

Monthly Camp Report

October 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...



238,576
tickets received across **35** sites



77,370
tickets closed on the spot



161,206
tickets referred by **6** actors



118,195
responses given by relevant actors



56,449 (47.8%)
replies considered resolved by beneficiaries

Monthly Camp Report - Overview

October 2023

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



30,658
tickets
received

Tickets received by gender



6,450
tickets closed
on the spot*



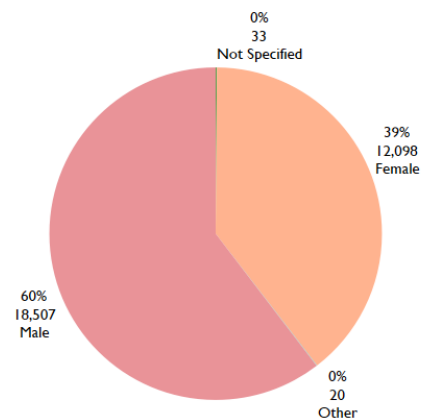
24,208
tickets referred to
relevant actors



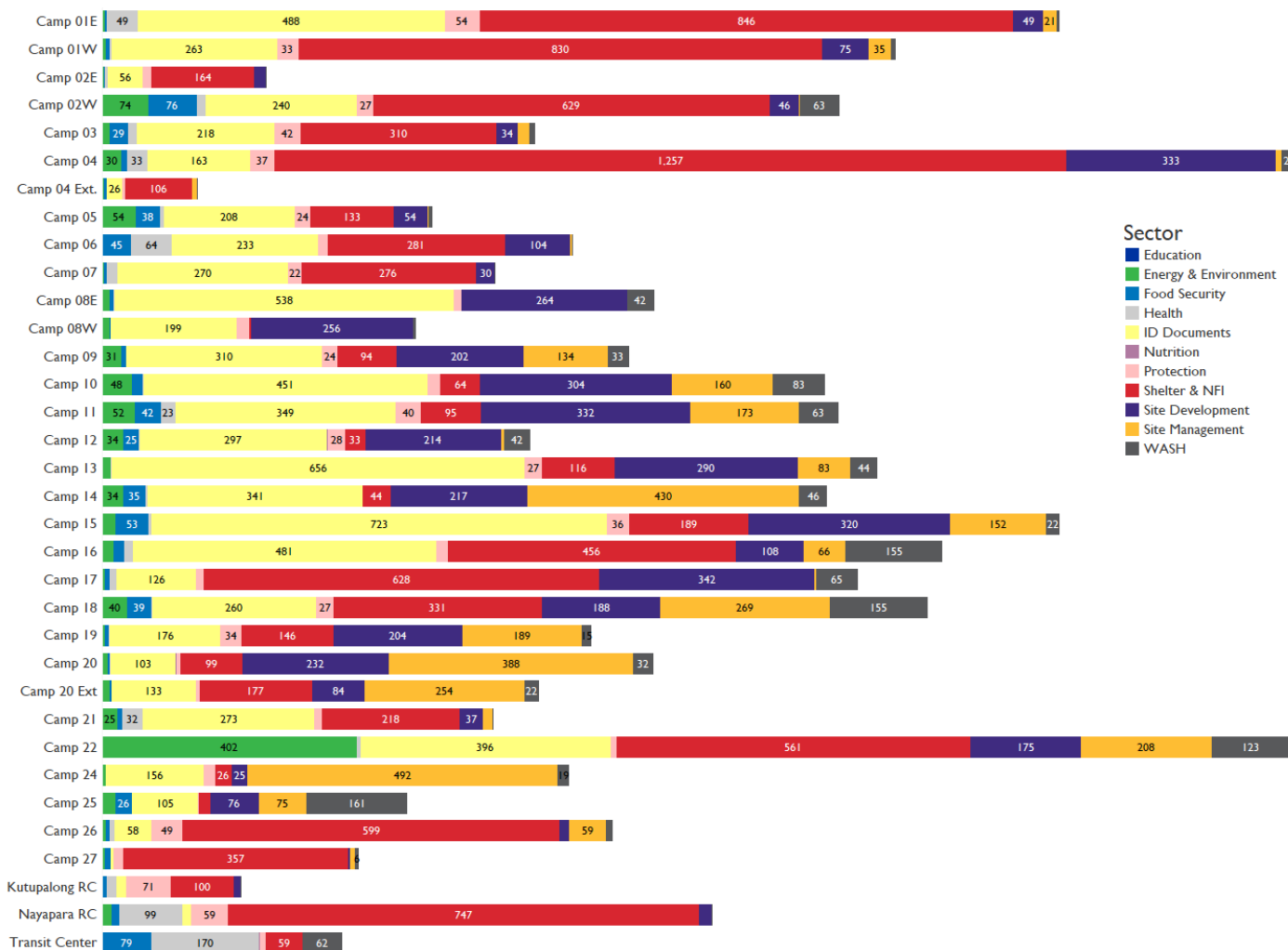
14,026
responses given by
relevant actors



4,529 (32.3%)
replies considered
resolved by
beneficiaries



Tickets received by camp



Sector

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

Top unresolved tickets (from replies given)

Slope Protection (erosion) - Requested	1,398
SMART Card & Family Attestation - Add New Born	987
Slope Protection (erosion) - Damaged, broken, or needs improvement	648
SMART Card & Family Attestation - Lost ID Card	544
Shelter Materials - Missed Distribution	460
SMART Card & Family Attestation - Request for individual SMART card	446
Electricity Supply - Not working	309
Retaining wall - Damaged, broken, or needs improvement	303
SMART Card & Family Attestation - Merge and Split	288
Shelter Materials - Request additional materials	258
Stairs - Requested	210
Pathway - Requested	209
Cash for Work - Has not been enrolled	199
Drainage - Drain Requested	197
Soap & Hygiene Kit - Did not receive	144
SMART Card & Family Attestation - Biographical Error	135
Pathway - Damaged, broken, or needs improvement	132

*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).

Total Received

Monthly Camp Report - Camp 01E

October 2023

3



1,520
tickets
received



82
tickets closed
on the spot



1,438
tickets referred to
relevant actors



262
responses given by
relevant actors

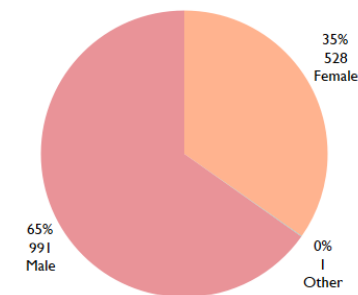


262 (100.0%)
replies considered
resolved by
beneficiaries

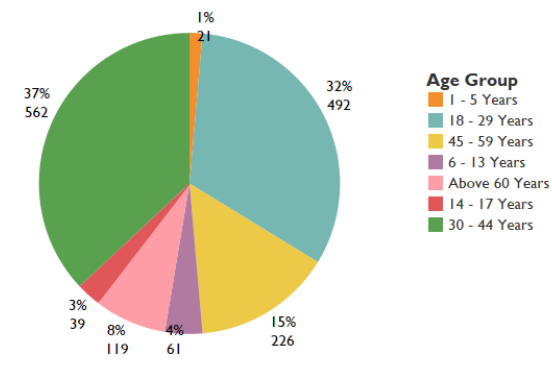
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	711	0	711	0	0	0.0%
Change of Registration information - New Born	202	0	202	9	9	100.0%
Registration documents lost and replacement - Request for new ID card	125	0	125	26	26	100.0%
Shelter Materials - Waited too long at distribution	103	0	103	2	2	100.0%
Registration documents lost and replacement - Lost ID Card	53	0	53	1	1	100.0%
Protection Referral	50	50	0	1	1	100.0%
Change of Registration information - Merge and Split	41	0	41	0	0	0.0%
Treatment - Medical referral	27	27	0	15	15	100.0%
Change of Registration information - Address Change	22	0	22	0	0	0.0%
Retaining wall - Requested	21	0	21	0	0	0.0%
Treatment - Waited too long	19	0	19	28	28	100.0%
Shelter Materials - Request additional materials	13	0	13	0	0	0.0%
Relocation & Repatriation - Relocation from another camp	13	0	13	0	0	0.0%
Change of Registration information - New Registration	13	0	13	1	1	100.0%
Change of Registration information - Death	10	0	10	0	0	0.0%
Change of Registration information - Biographical Error	10	0	10	0	0	0.0%
Shelter Materials - Missed Distribution	9	0	9	0	0	0.0%

Tickets received by gender



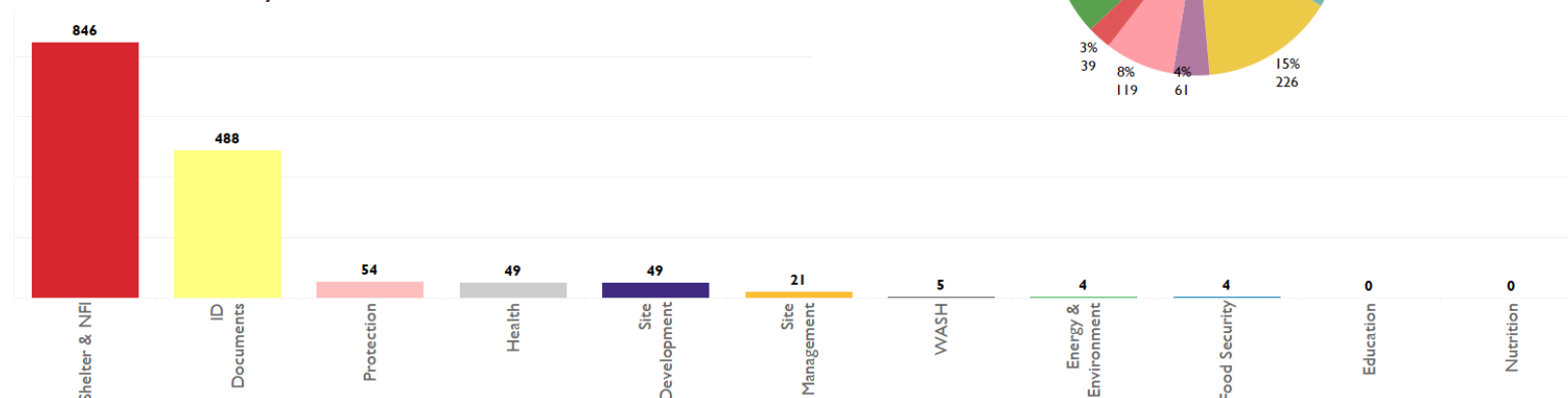
Tickets received by age group



Top unresolved tickets (from replies given)

No unresolved ticket replies

Tickets received by sector



Monthly Camp Report - Camp 01W

October 2023



1,260
tickets
received



33
tickets closed
on the spot



1,227
tickets referred to
relevant actors



11
responses given by
relevant actors

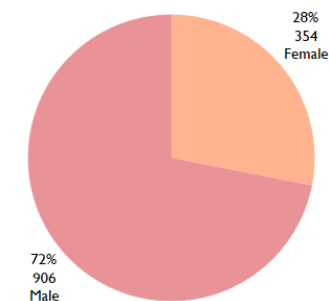


11 (100.0%)
replies considered
resolved by
beneficiaries

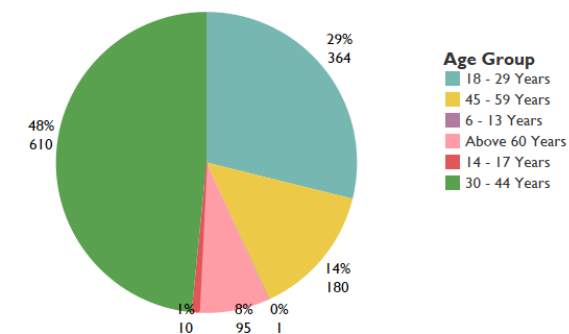
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	786	0	786	0	0	0.0%
Change of Registration information - New Born	191	0	191	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	67	0	67	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	49	0	49	0	0	0.0%
Protection Referral	33	33	0	0	0	0.0%
Shelter Materials - Request additional materials	18	0	18	0	0	0.0%
Relocation & Repatriation - Relocation from another camp	18	0	18	0	0	0.0%
Relocation & Repatriation - Relocation to another camp	9	0	9	0	0	0.0%
Relocation & Repatriation - Relocation within camp	8	0	8	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	7	0	7	3	3	100.0%
Shelter materials needed	6	0	6	0	0	0.0%
Change of Registration information - New Registration	5	0	5	0	0	0.0%
Request for fresh food enlistment - Food	4	0	4	0	0	0.0%
Change of Registration information - Merge and Split	4	0	4	0	0	0.0%
Bathing Station - Requested	4	0	4	0	0	0.0%
Request for additional room - Shelter	3	0	3	0	0	0.0%
Drainage & Cover - Drainage Cover Requested	3	0	3	0	0	0.0%

Tickets received by gender

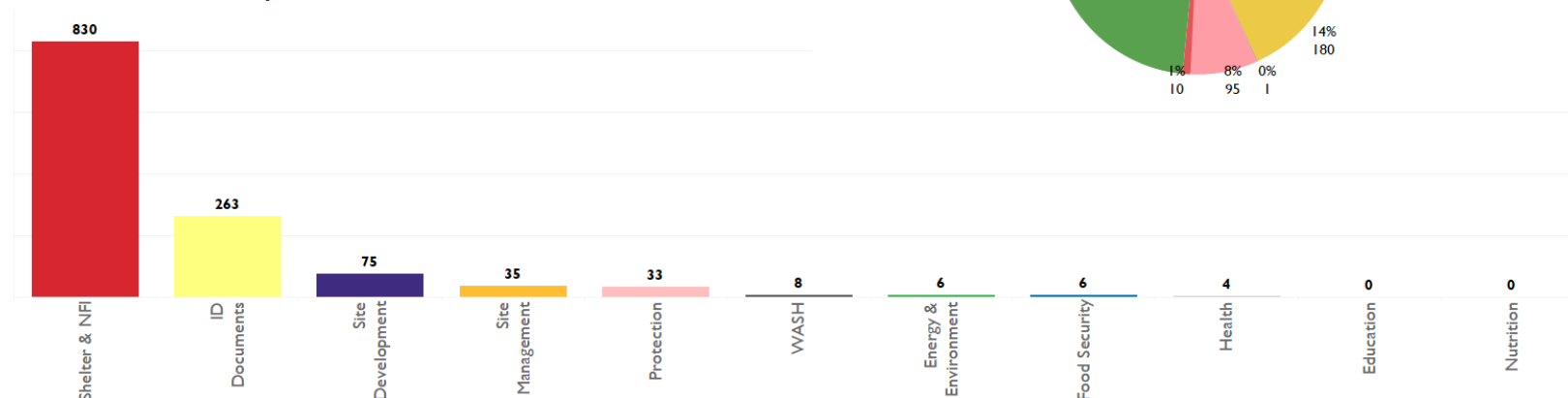


Tickets received by age group



Top unresolved tickets (from replies given)

Tickets received by sector



Monthly Camp Report - Camp 02E

October 2023



262
tickets
received



17
tickets closed
on the spot



245
tickets referred to
relevant actors



6
responses given by
relevant actors

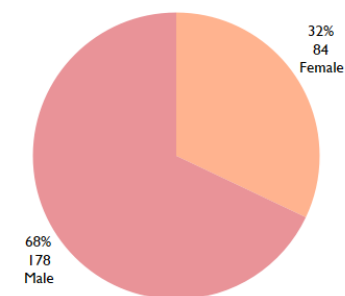


4 (66.7%)
replies considered
resolved by
beneficiaries

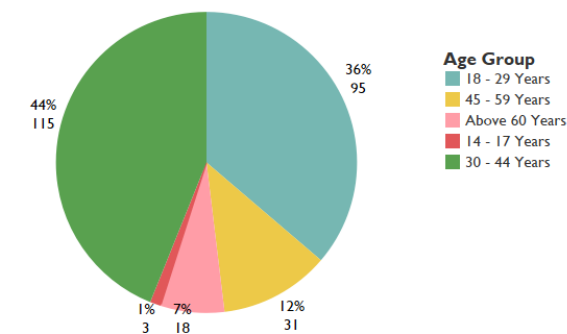
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	161	0	161	0	0	0.0%
Change of Registration information - New Born	23	0	23	4	4	100.0%
Protection Referral	13	13	0	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	12	0	12	0	0	0.0%
Change of Registration information - Address Change	10	0	10	0	0	0.0%
Change of Registration information - Merge and Split	8	0	8	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	5	0	5	0	0	0.0%
Change of Registration information - Active and Inactive Case	5	0	5	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	3	0	3	0	0	0.0%
Treatment - Medical referral	2	2	0	0	0	0.0%
Stairs - Damaged, broken, or needs improvement	2	0	2	0	0	0.0%
Food distributions - Household has not received food	2	0	2	0	0	0.0%
Water tap & Tubewell - Not enough water	1	0	1	0	0	0.0%
Treatment - Health facility treatment/staff's behavior not good quality	1	0	1	0	0	0.0%
Stove lighter required. - Stove lighter required.	1	0	1	0	0	0.0%
Soap & Hygiene Kit - Additional Requested	1	1	0	0	0	0.0%
Retaining wall - Requested	1	0	1	0	0	0.0%

Tickets received by gender



Tickets received by age group

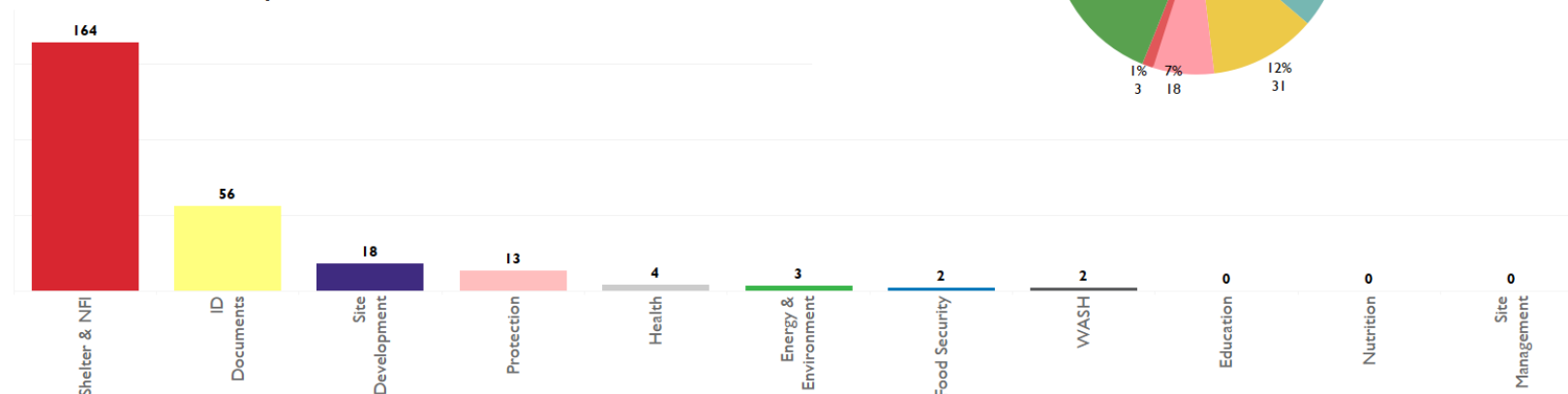


Top unresolved tickets (from replies given)

Ticket Description

Shelter Materials - Waited too long at distribution	1
Change of Registration information - New Registration	1

Tickets received by sector



Monthly Camp Report - Camp 02W

October 2023



1,171
tickets
received



226
tickets closed
on the spot



945
tickets referred to
relevant actors



158
responses given by
relevant actors

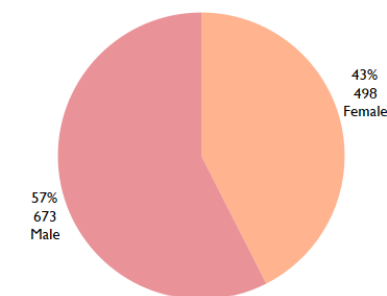


69 (43.7%)
replies considered
resolved by
beneficiaries

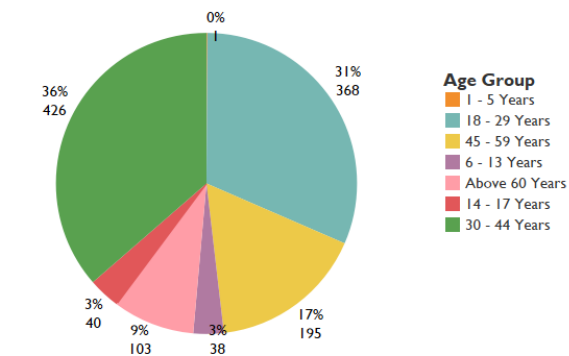
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	289	0	289	0	0	0.0%
Shelter Materials - Request additional materials	127	0	127	1	0	0.0%
Shelter Materials - Waited too long at distribution	110	0	110	18	10	55.6%
Change of Registration information - New Born	109	0	109	43	39	90.7%
LPG Gas - Not enough for family	74	74	0	0	0	0.0%
NFI - Request additional materials	73	0	73	3	2	66.7%
Registration documents lost and replacement - Request for new ID card	72	0	72	42	2	4.8%
Soap & Hygiene Kit - Not enough	63	63	0	0	0	0.0%
Food distributions - Request for more food each month	47	47	0	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	41	0	41	0	0	0.0%
Protection Referral	27	27	0	0	0	0.0%
Change of Registration information - Biographical Error	25	0	25	1	0	0.0%
Change of Registration information - Merge and Split	15	0	15	9	0	0.0%
She doesn't enough to get the food items.	11	0	11	0	0	0.0%
He doesn't enough to get the food items.	11	0	11	0	0	0.0%
Shelter Materials - Received amount is not enough	10	0	10	0	0	0.0%
Treatment - Medical referral	9	9	0	0	0	0.0%

Tickets received by gender



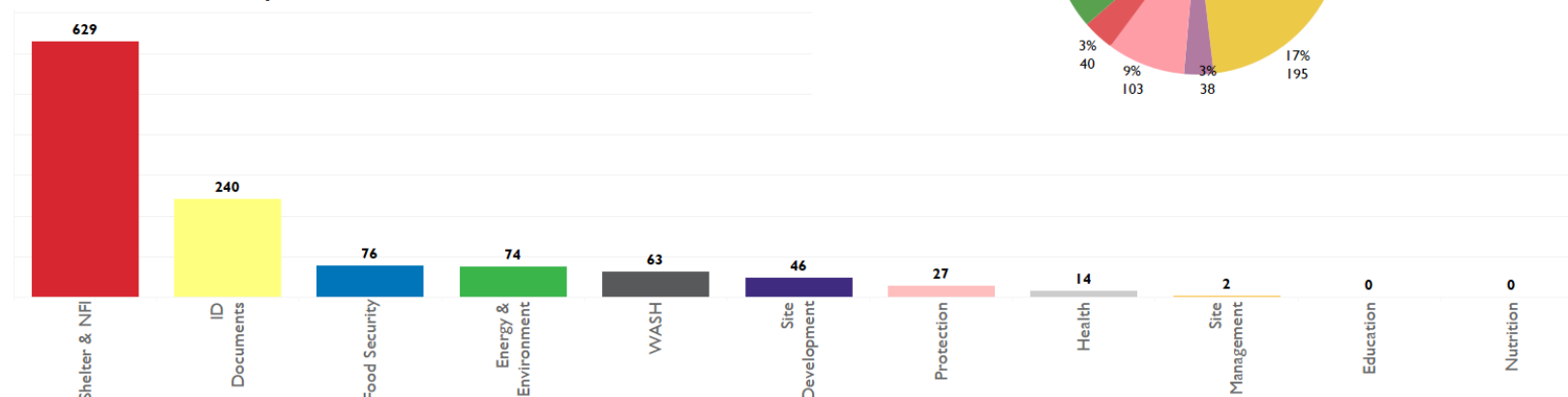
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Registration documents lost and replacement - Request for new ID card	40
Protection	12
Change of Registration information - Merge and Split	9
Shelter Materials - Waited too long at distribution	8
Shelter Materials - Missed Distribution	5
Change of Registration information - New Born	5
Registration documents lost and replacement - Lost ID Card	2
Treatment - Need to rehab support	1
Shelter Materials - Request additional materials	1
Registration documents lost and replacement - Lost ID card and family attest..	1
Older person support need. - He needs bed and wheel chair	1
NFI - Request additional materials	1
Need bed - He need bed support	1
He needs FFC support - FFC support	1
Disability assistance - She wants to wheel chair	1
Change of Registration information - New Registration	1
Change of Registration information - Biographical Error	1

Tickets received by sector



Monthly Camp Report - Camp 03

October 2023



688
tickets
received



110
tickets closed
on the spot



578
tickets referred to
relevant actors



217
responses given by
relevant actors

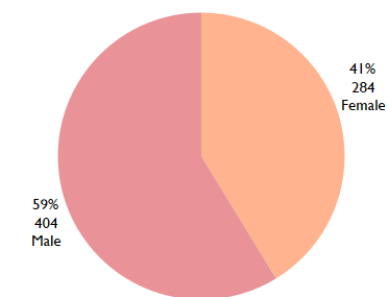


24 (11.1%)
replies considered
resolved by
beneficiaries

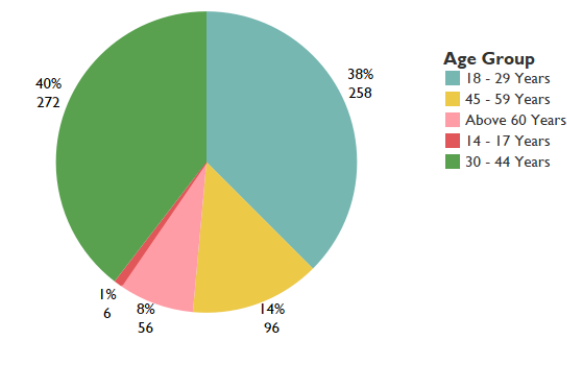
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Request additional materials	172	0	172	136	8	5.9%
Change of Registration information - New Born	67	0	67	0	0	0.0%
Request for information	62	62	0	0	0	0.0%
Damage to shelter - Shelter damaged over time	47	0	47	4	2	50.0%
Damage to shelter - Shelter damaged by weather	46	0	46	0	0	0.0%
Protection Referral	42	42	0	6	4	66.7%
Registration documents lost and replacement - Request for new ID card	31	0	31	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	23	0	23	17	1	5.9%
Shelter materials needed	17	0	17	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	15	0	15	1	0	0.0%
NFI - Request additional materials	12	0	12	6	4	66.7%
Change of Registration information - Merge and Split	12	0	12	0	0	0.0%
Relocation & Repatriation - Relocation to another camp	10	0	10	3	0	0.0%
Request for fresh food enlistm	9	0	9	1	0	0.0%
Retaining wall - Requested	6	0	6	0	0	0.0%
Change of Registration information - New Registration	6	0	6	0	0	0.0%
Shelter Materials - Received damaged materials	5	0	5	4	0	0.0%

Tickets received by gender



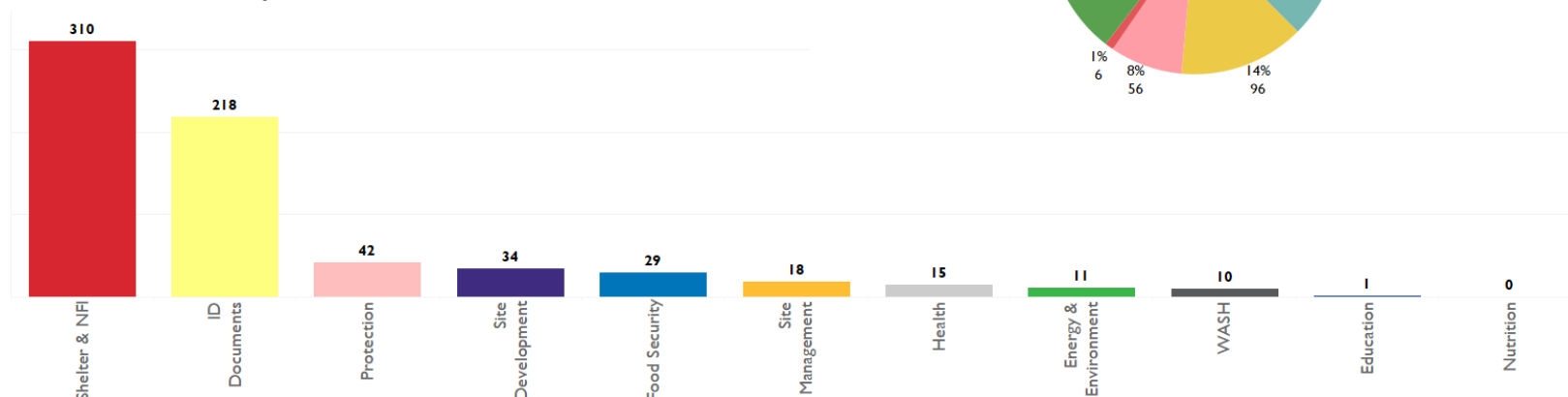
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Shelter Materials - Request additional materials	128
Retaining wall - Damaged, broken, or needs improvement	16
Requested to get fresh food	6
Shelter Materials - Received damaged materials	4
Lamp post - Damaged, broken, or needs improvement	4
Relocation & Repatriation - Relocation to another camp	3
Drainage & Cover - Drainage Cover Requested	3
Protection Referral	2
Pathway - Damaged, broken, or needs improvement	2
NFI - Request additional materials	2
LPG Gas - Lost or stolen cylinder	2
Drainage & Cover - Full of trash	2
Damage to shelter - Shelter damaged over time	2
Bathing Station - Broken or Damaged	2
Water tap & Tubewell - Not enough water	1
Treatment - Health facility treatment/staff's behavior not good quality	1
Request for fresh food enlistm - Not enough with rice and gas	1

Tickets received by sector



Monthly Camp Report - Camp 04

October 2023

8



1,895
tickets
received



108
tickets closed
on the spot



1,787
tickets referred to
relevant actors



753
responses given by
relevant actors

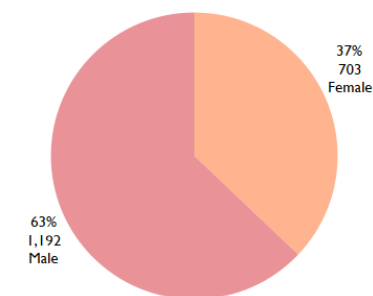


132 (17.5%)
replies considered
resolved by
beneficiaries

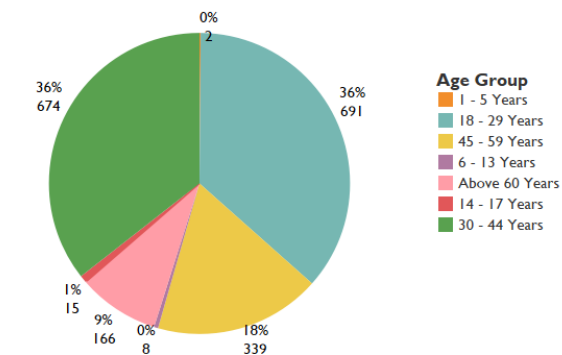
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	499	0	499	10	2	20.0%
Shelter Materials - Request additional materials	406	5	401	138	22	15.9%
NFI - Request additional materials	304	15	289	20	2	10.0%
Retaining wall - Damaged, broken, or needs improvement	300	0	300	273	12	4.4%
Change of Registration information - New Born	45	0	45	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	42	0	42	0	0	0.0%
Protection Referral	35	35	0	9	0	0.0%
Request for information	30	30	0	0	0	0.0%
Treatment - Medicine out of stock	27	0	27	15	13	86.7%
Registration documents lost and replacement - Lost ID Card	17	0	17	0	0	0.0%
LPG Gas - Not enough for family	16	16	0	4	3	75.0%
Damage to shelter - Shelter damaged over time	15	0	15	7	1	14.3%
Change of Registration information - Merge and Split	13	0	13	0	0	0.0%
Water tap & Tubewell - Requested	10	0	10	1	0	0.0%
Her shelter is partially damaged yet, that's why, she needs to shelter repai..	9	0	9	0	0	0.0%
Retaining wall - Requested	7	0	7	8	1	12.5%
Street repair - Street repair	6	0	6	0	0	0.0%

Tickets received by gender



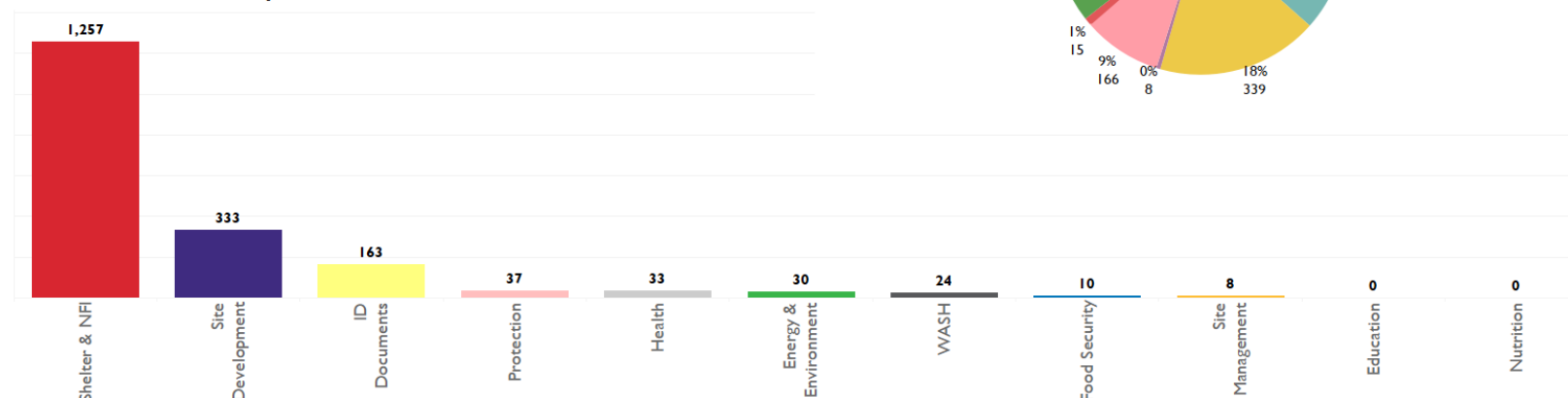
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Retaining wall - Damaged, broken, or needs improvement	261
Shelter Materials - Request additional materials	116
Retaining wall - Damaged, broken, or needs improvement	68
Need some shelter materials to repair her shelter	30
NFI - Request additional materials	18
She needs to retaining wall support	15
Protection Referral	9
Hill or Slope - Erosion & landslide	8
Damage to shelter - Shelter damaged by weather	8
Retaining wall - Requested	7
Damage to shelter - Shelter damaged over time	6
Hill or Slope - Retaining Wall Problem	4
Hill or Slope - He needs to retaining wall	4
Request for - Fresh Foods	3
Protection	3
Latrine - New toilet requested	3
Drainage & Cover - Drain Requested	3

Tickets received by sector



Monthly Camp Report - Camp 04 Ext.

October 2023



151

tickets
received



4

tickets closed
on the spot



147

tickets referred to
relevant actors



0

responses given by
relevant actors



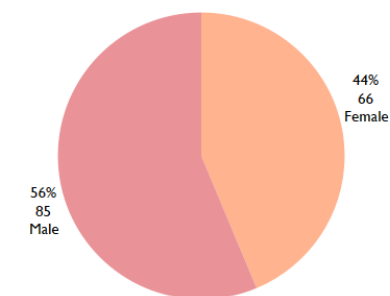
0 (0.0%)

replies considered
resolved by
beneficiaries

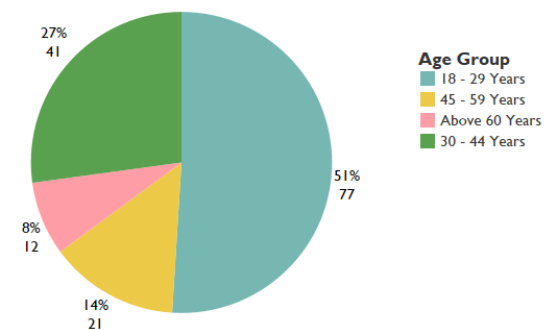
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	49	0	49	0	0	0.0%
Damage to shelter - Shelter damaged over time	38	0	38	0	0	0.0%
Change of Registration information - New Born	14	0	14	0	0	0.0%
Shelter materials needed	12	0	12	0	0	0.0%
Change of Registration information - Merge and Split	8	0	8	0	0	0.0%
Protection Referral	4	4	0	0	0	0.0%
Relocation & Repatriation - Relocation from another camp	3	0	3	0	0	0.0%
Cash for Work - Has not been selected for CFW in long time	3	0	3	0	0	0.0%
Shelter Materials - Request additional materials	2	0	2	0	0	0.0%
Relocation & Repatriation - Relocation to another camp	2	0	2	0	0	0.0%
Food Porters - Requested	2	0	2	0	0	0.0%
Stove lighter - Stove lighter damaged	1	0	1	0	0	0.0%
Shelter Materials - Received damaged materials	1	0	1	0	0	0.0%
Request for additional room - Requested for a shelter.	1	0	1	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	1	0	1	0	0	0.0%
Registration documents lost and replacement - Lost Family Attestation Ca...	1	0	1	0	0	0.0%
Registration documents lost and replacement - Factsheet lost	1	0	1	0	0	0.0%

Tickets received by gender



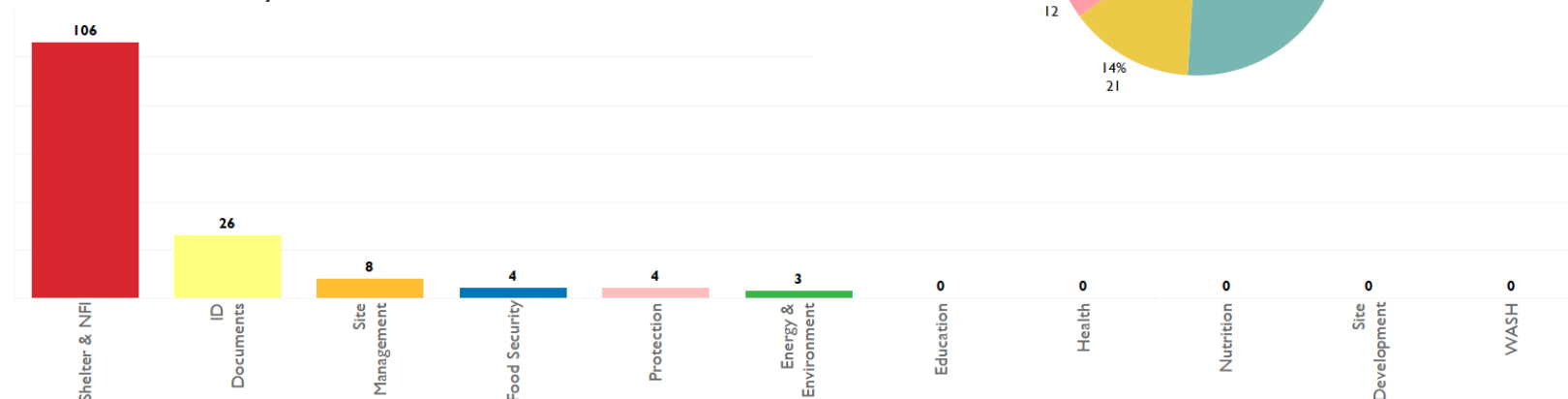
Tickets received by age group



Top unresolved tickets (from replies given)

No unresolved ticket replies

Tickets received by sector



Monthly Camp Report - Camp 05

October 2023



525

tickets
received



119

tickets closed
on the spot



406

tickets referred to
relevant actors



177

responses given by
relevant actors



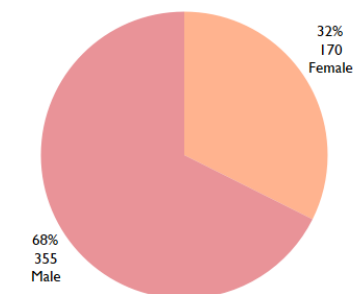
55 (31.1%)

replies considered
resolved by
beneficiaries

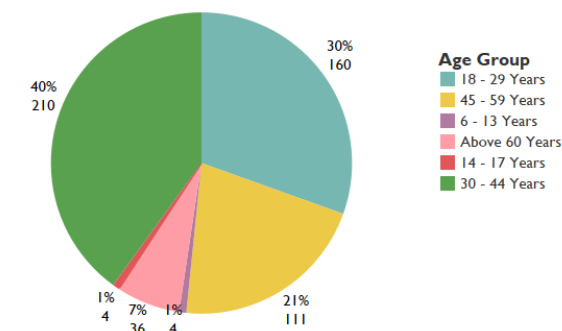
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Request additional materials	75	0	75	18	9	50.0%
LPG Gas - Not enough for family	51	51	0	0	0	0.0%
Damage to shelter - Shelter damaged by weather	50	0	50	1	1	100.0%
Registration documents lost and replacement - Request for new ID card	48	0	48	0	0	0.0%
Request for information	42	42	0	0	0	0.0%
Change of Registration information - Merge and Split	41	0	41	0	0	0.0%
Change of Registration information - New Born	40	0	40	0	0	0.0%
Retaining wall - Requested	29	0	29	6	0	0.0%
Protection Referral	24	24	0	27	1	3.7%
Registration documents lost and replacement - Lost ID Card	22	0	22	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	10	0	10	5	0	0.0%
Pathway - Damaged, broken, or needs improvement	10	0	10	15	3	20.0%
Request for fresh food enlistment	9	0	9	0	0	0.0%
Change of Registration information - Biographical Error	9	0	9	0	0	0.0%
Food Porters - Requested	8	0	8	1	0	0.0%
He doesn't enough to get the food items.	6	0	6	0	0	0.0%
Shelter Porters - Requested	4	0	4	0	0	0.0%

Tickets received by gender



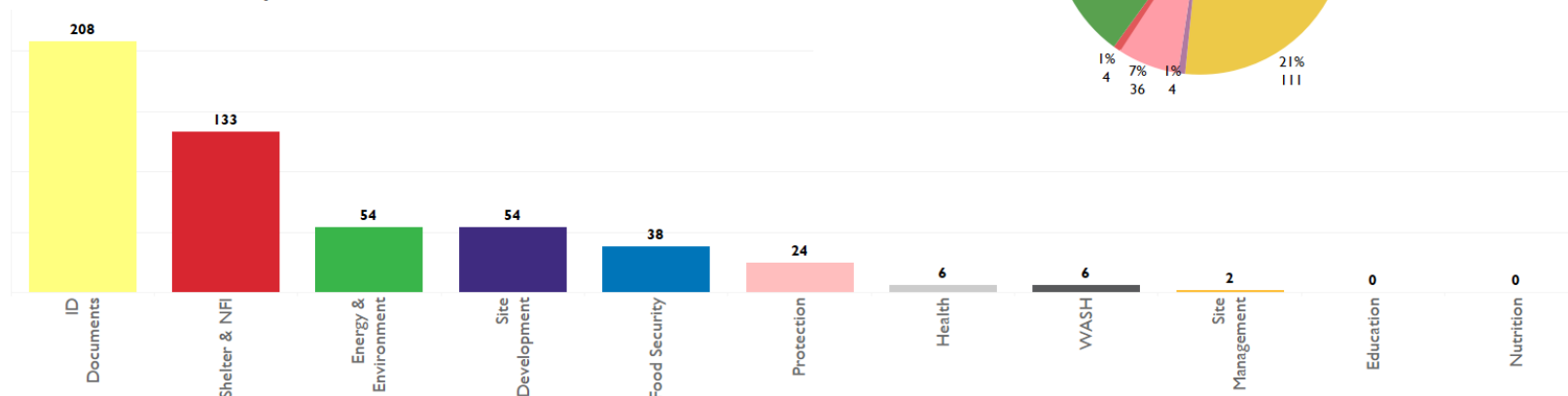
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Protection Referral	26
Not enough ration - Not enough ration	14
Pathway - Damaged, broken, or needs improvement	12
Requested to get fresh food	10
Shelter Materials - Request additional materials	9
Retaining wall - Requested	6
Protection	5
Retaining wall - Damaged, broken, or needs improvement	5
Pathway - Damaged, broken, or needs improvement	3
NFI - Not enough fuel	2
Pathway - Requested	2
NFI - Need bed for mother	1
NFI - Need sleep bed	1
NFI - Need toilet chair	1
NFI - Need Wheelchair	1
Requested to get fresh food items - Requested to get fresh food	1
Shelter Materials - Received damaged materials	1

Tickets received by sector



Monthly Camp Report - Camp 06

October 2023



746

tickets
received



96

tickets closed
on the spot



650

tickets referred to
relevant actors



193

responses given by
relevant actors



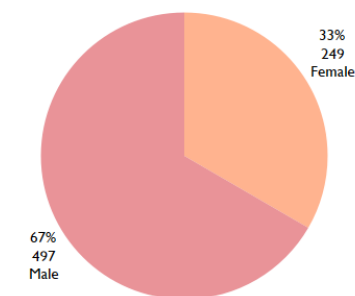
33 (17.1%)

replies considered
resolved by
beneficiaries

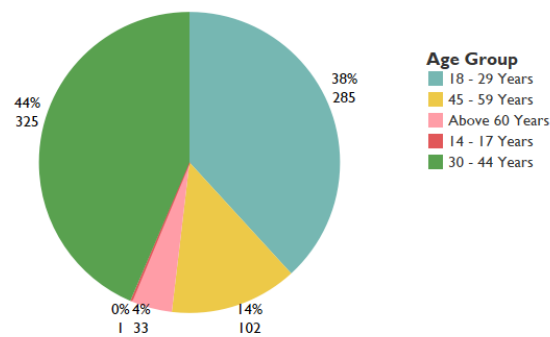
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Change of Registration information - New Born	161	0	161	0	0	0.0%
Shelter Materials - Request for shelter materials	68	0	68	0	0	0.0%
NFI - Request for mosquito net	56	0	56	0	0	0.0%
Shelter Materials - Request additional materials	53	0	53	5	3	60.0%
NFI - Request additional materials	48	0	48	0	0	0.0%
Treatment - Medical referral	46	46	0	1	0	0.0%
Pathway - Damaged, broken, or needs improvement	36	0	36	34	0	0.0%
Food distributions - Request for more food each month	34	34	0	0	0	0.0%
Damage to shelter - Shelter damaged by weather	27	0	27	0	0	0.0%
Change of Registration information - Address Change	22	0	22	0	0	0.0%
Landslide problem	21	0	21	0	0	0.0%
Change of Registration information - Biographical Error	18	0	18	5	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	15	0	15	18	0	0.0%
Protection Referral	14	14	0	3	0	0.0%
Hill or Slope - Erosion & landslide	12	0	12	5	0	0.0%
NFI - Request for Floor Mat	8	0	8	0	0	0.0%
Request for fresh food enlistment	7	0	7	0	0	0.0%

Tickets received by gender



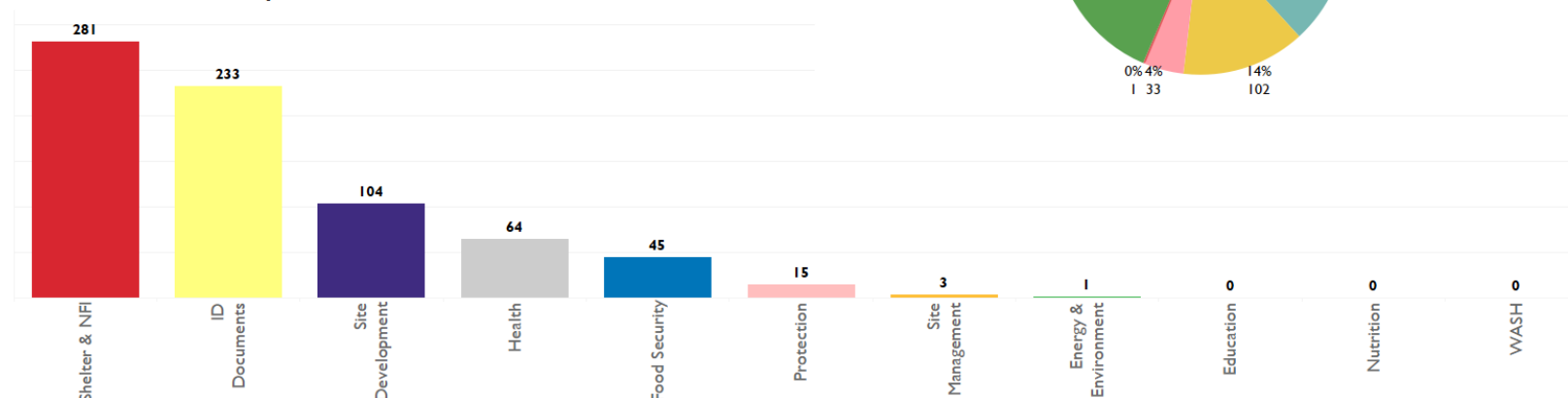
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Pathway - Damaged, broken, or needs improvement	34
Shelter Materials - Request for shelter materials	22
Retaining wall - Damaged, broken, or needs improvement	18
Stairs - Damaged, broken, or needs improvement	10
Pathway - Requested	9
Change of Registration information - New Registration	6
Protection	6
Shelter Materials - Request for shelter materials	6
Change of Registration information - Biographical Error	5
Hill or Slope - Erosion & landslide	5
Landslide risk problem	5
Shelter Materials - Request to get some shelter materials	4
landslide problem -	3
Need some shelter materials to repair her shelter	3
Protection Referral	3
Drainage & Cover - Drainage Cover Requested	2
Registration documents lost and replacement - Lost ID Card	2

Tickets received by sector



Monthly Camp Report - Camp 07

October 2023



623

tickets
received



23

tickets closed
on the spot



600

tickets referred to
relevant actors



0

responses given by
relevant actors



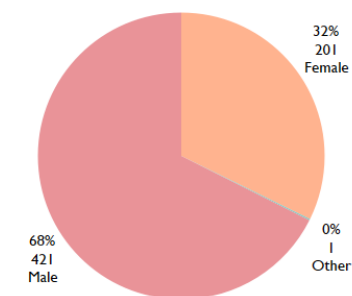
0 (0.0%)

replies considered
resolved by
beneficiaries

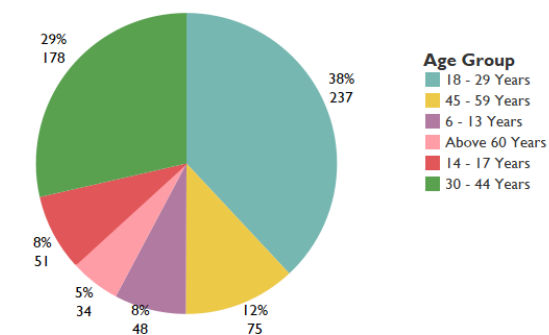
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	247	0	247	0	0	0.0%
Change of Registration information - New Born	133	0	133	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	96	0	96	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	22	0	22	0	0	0.0%
Protection Referral	20	20	0	0	0	0.0%
Shelter Materials - Request additional materials	18	0	18	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	11	0	11	0	0	0.0%
Treatment - Need health support	9	0	9	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	8	0	8	0	0	0.0%
Change of Registration information - Death	7	0	7	0	0	0.0%
Hill or Slope - Erosion & landslide	6	0	6	0	0	0.0%
Change of Registration information - Merge and Split	6	0	6	0	0	0.0%
Shelter Materials - Missed Distribution	4	0	4	0	0	0.0%
Change of Registration information - New Registration	3	0	3	0	0	0.0%
Change of Registration information - Address Change	3	0	3	0	0	0.0%
Shelter Materials - Waited too long at distribution	2	0	2	0	0	0.0%
Shelter Materials - Received damaged materials	2	0	2	0	0	0.0%

Tickets received by gender



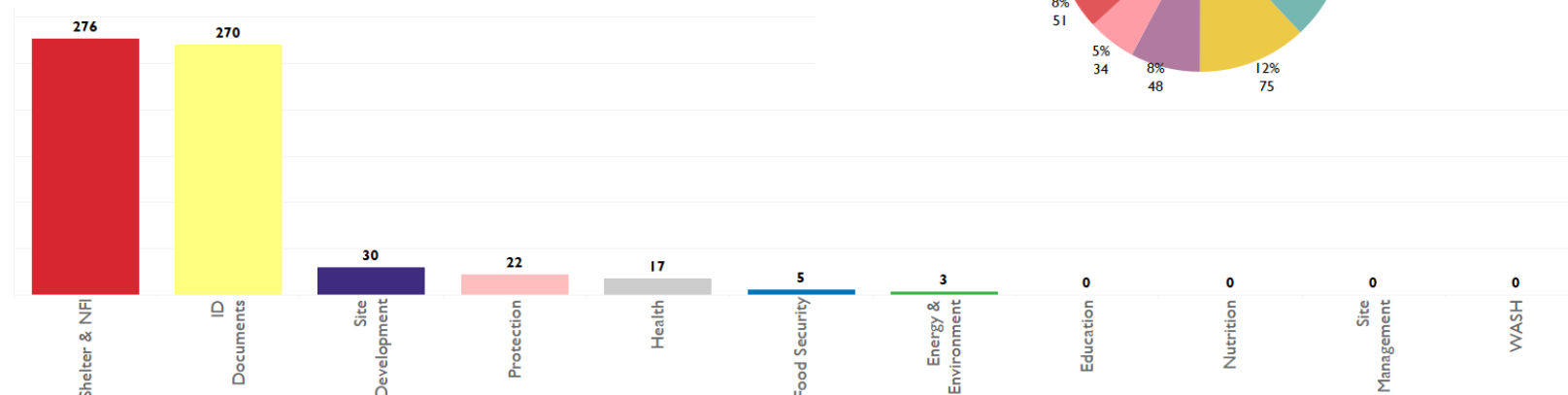
Tickets received by age group



Top unresolved tickets (from replies given)

No unresolved ticket replies

Tickets received by sector



Monthly Camp Report - Camp 08E

October 2023



876

tickets
received



13

tickets closed
on the spot



863

tickets referred to
relevant actors



1,729

responses given by
relevant actors



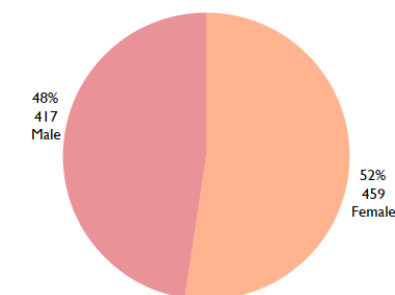
1,082 (62.6%)

replies considered
resolved by
beneficiaries

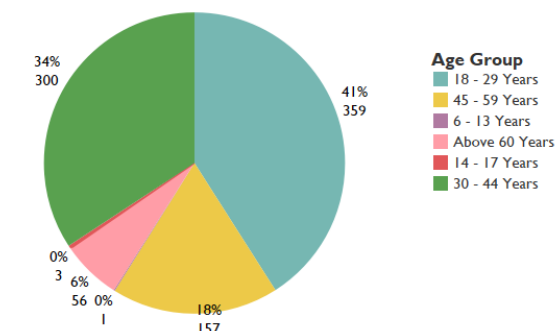
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
SMART Card & Family Attestation - Add New Born	178	0	178	327	291	89.0%
Slope Protection (erosion) - Requested	104	0	104	321	107	33.3%
SMART Card & Family Attestation - Lost ID Card	78	0	78	188	132	70.2%
SMART Card & Family Attestation - Merge and Split	69	0	69	68	54	79.4%
Slope Protection (erosion) - Damaged, broken, or needs improvement	60	0	60	54	31	57.4%
SMART Card & Family Attestation - Add New Member	56	0	56	122	107	87.7%
Change of Registration information - New Born	50	0	50	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	49	0	49	0	0	0.0%
SMART Card & Family Attestation - Biographical Error	33	0	33	65	54	83.1%
Bathing Station - Requested	24	0	24	11	7	63.6%
Stairs - Requested	19	0	19	54	30	55.6%
Drainage - Drain Requested	15	0	15	35	6	17.1%
SMART Card & Family Attestation - Request for individual SMART card	13	0	13	330	164	49.7%
Latrine - New toilet requested	13	0	13	6	0	0.0%
Change of Registration information - New Registration	13	0	13	0	0	0.0%
Protection Referral	12	12	0	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	10	0	10	0	0	0.0%

Tickets received by gender



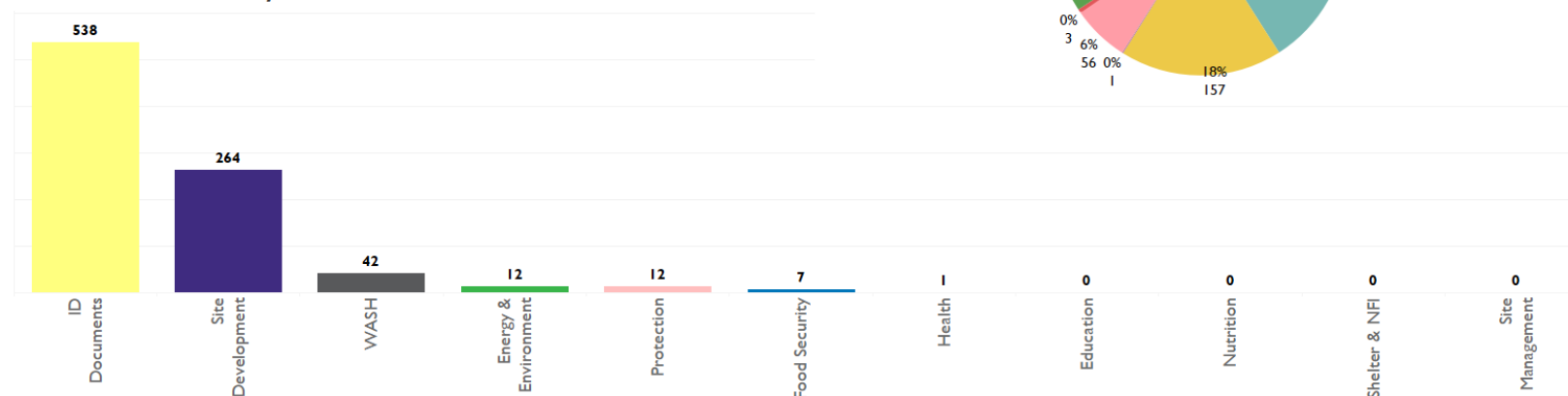
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	214
SMART Card & Family Attestation - Request for individual SMART card	166
SMART Card & Family Attestation - Lost ID Card	56
SMART Card & Family Attestation - Add New Born	36
Drainage - Drain Requested	29
Stairs - Requested	24
Slope Protection (erosion) - Damaged, broken, or needs improvement	23
SMART Card & Family Attestation - Add New Member	15
SMART Card & Family Attestation - Merge and Split	14
Drainage - Requested	13
SMART Card & Family Attestation - Biographical Error	11
Pathway - Requested	11
Latrine - New toilet requested	6
Lamp post or Street light - Requested	6
Stairs - Damaged, broken, or needs improvement	5
Bathing Station - Requested	4
Community Conflict - Tree Cutting	3

Tickets received by sector



Monthly Camp Report - Camp 08W

October 2023



499

tickets
received



20

tickets closed
on the spot



479

tickets referred to
relevant actors



444

responses given by
relevant actors



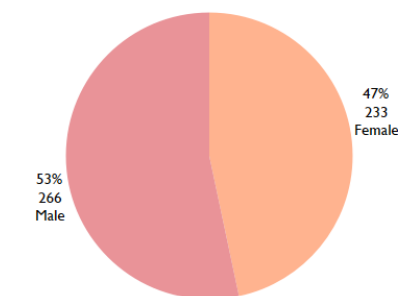
105 (23.6%)

replies considered
resolved by
beneficiaries

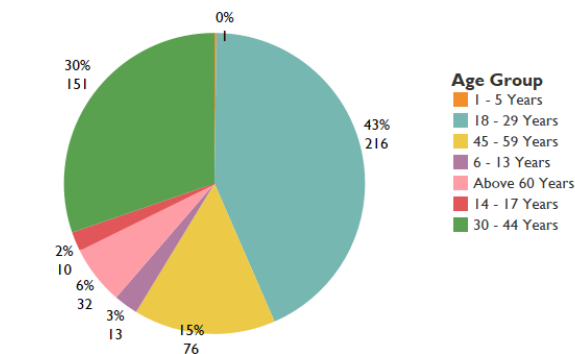
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	114	0	114	146	26	17.8%
SMART Card & Family Attestation - Add New Born	66	0	66	97	22	22.7%
Hill or Slope - Erosion & landslide	49	0	49	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	27	0	27	51	4	7.8%
Stairs - Requested	23	0	23	21	6	28.6%
SMART Card & Family Attestation - Marriage case	22	0	22	19	10	52.6%
Protection Referral	20	20	0	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	19	0	19	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	19	0	19	0	0	0.0%
Change of Registration information - New Born	18	0	18	0	0	0.0%
SMART Card & Family Attestation - Address Change	12	0	12	12	6	50.0%
Pathway - Requested	12	0	12	7	1	14.3%
Drainage - Drain Requested	12	0	12	8	3	37.5%
SMART Card & Family Attestation - Merge and Split	9	0	9	8	2	25.0%
Change of Registration information - Merge and Split	9	0	9	0	0	0.0%
Stairs - Damaged, broken, or needs improvement	7	0	7	11	1	9.1%
Cooking Stove - Did not receive	6	0	6	1	1	100.0%

Tickets received by gender



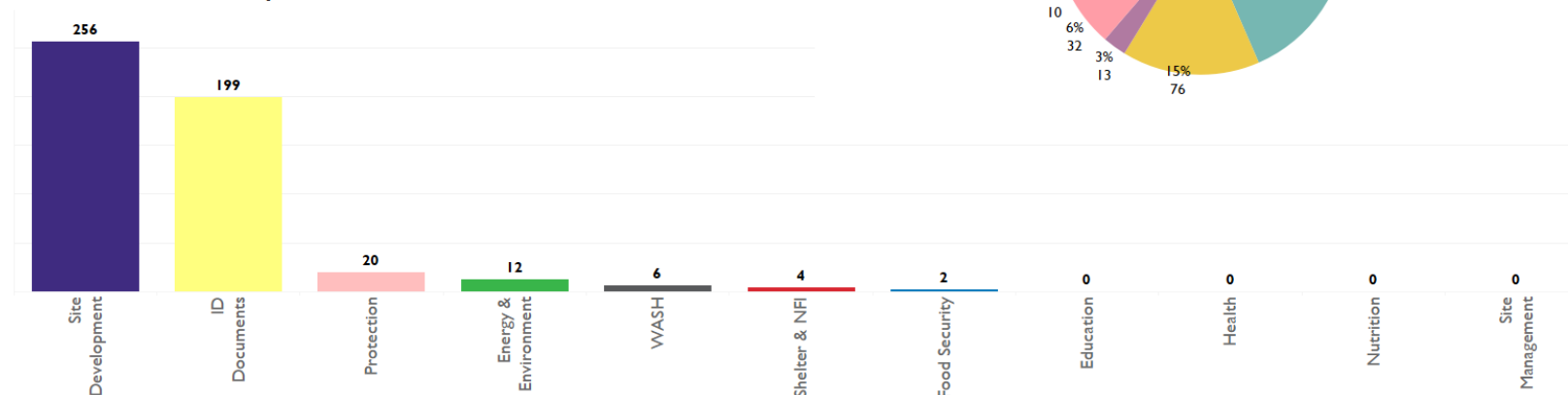
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	120
SMART Card & Family Attestation - Add New Born	75
Slope Protection (erosion) - Damaged, broken, or needs improvement	47
Stairs - Requested	15
SMART Card & Family Attestation - Add New Member	14
Stairs - Damaged, broken, or needs improvement	10
SMART Card & Family Attestation - Marriage case	9
SMART Card & Family Attestation - Merge and Split	6
SMART Card & Family Attestation - Address Change	6
Pathway - Requested	6
Drainage - Drain Requested	5
SMART Card & Family Attestation - Death Case	3
SCOPE Card - Lost	3
Drainage - Damaged, broken, or needs improvement	3
Water tap - Requested	2
SMART Card & Family Attestation - Lost ID Card	2
Latrine - New toilet requested	2

Tickets received by sector



Monthly Camp Report - Camp 09

October 2023



836

tickets
received



258

tickets closed
on the spot



578

tickets referred to
relevant actors



506

responses given by
relevant actors



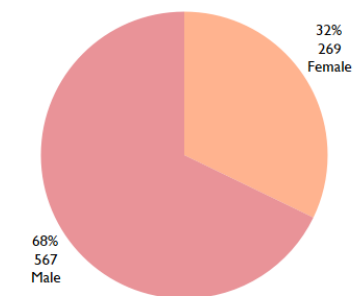
141 (27.9%)

replies considered
resolved by
beneficiaries

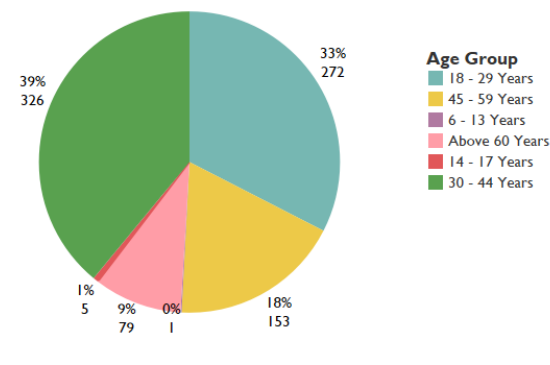
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Has not been selected for CFW in long time	115	115	0	0	0	0.0%
SMART Card & Family Attestation - Lost ID Card	91	0	91	233	14	6.0%
SMART Card & Family Attestation - Add New Born	76	0	76	80	65	81.3%
Slope Protection (erosion) - Damaged, broken, or needs improvement	55	0	55	14	2	14.3%
Slope Protection (erosion) - Requested	53	0	53	33	9	27.3%
Change of Registration information - New Born	43	0	43	0	0	0.0%
Damage to shelter - Shelter damaged over time	41	41	0	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	30	0	30	0	0	0.0%
LPG Gas - Not enough for family	29	29	0	0	0	0.0%
Soap & Hygiene Kit - Did not receive	25	0	25	19	2	10.5%
Protection Referral	24	24	0	0	0	0.0%
Drainage - Drain Requested	19	0	19	15	2	13.3%
Cash for Work - Requested CFW	19	19	0	0	0	0.0%
Shelter Materials - Missed Distribution	18	0	18	4	0	0.0%
Stairs - Requested	17	0	17	1	0	0.0%
SMART Card & Family Attestation - Merge and Split	17	0	17	46	26	56.5%
Shelter Materials - Request additional materials	16	16	0	0	0	0.0%

Tickets received by gender



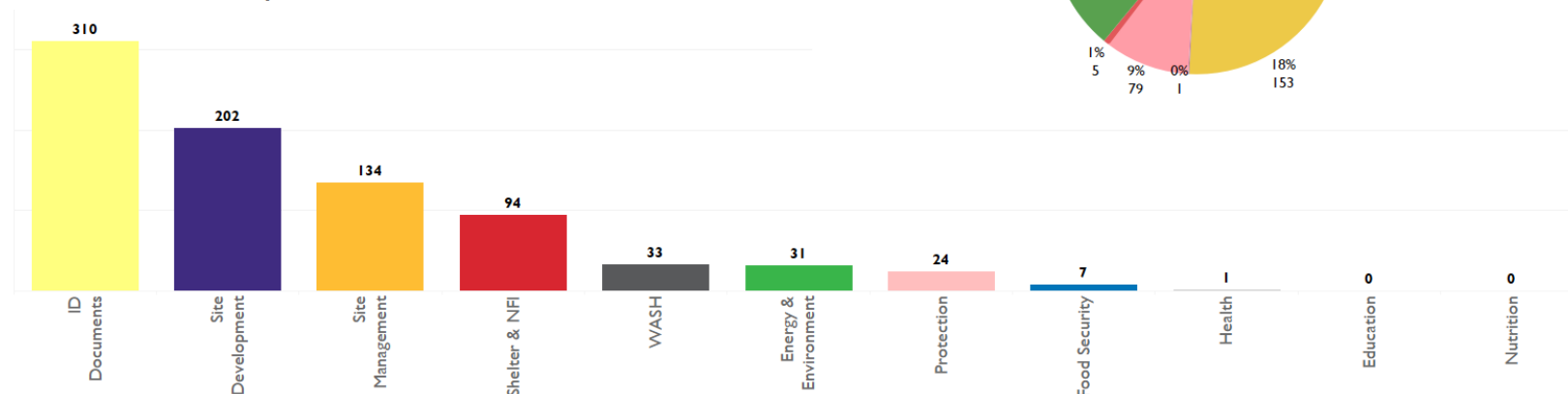
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
SMART Card & Family Attestation - Lost ID Card	219
Slope Protection (erosion) - Requested	24
SMART Card & Family Attestation - Merge and Split	20
Soap & Hygiene Kit - Did not receive	17
SMART Card & Family Attestation - Add New Born	15
Drainage - Drain Requested	13
Slope Protection (erosion) - Damaged, broken, or needs improvement	12
SMART Card & Family Attestation - Address Change	8
SMART Card & Family Attestation - Biographical Error	7
Shelter Materials - Missed Distribution	4
SMART Card & Family Attestation - Lost family attestation card	4
Drainage - Requested	3
Community Conflict - Tree Cutting	2
Drainage - Damaged, broken, or needs improvement	2
Pathway - Requested	2
Bridge - Damaged, broken, or needs improvement	1
Drainage - Blocked or Water logging (needs cleaning)	1

Tickets received by sector



Monthly Camp Report - Camp 10

October 2023



1,147
tickets
received



19
tickets closed
on the spot



1,128
tickets referred to
relevant actors



1,244
responses given by
relevant actors

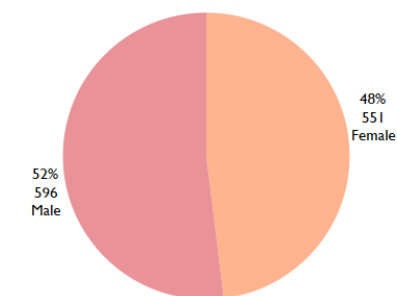


50 (4.0%)
replies considered
resolved by
beneficiaries

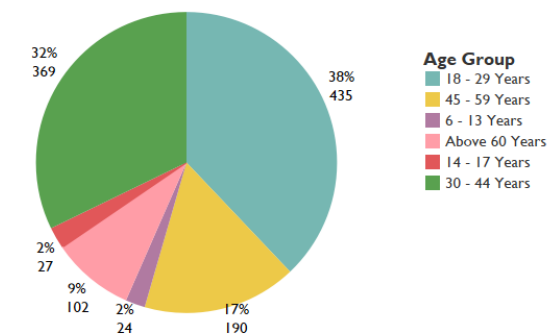
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	183	0	183	289	9	3.1%
Cash for Work - Has not been enrolled	152	0	152	92	7	7.6%
SMART Card & Family Attestation - Add New Born	84	0	84	182	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	76	0	76	66	0	0.0%
Soap & Hygiene Kit - Did not receive	69	0	69	26	0	0.0%
Change of Registration information - New Born	59	0	59	1	1	100.0%
Registration documents lost and replacement - Request for new ID card	42	0	42	0	0	0.0%
Shelter Materials - Missed Distribution	40	0	40	133	10	7.5%
SMART Card & Family Attestation - Lost ID Card	34	0	34	66	0	0.0%
SMART Card & Family Attestation - Merge and Split	28	0	28	60	0	0.0%
Stairs - Requested	26	0	26	30	1	3.3%
Hill or Slope - Erosion & landslide	21	0	21	0	0	0.0%
Protection Referral	19	19	0	0	0	0.0%
SMART Card & Family Attestation - Add New Member	18	0	18	15	0	0.0%
Drainage - Drain Requested	18	0	18	18	0	0.0%
SCOPE Card - No balance on card	17	0	17	21	0	0.0%
LPG Gas - Did not receive refill	16	0	16	10	7	70.0%

Tickets received by gender



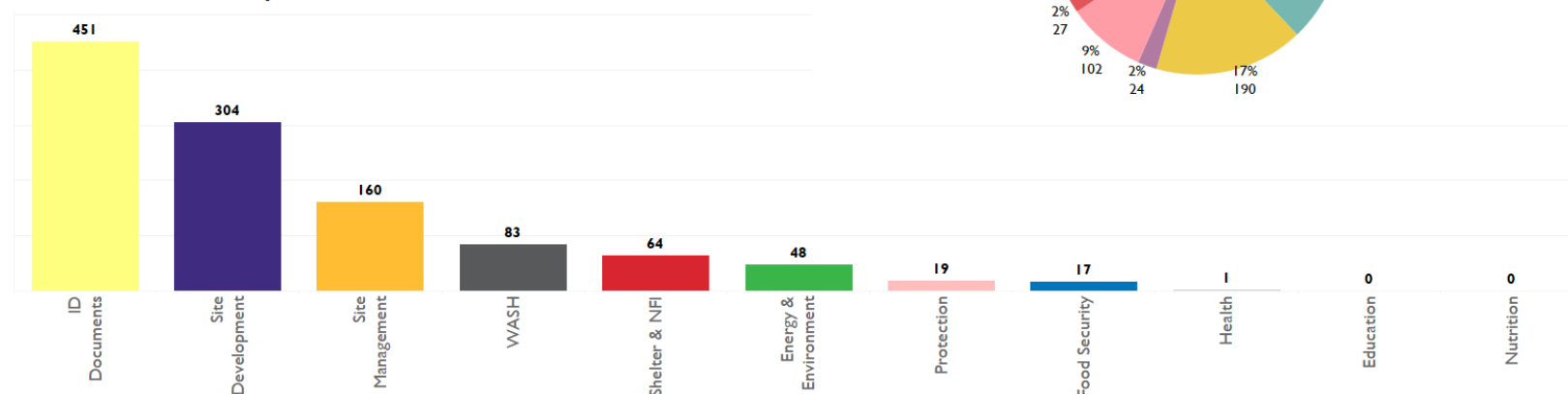
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	280
SMART Card & Family Attestation - Add New Born	182
Shelter Materials - Missed Distribution	123
Cash for Work - Has not been enrolled	85
SMART Card & Family Attestation - Lost ID Card	66
SMART Card & Family Attestation - Request for individual SMART card	66
SMART Card & Family Attestation - Merge and Split	60
Stairs - Requested	29
Soap & Hygiene Kit - Did not receive	26
Slope Protection (erosion) - Damaged, broken, or needs improvement	25
SCOPE Card - No balance on card	21
SMART Card & Family Attestation - Biographical Error	21
Pathway - Requested	20
Drainage - Drain Requested	18
SMART Card & Family Attestation - Address Change	18
SMART Card & Family Attestation - Add New Member	15
Lamp post or Street light - Requested	12

Tickets received by sector



Monthly Camp Report - Camp II

October 2023



1,169
tickets
received



238
tickets closed
on the spot



931
tickets referred to
relevant actors



467
responses given by
relevant actors

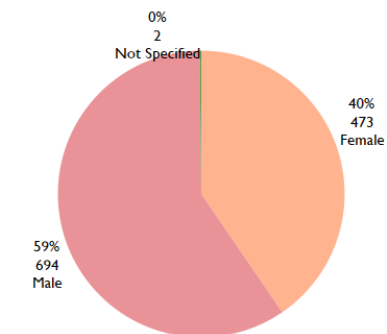


115 (24.6%)
replies considered
resolved by
beneficiaries

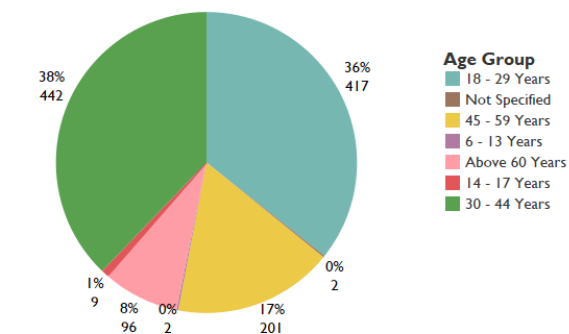
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	178	0	178	97	2	2.1%
Cash for Work - Requested CFW	131	131	0	0	0	0.0%
SMART Card & Family Attestation - Add New Born	104	0	104	89	52	58.4%
Change of Registration information - New Born	93	0	93	0	0	0.0%
Drainage - Drain Requested	45	0	45	21	0	0.0%
Protection Referral	37	37	0	0	0	0.0%
Stairs - Requested	30	0	30	16	1	6.3%
Soap & Hygiene Kit - Did not receive	28	0	28	31	12	38.7%
Damage to shelter - Shelter damaged by weather	26	2	24	0	0	0.0%
Hill or Slope - Erosion & landslide	23	0	23	0	0	0.0%
SMART Card & Family Attestation - Merge and Split	20	0	20	19	9	47.4%
Cash for Work - Payment delayed	20	0	20	2	0	0.0%
Cash for Work - Has not been enrolled	17	0	17	21	0	0.0%
Damage to shelter - Shelter damaged over time	16	13	3	0	0	0.0%
Change of Registration information - Merge and Split	14	0	14	1	0	0.0%
Registration documents lost and replacement - Lost ID Card	12	0	12	0	0	0.0%
LPG Gas - Not enough for family	12	12	0	0	0	0.0%

Tickets received by gender



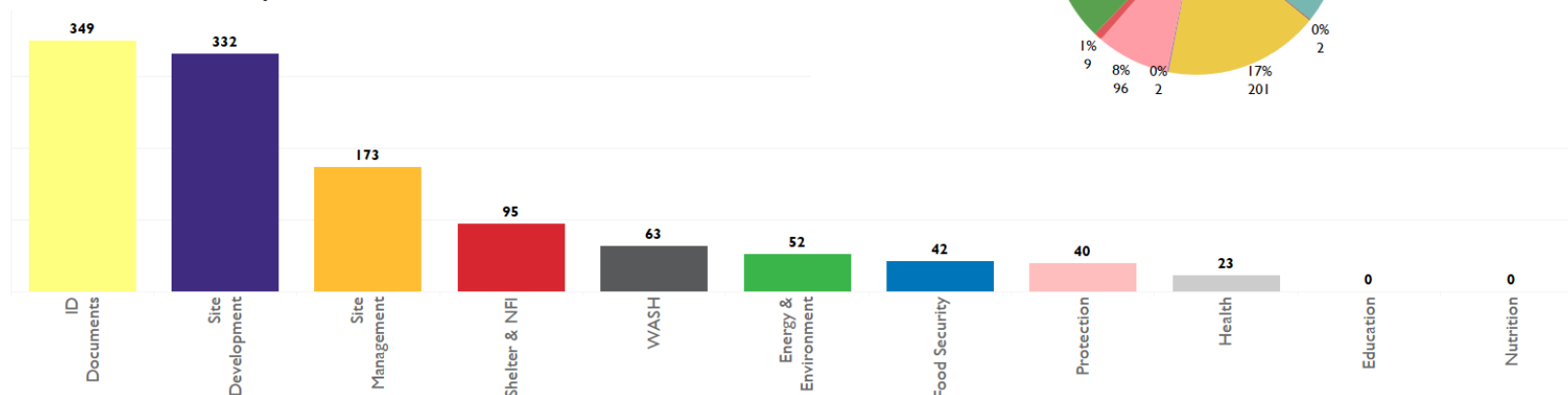
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	95
SMART Card & Family Attestation - Add New Born	37
Drainage - Drain Requested	21
Cash for Work - Has not been enrolled	21
Soap & Hygiene Kit - Did not receive	19
Pathway - Requested	18
Stairs - Requested	15
SMART Card & Family Attestation - Merge and Split	10
SMART Card & Family Attestation - HH requests for vulnerability verification..	10
Slope Protection (erosion) - Damaged, broken, or needs improvement	10
SMART Card & Family Attestation - Lost ID Card	9
LPG Gas - Did not receive refill	7
SMART Card & Family Attestation - Lost Smart card and family attestation	6
Lamp post or Street light - Requested	6
Cash for Work - Has received less payment than days worked	6
SMART Card & Family Attestation - Request for individual SMART card	4
SMART Card & Family Attestation - Lost family attestation card	4

Tickets received by sector



Monthly Camp Report - Camp 12

October 2023



680

tickets
received



39

tickets closed
on the spot



641

tickets referred to
relevant actors



824

responses given by
relevant actors



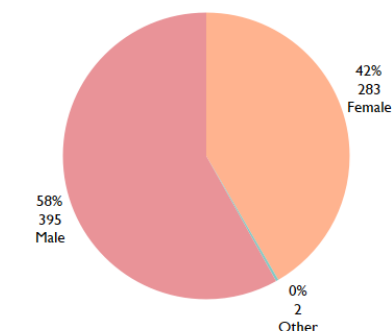
207 (25.1%)

replies considered
resolved by
beneficiaries

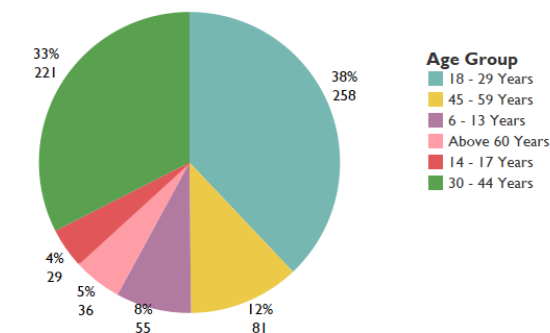
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	128	0	128	211	16	7.6%
Registration documents lost and replacement - Request for new ID card	82	0	82	25	0	0.0%
Change of Registration information - New Born	70	0	70	30	21	70.0%
SMART Card & Family Attestation - Add New Born	36	0	36	67	33	49.3%
Damage to shelter - Shelter damaged by weather	31	0	31	2	2	100.0%
Protection Referral	28	28	0	0	0	0.0%
Hill or Slope - Erosion & landslide	28	0	28	11	2	18.2%
Soap & Hygiene Kit - Did not receive	22	0	22	15	11	73.3%
SMART Card & Family Attestation - Marriage case	20	0	20	16	4	25.0%
Food distributions - Household has not received food	16	0	16	7	7	100.0%
SMART Card & Family Attestation - Merge and Split	15	0	15	8	3	37.5%
SMART Card & Family Attestation - Lost ID Card	15	0	15	26	7	26.9%
Registration documents lost and replacement - Lost ID Card	12	0	12	4	0	0.0%
Stairs - Requested	11	0	11	32	1	3.1%
Pathway - Requested	11	0	11	29	0	0.0%
LPG Gas - Did not receive refill	11	0	11	3	3	100.0%
SCOPE Card - No balance on card	10	0	10	8	4	50.0%

Tickets received by gender



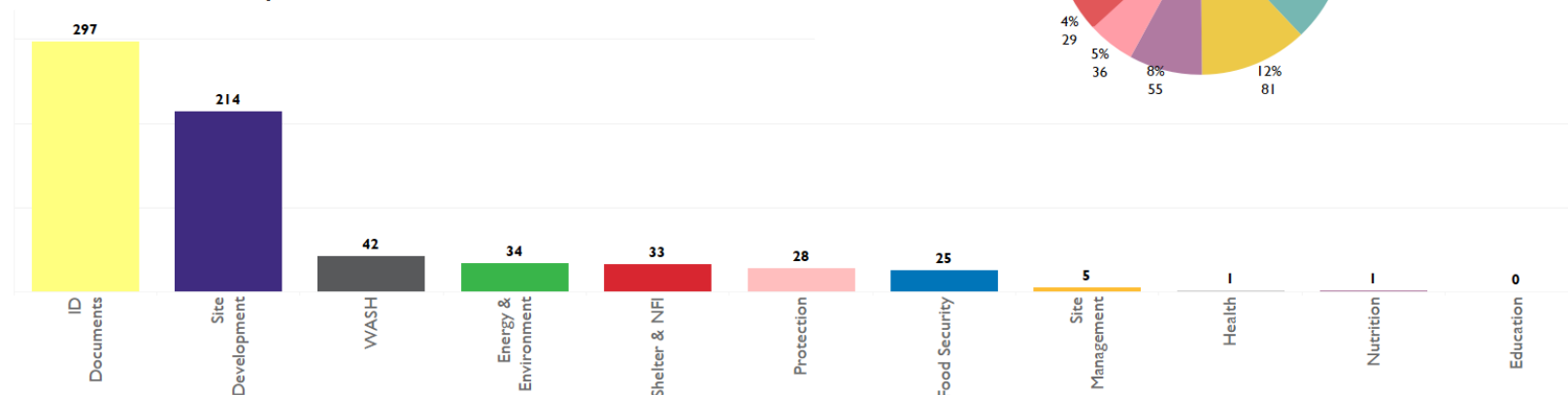
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	195
SMART Card & Family Attestation - Request for Smart card	38
SMART Card & Family Attestation - Add New Born	34
Stairs - Requested	31
Pathway - Requested	29
Registration documents lost and replacement - Request for new ID card	25
SMART Card & Family Attestation - Lost ID Card	19
SMART Card & Family Attestation - Biographical Error	19
Drainage - Drain Requested	18
SMART Card & Family Attestation - Request for individual SMART card	17
Hill or Slope Erosion & landslide	16
SMART Card & Family Attestation - Marriage case	12
SMART Card & Family Attestation - Request to split/merge household memb..	11
Protection	10
SMART Card & Family Attestation - Request to add/remove household mem..	9
Shelter Materials - Missed Distribution	9
Hill or Slope - Erosion & landslide	9

Tickets received by sector



Monthly Camp Report - Camp 13

October 2023



1,231
tickets
received



53
tickets closed
on the spot



1,178
tickets referred to
relevant actors



1,591
responses given by
relevant actors

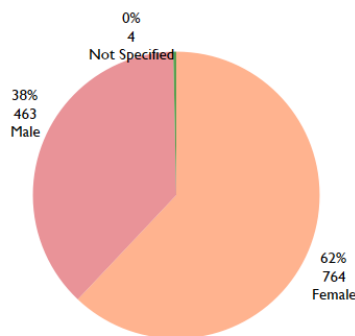


386 (24.3%)
replies considered
resolved by
beneficiaries

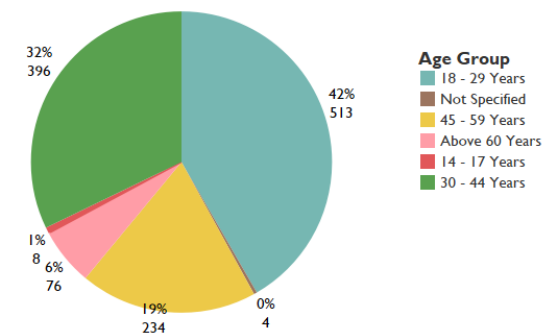
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
SMART Card & Family Attestation - Add New Born	337	0	337	344	130	37.8%
Slope Protection (erosion) - Damaged, broken, or needs improvement	138	0	138	238	50	21.0%
Slope Protection (erosion) - Requested	121	0	121	165	1	0.6%
Shelter Materials - Missed Distribution	81	0	81	214	52	24.3%
SMART Card & Family Attestation - Merge and Split	76	0	76	111	39	35.1%
SMART Card & Family Attestation - Request for individual SMART card	71	0	71	62	1	1.6%
Cash for Work - Has not been enrolled	63	0	63	99	16	16.2%
SMART Card & Family Attestation - Lost ID Card	50	0	50	50	10	20.0%
SMART Card & Family Attestation - Biographical Error	41	0	41	36	4	11.1%
Shelter Number - Requested	32	0	32	42	0	0.0%
Soap & Hygiene Kit - Did not receive	24	0	24	20	13	65.0%
SCOPE Card - Has not received new SCOPE Card	24	0	24	5	0	0.0%
Protection Referral	23	23	0	0	0	0.0%
SMART Card & Family Attestation - Address Change	19	0	19	25	8	32.0%
Cash for Work - Has not been selected for CFW in long time	17	17	0	0	0	0.0%

Tickets received by gender



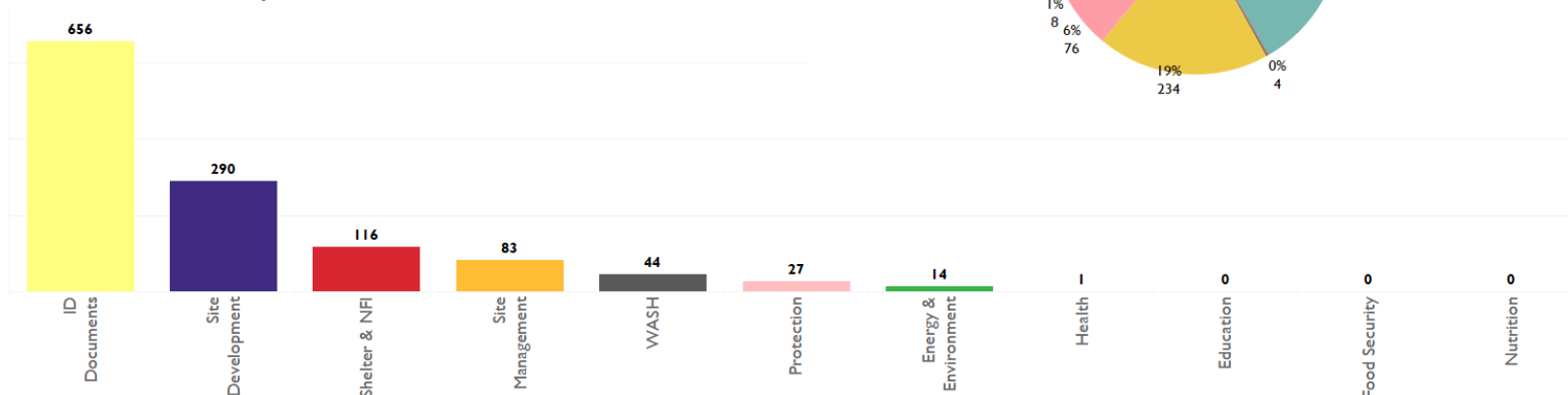
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
SMART Card & Family Attestation - Add New Born	214
Slope Protection (erosion) - Damaged, broken, or needs improvement	188
Slope Protection (erosion) - Requested	164
Shelter Materials - Missed Distribution	162
Cash for Work - Has not been enrolled	83
SMART Card & Family Attestation - Merge and Split	72
SMART Card & Family Attestation - Request for individual SMART card	61
Shelter Number - Requested	42
SMART Card & Family Attestation - Lost ID Card	40
SMART Card & Family Attestation - Biographical Error	32
SMART Card & Family Attestation - Address Change	17
Pathway - Requested	13
Drainage - Drain Requested	11
SMART Card & Family Attestation - HH requests for vulnerability verification...	10
Stairs - Requested	10
Pathway - Damaged, broken, or needs improvement	8
SMART Card & Family Attestation - Death Case	7

Tickets received by sector



Monthly Camp Report - Camp 14

October 2023



1,151
tickets
received



512
tickets closed
on the spot



639
tickets referred to
relevant actors



558
responses given by
relevant actors

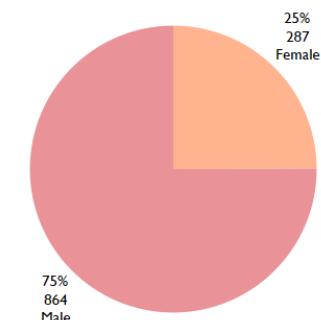


86 (15.4%)
replies considered
resolved by
beneficiaries

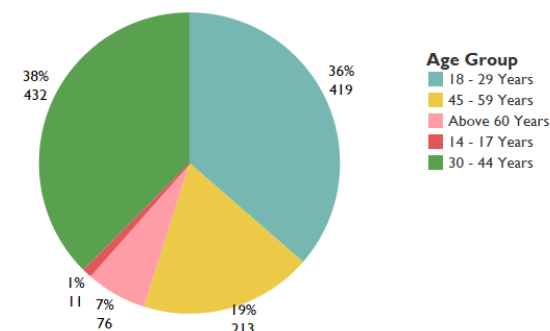
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Has not been selected for CFW in long time	312	312	0	0	0	0.0%
SMART Card & Family Attestation - Add New Born	184	0	184	102	49	48.0%
Cash for Work - Requested CFW	91	91	0	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	70	0	70	81	2	2.5%
Slope Protection (erosion) - Requested	60	0	60	64	0	0.0%
SMART Card & Family Attestation - Lost ID Card	40	0	40	30	2	6.7%
SMART Card & Family Attestation - Request for individual SMART card	29	0	29	26	1	3.8%
NFI - Request additional materials	28	28	0	0	0	0.0%
SMART Card & Family Attestation - Merge and Split	23	0	23	15	1	6.7%
Food distributions - Request for more food each month	23	23	0	0	0	0.0%
Stairs - Damaged, broken, or needs improvement	19	0	19	17	0	0.0%
SMART Card & Family Attestation - Marriage case	19	0	19	10	2	20.0%
Cash for Work - Has not been enrolled	17	0	17	4	4	100.0%
Drainage - Drain Requested	14	0	14	17	0	0.0%
Soap & Hygiene Kit - Not enough	12	12	0	0	0	0.0%
SMART Card & Family Attestation - Biographical Error	12	0	12	16	1	6.3%
Pathway - Damaged, broken, or needs improvement	12	0	12	24	0	0.0%

Tickets received by gender



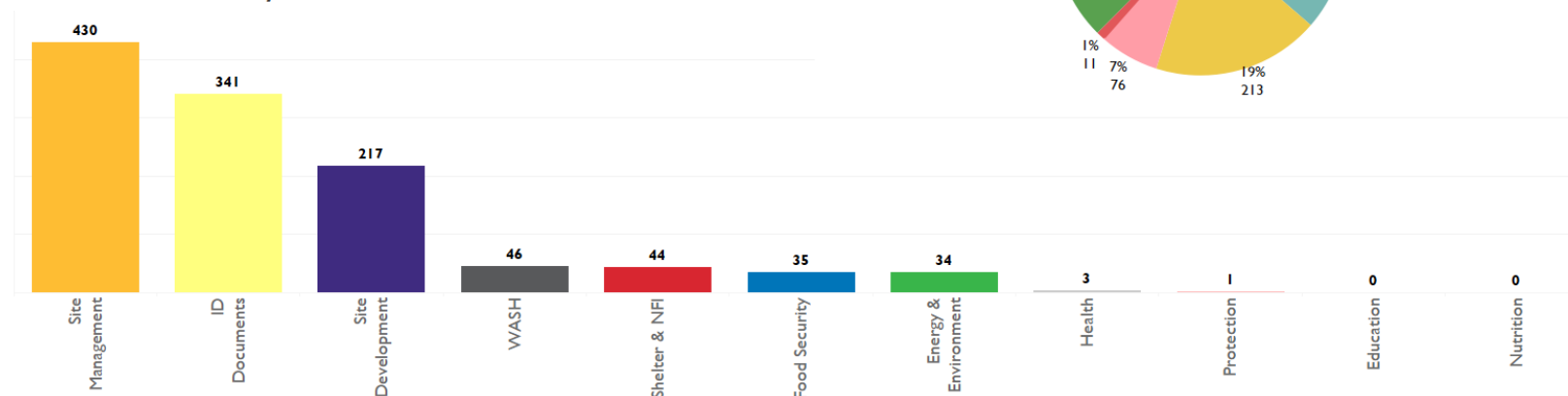
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Damaged, broken, or needs improvement	79
Slope Protection (erosion) - Requested	64
SMART Card & Family Attestation - Add New Born	53
SMART Card & Family Attestation - Lost ID Card	28
SMART Card & Family Attestation - Request for individual SMART card	25
Pathway - Damaged, broken, or needs improvement	24
Drainage - Drain Requested	17
Stairs - Damaged, broken, or needs improvement	17
SMART Card & Family Attestation - Biographical Error	15
Lamp post or Street light - Requested	14
SMART Card & Family Attestation - Merge and Split	14
Latrine - New toilet requested	11
Pathway - Requested	11
Stairs - Requested	9
Road (for vehicles, cars, trucks) - Damaged, broken, or needs improvement	8
SMART Card & Family Attestation - Marriage case	8
Bathing Station - Requested	7

Tickets received by sector



Monthly Camp Report - Camp 15

October 2023



1,520
tickets
received



262
tickets closed
on the spot



1,258
tickets referred to
relevant actors



669
responses given by
relevant actors

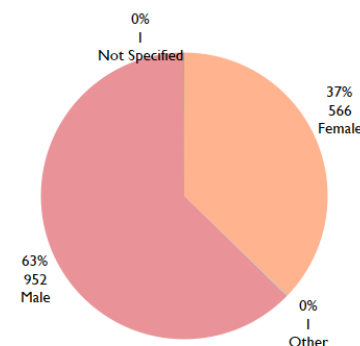


218 (32.6%)
replies considered
resolved by
beneficiaries

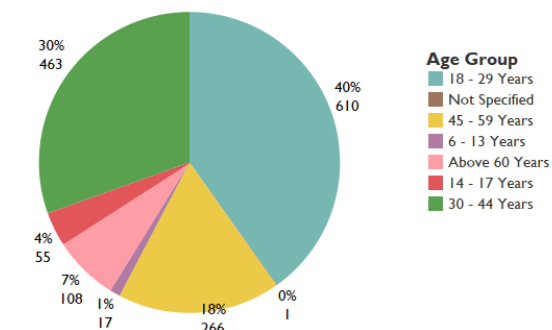
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
SMART Card & Family Attestation - Add New Born	205	0	205	218	142	65.1%
Change of Registration information - New Born	158	0	158	0	0	0.0%
Slope Protection (erosion) - Requested	118	0	118	70	3	4.3%
Slope Protection (erosion) - Damaged, broken, or needs improvement	101	0	101	45	4	8.9%
NFI - Request additional materials	88	12	76	0	0	0.0%
Change of Registration information - Merge and Split	72	0	72	0	0	0.0%
Cash for Work - Requested CFW	56	56	0	0	0	0.0%
Cash for Work - Requested	49	49	0	0	0	0.0%
Cash for Work - Has not been selected for CFW in long time	44	44	0	0	0	0.0%
SMART Card & Family Attestation - Lost ID Card	39	0	39	35	2	5.7%
NFI - Received damaged materials	38	34	4	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	35	0	35	0	0	0.0%
Protection Referral	35	35	0	0	0	0.0%
SMART Card & Family Attestation - Marriage case	33	0	33	18	7	38.9%
SMART Card & Family Attestation - Merge and Split	28	0	28	37	21	56.8%
Hill or Slope - Erosion & landslide	28	0	28	26	4	15.4%
Shelter Number - Requested	26	0	26	25	0	0.0%

Tickets received by gender



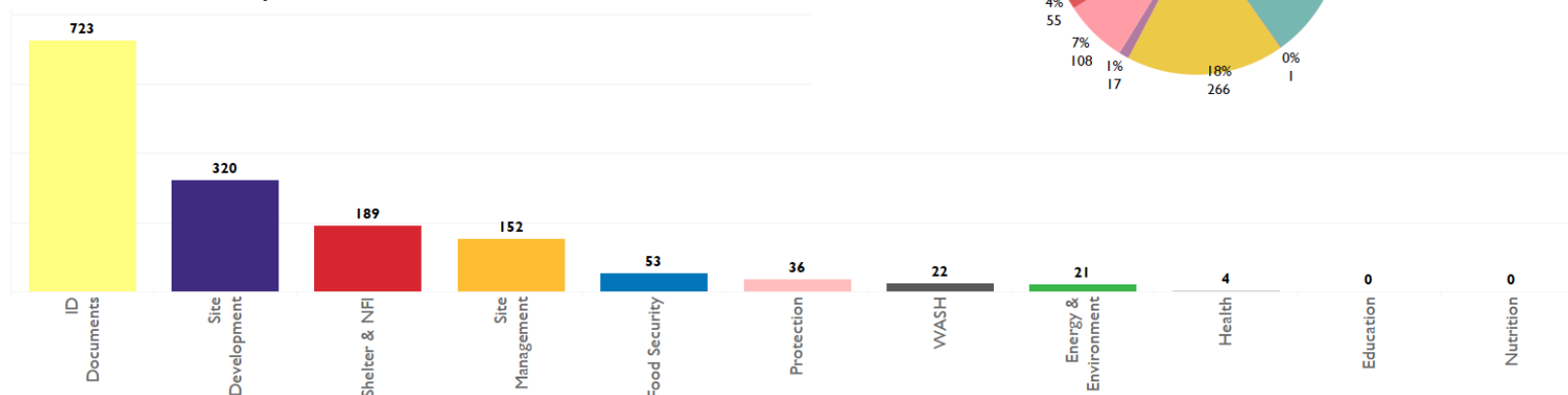
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
SMART Card & Family Attestation - Add New Born	76
Slope Protection (erosion) - Requested	67
Slope Protection (erosion) - Damaged, broken, or needs improvement	41
SMART Card & Family Attestation - Lost ID Card	33
Requested to get fresh food	26
Shelter Number - Requested	25
Hill or Slope - Erosion & landslide	22
SMART Card & Family Attestation - Merge and Split	16
SMART Card & Family Attestation - Marriage case	11
Fresh Food - Fresh Food	11
SMART Card & Family Attestation - Address Change	10
Shelter Materials - Missed Distribution	10
Pathway - Requested	10
LPG Porters - Requested	9
Drainage - Drain Requested	7
SMART Card & Family Attestation - Biographical Error	6
Pathway - Damaged, broken, or needs improvement	5

Tickets received by sector



Monthly Camp Report - Camp 16

October 2023



1,334
tickets
received



172
tickets closed
on the spot



1,162
tickets referred to
relevant actors



772
responses given by
relevant actors

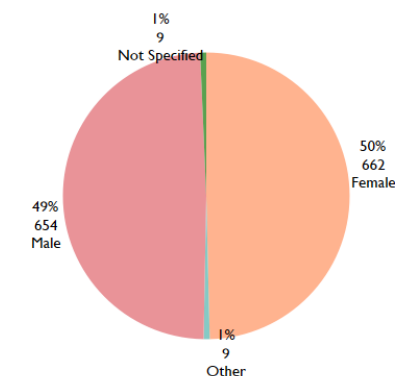


257 (33.3%)
replies considered
resolved by
beneficiaries

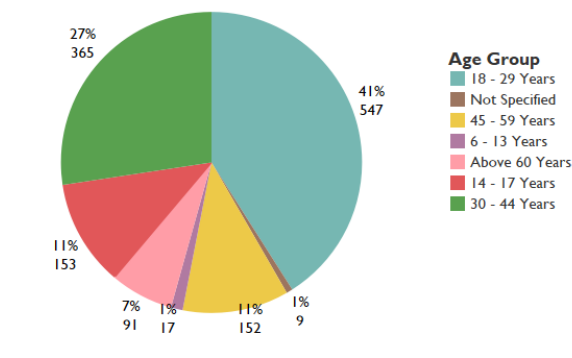
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	349	35	314	5	4	80.0%
SMART Card & Family Attestation - Add New Born	247	0	247	191	85	44.5%
Shelter Number - Requested	70	0	70	10	2	20.0%
SMART Card & Family Attestation - Merge and Split	62	0	62	43	17	39.5%
Soap & Hygiene Kit - Did not receive	57	0	57	54	27	50.0%
SMART Card & Family Attestation - Lost ID Card	50	0	50	32	2	6.3%
Cash for Work - Has not been selected for CWV in long time	47	47	0	0	0	0.0%
Soap & Hygiene Kit - Not enough	37	37	0	0	0	0.0%
SMART Card & Family Attestation - Biographical Error	35	0	35	8	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	34	0	34	55	0	0.0%
Slope Protection (erosion) - Requested	31	0	31	52	1	1.9%
SMART Card & Family Attestation - Request for individual SMART card	23	0	23	23	0	0.0%
Drainage & Cover - Blocked or Water logging	15	0	15	5	2	40.0%
Latrine - Needs desludging	14	0	14	17	17	100.0%
Shelter Materials - Request additional materials	13	9	4	0	0	0.0%
Shelter Materials - Missed Distribution	12	0	12	78	3	3.8%
Change of Registration information - New Born	10	0	10	0	0	0.0%

Tickets received by gender



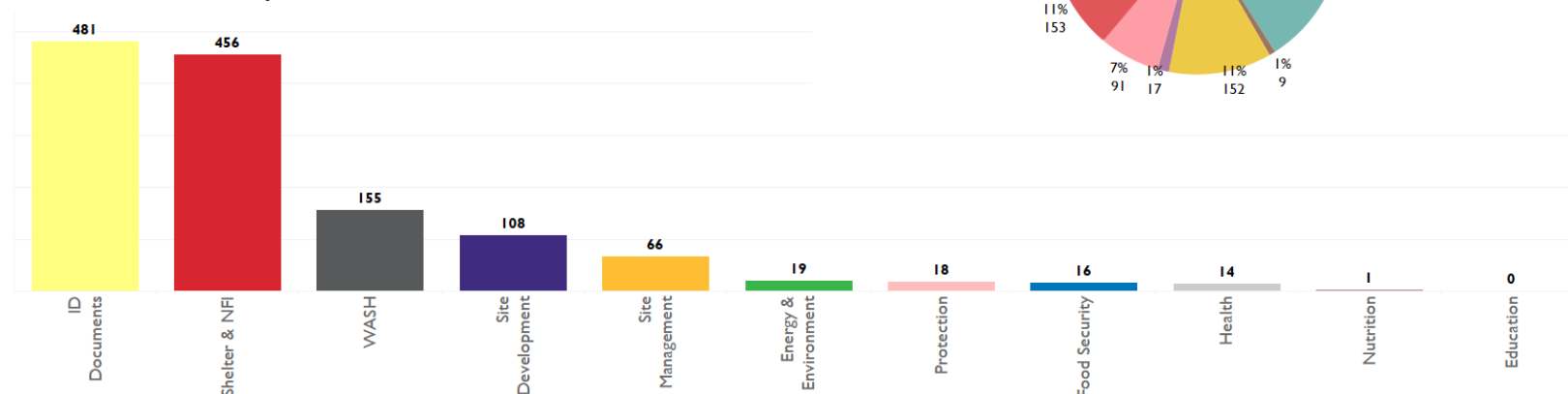
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
SMART Card & Family Attestation - Add New Born	106
Shelter Materials - Missed Distribution	75
Slope Protection (erosion) - Damaged, broken, or needs improvement	55
Slope Protection (erosion) - Requested	51
SMART Card & Family Attestation - Lost ID Card	30
Soap & Hygiene Kit - Did not receive	27
SMART Card & Family Attestation - Merge and Split	26
SMART Card & Family Attestation - Request for individual SMART card	23
Hill or Slope - Erosion & landslide	17
Drainage - Drain Requested	9
Drainage - Damaged, broken, or needs improvement	8
Shelter Number - Requested	8
SMART Card & Family Attestation - Biographical Error	8
SMART Card & Family Attestation - HH requests for vulnerability verification..	5
Pathway - Damaged, broken, or needs improvement	4
Pathway - Requested	4
SCOPE Card - Has not received new SCOPE Card	4

Tickets received by sector



Monthly Camp Report - Camp 17

October 2023



1,199
tickets
received



26
tickets closed
on the spot



1,173
tickets referred to
relevant actors



227
responses given by
relevant actors

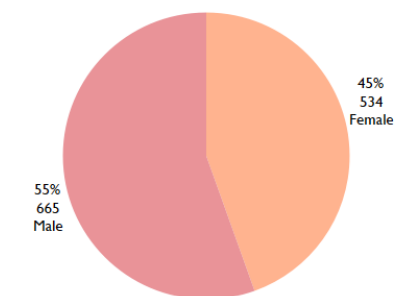


31 (13.7%)
replies considered
resolved by
beneficiaries

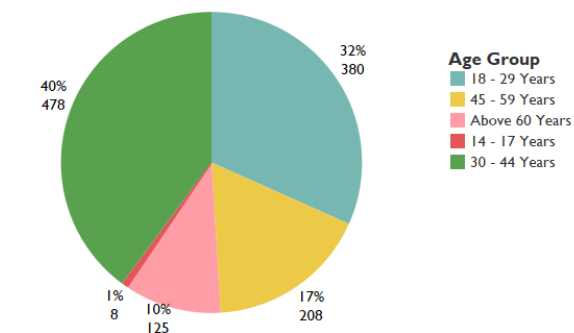
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Request additional materials	513	0	513	1	0	0.0%
Hill or Slope - Erosion & landslide	129	0	129	53	0	0.0%
Damage to shelter - Shelter damaged by weather	103	0	103	0	0	0.0%
Stairs - Requested	71	0	71	35	3	8.6%
Retaining wall - Requested	58	0	58	36	5	13.9%
Registration documents lost and replacement - Request for new ID card	51	0	51	0	0	0.0%
Lamp post - Requested	47	0	47	1	0	0.0%
Change of Registration information - New Born	37	0	37	0	0	0.0%
Water tap & Tubewell - Not enough water	23	0	23	13	4	30.8%
Repair drain and clean drain	22	0	22	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	20	0	20	0	0	0.0%
Pathway - Requested	20	0	20	15	0	0.0%
Protection Referral	11	11	0	0	0	0.0%
Water tap & Tubewell - Requested	9	0	9	3	0	0.0%
Treatment - He needs better treatment	6	0	6	0	0	0.0%
Trash Disposal - Trash pick-up needed	6	0	6	0	0	0.0%
Landslide problem	6	0	6	0	0	0.0%

Tickets received by gender



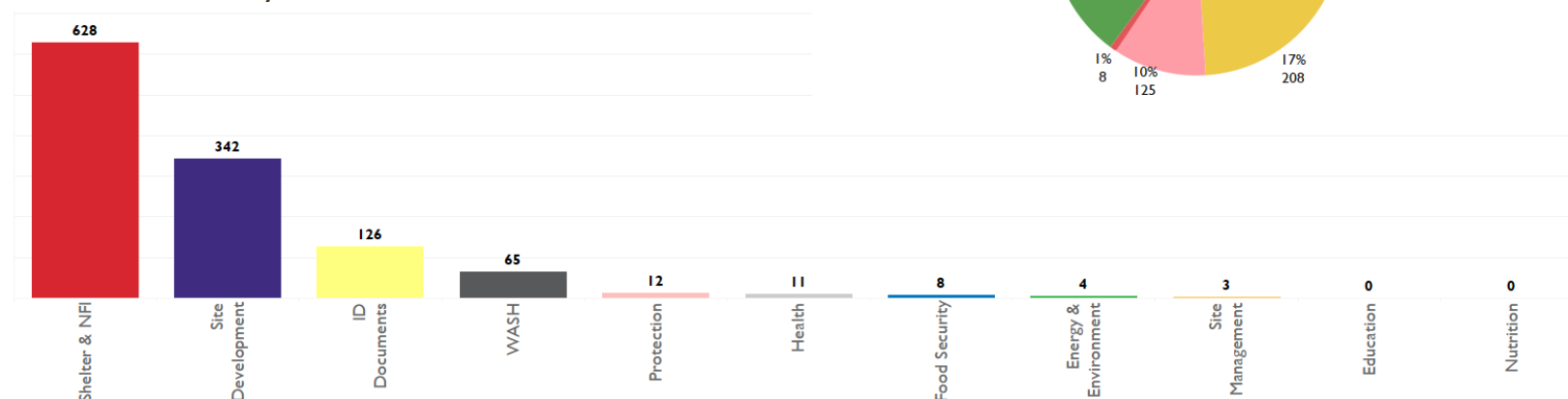
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Hill or Slope - Erosion & landslide	53
Stairs - Requested	32
Retaining wall - Requested	31
Pathway - Requested	15
Hill or Slope Erosion & landslide	11
Water tap & Tubewell - Not enough water	9
Pathway Damaged, broken, or needs improvement	7
Retaining wall Requested	7
Stairs Requested	7

Tickets received by sector



Monthly Camp Report - Camp 18

October 2023



1,310
tickets
received



799
tickets closed
on the spot



511
tickets referred to
relevant actors



415
responses given by
relevant actors

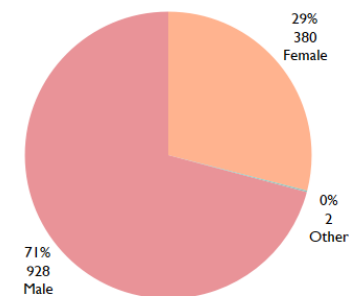


332 (80.0%)
replies considered
resolved by
beneficiaries

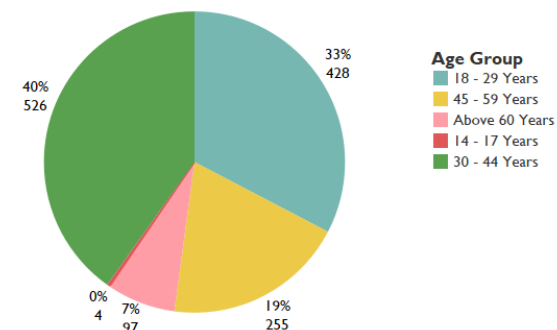
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Requested CFW	127	127	0	0	0	0.0%
Shelter Materials - Request additional materials	125	125	0	0	0	0.0%
Cash for Work - Has not been selected for CW in long time	123	123	0	0	0	0.0%
NFI - Request additional materials	115	115	0	0	0	0.0%
Soap & Hygiene Kit - Not enough	111	111	0	0	0	0.0%
Slope Protection (erosion) - Requested	98	0	98	71	41	57.7%
SMART Card & Family Attestation - Add New Born	90	0	90	98	87	88.8%
Shelter Kit - Requested (general households)	82	82	0	0	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	50	0	50	31	23	74.2%
Slope Protection (erosion) - Damaged, broken, or needs improvement	29	0	29	29	23	79.3%
SMART Card & Family Attestation - Lost ID Card	27	0	27	19	16	84.2%
Protection Referral	27	27	0	0	0	0.0%
Food distributions - Request for more food each month	27	27	0	0	0	0.0%
Soap & Hygiene Kit - Additional Requested	24	24	0	0	0	0.0%
SMART Card & Family Attestation - Biographical Error	20	0	20	16	15	93.8%
Stairs - Requested	19	0	19	12	10	83.3%
SMART Card & Family Attestation - Merge and Split	18	0	18	22	19	86.4%

Tickets received by gender



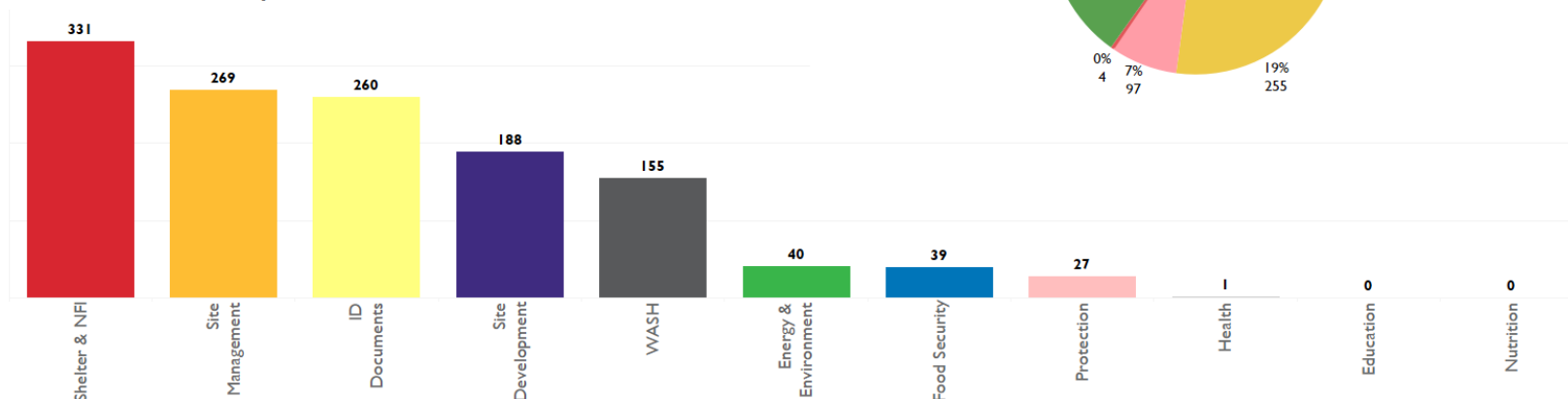
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	30
SMART Card & Family Attestation - Add New Born	11
SMART Card & Family Attestation - Request for individual SMART card	8
Slope Protection (erosion) - Damaged, broken, or needs improvement	6
SMART Card & Family Attestation - Merge and Split	3
SMART Card & Family Attestation - Lost ID Card	3
SMART Card & Family Attestation - Add New Member	3
LPG Porters - Requested	3
Stairs - Requested	2
Stairs - Damaged, broken, or needs improvement	2
Latrine - Needs desludging	2
Drainage - Drain Requested	2
Bridge - Damaged, broken, or needs improvement	2
SMART Card & Family Attestation - Biographical Error	1
SCOPE Card - Lost	1
Pathway - Requested	1
Lamp post or Street light - Damaged, broken, or needs improvement	1

Tickets received by sector



Monthly Camp Report - Camp 19

October 2023



776

tickets
received



374

tickets closed
on the spot



402

tickets referred to
relevant actors



453

responses given by
relevant actors



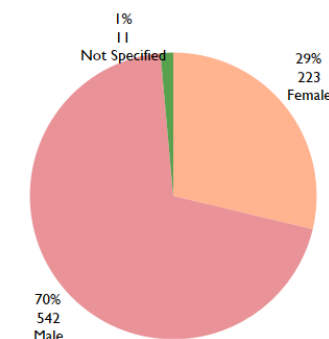
106 (23.4%)

replies considered
resolved by
beneficiaries

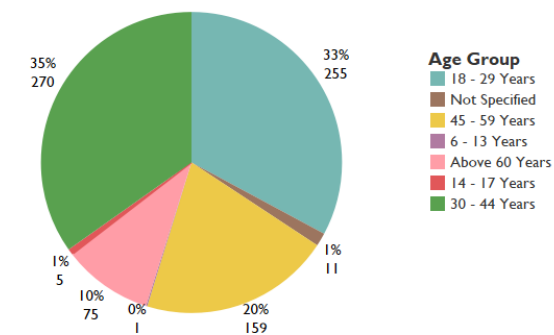
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Has not been selected for CFW in long time	177	177	0	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	147	0	147	104	4	3.8%
Shelter Materials - Request additional materials	88	88	0	0	0	0.0%
SMART Card & Family Attestation - Add New Born	80	0	80	114	53	46.5%
NFI - Request additional materials	46	46	0	0	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	29	0	29	13	2	15.4%
Protection Referral	23	23	0	0	0	0.0%
SMART Card & Family Attestation - Merge and Split	18	0	18	20	5	25.0%
Protection Referral (IOM)	11	11	0	0	0	0.0%
Stairs - Damaged, broken, or needs improvement	10	0	10	9	3	33.3%
SMART Card & Family Attestation - Lost ID Card	10	0	10	5	1	20.0%
SMART Card & Family Attestation - Add New Member	10	0	10	6	1	16.7%
Slope Protection (erosion) - Requested	10	0	10	10	0	0.0%
Drainage - Damaged, broken, or needs improvement	10	0	10	6	0	0.0%
SMART Card & Family Attestation - Biographical Error	7	0	7	0	0	0.0%
SMART Card & Family Attestation - Address Change	7	0	7	15	5	33.3%
Cash for Work - Requested CFW	7	7	0	0	0	0.0%

Tickets received by gender



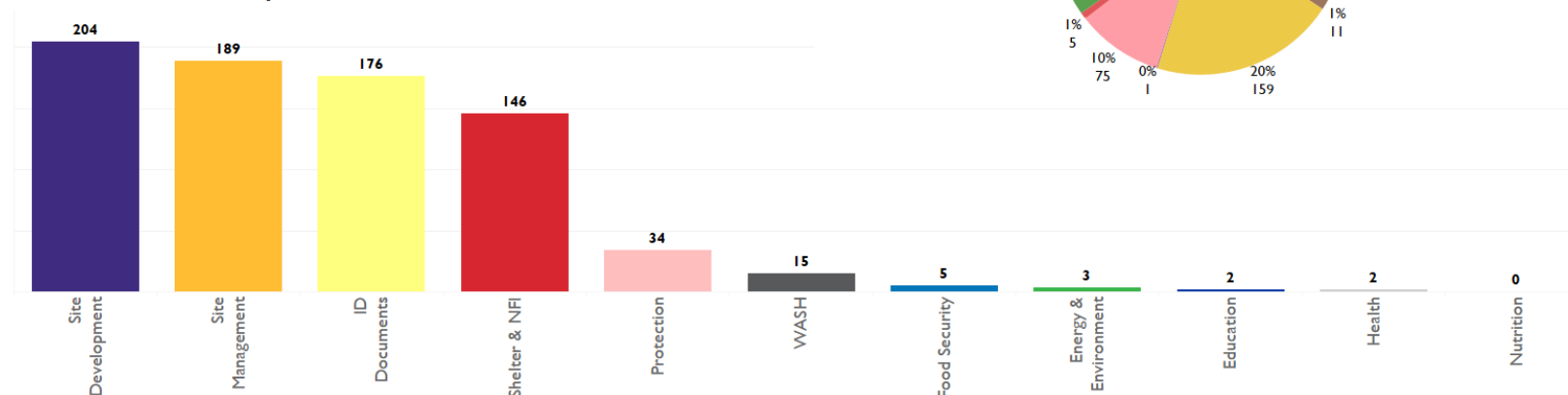
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Damaged, broken, or needs improvement	100
Shelter Materials - Missed Distribution	65
SMART Card & Family Attestation - Add New Born	61
SMART Card & Family Attestation - Merge and Split	15
SMART Card & Family Attestation - Request for individual SMART card	11
Slope Protection (erosion) - Requested	10
SMART Card & Family Attestation - Address Change	10
Stairs - Requested	7
Drainage - Damaged, broken, or needs improvement	6
Stairs - Damaged, broken, or needs improvement	6
NFI - Missed Distribution	5
Pathway - Damaged, broken, or needs improvement	5
SMART Card & Family Attestation - Add New Member	5
Drainage - Drain Requested	4
SMART Card & Family Attestation - Lost ID Card	4
Bridge - Damaged, broken, or needs improvement	3
Cash for Work - Payment delayed	3

Tickets received by sector



Monthly Camp Report - Camp 20

October 2023



875

tickets
received



484

tickets closed
on the spot



391

tickets referred to
relevant actors



354

responses given by
relevant actors



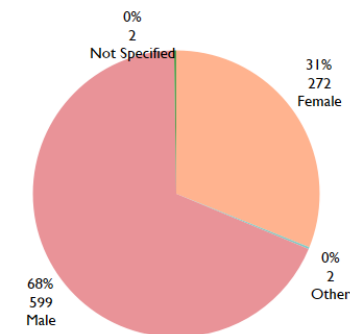
32 (9.0%)

replies considered
resolved by
beneficiaries

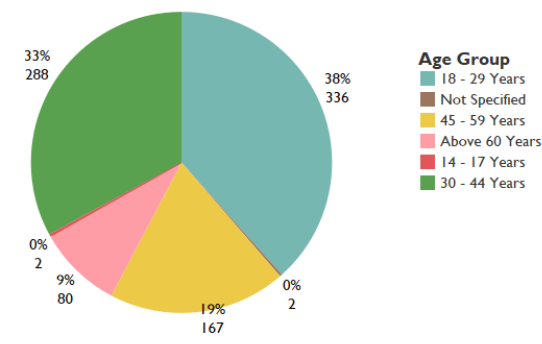
Top tickets received this month

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	337	337	0	0	0	0.0%
NFI - Request additional materials	64	64	0	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	55	0	55	53	0	0.0%
Slope Protection (erosion) - Requested	53	0	53	45	1	2.2%
Cash for Work - Requested CFW	50	50	0	0	0	0.0%
Stairs - Damaged, broken, or needs improvement	30	0	30	28	3	10.7%
SMART Card & Family Attestation - Add New Born	30	0	30	24	7	29.2%
Lamp post or Street light - Requested	22	0	22	25	0	0.0%
Damage to shelter - Shelter damaged over time	22	22	0	0	0	0.0%
Stairs - Requested	18	0	18	13	4	30.8%
Soap & Hygiene Kit - Did not receive	16	0	16	25	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	16	0	16	17	1	5.9%
Pathway - Damaged, broken, or needs improvement	15	0	15	13	1	7.7%
SMART Card & Family Attestation - Lost ID Card	11	0	11	4	0	0.0%
SMART Card & Family Attestation - Merge and Split	10	0	10	4	2	50.0%
Shelter Number - Requested	10	0	10	21	0	0.0%
Drainage - Damaged, broken, or needs improvement	10	0	10	9	1	11.1%

Tickets received by gender



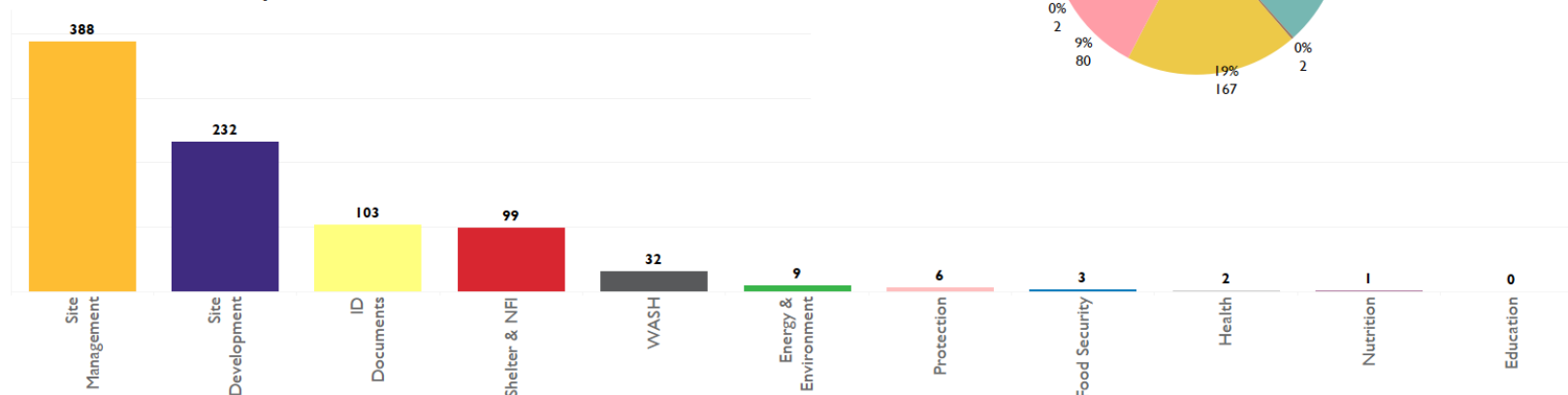
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Damaged, broken, or needs improvement	53
Slope Protection (erosion) - Requested	44
Lamp post or Street light - Requested	25
Soap & Hygiene Kit - Did not receive	25
Stairs - Damaged, broken, or needs improvement	25
Shelter Number - Requested	21
SMART Card & Family Attestation - Add New Born	17
SMART Card & Family Attestation - Request for individual SMART card	16
Pathway - Damaged, broken, or needs improvement	12
Stairs - Requested	9
Drainage - Damaged, broken, or needs improvement	8
Drainage - Drain Requested	8
Pathway - Requested	7
Lamp post or Street light - Damaged, broken, or needs improvement	5
SMART Card & Family Attestation - Address Change	5
SMART Card & Family Attestation - Biographical Error	5
Bridge - Damaged, broken, or needs improvement	4

Tickets received by sector



Monthly Camp Report - Camp 20 Ext

October 2023



693

tickets
received



441

tickets closed
on the spot



252

tickets referred to
relevant actors



290

responses given by
relevant actors



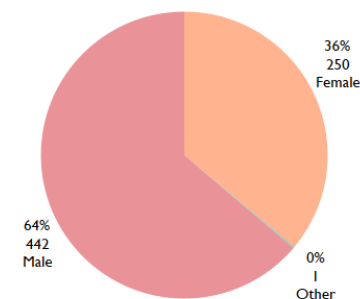
139 (47.9%)

replies considered
resolved by
beneficiaries

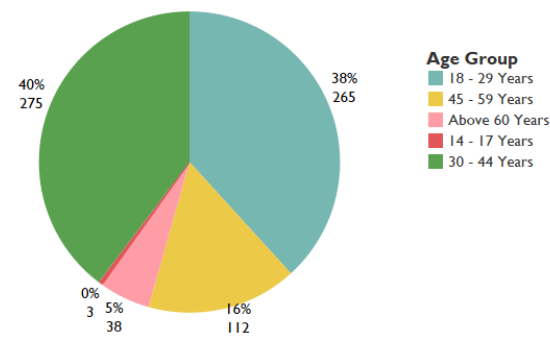
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Requested CFW	235	235	0	0	0	0.0%
NFI - Request additional materials	134	134	0	0	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	43	0	43	44	7	15.9%
Damage to shelter - Shelter damaged over time	40	40	0	0	0	0.0%
SMART Card & Family Attestation - Add New Born	37	0	37	35	28	80.0%
Drainage - Damaged, broken, or needs improvement	21	0	21	24	12	50.0%
SMART Card & Family Attestation - Lost ID Card	19	0	19	17	3	17.6%
Soap & Hygiene Kit - Did not receive	15	0	15	31	16	51.6%
Bridge - Damaged, broken, or needs improvement	15	0	15	11	7	63.6%
Cash for Work - Has not been selected for CW in long time	14	14	0	0	0	0.0%
Lamp post or Street light - Requested	9	0	9	7	2	28.6%
SMART Card & Family Attestation - Biographical Error	7	0	7	5	1	20.0%
Protection Referral	7	7	0	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	6	0	6	3	1	33.3%
SCOPE Card - No balance on card	6	0	6	3	0	0.0%
Pathway - Damaged, broken, or needs improvement	6	0	6	9	5	55.6%
Lamp post or Street light - Damaged, broken, or needs improvement	6	0	6	7	5	71.4%

Tickets received by gender



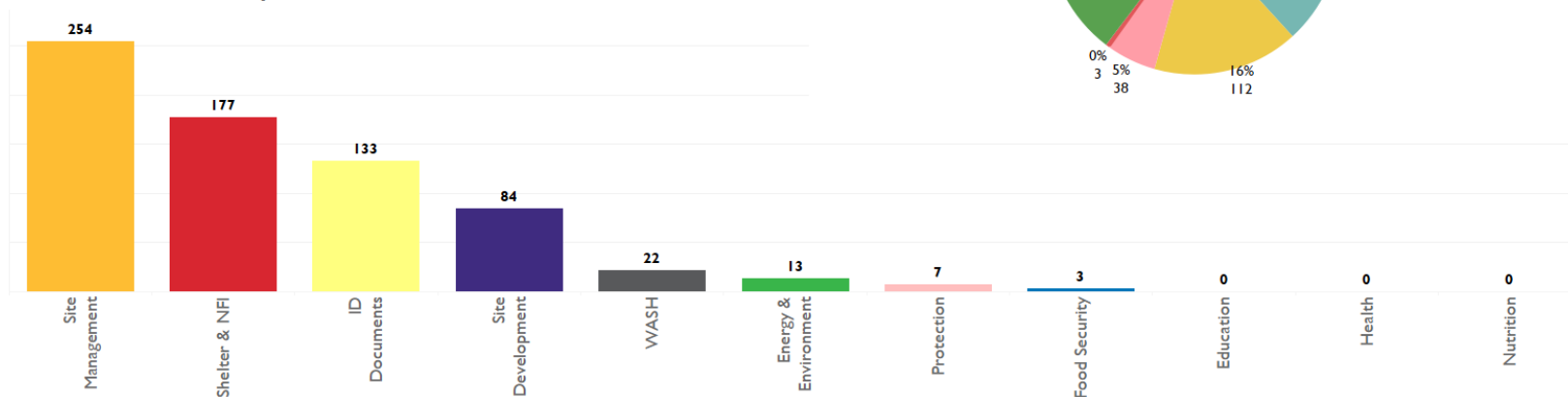
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
SMART Card & Family Attestation - Request for individual SMART card	37
Soap & Hygiene Kit - Did not receive	15
SMART Card & Family Attestation - Lost ID Card	14
Drainage - Damaged, broken, or needs improvement	12
SMART Card & Family Attestation - Address Change	7
SMART Card & Family Attestation - Add New Born	7
Cash for Work - Has not been enrolled	6
Pathway - Requested	5
Lamp post or Street light - Requested	5
SMART Card & Family Attestation - Biographical Error	4
SMART Card & Family Attestation - Add New Member	4
Pathway - Damaged, broken, or needs improvement	4
Bridge - Damaged, broken, or needs improvement	4
SCOPE Card - No balance on card	3
Drainage Cover (Slab) - Damaged, broken, or needs improvement	3
Stairs - Requested	2
Stairs - Damaged, broken, or needs improvement	2

Tickets received by sector



Monthly Camp Report - Camp 21

October 2023



621
tickets
received



39
tickets closed
on the spot



582
tickets referred to
relevant actors



136
responses given by
relevant actors

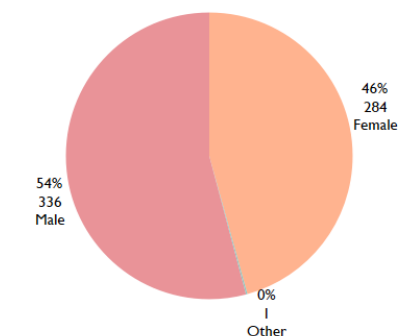


80 (58.8%)
replies considered
resolved by
beneficiaries

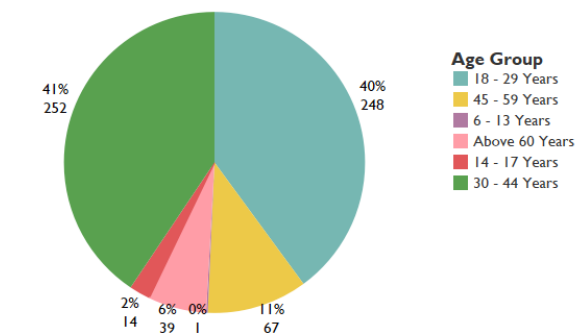
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Change of Registration information - New Born	183	0	183	0	0	0.0%
Shelter Materials - Request additional materials	56	0	56	1	0	0.0%
NFI - Request additional materials	56	0	56	0	0	0.0%
Shelter materials needed	41	0	41	0	0	0.0%
Shelter Materials - Missed Distribution	32	0	32	5	5	100.0%
Registration documents lost and replacement - Request for new ID card	25	0	25	0	0	0.0%
LPG Gas - Not enough for family	25	25	0	0	0	0.0%
Damage to shelter - Shelter damaged by weather	24	0	24	3	2	66.7%
Change of Registration information - Merge and Split	21	0	21	0	0	0.0%
Treatment - Treatment	20	0	20	0	0	0.0%
Lamp post - Requested	20	0	20	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	19	0	19	0	0	0.0%
Protection Referral	12	12	0	0	0	0.0%
Relocation & Repatriation - Relocation within camp	11	0	11	0	0	0.0%
Treatment - Waited too long	7	0	7	0	0	0.0%
Change of Registration information - Biographical Error	7	0	7	0	0	0.0%
Change of Registration information - Death	6	0	6	0	0	0.0%

Tickets received by gender



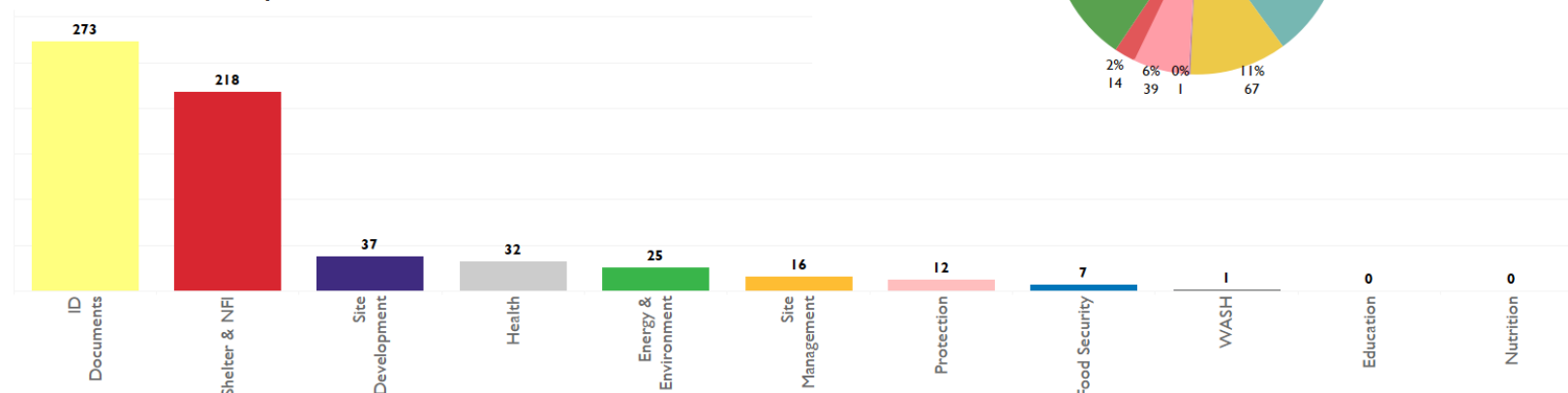
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Shelter Materials - Need shelter materials	14
Risk at landslide - Risk at landslide	13
- Shelter materials needed	12
- Need shelter materials	6
Solar lights needed - Solar lights	1
Shelter Materials - Request additional materials	1
Need solar lights - Solar lights needed	1
Need solar lights - Solar lights	1
Need mosquito net - Mosquito net	1
Landslide risk - Risk at landslide	1
Hill or Slope - Erosion & landslide	1
Food distributions - Not enough foods	1
Food distributions - Not enough food	1
Damage to shelter - Shelter damaged by weather	1
- Shelter materials	1

Tickets received by sector



Monthly Camp Report - Camp 22

October 2023



1,884
tickets
received



907
tickets closed
on the spot



977
tickets referred to
relevant actors



674
responses given by
relevant actors

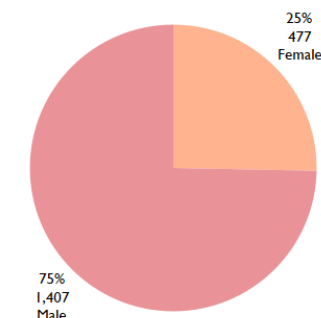


76 (11.3%)
replies considered
resolved by
beneficiaries

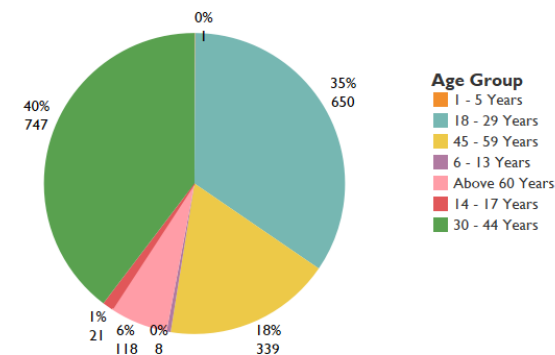
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	485	288	197	0	0	0.0%
Electricity Supply - Not working	197	0	197	309	0	0.0%
Cash for Work - Has not been selected for CWV in long time	195	195	0	0	0	0.0%
LPG Gas - Not enough for family	193	193	0	0	0	0.0%
SMART Card & Family Attestation - Add New Born	101	0	101	34	11	32.4%
Request for information	101	101	0	0	0	0.0%
Soap & Hygiene Kit - Additional Requested	51	51	0	0	0	0.0%
Drainage Cover (Slab) - Requested	44	0	44	44	0	0.0%
Latrine - Needs desludging	43	0	43	34	21	61.8%
Change of Registration information - New Born	42	0	42	0	0	0.0%
Slope Protection (erosion) - Requested	35	0	35	34	1	2.9%
Shelter Materials - Request additional materials	31	30	1	1	1	100.0%
Registration documents lost and replacement - Request for new ID card	31	0	31	0	0	0.0%
SMART Card & Family Attestation - Merge and Split	23	0	23	13	0	0.0%
SMART Card & Family Attestation - Biographical Error	20	0	20	2	0	0.0%
Shelter Materials - Received amount is not enough	16	16	0	0	0	0.0%
Pathway - Requested	16	0	16	23	0	0.0%

Tickets received by gender



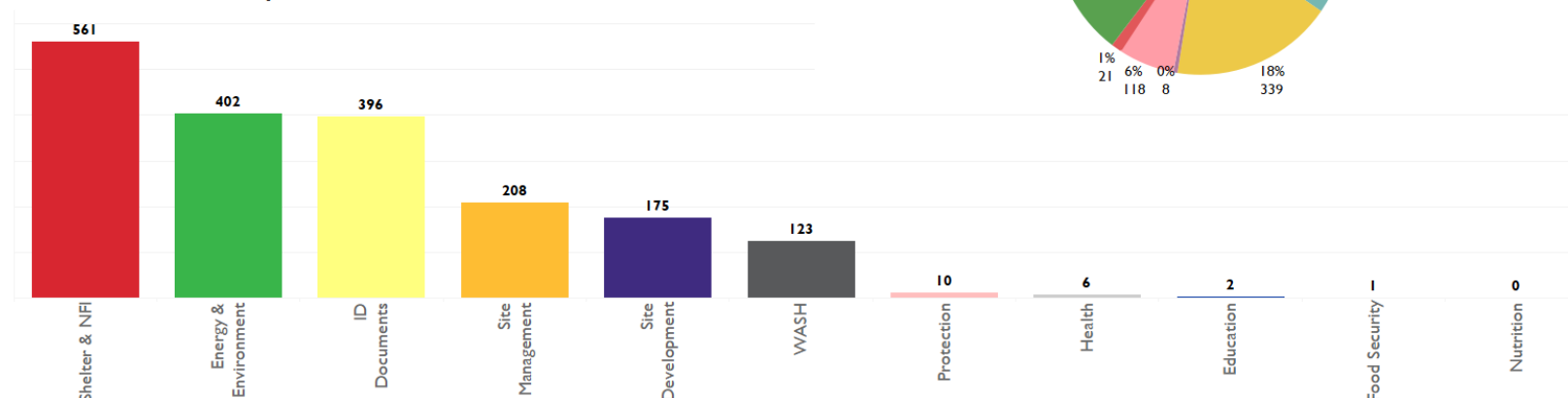
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Electricity Supply - Not working	309
Drainage Cover (Slab) - Requested	44
Slope Protection (erosion) - Requested	33
Pathway - Requested	23
SMART Card & Family Attestation - Add New Born	23
Drainage - Drain Requested	19
Stairs - Requested	14
Latrine - Needs desludging	13
SMART Card & Family Attestation - Merge and Split	13
SMART Card & Family Attestation - Lost ID Card	11
Lamp post or Street light - Requested	9
Latrine - Broken	8
Shelter Number - Requested	8
Drainage - Damaged, broken, or needs improvement	7
Lamp post or Street light - Damaged, broken, or needs improvement	7
Shelter Materials - Missed Distribution	6
Slope Protection (erosion) - Damaged, broken, or needs improvement	6

Tickets received by sector



Monthly Camp Report - Camp 24

October 2023



742
tickets
received



351
tickets closed
on the spot



391
tickets referred to
relevant actors



315
responses given by
relevant actors

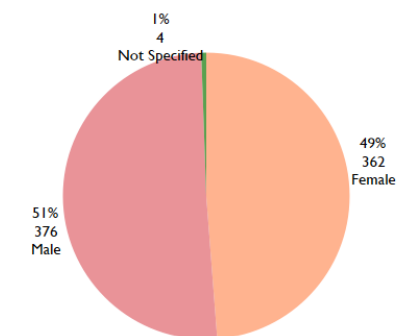


285 (90.5%)
replies considered
resolved by
beneficiaries

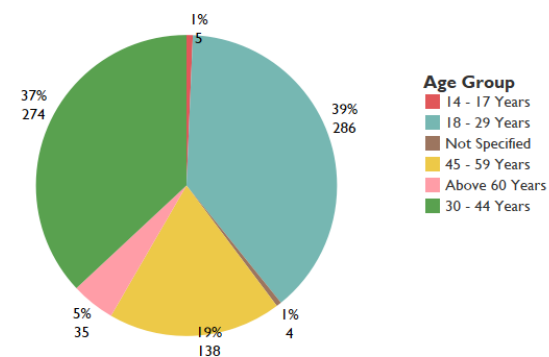
Top tickets received this month

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	199	199	0	0	0	0.0%
Cash for Work - Has not been enrolled	186	0	186	56	56	100.0%
Cash for Work - Requested CFW	107	107	0	0	0	0.0%
SMART Card & Family Attestation - Add New Born	105	0	105	101	101	100.0%
SMART Card & Family Attestation - Merge and Split	27	0	27	18	18	100.0%
NFI - Request additional materials	25	25	0	0	0	0.0%
Latrine - Needs desludging	15	0	15	21	18	85.7%
Protection Referral	14	14	0	0	0	0.0%
Pathway - Requested	10	0	10	17	6	35.3%
SMART Card & Family Attestation - Address Change	7	0	7	3	3	100.0%
SMART Card & Family Attestation - Add New Member	6	0	6	7	7	100.0%
Stairs - Requested	4	0	4	5	3	60.0%
SMART Card & Family Attestation - Biographical Error	4	0	4	2	2	100.0%
Protection Referral (IOM)	4	4	0	0	0	0.0%
Soap & Hygiene Kit - Did not receive	3	0	3	9	9	100.0%
SMART Card & Family Attestation - Lost ID Card	3	0	3	11	11	100.0%
SMART Card & Family Attestation - Death Case	2	0	2	6	6	100.0%

Tickets received by gender



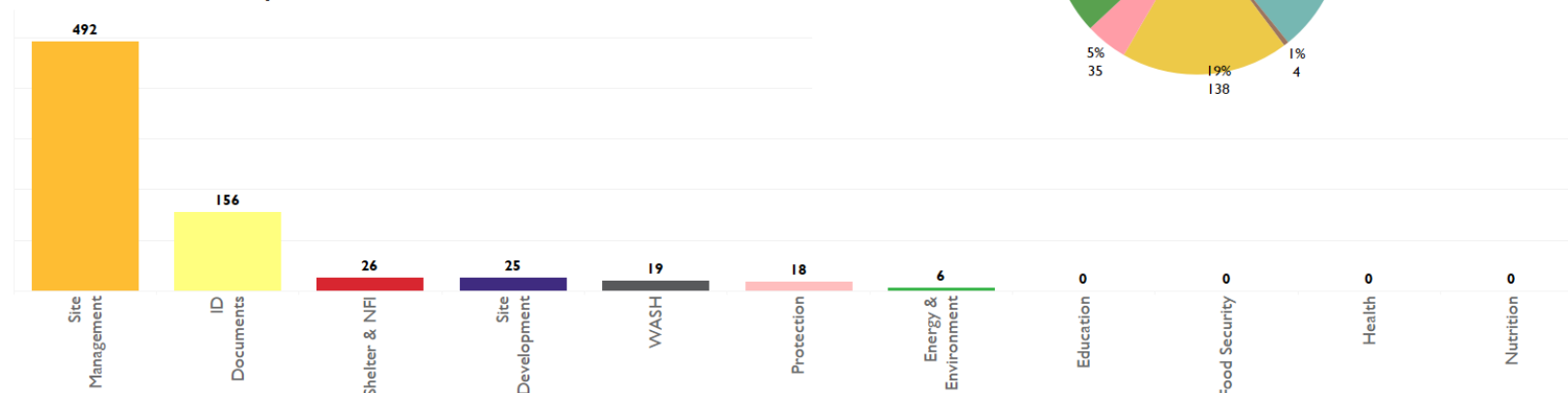
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Pathway - Requested	11
Slope Protection (erosion) - Requested	4
Latrine - Needs desludging	3
Stairs - Requested	2
Fence or railing for path or stairs - Requested	2
Drainage Cover (Slab) - Requested	2
Drainage - Drain Requested	2
Treatment - Treatment not good quality	1
Lamp post or Street light - Requested	1
Drainage Cover (Slab) - Damaged, broken, or needs improvement	1
Bridge - Damaged, broken, or needs improvement	1

Tickets received by sector



Monthly Camp Report - Camp 25

October 2023



485

tickets
received



163

tickets closed
on the spot



322

tickets referred to
relevant actors



311

responses given by
relevant actors



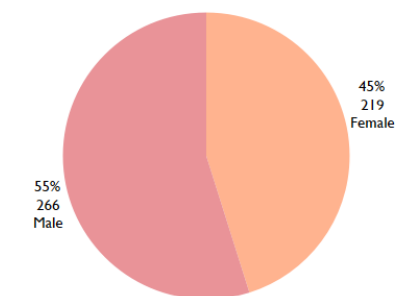
150 (48.2%)

replies considered
resolved by
beneficiaries

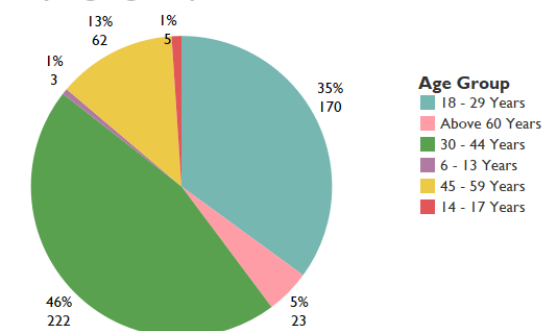
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Soap & Hygiene Kit - Did not receive	101	0	101	87	86	98.9%
Cash for Work - Has not been selected for CFW in long time	62	62	0	0	0	0.0%
SMART Card & Family Attestation - Add New Born	45	0	45	57	17	29.8%
SMART Card & Family Attestation - Merge and Split	21	0	21	18	7	38.9%
NFI - Request additional materials	19	19	0	0	0	0.0%
LPG Gas - Not enough for family	19	19	0	0	0	0.0%
Food distributions - Request for more food each month	18	18	0	0	0	0.0%
Drainage - Drain Requested	17	0	17	15	1	6.7%
Latrine - Broken	16	0	16	12	9	75.0%
SMART Card & Family Attestation - Request for individual SMART card	14	0	14	8	0	0.0%
SMART Card & Family Attestation - Address Change	14	0	14	11	1	9.1%
Soap & Hygiene Kit - Not enough	13	13	0	0	0	0.0%
Soap & Hygiene Kit - Additional Requested	13	13	0	0	0	0.0%
Pathway - Requested	13	0	13	11	2	18.2%
Latrine - Needs desludging	12	0	12	17	15	88.2%
Lamp post or Street light - Requested	10	0	10	11	0	0.0%
Pathway - Damaged, broken, or needs improvement	8	0	8	8	0	0.0%

Tickets received by gender



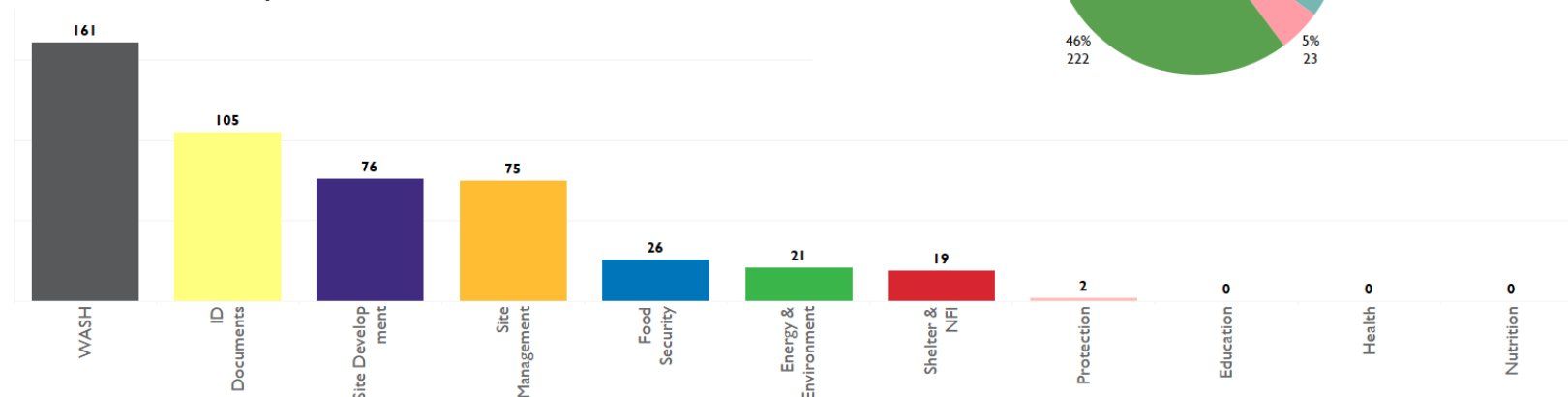
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
SMART Card & Family Attestation - Add New Born	40
Drainage - Drain Requested	14
SMART Card & Family Attestation - Merge and Split	11
Lamp post or Street light - Requested	11
SMART Card & Family Attestation - Address Change	10
Drainage Cover (Slab) - Requested	10
Pathway - Requested	9
SMART Card & Family Attestation - Request for individual SMART card	8
Pathway - Damaged, broken, or needs improvement	8
Drainage - Damaged, broken, or needs improvement	7
SMART Card & Family Attestation - Lost ID Card	6
Stairs - Requested	4
Lamp post or Street light - Damaged, broken, or needs improvement	4
SCOPE Card - No balance on card	3
Latrine - Broken	3
Latrine - New toilet requested	2
Latrine - Needs desludging	2

Tickets received by sector



Monthly Camp Report - Camp 26

October 2023



811

tickets
received



97

tickets closed
on the spot



714

tickets referred to
relevant actors



0

responses given by
relevant actors



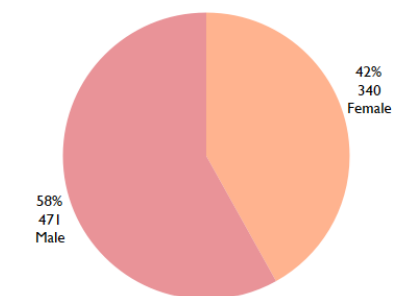
0 (0.0%)

replies considered
resolved by
beneficiaries

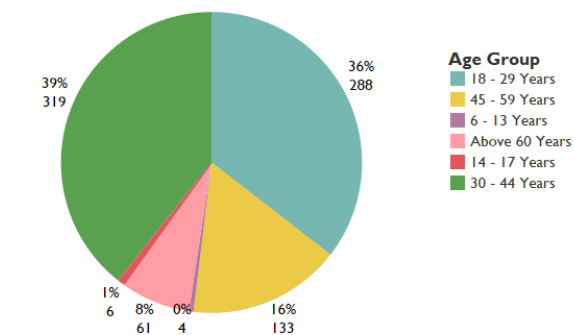
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage of shelter - Damage of shelter	421	0	421	0	0	0.0%
Damage to shelter - Shelter damaged by weather	127	0	127	0	0	0.0%
Protection Referral	49	49	0	0	0	0.0%
Skill Training - Requested for seed	38	0	38	0	0	0.0%
Request for information	38	38	0	0	0	0.0%
Damage of shelter - Damage of shelter	19	0	19	0	0	0.0%
Change of Registration information - New Born	18	0	18	0	0	0.0%
Relocation & Repatriation - Relocation to another camp	13	0	13	0	0	0.0%
NFI - Request additional materials	9	9	0	0	0	0.0%
Relocation & Repatriation - Relocation from another camp	8	0	8	0	0	0.0%
Need shelter material - Need shelter material	6	0	6	0	0	0.0%
Treatment - He needs better treatment	5	0	5	0	0	0.0%
Drainage & Cover - Request to drain repair	5	0	5	0	0	0.0%
LPG Gas - Lost or stolen cylinder	4	0	4	0	0	0.0%
Latrine - Needs cleaning	4	0	4	0	0	0.0%
Requested for shelter material - Requested for shelter material	3	0	3	0	0	0.0%
Landslide problem	3	0	3	0	0	0.0%

Tickets received by gender



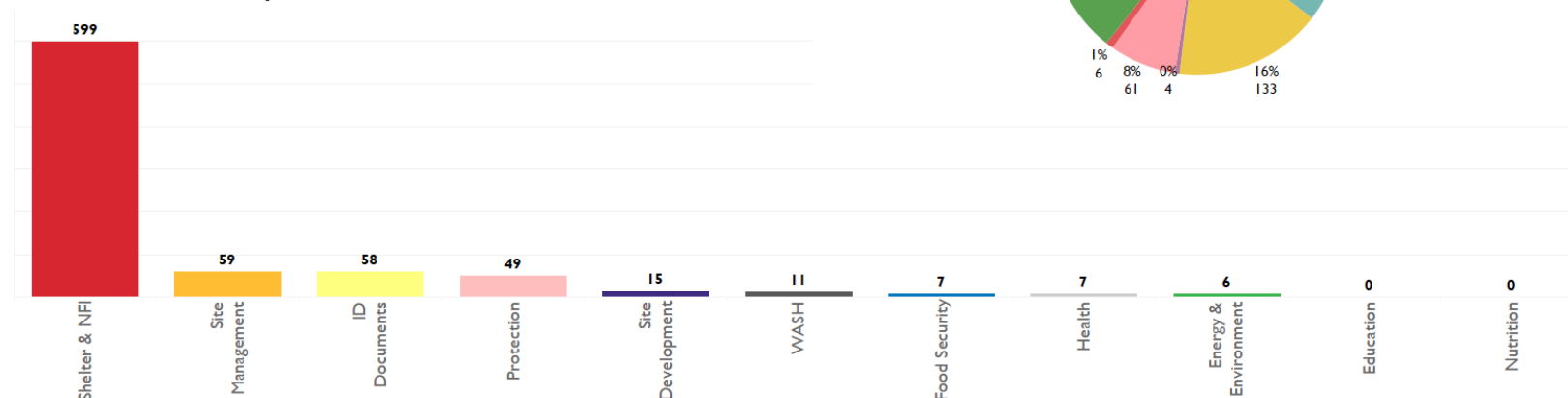
Tickets received by age group



Top unresolved tickets (from replies given)

No unresolved ticket replies

Tickets received by sector



Monthly Camp Report - Camp 27

October 2023



407
tickets
received



15
tickets closed
on the spot



392
tickets referred to
relevant actors



270
responses given by
relevant actors

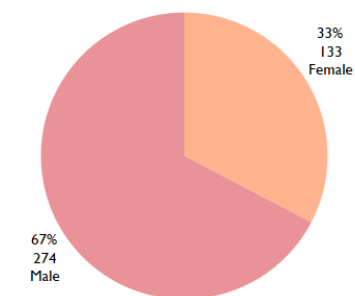


61 (22.6%)
replies considered
resolved by
beneficiaries

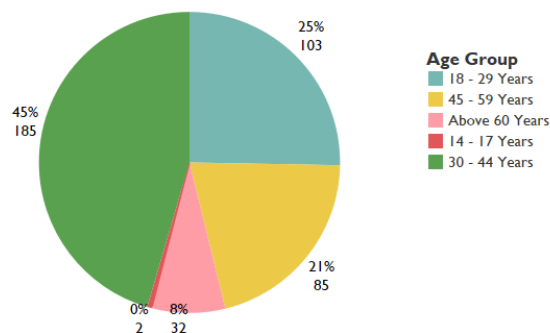
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	198	0	198	0	0	0.0%
Shelter Materials - Requested for Shelter Materials	131	0	131	73	17	23.3%
Protection Referral	13	13	0	0	0	0.0%
Shelter Materials - Request for shelter materials	11	0	11	123	22	17.9%
Shelter Materials - Requested for shelter materials	5	0	5	0	0	0.0%
Relocation & Repatriation - Relocation from another camp	4	0	4	0	0	0.0%
Shelter Materials - Request for shells materials	3	0	3	0	0	0.0%
Latrine - Needs desludging	3	0	3	0	0	0.0%
Shelter Materials - Request additional materials	2	0	2	0	0	0.0%
Requested for fresh food/ Vegetables - Requested For Fresh food/Vegeta..	2	0	2	0	0	0.0%
Request for fresh food enlistm - Request for fresh food	2	0	2	0	0	0.0%
Relocation & Repatriation - Relocation to another camp	2	0	2	0	0	0.0%
Latrine - Broken	2	0	2	0	0	0.0%
Complaint against Agency or Staff	2	2	0	0	0	0.0%
Change of Registration information - Address Change	2	0	2	0	0	0.0%
Water tap & Tubewell - Not Working	1	0	1	0	0	0.0%
Shelter Materials - Requested For shelter long	1	0	1	0	0	0.0%

Tickets received by gender



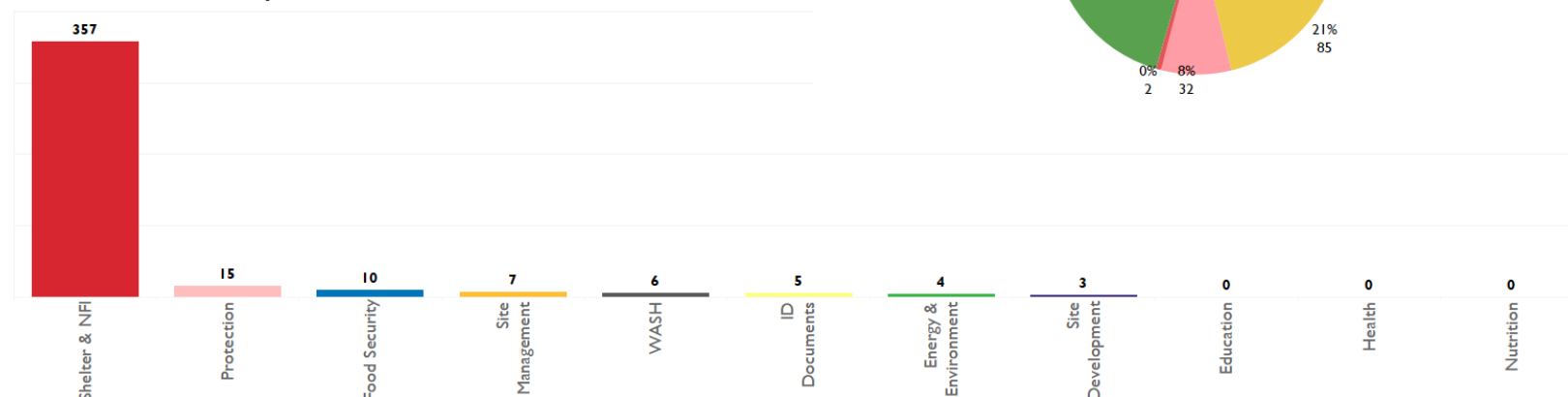
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Shelter Materials - Request for shelter materials	101
Shelter Materials - Requested for Shelter Materials	56
Shelter Materials - Request for shelter material	51
SMART Card & Family Attestation - Loss data card and request for New Data card	1

Tickets received by sector



Monthly Camp Report - Kutupalong RC

October 2023



221
tickets
received



77
tickets closed
on the spot



144
tickets referred to
relevant actors



0
responses given by
relevant actors

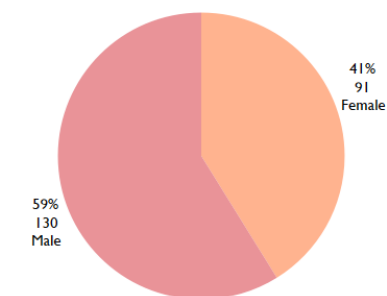


0 (0.0%)
replies considered
resolved by
beneficiaries

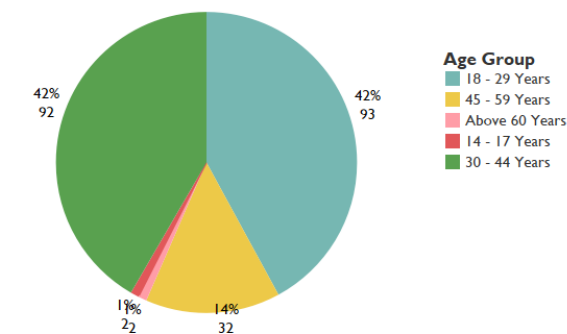
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Protection Referral	65	65	0	0	0	0.0%
Shelter Materials - Request additional materials	60	0	60	0	0	0.0%
Request to get new shelter	12	0	12	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	11	0	11	0	0	0.0%
Request for additional room - He want to get new shelter	9	0	9	0	0	0.0%
Change of Registration information - Address Change	9	0	9	0	0	0.0%
Request for additional room - He want empty room	6	0	6	0	0	0.0%
Complaint against Agency or Staff	6	6	0	0	0	0.0%
Treatment - Medical referral	5	5	0	0	0	0.0%
Request for additional room - She want to get new shelter	4	0	4	0	0	0.0%
Need health card	4	0	4	0	0	0.0%
Treatment - He needs better treatment	3	0	3	0	0	0.0%
He want to food 3 person family members thier data card	2	0	2	0	0	0.0%
Damage to shelter - Shelter damaged by weather	2	0	2	0	0	0.0%
Change of Registration information - Merge and Split	2	0	2	0	0	0.0%
Treatment - Health facility treatment/staff's behavior not good quality	1	0	1	0	0	0.0%
She doesn't enough to get the food	1	0	1	0	0	0.0%

Tickets received by gender



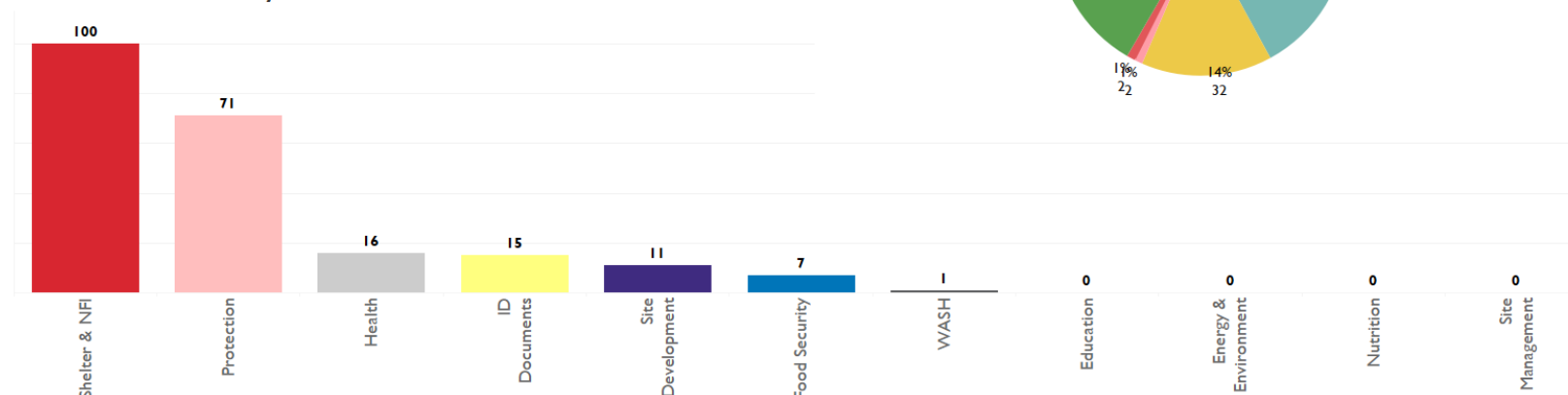
Tickets received by age group



Top unresolved tickets (from replies given)

No unresolved ticket replies

Tickets received by sector



Monthly Camp Report - Nayapara RC

October 2023



969

tickets
received



66

tickets closed
on the spot



903

tickets referred to
relevant actors



0

responses given by
relevant actors



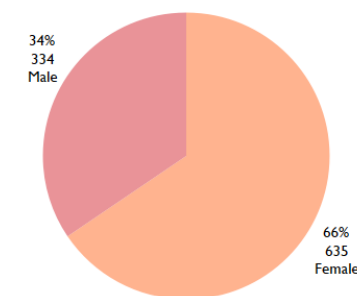
0 (0.0%)

replies considered
resolved by
beneficiaries

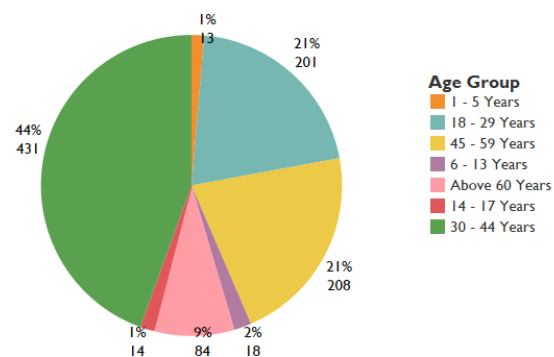
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged over time	724	0	724	0	0	0.0%
Need health card	89	0	89	0	0	0.0%
Protection Referral	54	54	0	0	0	0.0%
Cooking Stove - Broken or not working	11	0	11	0	0	0.0%
Damage to shelter - Shelter damaged by weather	10	0	10	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	8	0	8	0	0	0.0%
Treatment - Medical referral	7	7	0	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	5	0	5	0	0	0.0%
Food distributions - HH wants someone outside their family to collect fo.	5	0	5	0	0	0.0%
Complaint against Agency or Staff	5	5	0	0	0	0.0%
Lighter broken	4	0	4	0	0	0.0%
Food Porters - Requested	4	0	4	0	0	0.0%
Change of Registration information - Want to participate in the Biometric..	4	0	4	0	0	0.0%
Request to get new shelter	3	0	3	0	0	0.0%
Lamp post - Requested	3	0	3	0	0	0.0%
Community Conflict - Land & shelter extension	3	0	3	0	0	0.0%
Change of Registration information - New Registration	3	0	3	0	0	0.0%

Tickets received by gender



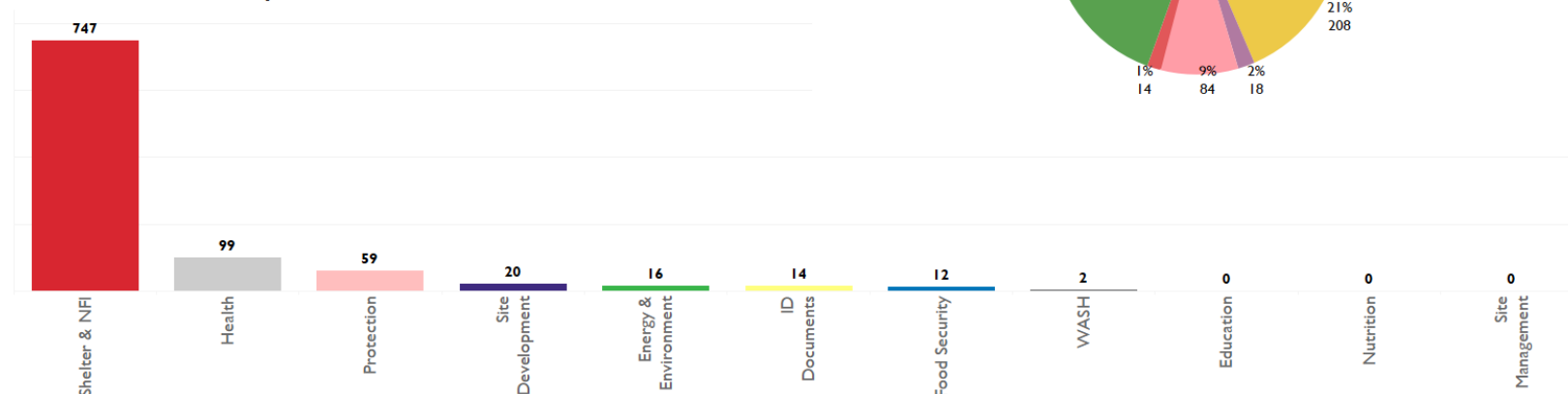
Tickets received by age group



Top unresolved tickets (from replies given)

No unresolved ticket replies

Tickets received by sector



Monthly Camp Report - Transit Center

October 2023



381

tickets
received



207

tickets closed
on the spot



174

tickets referred to
relevant actors



0

responses given by
relevant actors



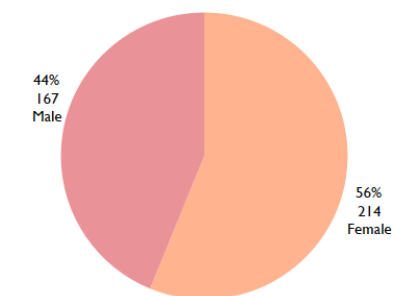
0 (0.0%)

replies considered
resolved by
beneficiaries

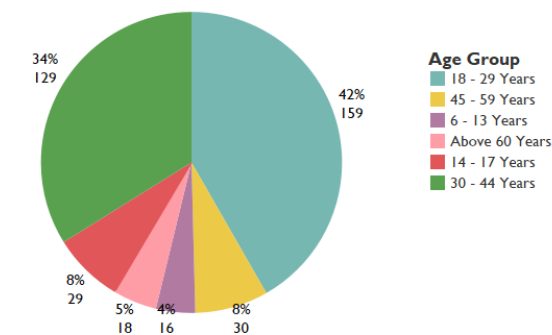
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Treatment - Medical referral	167	167	0	0	0	0.0%
Shelter Materials - Request additional materials	42	0	42	0	0	0.0%
Food distributions - Poor quality food items	34	0	34	0	0	0.0%
Food distributions - Waited too long	27	0	27	0	0	0.0%
Latrine - Needs desludging	22	0	22	0	0	0.0%
Food distributions - Weight was less than stated	16	16	0	0	0	0.0%
Soap & Hygiene Kit - Not enough	11	11	0	0	0	0.0%
Protection Referral	10	10	0	0	0	0.0%
Trash Disposal - Trash pick-up needed	9	0	9	0	0	0.0%
Latrine - Needs cleaning	7	0	7	0	0	0.0%
Water tap & Tubewell - Not enough water	5	0	5	0	0	0.0%
Trash Disposal - Trash bins requested	5	0	5	0	0	0.0%
Request for cluster and room changes - Shelter issue	5	0	5	0	0	0.0%
Damage to shelter - Shelter damaged by weather	5	0	5	0	0	0.0%
Treatment - Ambulance support	2	2	0	0	0	0.0%
Shelter Materials - Received poor quality materials	2	0	2	0	0	0.0%
Treatment - Treatment	1	0	1	0	0	0.0%

Tickets received by gender



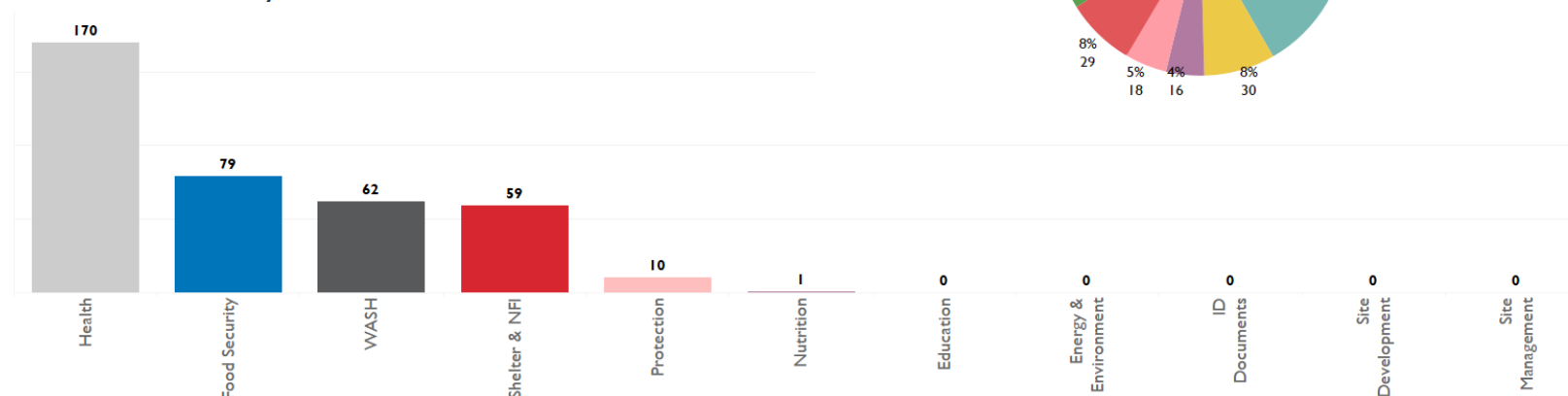
Tickets received by age group



Top unresolved tickets (from replies given)

No unresolved ticket 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 referable, 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 referable, 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.