



Monthly Sector Report

October 2023

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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 Sector Report - Overview

October 2023

2



30,658
tickets
received



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

Top tickets received

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged by weather	1,040	2,364		
SMART Card & Family Attestation - Add New Born	1,029	975	1	
Shelter Materials - Request additional materials	739	1,126		
Damage to shelter - Shelter damaged over time	599	368		
Cash for Work - Has not been selected for CFW in long time	460	1,186	1	
Soap & Hygiene Kit - Did not receive	260	112		
SMART Card & Family Attestation - Lost ID Card	243	250	2	
Cash for Work - Requested CFW	230	619		
Cash for Work - Has not been enrolled	207	257	1	
SMART Card & Family Attestation - Merge and Split	176	291		
Hill or Slope - Erosion & landslide	137	171		
LPG Gas - Not enough for family	130	313		
Stairs - Requested	111	166	1	
Shelter Materials - Missed Distribution	111	117		
Electricity Supply - Not working	56	141		
Latrine - Needs desludging	48	93		
Cooking Stove - Broken or not working	12	13		

Tickets received by camp

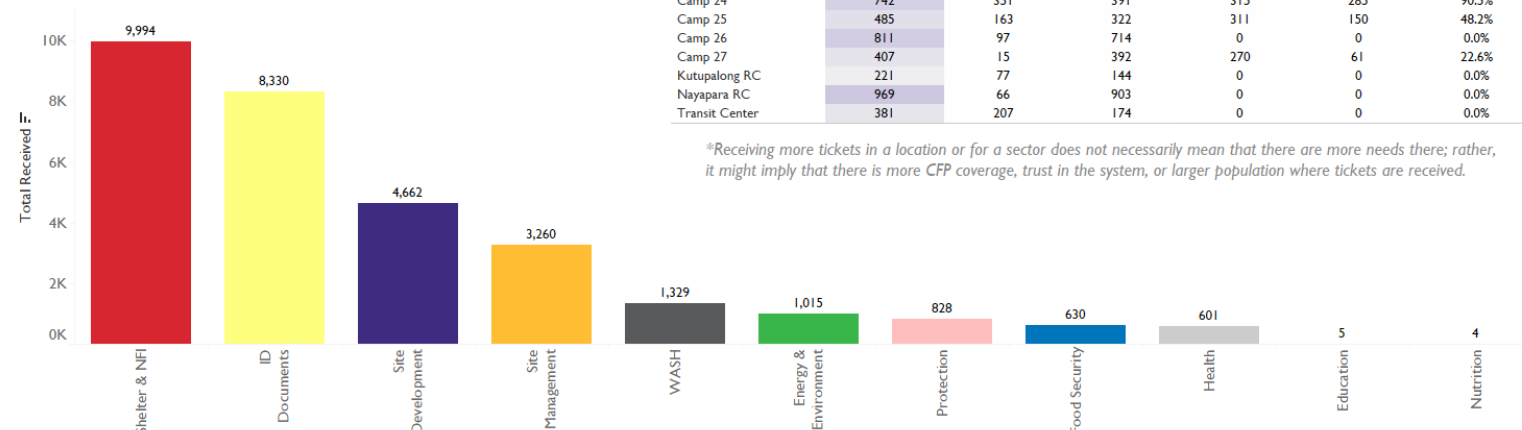
	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	1,520	82	1,438	262	262	100.0%
Camp 01W	1,260	33	1,227	11	11	100.0%
Camp 02E	262	17	245	6	4	66.7%
Camp 02W	1,171	226	945	158	69	43.7%
Camp 03	688	110	578	217	24	11.1%
Camp 04	1,895	108	1,787	753	132	17.5%
Camp 04 Ext.	151	4	147	0	0	0.0%
Camp 05	525	119	406	177	55	31.1%
Camp 06	746	96	650	193	33	17.1%
Camp 07	623	23	600	0	0	0.0%
Camp 08E	876	13	863	1,729	1,082	62.6%
Camp 08W	499	20	479	444	105	23.6%
Camp 09	836	258	578	506	141	27.9%
Camp 10	1,147	19	1,128	1,244	50	4.0%
Camp 11	1,169	238	931	467	115	24.6%
Camp 12	680	39	641	824	207	25.1%
Camp 13	1,231	53	1,178	1,591	386	24.3%
Camp 14	1,151	512	639	558	86	15.4%
Camp 15	1,520	262	1,258	669	218	32.6%
Camp 16	1,334	172	1,162	772	257	33.3%
Camp 17	1,199	26	1,173	227	31	13.7%
Camp 18	1,310	799	511	415	332	80.0%
Camp 19	776	374	402	453	106	23.4%
Camp 20	875	484	391	354	32	9.0%
Camp 20 Ext	693	441	252	290	139	47.9%
Camp 21	621	39	582	136	80	58.8%
Camp 22	1,884	907	977	674	76	11.3%
Camp 24	742	351	391	315	285	90.5%
Camp 25	485	163	322	311	150	48.2%
Camp 26	811	97	714	0	0	0.0%
Camp 27	407	15	392	270	61	22.6%
Kutupalong RC	221	77	144	0	0	0.0%
Nayapara RC	969	66	903	0	0	0.0%
Transit Center	381	207	174	0	0	0.0%

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

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 received by sector



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

Monthly Sector Report - Shelter & NFI

October 2023

3



9,994
tickets
received



1,379
tickets closed
on the spot



8,615
tickets referred to
relevant actors

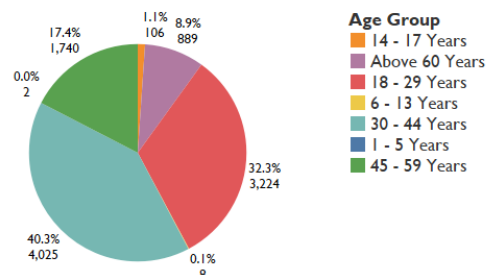


1,667
responses given by
relevant actors

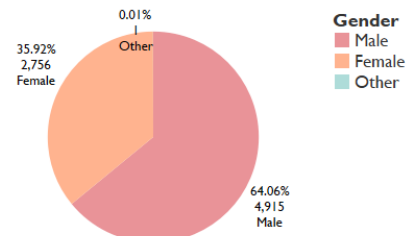


401 (24.1%)
replies considered
resolved by
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	846	0	846	8	8	100.0%
Camp 01W	830	0	830	0	0	0.0%
Camp 02E	164	1	163	1	0	0.0%
Camp 02W	629	0	629	31	16	51.6%
Camp 03	310	0	310	150	14	9.3%
Camp 04	1,257	20	1,237	269	72	26.8%
Camp 04 Ext.	106	0	106	0	0	0.0%
Camp 05	133	0	133	28	11	39.3%
Camp 06	281	0	281	65	26	40.0%
Camp 07	276	0	276	0	0	0.0%
Camp 08E	0	0	0	0	0	0.0%
Camp 08W	4	0	4	0	0	0.0%
Camp 09	94	69	25	5	0	0.0%
Camp 10	64	0	64	135	11	8.1%
Camp 11	95	20	75	0	0	0.0%
Camp 12	33	0	33	37	11	29.7%
Camp 13	116	1	115	260	53	20.4%
Camp 14	44	37	7	10	3	30.0%
Camp 15	189	62	127	56	14	25.0%
Camp 16	456	44	412	98	11	11.2%
Camp 17	628	6	622	3	0	0.0%
Camp 18	331	330	1	0	0	0.0%
Camp 19	146	139	7	86	16	18.6%
Camp 20	99	88	11	23	1	4.3%
Camp 20 Ext	177	175	2	2	0	0.0%
Camp 21	218	0	218	107	68	63.6%
Camp 22	561	334	227	22	3	13.6%
Camp 24	26	25	1	2	2	100.0%
Camp 25	19	19	0	1	1	100.0%
Camp 26	599	9	590	0	0	0.0%
Camp 27	357	0	357	268	60	22.4%
Kutupalong RC	100	0	100	0	0	0.0%
Nayapara RC	747	0	747	0	0	0.0%
Transit Center	59	0	59	0	0	0.0%

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	3,404	2	3,402	16	7	43.8%
NFI - Request additional materials	1,876	808	1,068	34	12	35.3%
Shelter Materials - Request additional materials	1,865	285	1,580	301	43	14.3%
Damage to shelter - Shelter damaged over time	967	123	844	11	3	27.3%
Damage of shelter - Damage of shelter	425	0	425	2	1	50.0%
Shelter Materials - Missed Distribution	228	0	228	571	111	19.4%
Shelter Materials - Waited too long at distribution	218	0	218	21	12	57.1%
Shelter Number - Requested	159	0	159	112	2	1.8%
Shelter Materials - Requested for Shelter Materials	131	0	131	73	17	23.3%
Shelter materials needed	90	0	90	0	0	0.0%
Shelter Kit - Requested (general households)	84	84	0	0	0	0.0%
Shelter Materials - Request for shelter materials	79	0	79	123	22	17.9%
NFI - Request for mosquito net	56	0	56	0	0	0.0%
NFI - Received damaged materials	42	34	8	0	0	0.0%
Shelter Materials - Received amount is not enough	33	18	15	0	0	0.0%
Shelter Materials - Received damaged materials	27	2	25	6	0	0.0%
Request to get new shelter	22	0	22	1	0	0.0%



Monthly Sector Report - ID Documents

October 2023

4



8,330
tickets
received



285
tickets closed
on the spot



8,045
tickets referred to
relevant actors

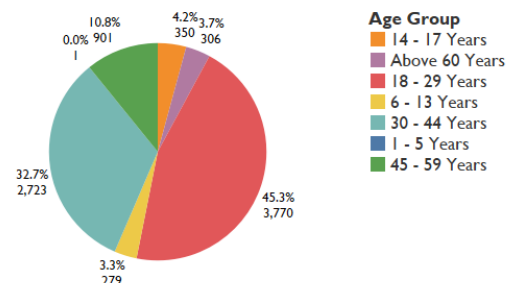


5,395
responses given by
relevant actors

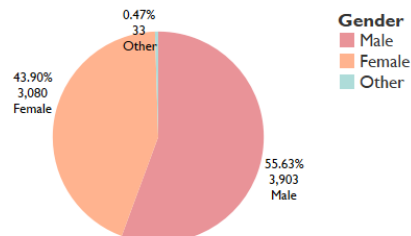


2,355 (43.7%)
replies considered
resolved by
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	488	0	488	39	39	100.0%
Camp 01W	263	0	263	3	3	100.0%
Camp 02E	56	0	56	5	4	80.0%
Camp 02W	240	0	240	100	42	42.0%
Camp 03	218	62	156	1	0	0.0%
Camp 04	163	30	133	1	0	0.0%
Camp 04 Ext.	26	0	26	0	0	0.0%
Camp 05	208	42	166	0	0	0.0%
Camp 06	233	0	233	16	0	0.0%
Camp 07	270	0	270	0	0	0.0%
Camp 08E	538	0	538	1,126	827	73.4%
Camp 08W	199	0	199	167	48	28.7%
Camp 09	310	1	309	395	117	29.6%
Camp 10	451	0	451	473	1	0.2%
Camp 11	349	0	349	178	81	45.5%
Camp 12	297	0	297	366	124	33.9%
Camp 13	656	0	656	676	200	29.6%
Camp 14	341	0	341	223	57	25.6%
Camp 15	723	7	716	350	181	51.7%
Camp 16	481	2	479	324	113	34.9%
Camp 17	126	0	126	1	0	0.0%
Camp 18	260	0	260	212	182	85.8%
Camp 19	176	0	176	187	72	38.5%
Camp 20	103	0	103	76	14	18.4%
Camp 20 Ext	133	0	133	128	46	35.9%
Camp 21	273	2	271	1	1	100.0%
Camp 22	396	101	295	85	23	27.1%
Camp 24	156	0	156	152	152	100.0%
Camp 25	105	0	105	109	28	25.7%
Camp 26	58	38	20	0	0	0.0%
Camp 27	5	0	5	1	0	0.0%
Kutupalong RC	15	0	15	0	0	0.0%
Nayapara RC	14	0	14	0	0	0.0%
Transit Center	0	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
SMART Card & Family Attestation - Add New Born	2,005	0	2,005	2,160	1,173	54.3%
Change of Registration information - New Born	1,767	0	1,767	87	74	85.1%
Registration documents lost and replacement - Request for new ID card	749	0	749	98	31	31.6%
SMART Card & Family Attestation - Lost ID Card	495	0	495	757	213	28.1%
SMART Card & Family Attestation - Merge and Split	467	0	467	513	225	43.9%
SMART Card & Family Attestation - Request for individual SMART card	397	0	397	647	201	31.1%
Registration documents lost and replacement - Lost ID Card	368	0	368	10	1	10.0%
Change of Registration information - Merge and Split	322	0	322	16	0	0.0%
Request for information	285	285	0	0	0	0.0%
SMART Card & Family Attestation - Biographical Error	236	0	236	213	78	36.6%
SMART Card & Family Attestation - Add New Member	145	0	145	211	136	64.5%
SMART Card & Family Attestation - Address Change	138	0	138	158	55	34.8%
Change of Registration information - Biographical Error	124	0	124	8	1	12.5%
SMART Card & Family Attestation - Marriage case	107	0	107	74	29	39.2%
Change of Registration information - Address Change	93	0	93	0	0	0.0%
Change of Registration information - New Registration	85	0	85	10	1	10.0%
SCOPE Card - Has not received new SCOPE Card	75	0	75	38	12	31.6%

Monthly Sector Report - Site Development

October 2023

5



4,662
tickets
received



13
tickets closed
on the spot



4,649
tickets referred to
relevant actors

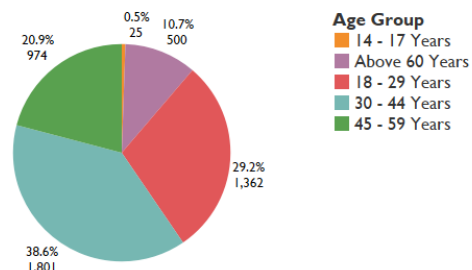


4,649
responses given by
relevant actors

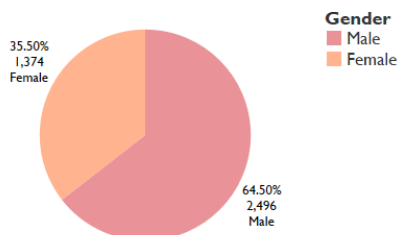


673 (14.5%)
replies considered
resolved by
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	49	0	49	19	19	100.0%
Camp 01W	75	0	75	5	5	100.0%
Camp 02E	18	0	18	0	0	0.0%
Camp 02W	46	0	46	1	1	100.0%
Camp 03	34	0	34	32	3	9.4%
Camp 04	333	0	333	403	20	5.0%
Camp 04 Ext.	0	0	0	0	0	0.0%
Camp 05	54	0	54	49	12	24.5%
Camp 06	104	0	104	92	1	1.1%
Camp 07	30	0	30	0	0	0.0%
Camp 08E	264	0	264	524	195	37.2%
Camp 08W	256	0	256	254	43	16.9%
Camp 09	202	0	202	77	15	19.5%
Camp 10	304	0	304	440	13	3.0%
Camp 11	332	0	332	185	6	3.2%
Camp 12	214	0	214	342	26	7.6%
Camp 13	290	0	290	468	56	12.0%
Camp 14	217	7	210	268	6	2.2%
Camp 15	320	0	320	178	12	6.7%
Camp 16	108	0	108	195	22	11.3%
Camp 17	342	3	339	177	10	5.6%
Camp 18	188	0	188	160	113	70.6%
Camp 19	204	3	201	158	9	5.7%
Camp 20	232	0	232	213	10	4.7%
Camp 20 Ext	84	0	84	89	43	48.3%
Camp 21	37	0	37	19	4	21.1%
Camp 22	175	0	175	177	3	1.7%
Camp 24	25	0	25	47	21	44.7%
Camp 25	76	0	76	76	4	5.3%
Camp 26	15	0	15	0	0	0.0%
Camp 27	3	0	3	1	1	100.0%
Kutupalong RC	11	0	11	0	0	0.0%
Nayapara RC	20	0	20	0	0	0.0%
Transit Center	0	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	1,295	0	1,295	1,619	221	13.7%
Slope Protection (erosion) - Damaged, broken, or needs improvement	758	0	758	770	122	15.8%
Retaining wall - Damaged, broken, or needs improvement	565	0	565	316	13	4.1%
Hill or Slope - Erosion & landslide	308	0	308	119	11	9.2%
Stairs - Requested	278	0	278	271	61	22.5%
Drainage - Drain Requested	204	0	204	224	27	12.1%
Pathway - Requested	174	0	174	231	22	9.5%
Pathway - Damaged, broken, or needs improvement	169	0	169	152	20	13.2%
Stairs - Damaged, broken, or needs improvement	132	0	132	111	17	15.3%
Retaining wall - Requested	125	0	125	50	6	12.0%
Drainage Cover (Slab) - Requested	85	0	85	88	13	14.8%
Lamp post - Requested	84	0	84	4	0	0.0%
Drainage - Damaged, broken, or needs improvement	75	0	75	86	18	20.9%
Lamp post or Street light - Requested	75	0	75	107	9	8.4%
Bridge - Damaged, broken, or needs improvement	47	0	47	38	16	42.1%
Landslide problem	35	0	35	0	0	0.0%
Drainage - Blocked or Water logging	34	0	34	21	7	33.3%

Monthly Sector Report - Site Management

October 2023

6



3,260
tickets
received



2,556
tickets closed
on the spot



704
tickets referred to
relevant actors

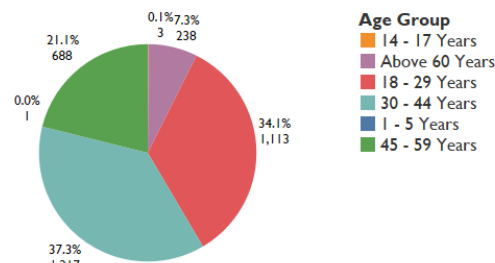


404
responses given by
relevant actors

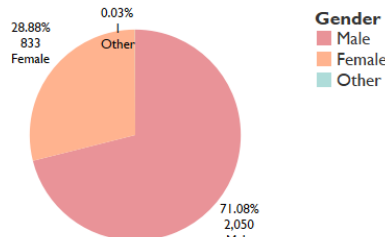


170 (42.1%)
replies considered
resolved by
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	21	1	20	7	7	100.0%
Camp 01V	35	0	35	1	1	100.0%
Camp 02E	0	0	0	0	0	0.0%
Camp 02W	2	0	2	1	1	100.0%
Camp 03	18	3	15	5	0	0.0%
Camp 04	8	0	8	4	0	0.0%
Camp 04 Ext.	8	0	8	0	0	0.0%
Camp 05	2	0	2	0	0	0.0%
Camp 06	3	0	3	0	0	0.0%
Camp 07	0	0	0	0	0	0.0%
Camp 08E	0	0	0	9	6	66.7%
Camp 08V	0	0	0	0	0	0.0%
Camp 09	134	134	0	4	2	50.0%
Camp 10	160	0	160	100	12	12.0%
Camp 11	173	133	40	29	0	0.0%
Camp 12	5	2	3	3	0	0.0%
Camp 13	83	18	65	100	16	16.0%
Camp 14	430	407	23	8	8	100.0%
Camp 15	152	149	3	7	1	14.3%
Camp 16	66	52	14	3	2	66.7%
Camp 17	3	0	3	0	0	0.0%
Camp 18	269	251	18	0	0	0.0%
Camp 19	189	186	3	5	2	40.0%
Camp 20	388	388	0	1	1	100.0%
Camp 20 Ext	254	249	5	35	29	82.9%
Camp 21	16	0	16	0	0	0.0%
Camp 22	208	208	0	0	0	0.0%
Camp 24	492	306	186	77	77	100.0%
Camp 25	75	69	6	5	5	100.0%
Camp 26	59	0	59	0	0	0.0%
Camp 27	7	0	7	0	0	0.0%
Kutupalong RC	0	0	0	0	0	0.0%
Nayapara RC	0	0	0	0	0	0.0%
Transit Center	0	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Has not been selected for CFW in long time	1,647	1,644	3	0	0	0.0%
Cash for Work - Requested CFW	849	849	0	0	0	0.0%
Cash for Work - Has not been enrolled	465	0	465	314	115	36.6%
Relocation & Repatriation - Relocation to another camp	63	0	63	12	6	50.0%
Relocation & Repatriation - Relocation from another camp	59	0	59	2	0	0.0%
Cash for Work - Requested	53	53	0	0	0	0.0%
Skill Training - Requested for seed	38	0	38	0	0	0.0%
Relocation & Repatriation - Relocation within camp	29	0	29	4	0	0.0%
Cash for Work - Payment delayed	25	0	25	18	11	61.1%
Community Conflict - Tree Cutting	11	0	11	9	4	44.4%
Relocation & Repatriation - Repatriation to Myanmar	5	5	0	0	0	0.0%
Cash for Work - Was charged to enroll or be selected	4	0	4	21	21	100.0%
Cash for Work - Has received less payment than days worked	3	0	3	10	4	40.0%
Skill Training - Requested	2	2	0	0	0	0.0%
When is my next Cash for Work rotation day?	2	2	0	0	0	0.0%
Change of Registration information - Add wife- Dil Bahar (23) yrs and add newborn baby Sumaya DOB: 22/10/2022	1	0	1	0	0	0.0%
Change of Registration information - Marriage approval	1	0	1	0	0	0.0%

Monthly Sector Report - Protection

October 2023

7



828
tickets
received



827
tickets closed
on the spot



1
tickets referred to
relevant actors

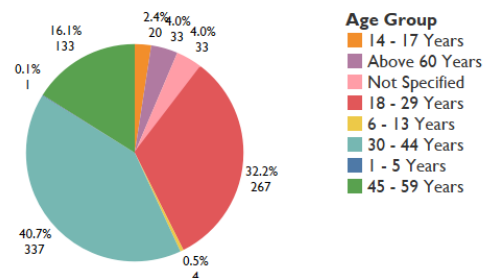


120
responses given by
relevant actors

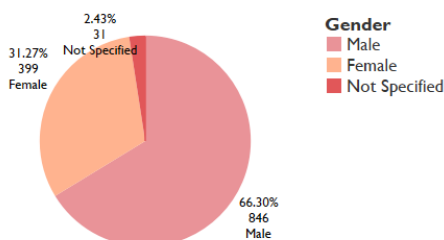


43 (35.8%)
replies considered
resolved by
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	54	54	0	20	20	100.0%
Camp 01V	33	33	0	1	1	100.0%
Camp 02E	13	13	0	0	0	0.0%
Camp 02V	27	27	0	22	9	40.9%
Camp 03	42	42	0	6	4	66.7%
Camp 04	37	37	0	12	0	0.0%
Camp 04 Ext.	4	4	0	0	0	0.0%
Camp 05	24	24	0	32	1	3.1%
Camp 06	15	15	0	9	0	0.0%
Camp 07	22	22	0	0	0	0.0%
Camp 08E	12	12	0	0	0	0.0%
Camp 08V	20	20	0	0	0	0.0%
Camp 09	24	24	0	0	0	0.0%
Camp 10	19	19	0	0	0	0.0%
Camp 11	40	39	1	0	0	0.0%
Camp 12	28	28	0	18	8	44.4%
Camp 13	27	27	0	0	0	0.0%
Camp 14	1	1	0	0	0	0.0%
Camp 15	36	36	0	0	0	0.0%
Camp 16	18	18	0	0	0	0.0%
Camp 17	12	12	0	0	0	0.0%
Camp 18	27	27	0	0	0	0.0%
Camp 19	34	34	0	0	0	0.0%
Camp 20	6	6	0	0	0	0.0%
Camp 20 Ext	7	7	0	0	0	0.0%
Camp 21	12	12	0	0	0	0.0%
Camp 22	10	10	0	0	0	0.0%
Camp 24	18	18	0	0	0	0.0%
Camp 25	2	2	0	0	0	0.0%
Camp 26	49	49	0	0	0	0.0%
Camp 27	15	15	0	0	0	0.0%
Kutupalong RC	71	71	0	0	0	0.0%
Nayapara RC	59	59	0	0	0	0.0%
Transit Center	10	10	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Protection Referral	771	771	0	46	6	13.0%
Complaint against Agency or Staff	26	26	0	0	0	0.0%
Protection Referral (IOM)	17	17	0	0	0	0.0%
Protection Referral (UNHCR)	5	5	0	0	0	0.0%
Protection Referral (MUKTI)	2	2	0	0	0	0.0%
Protection Referral (Save_The_Children_International)	2	2	0	0	0	0.0%
Change of Registration information - Child protection issues - Mohammed Shofi Alom 10 Years	1	0	1	0	0	0.0%
Protection Referral (Action_Aid)	1	1	0	0	0	0.0%
Protection Referral (BRAC)	1	1	0	0	0	0.0%
Protection Referral (CARE)	1	1	0	0	0	0.0%
Protection Referral (DRC)	1	1	0	0	0	0.0%

Monthly Sector Report - Shelter & NFI

October 2023

8



9,994
tickets
received



1,379
tickets closed
on the spot



8,615
tickets referred to
relevant actors

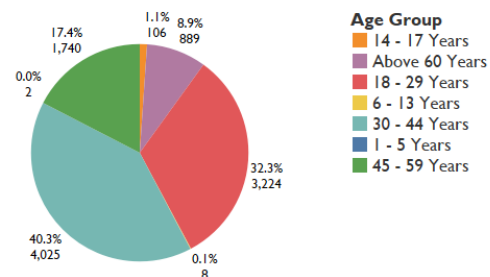


1,667
responses given by
relevant actors

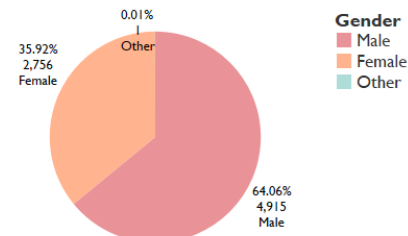


401 (24.1%)
replies considered
resolved by
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	846	0	846	8	8	100.0%
Camp 01W	830	0	830	0	0	0.0%
Camp 02E	164	1	163	1	0	0.0%
Camp 02W	629	0	629	31	16	51.6%
Camp 03	310	0	310	150	14	9.3%
Camp 04	1,257	20	1,237	269	72	26.8%
Camp 04 Ext.	106	0	106	0	0	0.0%
Camp 05	133	0	133	28	11	39.3%
Camp 06	281	0	281	65	26	40.0%
Camp 07	276	0	276	0	0	0.0%
Camp 08E	0	0	0	0	0	0.0%
Camp 08W	4	0	4	0	0	0.0%
Camp 09	94	69	25	5	0	0.0%
Camp 10	64	0	64	135	11	8.1%
Camp 11	95	20	75	0	0	0.0%
Camp 12	33	0	33	37	11	29.7%
Camp 13	116	1	115	260	53	20.4%
Camp 14	44	37	7	10	3	30.0%
Camp 15	189	62	127	56	14	25.0%
Camp 16	456	44	412	98	11	11.2%
Camp 17	628	6	622	3	0	0.0%
Camp 18	331	330	1	0	0	0.0%
Camp 19	146	139	7	86	16	18.6%
Camp 20	99	88	11	23	1	4.3%
Camp 20 Ext	177	175	2	2	0	0.0%
Camp 21	218	0	218	107	68	63.6%
Camp 22	561	334	227	22	3	13.6%
Camp 24	26	25	1	2	2	100.0%
Camp 25	19	19	0	1	1	100.0%
Camp 26	599	9	590	0	0	0.0%
Camp 27	357	0	357	268	60	22.4%
Kutupalong RC	100	0	100	0	0	0.0%
Nayapara RC	747	0	747	0	0	0.0%
Transit Center	59	0	59	0	0	0.0%

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	3,404	2	3,402	16	7	43.8%
NFI - Request additional materials	1,876	808	1,068	34	12	35.3%
Shelter Materials - Request additional materials	1,865	285	1,580	301	43	14.3%
Damage to shelter - Shelter damaged over time	967	123	844	11	3	27.3%
Damage of shelter - Damage of shelter	425	0	425	2	1	50.0%
Shelter Materials - Missed Distribution	228	0	228	571	111	19.4%
Shelter Materials - Waited too long at distribution	218	0	218	21	12	57.1%
Shelter Number - Requested	159	0	159	112	2	1.8%
Shelter Materials - Requested for Shelter Materials	131	0	131	73	17	23.3%
Shelter materials needed	90	0	90	0	0	0.0%
Shelter Kit - Requested (general households)	84	84	0	0	0	0.0%
Shelter Materials - Request for shelter materials	79	0	79	123	22	17.9%
NFI - Request for mosquito net	56	0	56	0	0	0.0%
NFI - Received damaged materials	42	34	8	0	0	0.0%
Shelter Materials - Received amount is not enough	33	18	15	0	0	0.0%
Shelter Materials - Received damaged materials	27	2	25	6	0	0.0%
Request to get new shelter	22	0	22	1	0	0.0%

Monthly Sector Report - Energy & Environment

October 2023

9



1,015
tickets
received



510
tickets closed
on the spot



505
tickets referred to
relevant actors

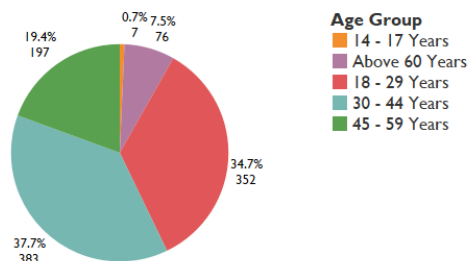


503
responses given by
relevant actors

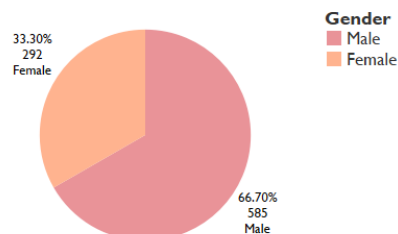


122 (24.3%)
replies considered
resolved by
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	4	0	4	0	0	0.0%
Camp 01V	6	0	6	0	0	0.0%
Camp 02E	3	0	3	0	0	0.0%
Camp 02V	74	74	0	1	0	0.0%
Camp 03	11	1	10	3	0	0.0%
Camp 04	30	16	14	11	9	81.8%
Camp 04 Ext.	3	0	3	0	0	0.0%
Camp 05	54	51	3	0	0	0.0%
Camp 06	1	0	1	0	0	0.0%
Camp 07	3	0	3	0	0	0.0%
Camp 08E	12	0	12	38	35	92.1%
Camp 08V	12	0	12	7	6	85.7%
Camp 09	31	29	2	2	2	100.0%
Camp 10	48	0	48	33	11	33.3%
Camp 11	52	22	30	16	2	12.5%
Camp 12	34	2	32	13	13	100.0%
Camp 13	14	6	8	14	10	71.4%
Camp 14	34	16	18	10	3	30.0%
Camp 15	21	5	16	17	6	35.3%
Camp 16	19	10	9	12	11	91.7%
Camp 17	4	3	1	0	0	0.0%
Camp 18	40	24	16	11	8	72.7%
Camp 19	3	2	1	0	0	0.0%
Camp 20	9	0	9	1	1	100.0%
Camp 20 Ext	13	9	4	0	0	0.0%
Camp 21	25	25	0	1	1	100.0%
Camp 22	402	193	209	310	1	0.3%
Camp 24	6	1	5	3	3	100.0%
Camp 25	21	21	0	0	0	0.0%
Camp 26	6	0	6	0	0	0.0%
Camp 27	4	0	4	0	0	0.0%
Kutupalong RC	0	0	0	0	0	0.0%
Nayapara RC	16	0	16	0	0	0.0%
Transit Center	0	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
LPG Gas - Not enough for family	443	443	0	4	3	75.0%
Electricity Supply - Not working	197	0	197	309	0	0.0%
LPG Gas - Did not receive refill	67	0	67	59	47	79.7%
LPG Porters - Requested	59	0	59	48	20	41.7%
Cooking set (gas & stove) - Requested	44	44	0	0	0	0.0%
LPG Gas - Did not receive cylinder	42	0	42	32	21	65.6%
Cooking Stove - Did not receive	36	0	36	28	19	67.9%
LPG Gas - Lost or stolen cylinder	26	0	26	7	2	28.6%
Cooking Stove - Broken or not working	25	11	14	0	0	0.0%
Fan, solar light and battery - Darkly house	10	0	10	0	0	0.0%
LPG Gas - Lost token	10	0	10	6	4	66.7%
Cooking set (gas & stove) - Broken or not working	8	8	0	0	0	0.0%
Cooking Stove - Requested	4	4	0	0	0	0.0%
Lighter broken	4	0	4	0	0	0.0%
Pressure Cooker - Did not receive	4	0	4	0	0	0.0%
Solar battery - Solar battery	4	0	4	0	0	0.0%
Porter Requested - Requested	3	0	3	1	1	100.0%

Monthly Sector Report - Food Security

October 2023

10



630
tickets
received



218
tickets closed
on the spot



412
tickets referred to
relevant actors

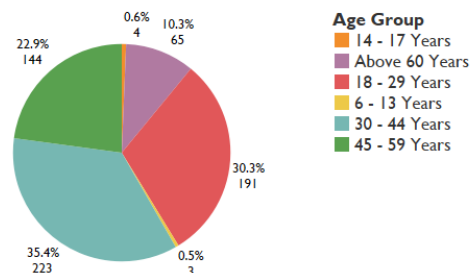


172
responses given by
relevant actors

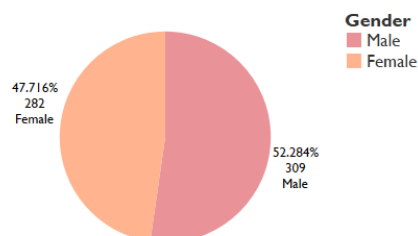


48 (27.9%)
replies considered
resolved by
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	4	0	4	1	1	100.0%
Camp 01V	6	0	6	0	0	0.0%
Camp 02E	2	0	2	0	0	0.0%
Camp 02V	76	52	24	1	0	0.0%
Camp 03	29	1	28	10	0	0.0%
Camp 04	10	2	8	12	3	25.0%
Camp 04 Ext.	4	0	4	0	0	0.0%
Camp 05	38	1	37	32	0	0.0%
Camp 06	45	34	11	2	0	0.0%
Camp 07	5	0	5	0	0	0.0%
Camp 08E	7	0	7	9	9	100.0%
Camp 08V	2	0	2	8	8	100.0%
Camp 09	7	1	6	0	0	0.0%
Camp 10	17	0	17	10	2	20.0%
Camp 11	42	7	35	0	0	0.0%
Camp 12	25	7	18	10	7	70.0%
Camp 13	0	0	0	7	4	57.1%
Camp 14	35	29	6	0	0	0.0%
Camp 15	53	3	50	45	1	2.2%
Camp 16	16	0	16	4	1	25.0%
Camp 17	8	1	7	3	0	0.0%
Camp 18	39	32	7	4	4	100.0%
Camp 19	5	4	1	1	0	0.0%
Camp 20	3	0	3	0	0	0.0%
Camp 20 Ext	3	1	2	0	0	0.0%
Camp 21	7	0	7	4	2	50.0%
Camp 22	1	0	1	8	5	62.5%
Camp 24	0	0	0	0	0	0.0%
Camp 25	26	26	0	1	1	100.0%
Camp 26	7	0	7	0	0	0.0%
Camp 27	10	0	10	0	0	0.0%
Kutupalong RC	7	0	7	0	0	0.0%
Nayapara RC	12	0	12	0	0	0.0%
Transit Center	79	17	62	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Food distributions - Request for more food each month	174	174	0	2	0	0.0%
Food distributions - Household has not received food	45	0	45	31	29	93.5%
Request for fresh food enlistm	41	0	41	1	0	0.0%
Food Porters - Requested	37	0	37	14	5	35.7%
Food distributions - Poor quality food items	34	0	34	3	1	33.3%
Food distributions - Waited too long	27	0	27	1	0	0.0%
Request for fresh food enlistm - Fresh Food	25	0	25	0	0	0.0%
He doesn't enough to get the food items.	17	0	17	0	0	0.0%
Food distributions - Weight was less than stated	16	16	0	0	0	0.0%
Food distributions - Request for different items or quantities	14	14	0	0	0	0.0%
Fresh Food - Fresh Food	13	0	13	11	0	0.0%
She doesn't enough to get the food items.	12	0	12	0	0	0.0%
Requested for vegetable support	11	0	11	0	0	0.0%
Food distributions - HH wants someone outside their family to collect food	9	0	9	0	0	0.0%
Food distributions - Want to purchase more but not allowed	8	8	0	0	0	0.0%
Request for fresh food enlistm - Request for fresh food	6	0	6	0	0	0.0%
When is the next food distribution day? When are the food distribution centres open?	6	6	0	0	0	0.0%

Monthly Sector Report - Health

October 2023

11



601
tickets
received



288
tickets closed
on the spot



313
tickets referred to
relevant actors

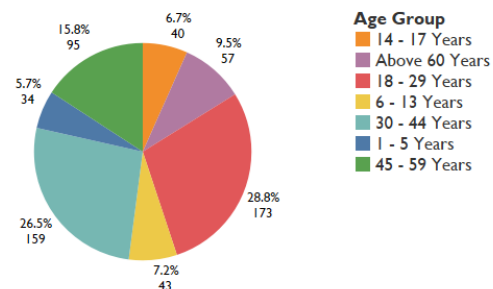


250
responses given by
relevant actors

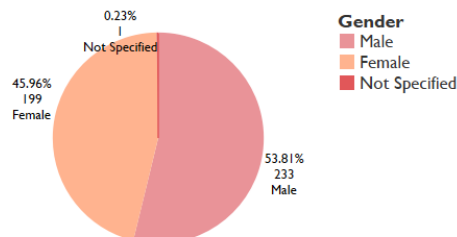


227 (90.8%)
replies considered
resolved by
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	49	27	22	168	168	100.0%
Camp 01W	4	0	4	1	1	100.0%
Camp 02E	4	2	2	0	0	0.0%
Camp 02W	14	10	4	1	0	0.0%
Camp 03	15	1	14	2	0	0.0%
Camp 04	33	3	30	24	20	83.3%
Camp 04 Ext.	0	0	0	0	0	0.0%
Camp 05	6	1	5	3	2	66.7%
Camp 06	64	47	17	8	6	75.0%
Camp 07	17	1	16	0	0	0.0%
Camp 08E	1	1	0	0	0	0.0%
Camp 08W	0	0	0	0	0	0.0%
Camp 09	1	0	1	0	0	0.0%
Camp 10	1	0	1	0	0	0.0%
Camp 11	23	7	16	1	0	0.0%
Camp 12	1	0	1	1	1	100.0%
Camp 13	1	0	1	0	0	0.0%
Camp 14	3	2	1	2	1	50.0%
Camp 15	4	0	4	5	1	20.0%
Camp 16	14	0	14	9	5	55.6%
Camp 17	11	1	10	9	9	100.0%
Camp 18	1	0	1	0	0	0.0%
Camp 19	2	2	0	1	0	0.0%
Camp 20	2	0	2	1	0	0.0%
Camp 20 Ext	0	0	0	0	0	0.0%
Camp 21	32	0	32	4	4	100.0%
Camp 22	6	0	6	9	9	100.0%
Camp 24	0	0	0	1	0	0.0%
Camp 25	0	0	0	0	0	0.0%
Camp 26	7	1	6	0	0	0.0%
Camp 27	0	0	0	0	0	0.0%
Kutupalong RC	16	6	10	0	0	0.0%
Nayapara RC	99	7	92	0	0	0.0%
Transit Center	170	169	1	0	0	0.0%

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	277	277	0	19	18	94.7%
Need health card	96	0	96	0	0	0.0%
Treatment - Treatment	33	0	33	86	86	100.0%
Treatment - Waited too long	30	0	30	31	29	93.5%
Treatment - Medicine out of stock	28	0	28	15	13	86.7%
Treatment - He needs better treatment	27	0	27	0	0	0.0%
Treatment - Health facility treatment/staff's behavior not good quality	9	0	9	1	0	0.0%
Treatment - Need health support	9	0	9	0	0	0.0%
Treatment - Request for proper treatment for backpain	8	0	8	0	0	0.0%
Treatment - Permission to travel outside camp for healthcare	5	5	0	0	0	0.0%
General Health Card - Did not receive	4	0	4	0	0	0.0%
Health post - Facility is not maintaining standards	3	0	3	0	0	0.0%
Treatment - Ambulance support	3	3	0	0	0	0.0%
Treatment - Request for proper treatment for fever	3	0	3	0	0	0.0%
Treatment - Need better treatment	2	0	2	0	0	0.0%
Treatment - Need Treatment	2	0	2	2	1	50.0%
Treatment - Treatment not good quality	2	0	2	4	0	0.0%

Monthly Sector Report - Nutrition

October 2023

12



4
tickets
received



0
tickets closed
on the spot



4
tickets referred to
relevant actors

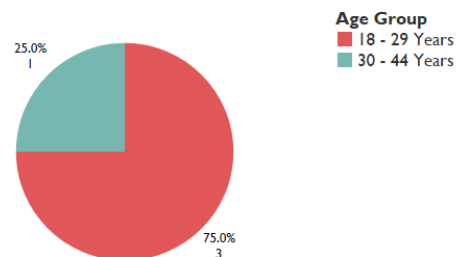


7
responses given by
relevant actors

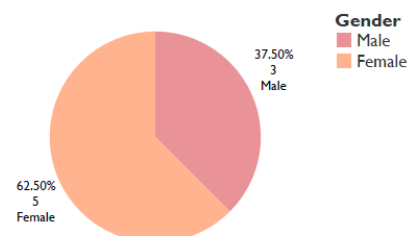


3 (42.9%)
replies considered
resolved by
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	0	0	0	0	0	0.0%
Camp 01V	0	0	0	0	0	0.0%
Camp 02E	0	0	0	0	0	0.0%
Camp 02V	0	0	0	0	0	0.0%
Camp 03	0	0	0	1	1	100.0%
Camp 04	0	0	0	3	2	66.7%
Camp 04 Ext.	0	0	0	0	0	0.0%
Camp 05	0	0	0	0	0	0.0%
Camp 06	0	0	0	0	0	0.0%
Camp 07	0	0	0	0	0	0.0%
Camp 08E	0	0	0	0	0	0.0%
Camp 08V	0	0	0	0	0	0.0%
Camp 09	0	0	0	0	0	0.0%
Camp 10	0	0	0	0	0	0.0%
Camp 11	0	0	0	0	0	0.0%
Camp 12	1	0	1	1	0	0.0%
Camp 13	0	0	0	0	0	0.0%
Camp 14	0	0	0	0	0	0.0%
Camp 15	0	0	0	2	0	0.0%
Camp 16	1	0	1	0	0	0.0%
Camp 17	0	0	0	0	0	0.0%
Camp 18	0	0	0	0	0	0.0%
Camp 19	0	0	0	0	0	0.0%
Camp 20	1	0	1	0	0	0.0%
Camp 20 Ext	0	0	0	0	0	0.0%
Camp 21	0	0	0	0	0	0.0%
Camp 22	0	0	0	0	0	0.0%
Camp 24	0	0	0	0	0	0.0%
Camp 25	0	0	0	0	0	0.0%
Camp 26	0	0	0	0	0	0.0%
Camp 27	0	0	0	0	0	0.0%
Kutupalong RC	0	0	0	0	0	0.0%
Nayapara RC	0	0	0	0	0	0.0%
Transit Center	1	0	1	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Nutrition Assistance - Did not receive distribution	2	0	2	1	0	0.0%
Nutrition Assistance - Requested	2	0	2	5	2	40.0%

Monthly Sector Report - Education

October 2023

13



5
tickets
received



4
tickets closed
on the spot



1
tickets referred to
relevant actors

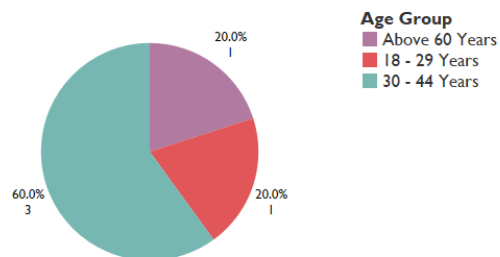


0
responses given by
relevant actors

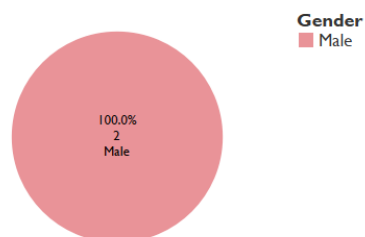


0 (0.0%)
replies considered
resolved by
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

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

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Changes to Education - Myanmar based curriculum requested	2	2	0	0	0	0.0%
Changes to Education - Secondary education requested	2	2	0	0	0	0.0%
Hit by Majhi - Hit by Majhi	1	0	1	0	0	0.0%

Methodology

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

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

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



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

Definitions

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

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

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

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