



Monthly Camp Report

September 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...



207,918
tickets received across **35** sites



70,920
tickets closed on the spot



136,998
tickets referred by **6** actors



104,478
responses given by relevant actors



52,047 (49.8%)
replies considered resolved by beneficiaries





Monthly Camp Report - Overview

September 2023

*Sites with no activity this month don't have a dedicated page.



25,645
tickets
received

Tickets received by gender



6,964
tickets closed
on the spot*



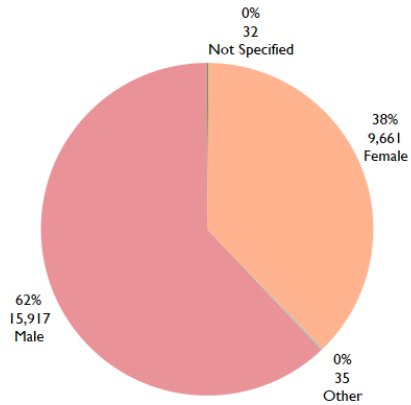
18,681
tickets referred to
relevant actors



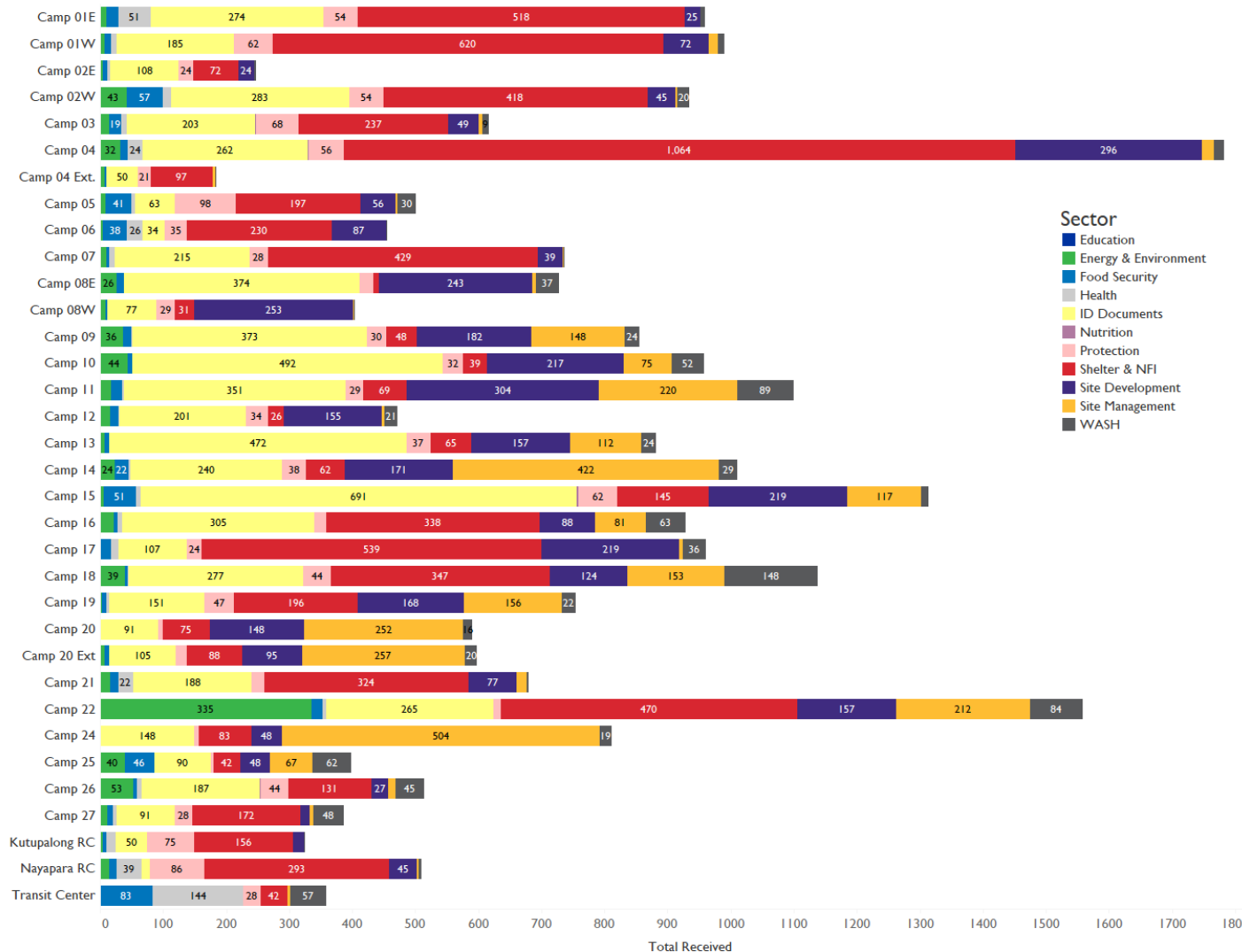
29,284
responses given by
relevant actors



20,456 (69.9%)
replies considered
resolved by
beneficiaries



Tickets received by camp



Top unresolved tickets (from replies given)

Slope Protection (erosion) - Requested	1,646
SMART Card & Family Attestation - Add New Born	1,177
Slope Protection (erosion) - Damaged, broken, or needs improvement	690
SMART Card & Family Attestation - Lost ID Card	644
Cash for Work - Has not been enrolled	286
Pathway - Requested	283
SMART Card & Family Attestation - Merge and split	282
Drainage - Drain Requested	222
Stairs - Requested	219
SMART Card & Family Attestation - Request for individual SMART card	206
Shelter Materials - Missed Distribution	166
Hill or Slope - Erosion & landslide	132
Electricity Supply - Not working	126
SMART Card & Family Attestation - Biographical Error	118
Stairs - Damaged, broken, or needs improvement	111
Damage of shelter - Damage of shelter	90
Pathway - Damaged, broken, or needs improvement	88

*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 Camp Report - Camp 01E

September 2023



959

tickets received



167

tickets closed on the spot



792

tickets referred to relevant actors



870

responses given by relevant actors



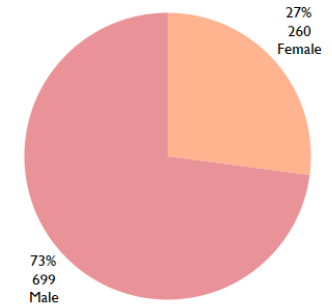
870 (100.0%)

replies considered resolved by beneficiaries

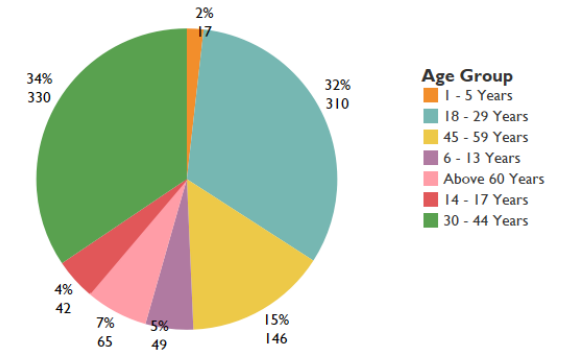
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	405	0	405	0	0	0.0%
Change of Registration information - New Born	119	0	119	96	96	100.0%
Shelter Materials - Waited too long at distribution	98	98	0	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	77	0	77	61	61	100.0%
Protection Referral	51	51	0	0	0	0.0%
Change of Registration information - Merge and Split	31	0	31	15	15	100.0%
Treatment - Waited too long	26	0	26	0	0	0.0%
Change of Registration information - New Registration	16	0	16	14	14	100.0%
Registration documents lost and replacement - Lost ID Card	14	0	14	25	25	100.0%
Treatment - Medical referral	13	13	0	0	0	0.0%
Drainage & Cover - Drainage Cover Requested	10	0	10	0	0	0.0%
Requested to get fresh food	7	0	7	0	0	0.0%
Change of Registration information - Address Change	6	0	6	11	11	100.0%
Retaining wall - Requested	5	0	5	0	0	0.0%
Change of Registration information - Death	5	0	5	1	1	100.0%
Change of Registration information - Biographical Error	5	0	5	9	9	100.0%
Treatment - Skin disease	4	0	4	0	0	0.0%

Tickets received by gender



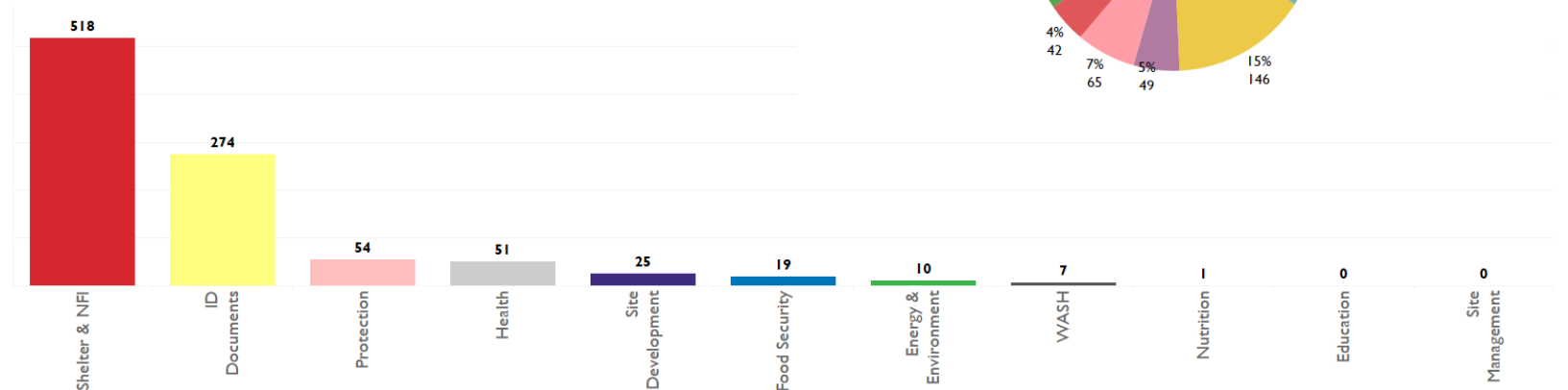
Tickets received by age group



Top unresolved tickets (from replies given)

No unresolved replies

Tickets received by sector





Monthly Camp Report - Camp 01W

September 2023



990

tickets received



67

tickets closed on the spot



923

tickets referred to relevant actors



264

responses given by relevant actors



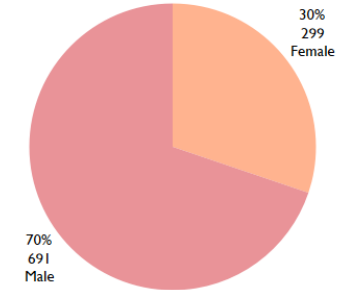
264 (100.0%)

replies considered resolved by beneficiaries

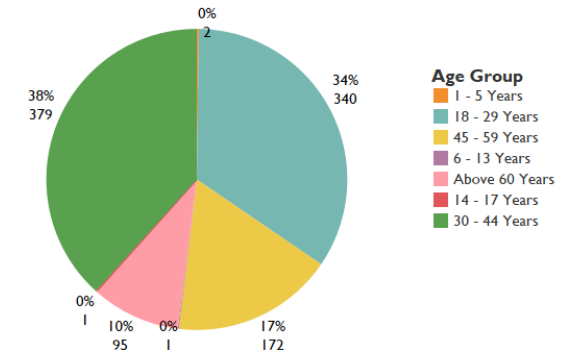
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	602	0	602	0	0	0.0%
Change of Registration information - New Born	89	0	89	62	62	100.0%
Protection Referral	54	54	0	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	52	0	52	0	0	0.0%
Change of Registration information - Merge and Split	33	0	33	20	20	100.0%
Change of Registration information - New Registration	17	0	17	8	8	100.0%
Registration documents lost and replacement - Lost ID Card	15	0	15	7	7	100.0%
Registration documents lost and replacement - Request for new ID card	11	0	11	18	18	100.0%
Relocation & Repatriation - Relocation to another camp	8	0	8	0	0	0.0%
Complaint against Agency or Staff	8	8	0	0	0	0.0%
Change of Registration information - Death	8	0	8	1	1	100.0%
Change of Registration information - Address Change	8	0	8	9	9	100.0%
Pathway - Damaged, broken, or needs improvement	6	0	6	0	0	0.0%
Drainage & Cover - Drainage Cover Requested	5	0	5	0	0	0.0%
Food distributions - Household has not received food	4	0	4	0	0	0.0%
Shelter Porters - Requested	3	0	3	0	0	0.0%
Request for additional room - Another Shelter	3	0	3	0	0	0.0%

Tickets received by gender



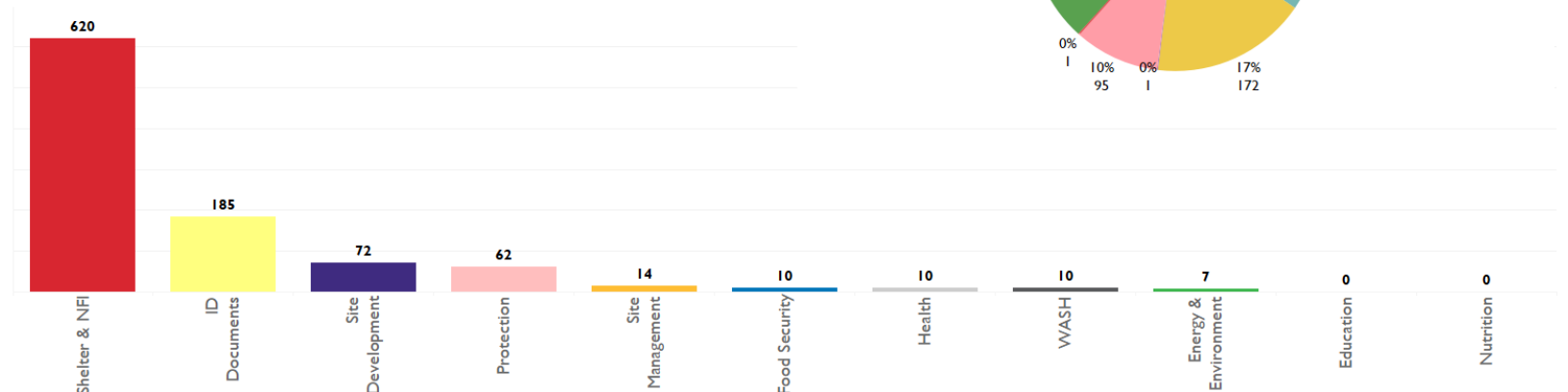
Tickets received by age group



Top unresolved tickets (from replies given)

No unresolved replies

Tickets received by sector





Monthly Camp Report - Camp 02E

September 2023



248

tickets received



30

tickets closed on the spot



218

tickets referred to relevant actors



491

responses given by relevant actors



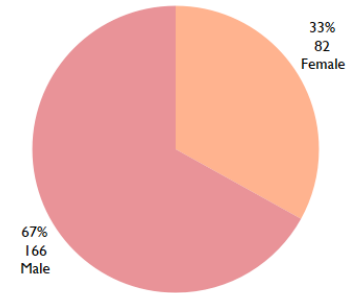
490 (99.8%)

replies considered resolved by beneficiaries

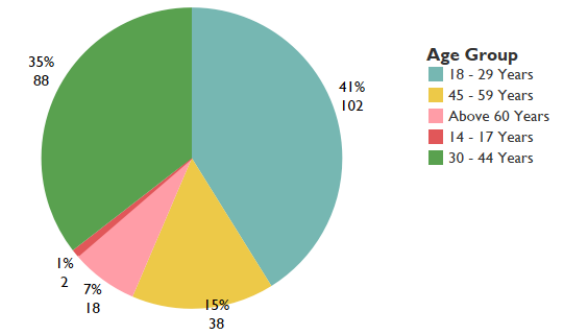
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	66	0	66	0	0	0.0%
Change of Registration information - New Born	66	0	66	29	29	100.0%
Retaining wall - Damaged, broken, or needs improvement	22	0	22	0	0	0.0%
Protection Referral	18	18	0	0	0	0.0%
Change of Registration information - Address Change	11	0	11	9	9	100.0%
Change of Registration information - Merge and Split	9	0	9	5	5	100.0%
Complaint against Agency or Staff	6	6	0	0	0	0.0%
Change of Registration information - Active and Inactive Case	5	0	5	5	5	100.0%
Registration documents lost and replacement - Lost ID Card	3	0	3	6	6	100.0%
NFI - Too far to distribution	3	0	3	0	0	0.0%
LPG Gas - Did not receive cylinder	3	0	3	0	0	0.0%
Food distributions - Request for more food each month	3	3	0	0	0	0.0%
Treatment - Medical referral	2	2	0	0	0	0.0%
Treatment - Health facility treatment/staff's behavior not good quality	2	0	2	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	2	0	2	2	2	100.0%
Change of Registration information - New Registration	2	0	2	0	0	0.0%
Change of Registration information - Age Correction	2	0	2	0	0	0.0%

Tickets received by gender



Tickets received by age group



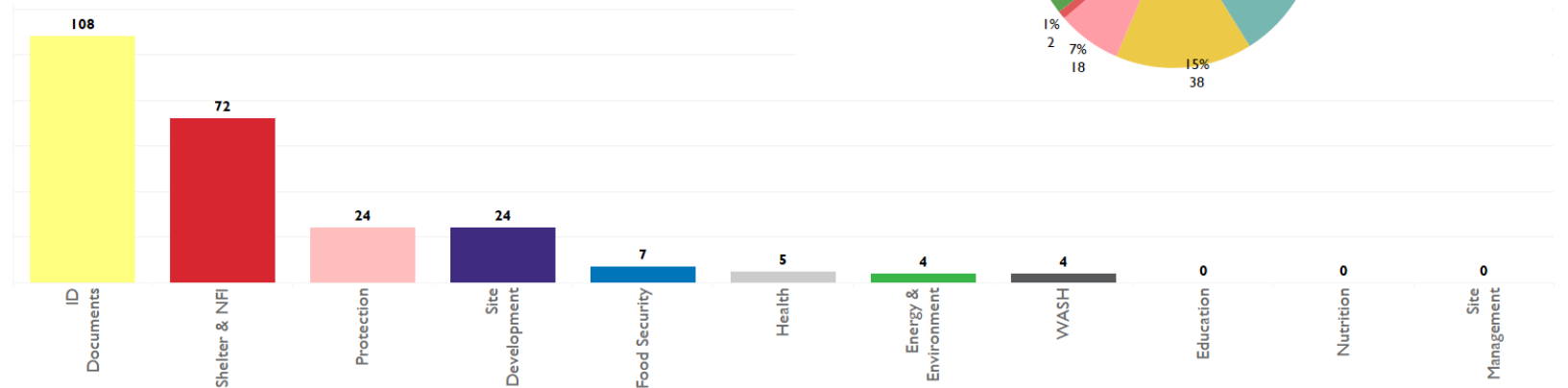
Top unresolved tickets (from replies given)

Ticket Description

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

1

Tickets received by sector





Monthly Camp Report - Camp 02W

September 2023



935

tickets received



371

tickets closed on the spot



564

tickets referred to relevant actors



1,821

responses given by relevant actors



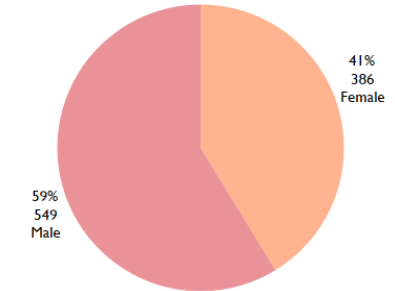
1,821 (100.0%)

replies considered resolved by beneficiaries

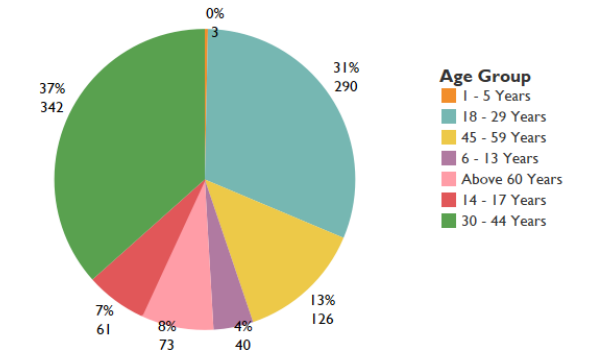
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Waited too long at distribution	145	145	0	0	0	0.0%
Change of Registration information - New Born	137	0	137	60	60	100.0%
Damage to shelter - Shelter damaged by weather	107	0	107	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	79	0	79	58	58	100.0%
Shelter Materials - Request additional materials	68	0	68	0	0	0.0%
NFI - Request additional materials	52	52	0	0	0	0.0%
Protection Referral	49	49	0	0	0	0.0%
LPG Gas - Not enough for family	43	43	0	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	40	0	40	0	0	0.0%
Food distributions - Request for more food each month	37	37	0	0	0	0.0%
Change of Registration information - Biographical Error	30	0	30	10	10	100.0%
Soap & Hygiene Kit - Not enough	19	19	0	0	0	0.0%
Shelter Materials - Received damaged materials	15	0	15	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	13	0	13	9	9	100.0%
Treatment - Medical referral	12	12	0	0	0	0.0%
NFI - Received amount is not enough	10	0	10	0	0	0.0%
Change of Registration information - Merge and Split	10	0	10	11	11	100.0%

Tickets received by gender



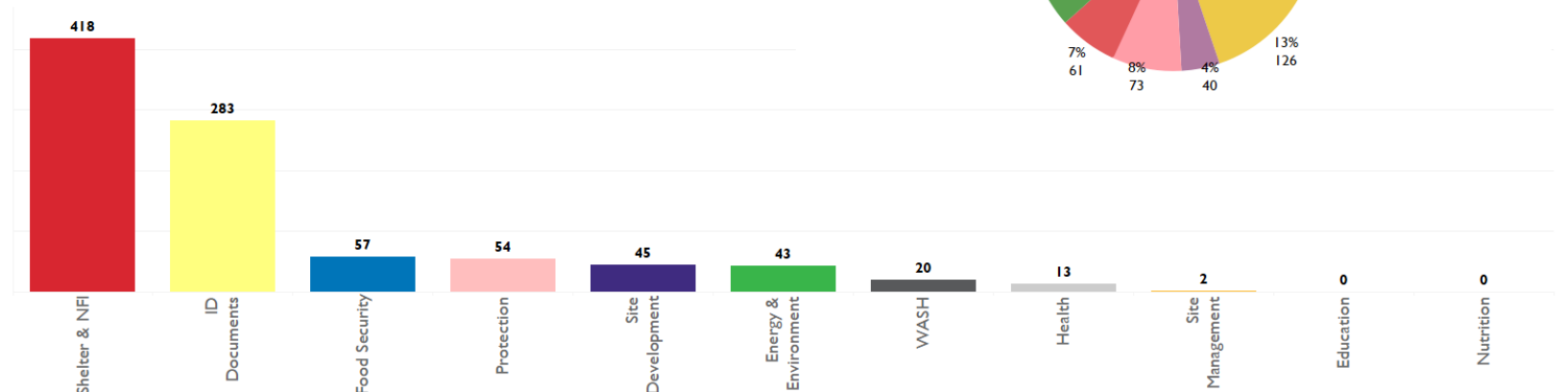
Tickets received by age group



Top unresolved tickets (from replies given)

No unresolved replies

Tickets received by sector





Monthly Camp Report - Camp 03

September 2023



616

tickets received



77

tickets closed on the spot



539

tickets referred to relevant actors



1,447
responses given by relevant actors



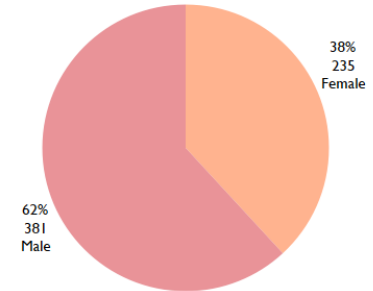
1,367 (94.5%)

replies considered resolved by beneficiaries

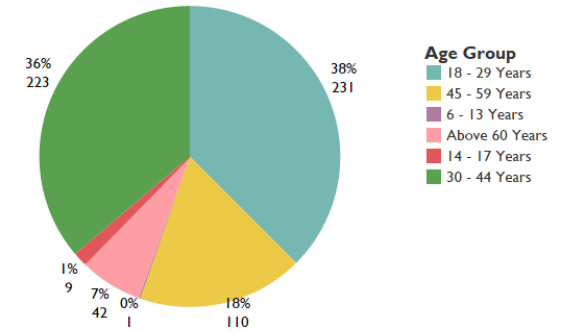
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Request additional materials	127	0	127	0	0	0.0%
Change of Registration information - New Born	118	0	118	54	54	100.0%
Damage to shelter - Shelter damaged by weather	72	0	72	0	0	0.0%
Protection Referral	67	67	0	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	30	0	30	0	0	0.0%
Damage to shelter - Shelter damaged over time	21	0	21	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	20	0	20	9	9	100.0%
Change of Registration information - New Registration	14	0	14	3	3	100.0%
Change of Registration information - Merge and Split	12	0	12	6	6	100.0%
Registration documents lost and replacement - Request for new ID card	10	0	10	3	3	100.0%
Change of Registration information - Address Change	8	0	8	2	1	50.0%
Requested to get fresh food	7	0	7	0	0	0.0%
Change of Registration information - Biographical Error	7	0	7	2	2	100.0%
Pathway - Damaged, broken, or needs improvement	6	0	6	0	0	0.0%
Change of Registration information - Death	6	0	6	1	1	100.0%
Shelter Materials - Received damaged materials	5	0	5	0	0	0.0%
LPG Gas - Did not receive cylinder	5	0	5	0	0	0.0%

Tickets received by gender



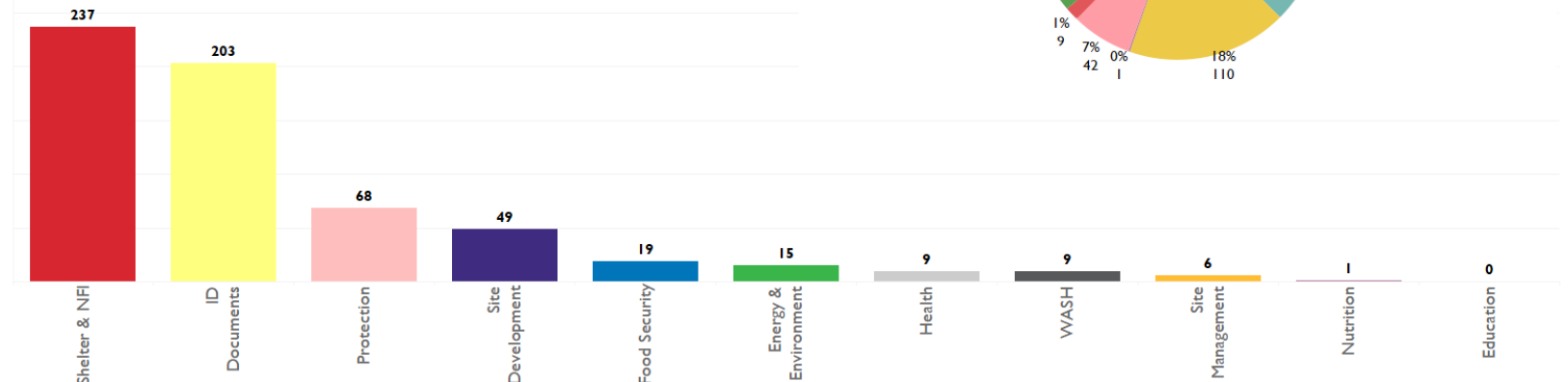
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Protection	42
Shelter Materials - Request additional materials	9
Retaining wall - Damaged, broken, or needs improvement	7
Relocation & Repatriation - Relocation to another camp	3
Latrine - New toilet requested	3
Requested to clean drain - Requested to clean drain	2
Need Fresh food voucher -	2
Water tap & Tubewell - Not enough water	1
Visual impairment.	1
She didn't get serial number	1
Relocation & Repatriation - Relocation from another camp	1
Not get shelter number	1
New shelter request - New shelter request	1
LPG Gas - Lost or stolen cylinder	1
Food distributions - Household has not received food	1
EVI Shelter Programme - Request enrollment	1
Damage to shelter - Shelter damaged by weather	1

Tickets received by sector





Monthly Camp Report - Camp 04

September 2023



1,782
tickets
received



284
tickets closed
on the spot



1,498
tickets referred to
relevant actors



2,238
responses given by
relevant actors

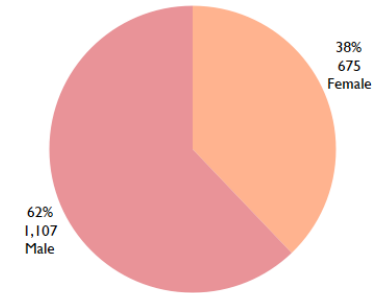


2,041 (91.2%)
replies considered
resolved by
beneficiaries

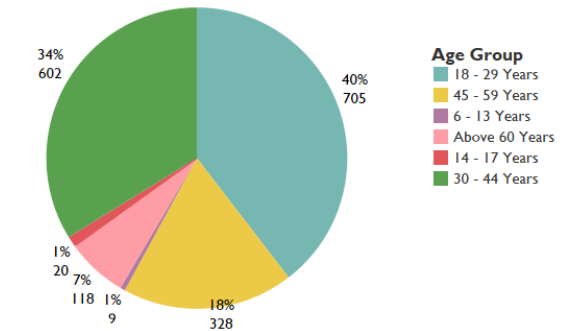
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	501	0	501	0	0	0.0%
Shelter Materials - Request additional materials	322	0	322	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	264	0	264	0	0	0.0%
NFI - Request additional materials	198	198	0	0	0	0.0%
Change of Registration information - New Born	122	0	122	28	27	96.4%
Registration documents lost and replacement - Request for new ID card	57	0	57	35	35	100.0%
Protection Referral	55	55	0	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	28	0	28	11	11	100.0%
Change of Registration information - New Registration	20	0	20	13	13	100.0%
LPG Gas - Not enough for family	18	18	0	0	0	0.0%
Damage to shelter - Shelter damaged over time	13	0	13	0	0	0.0%
Change of Registration information - Merge and Split	13	0	13	7	7	100.0%
Treatment - Medicine out of stock	11	0	11	0	0	0.0%
Relocation & Repatriation - Relocation to another camp	11	0	11	0	0	0.0%
Retaining wall - Requested	9	0	9	0	0	0.0%
LPG Gas - Did not receive refill	9	0	9	0	0	0.0%
Treatment - Medical referral	6	6	0	0	0	0.0%

Tickets received by gender



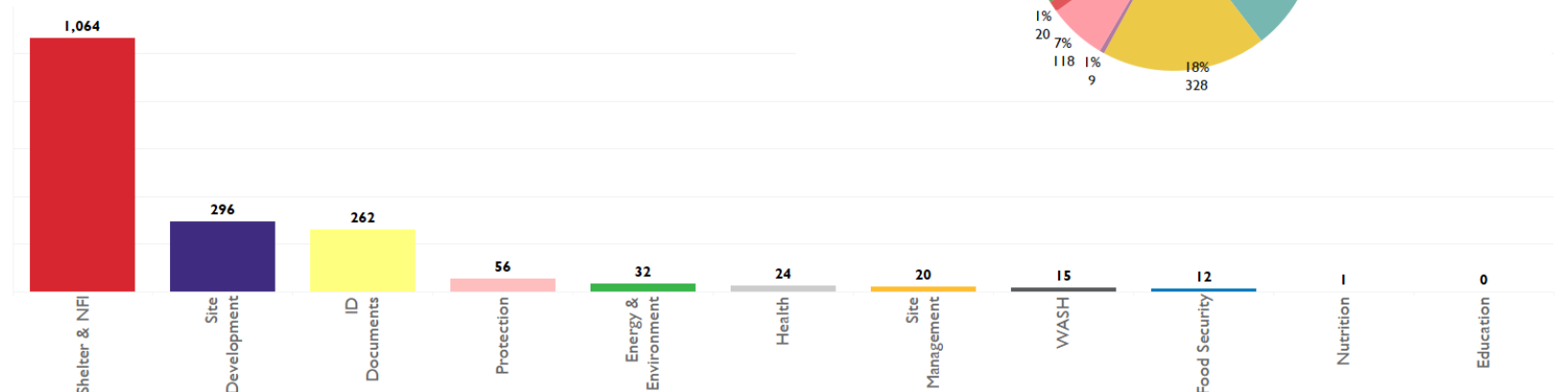
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Protection	130
Hill or Slope Retaining wall problem	15
Retaining wall Requested	14
Retaining wall Damaged, broken, or needs improvement	10
Relocation & Repatriation Relocation within camp	8
Drainage & Cover Drainage Cover Requested	7
Shelter Plot New plot of land for shelter	3
Change of Registration information - Address Change	2
Treatment Medicine out of stock	1
Relocation & Repatriation Relocation from another camp	1
Registration documents lost and replacement - HH requires alternative collec..	1
Pathway Damaged, broken, or needs improvement	1
Latrine - New toilet requested	1
Hill or Slope Retaining wall	1
Damage of shelter - Damage of shelter	1
Change of Registration information - New Born	1

Tickets received by sector





Monthly Camp Report - Camp 04 Ext.

September 2023



183

tickets received



23

tickets closed on the spot



160

tickets referred to relevant actors



44

responses given by relevant actors



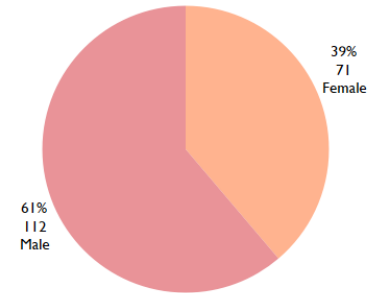
44 (100.0%)

replies considered resolved by beneficiaries

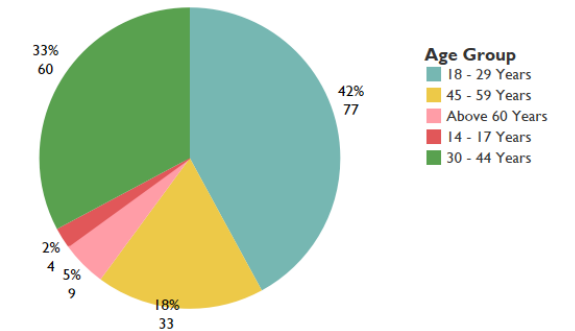
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	58	0	58	0	0	0.0%
Protection Referral	21	21	0	0	0	0.0%
Change of Registration information - New Born	19	0	19	14	14	100.0%
Damage to shelter - Shelter damaged over time	18	0	18	0	0	0.0%
Change of Registration information - Merge and Split	12	0	12	5	5	100.0%
Registration documents lost and replacement - Lost ID Card	5	0	5	5	5	100.0%
Change of Registration information - Biographical Error	5	0	5	6	6	100.0%
Requesting for shelter	4	0	4	0	0	0.0%
Relocation & Repatriation - Relocation to another camp	3	0	3	0	0	0.0%
LPG Gas - Did not receive refill	3	0	3	0	0	0.0%
LPG Gas - Did not receive cylinder	3	0	3	0	0	0.0%
Shelter request	3	0	3	0	0	0.0%
Requesting for shelter exchange	3	0	3	0	0	0.0%
Registration documents lost and replacement - Lost Family Attestation Ca..	2	0	2	1	1	100.0%
Change of Registration information - Age Correction	2	0	2	0	0	0.0%
Shelter change	2	0	2	0	0	0.0%
Shelter Materials - Request additional materials	1	0	1	0	0	0.0%

Tickets received by gender



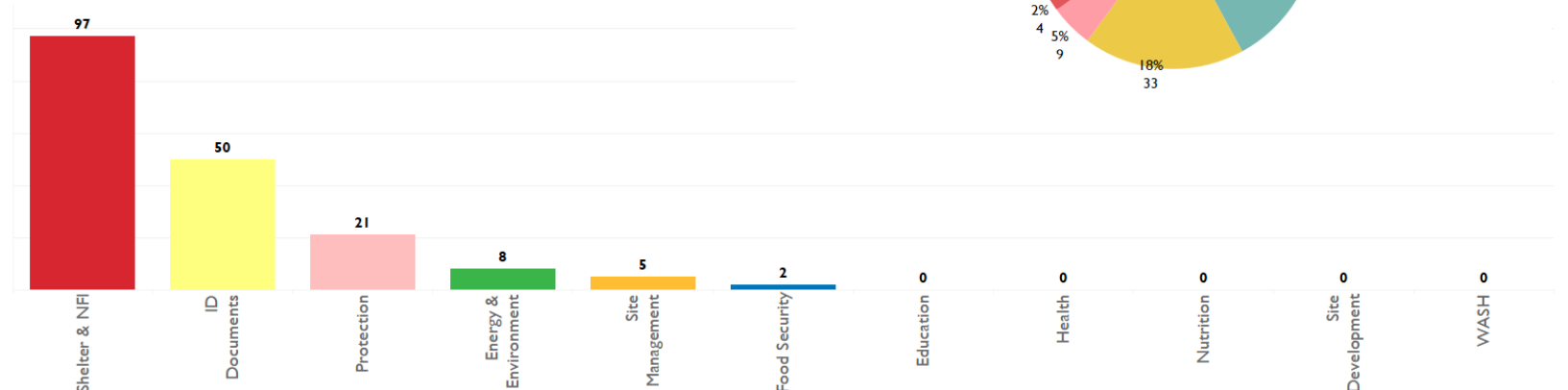
Tickets received by age group



Top unresolved tickets (from replies given)

No unresolved replies

Tickets received by sector





Monthly Camp Report - Camp 05

September 2023



501
tickets
received



108
tickets closed
on the spot



393
tickets referred to
relevant actors



983
responses given by
relevant actors

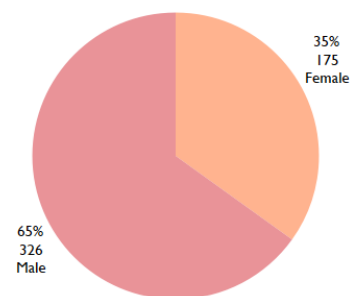


887 (90.2%)
replies considered
resolved by
beneficiaries

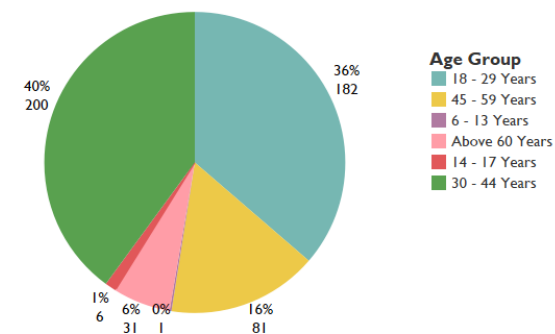
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Request additional materials	98	0	98	0	0	0.0%
Protection Referral	96	96	0	0	0	0.0%
Damage to shelter - Shelter damaged by weather	81	0	81	0	0	0.0%
Change of Registration information - New Born	31	0	31	20	20	100.0%
Pathway - Damaged, broken, or needs improvement	19	0	19	0	0	0.0%
Requested to get fresh food	15	0	15	0	0	0.0%
Not enough ration - Not enough ration	15	0	15	1	0	0.0%
Change of Registration information - Merge and Split	15	0	15	3	3	100.0%
Bathing Station - Needs cleaning	13	0	13	5	5	100.0%
Retaining wall - Requested	9	0	9	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	9	0	9	0	0	0.0%
Latrine - Needs cleaning	8	0	8	7	6	85.7%
Registration documents lost and replacement - Request for new ID card	7	0	7	0	0	0.0%
LPG Gas - Not enough for family	7	7	0	0	0	0.0%
Drainage & Cover - Drain Requested	7	0	7	0	0	0.0%
Drainage & Cover - Drainage Cover Requested	5	0	5	0	0	0.0%
Need fresh food items - Need fresh food items	4	0	4	0	0	0.0%

Tickets received by gender



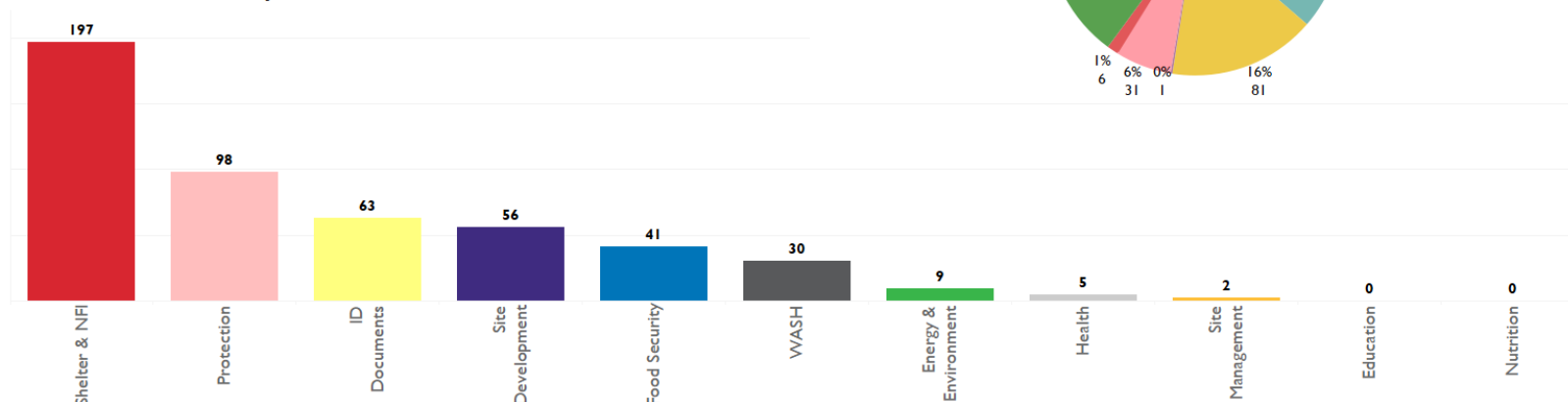
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Protection	53
Pathway Damaged, broken, or needs improvement	7
Requested to get fresh food items - Requested to get fresh food items	5
NFI Need stick	1
NFI Need toilet chair	1
NFI Requested to get stick	1
NFI Stick	1
Not enough ration - Not enough ration	1
Relocation & Repatriation Relocation from another camp	1
Requested to get fresh food items - Requested to get fresh food items	1
Requested to get Street light - Requested to get street light	1
Requesting fresh food items -	1
Retaining wall	1
Stairs Damaged, broken, or needs improvement	1
Water tap & Tubewell - Not Working	1

Tickets received by sector





Monthly Camp Report - Camp 06

September 2023



456

tickets received



101

tickets closed on the spot



355

tickets referred to relevant actors



730

responses given by relevant actors



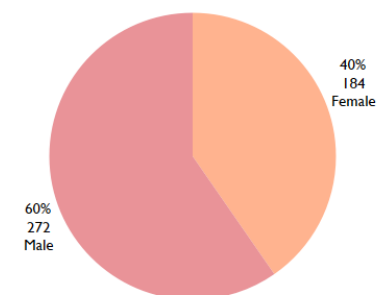
526 (72.1%)

replies considered resolved by beneficiaries

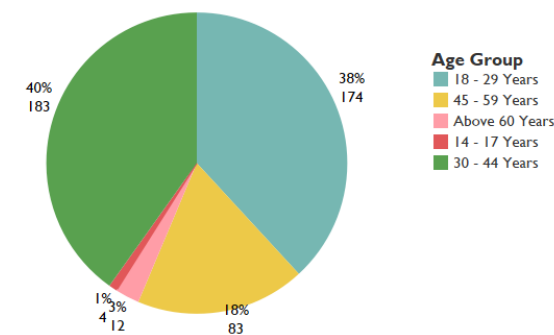
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Request for shelter materials.	63	0	63	0	0	0.0%
Damage to shelter - Shelter damaged by weather	36	0	36	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	35	0	35	0	0	0.0%
Food distributions - Request for more food each month	35	35	0	0	0	0.0%
Protection Referral	34	34	0	0	0	0.0%
Shelter Materials - Request additional materials	33	0	33	0	0	0.0%
NFI - Request for mosquito net	22	0	22	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	20	0	20	0	0	0.0%
Damage of shelter - Damage of shelter	17	0	17	0	0	0.0%
Treatment - Medical referral	16	16	0	0	0	0.0%
Change of Registration information - New Born	16	0	16	0	0	0.0%
NFI - Request additional materials	11	11	0	0	0	0.0%
Stairs - Damaged, broken, or needs improvement	10	0	10	0	0	0.0%
Shelter Materials - Request for shelter materials	10	0	10	0	0	0.0%
NFI - Mosquito net	10	0	10	0	0	0.0%
Pathway - Requested	9	0	9	0	0	0.0%
Shelter Materials - Request to get some shelter materials.	7	0	7	0	0	0.0%

Tickets received by gender



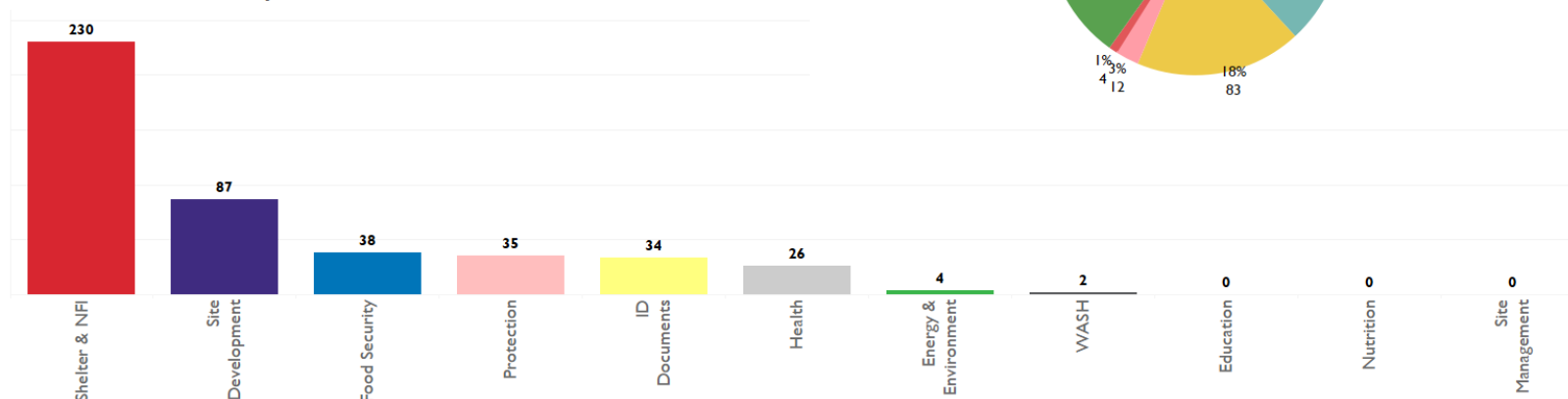
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Need some shelter materials to repair her shelter	72
Protection	47
Pathway Damaged, broken, or needs improvement	18
Landslide risk problem	17
Shelter Materials Need some shelter materials to repair his shelter.	5
Damage to shelter - Landslide problem	3
Drainage & Cover Drainage Cover Requested	3
Landslide problem	3
Need some shelter materials to repair his shelter	3
Need some shelter materials to repair the shelter -	3
Request to get shelter number	3
She need to shelter repair tarpaulin and Muli bamboo	3
SMART Card & Family Attestation - Request to change biodata	2
Damage to shelter - Landslide issues	1
Damage to shelter - Need Tarpaulin	1
Damage to shelter - Need to tarpaulin	1
Drainage & Cover Damage due to heavy rain fall.	1

Tickets received by sector





Monthly Camp Report - Camp 07

September 2023



736

tickets received



34

tickets closed on the spot



702

tickets referred to relevant actors



1,058

responses given by relevant actors



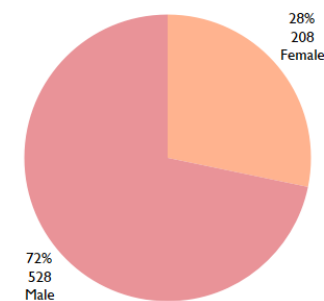
1,058 (100.0%)

replies considered resolved by beneficiaries

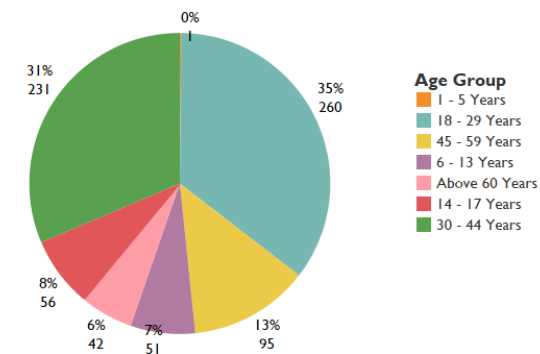
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	412	0	412	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	112	0	112	45	45	100.0%
Change of Registration information - New Born	61	0	61	71	71	100.0%
Protection Referral	27	27	0	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	17	0	17	19	19	100.0%
Damage to shelter - Shelter damaged over time	16	0	16	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	12	0	12	0	0	0.0%
Hill or Slope - Erosion & landslide	12	0	12	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	9	0	9	0	0	0.0%
Registration documents lost and replacement - Lost ID card and family att.	6	0	6	7	7	100.0%
Change of Registration information - New Registration	6	0	6	4	4	100.0%
Treatment - Need health support	4	0	4	0	0	0.0%
LPG Gas - Did not receive cylinder	4	0	4	0	0	0.0%
Change of Registration information - Address Change	4	0	4	1	1	100.0%
Food distributions - Request for more food each month	3	3	0	0	0	0.0%
Drainage & Cover - Blocked or Water logging	3	0	3	0	0	0.0%
Treatment - He needs health support	2	0	2	0	0	0.0%

Tickets received by gender



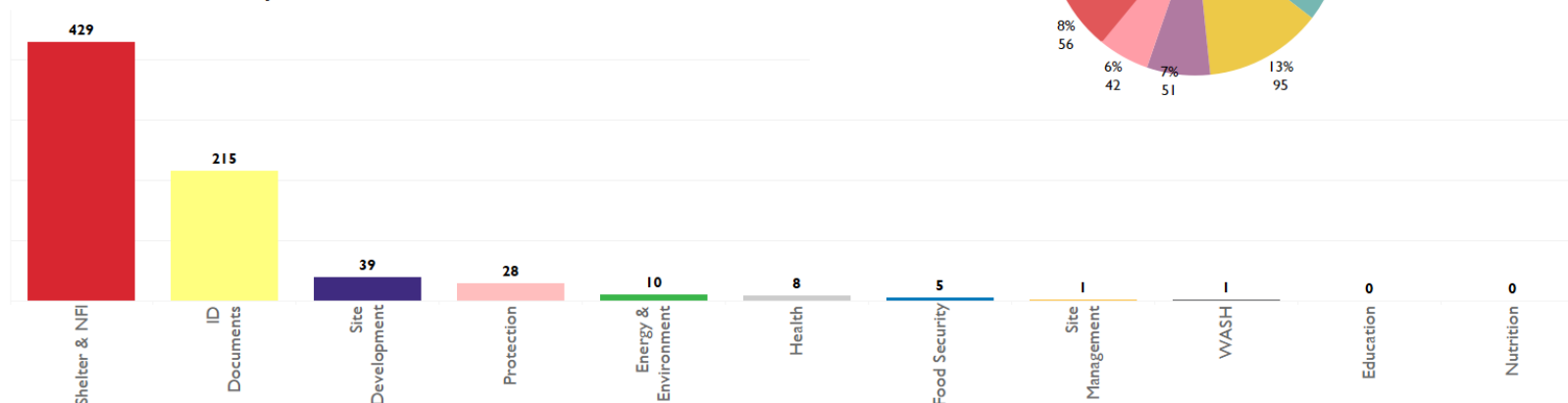
Tickets received by age group



Top unresolved tickets (from replies given)

No unresolved replies

Tickets received by sector





Monthly Camp Report - Camp 08E

September 2023



728

tickets received



21

tickets closed on the spot



707

tickets referred to relevant actors



664

responses given by relevant actors



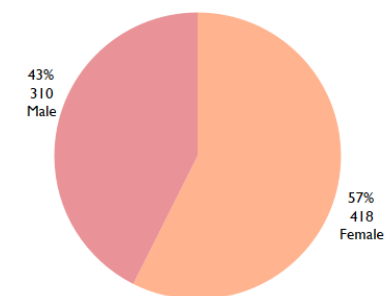
508 (76.5%)

replies considered resolved by beneficiaries

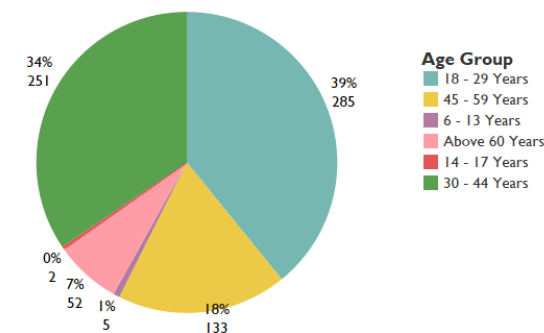
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
SMART Card & Family Attestation - Add New Born	157	0	157	111	105	94.6%
Slope Protection (erosion) - Requested	103	0	103	160	72	45.0%
Retaining wall - Damaged, broken, or needs improvement	68	0	68	0	0	0.0%
SMART Card & Family Attestation - Lost ID Card	55	0	55	46	43	93.5%
SMART Card & Family Attestation - Add New Member	46	0	46	41	41	100.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	36	0	36	21	11	52.4%
SMART Card & Family Attestation - Merge and split	35	0	35	31	29	93.5%
SMART Card & Family Attestation - Biographical Error	30	0	30	23	22	95.7%
Protection Referral	21	21	0	3	3	100.0%
Bathing Station - Requested	18	0	18	6	1	16.7%
Registration documents lost and replacement - Request for new ID card	14	0	14	0	0	0.0%
Drainage - Drain Requested	14	0	14	21	7	33.3%
Latrine - New toilet requested	12	0	12	7	2	28.6%
Stairs - Requested	11	0	11	17	8	47.1%
Change of Registration information - New Born	10	0	10	1	1	100.0%
Registration documents lost and replacement - Lost ID Card	9	0	9	2	2	100.0%
Cooking Stove - Did not receive	9	0	9	4	4	100.0%

Tickets received by gender



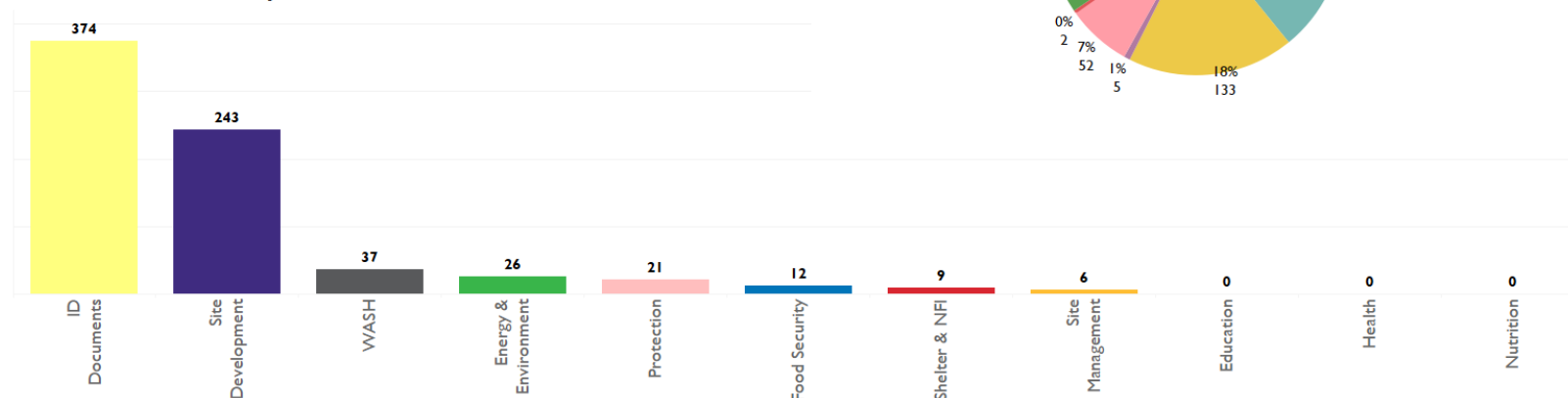
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	88
Drainage - Drain Requested	14
Slope Protection (erosion) - Damaged, broken, or needs improvement	10
Stairs - Requested	9
SMART Card & Family Attestation - Add New Born	6
Community Conflict - Tree Cutting	6
Latrine - New toilet requested	5
Bathing Station - Requested	5
Pathway - Requested	4
SMART Card & Family Attestation - Lost ID Card	3
SMART Card & Family Attestation - Merge and split	2
Lamp post or Street light - Damaged, broken, or needs improvement	2
SMART Card & Family Attestation - Biographical Error	1
Pathway - Damaged, broken, or needs improvement	1

Tickets received by sector





Monthly Camp Report - Camp 08W

September 2023



404

tickets received



29

tickets closed on the spot



375

tickets referred to relevant actors



531

responses given by relevant actors



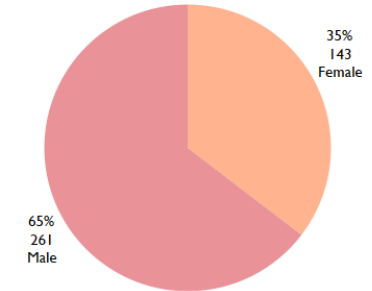
183 (34.5%)

replies considered resolved by beneficiaries

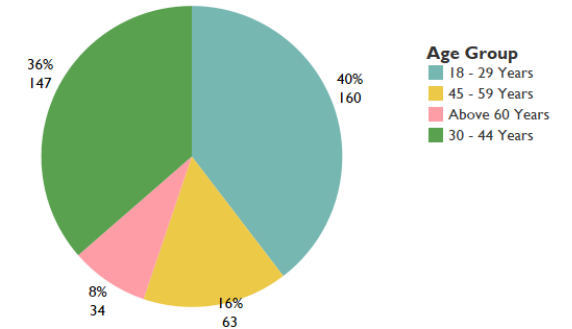
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	99	0	99	177	34	19.2%
Hill or Slope - Erosion & landslide	44	0	44	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	38	0	38	95	11	11.6%
SMART Card & Family Attestation - Add New Born	33	0	33	40	10	25.0%
Protection Referral	29	29	0	0	0	0.0%
Damage to shelter - Shelter damaged over time	28	0	28	0	0	0.0%
Pathway - Requested	21	0	21	23	3	13.0%
Drainage - Drain Requested	19	0	19	12	2	16.7%
Stairs - Requested	17	0	17	16	2	12.5%
SMART Card & Family Attestation - Marriage case	13	0	13	5	0	0.0%
Change of Registration information - New Born	10	0	10	10	10	100.0%
SMART Card & Family Attestation - Address Change	8	0	8	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	5	0	5	3	1	33.3%
SMART Card & Family Attestation - Merge and split	4	0	4	4	2	50.0%
SMART Card & Family Attestation - Add New Member	4	0	4	1	0	0.0%
LPG Gas - Did not receive cylinder	4	0	4	4	1	25.0%
Drainage - Damaged, broken, or needs improvement	4	0	4	4	2	50.0%

Tickets received by gender



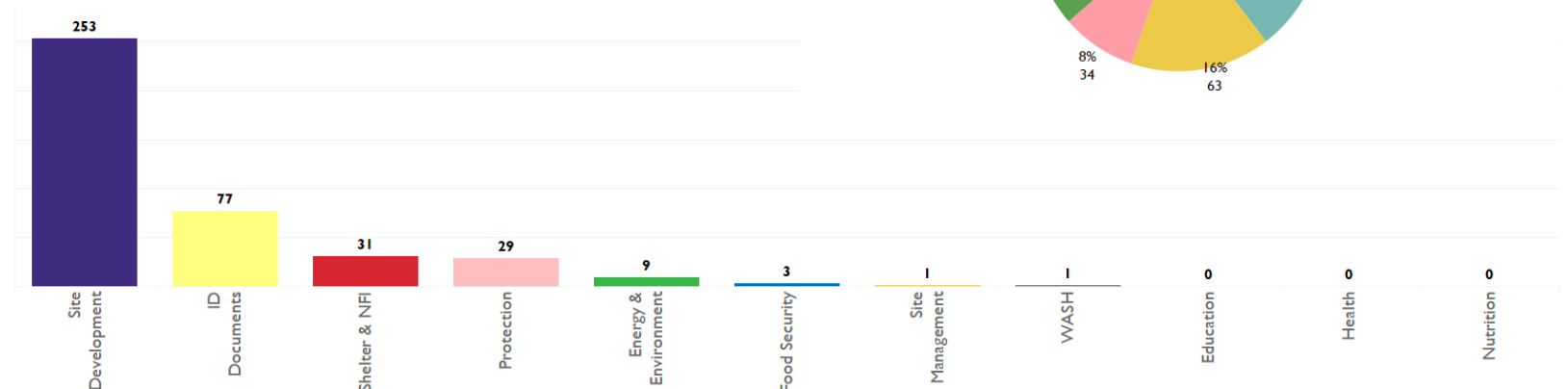
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	143
Slope Protection (erosion) - Damaged, broken, or needs improvement	84
SMART Card & Family Attestation - Add New Born	30
Pathway - Requested	20
Stairs - Requested	14
Drainage - Drain Requested	10
Stairs - Damaged, broken, or needs improvement	8
SMART Card & Family Attestation - Marriage case	5
Drainage Cover (Slab) - Requested	5
Cooking Stove - Did not receive	4
LPG Gas - Did not receive cylinder	3
Water tap - Requested	2
SMART Card & Family Attestation - Merge and split	2
SMART Card & Family Attestation - Death Case	2
SMART Card & Family Attestation - Biographical Error	2
Pathway - Damaged, broken, or needs improvement	2
LPG Gas - Did not receive refill	2

Tickets received by sector





Monthly Camp Report - Camp 09

September 2023



856

tickets received



257

tickets closed on the spot



599

tickets referred to relevant actors



1,039

responses given by relevant actors



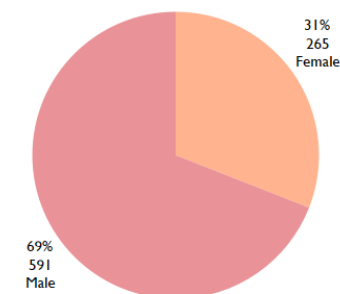
424 (40.8%)

replies considered resolved by beneficiaries

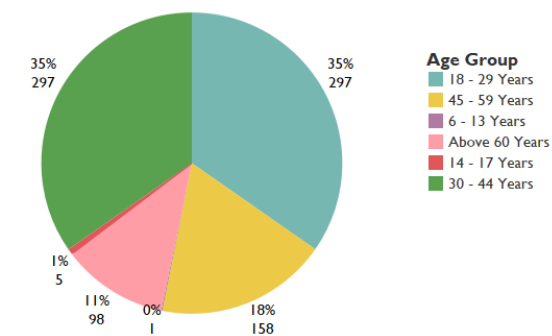
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
SMART Card & Family Attestation - Lost ID Card	150	0	150	379	45	11.9%
Cash for Work - Has not been selected for CFW in long time	114	114	0	0	0	0.0%
SMART Card & Family Attestation - Add New Born	101	0	101	132	58	43.9%
Registration documents lost and replacement - Lost ID Card	42	0	42	12	12	100.0%
Slope Protection (erosion) - Requested	40	0	40	41	6	14.6%
Slope Protection (erosion) - Damaged, broken, or needs improvement	39	0	39	34	2	5.9%
LPG Gas - Not enough for family	35	35	0	0	0	0.0%
Protection Referral	30	30	0	0	0	0.0%
Change of Registration information - New Born	30	0	30	9	8	88.9%
Drainage - Drain Requested	29	0	29	23	1	4.3%
Cash for Work - Requested CFW	26	26	0	0	0	0.0%
Damage to shelter - Shelter damaged over time	19	19	0	0	0	0.0%
Pathway - Requested	17	0	17	14	0	0.0%
Stairs - Requested	16	0	16	9	0	0.0%
SMART Card & Family Attestation - Merge and split	15	0	15	44	16	36.4%
NFI - Request additional materials	15	15	0	0	0	0.0%
Shelter Materials - Request additional materials	11	11	0	0	0	0.0%

Tickets received by gender



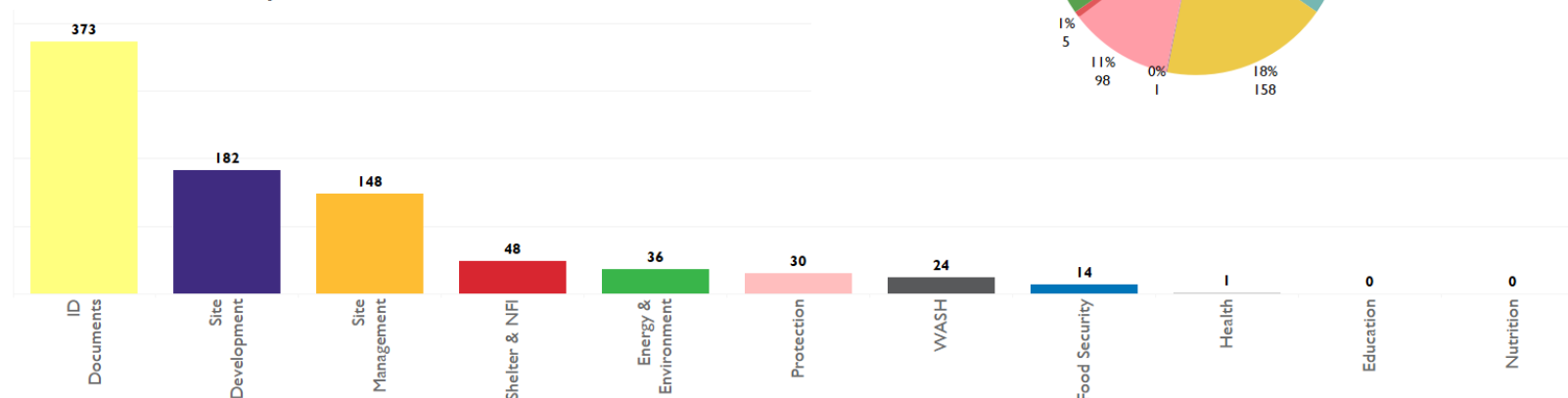
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
SMART Card & Family Attestation - Lost ID Card	334
SMART Card & Family Attestation - Add New Born	74
Slope Protection (erosion) - Requested	35
Slope Protection (erosion) - Damaged, broken, or needs improvement	32
SMART Card & Family Attestation - Merge and split	28
Drainage - Drain Requested	22
Pathway - Requested	14
Stairs - Damaged, broken, or needs improvement	9
Stairs - Requested	9
Community Conflict - Tree Cutting	8
Drainage Cover (Slab) - Requested	8
SMART Card & Family Attestation - Address Change	6
Pathway - Damaged, broken, or needs improvement	5
Shelter Materials - Missed Distribution	4
Bridge - Requested	2
Damage to shelter - Shelter damaged by weather	2
Fence or railing for path or stairs - Damaged, broken, or needs improvement	2

Tickets received by sector





Monthly Camp Report - Camp 10

September 2023



958

tickets received



34

tickets closed on the spot



924

tickets referred to relevant actors



1,653

responses given by relevant actors



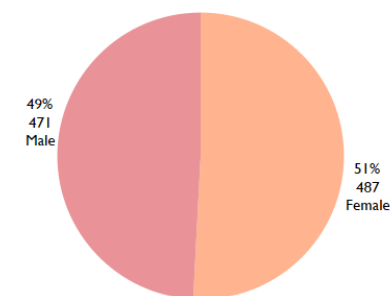
1,089 (65.9%)

replies considered resolved by beneficiaries

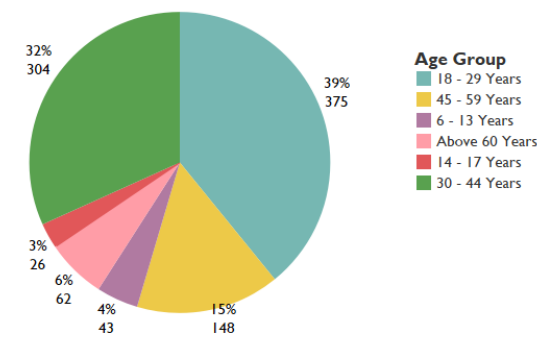
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	118	0	118	103	5	4.9%
SMART Card & Family Attestation - Add New Born	103	0	103	116	23	19.8%
Cash for Work - Has not been enrolled	70	0	70	87	1	1.1%
Change of Registration information - New Born	66	0	66	31	31	100.0%
SMART Card & Family Attestation - Request for individual SMART card	47	0	47	25	0	0.0%
Registration documents lost and replacement - Request for new ID card	46	0	46	9	9	100.0%
SMART Card & Family Attestation - Lost ID Card	37	0	37	64	14	21.9%
Soap & Hygiene Kit - Did not receive	32	0	32	9	0	0.0%
SMART Card & Family Attestation - Merge and split	31	0	31	41	9	22.0%
Shelter Materials - Missed Distribution	31	0	31	41	0	0.0%
Protection Referral	31	31	0	0	0	0.0%
Stairs - Requested	20	0	20	11	0	0.0%
SCOPE Card - No balance on card	20	0	20	10	0	0.0%
Cooking Stove - Did not receive	20	0	20	0	0	0.0%
Drainage - Drain Requested	19	0	19	9	0	0.0%
SMART Card & Family Attestation - Biographical Error	18	0	18	8	3	37.5%
Hill or Slope - Erosion & landslide	17	0	17	0	0	0.0%

Tickets received by gender



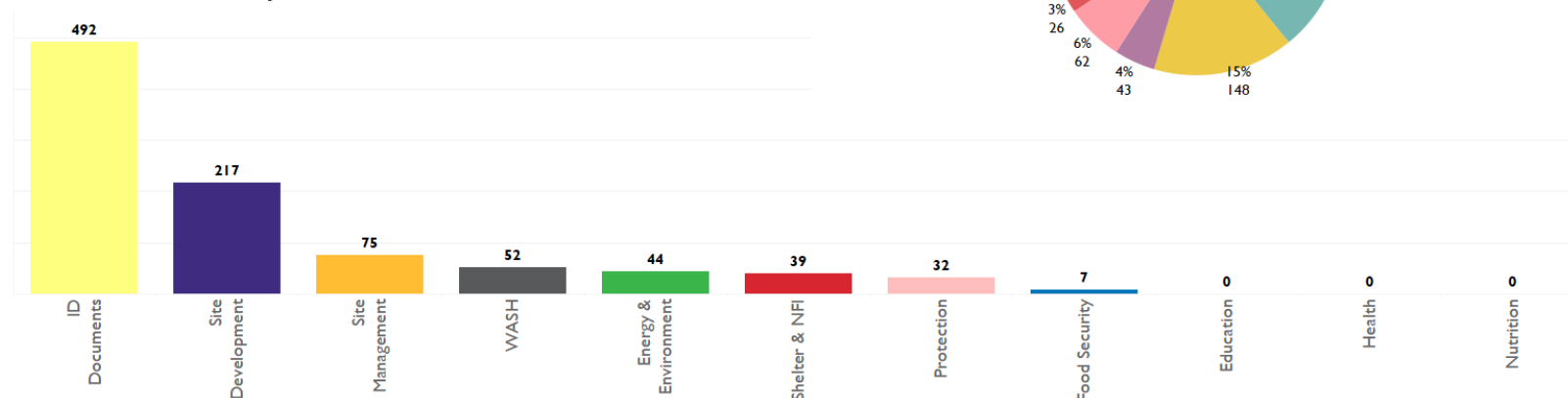
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	98
SMART Card & Family Attestation - Add New Born	93
Cash for Work - Has not been enrolled	86
SMART Card & Family Attestation - Lost ID Card	50
Shelter Materials - Missed Distribution	41
SMART Card & Family Attestation - Merge and split	32
SMART Card & Family Attestation - Request for individual SMART card	25
SMART Card & Family Attestation - Add New Member	13
Slope Protection (erosion) - Damaged, broken, or needs improvement	12
Stairs - Requested	11
Pathway - Requested	10
SCOPE Card - No balance on card	10
Drainage - Drain Requested	9
Soap & Hygiene Kit - Did not receive	9
SCOPE Card - Damaged	8
LPG Gas - Did not receive cylinder	7
Relocation & Repatriation - Relocation to another camp	6

Tickets received by sector





Monthly Camp Report - Camp II

September 2023



1,100
tickets
received



270
tickets closed
on the spot



830
tickets referred to
relevant actors



1,777
responses given by
relevant actors

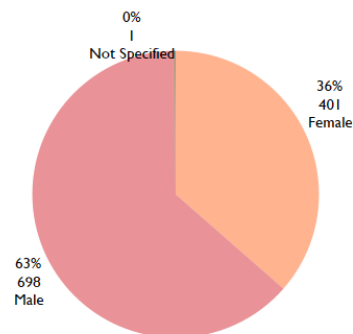


1,099 (61.8%)
replies considered
resolved by
beneficiaries

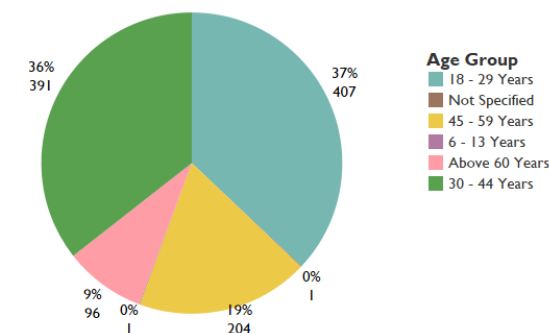
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Requested CFW	161	161	0	0	0	0.0%
Slope Protection (erosion) - Requested	141	0	141	332	14	4.2%
Change of Registration information - New Born	111	0	111	34	34	100.0%
SMART Card & Family Attestation - Add New Born	107	0	107	66	9	13.6%
Drainage - Drain Requested	38	0	38	36	0	0.0%
Shelter Materials - Missed Distribution	32	0	32	0	0	0.0%
Pathway - Requested	32	0	32	25	2	8.0%
Damage to shelter - Shelter damaged over time	30	30	0	0	0	0.0%
Stairs - Requested	28	0	28	40	2	5.0%
Protection Referral	28	28	0	0	0	0.0%
Soap & Hygiene Kit - Did not receive	27	0	27	53	31	58.5%
Soap & Hygiene Kit - Not enough	25	25	0	0	0	0.0%
SMART Card & Family Attestation - Merge and split	25	0	25	9	0	0.0%
Drainage & Cover - Drainage Cover Requested	19	0	19	0	0	0.0%
Cash for Work - Has not been selected for CFW in long time	19	19	0	0	0	0.0%
Cash for Work - Payment delayed	16	0	16	4	0	0.0%
Registration documents lost and replacement - Request for new ID card	14	0	14	4	4	100.0%

Tickets received by gender



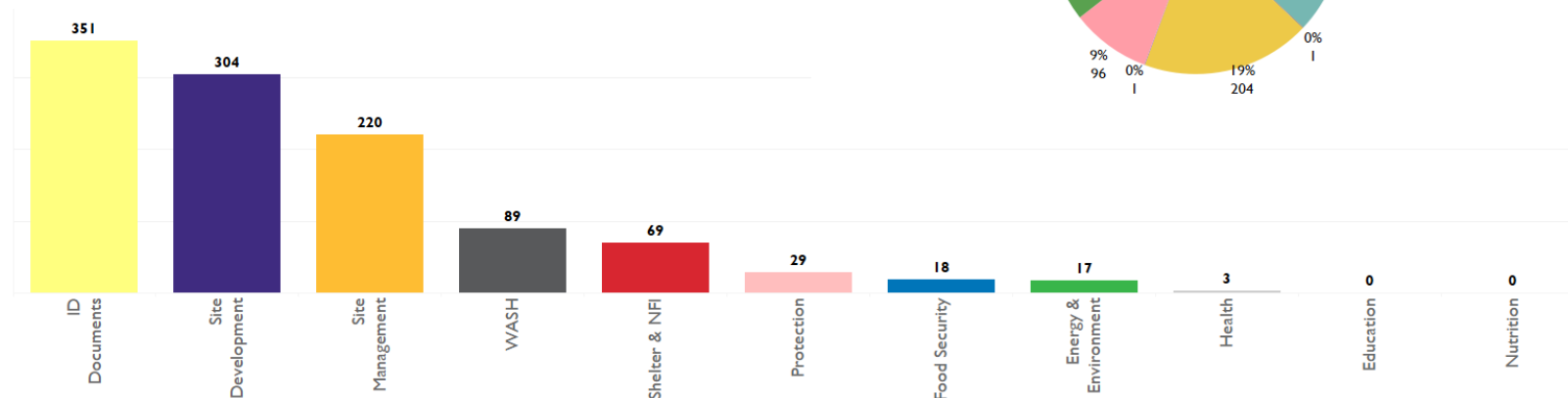
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	318
SMART Card & Family Attestation - Add New Born	57
Stairs - Requested	38
Drainage - Drain Requested	36
Pathway - Requested	23
Soap & Hygiene Kit - Did not receive	22
Slope Protection (erosion) - Damaged, broken, or needs improvement	17
SMART Card & Family Attestation - Lost Smart card and family attestation	14
SMART Card & Family Attestation - Lost ID Card	11
SMART Card & Family Attestation - Merge and split	9
Shelter Materials - Missed Distribution	9
NFI - Missed Distribution	8
SMART Card & Family Attestation - HH requests for vulnerability verification..	7
Drainage Cover (Slab) - Requested	7
Latrine - Broken	6
Cash for Work - Has received less payment than days worked	6
SMART Card & Family Attestation - Request for individual SMART card	5

Tickets received by sector





Monthly Camp Report - Camp 12

September 2023



472
tickets
received



37
tickets closed
on the spot



435
tickets referred to
relevant actors



1,309
responses given by
relevant actors

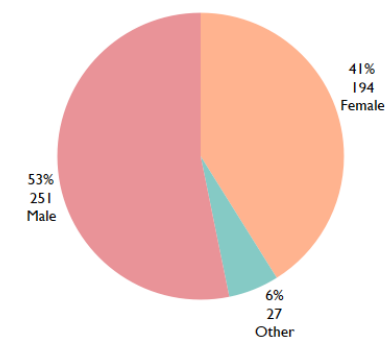


832 (63.6%)
replies considered
resolved by
beneficiaries

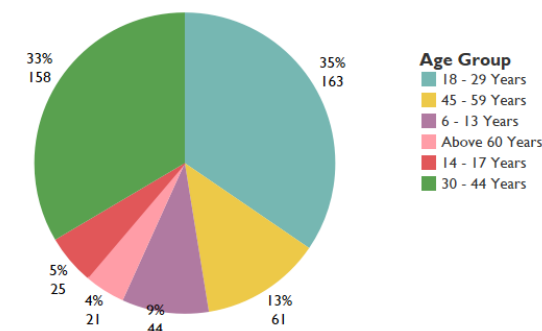
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	77	0	77	318	35	11.0%
Registration documents lost and replacement - Request for new ID card	69	0	69	32	32	100.0%
Change of Registration information - New Born	52	0	52	37	37	100.0%
Protection Referral	34	34	0	0	0	0.0%
SMART Card & Family Attestation - Add New Born	26	0	26	31	8	25.8%
Hill or Slope - Erosion & landslide	21	0	21	0	0	0.0%
Pathway - Requested	14	0	14	29	2	6.9%
Change of Registration information - Merge and Split	13	0	13	7	7	100.0%
Stairs - Requested	11	0	11	40	5	12.5%
Soap & Hygiene Kit - Did not receive	11	0	11	2	2	100.0%
Drainage - Drain Requested	9	0	9	22	2	9.1%
Damage to shelter - Shelter damaged by weather	9	0	9	0	0	0.0%
SMART Card & Family Attestation - Lost ID Card	8	0	8	19	0	0.0%
Shelter Materials - Missed Distribution	8	0	8	20	17	85.0%
Food distributions - Household has not received food	8	0	8	16	13	81.3%
Pathway - Damaged, broken, or needs improvement	7	0	7	3	0	0.0%
Drainage & Cover - Drainage Cover Requested	7	0	7	0	0	0.0%

Tickets received by gender



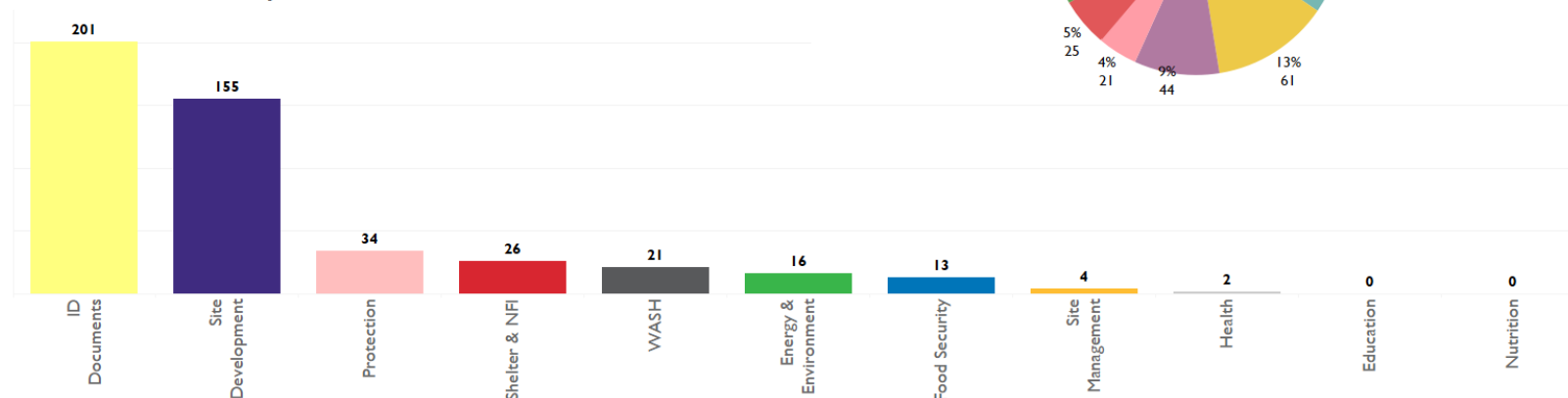
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	283
Stairs - Requested	35
Pathway - Requested	27
SMART Card & Family Attestation - Add New Born	23
Drainage - Drain Requested	20
SMART Card & Family Attestation - Lost ID Card	19
SMART Card & Family Attestation - Marriage case	12
Slope Protection (erosion) - Damaged, broken, or needs improvement	12
SMART Card & Family Attestation - Request for individual SMART card	7
SMART Card & Family Attestation - Merge and split	4
Shelter Materials - Missed Distribution	3
Pathway - Damaged, broken, or needs improvement	3
LPG Gas - Did not receive cylinder	3
Latrine - Broken	3
Lamp post or Street light - Requested	3
Food distributions - Household has not received food	3
SMART Card & Family Attestation - Death Case	2

Tickets received by sector





Monthly Camp Report - Camp 13

September 2023



882
tickets
received



65
tickets closed
on the spot



817
tickets referred to
relevant actors



1,014
responses given by
relevant actors

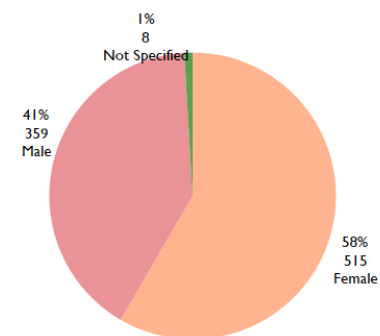


131 (12.9%)
replies considered
resolved by
beneficiaries

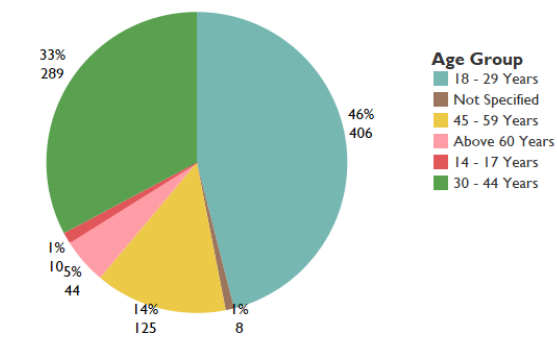
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
SMART Card & Family Attestation - Add New Born	263	0	263	270	55	20.4%
SMART Card & Family Attestation - Merge and split	88	0	88	68	8	11.8%
Cash for Work - Has not been enrolled	85	0	85	194	5	2.6%
Slope Protection (erosion) - Damaged, broken, or needs improvement	82	0	82	83	2	2.4%
Slope Protection (erosion) - Requested	46	0	46	93	0	0.0%
Shelter Materials - Missed Distribution	44	0	44	26	10	38.5%
SMART Card & Family Attestation - Request for individual SMART card	41	0	41	39	1	2.6%
Protection Referral	30	30	0	0	0	0.0%
Cash for Work - Has not been selected for CFW in long time	26	26	0	0	0	0.0%
SMART Card & Family Attestation - Lost ID Card	24	0	24	40	2	5.0%
SMART Card & Family Attestation - Biographical Error	22	0	22	16	1	6.3%
Shelter Number - Requested	19	0	19	22	1	4.5%
SMART Card & Family Attestation - Address Change	12	0	12	12	3	25.0%

Tickets received by gender



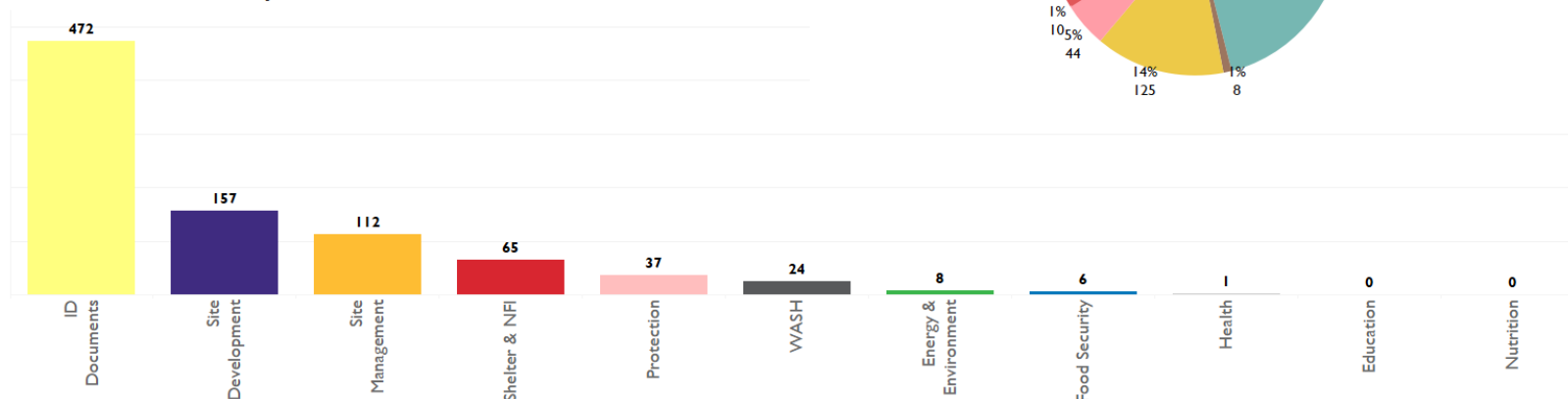
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
SMART Card & Family Attestation - Add New Born	215
Cash for Work - Has not been enrolled	189
Slope Protection (erosion) - Requested	93
Slope Protection (erosion) - Damaged, broken, or needs improvement	81
SMART Card & Family Attestation - Merge and split	60
SMART Card & Family Attestation - Lost ID Card	38
SMART Card & Family Attestation - Request for individual SMART card	38
Shelter Number - Requested	21
Shelter Materials - Missed Distribution	16
SMART Card & Family Attestation - Biographical Error	15
Pathway - Requested	14
Drainage - Drain Requested	12
SMART Card & Family Attestation - Death Case	11
SMART Card & Family Attestation - Address Change	9
Pathway - Damaged, broken, or needs improvement	6
SMART Card & Family Attestation - Add New Member	6
Tubewell - Not Working	5

Tickets received by sector





Monthly Camp Report - Camp 14

September 2023



1,010
tickets
received



525
tickets closed
on the spot



485
tickets referred to
relevant actors



647
responses given by
relevant actors

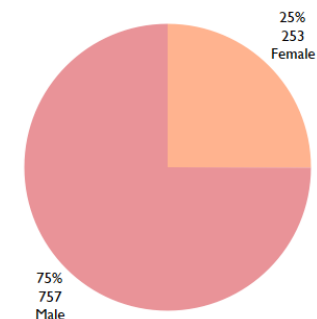


55 (8.5%)
replies considered
resolved by
beneficiaries

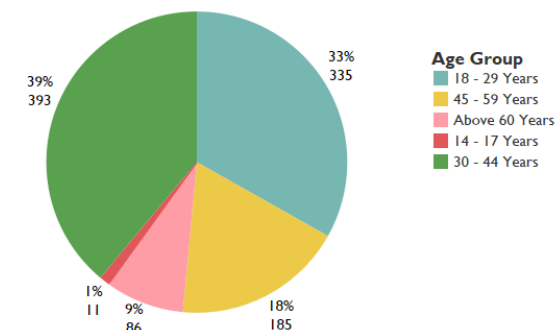
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Has not been selected for CFW in long time	285	285	0	0	0	0.0%
SMART Card & Family Attestation - Add New Born	117	0	117	116	20	17.2%
Cash for Work - Requested CFW	105	105	0	0	0	0.0%
Slope Protection (erosion) - Requested	45	0	45	84	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	45	0	45	77	1	1.3%
NFI - Request additional materials	44	44	0	0	0	0.0%
Protection Referral	38	38	0	0	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	29	0	29	31	0	0.0%
SMART Card & Family Attestation - Lost ID Card	29	0	29	39	2	5.1%
Pathway - Damaged, broken, or needs improvement	16	0	16	20	0	0.0%
SMART Card & Family Attestation - Merge and split	15	0	15	19	1	5.3%
Food distributions - Request for more food each month	14	14	0	0	0	0.0%
Cash for Work - Has not been enrolled	13	0	13	4	3	75.0%
SMART Card & Family Attestation - Biographical Error	12	0	12	17	1	5.9%
SMART Card & Family Attestation - Marriage case	10	0	10	15	2	13.3%
Lamp post or Street light - Requested	10	0	10	15	0	0.0%
Drainage - Drain Requested	10	0	10	13	0	0.0%

Tickets received by gender



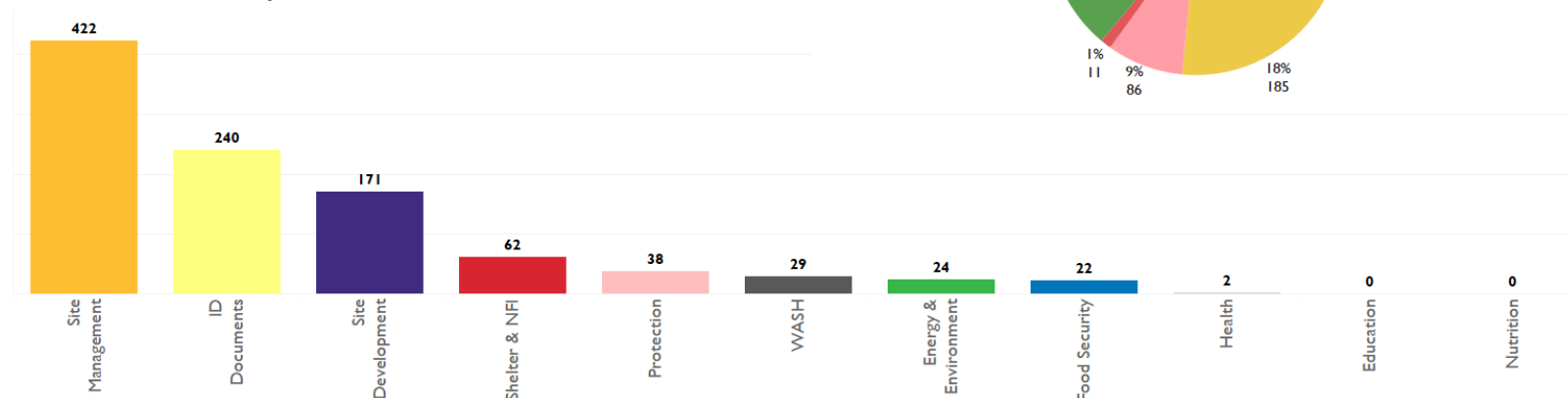
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
SMART Card & Family Attestation - Add New Born	96
Slope Protection (erosion) - Requested	84
Slope Protection (erosion) - Damaged, broken, or needs improvement	76
SMART Card & Family Attestation - Lost ID Card	37
SMART Card & Family Attestation - Request for individual SMART card	31
Stairs - Damaged, broken, or needs improvement	26
Pathway - Damaged, broken, or needs improvement	20
SMART Card & Family Attestation - Merge and split	18
SMART Card & Family Attestation - Biographical Error	16
Lamp post or Street light - Requested	15
LPG Porters - Requested	14
Drainage - Drain Requested	13
SMART Card & Family Attestation - Marriage case	13
Stairs - Requested	11
Shelter Number - Requested	9
Drainage - Damaged, broken, or needs improvement	8
SMART Card & Family Attestation - Death Case	8

Tickets received by sector





Monthly Camp Report - Camp 15

September 2023



1,314
tickets
received



218
tickets closed
on the spot



1,096
tickets referred to
relevant actors



2,301
responses given by
relevant actors

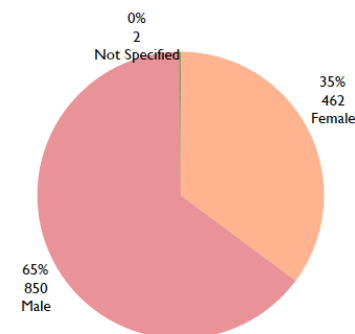


1,265 (55.0%)
replies considered
resolved by
beneficiaries

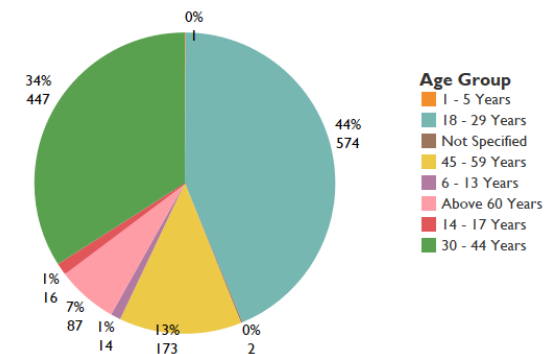
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
SMART Card & Family Attestation - Add New Born	288	0	288	216	64	29.6%
Change of Registration information - New Born	165	0	165	43	43	100.0%
Slope Protection (erosion) - Requested	78	0	78	290	6	2.1%
Slope Protection (erosion) - Damaged, broken, or needs improvement	66	0	66	159	6	3.8%
Protection Referral	60	60	0	0	0	0.0%
Shelter Materials - Missed Distribution	59	0	59	49	39	79.6%
Change of Registration information - Merge and Split	57	0	57	13	13	100.0%
Cash for Work - Has not been selected for CW in long time	40	40	0	0	0	0.0%
Cash for Work - Requested	37	37	0	0	0	0.0%
SMART Card & Family Attestation - Merge and split	32	0	32	40	3	7.5%
Shelter Number - Requested	31	0	31	24	0	0.0%
SMART Card & Family Attestation - Lost ID Card	30	0	30	39	5	12.8%
NFI - Received damaged materials	29	24	5	0	0	0.0%
Requested to get fresh food	28	0	28	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	25	0	25	13	13	100.0%
Cash for Work - Requested CW	25	25	0	0	0	0.0%
SMART Card & Family Attestation - Marriage case	21	0	21	45	7	15.6%

Tickets received by gender



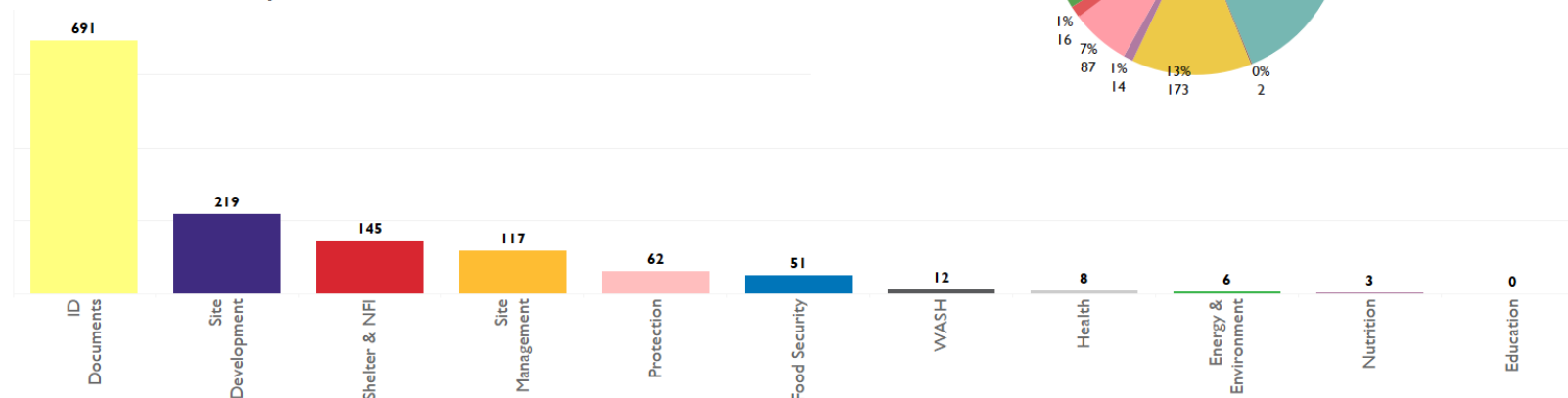
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	284
Slope Protection (erosion) - Damaged, broken, or needs improvement	153
SMART Card & Family Attestation - Add New Born	152
SMART Card & Family Attestation - Marriage case	38
Hill or Slope Erosion & landslide	38
SMART Card & Family Attestation - Merge and split	37
Pathway - Requested	36
SMART Card & Family Attestation - Lost ID Card	34
Shelter Number - Requested	24
Fresh food - Fresh food	22
Drainage - Drain Requested	22
SMART Card & Family Attestation - Address Change	21
Drainage - Blocked or Water logging (needs cleaning)	14
SMART Card & Family Attestation - Death Case	13
SMART Card & Family Attestation - Request for individual SMART card	10
Shelter Materials - Missed Distribution	10
Water tap & Tubewell - Requested	8

Tickets received by sector





Monthly Camp Report - Camp 16

September 2023



929
tickets
received



424
tickets closed
on the spot



505
tickets referred to
relevant actors



675
responses given by
relevant actors

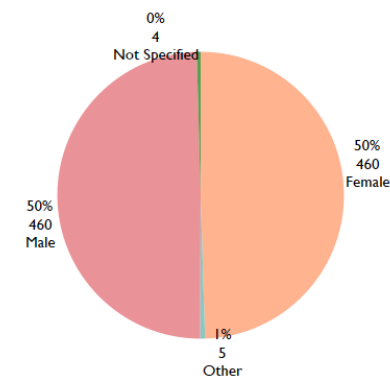


223 (33.0%)
replies considered
resolved by
beneficiaries

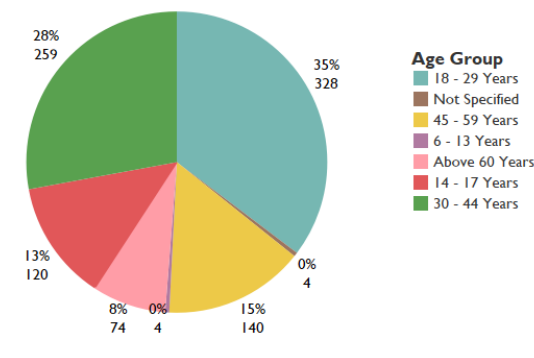
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	312	312	0	0	0	0.0%
SMART Card & Family Attestation - Add New Born	181	0	181	212	42	19.8%
Cash for Work - Has not been selected for CFW in long time	75	75	0	0	0	0.0%
Soap & Hygiene Kit - Did not receive	32	0	32	22	0	0.0%
SMART Card & Family Attestation - Merge and split	27	0	27	35	6	17.1%
SMART Card & Family Attestation - Lost ID Card	23	0	23	46	3	6.5%
Hill or Slope - Erosion & landslide	22	0	22	0	0	0.0%
Slope Protection (erosion) - Requested	20	0	20	45	1	2.2%
Protection Referral	15	15	0	0	0	0.0%
Change of Registration information - New Born	13	0	13	0	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	12	0	12	26	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	12	0	12	32	0	0.0%
SMART Card & Family Attestation - Biographical Error	11	0	11	13	4	30.8%
Trash Disposal - Trash pick-up needed	10	0	10	12	12	100.0%
Shelter Number - Requested	10	0	10	4	4	100.0%
Shelter Materials - Missed Distribution	10	0	10	21	2	9.5%
Cooking set (gas & stove) - Requested	10	10	0	0	0	0.0%

Tickets received by gender



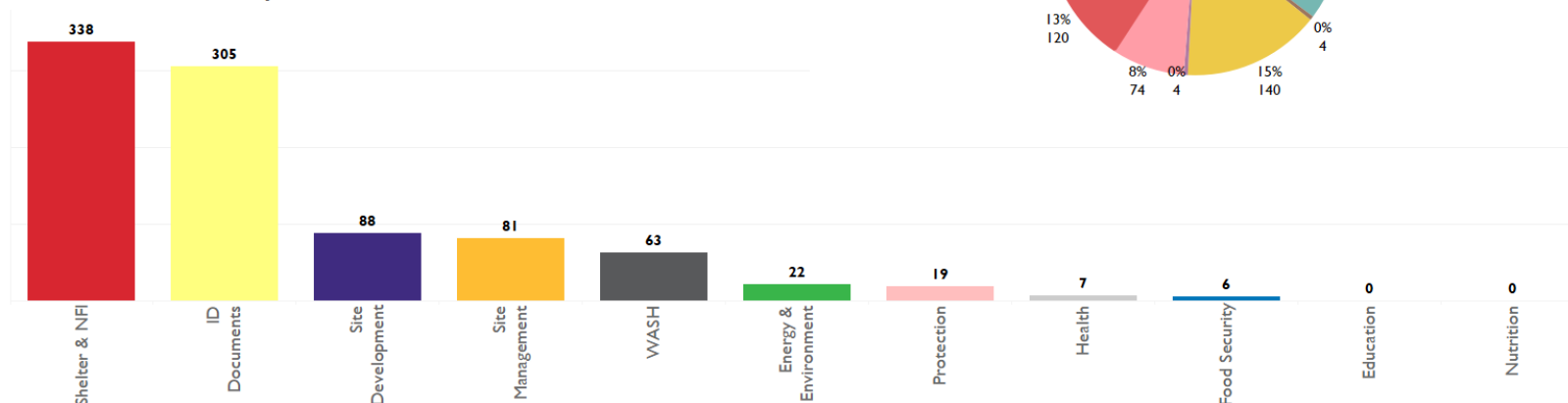
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
SMART Card & Family Attestation - Add New Born	170
Slope Protection (erosion) - Requested	44
SMART Card & Family Attestation - Lost ID Card	43
Slope Protection (erosion) - Damaged, broken, or needs improvement	32
SMART Card & Family Attestation - Merge and split	29
SMART Card & Family Attestation - Request for individual SMART card	26
Soap & Hygiene Kit - Did not receive	22
Shelter Materials - Missed Distribution	19
SMART Card & Family Attestation - Biographical Error	9
SMART Card & Family Attestation - Address Change	7
Pathway - Requested	6
Relocation & Repatriation - Relocation within camp	6
Drainage - Drain Requested	5
LPG Porters - Requested	3
Drainage Cover (Slab) - Requested	2
Food distributions - Household has not received food	2
Pathway - Damaged, broken, or needs improvement	2

Tickets received by sector





961
tickets
received



36
tickets closed
on the spot



925
tickets referred to
relevant actors



1,485
responses given by
relevant actors



1,005 (67.7%)
replies considered
resolved by
beneficiaries

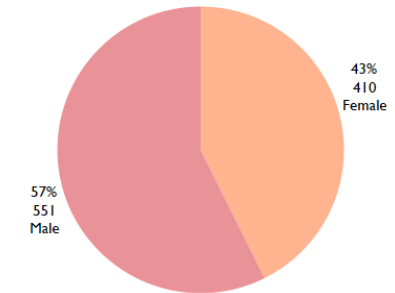
Monthly Camp Report - Camp 17

September 2023

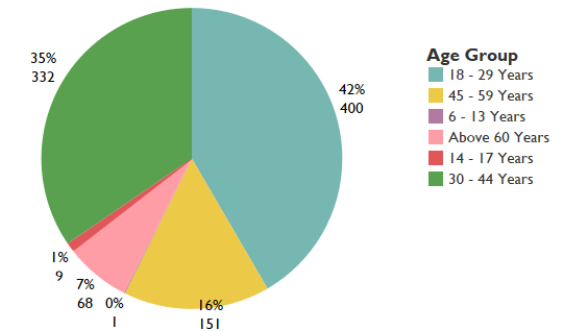
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Request additional materials	344	0	344	0	0	0.0%
Damage to shelter - Shelter damaged by weather	177	0	177	1	0	0.0%
Hill or Slope - Erosion & landslide	81	0	81	134	3	2.2%
Stairs - Requested	55	0	55	51	4	7.8%
Change of Registration information - New Born	49	0	49	32	32	100.0%
Retaining wall - Requested	39	0	39	0	0	0.0%
Pathway - Requested	27	0	27	14	0	0.0%
Protection Referral	23	23	0	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	17	0	17	8	8	100.0%
Water tap & Tubewell - Not enough water	14	0	14	1	0	0.0%
Lamp post - Requested	9	0	9	4	0	0.0%
Need to repair drain	9	0	9	0	0	0.0%
Food distributions - Request for more food each month	7	7	0	0	0	0.0%
Change of Registration information - Lost smart card	7	0	7	5	5	100.0%
Registration documents lost and replacement - Lost ID Card	6	0	6	4	4	100.0%

Tickets received by gender



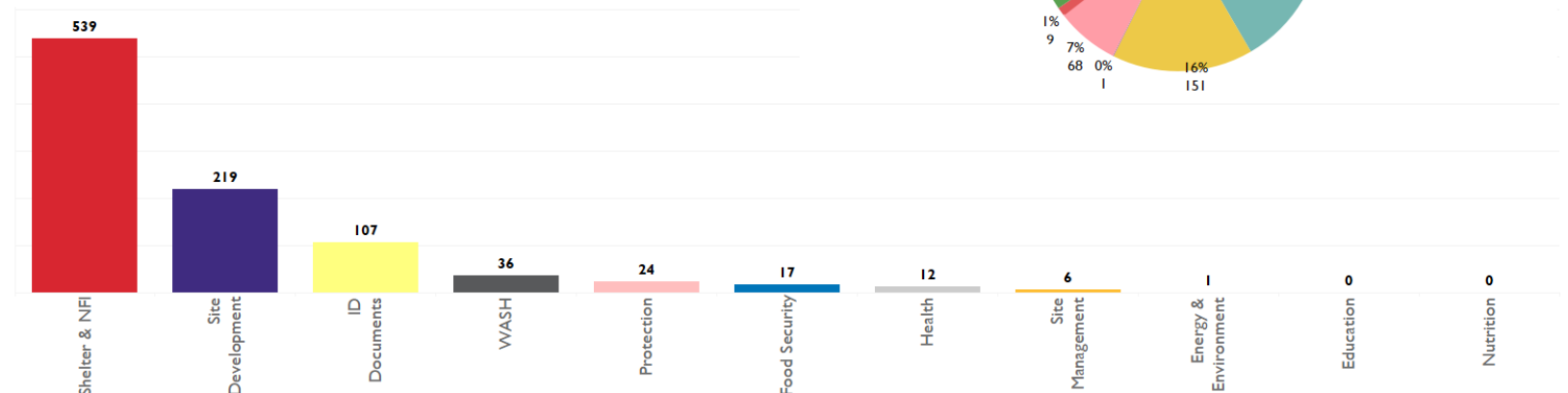
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Hill or Slope Erosion & landslide	131
Hill or Slope - Erosion & landslide	131
Stairs - Requested	47
Stairs Requested	27
Retaining wall Requested	24
Need to repair drain	21
Pathway Damaged, broken, or needs improvement	21
Pathway - Requested	14
Water tap & Tubewell - Requested	12
Latrine - New toilet requested	8
Need to repair drain -	6

Tickets received by sector





Monthly Camp Report - Camp 18

September 2023



1,138
tickets
received



684
tickets closed
on the spot



454
tickets referred to
relevant actors



558
responses given by
relevant actors

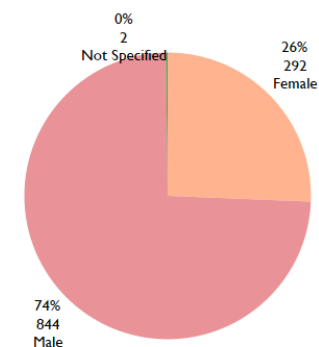


417 (74.7%)
replies considered
resolved by
beneficiaries

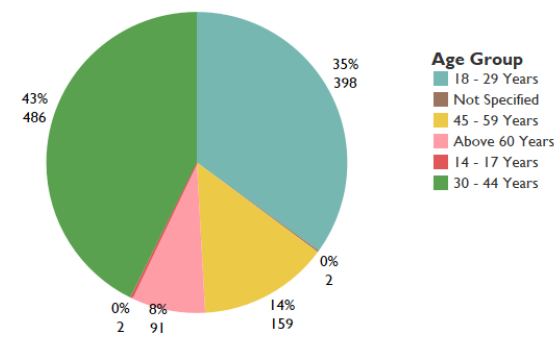
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
SMART Card & Family Attestation - Add New Born	163	0	163	139	100	71.9%
Shelter Kit - Requested (general households)	153	153	0	0	0	0.0%
Shelter Materials - Request additional materials	105	105	0	0	0	0.0%
Soap & Hygiene Kit - Not enough	95	95	0	0	0	0.0%
Cash for Work - Has not been selected for CFW in long time	91	91	0	0	0	0.0%
NFI - Request additional materials	86	86	0	0	0	0.0%
Cash for Work - Requested CFW	53	53	0	0	0	0.0%
Slope Protection (erosion) - Requested	52	0	52	85	52	61.2%
Protection Referral	41	41	0	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	29	0	29	74	62	83.8%
Soap & Hygiene Kit - Additional Requested	25	25	0	0	0	0.0%
SMART Card & Family Attestation - Merge and split	20	0	20	22	15	68.2%
SMART Card & Family Attestation - Request for individual SMART card	19	0	19	35	23	65.7%
SMART Card & Family Attestation - Lost ID Card	15	0	15	10	8	80.0%
SMART Card & Family Attestation - Biographical Error	14	0	14	37	27	73.0%
Stairs - Damaged, broken, or needs improvement	13	0	13	19	18	94.7%
SMART Card & Family Attestation - Add New Member	12	0	12	10	8	80.0%

Tickets received by gender



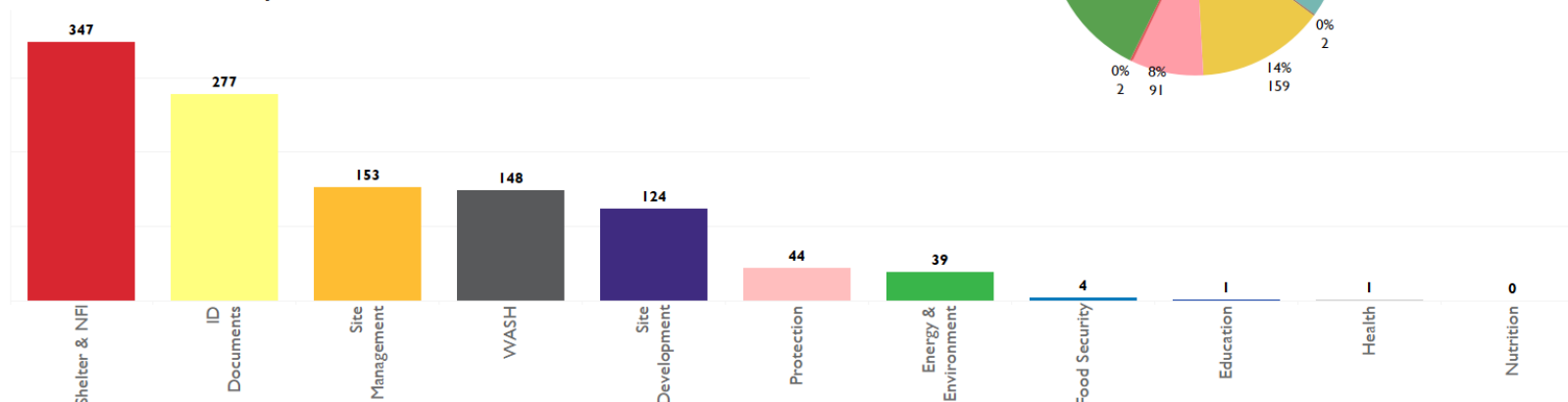
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
SMART Card & Family Attestation - Add New Born	39
Slope Protection (erosion) - Requested	33
SMART Card & Family Attestation - Request for individual SMART card	12
Slope Protection (erosion) - Damaged, broken, or needs improvement	12
SMART Card & Family Attestation - Biographical Error	10
SMART Card & Family Attestation - Merge and split	7
Stairs - Requested	4
SMART Card & Family Attestation - HH requests for vulnerability verification..	4
SMART Card & Family Attestation - Lost ID Card	2
SMART Card & Family Attestation - Add New Member	2
SCOPE Card - No balance on card	2
Pathway - Requested	2
Drainage - Drain Requested	2
Drainage - Blocked or Water logging (needs cleaning)	2
Stairs - Damaged, broken, or needs improvement	1
Soap & Hygiene Kit - Did not receive	1
SMART Card & Family Attestation - Lost Smart card and family attestation	1

Tickets received by sector





Monthly Camp Report - Camp 19

September 2023



755

tickets received



374

tickets closed on the spot



381

tickets referred to relevant actors



458

responses given by relevant actors



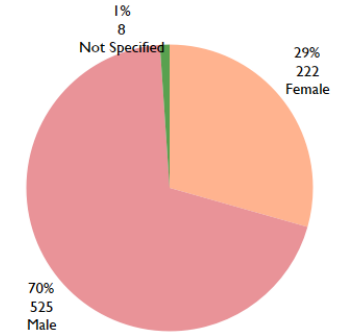
112 (24.5%)

replies considered resolved by beneficiaries

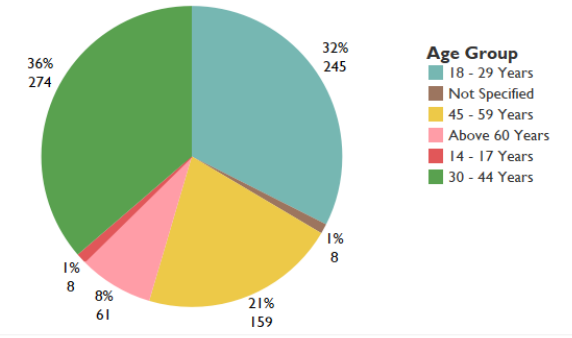
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Has not been selected for CFW in long time	151	151	0	0	0	0.0%
Shelter Materials - Request additional materials	112	112	0	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	99	0	99	94	2	2.1%
SMART Card & Family Attestation - Add New Born	79	0	79	106	46	43.4%
NFI - Request additional materials	57	57	0	0	0	0.0%
Protection Referral	39	39	0	0	0	0.0%
Shelter Materials - Missed Distribution	26	0	26	48	11	22.9%
SMART Card & Family Attestation - Merge and split	21	0	21	47	22	46.8%
Stairs - Damaged, broken, or needs improvement	16	0	16	7	0	0.0%
SMART Card & Family Attestation - Lost ID Card	14	0	14	11	4	36.4%
Slope Protection (erosion) - Requested	13	0	13	10	0	0.0%
Stairs - Requested	10	0	10	8	0	0.0%
SMART Card & Family Attestation - Biographical Error	8	0	8	21	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	7	0	7	9	1	11.1%
Drainage - Drain Requested	7	0	7	4	0	0.0%
Soap & Hygiene Kit - Did not receive	6	0	6	11	6	54.5%
SMART Card & Family Attestation - Address Change	6	0	6	8	2	25.0%

Tickets received by gender



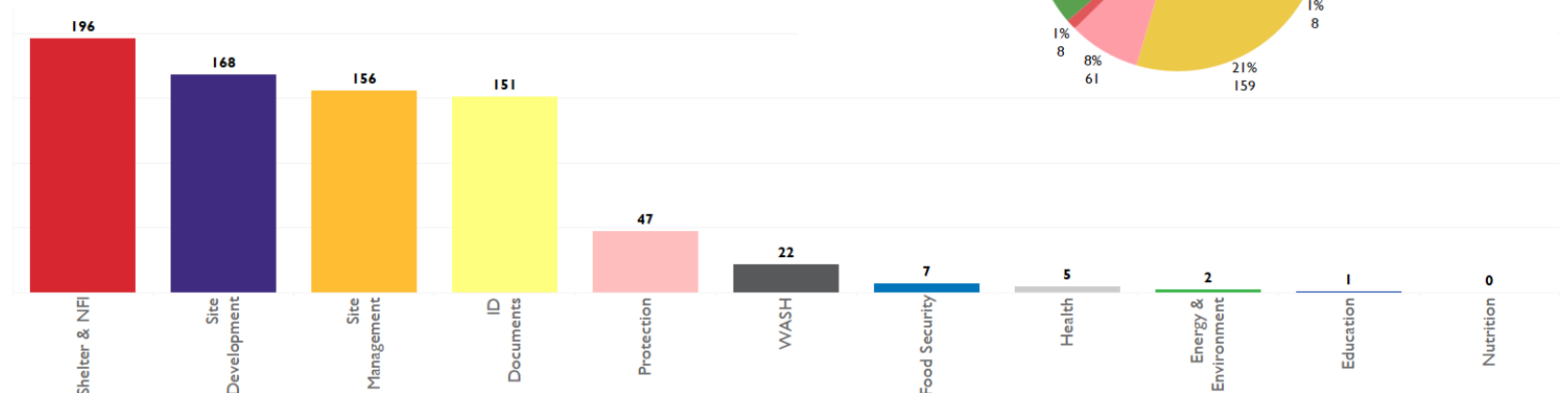
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Damaged, broken, or needs improvement	92
SMART Card & Family Attestation - Add New Born	60
Shelter Materials - Missed Distribution	37
SMART Card & Family Attestation - Merge and split	25
SMART Card & Family Attestation - Biographical Error	21
SMART Card & Family Attestation - Lost Smart card and family attestation	12
Slope Protection (erosion) - Requested	10
Drainage - Damaged, broken, or needs improvement	9
SMART Card & Family Attestation - Request for individual SMART card	8
Stairs - Requested	8
SMART Card & Family Attestation - Lost ID Card	7
Stairs - Damaged, broken, or needs improvement	7
SMART Card & Family Attestation - Address Change	6
Bridge - Damaged, broken, or needs improvement	5
SMART Card & Family Attestation - Add New Member	5
Soap & Hygiene Kit - Did not receive	5
Drainage - Drain Requested	4

Tickets received by sector





Monthly Camp Report - Camp 20

September 2023



591

tickets received



325

tickets closed on the spot



266

tickets referred to relevant actors



389

responses given by relevant actors



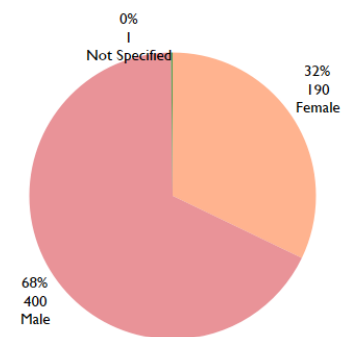
59 (15.2%)

replies considered resolved by beneficiaries

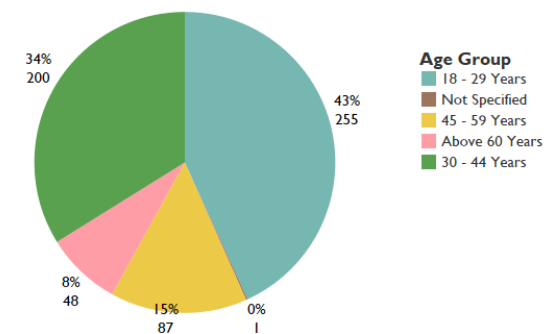
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Has not been selected for CFW in long time	210	210	0	0	0	0.0%
SMART Card & Family Attestation - Add New Born	45	0	45	37	13	35.1%
Cash for Work - Requested CFW	41	41	0	0	0	0.0%
NFI - Request additional materials	37	37	0	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	36	0	36	66	6	9.1%
Stairs - Damaged, broken, or needs improvement	30	0	30	42	5	11.9%
Slope Protection (erosion) - Requested	30	0	30	88	5	5.7%
Damage to shelter - Shelter damaged over time	30	30	0	0	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	17	0	17	10	1	10.0%
Drainage - Damaged, broken, or needs improvement	13	0	13	16	1	6.3%
Soap & Hygiene Kit - Did not receive	12	0	12	3	0	0.0%
Lamp post or Street light - Requested	12	0	12	13	0	0.0%
SMART Card & Family Attestation - Merge and split	8	0	8	2	2	100.0%
Shelter Number - Requested	8	0	8	0	0	0.0%
Pathway - Requested	8	0	8	11	1	9.1%
SMART Card & Family Attestation - Lost ID Card	7	0	7	5	1	20.0%
Protection Referral	6	6	0	0	0	0.0%

Tickets received by gender



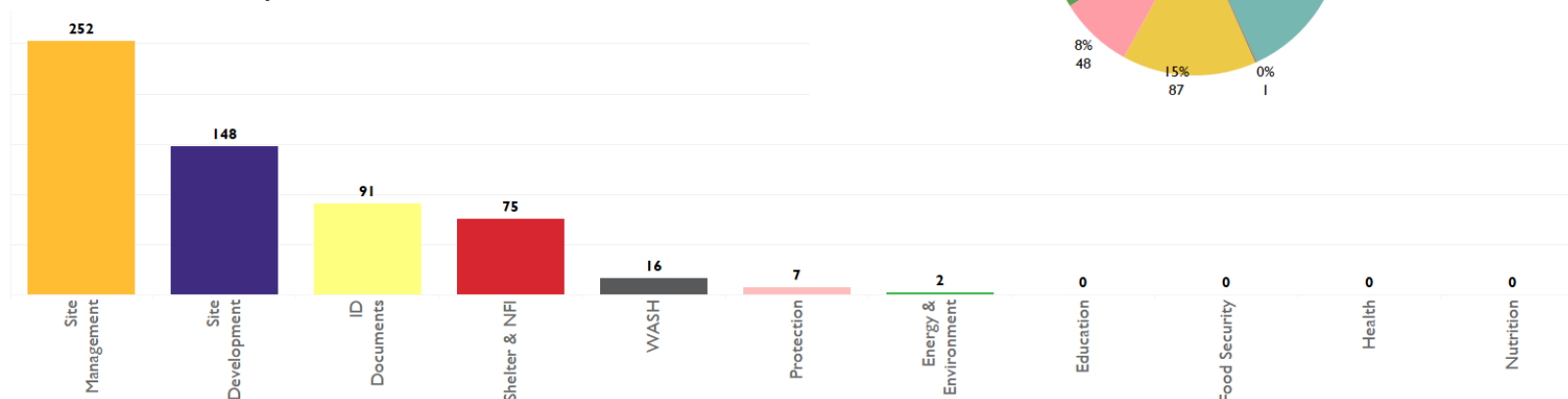
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	83
Slope Protection (erosion) - Damaged, broken, or needs improvement	60
Stairs - Damaged, broken, or needs improvement	37
SMART Card & Family Attestation - Add New Born	24
Drainage - Damaged, broken, or needs improvement	15
Lamp post or Street light - Requested	13
Pathway - Requested	10
SMART Card & Family Attestation - Request for individual SMART card	9
Stairs - Requested	9
SMART Card & Family Attestation - Add New Member	7
SMART Card & Family Attestation - Address Change	6
SMART Card & Family Attestation - Biographical Error	6
SMART Card & Family Attestation - Lost Smart card and family attestation	6
Drainage - Drain Requested	4
Lamp post or Street light - Damaged, broken, or needs improvement	4
SMART Card & Family Attestation - Lost ID Card	4
Pathway - Damaged, broken, or needs improvement	3

Tickets received by sector





Monthly Camp Report - Camp 20 Ext

September 2023



598

tickets received



352

tickets closed on the spot



246

tickets referred to relevant actors



363

responses given by relevant actors



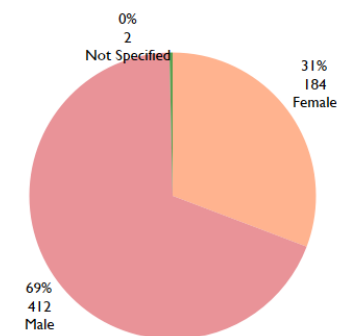
191 (52.6%)

replies considered resolved by beneficiaries

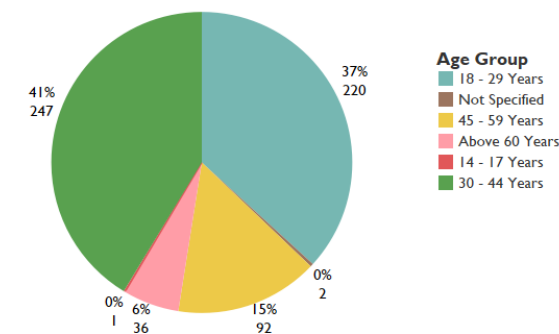
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Requested CFW	224	224	0	0	0	0.0%
Damage to shelter - Shelter damaged over time	59	59	0	0	0	0.0%
SMART Card & Family Attestation - Add New Born	45	0	45	33	22	66.7%
NFI - Request additional materials	29	29	0	0	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	26	0	26	34	3	8.8%
Pathway - Requested	22	0	22	31	8	25.8%
Cash for Work - Has not been enrolled	18	0	18	85	77	90.6%
Soap & Hygiene Kit - Did not receive	17	0	17	4	0	0.0%
Drainage - Damaged, broken, or needs improvement	17	0	17	15	5	33.3%
Protection Referral	15	15	0	0	0	0.0%
Cash for Work - Has not been selected for CFW in long time	15	15	0	0	0	0.0%
SMART Card & Family Attestation - Lost ID Card	14	0	14	21	1	4.8%
Pathway - Damaged, broken, or needs improvement	14	0	14	17	13	76.5%
Lamp post or Street light - Requested	7	0	7	7	1	14.3%
Stairs - Damaged, broken, or needs improvement	5	0	5	4	3	75.0%
SMART Card & Family Attestation - Address Change	5	0	5	12	6	50.0%
Slope Protection (erosion) - Requested	5	0	5	3	2	66.7%

Tickets received by gender



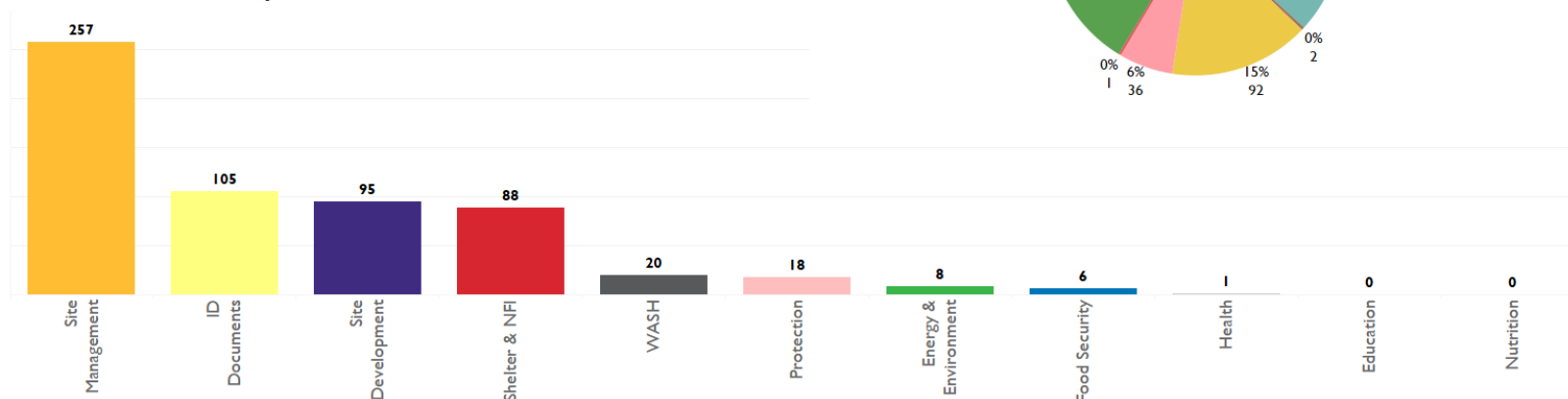
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
SMART Card & Family Attestation - Request for individual SMART card	31
Pathway - Requested	23
SMART Card & Family Attestation - Lost ID Card	20
SMART Card & Family Attestation - Add New Born	11
Drainage - Damaged, broken, or needs improvement	10
SMART Card & Family Attestation - Biographical Error	8
Cash for Work - Has not been enrolled	8
SCOPE Card - No balance on card	7
SMART Card & Family Attestation - Address Change	6
Lamp post or Street light - Requested	6
Soap & Hygiene Kit - Did not receive	4
SMART Card & Family Attestation - HH requests for vulnerability verification..	4
Pathway - Damaged, broken, or needs improvement	4
SMART Card & Family Attestation - HH requests for vulnerability verification..	3
SMART Card & Family Attestation - Add New Member	3
SCOPE Card - Has not received new SCOPE Card	3
Bridge - Damaged, broken, or needs improvement	3

Tickets received by sector





Monthly Camp Report - Camp 21

September 2023



679

tickets received



38

tickets closed on the spot



641

tickets referred to relevant actors



762

responses given by relevant actors



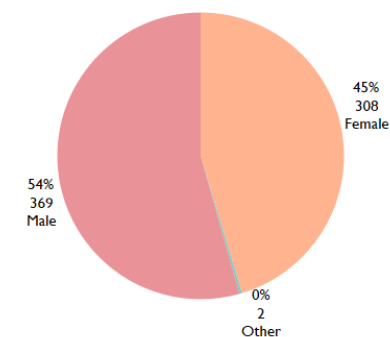
678 (89.0%)

replies considered resolved by beneficiaries

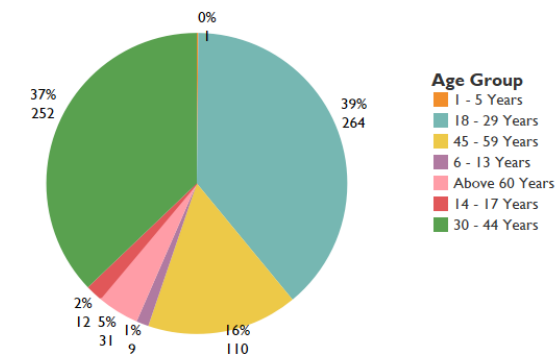
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Request additional materials	118	0	118	0	0	0.0%
Change of Registration information - New Born	105	0	105	29	29	100.0%
Damage to shelter - Shelter damaged by weather	82	0	82	0	0	0.0%
Shelter Materials - Missed Distribution	53	0	53	0	0	0.0%
Shelter materials needed	38	0	38	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	37	0	37	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	32	0	32	14	14	100.0%
Shelter Materials - Request for shelter kits	20	0	20	0	0	0.0%
Protection Referral	19	19	0	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	18	0	18	8	8	100.0%
Change of Registration information - Merge and Split	16	0	16	9	9	100.0%
Pathway - Damaged, broken, or needs improvement	15	0	15	1	0	0.0%
Hill or Slope - Erosion & landslide	15	0	15	2	2	100.0%
LPG Gas - Not enough for family	13	13	0	0	0	0.0%
Treatment - Treatment	6	0	6	0	0	0.0%
Relocation & Repatriation - Relocation from another camp	6	0	6	0	0	0.0%
Better treatment - Better treatment	5	0	5	0	0	0.0%

Tickets received by gender



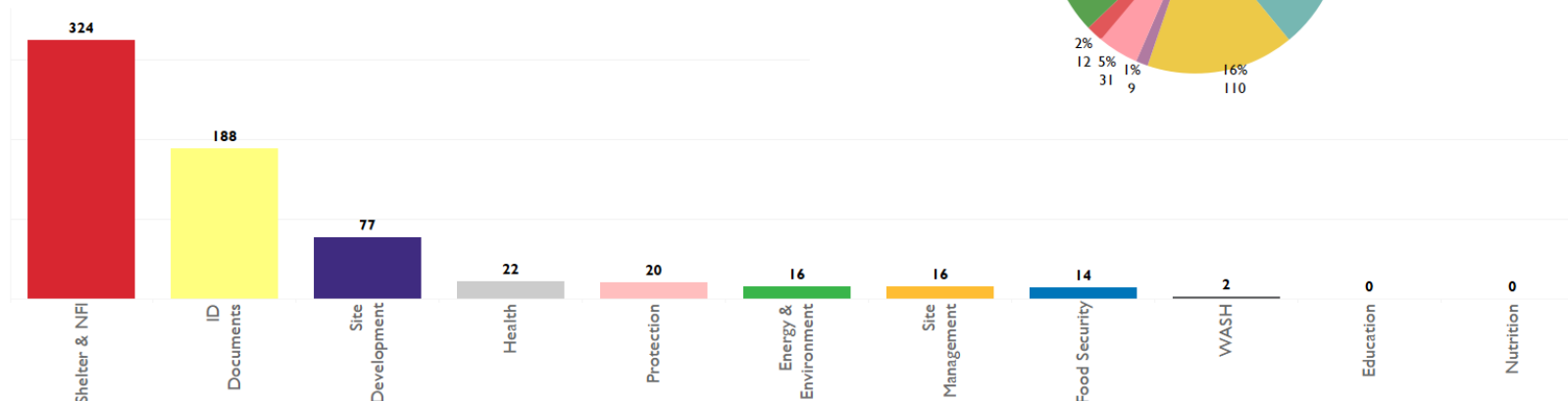
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
- Shelter materials needed	34
Shelter Materials - Need shelter materials	14
Risk at landslide - Risk at landslide	7
Shelter Materials - Need bamboos and Tarpaulin	4
Shelter Materials - Her shelter partially damaged due to cyclone	3
Solar lights - Solar lights	2
Shelter Materials - His shelter partially damaged due to cyclone	2
Landslide beside her shelter - Landslide beside her shelter	2
Shelter Materials - Need Tarpaulin and bamboos	1
Shelter Materials - Need bamboo and tarpaulin	1
Shelter Materials - His shelter fully damaged due to cyclone	1
Shelter Materials - Her shelter was damaged partially by heavy winds during c.	1
Shelter Materials - Her shelter was damaged partially by heavy winds during c.	1
SCOPE Card - Lost	1
Pathway - Damaged, broken, or needs improvement	1
Not enough food - Big family	1
Need fresh food - Need fresh food	1

Tickets received by sector





Monthly Camp Report - Camp 22

September 2023



1,559
tickets
received



870
tickets closed
on the spot



689
tickets referred to
relevant actors



1,985
responses given by
relevant actors

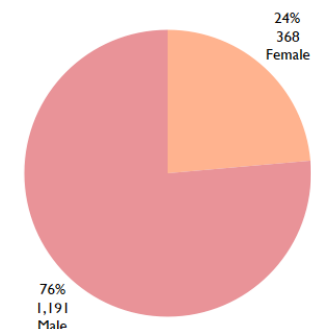


1,415 (71.3%)
replies considered
resolved by
beneficiaries

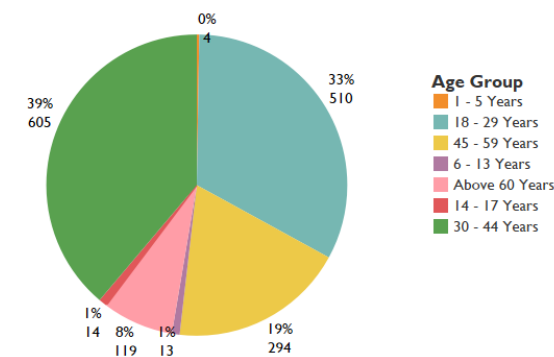
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	323	323	0	0	0	0.0%
Cash for Work - Has not been selected for CFW in long time	187	187	0	0	0	0.0%
LPG Gas - Not enough for family	183	183	0	0	0	0.0%
Electricity Supply - Not working	147	0	147	126	0	0.0%
Shelter Materials - Received amount is not enough	79	79	0	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	75	0	75	13	13	100.0%
Change of Registration information - New Born	70	0	70	17	17	100.0%
Shelter Materials - Missed Distribution	32	0	32	34	2	5.9%
Latrine - Needs desludging	32	0	32	62	60	96.8%
Drainage Cover (Slab) - Requested	32	0	32	39	3	7.7%
Soap & Hygiene Kit - Additional Requested	29	29	0	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	27	0	27	4	4	100.0%
Cash for Work - Requested CFW	25	25	0	0	0	0.0%
Slope Protection (erosion) - Requested	24	0	24	43	2	4.7%
Shelter Materials - Request additional materials	24	17	7	0	0	0.0%
Lamp post - Requested	21	0	21	0	0	0.0%
Change of Registration information - Merge and Split	21	0	21	4	4	100.0%

Tickets received by gender



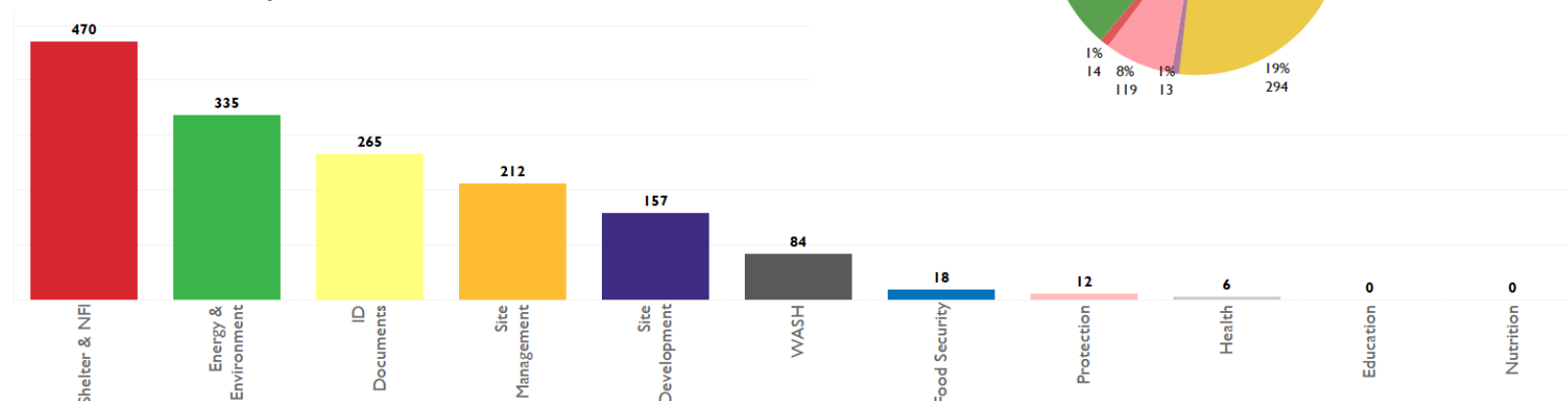
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Electricity Supply - Not working	126
SMART Card & Family Attestation - Add New Born	81
Slope Protection (erosion) - Requested	41
Drainage Cover (Slab) - Requested	36
SMART Card & Family Attestation - Lost ID Card	35
Shelter Materials - Missed Distribution	32
Drainage - Drain Requested	21
Pathway - Requested	20
Latrine - New toilet requested	19
Slope Protection (erosion) - Damaged, broken, or needs improvement	14
SMART Card & Family Attestation - Merge and split	13
SCOPE Card - Family Attestation doesn't match SCOPE	12
Pathway - Damaged, broken, or needs improvement	11
Drainage - Damaged, broken, or needs improvement	7
Shelter Porters - Requested	7
Lamp post or Street light - Damaged, broken, or needs improvement	6
Stairs - Requested	6

Tickets received by sector





Monthly Camp Report - Camp 24

September 2023



811

tickets received



479

tickets closed on the spot



332

tickets referred to relevant actors



469

responses given by relevant actors



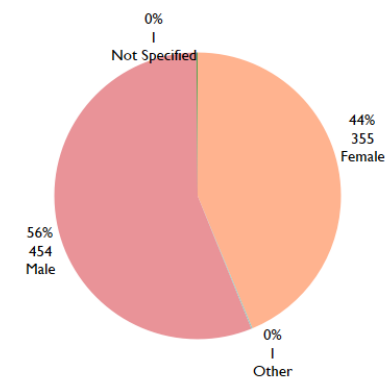
375 (80.0%)

replies considered resolved by beneficiaries

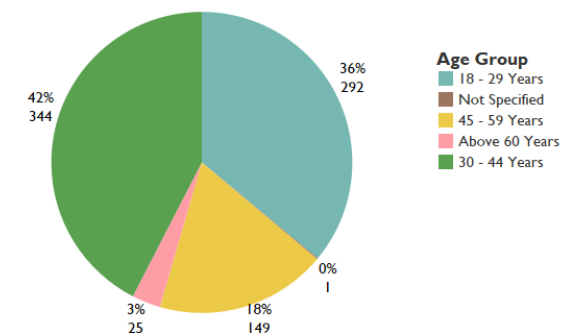
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Has not been selected for CFW in long time	237	237	0	0	0	0.0%
Cash for Work - Requested CFW	152	152	0	0	0	0.0%
SMART Card & Family Attestation - Add New Born	102	0	102	113	113	100.0%
NFI - Request additional materials	81	81	0	0	0	0.0%
Cash for Work - Has not been enrolled	66	0	66	54	54	100.0%
Cash for Work - Was charged to enroll or be selected	49	0	49	82	82	100.0%
SMART Card & Family Attestation - Merge and split	22	0	22	32	32	100.0%
Pathway - Requested	19	0	19	41	9	22.0%
SMART Card & Family Attestation - Add New Member	10	0	10	22	21	95.5%
Drainage - Drain Requested	10	0	10	25	10	40.0%
Soap & Hygiene Kit - Did not receive	8	0	8	3	3	100.0%
SMART Card & Family Attestation - Lost ID Card	8	0	8	11	11	100.0%
Protection Referral	7	7	0	0	0	0.0%
Latrine - Needs desludging	7	0	7	6	1	16.7%
Pathway - Damaged, broken, or needs improvement	5	0	5	18	6	33.3%
Drainage Cover (Slab) - Requested	5	0	5	8	6	75.0%
Latrine - Broken	4	0	4	1	1	100.0%

Tickets received by gender



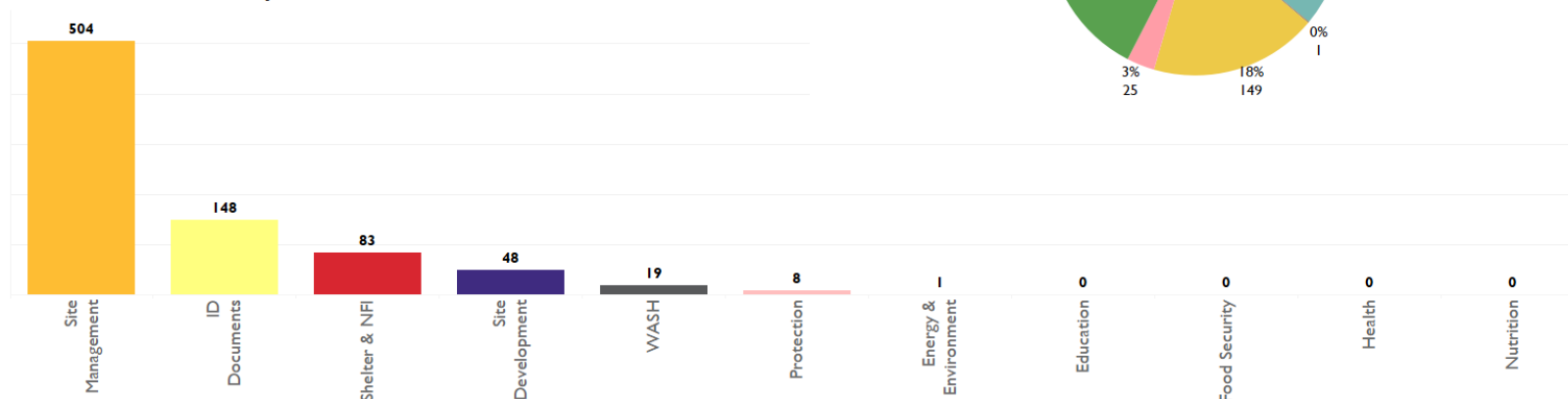
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Pathway - Requested	32
Drainage - Drain Requested	15
Pathway - Damaged, broken, or needs improvement	12
Slope Protection (erosion) - Requested	6
Stairs - Requested	5
Latrine - Needs desludging	5
Drainage - Damaged, broken, or needs improvement	4
Stairs - Damaged, broken, or needs improvement	3
Lamp post or Street light - Damaged, broken, or needs improvement	3
Fence or railing for path or stairs - Requested	3
Drainage Cover (Slab) - Requested	2
SMART Card & Family Attestation - Add New Member	1
SCOPE Card - Has not received new SCOPE Card	1
Latrine - New toilet requested	1
Lamp post or Street light - Requested	1

Tickets received by sector





Monthly Camp Report - Camp 25

September 2023



399
tickets
received



219
tickets closed
on the spot



180
tickets referred to
relevant actors



226
responses given by
relevant actors

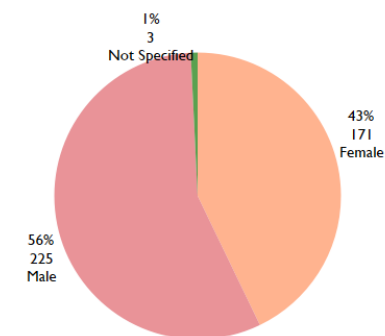


88 (38.9%)
replies considered
resolved by
beneficiaries

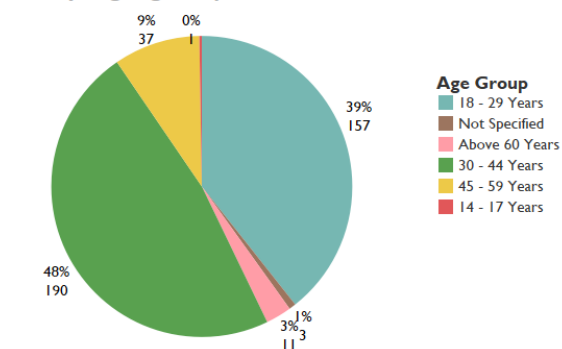
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
SMART Card & Family Attestation - Add New Born	55	0	55	64	18	28.1%
Cash for Work - Has not been selected for CFW in long time	55	55	0	0	0	0.0%
NFI - Request additional materials	36	36	0	0	0	0.0%
Food distributions - Request for more food each month	32	32	0	0	0	0.0%
LPG Gas - Not enough for family	31	31	0	0	0	0.0%
Soap & Hygiene Kit - Not enough	27	27	0	0	0	0.0%
SMART Card & Family Attestation - Merge and split	16	0	16	23	7	30.4%
Latrine - Needs desludging	12	0	12	7	7	100.0%
Pathway - Requested	11	0	11	24	7	29.2%
Drainage Cover (Slab) - Requested	11	0	11	7	1	14.3%
Pathway - Damaged, broken, or needs improvement	10	0	10	9	2	22.2%
Soap & Hygiene Kit - Did not receive	9	0	9	3	3	100.0%
Soap & Hygiene Kit - Additional Requested	9	9	0	0	0	0.0%
Cash for Work - Requested CFW	8	8	0	0	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	7	0	7	6	2	33.3%
Food distributions - Want to purchase more but not allowed	7	7	0	0	0	0.0%
Shelter Materials - Missed Distribution	6	0	6	5	1	20.0%

Tickets received by gender



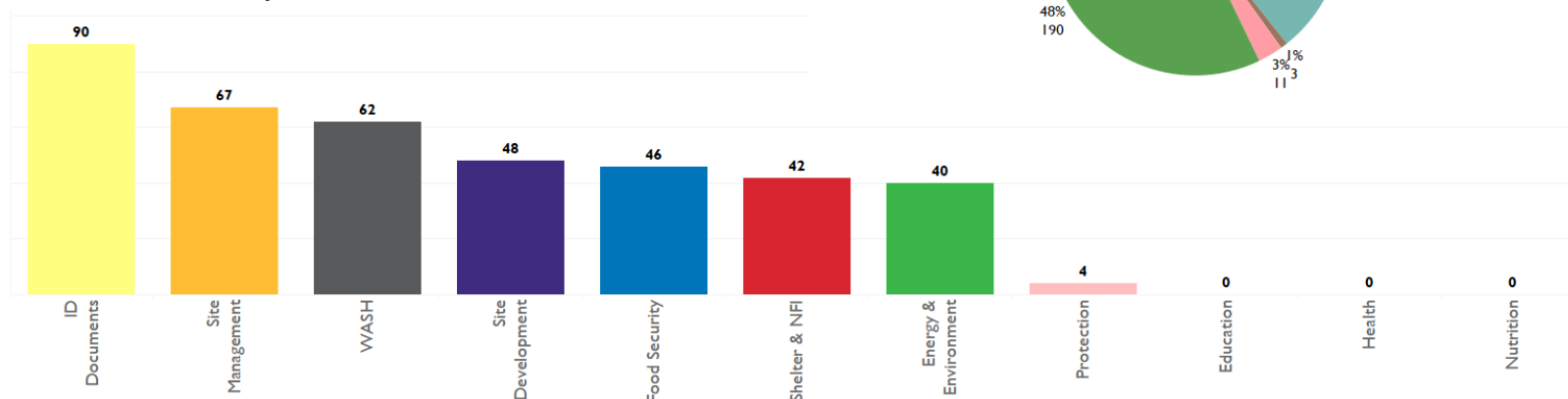
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
SMART Card & Family Attestation - Add New Born	46
Pathway - Requested	17
SMART Card & Family Attestation - Merge and split	16
Drainage - Drain Requested	12
SMART Card & Family Attestation - Lost ID Card	7
Pathway - Damaged, broken, or needs improvement	7
Drainage Cover (Slab) - Requested	6
SMART Card & Family Attestation - Request for individual SMART card	4
SMART Card & Family Attestation - Address Change	4
Shelter Materials - Missed Distribution	4
Drainage - Blocked or Water logging (needs cleaning)	3
Slope Protection (erosion) - Requested	2
Slope Protection (erosion) - Damaged, broken, or needs improvement	2
Drainage - Blocked or Water logging	2
Stairs - Requested	1
SMART Card & Family Attestation - HH requests for vulnerability verification..	1
SCOPE Card - Has not received new SCOPE Card	1

Tickets received by sector





Monthly Camp Report - Camp 26

September 2023



514

tickets received



50

tickets closed on the spot



464

tickets referred to relevant actors



680

responses given by relevant actors



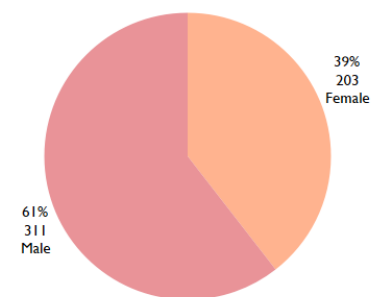
586 (86.2%)

replies considered resolved by beneficiaries

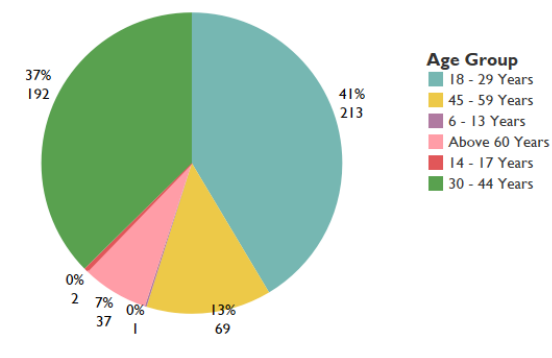
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	80	0	80	0	0	0.0%
Change of Registration information - New Born	70	0	70	22	22	100.0%
Registration documents lost and replacement - Lost ID Card	55	0	55	3	3	100.0%
Pressure Cooker - Did not receive	48	0	48	17	17	100.0%
Protection Referral	43	43	0	0	0	0.0%
Damage of shelter - Damage of shelter	42	0	42	91	2	2.2%
Change of Registration information - Merge and Split	42	0	42	41	41	100.0%
Latrine - Needs desludging	21	0	21	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	15	0	15	0	0	0.0%
Latrine - Needs cleaning	10	0	10	0	0	0.0%
Relocation & Repatriation - Relocation to another camp	8	0	8	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	6	0	6	1	1	100.0%
Pathway - Damaged, broken, or needs improvement	5	0	5	0	0	0.0%
Latrine - Broken	5	0	5	1	1	100.0%
Change of Registration information - New Registration	5	0	5	7	7	100.0%
Retaining wall - Requested	4	0	4	0	0	0.0%
Change of Registration information - Active and Inactive Case	4	0	4	0	0	0.0%

Tickets received by gender



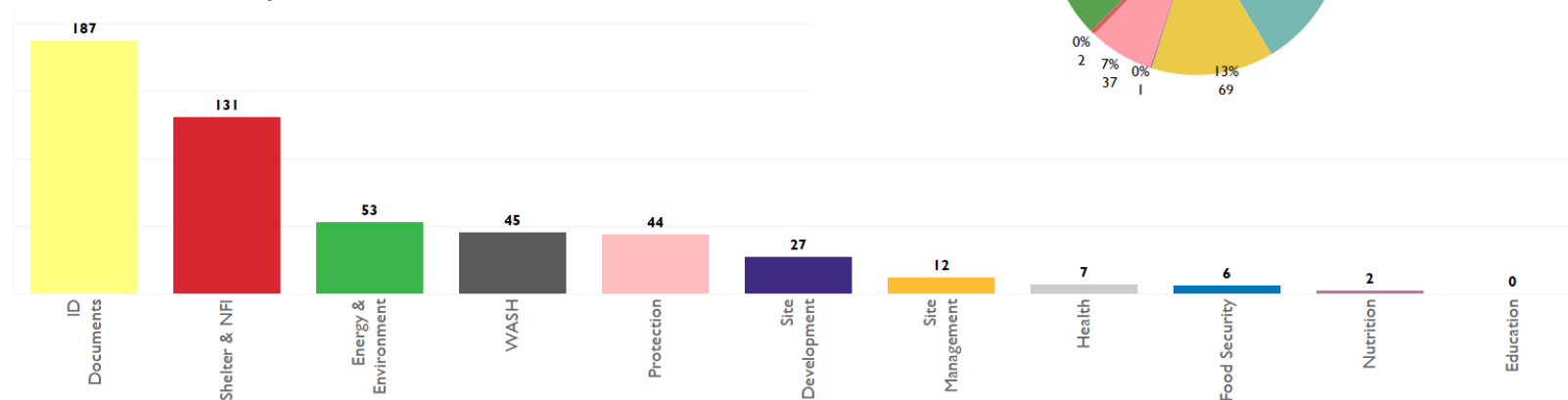
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Damage of shelter - Damage of shelter	89
Damage of shelter - Damage of shelter	2
Shelter Plot - New plot of land for shelter	1
Damage to shelterShelter damaged by weather	1
Damage of shelter - Damage of shelter	1

Tickets received by sector





Monthly Camp Report - Camp 27

September 2023



387
tickets
received



29
tickets closed
on the spot



358
tickets referred to
relevant actors



282
responses given by
relevant actors

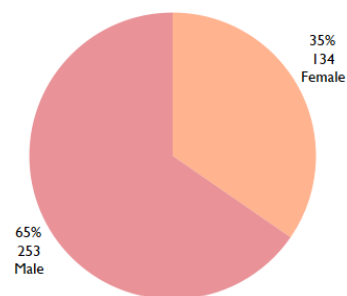


282 (100.0%)
replies considered
resolved by
beneficiaries

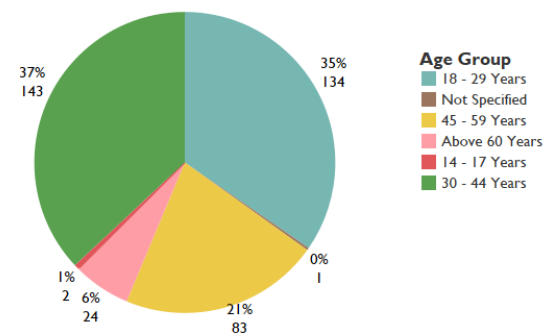
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Requested for Shelter Materials	88	0	88	0	0	0.0%
Damage to shelter - Shelter damaged by weather	77	0	77	2	2	100.0%
Change of Registration information - New Born	42	0	42	38	38	100.0%
Protection Referral	28	28	0	0	0	0.0%
Latrine - Needs desludging	20	0	20	0	0	0.0%
Latrine - Broken	20	0	20	0	0	0.0%
Change of Registration information - Address Change	14	0	14	12	12	100.0%
Pathway - Damaged, broken, or needs improvement	12	0	12	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	11	0	11	4	4	100.0%
Change of Registration information - Merge and Split	11	0	11	10	10	100.0%
LPG Gas - Requested For LPG Is not enough	6	0	6	0	0	0.0%
Requested For food is not enough - Requested For food is not enough	5	0	5	0	0	0.0%
Relocation & Repatriation - Relocation from another camp	5	0	5	0	0	0.0%
Change of Registration information - New Registration	5	0	5	1	1	100.0%
Change of Registration information - Active and Inactive Case	4	0	4	1	1	100.0%
Bathing Station - Broken or Damaged	4	0	4	0	0	0.0%
Change of Registration information - Biographical Error	3	0	3	5	5	100.0%

Tickets received by gender



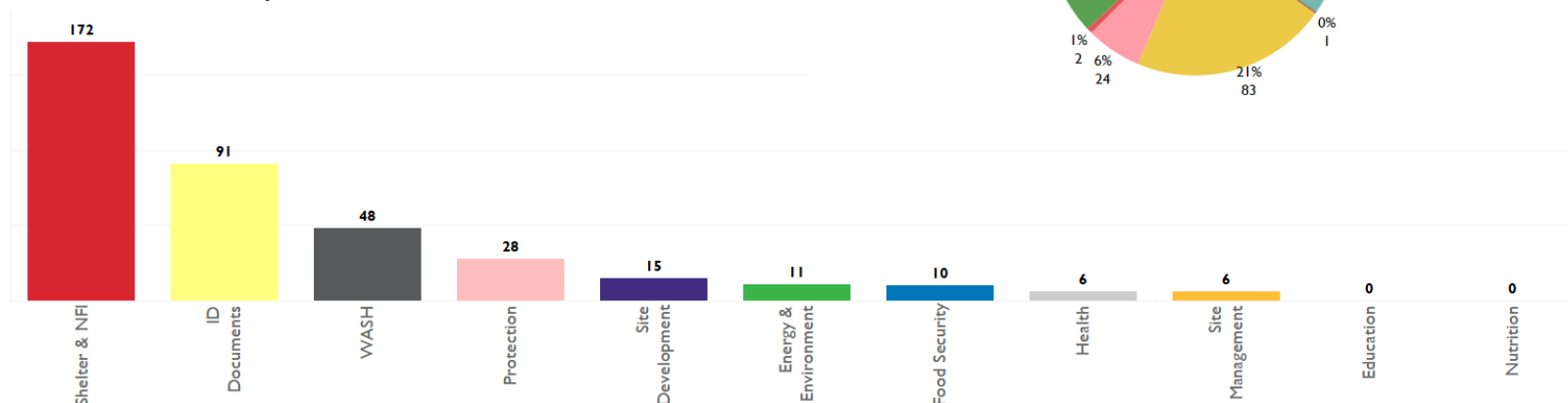
Tickets received by age group



Top unresolved tickets (from replies given)

No unresolved replies

Tickets received by sector





Monthly Camp Report - Kutupalong RC

September 2023



325
tickets
received



77
tickets closed
on the spot



248
tickets referred to
relevant actors



48
responses given by
relevant actors

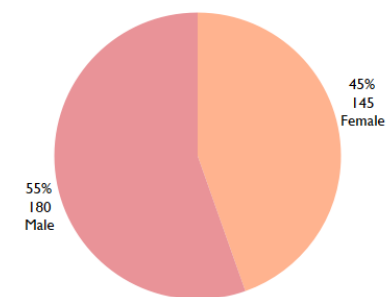


48 (100.0%)
replies considered
resolved by
beneficiaries

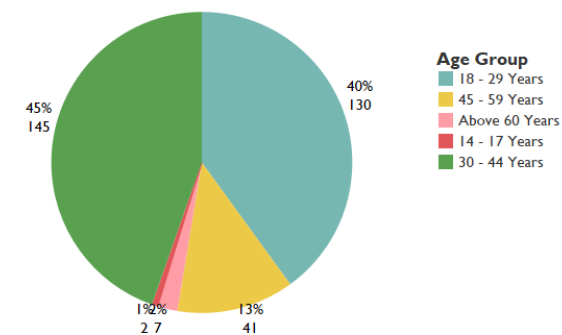
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Request additional materials	85	0	85	0	0	0.0%
Protection Referral	71	71	0	0	0	0.0%
Request for additional room - He want to get new shelter	32	0	32	0	0	0.0%
Request for additional room - She want to get new shelter	20	0	20	0	0	0.0%
Change of Registration information - Address Change	17	0	17	21	21	100.0%
Retaining wall - Damaged, broken, or needs improvement	15	0	15	0	0	0.0%
Damage to shelter - Shelter damaged by weather	12	0	12	0	0	0.0%
Change of Registration information - Separate data card	6	0	6	2	2	100.0%
LPG Gas - Did not receive cylinder	5	0	5	0	0	0.0%
Complaint against Agency or Staff	4	4	0	0	0	0.0%
Change of Registration information - Merge and Split	4	0	4	2	2	100.0%
Treatment - Health facility treatment/staff's behavior not good quality	3	0	3	0	0	0.0%
Change of Registration information - New Born	3	0	3	0	0	0.0%
Treatment - Medicine out of stock	2	0	2	0	0	0.0%
Treatment - Medical referral	2	2	0	0	0	0.0%
Change of Registration information - She want separate data card	2	0	2	0	0	0.0%
Change of Registration information - He want separate data card	2	0	2	0	0	0.0%

Tickets received by gender



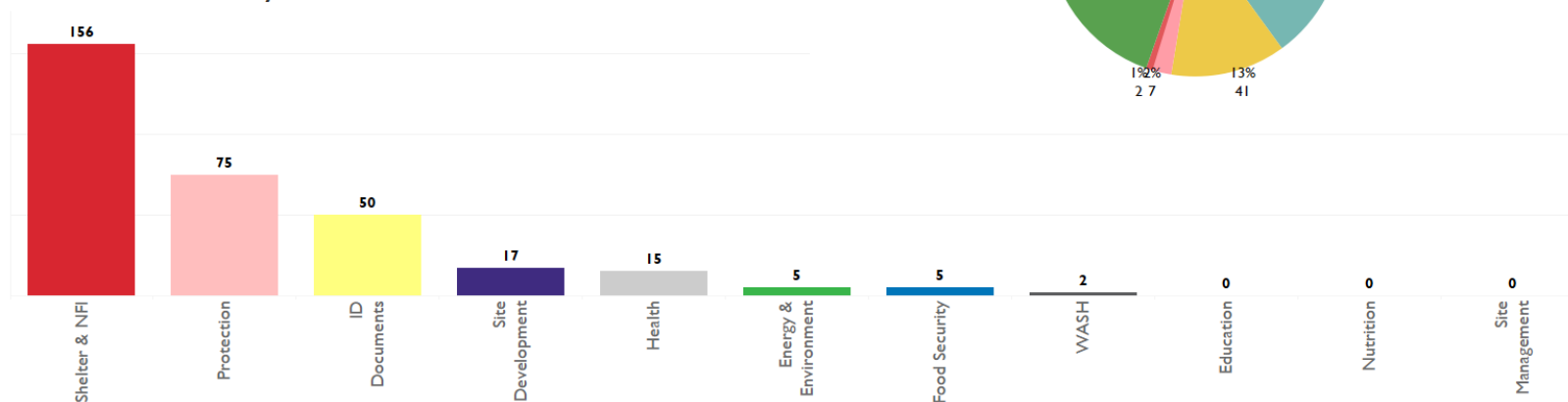
Tickets received by age group



Top unresolved tickets (from replies given)

No unresolved replies

Tickets received by sector





Monthly Camp Report - Nayapara RC

September 2023



510

tickets received



104

tickets closed on the spot



406

tickets referred to relevant actors



3

responses given by relevant actors



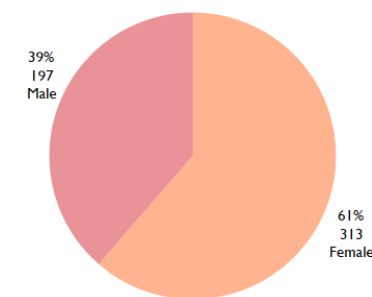
3 (100.0%)

replies considered resolved by beneficiaries

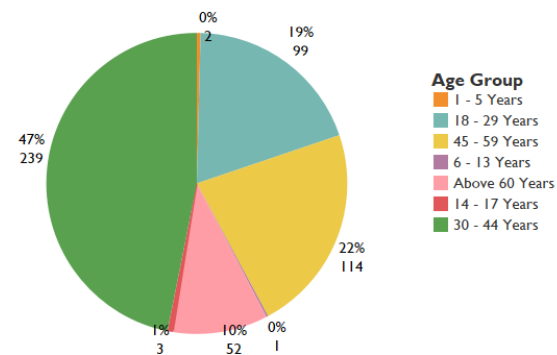
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	243	0	243	0	0	0.0%
Protection Referral	75	75	0	0	0	0.0%
Damage to shelter - Shelter damaged over time	41	0	41	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	25	0	25	0	0	0.0%
Treatment - Health facility treatment/staff's behavior not good quality	18	0	18	0	0	0.0%
Treatment - Medical referral	13	13	0	0	0	0.0%
Complaint against Agency or Staff	11	11	0	0	0	0.0%
Cooking Stove - Broken or not working	10	0	10	0	0	0.0%
Food distributions - HH wants someone outside their family to collect fo..	6	0	6	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	5	0	5	0	0	0.0%
Treatment - Medicine out of stock	4	0	4	0	0	0.0%
Change of Registration information - New Registration	4	0	4	0	0	0.0%
Change of Registration information - Biographical Error	4	0	4	1	1	100.0%
Requested to get fresh food	3	0	3	0	0	0.0%
Lamp post - Requested	3	0	3	0	0	0.0%
Lamp post - Damaged, broken, or needs improvement	3	0	3	0	0	0.0%
Food Porters - Requested	3	0	3	0	0	0.0%

Tickets received by gender



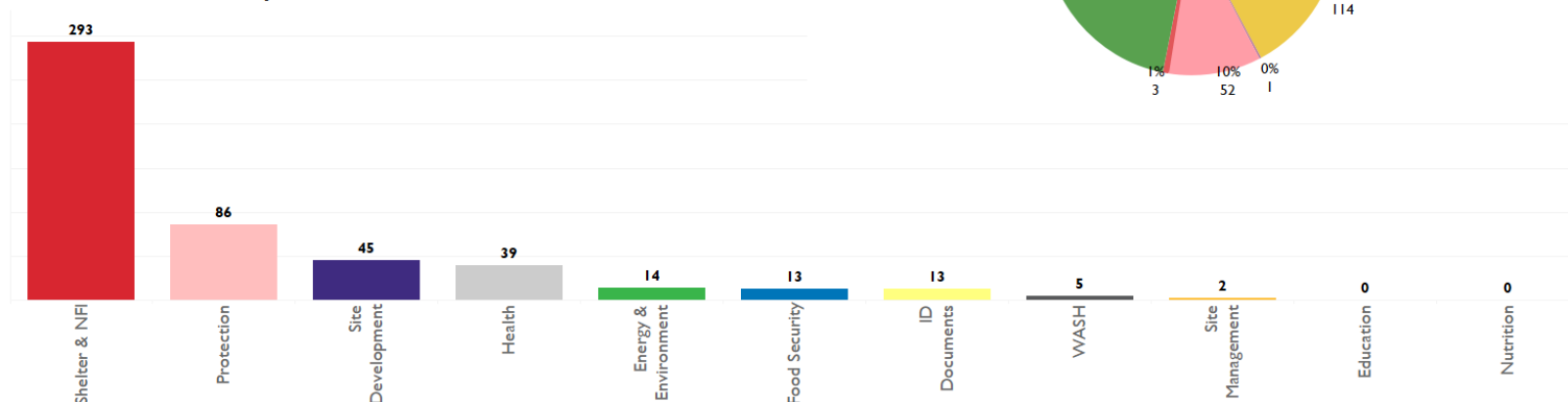
Tickets received by age group



Top unresolved tickets (from replies given)

No unresolved replies

Tickets received by sector





Monthly Camp Report - Transit Center

September 2023



359
tickets
received



185
tickets closed
on the spot



174
tickets referred to
relevant actors



20
responses given by
relevant actors

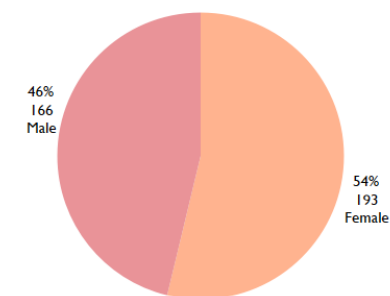


20 (100.0%)
replies considered
resolved by
beneficiaries

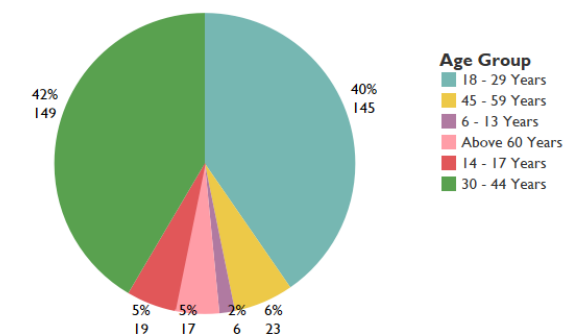
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Treatment - Medical referral	141	141	0	0	0	0.0%
Food distributions - Poor quality food items	37	0	37	0	0	0.0%
Food distributions - Waited too long	33	0	33	0	0	0.0%
Protection Referral	28	28	0	0	0	0.0%
Latrine - Needs desludging	25	0	25	0	0	0.0%
Shelter Materials - Request additional materials	20	0	20	0	0	0.0%
Trash Disposal - Trash pick-up needed	10	0	10	0	0	0.0%
Request for cluster and room changes - Shelter issue	10	0	10	0	0	0.0%
Food distributions - Weight was less than stated	10	10	0	0	0	0.0%
Trash Disposal - Trash bins requested	9	0	9	0	0	0.0%
Damage to shelter - Shelter damaged over time	8	0	8	0	0	0.0%
Relocation & Repatriation - Relocation to another camp	5	0	5	0	0	0.0%
Bathing Station - Needs cleaning	5	0	5	0	0	0.0%
Water tap & Tubewell - Not enough water	4	0	4	0	0	0.0%
Soap & Hygiene Kit - Not enough	3	3	0	0	0	0.0%
Treatment - Ambulance support	2	2	0	0	0	0.0%
Food distributions - Food issue	2	0	2	0	0	0.0%

Tickets received by gender



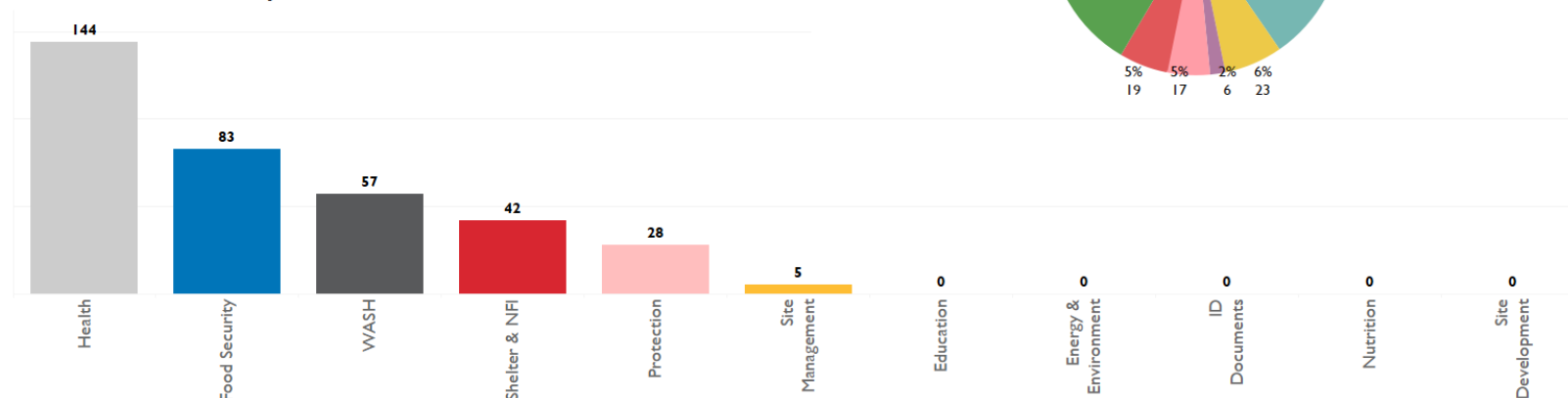
Tickets received by age group



Top unresolved tickets (from replies given)

No unresolved replies

Tickets received by sector





What is the CFP?

Methodology

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

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

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

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



Definitions

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

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

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

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

