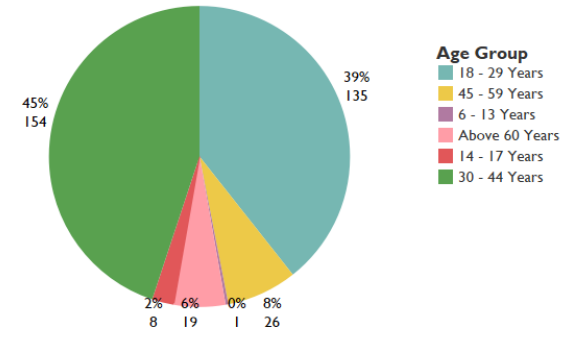
100.0% replies considered resolved by beneficiaries

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Treatment Medical referral	134	134	0	0	0.0%
Food distributions - Poor quality food items	46	0	46	0	0.0%
Latrine - Needs desludging	32	0	32	0	0.0%
Protection	30	9	21	0	0.0%
Food distributions - Weight was less than stated	14	14	0	0	0.0%
Damage to shelter Shelter damaged by weather	12	11	1	0	0.0%
Food distributions - Waited too long	11	0	11	0	0.0%
Trash Disposal - Trash pick-up needed	9	0	9	0	0.0%
Shelter Materials Request additional materials	6	6	0	0	0.0%
Water Tap - Not Enough Water	5	0	5	0	0.0%
Treatment	5	5	0	0	0.0%
Treatment Waited too long	4	0	4	0	0.0%
Latrine - Needs cleaning	3	0	3	0	0.0%
Food distributions - Request for different items or quantities	3	3	0	0	0.0%
Soap & Hygiene Kit - Did not receive	2	0	2	0	0.0%
Shelter Materials Received poor quality materials	2	2	0	0	0.0%
Latrine - No water	2	0	2	0	0.0%

Top unresolved tickets (from replies given)

No unresolved ticket replies

Tickets received by gender

44% 152 Male

56% 191 Female

Tickets received by age group

Age Group
- 18 - 29 Years
- 45 - 59 Years
- 6 - 13 Years
- Above 60 Years
- 14 - 17 Years
- 30 - 44 Years

39% 135

45% 154

2% 8

6% 19

0% 1

8% 26

Tickets received by sector

144	79	59	30	29	2	0	0	0	0	0
Health	Food Security	WASH	Protection	Shelter & NFI	Nutrition	Education	Energy & Environment	ID Documents	Site Development	Site Management

What is the CFP?

COMMON FEEDBACK PLATFORM
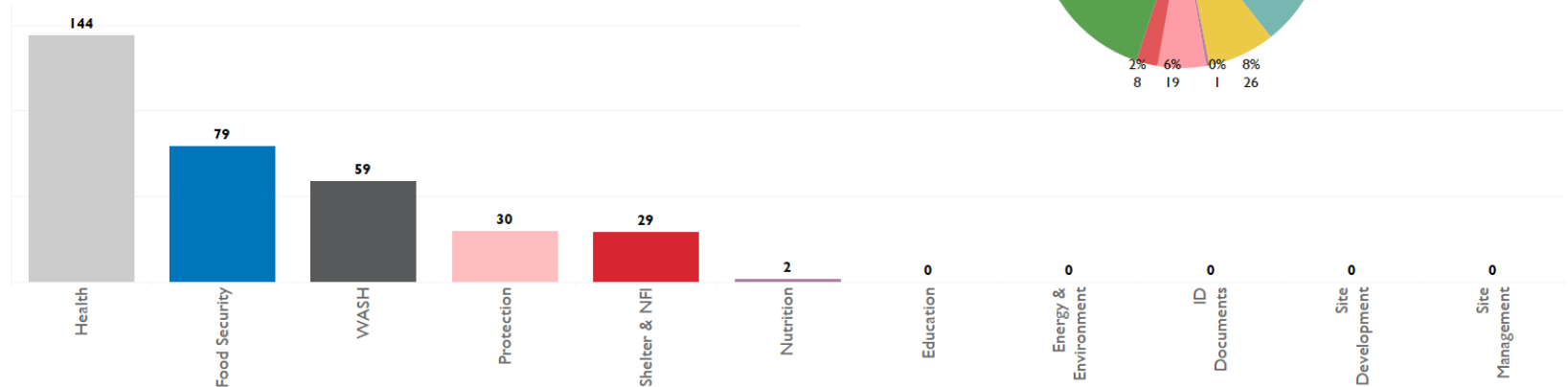
Methodology

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 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.

Referral → Response → Reply → Receipt

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.

care | act:onaid | IOM UN MIGRATION | UNHCR The UN Refugee Agency | DRC DANISH REFUGEE COUNCIL | ACTED | brac | NPM Needs and Population Monitoring THE UN MIGRATION AGENCY