



Monthly Sector 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 Sector Report - Overview

August 2023



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

Top tickets received

Ticket Description	Female	Male	Other	Not Specified
SMART Card & Family Attestation - Add New Born	861	689	2	
NFI - Request additional materials	584	918		
Damage to shelter - Shelter damaged over time	429	627		
Shelter Materials - Missed Distribution	316	352		
Cash for Work - Has not been selected for CFW in long time	290	890	1	
Cash for Work - Requested CFW	259	614	1	
SMART Card & Family Attestation - Lost ID Card	233	248		
Shelter Materials - Request additional materials	231	489		
SMART Card & Family Attestation - Merge and Split	124	235	1	
Soap & Hygiene Kit - Did not receive	97	64		
Latrine - Needs desludging	79	168		
Stairs - Requested	77	142		
LPG Gas - Not enough for family	72	265		
Electricity Supply - Not working	42	73		
Treatment	34	17		
Cooking Stove - Broken or not working	11	24		
SMART Card & Family Attestation - Request to add/remove household members	1	2		

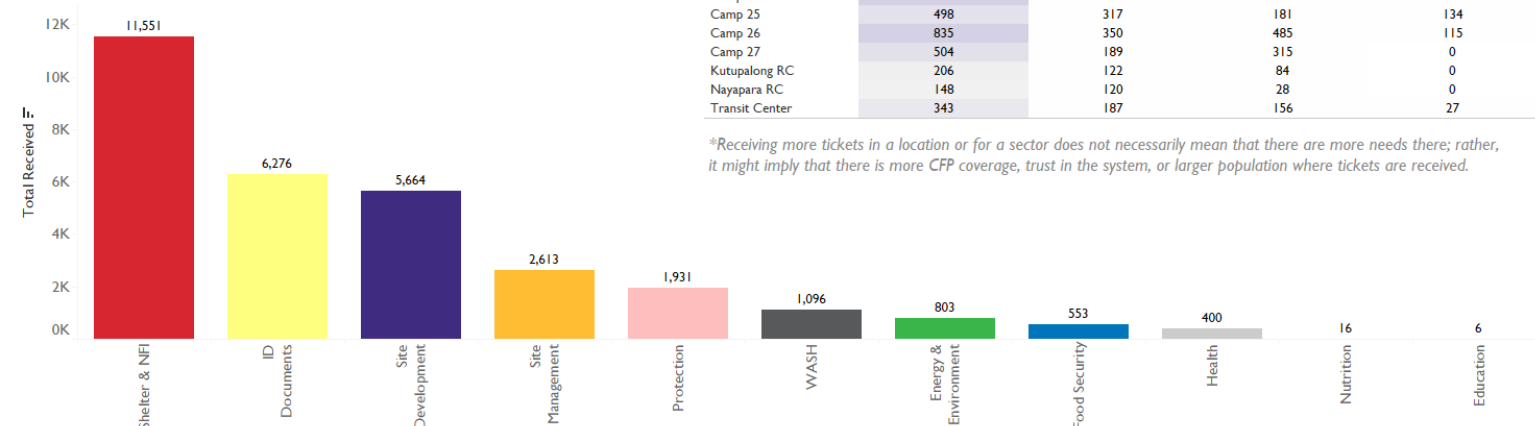
Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies
Camp 01E	1,006	570	436	89
Camp 01W	1,251	877	374	5
Camp 02E	245	109	136	55
Camp 02W	1,171	797	374	324
Camp 03	908	443	465	86
Camp 04	2,170	1,243	927	491
Camp 04 Ext.	225	132	93	0
Camp 05	694	354	340	242
Camp 06	530	191	339	223
Camp 07	678	283	395	1
Camp 08E	817	29	788	616
Camp 08W	545	14	531	298
Camp 09	1,046	382	664	571
Camp 10	981	7	974	703
Camp 11	1,645	705	940	956
Camp 12	687	68	619	900
Camp 13	1,506	25	1,481	966
Camp 14	1,112	474	638	785
Camp 15	1,480	155	1,325	828
Camp 16	1,300	561	739	565
Camp 17	1,104	604	500	186
Camp 18	1,097	555	542	624
Camp 19	999	488	511	380
Camp 20	962	527	435	431
Camp 20 Ext	749	457	292	269
Camp 21	824	136	688	77
Camp 22	1,794	1,086	708	612
Camp 24	849	526	323	339
Camp 25	498	317	181	134
Camp 26	835	350	485	115
Camp 27	504	189	315	0
Kutupalong RC	206	122	84	0
Nayapara RC	148	120	28	0
Transit Center	343	187	156	27

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 received by sector



*Receiving more tickets in a location or for a sector does not necessarily mean that there are more needs there; rather, it might imply that there is more CFP coverage, trust in the system, or larger population where tickets are received.

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



Monthly Sector Report - Shelter & NFI

August 2023



11,551
tickets received



9,435
tickets closed on the spot



2,116
tickets referred to relevant actors

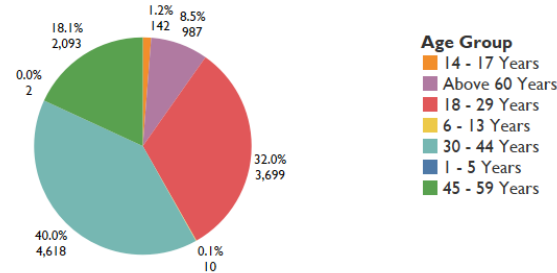


1,446
responses given by relevant actors

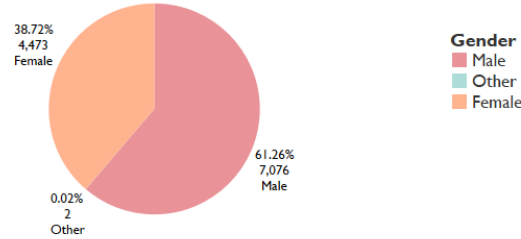


31.3%
replies considered resolved by beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Camp 01E	565	553	12	3	100.0%
Camp 01W	896	860	36	0	0.0%
Camp 02E	123	103	20	1	100.0%
Camp 02W	691	687	4	51	100.0%
Camp 03	427	393	34	20	15.0%
Camp 04	1,350	1,195	155	130	52.3%
Camp 04 Ext.	144	125	19	0	0.0%
Camp 05	343	330	13	38	36.8%
Camp 06	265	124	141	116	18.1%
Camp 07	300	275	25	0	0.0%
Camp 08E	12	12	0	0	0.0%
Camp 08W	5	4	1	2	50.0%
Camp 09	217	195	22	71	16.9%
Camp 10	45	4	41	149	6.0%
Camp 11	460	419	41	320	34.7%
Camp 12	73	43	30	16	18.8%
Camp 13	436	5	431	51	35.3%
Camp 14	122	84	38	128	30.5%
Camp 15	100	55	45	38	26.3%
Camp 16	547	457	90	28	21.4%
Camp 17	614	586	28	0	0.0%
Camp 18	363	362	1	3	33.3%
Camp 19	498	395	103	1	0.0%
Camp 20	349	339	10	20	10.0%
Camp 20 Ext	283	279	4	6	0.0%
Camp 21	450	110	340	53	56.6%
Camp 22	603	568	35	53	22.6%
Camp 24	103	100	3	9	100.0%
Camp 25	71	59	12	23	73.9%
Camp 26	528	333	195	114	8.8%
Camp 27	316	161	155	0	0.0%
Kutupalong RC	131	109	22	0	0.0%
Nayapara RC	92	91	1	0	0.0%
Transit Center	29	20	9	2	100.0%

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	4,107	3,902	205	0	0.0%
Shelter Materials - Request additional materials	1,681	1,647	34	0	0.0%
NFI - Request additional materials	1,502	1,466	36	1	0.0%
Damage to shelter - Shelter damaged over time	1,056	1,056	0	5	60.0%
Shelter Materials - Request additional materials	720	720	0	17	41.2%
Shelter Materials - Missed Distribution	668	0	668	501	36.5%
Shelter Materials - Waited too long at distribution	331	331	0	0	0.0%
Shelter Materials - Request for shelter kits	251	0	251	0	0.0%
Need some shelter materials to repair her shelter	183	0	183	0	0.0%
Shelter Materials - Requested for Shelter Materials	149	0	149	0	0.0%
Shelter Number - Requested	97	0	97	115	8.7%
Shelter Materials - Requesting for shelter materials.	93	0	93	0	0.0%
Shelter Kit - Requested (general households)	83	83	0	0	0.0%
Shelter Materials - Received amount is not enough	52	52	0	1	100.0%
Shelter Materials - Missed Distribution	44	0	44	0	0.0%
Shelter materials needed	44	0	44	3	66.7%
NFI - Missed Distribution	35	0	35	146	9.6%



Monthly Sector Report - ID Documents

August 2023



6,276
tickets received



58
tickets closed on the spot



6,218
tickets referred to relevant actors

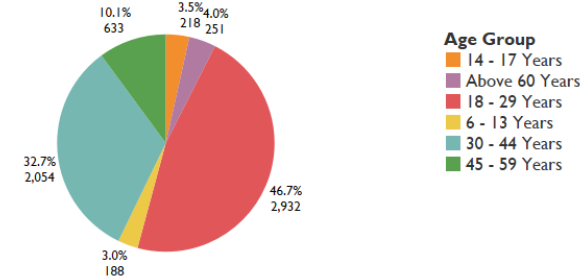


3,217
responses given by relevant actors

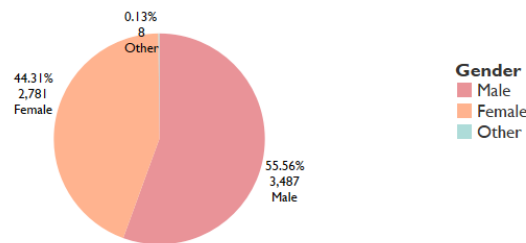


29.1%
replies considered resolved by beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Camp 01E	294	0	294	1	100.0%
Camp 01W	158	0	158	0	0.0%
Camp 02E	77	0	77	13	92.3%
Camp 02W	240	0	240	114	100.0%
Camp 03	157	1	156	7	71.4%
Camp 04	224	11	213	1	0.0%
Camp 04 Ext.	39	0	39	0	0.0%
Camp 05	45	0	45	2	0.0%
Camp 06	0	0	0	13	0.0%
Camp 07	278	0	278	0	0.0%
Camp 08E	313	0	313	218	89.4%
Camp 08W	117	0	117	65	10.8%
Camp 09	333	0	333	215	26.0%
Camp 10	350	0	350	207	0.0%
Camp 11	258	0	258	69	10.1%
Camp 12	233	0	233	317	30.6%
Camp 13	482	0	482	378	10.8%
Camp 14	208	0	208	152	3.3%
Camp 15	595	0	595	267	18.0%
Camp 16	297	0	297	310	12.6%
Camp 17	111	0	111	0	0.0%
Camp 18	191	0	191	168	76.2%
Camp 19	182	0	182	174	13.8%
Camp 20	70	0	70	55	9.1%
Camp 20 Ext	122	0	122	108	17.6%
Camp 21	139	3	136	0	0.0%
Camp 22	285	43	242	181	4.4%
Camp 24	147	0	147	116	100.0%
Camp 25	91	0	91	64	10.9%
Camp 26	113	0	113	1	0.0%
Camp 27	86	0	86	0	0.0%
Kutupalong RC	40	0	40	0	0.0%
Nayapara RC	1	0	1	0	0.0%
Transit Center	0	0	0	1	100.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
SMART Card & Family Attestation - Add New Born	1,552	0	1,552	1,211	27.3%
Change of Registration information - New Born	1,341	0	1,341	0	0.0%
SMART Card & Family Attestation - Lost ID Card	481	0	481	493	20.9%
Registration documents lost and replacement - Request for new ID card	460	0	460	0	0.0%
SMART Card & Family Attestation - Merge and Split	360	0	360	306	25.5%
Change of Registration information - Merge and Split	286	0	286	0	0.0%
Registration documents lost and replacement - Lost ID Card	282	0	282	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	257	0	257	186	18.3%
SMART Card & Family Attestation - Biographical Error	144	0	144	148	22.3%
SMART Card & Family Attestation - Address Change	133	0	133	160	41.3%
Change of Registration information - New Registration	107	0	107	0	0.0%
SMART Card & Family Attestation - Add New Member	102	0	102	112	45.5%
SMART Card & Family Attestation - Marriage Case	83	0	83	99	26.3%
Change of Registration information - Address Change	82	0	82	0	0.0%
Change of Registration information - Biographical Error	81	0	81	0	0.0%
Active and Inactive Case	58	58	0	0	0.0%
SMART Card & Family Attestation - Death Case	58	0	58	52	9.6%



Monthly Sector Report - Site Development

August 2023



5,664
tickets received



56
tickets closed on the spot



5,608
tickets referred to relevant actors

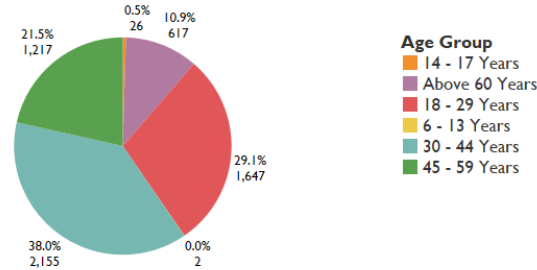


4,819
responses given by relevant actors

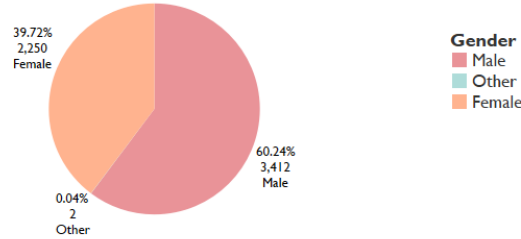


15.3%
replies considered resolved by beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Camp 01E	23	0	23	1	100.0%
Camp 01W	85	0	85	0	0.0%
Camp 02E	24	0	24	0	0.0%
Camp 02W	51	0	51	15	100.0%
Camp 03	41	0	41	33	3.0%
Camp 04	180	0	180	258	8.5%
Camp 04 Ext.	0	0	0	0	0.0%
Camp 05	44	0	44	137	17.5%
Camp 06	57	0	57	23	0.0%
Camp 07	30	0	30	1	0.0%
Camp 08E	376	0	376	325	26.2%
Camp 08W	396	0	396	219	17.8%
Camp 09	227	0	227	258	7.4%
Camp 10	326	0	326	204	3.4%
Camp 11	478	1	477	423	9.9%
Camp 12	284	0	284	421	14.5%
Camp 13	416	0	416	286	5.6%
Camp 14	318	16	302	413	4.1%
Camp 15	544	0	544	377	5.8%
Camp 16	172	0	172	119	16.0%
Camp 17	260	0	260	125	5.6%
Camp 18	304	0	304	388	68.3%
Camp 19	201	0	201	161	8.1%
Camp 20	310	0	310	315	5.1%
Camp 20 Ext	83	0	83	95	21.1%
Camp 21	91	0	91	4	100.0%
Camp 22	169	39	130	180	3.3%
Camp 24	74	0	74	14	57.1%
Camp 25	49	0	49	24	25.0%
Camp 26	11	0	11	0	0.0%
Camp 27	15	0	15	0	0.0%
Kutupalong RC	7	0	7	0	0.0%
Nayapara RC	18	0	18	0	0.0%
Transit Center	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Slope Protection (erosion) - Requested	1,847	0	1,847	1,819	14.7%
Slope Protection (erosion) - Damaged, broken, or needs improvement	1,097	0	1,097	951	20.1%
Hill or Slope Erosion & landslide	420	0	420	31	9.7%
Retaining wall Damaged, broken, or needs improvement	328	0	328	0	0.0%
Pathway - Requested	237	0	237	181	16.0%
Drainage - Drain Requested	221	0	221	241	11.2%
Stairs - Requested	219	0	219	261	12.6%
Stairs - Damaged, broken, or needs improvement	153	0	153	160	14.4%
Pathway Damaged, broken, or needs improvement	139	0	139	0	0.0%
Pathway - Damaged, broken, or needs improvement	121	0	121	146	19.2%
Drainage - Damaged, broken, or needs improvement	80	0	80	79	10.1%
Drainage & Cover Drainage Cover Requested	76	0	76	0	0.0%
Lamp post or Street light - Requested	75	0	75	26	7.7%
Retaining wall Requested	72	0	72	0	0.0%
Landslide risk problem	71	0	71	0	0.0%
Drainage - Blocked or Water logging (needs cleaning)	67	0	67	12	25.0%
Drainage Cover (Slab) - Requested	51	0	51	67	11.9%



Monthly Sector Report - Site Management

August 2023



2,613
tickets received



2,089
tickets closed on the spot



524
tickets referred to relevant actors

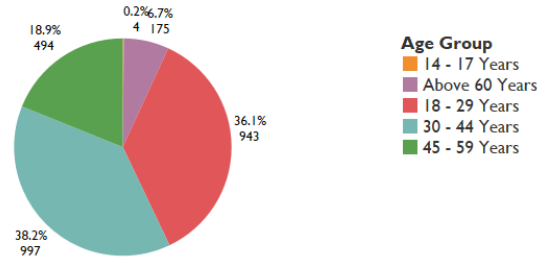


535
responses given by relevant actors

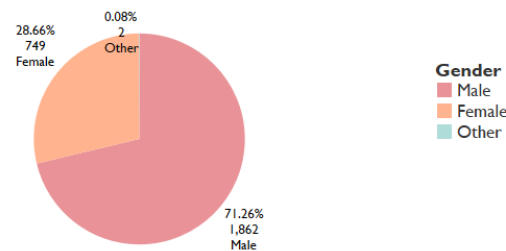


48.6%
replies considered resolved by beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Camp 01E	6	0	6	0	0.0%
Camp 01W	22	0	22	0	0.0%
Camp 02E	6	0	6	0	0.0%
Camp 02W	8	0	8	4	100.0%
Camp 03	21	0	21	3	33.3%
Camp 04	17	0	17	1	100.0%
Camp 04 Ext.	15	0	15	0	0.0%
Camp 05	6	0	6	0	0.0%
Camp 06	0	0	0	2	0.0%
Camp 07	5	0	5	0	0.0%
Camp 08E	8	0	8	6	33.3%
Camp 08W	0	0	0	0	0.0%
Camp 09	137	127	10	3	0.0%
Camp 10	64	1	63	94	17.0%
Camp 11	293	263	30	1	0.0%
Camp 12	5	4	1	5	40.0%
Camp 13	79	5	74	216	28.7%
Camp 14	343	324	19	13	61.5%
Camp 15	70	65	5	9	44.4%
Camp 16	86	80	6	8	12.5%
Camp 17	8	0	8	0	0.0%
Camp 18	100	94	6	7	85.7%
Camp 19	77	74	3	2	0.0%
Camp 20	183	183	0	2	0.0%
Camp 20 Ext	220	172	48	0	0.0%
Camp 21	28	0	28	0	0.0%
Camp 22	184	182	2	0	0.0%
Camp 24	497	423	74	158	96.2%
Camp 25	100	90	10	1	100.0%
Camp 26	15	0	15	0	0.0%
Camp 27	8	0	8	0	0.0%
Kutupalong RC	0	0	0	0	0.0%
Nayapara RC	2	2	0	0	0.0%
Transit Center	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Cash for Work - Has not been selected for CFW in long time	1,181	1,181	0	1	0.0%
Cash for Work - Requested CFW	874	874	0	1	0.0%
Cash for Work - Has not been enrolled	256	0	256	456	46.5%
Relocation & Repatriation - Relocation to another camp	64	0	64	0	0.0%
Relocation & Repatriation - Relocation from another camp	50	0	50	0	0.0%
Cash for Work - Was charged to enroll or be selected	46	0	46	23	100.0%
Relocation & Repatriation - Relocation within camp	44	0	44	0	0.0%
Cash for Work - Requested	30	30	0	0	0.0%
Community Conflict - Tree Cutting	21	0	21	12	33.3%
Cash for Work - Payment delayed	14	0	14	10	60.0%
Cash for Work - Has received less payment than days worked	7	0	7	4	0.0%
Relocation & Repatriation - Relocation to another camp	6	0	6	11	45.5%
Relocation & Repatriation - Relocation within camp	4	0	4	9	44.4%
Cash for Work - Has not been selected for CFW in long time	3	0	3	0	0.0%
Relocation & Repatriation - Repatriation to Myanmar	3	3	0	0	0.0%
Lamp post	1	0	1	0	0.0%
Need marriage permission	1	0	1	0	0.0%

Monthly Sector Report - Protection

August 2023



1,931
tickets received



428
tickets closed on the spot



1,503
tickets referred to relevant actors

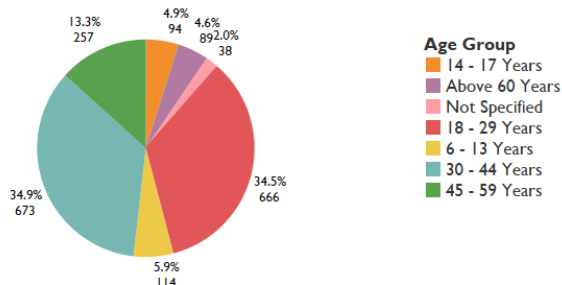


91
responses given by relevant actors

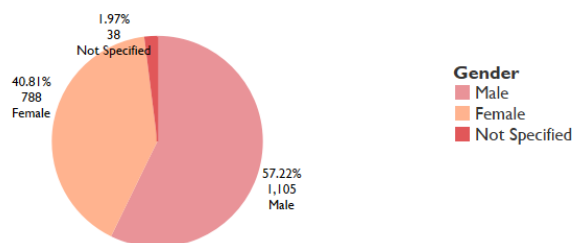


52.7%
replies considered resolved by beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Camp 01E	55	8	47	14	100.0%
Camp 01W	65	15	50	2	100.0%
Camp 02E	7	6	1	0	0.0%
Camp 02W	66	18	48	0	0.0%
Camp 03	227	48	179	4	75.0%
Camp 04	298	23	275	36	8.3%
Camp 04 Ext.	13	5	8	0	0.0%
Camp 05	192	22	170	3	0.0%
Camp 06	131	9	122	1	0.0%
Camp 07	46	6	40	0	0.0%
Camp 08E	30	16	14	0	0.0%
Camp 08W	12	10	2	0	0.0%
Camp 09	64	7	57	7	100.0%
Camp 10	117	2	115	0	0.0%
Camp 11	48	18	30	3	66.7%
Camp 12	26	8	18	0	0.0%
Camp 13	12	12	0	0	0.0%
Camp 14	8	8	0	0	0.0%
Camp 15	50	17	33	2	0.0%
Camp 16	32	12	20	0	0.0%
Camp 17	48	11	37	0	0.0%
Camp 18	10	10	0	0	0.0%
Camp 19	14	14	0	0	0.0%
Camp 20	3	3	0	0	0.0%
Camp 20 Ext	1	1	0	0	0.0%
Camp 21	75	10	65	5	80.0%
Camp 22	55	11	44	1	0.0%
Camp 24	2	2	0	0	0.0%
Camp 25	8	8	0	0	0.0%
Camp 26	80	17	63	0	0.0%
Camp 27	55	25	30	0	0.0%
Kutupalong RC	24	13	11	0	0.0%
Nayapara RC	27	24	3	0	0.0%
Transit Center	30	9	21	13	100.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Protection	1,893	390	1,503	45	22.2%
Protection Referral (IOM)	17	17	0	0	0.0%
Complaint against Agency or Staff	5	5	0	0	0.0%
Protection Referral (Action Aid)	5	5	0	0	0.0%
Protection Referral (UNHCR)	4	4	0	0	0.0%
Protection Referral (BRAC)	3	3	0	0	0.0%
Protection Referral (CARE)	2	2	0	0	0.0%
Protection Referral (MUKTI)	1	1	0	0	0.0%
Protection Referral (NGO Forum)	1	1	0	0	0.0%



Monthly Sector Report - WASH

August 2023



1,096
tickets received



183
tickets closed on the spot



913
tickets referred to relevant actors

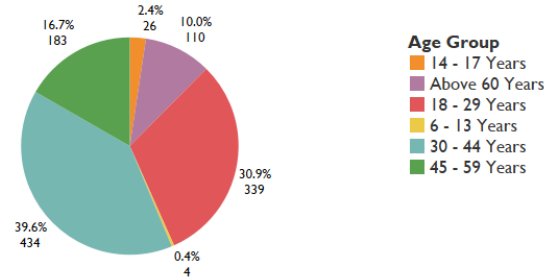


802
responses given by relevant actors

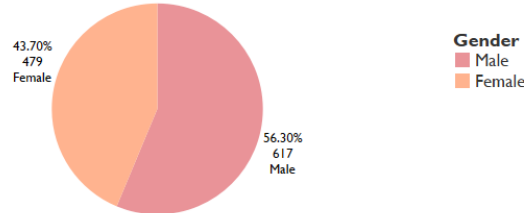


47.6%
replies considered resolved by beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Camp 01E	2	0	2	0	0.0%
Camp 01W	5	0	5	0	0.0%
Camp 02E	1	0	1	0	0.0%
Camp 02W	9	7	2	0	0.0%
Camp 03	12	0	12	8	37.5%
Camp 04	29	4	25	17	11.8%
Camp 04 Ext.	0	0	0	0	0.0%
Camp 05	33	0	33	36	88.9%
Camp 06	0	0	0	15	0.0%
Camp 07	1	0	1	0	0.0%
Camp 08E	21	0	21	12	33.3%
Camp 08W	8	0	8	3	33.3%
Camp 09	12	0	12	13	53.8%
Camp 10	44	0	44	17	0.0%
Camp 11	74	1	73	97	48.5%
Camp 12	33	1	32	65	49.2%
Camp 13	49	0	49	26	69.2%
Camp 14	45	2	43	55	27.3%
Camp 15	36	0	36	46	21.7%
Camp 16	121	1	120	81	60.5%
Camp 17	24	0	24	41	17.1%
Camp 18	82	65	17	37	78.4%
Camp 19	20	1	19	38	47.4%
Camp 20	26	1	25	24	8.3%
Camp 20 Ext	21	0	21	43	55.8%
Camp 21	3	0	3	3	66.7%
Camp 22	134	44	90	63	81.0%
Camp 24	25	1	24	41	39.0%
Camp 25	68	53	15	21	61.9%
Camp 26	78	0	78	0	0.0%
Camp 27	19	0	19	0	0.0%
Kutupalong RC	0	0	0	0	0.0%
Nayapara RC	2	0	2	0	0.0%
Transit Center	59	2	57	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Latrine - Needs desludging	247	0	247	156	75.6%
Soap & Hygiene Kit - Did not receive	161	0	161	181	42.0%
Latrine - Broken	128	0	128	80	51.3%
Soap & Hygiene Kit - Not enough	104	103	1	0	0.0%
Soap & Hygiene Kit - Additional Requested	84	78	6	0	0.0%
Latrine - New toilet requested	75	0	75	58	15.5%
Water Tap - Not Enough Water	47	0	47	41	19.5%
Trash Disposal - Trash pick-up needed	35	0	35	15	80.0%
Tubewell - Not Working	26	0	26	31	51.6%
Bathing Station - Broken or Damaged	25	0	25	25	40.0%
Bathing Station - Requested	25	0	25	16	6.3%
Latrine - Needs cleaning	23	0	23	17	100.0%
Requested to clean drain - Requested to clean drain	20	0	20	0	0.0%
Water tap & Tubewell - Requested	16	0	16	51	9.8%
Water tap & Tubewell - Not Working	15	0	15	7	71.4%
Bathing Station - Needs cleaning	9	0	9	14	92.9%
Water tap - Requested	9	0	9	13	23.1%



Monthly Sector Report - Energy & Environment

August 2023



803
tickets received



429
tickets closed on the spot



374
tickets referred to relevant actors

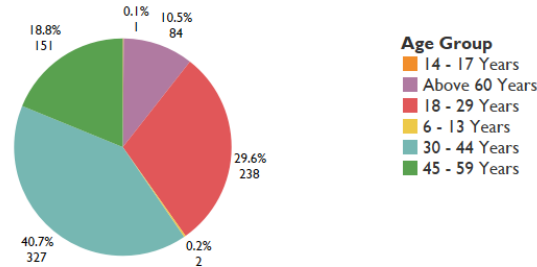


319
responses given by relevant actors

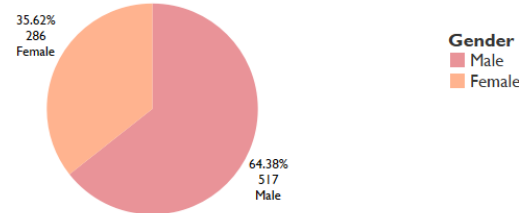


52.7%
replies considered resolved by beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Camp 01E	2	0	2	0	0.0%
Camp 01W	3	1	2	0	0.0%
Camp 02E	3	0	3	0	0.0%
Camp 02W	60	58	2	0	0.0%
Camp 03	9	0	9	3	100.0%
Camp 04	18	4	14	2	50.0%
Camp 04 Ext.	10	1	9	0	0.0%
Camp 05	2	0	2	1	100.0%
Camp 06	1	0	1	0	0.0%
Camp 07	1	0	1	0	0.0%
Camp 08E	48	0	48	41	100.0%
Camp 08W	5	0	5	7	57.1%
Camp 09	52	50	2	2	0.0%
Camp 10	20	0	20	20	10.0%
Camp 11	14	3	11	26	26.9%
Camp 12	15	2	13	45	86.7%
Camp 13	21	2	19	1	100.0%
Camp 14	42	18	24	19	42.1%
Camp 15	17	5	12	11	72.7%
Camp 16	28	10	18	14	64.3%
Camp 17	4	4	0	0	0.0%
Camp 18	35	23	12	13	92.3%
Camp 19	4	3	1	2	100.0%
Camp 20	12	1	11	9	55.6%
Camp 20 Ext	10	5	5	8	87.5%
Camp 21	10	9	1	0	0.0%
Camp 22	313	192	121	93	17.2%
Camp 24	1	0	1	1	100.0%
Camp 25	40	36	4	1	100.0%
Camp 26	1	0	1	0	0.0%
Camp 27	1	1	0	0	0.0%
Kutupalong RC	0	0	0	0	0.0%
Nayapara RC	1	1	0	0	0.0%
Transit Center	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
LPG Gas - Not enough for family	337	337	0	0	0.0%
Electricity Supply - Not working	115	0	115	79	3.8%
LPG Gas - Did not receive refill	97	0	97	39	71.8%
LPG Porters - Requested	52	0	52	48	52.1%
Cooking Stove - Broken or not working	35	31	4	7	71.4%
Cooking set (gas & stove) - Requested	30	30	0	0	0.0%
LPG Gas - Did not receive cylinder	25	2	23	53	77.4%
Cooking set (gas & stove) - Broken or not working	23	23	0	0	0.0%
Cooking Stove - Did not receive	20	0	20	61	83.6%
LPG Gas - Did not receive cylinderDid not receive cylinder	18	0	18	0	0.0%
LPG Gas - Lost or stolen cylinder	17	0	17	12	41.7%
LPG Gas - Lost token	7	0	7	8	50.0%
Cooking Stove - Requested	5	4	1	5	80.0%
Cooking Stove - Lost or stolen	4	0	4	4	0.0%
Electricity Supply - Not working	2	0	2	0	0.0%
Lamp post - Lamp post	2	0	2	0	0.0%
When will the gas stove igniter be replaced	2	2	0	0	0.0%



Monthly Sector Report - Food Security

August 2023



553
tickets received



231
tickets closed on the spot



322
tickets referred to relevant actors

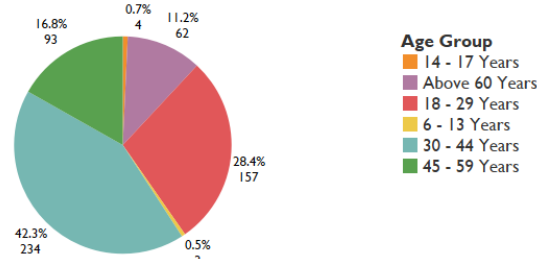


178
responses given by relevant actors

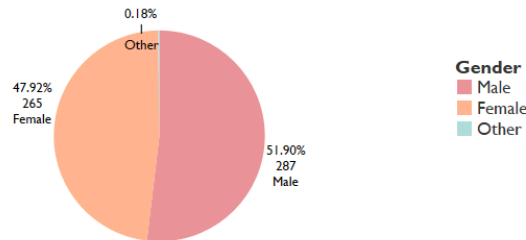


46.6%
replies considered resolved by beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Camp 01E	12	7	5	0	0.0%
Camp 01W	10	0	10	0	0.0%
Camp 02E	4	0	4	0	0.0%
Camp 02W	23	14	9	0	0.0%
Camp 03	12	1	11	5	0.0%
Camp 04	19	5	14	14	21.4%
Camp 04 Ext.	3	0	3	0	0.0%
Camp 05	18	1	17	8	25.0%
Camp 06	52	52	0	3	33.3%
Camp 07	4	2	2	0	0.0%
Camp 08E	9	1	8	14	100.0%
Camp 08W	2	0	2	2	100.0%
Camp 09	4	3	1	2	50.0%
Camp 10	15	0	15	11	27.3%
Camp 11	17	0	17	11	63.6%
Camp 12	18	10	8	31	90.3%
Camp 13	9	1	8	6	16.7%
Camp 14	22	21	1	1	100.0%
Camp 15	47	13	34	42	2.4%
Camp 16	11	0	11	2	50.0%
Camp 17	17	2	15	0	0.0%
Camp 18	7	0	7	4	100.0%
Camp 19	3	1	2	2	0.0%
Camp 20	8	0	8	5	60.0%
Camp 20 Ext	7	0	7	7	85.7%
Camp 21	11	4	7	3	66.7%
Camp 22	26	5	21	4	50.0%
Camp 24	0	0	0	0	0.0%
Camp 25	71	71	0	0	0.0%
Camp 26	9	0	9	0	0.0%
Camp 27	2	0	2	0	0.0%
Kutupalong RC	2	0	2	0	0.0%
Nayapara RC	0	0	0	0	0.0%
Transit Center	79	17	62	1	100.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Food distributions - Request for more food each month	143	143	0	1	0.0%
Food distributions - Household has not received food	61	0	61	68	86.8%
Food distributions - Poor quality food items	49	0	49	3	0.0%
Food distributions - Request for different items or quantities	36	36	0	1	100.0%
Fresh food - Fresh food	30	0	30	7	0.0%
Food Porters - Requested	28	0	28	14	50.0%
Food distributions - Want to purchase more but not allowed	21	21	0	0	0.0%
Request for - Fresh Foods	17	0	17	0	0.0%
Food distributions - Waited too long	14	0	14	0	0.0%
Food distributions - Weight was less than stated	14	14	0	0	0.0%
Food distributions - HH wants someone outside their family to collect food	8	0	8	2	50.0%
When is the next food distribution day When are the food distribution centres open	8	8	0	0	0.0%
Farming supplies - Requested	7	7	0	0	0.0%
Requested to get fresh food items - Requested to get fresh food items	5	0	5	1	100.0%
Food distributions - Missed Token	4	0	4	1	100.0%
Need fresh food items -	3	0	3	0	0.0%
Not enough food - Big family size	3	0	3	0	0.0%



Monthly Sector Report - Health

August 2023



400
tickets received



170
tickets closed on the spot



230
tickets referred to relevant actors

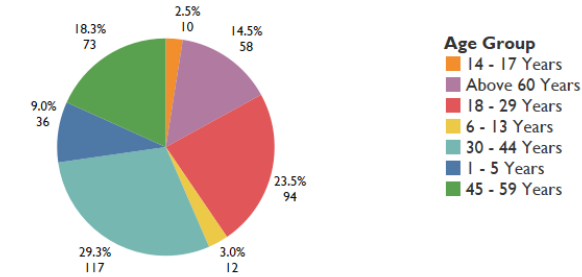


484
responses given by relevant actors

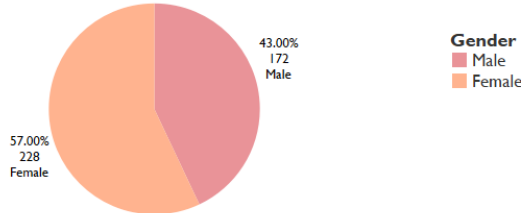


88.2%
replies considered resolved by beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Camp 01E	46	2	44	70	100.0%
Camp 01W	5	1	4	3	100.0%
Camp 02E	0	0	0	41	100.0%
Camp 02W	21	13	8	140	100.0%
Camp 03	1	0	1	3	33.3%
Camp 04	33	1	32	32	96.9%
Camp 04 Ext.	1	1	0	0	0.0%
Camp 05	11	1	10	17	82.4%
Camp 06	23	6	17	50	94.0%
Camp 07	13	0	13	0	0.0%
Camp 08E	0	0	0	0	0.0%
Camp 08W	0	0	0	0	0.0%
Camp 09	0	0	0	0	0.0%
Camp 10	0	0	0	1	100.0%
Camp 11	3	0	3	6	16.7%
Camp 12	0	0	0	0	0.0%
Camp 13	1	0	1	2	50.0%
Camp 14	2	0	2	3	66.7%
Camp 15	21	0	21	36	19.4%
Camp 16	6	1	5	3	33.3%
Camp 17	18	1	17	20	85.0%
Camp 18	1	0	1	1	100.0%
Camp 19	0	0	0	0	0.0%
Camp 20	1	0	1	1	0.0%
Camp 20 Ext	1	0	1	1	100.0%
Camp 21	17	0	17	9	55.6%
Camp 22	22	0	22	36	94.4%
Camp 24	0	0	0	0	0.0%
Camp 25	0	0	0	0	0.0%
Camp 26	0	0	0	0	0.0%
Camp 27	2	2	0	0	0.0%
Kutupalong RC	2	0	2	0	0.0%
Nayapara RC	5	2	3	0	0.0%
Transit Center	144	139	5	9	100.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Treatment Medical referral	165	164	1	0	0.0%
Treatment	51	6	45	384	95.8%
Treatment Waited too long	45	0	45	0	0.0%
Treatment Medicine out of stock	22	0	22	0	0.0%
Treatment Treatment	13	0	13	0	0.0%
Rehabilitation Rehabilitation	12	0	12	3	0.0%
Treatment Better treatment	5	0	5	0	0.0%
Treatment Need special treatment	5	0	5	0	0.0%
Treatment Request to get proper treatment	4	0	4	0	0.0%
Health Problem	3	0	3	5	100.0%
Treatment Need treatment	3	0	3	0	0.0%
Treatment Request to get proper treatment.	3	0	3	0	0.0%
He is suffering with fever	2	0	2	0	0.0%
Health post Facility is not maintaining standards	2	0	2	0	0.0%
His child is suffering with fever	2	0	2	0	0.0%
Rehabilitation support needed Rehabilitation support needed	2	0	2	0	0.0%
She is suffering with fever	2	0	2	2	100.0%



Monthly Sector Report - Nutrition

August 2023



16 tickets received



1 tickets closed on the spot



15 tickets referred to relevant actors

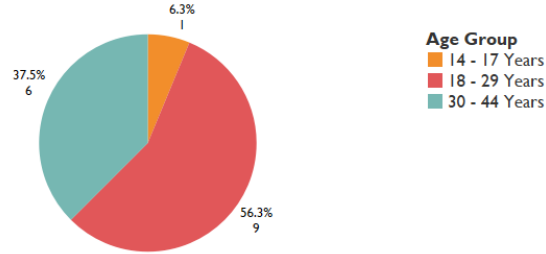


4 responses given by relevant actors

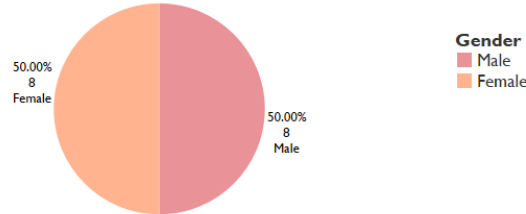


75.0% replies considered resolved by beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

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

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Nutrition Assistance - Did not receive distribution	7	0	7	3	66.7%
Nutrition Assistance - Requested	4	0	4	0	0.0%
BIN Card Of Name Change - BIN Card Of Name Change	1	0	1	0	0.0%
He is One kind Vulnerable person, That's Why, he needs to nutrition support now.	1	0	1	0	0.0%
Nutrition Issue - Need nutrition support .	1	0	1	0	0.0%
Nutrition Issue - Need nutrition support.	1	0	1	0	0.0%
Why is the nutrition centre closing at 12 PM	1	1	0	0	0.0%



Monthly Sector Report - Education

August 2023



6 tickets received



3 tickets closed on the spot



3 tickets referred to relevant actors

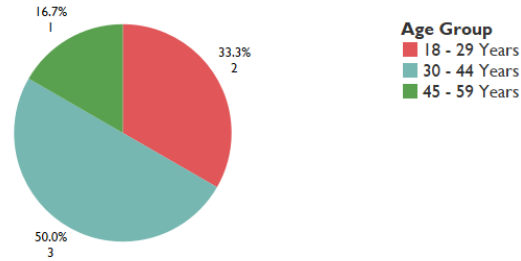


3 responses given by relevant actors

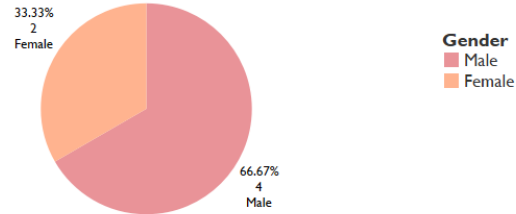


0.0% replies considered resolved by beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

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

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies
Temporary Learning Centre - Enrolment Requested	3	0	3	3	0.0%
Changes to Education - Myanmar based curriculum requested	2	2	0	0	0.0%
Changes to Education - Secondary education requested	1	1	0	0	0.0%



What is the CFP?

Methodology

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

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

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

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



Definitions

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

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

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

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

