



Monthly Camp Report

November 2023

1

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...



267,785
tickets received across **35** sites



83,777
tickets closed on the spot



184,008
tickets referred by **6** actors



135,280
responses given by relevant actors



62,723 (46.4%)
replies considered resolved by beneficiaries



Monthly Camp Report - Overview

November 2023

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



29,209
tickets
received

Tickets received by gender



6,407
tickets closed
on the spot*



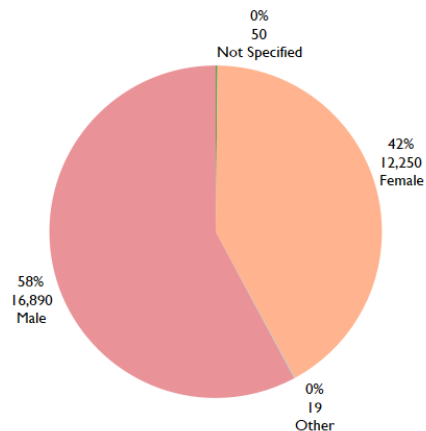
22,802
tickets referred to
relevant actors



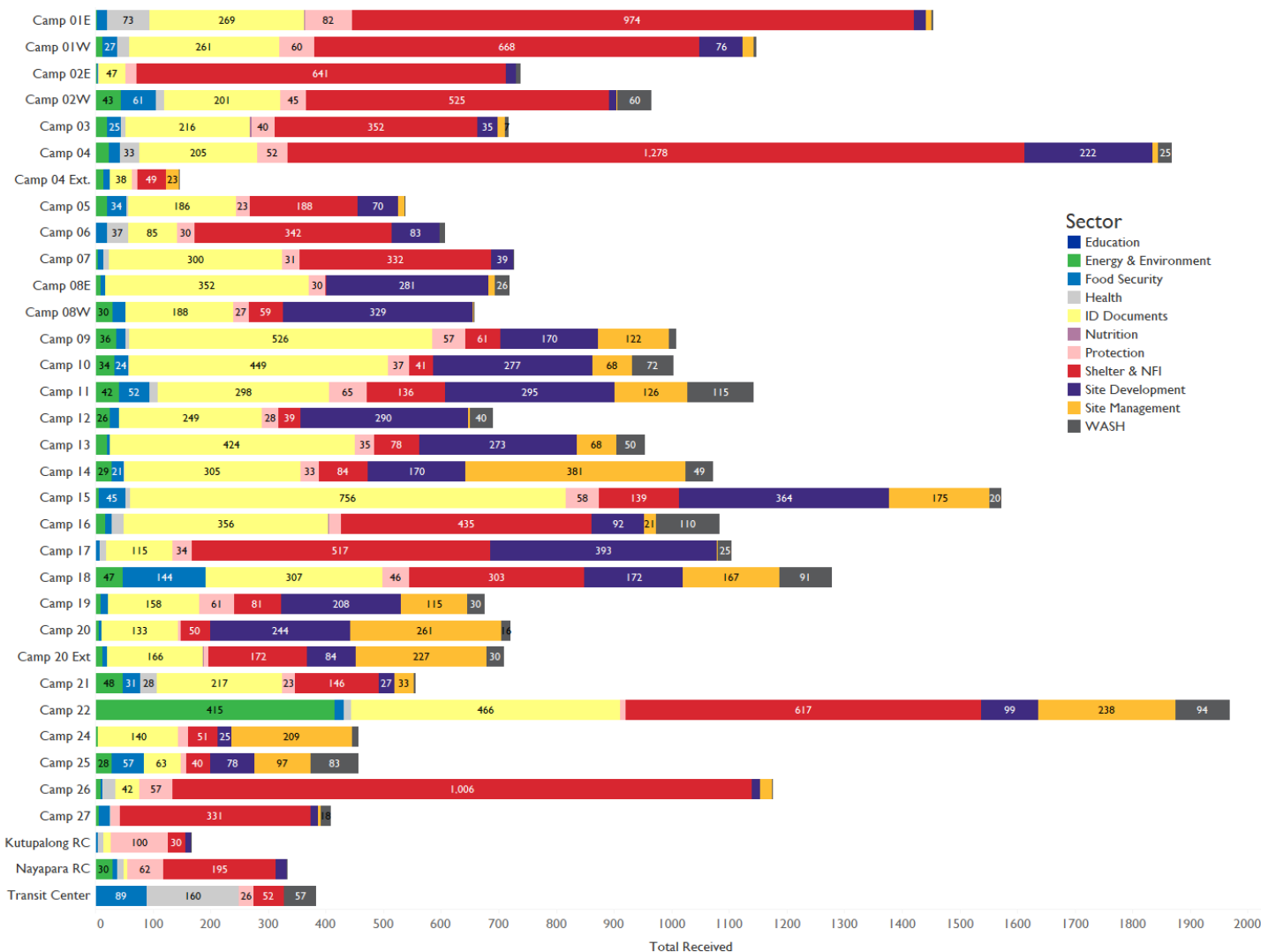
15,026
responses given by
relevant actors



5,411 (36.0%)
replies considered
resolved by
beneficiaries



Tickets received by camp



Top unresolved tickets (from replies given)

SMART Card & Family Attestation - Add New Born	1,305
Slope Protection (erosion) - Requested	1,236
Slope Protection (erosion) - Damaged, broken, or needs improvement	600
SMART Card & Family Attestation - Request for individual SMART card	553
SMART Card & Family Attestation - Lost ID Card	471
SMART Card & Family Attestation - Merge and split	344
Shelter Materials - Missed Distribution	299
Retaining wall - Damaged, broken, or needs improvement	268
Stairs - Requested	260
SMART Card & Family Attestation - Biographical Error	244
Drainage - Drain Requested	240
Shelter Materials - Request additional materials	224
Registration documents lost and replacement - Request for new ID card	217
Pathway - Requested	192
Hill or Slope - Erosion & landslide	177
Cash for Work - Has not been enrolled	160
Change of Registration information - New Born	136

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

Monthly Camp Report - Camp 01E

November 2023

3



1,454
tickets
received



135
tickets closed
on the spot



1,319
tickets referred to
relevant actors



424
responses given by
relevant actors

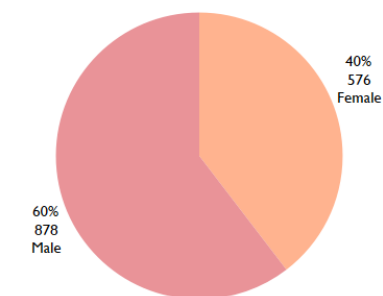


347 (81.8%)
replies considered
resolved by
beneficiaries

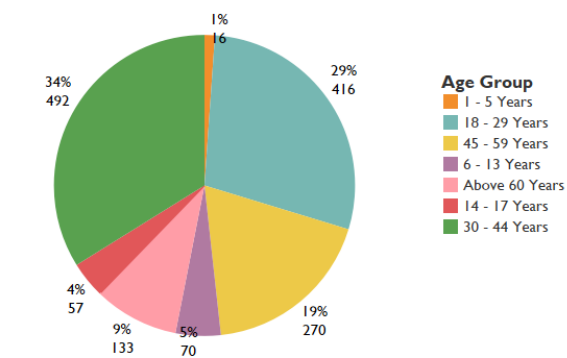
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	697	0	697	0	0	0.0%
Shelter Materials - Waited too long at distribution	146	0	146	82	82	100.0%
Registration documents lost and replacement - Request for new ID card	118	0	118	98	71	72.4%
Damage to shelter - Shelter damaged over time	83	0	83	0	0	0.0%
Protection Referral	81	80	1	0	0	0.0%
Change of Registration information - New Born	72	0	72	83	55	66.3%
Treatment - Medical referral	54	54	0	0	0	0.0%
Shelter Materials - Request additional materials	32	0	32	0	0	0.0%
Change of Registration information - Address Change	17	0	17	7	1	14.3%
Change of Registration information - Merge and Split	16	0	16	16	11	68.8%
Change of Registration information - New Registration	15	0	15	12	12	100.0%
Request for fresh food enlistm - Fresh Food	12	0	12	4	4	100.0%
Registration documents lost and replacement - Lost ID Card	9	0	9	12	9	75.0%
Retaining wall - Requested	7	0	7	0	0	0.0%
Health Book - Request for Health Book	7	0	7	0	0	0.0%
Change of Registration information - Death	6	0	6	5	4	80.0%
Change of Registration information - Biographical Error	6	0	6	6	5	83.3%

Tickets received by gender



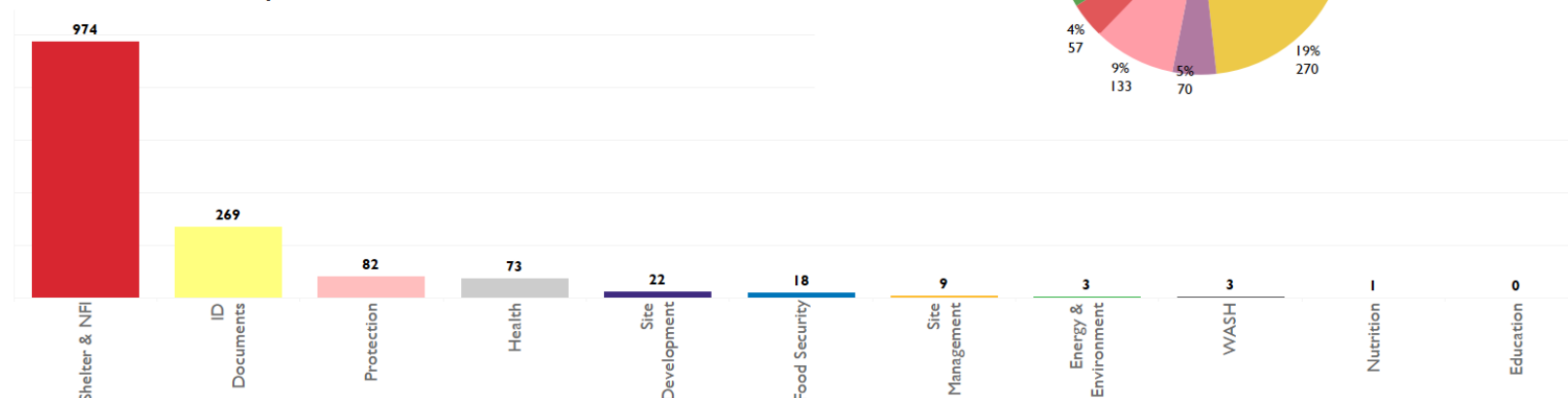
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Change of Registration information - New Born	28
Registration documents lost and replacement - Request for new ID card	27
Change of Registration information - Address Change	6
Change of Registration information - Merge and Split	5
Change of Registration information - Active and Inactive Case	3
Registration documents lost and replacement - Lost ID Card	3
Change of Registration information - Biographical Error	1
Change of Registration information - Death	1
Change of Registration information - Marriage Registration Request	1
Change of Registration information - Need new WFP Scope Card	1
Change of Registration information - Smart card lost	1

Tickets received by sector



Monthly Camp Report - Camp 01W

November 2023

4



1,147
tickets
received



63
tickets closed
on the spot



1,084
tickets referred to
relevant actors



121
responses given by
relevant actors

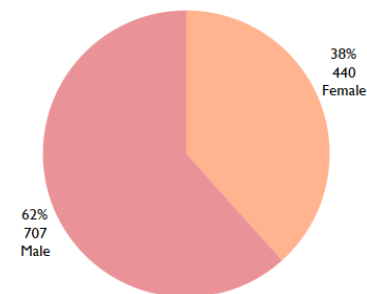


55 (45.5%)
replies considered
resolved by
beneficiaries

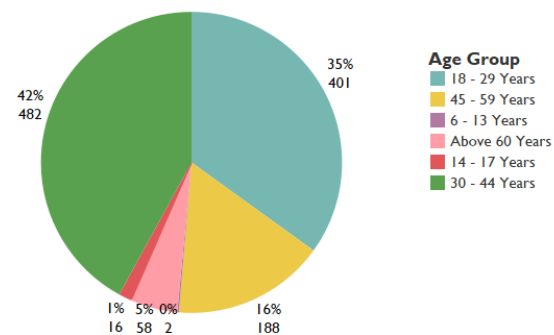
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	493	0	493	0	0	0.0%
Damage to shelter - Shelter damaged over time	108	0	108	0	0	0.0%
Change of Registration information - New Born	101	0	101	33	28	84.8%
Registration documents lost and replacement - Lost ID Card	62	0	62	33	7	21.2%
Retaining wall - Damaged, broken, or needs improvement	59	0	59	0	0	0.0%
Protection Referral	57	57	0	0	0	0.0%
Shelter Materials - Request additional materials	47	0	47	0	0	0.0%
Change of Registration information - Merge and Split	45	0	45	16	9	56.3%
Change of Registration information - New Registration	29	0	29	22	5	22.7%
Health Book - Request for Health Book	13	0	13	0	0	0.0%
Food distributions - Household has not received food	10	0	10	0	0	0.0%
Request for fresh food enlistm - Fresh Food	9	0	9	0	0	0.0%
Relocation & Repatriation - Relocation from another camp	9	0	9	0	0	0.0%
Shelter Materials - Waited too long at distribution	8	0	8	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	7	0	7	5	1	20.0%
Relocation & Repatriation - Relocation within camp	6	0	6	0	0	0.0%
Drainage & Cover - Drainage Cover Requested	6	0	6	0	0	0.0%

Tickets received by gender



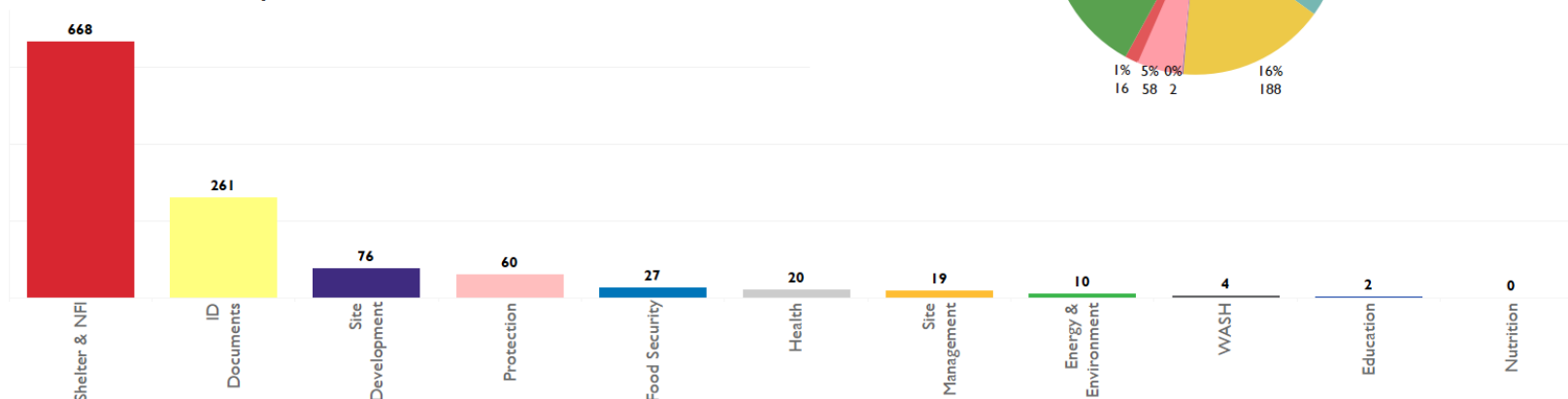
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Change of Registration information - Address Change	2
Change of Registration information - Biographical Error	1
Change of Registration information - Death	1
Change of Registration information - Merge and Split	7
Change of Registration information - New Born	5
Change of Registration information - New Registration	17
Change of Registration information - Requesting to add his wife	3
Registration documents lost and replacement - Lost ID Card	26
Registration documents lost and replacement - Request for new ID card	4

Tickets received by sector



Monthly Camp Report - Camp 02E

November 2023

5



738

tickets
received



25

tickets closed
on the spot



713

tickets referred to
relevant actors



11

responses given by
relevant actors



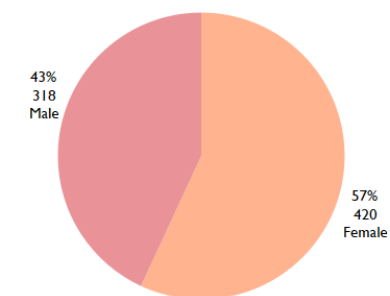
0 (0.0%)

replies considered
resolved by
beneficiaries

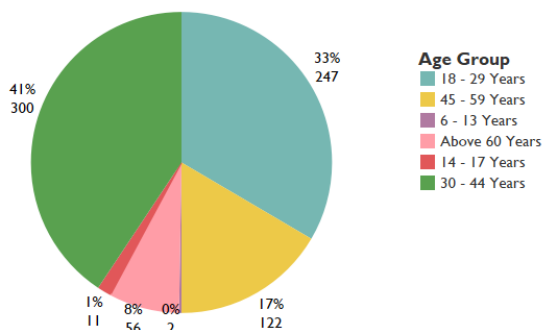
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	624	0	624	0	0	0.0%
Change of Registration information - New Born	18	0	18	0	0	0.0%
Protection Referral	17	16	1	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	12	0	12	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	8	0	8	6	0	0.0%
Soap & Hygiene Kit - Additional Requested	7	7	0	0	0	0.0%
Change of Registration information - Merge and Split	6	0	6	3	0	0.0%
Shelter Materials - Request additional materials	5	0	5	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	5	0	5	1	0	0.0%
Damage to shelter - Shelter damaged over time	4	0	4	0	0	0.0%
Shelter Materials - Waited too long at distribution	3	0	3	0	0	0.0%
LPG Gas - Did not receive refill	3	0	3	0	0	0.0%
Drainage & Cover - Drainage Cover Requested	3	0	3	0	0	0.0%
Change of Registration information - Address Change	3	0	3	0	0	0.0%
Registration documents lost and replacement - Lost ID card and family att..	2	0	2	0	0	0.0%
Registration documents lost and replacement - Lost Family Attestation Ca..	2	0	2	1	0	0.0%
NFI - Request additional materials	2	0	2	0	0	0.0%

Tickets received by gender



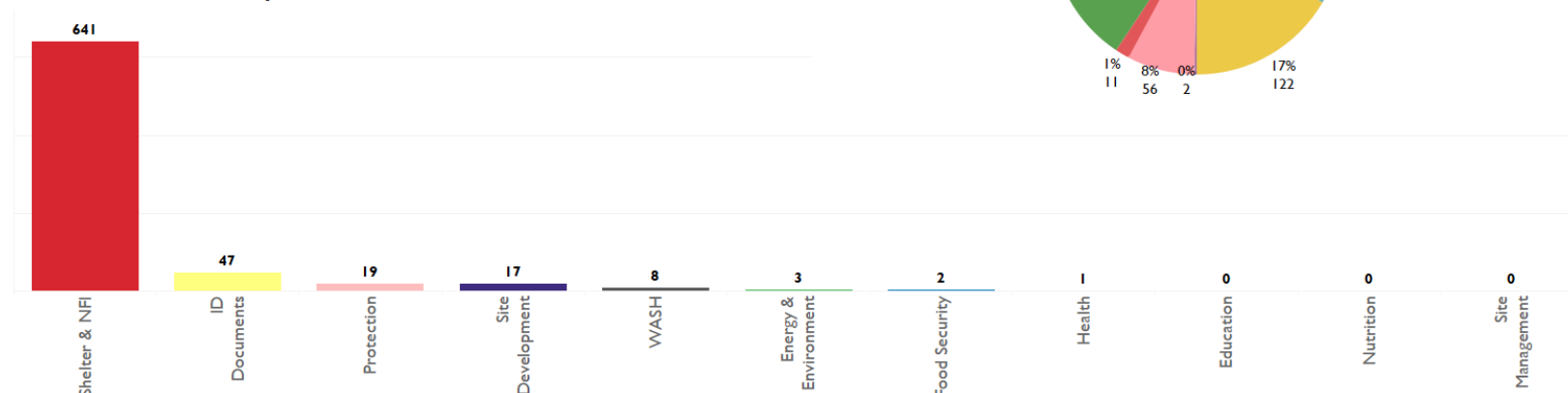
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Registration documents lost and replacement - Lost ID Card	6
Change of Registration information - Merge and Split	3
Registration documents lost and replacement - Lost Family Attestation Card	1
Registration documents lost and replacement - Request for new ID card	1

Tickets received by sector



Monthly Camp Report - Camp 02W

November 2023



966
tickets
received



204
tickets closed
on the spot



762
tickets referred to
relevant actors



158
responses given by
relevant actors

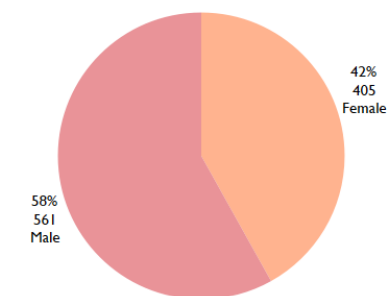


109 (69.0%)
replies considered
resolved by
beneficiaries

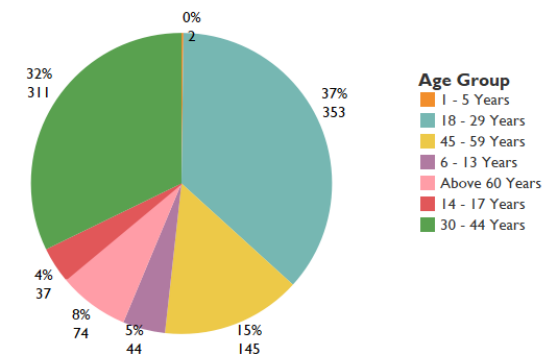
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	196	0	196	15	10	66.7%
Damage to shelter - Shelter damaged by weather	162	0	162	0	0	0.0%
Shelter Materials - Waited too long at distribution	96	0	96	72	67	93.1%
Change of Registration information - New Born	78	0	78	23	16	69.6%
Registration documents lost and replacement - Request for new ID card	67	0	67	12	1	8.3%
Shelter Materials - Request additional materials	60	0	60	0	0	0.0%
Soap & Hygiene Kit - Not enough	58	58	0	0	0	0.0%
Food distributions - Request for more food each month	47	47	0	0	0	0.0%
Protection Referral	45	45	0	0	0	0.0%
LPG Gas - Not enough for family	42	42	0	0	0	0.0%
Change of Registration information - Merge and Split	16	0	16	3	1	33.3%
Change of Registration information - Biographical Error	16	0	16	7	4	57.1%
Treatment - Medical referral	11	11	0	6	6	100.0%
Retaining wall - Damaged, broken, or needs improvement	10	0	10	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	8	0	8	7	0	0.0%
Food distributions - Household has not received food	8	0	8	0	0	0.0%
Change of Registration information - Active and Inactive Case	6	0	6	5	0	0.0%

Tickets received by gender



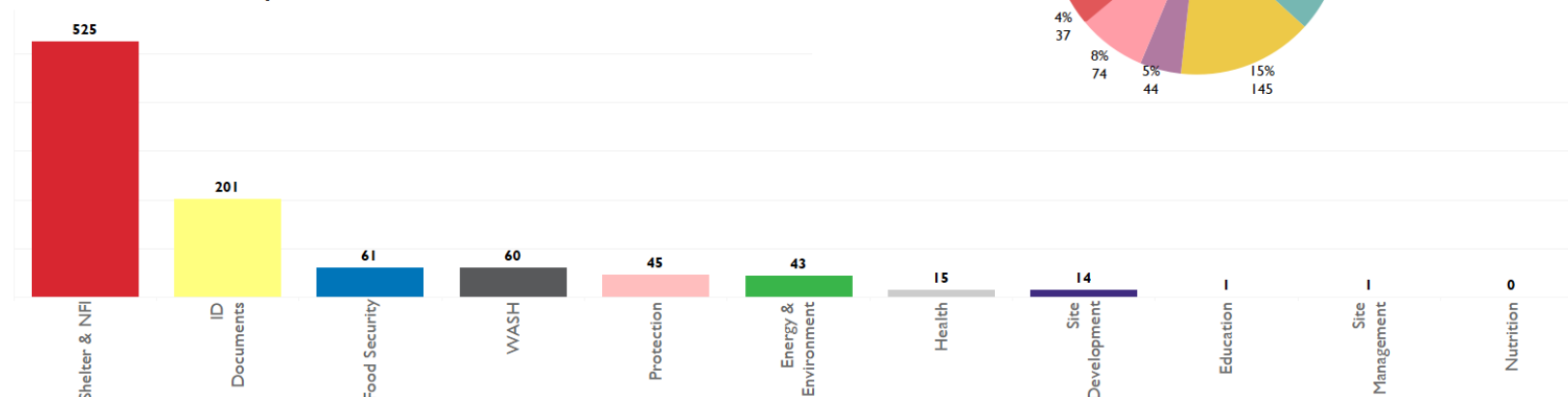
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Registration documents lost and replacement - Request for new ID card	11
Change of Registration information - New Born	7
Registration documents lost and replacement - Lost ID Card	7
Change of Registration information - Active and Inactive Case	5
NFI - Request additional materials	5
Shelter Materials - Waited too long at distribution	5
Change of Registration information - Biographical Error	3
Change of Registration information - Merge and Split	2
Change of Registration information - Add Member	1
Change of Registration information - Divorce Case	1
Protection	1
Registration documents lost and replacement - Separate family attestation Ca..	1

Tickets received by sector



Monthly Camp Report - Camp 03

November 2023

7



718
tickets
received



144
tickets closed
on the spot



574
tickets referred to
relevant actors



268
responses given by
relevant actors

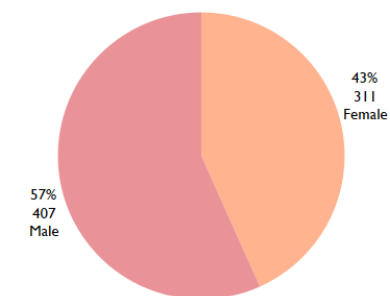


42 (15.7%)
replies considered
resolved by
beneficiaries

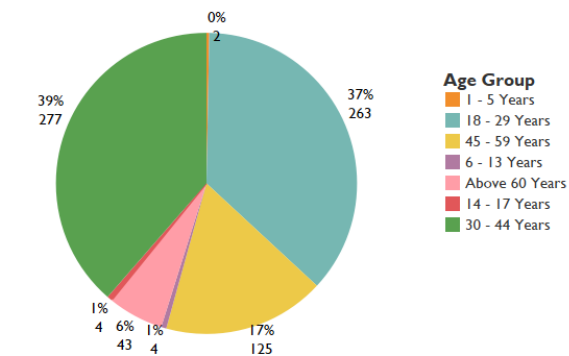
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Request additional materials	188	0	188	144	20	13.9%
Request for information	103	103	0	0	0	0.0%
Damage to shelter - Shelter damaged over time	83	0	83	11	3	27.3%
Change of Registration information - New Born	52	0	52	13	9	69.2%
Damage to shelter - Shelter damaged by weather	47	0	47	0	0	0.0%
Protection Referral	39	38	1	2	2	100.0%
Registration documents lost and replacement - Request for new ID card	34	0	34	2	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	24	0	24	19	0	0.0%
Request for fresh food enlistm - Fresh Food	23	2	21	0	0	0.0%
NFI - Request additional materials	23	0	23	10	0	0.0%
Relocation & Repatriation - Relocation to another camp	8	0	8	4	0	0.0%
Registration documents lost and replacement - Lost ID Card	7	0	7	2	0	0.0%
LPG Gas - Did not receive cylinder	6	0	6	1	0	0.0%
Pathway - Damaged, broken, or needs improvement	5	0	5	1	0	0.0%
Electricity Supply -Need street light	5	0	5	0	0	0.0%
Change of Registration information - Need age correction	5	0	5	0	0	0.0%
Change of Registration information - Merge and Split	5	0	5	1	0	0.0%

Tickets received by gender



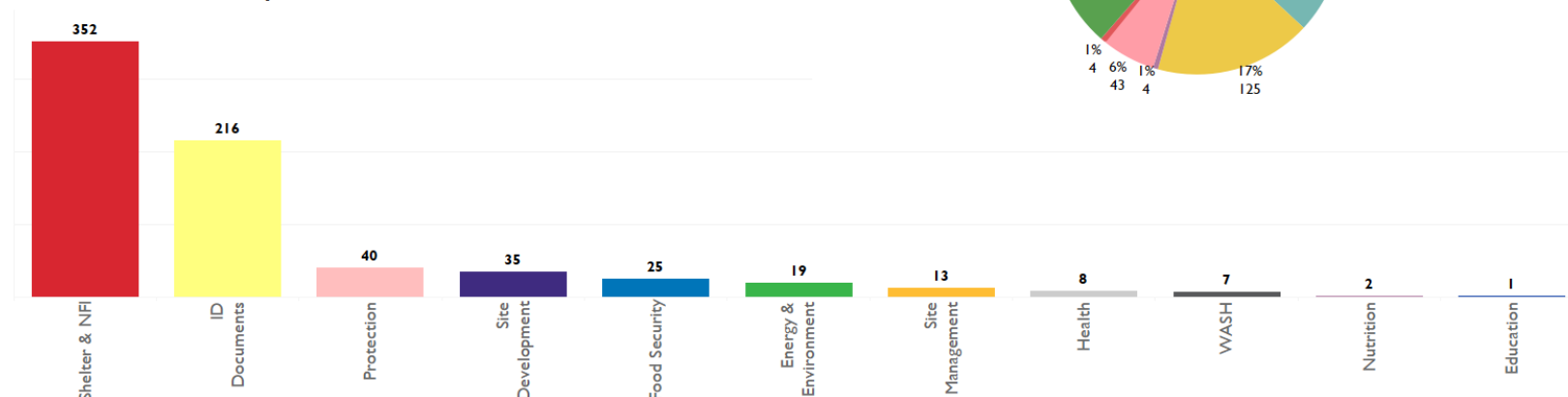
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Shelter Materials - Request additional materials	124
Retaining wall - Damaged, broken, or needs improvement	19
NFI - Request additional materials	10
Shelter materials needed	10
Damage to shelter - Shelter damaged over time	8
Request for fresh food enlistm	6
Shelter Materials - Received damaged materials	5
Change of Registration information - New Born	4
Relocation & Repatriation - Relocation to another camp	4
Request for fresh food enlistm - Need fresh food	4
LPG Gas - Lost or stolen cylinder	2
Registration documents lost and replacement - Lost ID Card	2
Registration documents lost and replacement - Request for new ID card	2
Request for fresh food enlistm - Need fresh food.	2
Retaining wall - Requested	2
Bathing Station - Broken or Damaged	1
Change of Registration information - Address Change	1

Tickets received by sector



Monthly Camp Report - Camp 04

November 2023

8



1,869
tickets
received



115
tickets closed
on the spot



1,754
tickets referred to
relevant actors



451
responses given by
relevant actors

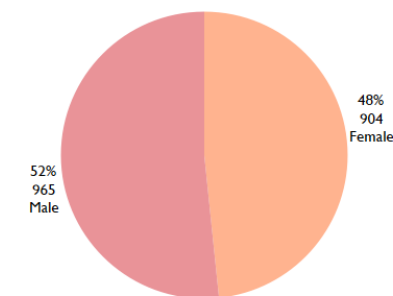


58 (12.9%)
replies considered
resolved by
beneficiaries

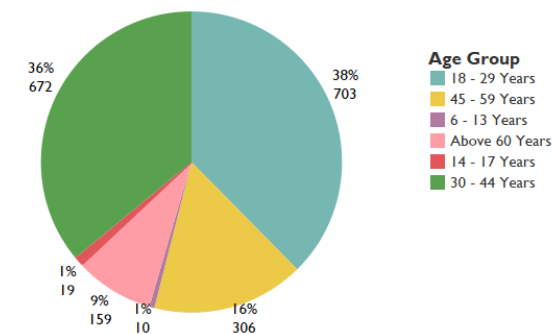
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	582	0	582	9	1	11.1%
Shelter Materials - Request additional materials	340	2	338	91	13	14.3%
Damage to shelter - Shelter damaged by weather	209	0	209	1	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	182	0	182	240	3	1.3%
Damage to shelter - Shelter damaged over time	65	0	65	2	0	0.0%
Registration documents lost and replacement - Request for new ID card	58	0	58	4	0	0.0%
Change of Registration information - New Born	52	0	52	9	5	55.6%
Protection Referral	51	51	0	0	0	0.0%
Shelter fully damage - Shelter fully damage	45	0	45	0	0	0.0%
Request for information	44	44	0	0	0	0.0%
Damage of shelter - Damage of shelter	24	0	24	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	21	0	21	4	0	0.0%
Latrine - New toilet requested	19	0	19	2	0	0.0%
Health Book - Request for Health Book	16	0	16	0	0	0.0%
Change of Registration information - Merge and Split	15	0	15	3	2	66.7%
Request for fresh food enlistm - Fresh Food	13	0	13	0	0	0.0%
Drainage & Cover - Drain Requested	13	0	13	0	0	0.0%

Tickets received by gender



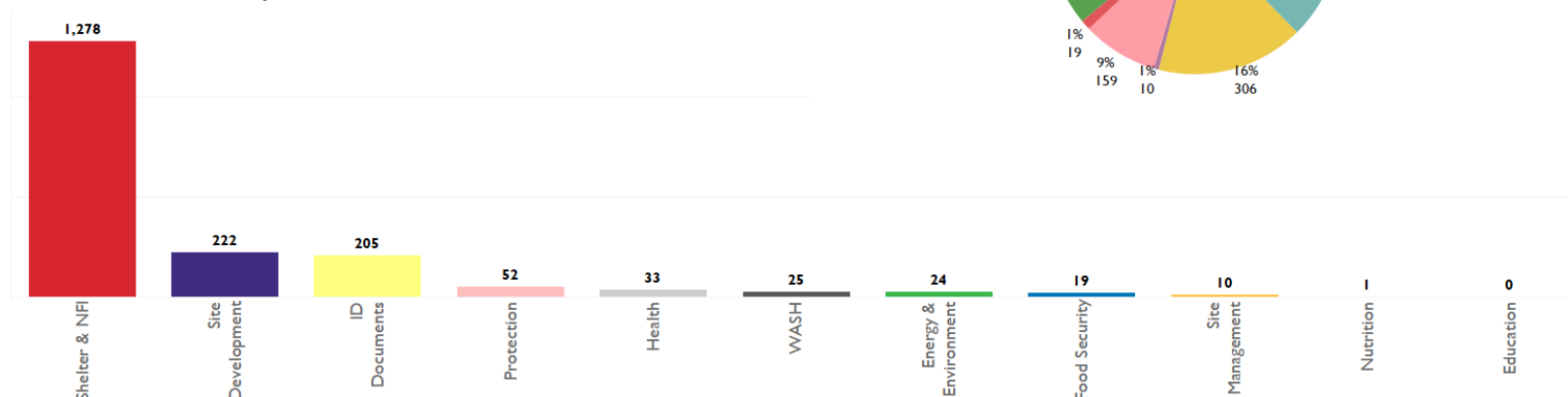
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Retaining wall - Damaged, broken, or needs improvement	237
Shelter Materials - Request additional materials	78
Water tap & Tubewell - Requested	9
NFI - Request additional materials	8
Her shelter is partially damaged yet, that's why, she needs to shelter repair ta...	6
Retaining wall - Requested	6
Street Repair - Street repair	6
Drainage & Cover - Drainage Cover Requested	5
Change of Registration information - New Born	4
Registration documents lost and replacement - Lost ID Card	4
Registration documents lost and replacement - Request for new ID card	4
Bathing Station - Broken or Damaged	2
Change of Registration information - New Registration	2
Damage to shelter - Shelter damaged over time	2
Hill or Slope - Erosion & landslide	2
Latrine - New toilet requested	2
Change of Registration information - Biographical Error	1

Tickets received by sector



Monthly Camp Report - Camp 04 Ext.

November 2023

9



146
tickets
received



21
tickets closed
on the spot



125
tickets referred to
relevant actors



28
responses given by
relevant actors

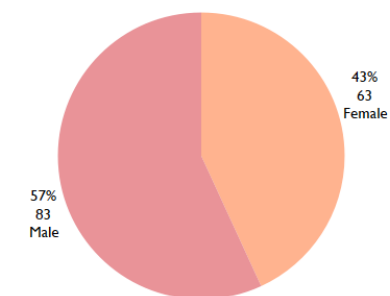


9 (32.1%)
replies considered
resolved by
beneficiaries

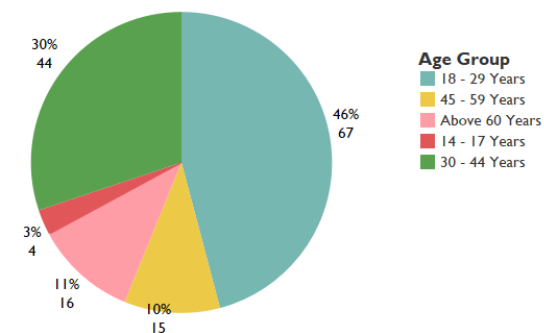
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged over time	24	0	24	0	0	0.0%
Damage to shelter - Shelter damaged by weather	17	0	17	0	0	0.0%
Relocation & Repatriation - Relocation to another camp	14	0	14	0	0	0.0%
Electricity Supply -Need street light	13	0	13	0	0	0.0%
Change of Registration information - New Born	12	0	12	12	7	58.3%
Change of Registration information - Merge and Split	12	0	12	9	2	22.2%
Registration documents lost and replacement - Lost ID Card	9	0	9	5	0	0.0%
Protection Referral	9	9	0	0	0	0.0%
Shelter Materials - Request additional materials	8	0	8	0	0	0.0%
Food distributions - Request for more food each month	7	7	0	0	0	0.0%
Relocation & Repatriation - Relocation from another camp	4	0	4	0	0	0.0%
Request for information	2	2	0	0	0	0.0%
Request for fresh food enlistm - Fresh Food	2	0	2	0	0	0.0%
Registration documents lost and replacement - Lost Family Attestation Ca..	2	0	2	2	0	0.0%
Cash for Work - Requested	2	1	1	0	0	0.0%
Relocation & Repatriation - Relocation within camp	1	0	1	0	0	0.0%
Registration documents lost and replacement - Lost fact sheet	1	0	1	0	0	0.0%

Tickets received by gender



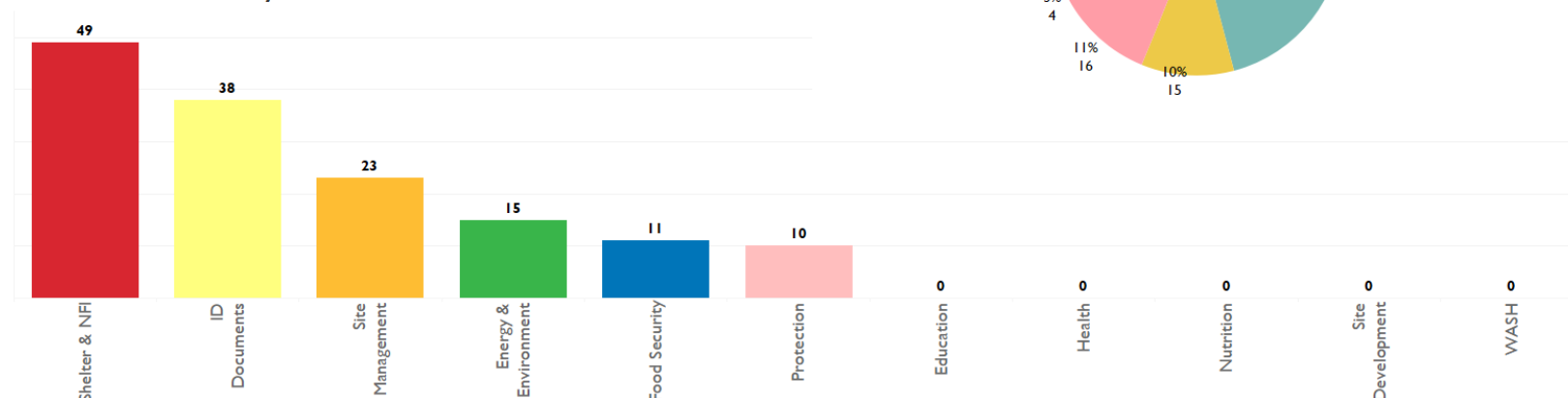
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Change of Registration information - Merge and Split	7
Change of Registration information - New Born	5
Registration documents lost and replacement - Lost ID Card	5
Registration documents lost and replacement - Lost Family Attestation Card	2

Tickets received by sector



Monthly Camp Report - Camp 05

November 2023



538

tickets
received



82

tickets closed
on the spot



456

tickets referred to
relevant actors



100

responses given by
relevant actors



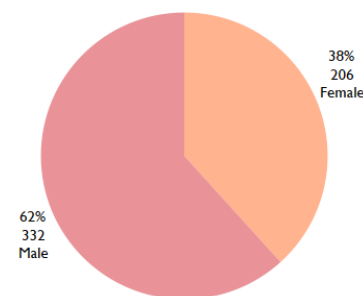
35 (35.0%)

replies considered
resolved by
beneficiaries

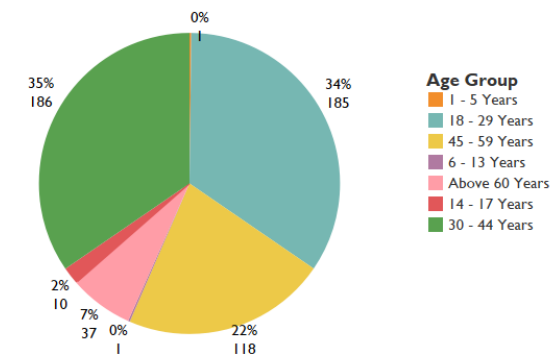
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Request additional materials	72	0	72	37	24	64.9%
Damage to shelter - Shelter damaged by weather	48	0	48	0	0	0.0%
Change of Registration information - Merge and Split	41	0	41	3	0	0.0%
Change of Registration information - New Born	39	0	39	2	1	50.0%
Retaining wall - Damaged, broken, or needs improvement	38	0	38	1	0	0.0%
Request for information	38	38	0	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	36	0	36	0	0	0.0%
NFI - Request additional materials	31	0	31	0	0	0.0%
Shelter Plot - New plot of land for shelter	29	0	29	0	0	0.0%
Request for fresh food enlistm - Fresh Food	26	0	26	0	0	0.0%
Protection Referral	23	23	0	0	0	0.0%
LPG Gas - Not enough for family	20	20	0	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	17	0	17	0	0	0.0%
Retaining wall - Requested	15	0	15	17	2	11.8%
Pathway - Damaged, broken, or needs improvement	14	0	14	0	0	0.0%
Change of Registration information - Biographical Error	9	0	9	0	0	0.0%
Relocation & Repatriation - Relocation from another camp	5	0	5	1	0	0.0%

Tickets received by gender



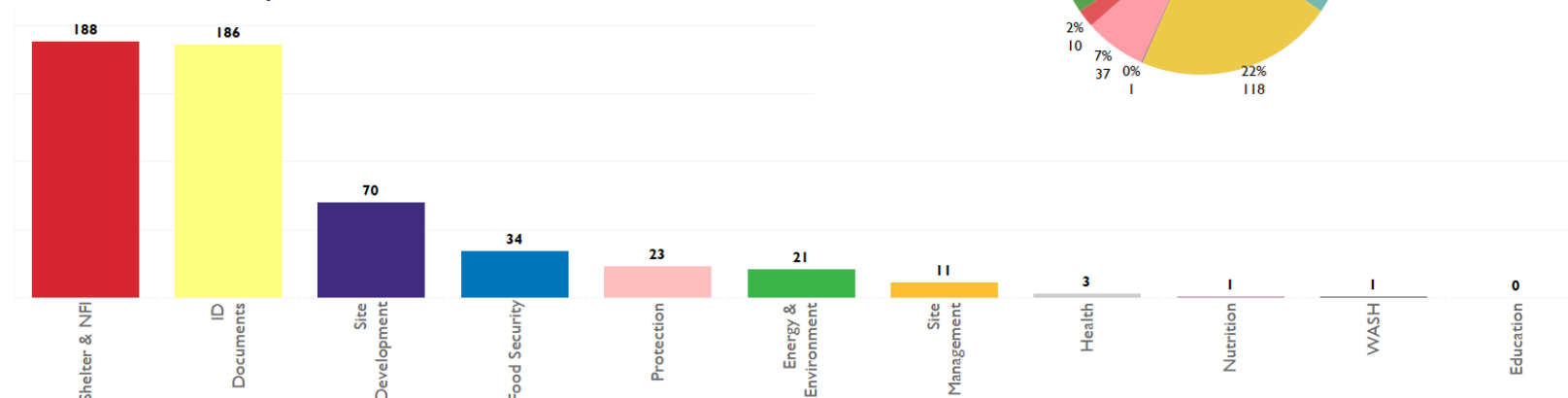
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Retaining wall - Requested	15
Shelter Materials - Request additional materials	13
Not enough ration - Not enough ration	3
Pathway - Requested	2
Request for fresh food enlistm - Requested to get fresh food items	2
Shelter Porters - Requested	2
NFI - Requested to get toilet chair	1
Not enough ration - Not enough ration	1
Not enough food for household	1
Not enough ration - Not enough ration	1
Relocation & Repatriation - Relocation from another camp	1
Request for fresh food enlistm	1
Request for fresh food enlistm - Need fresh food items	1
Requested to get labour	1
Retaining wall - Damaged, broken, or needs improvement	1
SCOPE Card - Lost	1
Stairs - Requested	1

Tickets received by sector



Monthly Camp Report - Camp 06

November 2023

11



607
tickets
received



68
tickets closed
on the spot



539
tickets referred to
relevant actors



118
responses given by
relevant actors

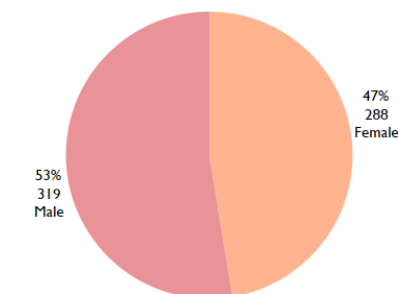


17 (14.4%)
replies considered
resolved by
beneficiaries

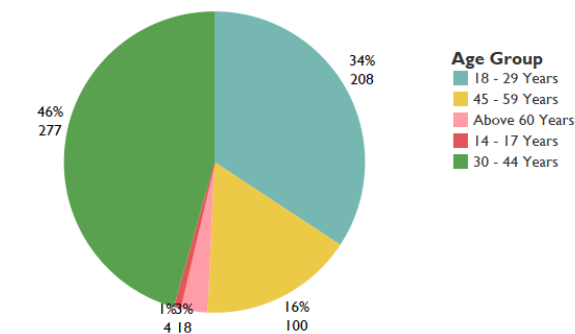
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	228	0	228	0	0	0.0%
Shelter Materials - Request additional materials	99	0	99	2	0	0.0%
Change of Registration information - New Born	57	0	57	6	5	83.3%
Treatment - Medical referral	30	30	0	0	0	0.0%
Protection Referral	30	29	1	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	28	0	28	30	0	0.0%
Hill or Slope - Erosion & landslide	22	0	22	9	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	17	0	17	11	0	0.0%
Stairs - Damaged, broken, or needs improvement	10	0	10	3	0	0.0%
Request for fresh food enlistm - Fresh Food	10	0	10	0	0	0.0%
Water tap & Tubewell - Requested	9	0	9	0	0	0.0%
Food distributions - Request for more food each month	8	8	0	1	0	0.0%
Treatment - Waited too long	6	0	6	2	0	0.0%
Registration documents lost and replacement - Request for new ID card	6	0	6	0	0	0.0%
Damage to shelter - Shelter damaged by weather	6	0	6	0	0	0.0%
Change of Registration information - Biographical Error	5	0	5	1	0	0.0%
Damage to shelter - Shelter damaged over time	4	0	4	0	0	0.0%

Tickets received by gender



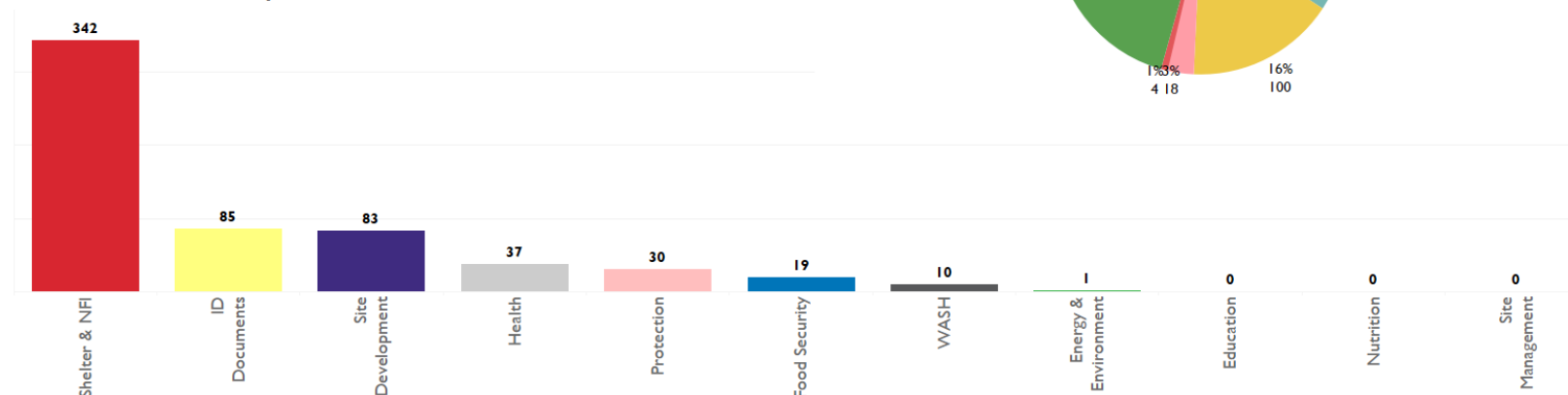
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Pathway - Damaged, broken, or needs improvement	30
Landslide problem	21
Retaining wall - Damaged, broken, or needs improvement	11
Hill or Slope - Erosion & landslide	9
Pathway - Requested	4
Request for fresh food enlistm	4
Stairs - Damaged, broken, or needs improvement	3
Drainage & Cover - Drain repair	2
Drainage & Cover - Drain Requested	2
Relocation & Repatriation - Relocation to another camp	2
Request for fresh food for his disabled child	2
Shelter Materials - Request additional materials	2
Treatment - Waited too long	2
Change of Registration information - Address Change	1
Change of Registration information - Biographical Error	1
Change of Registration information - New Born	1
Drainage & Cover - Drainage Cover Requested	1

Tickets received by sector



Monthly Camp Report - Camp 07

November 2023

12



727
tickets
received



31
tickets closed
on the spot



696
tickets referred to
relevant actors



68
responses given by
relevant actors

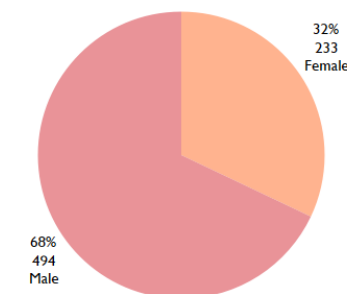


30 (44.1%)
replies considered
resolved by
beneficiaries

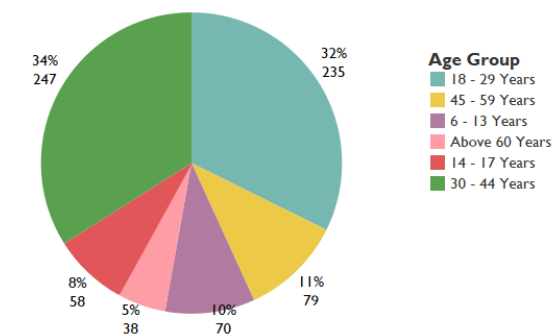
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	261	0	261	0	0	0.0%
Change of Registration information - New Born	144	0	144	42	27	64.3%
Registration documents lost and replacement - Request for new ID card	112	0	112	17	1	5.9%
Damage to shelter - Shelter damaged over time	34	0	34	0	0	0.0%
Shelter Materials - Request additional materials	32	0	32	0	0	0.0%
Protection Referral	30	30	0	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	26	0	26	3	1	33.3%
Hill or Slope - Erosion & landslide	24	0	24	0	0	0.0%
Treatment - Looking for advance treatment	7	0	7	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	7	0	7	0	0	0.0%
Change of Registration information - New Registration	6	0	6	1	0	0.0%
Change of Registration information - Address Change	5	0	5	1	0	0.0%
Request for fresh food enlistm - Fresh Food	3	0	3	0	0	0.0%
Drainage & Cover - Drainage Cover Requested	3	0	3	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	2	0	2	0	0	0.0%
LPG Gas - Did not receive cylinder	2	0	2	0	0	0.0%
Food distributions - Poor quality food items	2	0	2	0	0	0.0%

Tickets received by gender



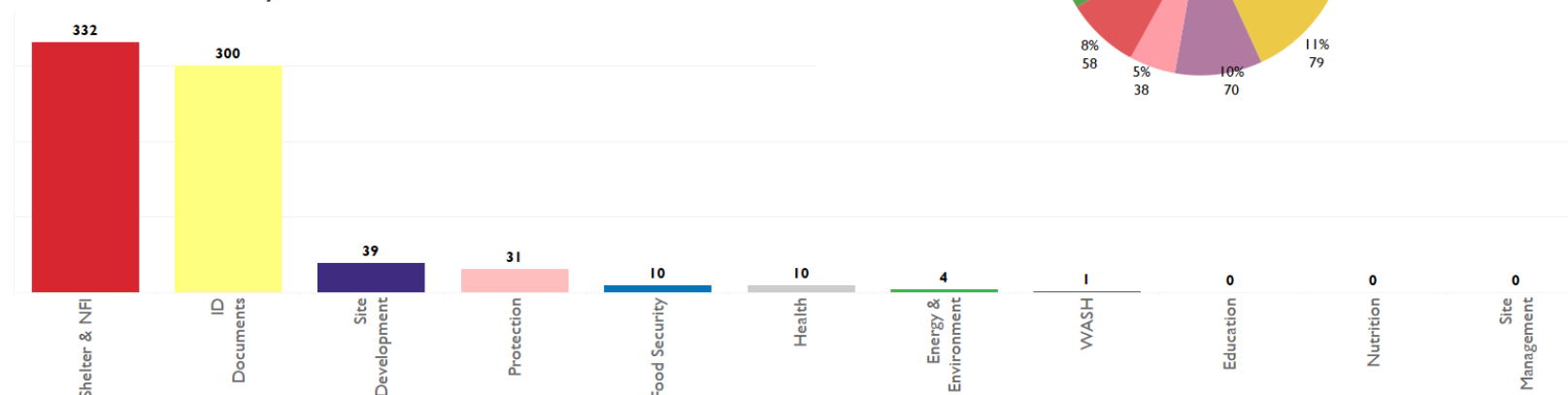
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Registration documents lost and replacement - Request for new ID card	16
Change of Registration information - New Born	15
Registration documents lost and replacement - Lost ID Card	2
Change of Registration information - Address Change	1
Change of Registration information - Biographical Error	1
Change of Registration information - New Registration	1
Registration documents lost and replacement - Lost Family Attestation Card	1
Registration documents lost and replacement - Lost ID card and family attestation	1

Tickets received by sector



Monthly Camp Report - Camp 08E

November 2023



719

tickets
received



30

tickets closed
on the spot



689

tickets referred to
relevant actors



619

responses given by
relevant actors



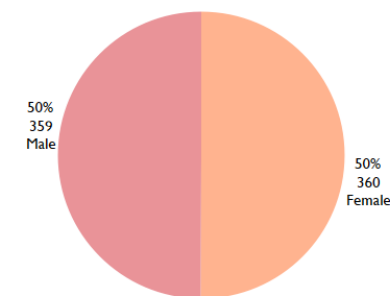
426 (68.8%)

replies considered
resolved by
beneficiaries

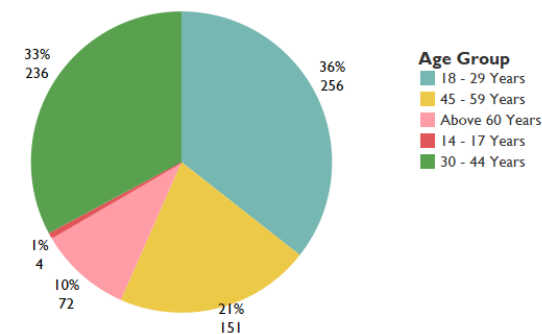
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
SMART Card & Family Attestation - Add New Born	121	0	121	173	159	91.9%
Slope Protection (erosion) - Requested	114	0	114	111	33	29.7%
Slope Protection (erosion) - Damaged, broken, or needs improvement	75	0	75	32	14	43.8%
SMART Card & Family Attestation - Lost ID Card	43	0	43	67	54	80.6%
SMART Card & Family Attestation - Merge and split	35	0	35	35	33	94.3%
SMART Card & Family Attestation - Add New Member	33	0	33	49	49	100.0%
Change of Registration information - New Born	33	0	33	5	4	80.0%
Retaining wall - Damaged, broken, or needs improvement	30	0	30	0	0	0.0%
Protection Referral	27	27	0	0	0	0.0%
SMART Card & Family Attestation - Biographical Error	24	0	24	30	21	70.0%
Stairs - Requested	20	0	20	11	3	27.3%
Registration documents lost and replacement - Lost ID Card	16	0	16	1	0	0.0%
Bathing Station - Requested	16	0	16	12	3	25.0%
Pathway - Damaged, broken, or needs improvement	14	0	14	0	0	0.0%
Drainage - Drain Requested	11	0	11	13	2	15.4%
Change of Registration information - New Registration	8	0	8	4	2	50.0%
Pathway - Requested	7	0	7	2	1	50.0%

Tickets received by gender



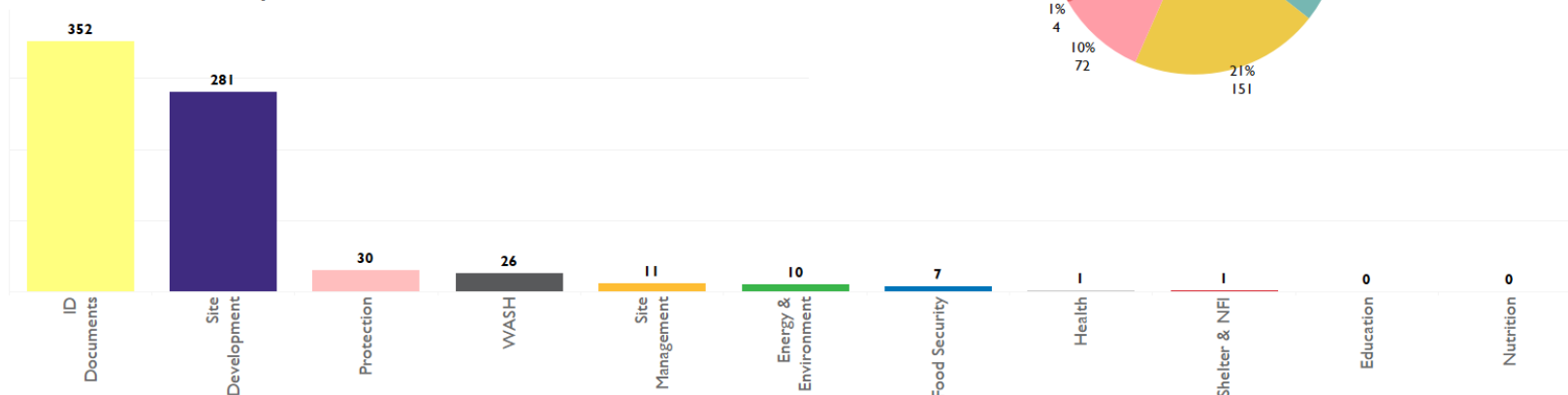
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	78
Slope Protection (erosion) - Damaged, broken, or needs improvement	18
SMART Card & Family Attestation - Add New Born	14
SMART Card & Family Attestation - Lost ID Card	13
Drainage - Drain Requested	11
Bathing Station - Requested	9
SMART Card & Family Attestation - Biographical Error	9
Latrine - New toilet requested	8
Stairs - Requested	8
Lamp post or Street light - Requested	4
SMART Card & Family Attestation - Request for individual SMART card	4
Registration documents lost and replacement - Request for new ID card	3
Stairs - Damaged, broken, or needs improvement	3
Change of Registration information - New Registration	2
SMART Card & Family Attestation - Merge and split	2
Change of Registration information - Address Change	1
Change of Registration information - Need to correct age for her son (Robi...	1

Tickets received by sector



Monthly Camp Report - Camp 08W

November 2023

14



659
tickets
received



79
tickets closed
on the spot



580
tickets referred to
relevant actors



425
responses given by
relevant actors

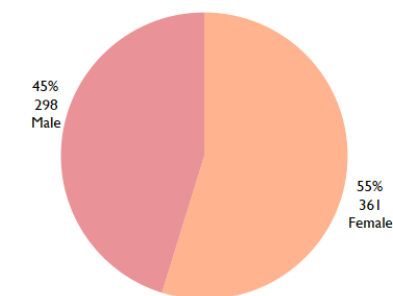


86 (20.2%)
replies considered
resolved by
beneficiaries

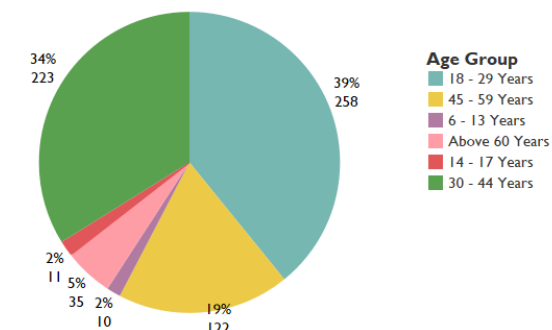
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	166	0	166	111	13	11.7%
Slope Protection (erosion) - Damaged, broken, or needs improvement	73	0	73	52	5	9.6%
SMART Card & Family Attestation - Add New Born	48	0	48	82	23	28.0%
Registration documents lost and replacement - Lost ID Card	43	0	43	9	0	0.0%
Shelter Materials - Received amount is not enough	36	36	0	0	0	0.0%
Protection Referral	27	27	0	0	0	0.0%
SMART Card & Family Attestation - Marriage case	22	0	22	11	5	45.5%
Pathway - Requested	19	0	19	17	1	5.9%
Drainage - Drain Requested	19	0	19	12	0	0.0%
Hill or Slope - Erosion & landslide	18	0	18	2	0	0.0%
Food distributions - Household has not received food	17	0	17	4	2	50.0%
Stairs - Requested	15	0	15	22	2	9.1%
Shelter Materials - Request additional materials	15	14	1	3	0	0.0%
Registration documents lost and replacement - Request for new ID card	14	0	14	6	0	0.0%
Change of Registration information - New Born	14	0	14	2	0	0.0%
SMART Card & Family Attestation - Address Change	13	0	13	9	9	100.0%
LPG Gas - Did not receive cylinder	13	0	13	12	11	91.7%

Tickets received by gender



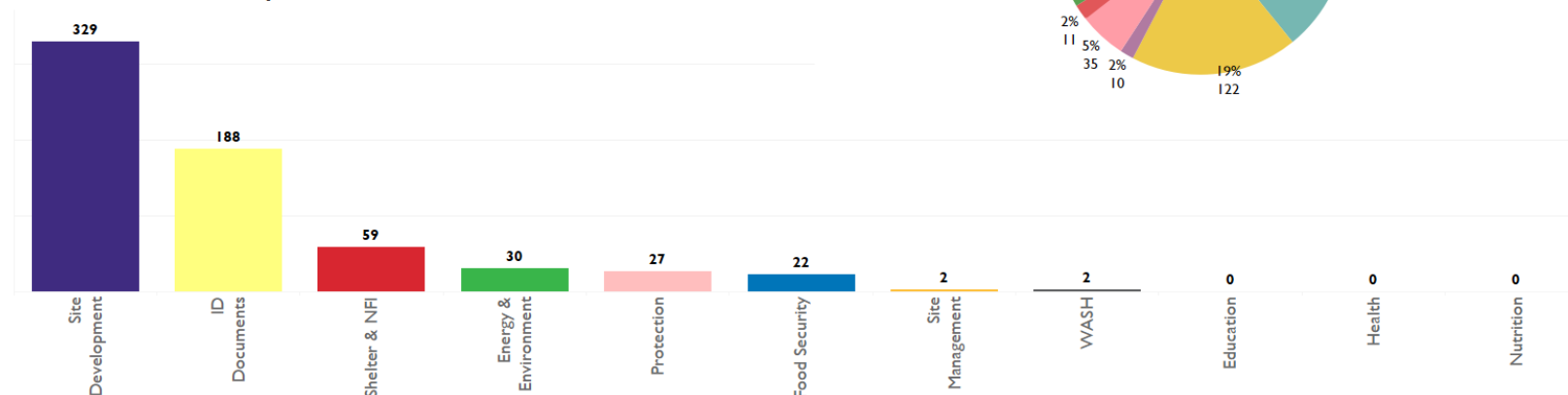
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	98
SMART Card & Family Attestation - Add New Born	59
Slope Protection (erosion) - Damaged, broken, or needs improvement	47
Stairs - Requested	20
Pathway - Requested	16
Drainage - Drain Requested	12
SMART Card & Family Attestation - Add New Member	11
Registration documents lost and replacement - Lost ID Card	9
SMART Card & Family Attestation - Request to add/remove household mem..	8
Registration documents lost and replacement - Request for new ID card	6
SMART Card & Family Attestation - Marriage case	6
Drainage - Requested	4
SMART Card & Family Attestation - Death Case	4
Drainage - Damaged, broken, or needs improvement	3
Pathway - Damaged, broken, or needs improvement	3
Shelter Materials - Request additional materials	3
Stairs - Damaged, broken, or needs improvement	3

Tickets received by sector



Monthly Camp Report - Camp 09

November 2023

15



1,008
tickets
received



263
tickets closed
on the spot



745
tickets referred to
relevant actors



687
responses given by
relevant actors

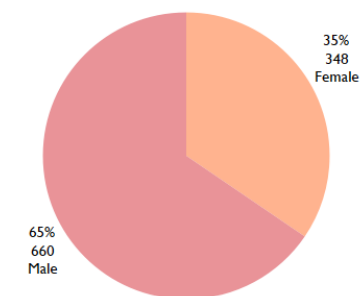


189 (27.5%)
replies considered
resolved by
beneficiaries

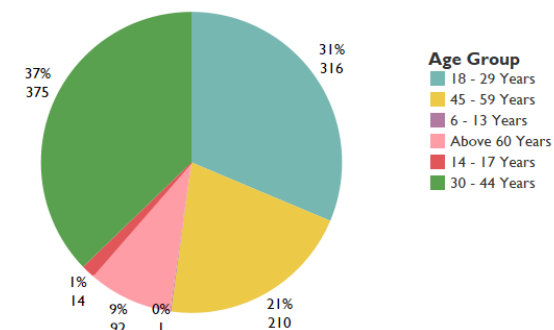
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Registration documents lost and replacement - Lost ID Card	135	0	135	9	0	0.0%
SMART Card & Family Attestation - Lost ID Card	123	0	123	152	20	13.2%
SMART Card & Family Attestation - Add New Born	108	0	108	121	98	81.0%
Cash for Work - Has not been selected for CFW in long time	92	92	0	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	56	0	56	63	6	9.5%
Protection Referral	56	55	1	0	0	0.0%
Change of Registration information - New Born	53	0	53	14	5	35.7%
Slope Protection (erosion) - Requested	45	0	45	68	7	10.3%
LPG Gas - Not enough for family	34	34	0	0	0	0.0%
Damage to shelter - Shelter damaged over time	28	27	1	0	0	0.0%
Cash for Work - Requested CFW	26	26	0	0	0	0.0%
Shelter Materials - Missed Distribution	18	0	18	26	5	19.2%
Drainage - Drain Requested	18	0	18	30	0	0.0%
Stairs - Requested	16	0	16	25	3	12.0%
SMART Card & Family Attestation - Biographical Error	16	0	16	11	3	27.3%
Request for information	16	16	0	0	0	0.0%
Soap & Hygiene Kit - Did not receive	12	0	12	17	2	11.8%

Tickets received by gender



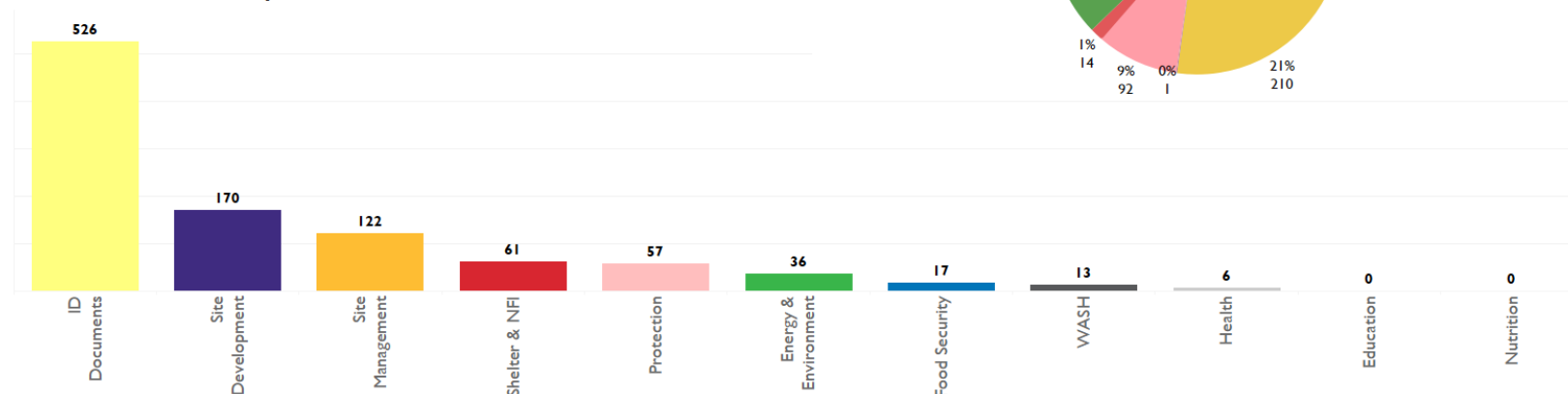
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
SMART Card & Family Attestation - Lost ID Card	132
Slope Protection (erosion) - Requested	61
Slope Protection (erosion) - Damaged, broken, or needs improvement	57
Drainage - Drain Requested	30
SMART Card & Family Attestation - Add New Born	23
Stairs - Requested	22
Shelter Materials - Missed Distribution	21
Soap & Hygiene Kit - Did not receive	15
Drainage Cover (Slab) - Requested	11
Pathway - Requested	11
Change of Registration information - New Born	9
Registration documents lost and replacement - Lost ID Card	9
SMART Card & Family Attestation - Biographical Error	8
SMART Card & Family Attestation - Merge and split	8
Stairs - Damaged, broken, or needs improvement	8
Pathway - Damaged, broken, or needs improvement	7
Bridge - Damaged, broken, or needs improvement	6

Tickets received by sector



Monthly Camp Report - Camp 10

November 2023

16



1,003
tickets
received



47
tickets closed
on the spot



956
tickets referred to
relevant actors



1,394
responses given by
relevant actors

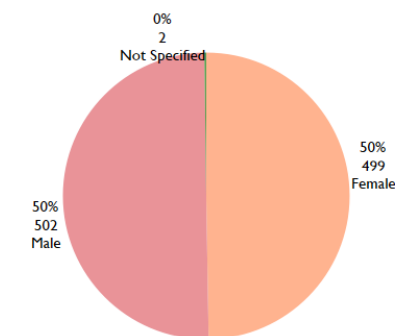


79 (5.7%)
replies considered
resolved by
beneficiaries

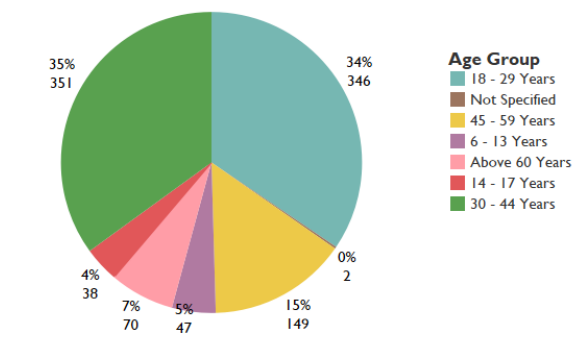
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	165	0	165	216	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	81	0	81	175	0	0.0%
Change of Registration information - New Born	78	0	78	11	2	18.2%
Registration documents lost and replacement - Request for new ID card	77	0	77	13	1	7.7%
Cash for Work - Has not been enrolled	63	0	63	81	14	17.3%
SMART Card & Family Attestation - Add New Born	60	0	60	192	8	4.2%
Soap & Hygiene Kit - Did not receive	55	0	55	36	0	0.0%
Stairs - Requested	36	0	36	26	0	0.0%
Protection Referral	35	34	1	0	0	0.0%
Shelter Materials - Missed Distribution	33	0	33	122	0	0.0%
SMART Card & Family Attestation - Lost ID Card	23	0	23	57	0	0.0%
SMART Card & Family Attestation - Merge and split	22	0	22	69	0	0.0%
Hill or Slope - Erosion & landslide	21	0	21	11	0	0.0%
LPG Gas - Did not receive refill	19	0	19	9	9	100.0%
SMART Card & Family Attestation - Address Change	16	0	16	23	0	0.0%
Drainage - Drain Requested	16	0	16	22	0	0.0%
Change of Registration information - Merge and Split	15	0	15	4	1	25.0%

Tickets received by gender



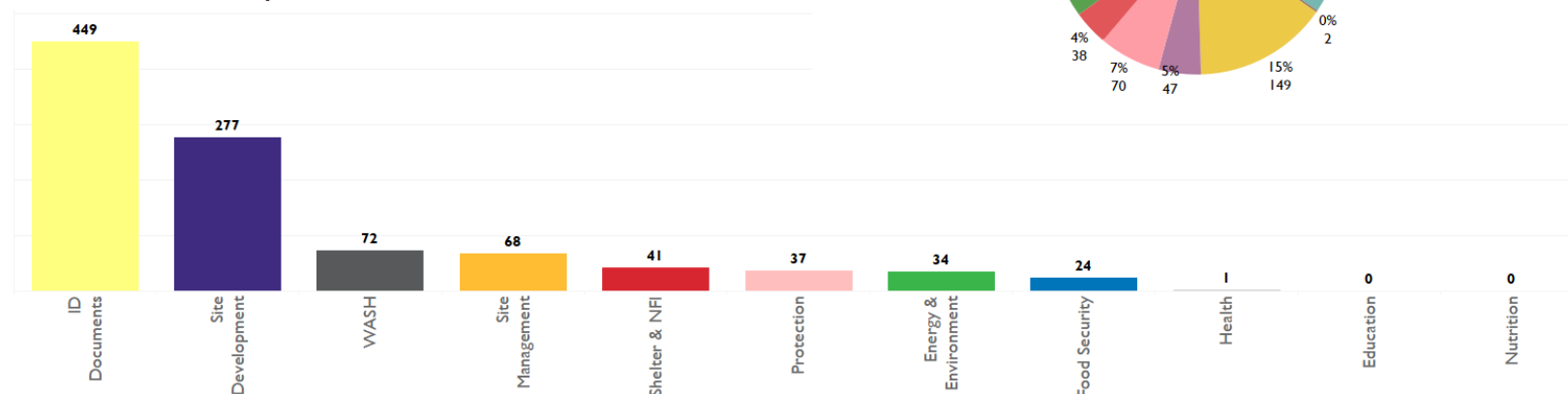
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	216
SMART Card & Family Attestation - Add New Born	184
SMART Card & Family Attestation - Request for individual SMART card	175
Shelter Materials - Missed Distribution	122
SMART Card & Family Attestation - Merge and split	69
Cash for Work - Has not been enrolled	67
SMART Card & Family Attestation - Lost ID Card	57
Soap & Hygiene Kit - Did not receive	36
SMART Card & Family Attestation - Biographical Error	30
Damage to shelter - Shelter damaged by weather	27
Stairs - Requested	26
SCOPE Card - No balance on card	23
SMART Card & Family Attestation - Address Change	23
Drainage - Drain Requested	22
SMART Card & Family Attestation - Add New Member	20
Hill or Slope Erosion & landslide	13
Pathway - Requested	13

Tickets received by sector



Monthly Camp Report - Camp II

November 2023

17



1,143
tickets
received



254
tickets closed
on the spot



889
tickets referred to
relevant actors



817
responses given by
relevant actors

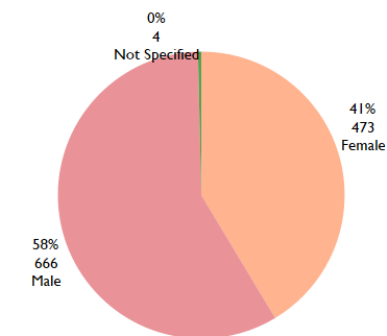


242 (29.6%)
replies considered
resolved by
beneficiaries

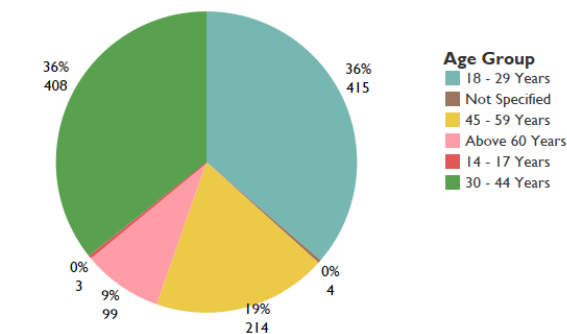
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	129	0	129	212	15	7.1%
Change of Registration information - New Born	87	0	87	26	15	57.7%
SMART Card & Family Attestation - Add New Born	70	0	70	126	100	79.4%
NFI - Request additional materials	69	1	68	0	0	0.0%
Protection Referral	61	61	0	0	0	0.0%
Soap & Hygiene Kit - Did not receive	51	0	51	27	3	11.1%
Cash for Work - Requested CFW	50	50	0	0	0	0.0%
Cash for Work - Has not been selected for CFW in long time	46	46	0	0	0	0.0%
Drainage - Drain Requested	38	0	38	73	0	0.0%
Hill or Slope - Erosion & landslide	32	0	32	0	0	0.0%
Stairs - Requested	30	0	30	39	2	5.1%
Request for information	26	26	0	0	0	0.0%
LPG Gas - Did not receive cylinder	24	0	24	0	0	0.0%
Soap & Hygiene Kit - Not enough	22	22	0	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	18	0	18	4	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	16	0	16	5	2	40.0%
Food distributions - Household has not received food	16	0	16	1	0	0.0%

Tickets received by gender



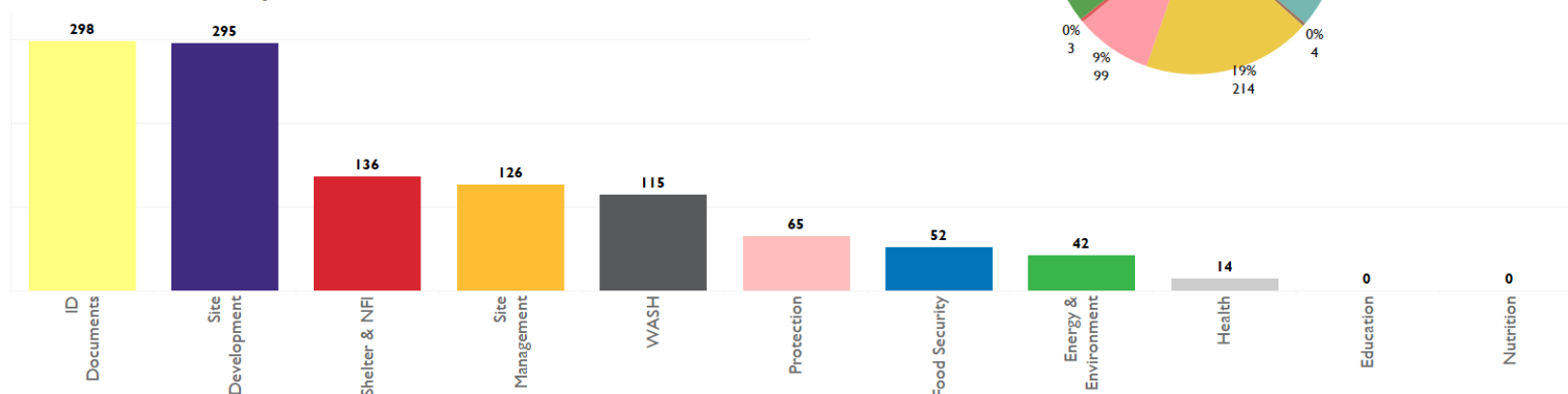
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	197
Drainage - Drain Requested	73
Stairs - Requested	37
Cash for Work - Payment delayed	30
SMART Card & Family Attestation - Add New Born	26
Soap & Hygiene Kit - Did not receive	24
Pathway - Requested	19
Shelter Materials - Missed Distribution	19
Cash for Work - Has not been enrolled	12
SMART Card & Family Attestation - Merge and split	12
Change of Registration information - New Born	11
Cash for Work - Has received less payment than days worked	10
Lamp post or Street light - Requested	10
Slope Protection (erosion) - Damaged, broken, or needs improvement	8
SMART Card & Family Attestation - Lost ID Card	6
Drainage Cover (Slab) - Requested	5
SMART Card & Family Attestation - Lost Smart card and family attestation	5

Tickets received by sector



Monthly Camp Report - Camp 12

November 2023



690

tickets
received



35

tickets closed
on the spot



655

tickets referred to
relevant actors



1,185

responses given by
relevant actors



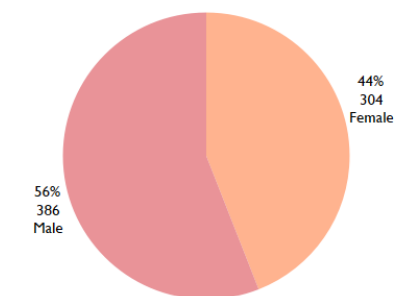
640 (54.0%)

replies considered
resolved by
beneficiaries

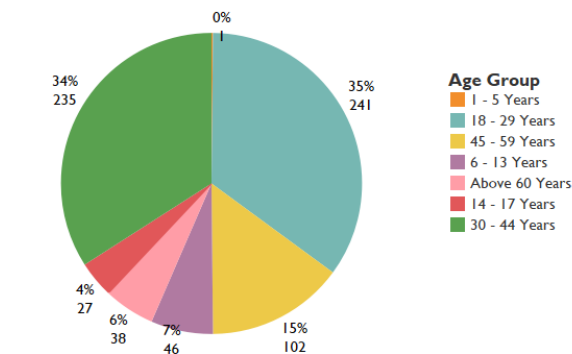
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	165	0	165	192	11	5.7%
Registration documents lost and replacement - Request for new ID card	65	0	65	90	21	23.3%
Change of Registration information - New Born	54	0	54	65	55	84.6%
SMART Card & Family Attestation - Add New Born	31	0	31	83	75	90.4%
Protection Referral	27	27	0	0	0	0.0%
Drainage - Drain Requested	26	0	26	16	0	0.0%
Hill or Slope - Erosion & landslide	23	0	23	36	8	22.2%
SMART Card & Family Attestation - Lost ID Card	21	0	21	17	14	82.4%
Shelter Materials - Missed Distribution	20	0	20	9	9	100.0%
Soap & Hygiene Kit - Did not receive	19	0	19	21	21	100.0%
Damage to shelter - Shelter damaged by weather	17	0	17	10	6	60.0%
Pathway - Requested	16	0	16	16	0	0.0%
Stairs - Requested	15	0	15	25	0	0.0%
SMART Card & Family Attestation - Marriage case	14	0	14	24	19	79.2%
SMART Card & Family Attestation - Merge and split	12	0	12	15	12	80.0%
Pathway - Damaged, broken, or needs improvement	12	0	12	10	6	60.0%
Registration documents lost and replacement - Lost ID Card	10	0	10	8	3	37.5%

Tickets received by gender



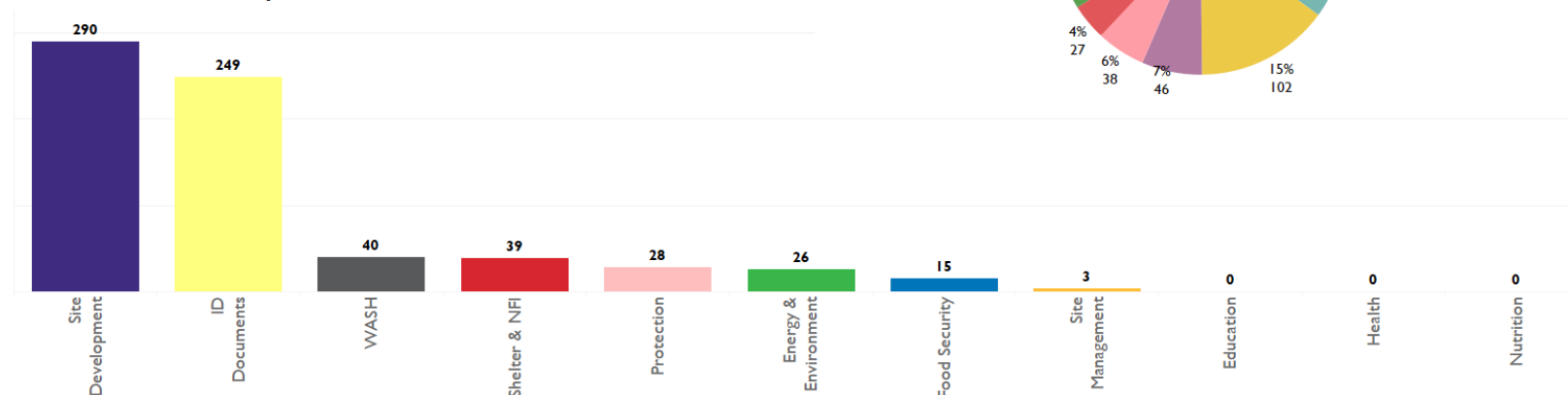
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	181
Registration documents lost and replacement - Request for new ID card	69
Hill or Slope - Erosion & landslide	28
Stairs - Requested	25
SMART Card & Family Attestation - Request for Smart card	23
Change of Registration information - Merge and Split	18
Drainage - Drain Requested	16
Pathway - Requested	16
SMART Card & Family Attestation - Request to split/merge household memb..	16
Hill or Slope Erosion & landslide	13
Change of Registration information - New Born	10
SMART Card & Family Attestation - Lost or Stolen	9
SMART Card & Family Attestation - Request to add/remove household mem..	9
Slope Protection (erosion) - Damaged, broken, or needs improvement	8
SMART Card & Family Attestation - Add New Born	8
Lamp post or Street light - Requested	6
Latrine - New toilet requested	6

Tickets received by sector



Monthly Camp Report - Camp 13

November 2023

19



954

tickets
received



50

tickets closed
on the spot



904

tickets referred to
relevant actors



1,492

responses given by
relevant actors



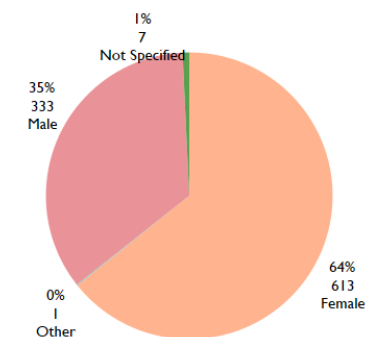
490 (32.8%)

replies considered
resolved by
beneficiaries

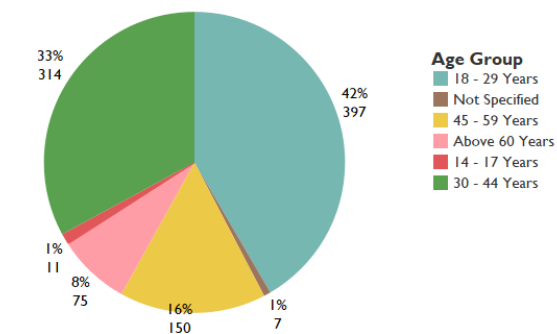
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
SMART Card & Family Attestation - Add New Born	205	0	205	473	187	39.5%
Slope Protection (erosion) - Damaged, broken, or needs improvement	143	0	143	109	18	16.5%
Slope Protection (erosion) - Requested	94	0	94	53	2	3.8%
Cash for Work - Has not been enrolled	60	0	60	103	41	39.8%
SMART Card & Family Attestation - Request for individual SMART card	53	0	53	102	5	4.9%
SMART Card & Family Attestation - Merge and split	51	0	51	136	57	41.9%
Shelter Materials - Missed Distribution	51	0	51	222	99	44.6%
Soap & Hygiene Kit - Did not receive	29	0	29	10	5	50.0%
SMART Card & Family Attestation - Biographical Error	28	0	28	39	7	17.9%
Protection Referral	28	28	0	0	0	0.0%
SMART Card & Family Attestation - Lost ID Card	25	0	25	60	17	28.3%
SCOPE Card - Has not received new SCOPE Card	25	0	25	22	0	0.0%
Shelter Number - Requested	20	0	20	21	3	14.3%

Tickets received by gender



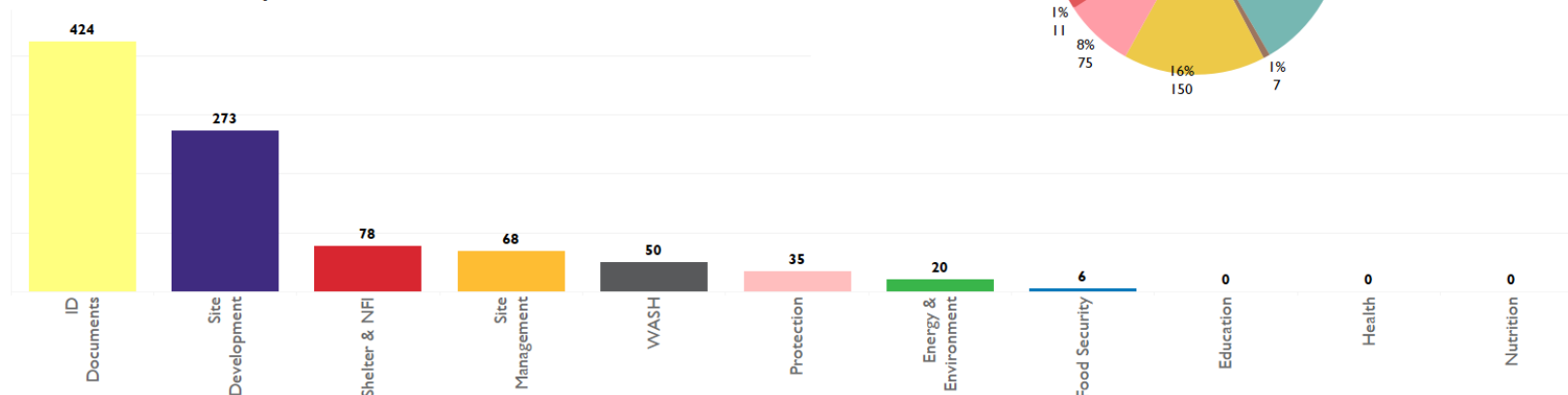
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
SMART Card & Family Attestation - Add New Born	286
Shelter Materials - Missed Distribution	123
SMART Card & Family Attestation - Request for individual SMART card	97
Slope Protection (erosion) - Damaged, broken, or needs improvement	91
SMART Card & Family Attestation - Merge and split	79
Cash for Work - Has not been enrolled	62
Slope Protection (erosion) - Requested	51
SMART Card & Family Attestation - Lost ID Card	43
SMART Card & Family Attestation - Biographical Error	32
SCOPE Card - Has not received new SCOPE Card	22
Shelter Number - Requested	18
SMART Card & Family Attestation - Address Change	16
Pathway - Requested	12
SMART Card & Family Attestation - Add New Member	10
Drainage - Drain Requested	6
SMART Card & Family Attestation - HH requests for vulnerability verification..	6
Stairs - Damaged, broken, or needs improvement	6

Tickets received by sector



Monthly Camp Report - Camp 14

November 2023



1,073

tickets
received


536

tickets closed
on the spot


537

tickets referred to
relevant actors


678

responses given by
relevant actors

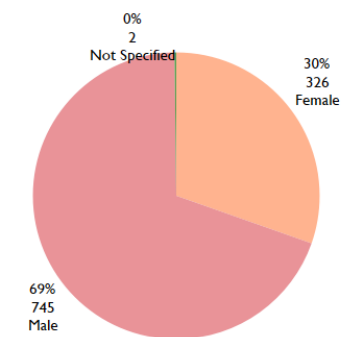

221 (32.6%)

replies considered
resolved by
beneficiaries

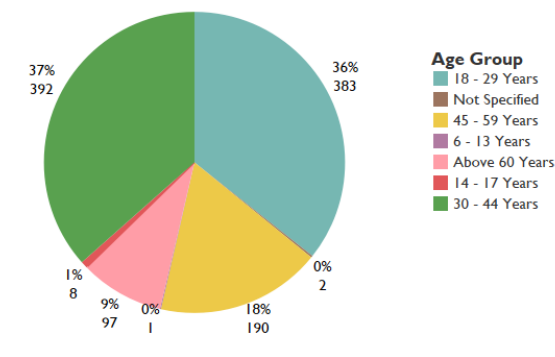
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Has not been selected for CFW in long time	246	246	0	0	0	0.0%
SMART Card & Family Attestation - Add New Born	168	0	168	220	124	56.4%
Cash for Work - Requested CFW	121	121	0	0	0	0.0%
NFI - Request additional materials	68	68	0	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	58	0	58	36	1	2.8%
Slope Protection (erosion) - Requested	40	0	40	27	2	7.4%
Protection Referral	30	30	0	0	0	0.0%
SMART Card & Family Attestation - Lost ID Card	25	0	25	56	9	16.1%
SMART Card & Family Attestation - Biographical Error	24	0	24	25	1	4.0%
SMART Card & Family Attestation - Request for individual SMART card	21	0	21	59	3	5.1%
SMART Card & Family Attestation - Merge and split	21	0	21	32	9	28.1%
SMART Card & Family Attestation - Marriage case	17	0	17	27	16	59.3%
Soap & Hygiene Kit - Not enough	15	15	0	0	0	0.0%
When is the next food distribution day? When are the food distribution c..	11	11	0	0	0	0.0%
Stairs - Requested	11	0	11	4	0	0.0%
Stairs - Damaged, broken, or needs improvement	11	0	11	7	1	14.3%
Latrine - New toilet requested	11	0	11	10	1	10.0%

Tickets received by gender



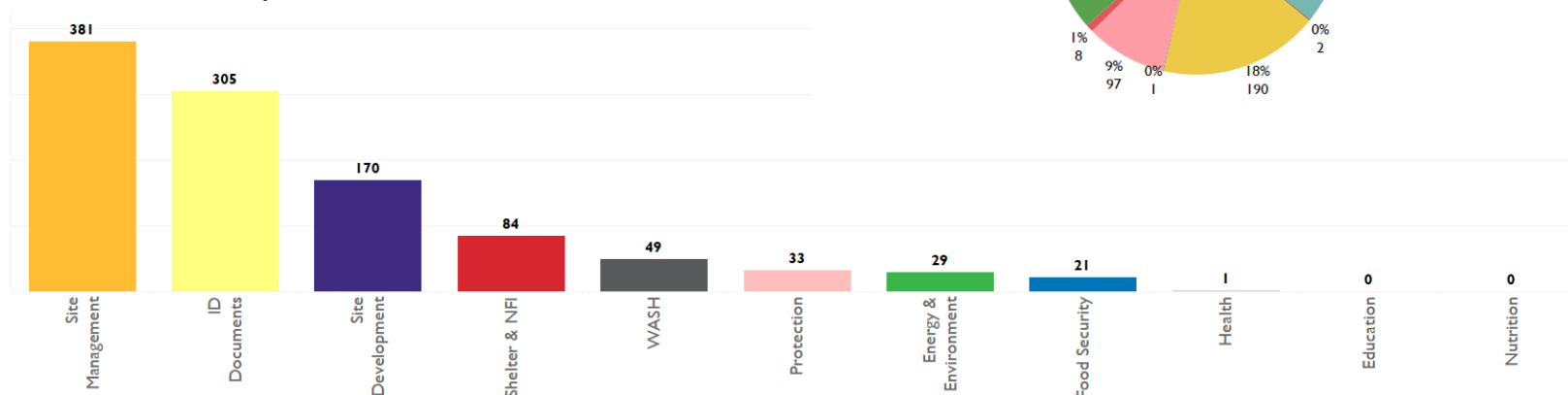
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
SMART Card & Family Attestation - Add New Born	96
SMART Card & Family Attestation - Request for individual SMART card	56
SMART Card & Family Attestation - Lost ID Card	47
Slope Protection (erosion) - Damaged, broken, or needs improvement	35
Slope Protection (erosion) - Requested	25
SMART Card & Family Attestation - Biographical Error	24
SMART Card & Family Attestation - Merge and split	23
LPG Porters - Requested	13
SMART Card & Family Attestation - Marriage case	11
Latrine - New toilet requested	9
SMART Card & Family Attestation - Add New Member	9
Bathing Station - Requested	8
SMART Card & Family Attestation - Death Case	7
SMART Card & Family Attestation - Lost Family Attestation Card	7
Community Conflict - Tree Cutting	6
Pathway - Damaged, broken, or needs improvement	6
Shelter Number - Requested	6

Tickets received by sector



Monthly Camp Report - Camp 15

November 2023

21



1,572
tickets
received



291
tickets closed
on the spot



1,281
tickets referred to
relevant actors



1,329
responses given by
relevant actors

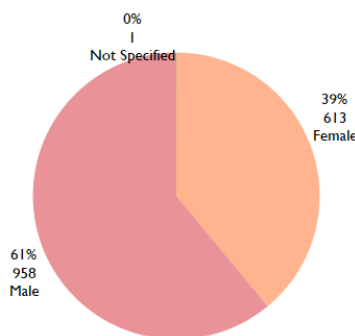


452 (34.0%)
replies considered
resolved by
beneficiaries

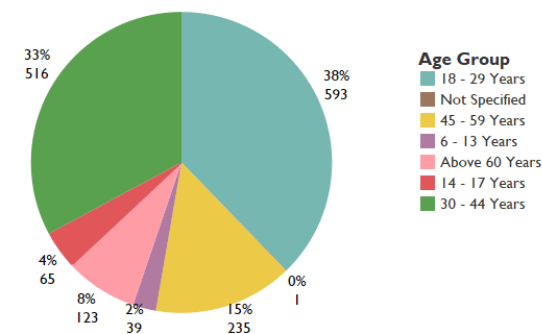
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
SMART Card & Family Attestation - Add New Born	211	0	211	413	301	72.9%
Slope Protection (erosion) - Requested	170	0	170	177	14	7.9%
Change of Registration information - New Born	151	0	151	14	7	50.0%
Change of Registration information - Merge and Split	98	0	98	14	6	42.9%
Slope Protection (erosion) - Damaged, broken, or needs improvement	89	0	89	134	13	9.7%
Cash for Work - Requested	75	75	0	0	0	0.0%
NFI - Request additional materials	63	9	54	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	58	0	58	9	0	0.0%
Protection Referral	56	56	0	0	0	0.0%
Cash for Work - Has not been selected for CWI in long time	51	51	0	0	0	0.0%
Request for fresh food enlistm - Fresh Food	39	0	39	27	0	0.0%
Cash for Work - Requested CWI	39	39	0	0	0	0.0%
SMART Card & Family Attestation - Marriage case	35	0	35	47	28	59.6%
Shelter Number - Requested	30	0	30	28	0	0.0%
Hill or Slope - Erosion & landslide	27	0	27	19	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	26	0	26	38	0	0.0%
Request for information	25	25	0	0	0	0.0%

Tickets received by gender



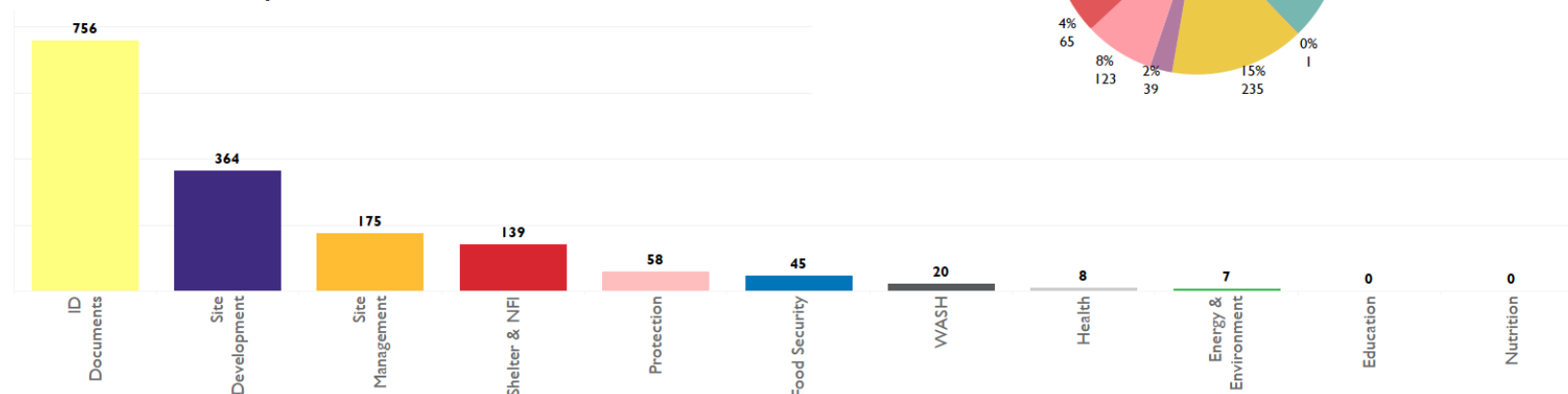
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	163
Slope Protection (erosion) - Damaged, broken, or needs improvement	121
SMART Card & Family Attestation - Add New Born	112
SMART Card & Family Attestation - Lost ID Card	55
SMART Card & Family Attestation - Biographical Error	41
SMART Card & Family Attestation - Request for individual SMART card	38
Shelter Number - Requested	28
Request for fresh food enlistm - Fresh Food	27
SMART Card & Family Attestation - Merge and split	26
SMART Card & Family Attestation - Death Case	21
Drainage - Drain Requested	19
Hill or Slope - Erosion & landslide	19
Pathway - Requested	19
SMART Card & Family Attestation - Marriage case	19
Stairs - Requested	18
SMART Card & Family Attestation - HH requests for vulnerability verification..	17
SMART Card & Family Attestation - Address Change	13

Tickets received by sector



Monthly Camp Report - Camp 16

November 2023



1,084
tickets
received



206
tickets closed
on the spot



878
tickets referred to
relevant actors



847
responses given by
relevant actors

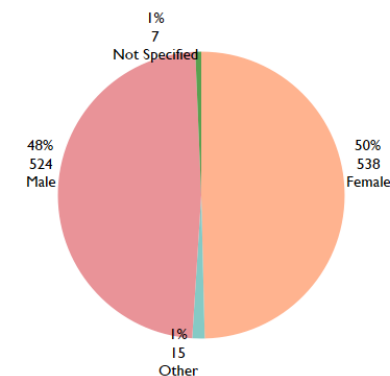


271 (32.0%)
replies considered
resolved by
beneficiaries

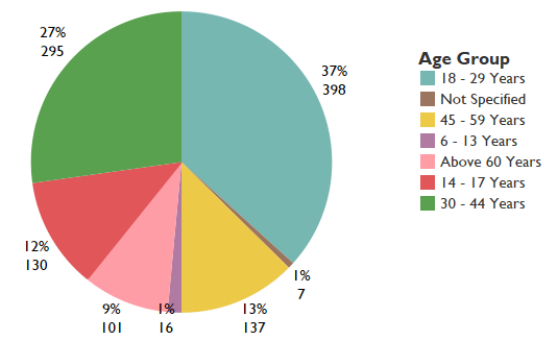
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	409	101	308	1	1	100.0%
SMART Card & Family Attestation - Add New Born	163	0	163	302	123	40.7%
Soap & Hygiene Kit - Not enough	57	57	0	0	0	0.0%
SMART Card & Family Attestation - Lost ID Card	45	0	45	81	15	18.5%
SMART Card & Family Attestation - Merge and split	44	0	44	75	23	30.7%
Hill or Slope - Erosion & landslide	29	0	29	8	0	0.0%
SMART Card & Family Attestation - Biographical Error	24	0	24	59	0	0.0%
Latrine - Needs desludging	21	0	21	11	11	100.0%
SMART Card & Family Attestation - Request for individual SMART card	20	0	20	35	3	8.6%
Slope Protection (erosion) - Damaged, broken, or needs improvement	19	0	19	28	0	0.0%
Slope Protection (erosion) - Requested	16	0	16	29	1	3.4%
Protection Referral	12	12	0	0	0	0.0%
Drainage & Cover - Blocked or Water logging	10	0	10	2	2	100.0%
Treatment - Medical referral	9	9	0	0	0	0.0%
Shelter Plot - New plot of land for shelter	9	0	9	3	1	33.3%
SMART Card & Family Attestation - Address Change	8	0	8	17	3	17.6%
SCOPE Card - Has not received new SCOPE Card	8	0	8	10	0	0.0%

Tickets received by gender



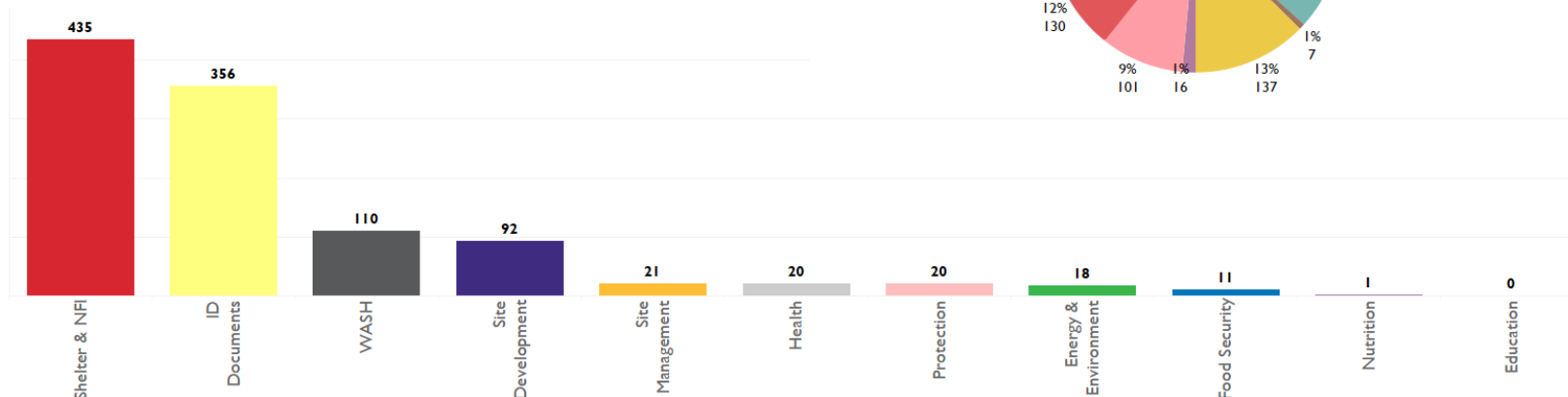
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
SMART Card & Family Attestation - Add New Born	179
SMART Card & Family Attestation - Lost ID Card	66
SMART Card & Family Attestation - Biographical Error	59
SMART Card & Family Attestation - Merge and split	52
SMART Card & Family Attestation - Request for individual SMART card	32
Slope Protection (erosion) - Damaged, broken, or needs improvement	28
Slope Protection (erosion) - Requested	28
SMART Card & Family Attestation - Address Change	14
SCOPE Card - Has not received new SCOPE Card	10
SMART Card & Family Attestation - HH requests for vulnerability verification..	10
Hill or Slope - Erosion & landslide	8
Shelter Number - Requested	8
SMART Card & Family Attestation - Add New Member	8
Drainage Cover (Slab) - Requested	7
Pathway - Requested	6
Shelter Materials - Missed Distribution	6
SMART Card & Family Attestation - Lost Family Attestation Card	6

Tickets received by sector



Monthly Camp Report - Camp 17

November 2023



1,105
tickets
received



36
tickets closed
on the spot



1,069
tickets referred to
relevant actors



350
responses given by
relevant actors

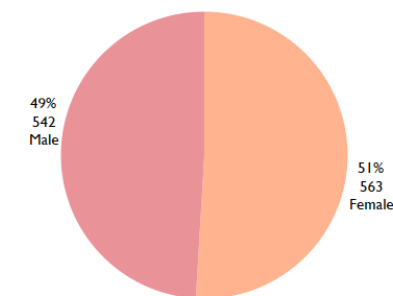


61 (17.4%)
replies considered
resolved by
beneficiaries

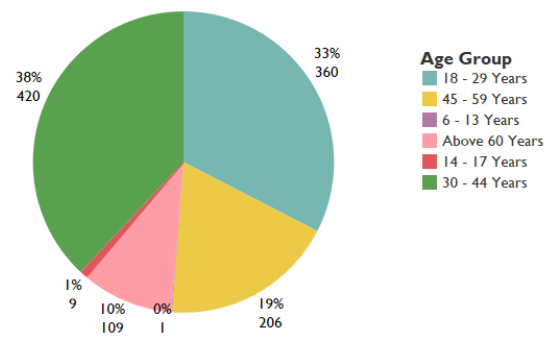
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Request additional materials	407	0	407	3	0	0.0%
Hill or Slope - Erosion & landslide	137	0	137	99	1	1.0%
NFI - Request additional materials	94	0	94	0	0	0.0%
Stairs - Requested	74	0	74	68	7	10.3%
Registration documents lost and replacement - Request for new ID card	61	0	61	16	1	6.3%
Retaining wall - Requested	57	0	57	53	0	0.0%
Lamp post - Requested	51	0	51	2	0	0.0%
Pathway - Requested	34	0	34	26	0	0.0%
Protection Referral	33	33	0	0	0	0.0%
Drainage & Cover - Drain Requested	33	0	33	0	0	0.0%
Change of Registration information - New Born	29	0	29	7	6	85.7%
Change of Registration information - Merge and Split	11	0	11	2	2	100.0%
Water tap & Tubewell - Requested	9	0	9	8	4	50.0%
Water tap & Tubewell - Not enough water	9	0	9	19	9	47.4%
Damage to shelter - Shelter damaged over time	8	0	8	0	0	0.0%
Damage to shelter - Shelter damaged by weather	8	0	8	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	6	0	6	3	2	66.7%

Tickets received by gender



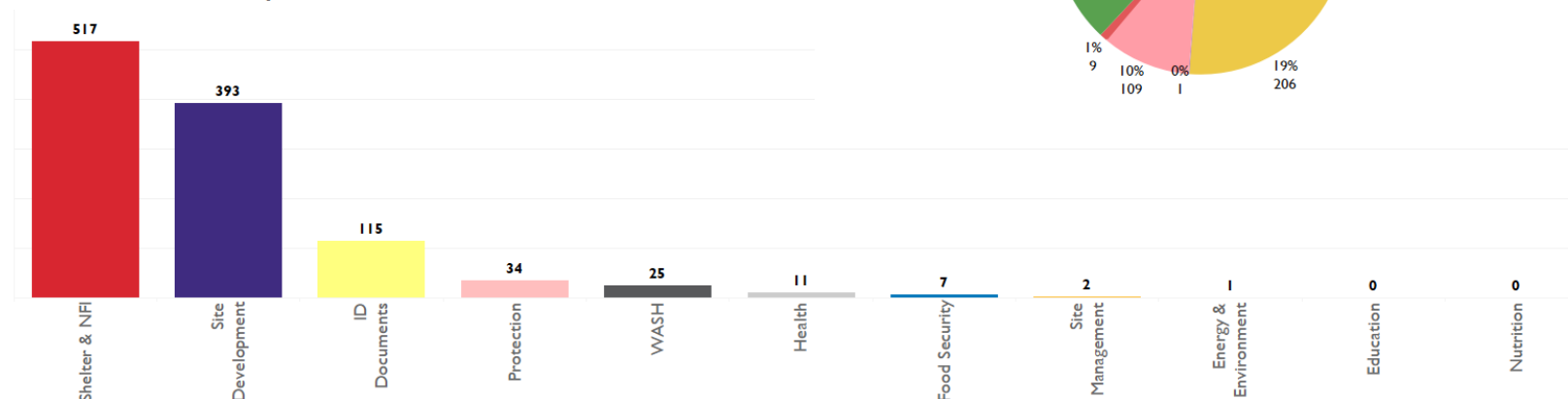
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Hill or Slope - Erosion & landslide	98
Stairs - Requested	61
Retaining wall - Requested	53
Pathway - Requested	26
Registration documents lost and replacement - Request for new ID card	15
Water tap & Tubewell - Not enough water	10

Tickets received by sector





1,278
tickets
received



737
tickets closed
on the spot



541
tickets referred to
relevant actors



732
responses given by
relevant actors



532 (72.7%)
replies considered
resolved by
beneficiaries

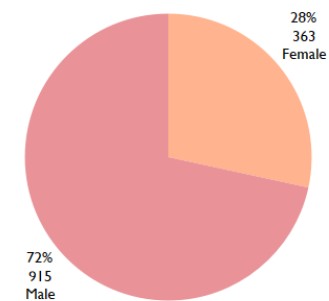
Monthly Camp Report - Camp 18

November 2023

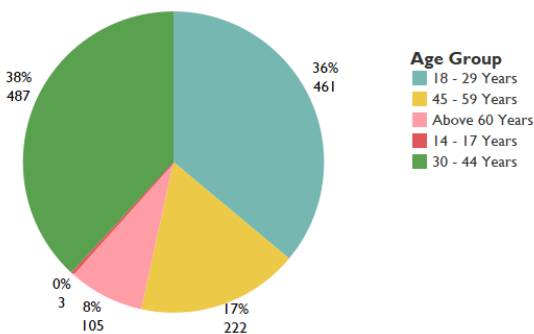
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	226	226	0	0	0	0.0%
Food distributions - Request for more food each month	134	134	0	0	0	0.0%
SMART Card & Family Attestation - Add New Born	131	0	131	203	136	67.0%
Cash for Work - Has not been selected for CFW in long time	99	99	0	0	0	0.0%
Slope Protection (erosion) - Requested	72	0	72	95	54	56.8%
Shelter Materials - Request additional materials	68	67	1	0	0	0.0%
Cash for Work - Requested CFW	53	53	0	0	0	0.0%
Protection Referral	45	45	0	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	40	0	40	28	26	92.9%
Soap & Hygiene Kit - Not enough	39	39	0	0	0	0.0%
SMART Card & Family Attestation - Lost ID Card	38	0	38	42	36	85.7%
SMART Card & Family Attestation - Request for individual SMART card	33	0	33	78	62	79.5%
SMART Card & Family Attestation - Merge and split	31	0	31	35	30	85.7%
Soap & Hygiene Kit - Additional Requested	29	29	0	0	0	0.0%
SMART Card & Family Attestation - Biographical Error	20	0	20	28	18	64.3%
LPG Porters - Requested	19	0	19	22	20	90.9%
SMART Card & Family Attestation - Address Change	17	0	17	14	10	71.4%

Tickets received by gender



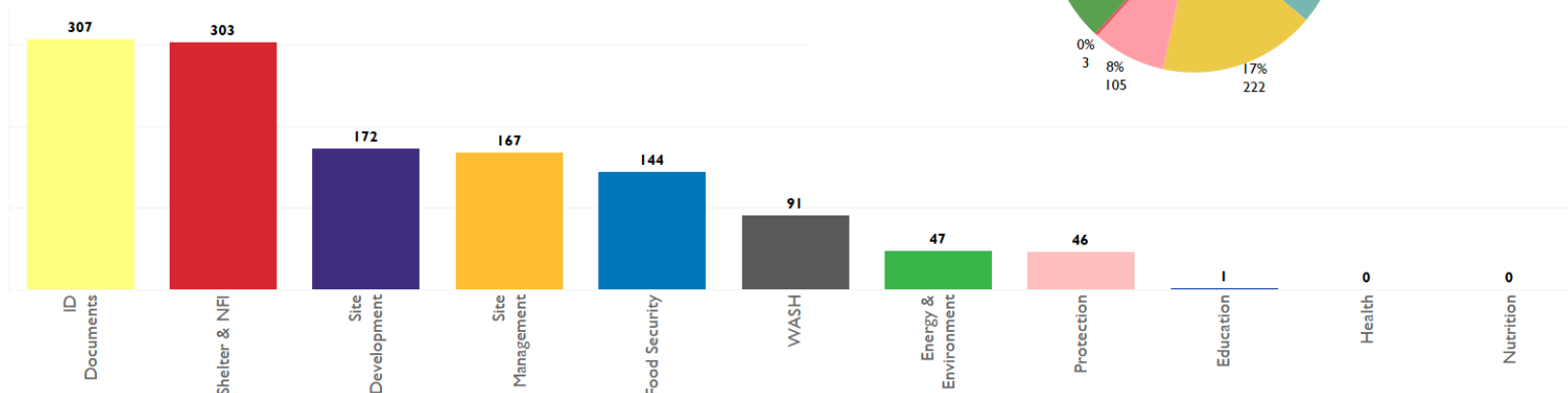
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
SMART Card & Family Attestation - Add New Born	67
Slope Protection (erosion) - Requested	41
SMART Card & Family Attestation - Request for individual SMART card	16
Cash for Work - Has not been enrolled	13
SMART Card & Family Attestation - Biographical Error	10
SMART Card & Family Attestation - Lost ID Card	6
SMART Card & Family Attestation - HH requests for vulnerability verification..	5
SMART Card & Family Attestation - Merge and split	5
Drainage - Drain Requested	4
Pathway - Damaged, broken, or needs improvement	4
SMART Card & Family Attestation - Address Change	4
Stairs - Damaged, broken, or needs improvement	3
Cash for Work - Was charged to enroll or be selected	2
Drainage - Blocked or Water logging	2
LPG Porters - Requested	2
Slope Protection (erosion) - Damaged, broken, or needs improvement	2
Stairs - Requested	2

Tickets received by sector



Monthly Camp Report - Camp 19

November 2023



676

tickets
received



272

tickets closed
on the spot



404

tickets referred to
relevant actors



438

responses given by
relevant actors



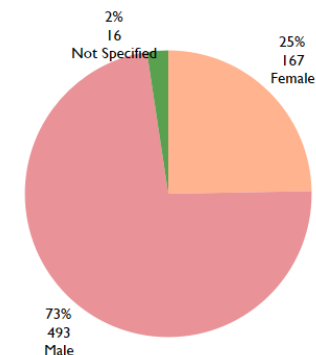
95 (21.7%)

replies considered
resolved by
beneficiaries

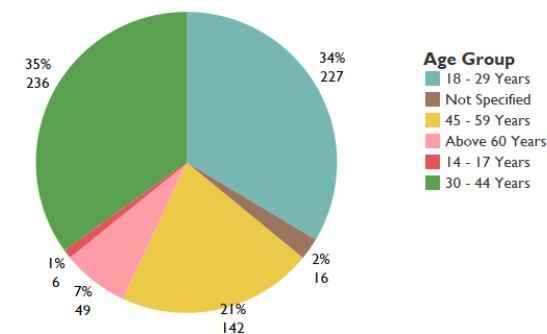
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Damaged, broken, or needs improvement	130	0	130	124	1	0.8%
Cash for Work - Has not been selected for CWI in long time	110	110	0	0	0	0.0%
SMART Card & Family Attestation - Add New Born	93	0	93	104	40	38.5%
Shelter Materials - Request additional materials	45	44	1	0	0	0.0%
Protection Referral	45	45	0	0	0	0.0%
NFI - Request additional materials	33	33	0	0	0	0.0%
Stairs - Damaged, broken, or needs improvement	20	0	20	20	0	0.0%
Drainage - Damaged, broken, or needs improvement	20	0	20	13	0	0.0%
Protection Referral (IOM)	16	16	0	0	0	0.0%
SMART Card & Family Attestation - Lost ID Card	12	0	12	14	10	71.4%
Soap & Hygiene Kit - Did not receive	11	0	11	5	3	60.0%
SMART Card & Family Attestation - Merge and split	11	0	11	19	13	68.4%
Food distributions - Request for more food each month	11	11	0	0	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	10	0	10	30	1	3.3%
Bridge - Damaged, broken, or needs improvement	9	0	9	8	2	25.0%
SMART Card & Family Attestation - Add New Member	7	0	7	11	3	27.3%
Slope Protection (erosion) - Requested	6	0	6	7	0	0.0%

Tickets received by gender



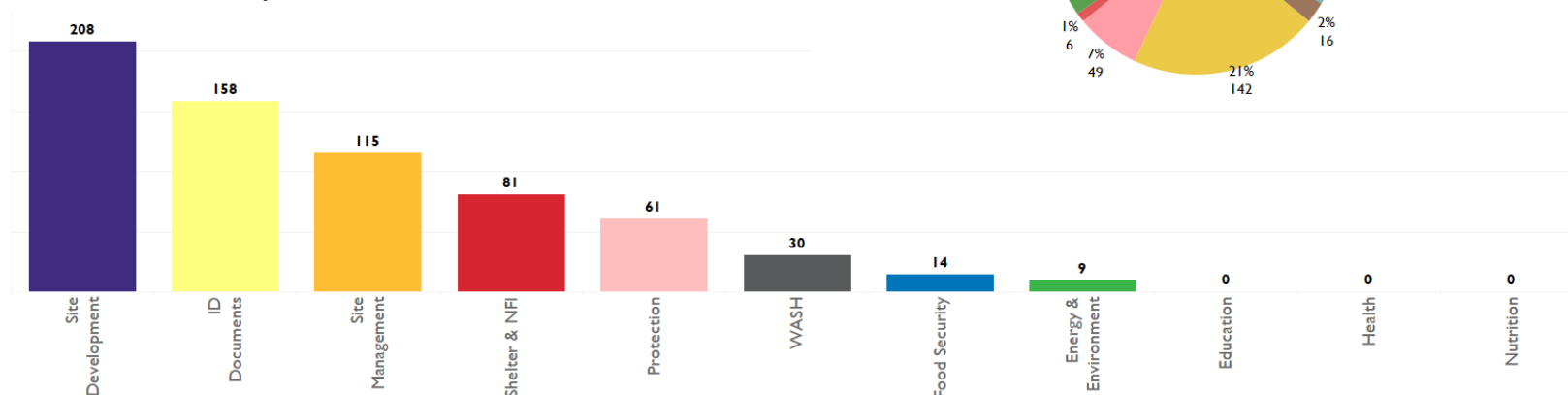
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Damaged, broken, or needs improvement	123
SMART Card & Family Attestation - Add New Born	64
SMART Card & Family Attestation - Request for individual SMART card	29
Stairs - Damaged, broken, or needs improvement	20
Drainage - Damaged, broken, or needs improvement	13
SMART Card & Family Attestation - Add New Member	8
SMART Card & Family Attestation - Address Change	8
Slope Protection (erosion) - Requested	7
SMART Card & Family Attestation - Biographical Error	7
Bridge - Damaged, broken, or needs improvement	6
SMART Card & Family Attestation - Merge and split	6
Pathway - Damaged, broken, or needs improvement	4
SMART Card & Family Attestation - Lost ID Card	4
Bathing Station - Broken or Damaged	3
Drainage Cover (Slab) - Requested	3
SMART Card & Family Attestation - Death Case	3
Treatment - Treatment not good quality	3

Tickets received by sector



Monthly Camp Report - Camp 20

November 2023



720
tickets
received



314
tickets closed
on the spot



406
tickets referred to
relevant actors



394
responses given by
relevant actors

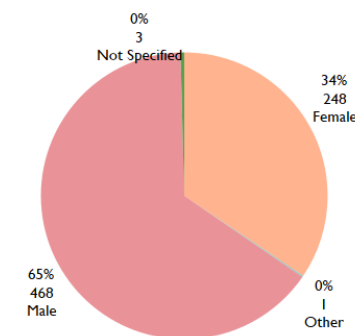


71 (18.0%)
replies considered
resolved by
beneficiaries

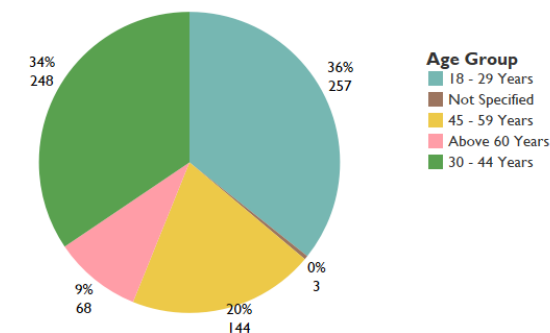
Top tickets received this month

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	224	224	0	0	0	0.0%
Lamp post or Street light - Requested	53	0	53	34	0	0.0%
SMART Card & Family Attestation - Add New Born	45	0	45	68	36	52.9%
Slope Protection (erosion) - Requested	43	0	43	44	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	42	0	42	37	1	2.7%
NFI - Request additional materials	41	41	0	0	0	0.0%
Cash for Work - Requested CFW	37	37	0	0	0	0.0%
Stairs - Damaged, broken, or needs improvement	36	0	36	33	2	6.1%
SMART Card & Family Attestation - Request for individual SMART card	27	0	27	27	0	0.0%
SMART Card & Family Attestation - Biographical Error	18	0	18	3	2	66.7%
Drainage - Damaged, broken, or needs improvement	14	0	14	14	0	0.0%
SMART Card & Family Attestation - Lost ID Card	13	0	13	17	9	52.9%
Drainage - Drain Requested	13	0	13	10	0	0.0%
Stairs - Requested	11	0	11	11	0	0.0%
Pathway - Damaged, broken, or needs improvement	10	0	10	9	0	0.0%
Soap & Hygiene Kit - Did not receive	9	0	9	9	2	22.2%
Pathway - Requested	9	0	9	10	2	20.0%

Tickets received by gender



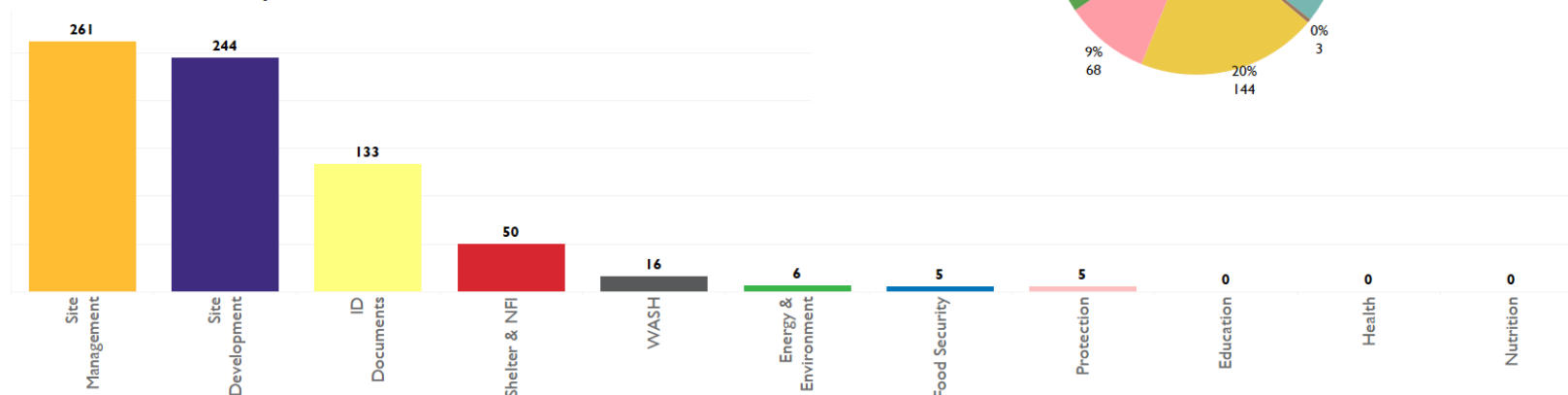
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	44
Slope Protection (erosion) - Damaged, broken, or needs improvement	36
Lamp post or Street light - Requested	34
SMART Card & Family Attestation - Add New Born	32
Stairs - Damaged, broken, or needs improvement	31
SMART Card & Family Attestation - Request for individual SMART card	27
Drainage - Damaged, broken, or needs improvement	14
Stairs - Requested	11
Drainage - Drain Requested	10
Pathway - Damaged, broken, or needs improvement	9
SMART Card & Family Attestation - Merge and split	9
Pathway - Requested	8
SMART Card & Family Attestation - Lost ID Card	8
Soap & Hygiene Kit - Did not receive	7
Latrine - New toilet requested	5
SMART Card & Family Attestation - Lost Smart card and family attestation	5
SMART Card & Family Attestation - Address Change	4

Tickets received by sector



Monthly Camp Report - Camp 20 Ext

November 2023



709

tickets
received


393

tickets closed
on the spot


316

tickets referred to
relevant actors


328

responses given by
relevant actors

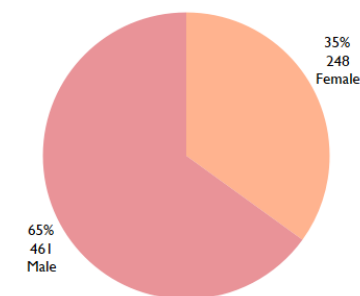

173 (52.7%)

replies considered
resolved by
beneficiaries

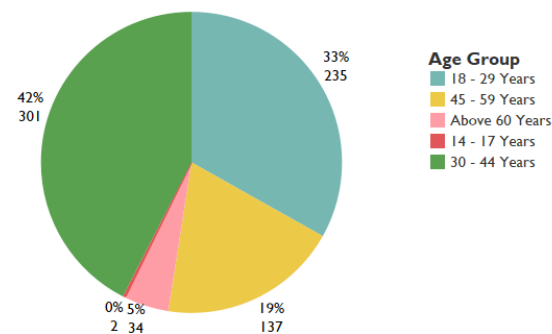
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Requested CFW	202	202	0	0	0	0.0%
NFI - Request additional materials	154	154	0	0	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	55	0	55	57	7	12.3%
SMART Card & Family Attestation - Add New Born	34	0	34	79	66	83.5%
SMART Card & Family Attestation - Lost ID Card	25	0	25	22	16	72.7%
Soap & Hygiene Kit - Did not receive	22	0	22	13	10	76.9%
Pathway - Damaged, broken, or needs improvement	18	0	18	15	8	53.3%
Drainage - Damaged, broken, or needs improvement	18	0	18	13	7	53.8%
SMART Card & Family Attestation - Merge and split	15	0	15	7	5	71.4%
Pathway - Requested	13	0	13	8	2	25.0%
Cash for Work - Has not been enrolled	13	0	13	7	6	85.7%
Damage to shelter - Shelter damaged over time	10	10	0	0	0	0.0%
SMART Card & Family Attestation - HH requests for vulnerability verificat..	9	0	9	5	1	20.0%
SMART Card & Family Attestation - Address Change	9	0	9	12	9	75.0%
Cash for Work - Has not been selected for CFW in long time	9	9	0	0	0	0.0%
SMART Card & Family Attestation - Add New Member	8	0	8	2	1	50.0%
Protection Referral	8	8	0	0	0	0.0%

Tickets received by gender



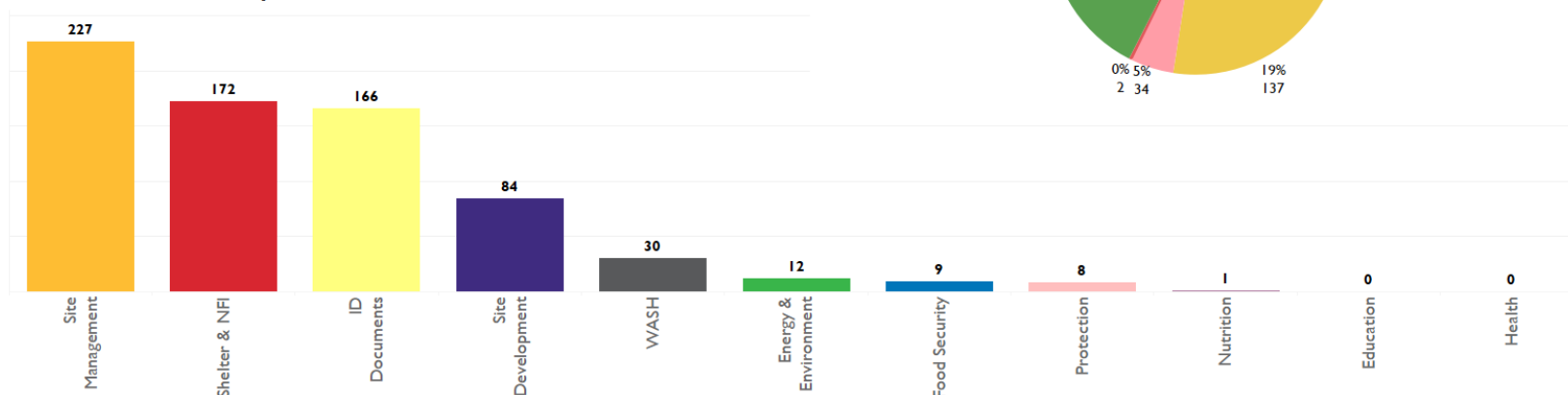
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
SMART Card & Family Attestation - Request for individual SMART card	50
SMART Card & Family Attestation - Add New Born	13
Lamp post or Street light - Requested	7
Pathway - Damaged, broken, or needs improvement	7
Bridge - Damaged, broken, or needs improvement	6
Drainage - Damaged, broken, or needs improvement	6
Pathway - Requested	6
SMART Card & Family Attestation - Lost ID Card	6
Drainage - Blocked or Water logging	5
SCOPE Card - No balance on card	4
Slope Protection (erosion) - Damaged, broken, or needs improvement	4
SMART Card & Family Attestation - HH requests for vulnerability verification..	4
Drainage Cover (Slab) - Damaged, broken, or needs improvement	3
Slope Protection (erosion) - Requested	3
SMART Card & Family Attestation - Address Change	3
SMART Card & Family Attestation - Biographical Error	3
Soap & Hygiene Kit - Did not receive	3

Tickets received by sector



Monthly Camp Report - Camp 21

November 2023



556

tickets
received


57

tickets closed
on the spot


499

tickets referred to
relevant actors


156

responses given by
relevant actors

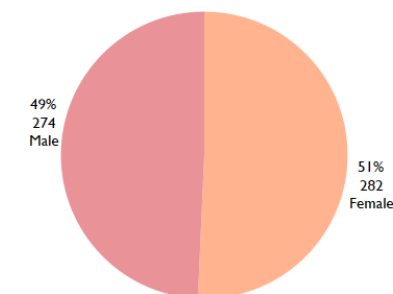

86 (55.1%)

replies considered
resolved by
beneficiaries

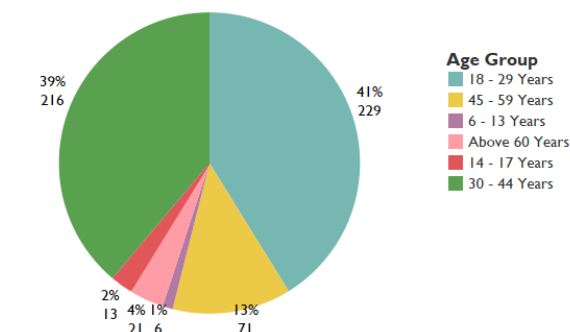
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Change of Registration information - New Born	111	0	111	33	21	63.6%
Shelter Materials - Request additional materials	59	0	59	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	42	0	42	20	0	0.0%
NFI - Request additional materials	39	0	39	0	0	0.0%
LPG Gas - Not enough for family	27	27	0	0	0	0.0%
Treatment - Looking for advance treatment	23	0	23	0	0	0.0%
Relocation & Repatriation - Relocation within camp	23	0	23	0	0	0.0%
Food Security - Receive Food Is not enough	23	0	23	0	0	0.0%
Electricity Supply -Need street light	20	0	20	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	18	0	18	6	0	0.0%
Protection Referral	16	9	7	0	0	0.0%
Shelter Materials - Missed Distribution	15	0	15	9	9	100.0%
Request for information	13	13	0	0	0	0.0%
Lamp post - Requested	13	0	13	0	0	0.0%
Change of Registration information - Merge and Split	13	0	13	4	1	25.0%
Damage to shelter - Shelter damaged by weather	11	0	11	6	6	100.0%
Complaint against Agency or Staff	7	7	0	0	0	0.0%

Tickets received by gender



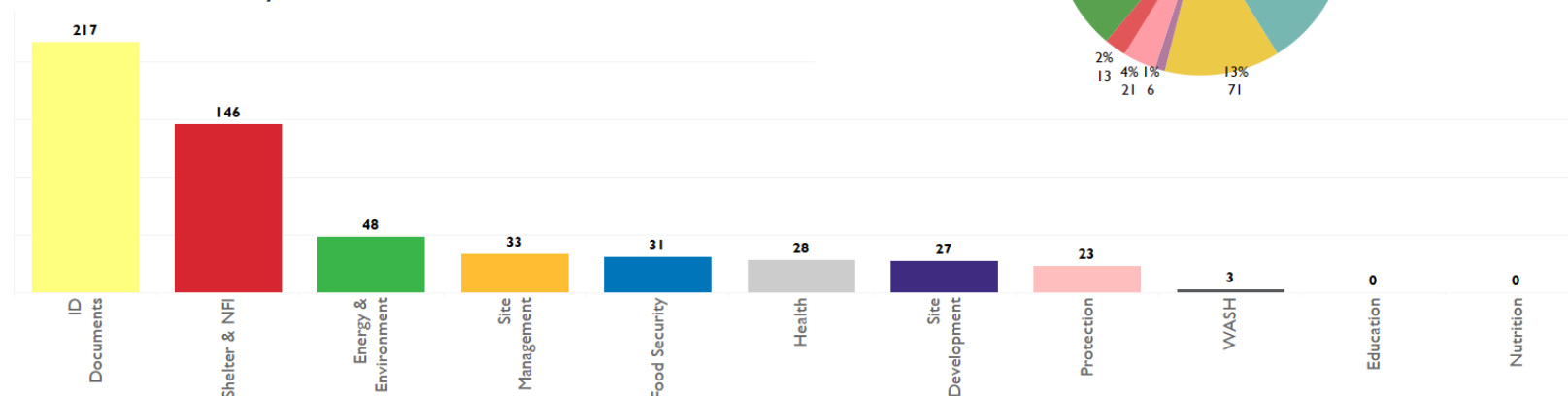
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Registration documents lost and replacement - Request for new ID card	20
Change of Registration information - New Born	12
Risk at landslide - Risk at landslide	10
Registration documents lost and replacement - Lost ID Card	6
- Shelter materials needed	5
Change of Registration information - Merge and Split	3
Not enough food - Big family and decrease dollar	2
- Need shelter materials	1
Change of Registration information - Active and Inactive Case	1
Change of Registration information - Address Change	1
Change of Registration information - Age correction	1
Change of Registration information - Death	1
Change of Registration information - New Registration	1
Hill or Slope Erosion & landslide	1
Not enough food - Big family size	1
Not enough soap -	1
Registration documents lost and replacement - Request for Age correction	1

Tickets received by sector



Monthly Camp Report - Camp 22

November 2023



1,969
tickets
received



985
tickets closed
on the spot



984
tickets referred to
relevant actors



524
responses given by
relevant actors

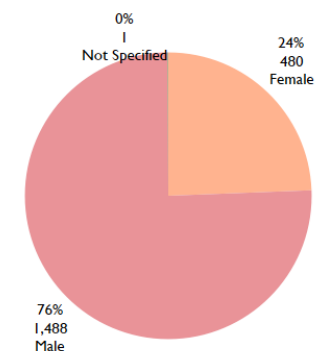


84 (16.0%)
replies considered
resolved by
beneficiaries

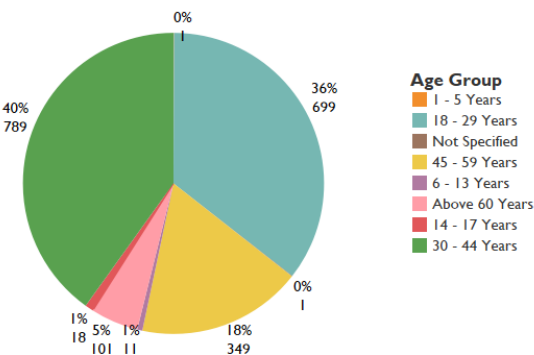
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	573	319	254	1	1	100.0%
LPG Gas - Not enough for family	236	236	0	0	0	0.0%
Cash for Work - Has not been selected for CWI in long time	228	228	0	0	0	0.0%
Electricity Supply - Not working	177	0	177	104	0	0.0%
Change of Registration information - New Born	110	0	110	3	1	33.3%
SMART Card & Family Attestation - Add New Born	100	0	100	91	20	22.0%
Request for information	93	93	0	0	0	0.0%
Shelter Materials - Request additional materials	40	39	1	1	0	0.0%
Registration documents lost and replacement - Request for new ID card	33	0	33	8	0	0.0%
Change of Registration information - Merge and Split	32	0	32	4	0	0.0%
Soap & Hygiene Kit - Not enough	27	27	0	0	0	0.0%
Drainage Cover (Slab) - Requested	27	0	27	25	1	4.0%
Latrine - Needs desludging	26	0	26	26	15	57.7%
SMART Card & Family Attestation - Merge and split	25	0	25	23	7	30.4%
Soap & Hygiene Kit - Additional Requested	23	23	0	0	0	0.0%
SMART Card & Family Attestation - Biographical Error	16	0	16	14	3	21.4%
Slope Protection (erosion) - Requested	14	0	14	38	0	0.0%

Tickets received by gender



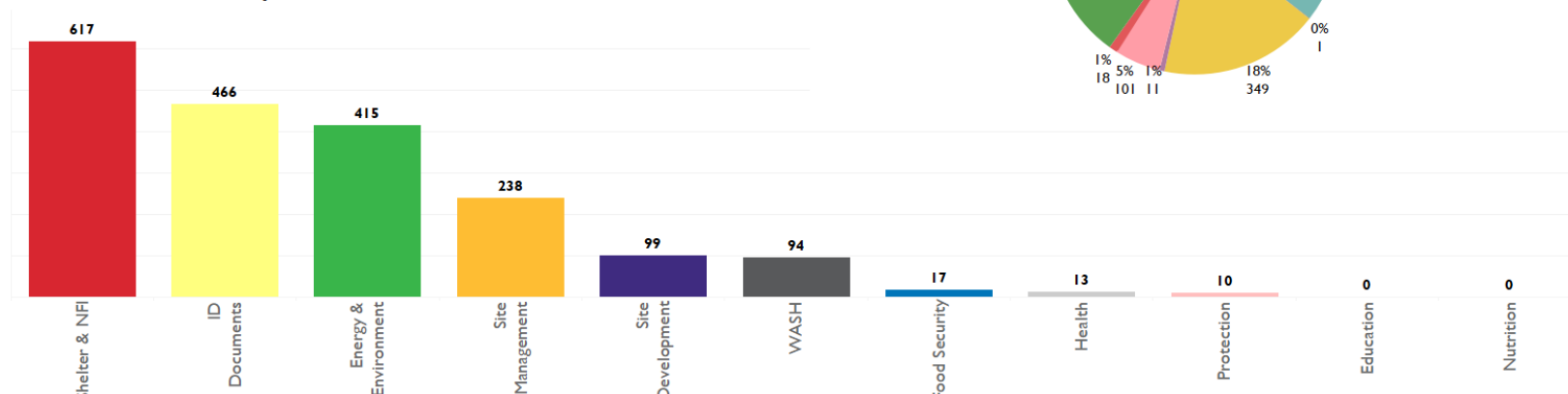
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Electricity Supply - Not working	104
SMART Card & Family Attestation - Add New Born	71
Slope Protection (erosion) - Requested	38
Drainage Cover (Slab) - Requested	24
SCOPE Card - Family Attestation doesn't match SCOPE	23
SMART Card & Family Attestation - Lost ID Card	17
SMART Card & Family Attestation - Merge and split	16
Slope Protection (erosion) - Damaged, broken, or needs improvement	12
Stairs - Requested	12
Latrine - Needs desludging	11
Pathway - Requested	11
SMART Card & Family Attestation - Biographical Error	11
Lamp post or Street light - Requested	9
Registration documents lost and replacement - Request for new ID card	8
Drainage - Damaged, broken, or needs improvement	7
Drainage - Drain Requested	7
Change of Registration information - Merge and Split	4

Tickets received by sector



Monthly Camp Report - Camp 24

November 2023



457
tickets
received



209
tickets closed
on the spot



248
tickets referred to
relevant actors



434
responses given by
relevant actors

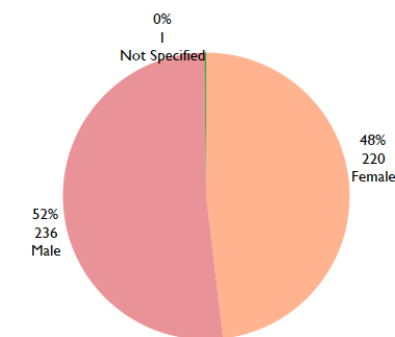


419 (96.5%)
replies considered
resolved by
beneficiaries

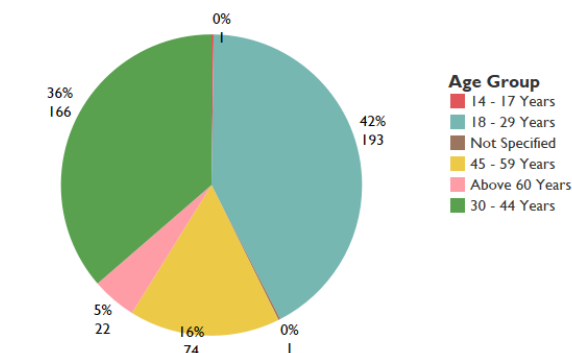
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
SMART Card & Family Attestation - Add New Born	98	0	98	160	160	100.0%
Cash for Work - Has not been selected for CFW in long time	98	98	0	0	0	0.0%
Cash for Work - Has not been enrolled	69	0	69	176	175	99.4%
NFI - Request additional materials	50	50	0	0	0	0.0%
Cash for Work - Requested CFW	42	42	0	0	0	0.0%
SMART Card & Family Attestation - Merge and split	20	0	20	40	40	100.0%
Protection Referral	16	16	0	0	0	0.0%
Pathway - Requested	10	0	10	4	2	50.0%
Soap & Hygiene Kit - Did not receive	8	0	8	2	2	100.0%
SMART Card & Family Attestation - Lost ID Card	6	0	6	12	12	100.0%
SMART Card & Family Attestation - Add New Member	6	0	6	8	8	100.0%
SMART Card & Family Attestation - Address Change	4	0	4	8	8	100.0%
Pathway - Damaged, broken, or needs improvement	4	0	4	5	0	0.0%
Drainage - Drain Requested	4	0	4	3	0	0.0%
SMART Card & Family Attestation - Death Case	2	0	2	1	1	100.0%
Slope Protection (erosion) - Requested	2	0	2	2	0	0.0%
Latrine - Needs desludging	2	0	2	3	3	100.0%

Tickets received by gender



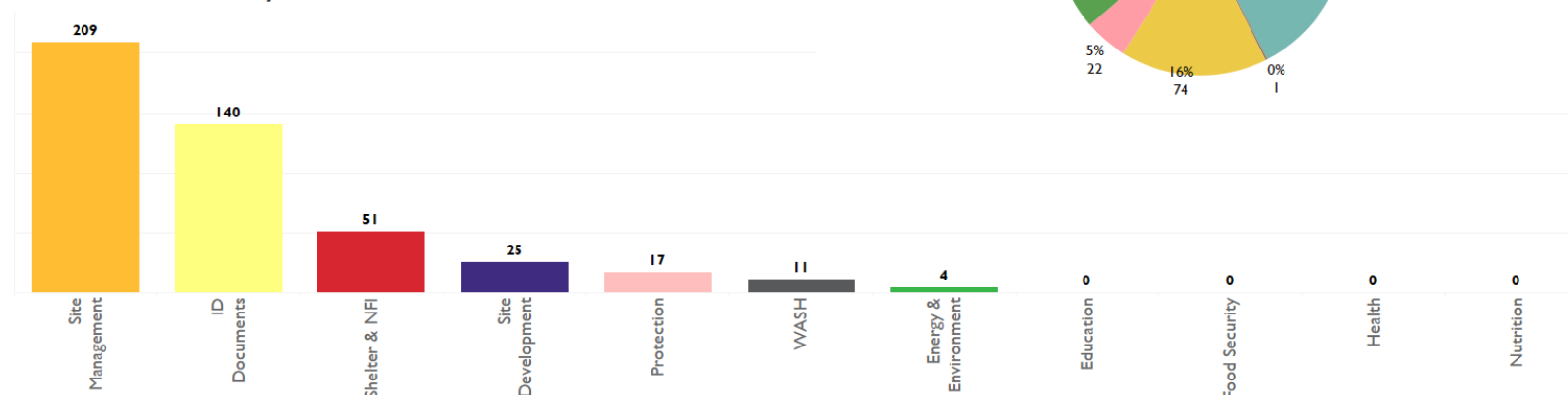
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Pathway - Damaged, broken, or needs improvement	5
Drainage - Drain Requested	3
Pathway - Requested	2
Slope Protection (erosion) - Requested	2
Bridge - Damaged, broken, or needs improvement	1
Cash for Work - Has not been enrolled	1
Stairs - Requested	1

Tickets received by sector



Monthly Camp Report - Camp 25

November 2023

31



457
tickets
received



257
tickets closed
on the spot



200
tickets referred to
relevant actors



319
responses given by
relevant actors

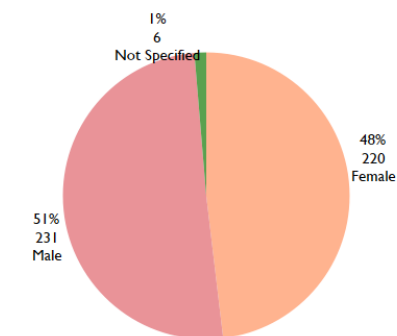


74 (23.2%)
replies considered
resolved by
beneficiaries

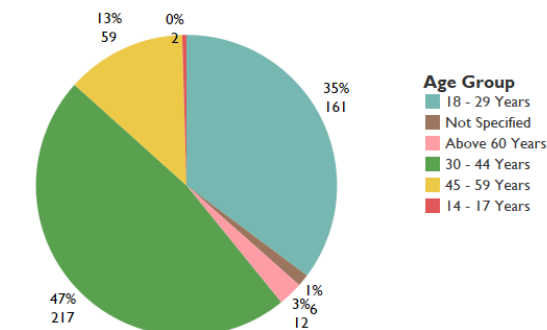
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Has not been selected for CFW in long time	84	84	0	0	0	0.0%
NFI - Request additional materials	40	40	0	0	0	0.0%
Food distributions - Request for more food each month	37	37	0	0	0	0.0%
Soap & Hygiene Kit - Did not receive	34	0	34	49	19	38.8%
SMART Card & Family Attestation - Add New Born	27	0	27	82	11	13.4%
Soap & Hygiene Kit - Not enough	22	22	0	0	0	0.0%
LPG Gas - Not enough for family	22	22	0	0	0	0.0%
Pathway - Requested	15	0	15	20	5	25.0%
Drainage - Drain Requested	12	0	12	16	0	0.0%
Soap & Hygiene Kit - Additional Requested	11	11	0	0	0	0.0%
Food distributions - Want to purchase more but not allowed	11	11	0	0	0	0.0%
SMART Card & Family Attestation - Merge and split	10	0	10	35	3	8.6%
Drainage Cover (Slab) - Requested	10	0	10	7	0	0.0%
Pathway - Damaged, broken, or needs improvement	8	0	8	6	1	16.7%
Lamp post or Street light - Requested	8	0	8	5	0	0.0%
Food distributions - Request for different items or quantities	8	8	0	0	0	0.0%
Cash for Work - Requested CFW	8	8	0	0	0	0.0%

Tickets received by gender



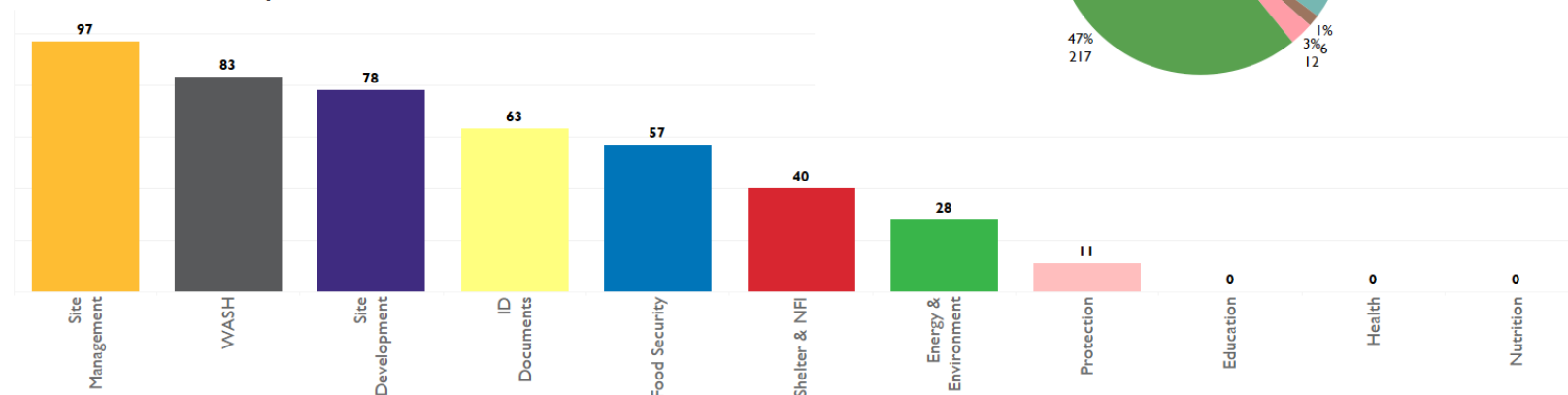
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
SMART Card & Family Attestation - Add New Born	71
SMART Card & Family Attestation - Merge and split	32
Soap & Hygiene Kit - Did not receive	30
SMART Card & Family Attestation - Request for individual SMART card	19
Drainage - Drain Requested	16
Pathway - Requested	15
SMART Card & Family Attestation - Address Change	10
SMART Card & Family Attestation - Lost ID Card	8
Drainage Cover (Slab) - Requested	7
Lamp post or Street light - Requested	5
Pathway - Damaged, broken, or needs improvement	5
Latrine - New toilet requested	4
Slope Protection (erosion) - Requested	3
Drainage - Damaged, broken, or needs improvement	2
Drainage Cover (Slab) - Damaged, broken, or needs improvement	2
SMART Card & Family Attestation - Add New Member	2
SMART Card & Family Attestation - HH requests for vulnerability verification..	2

Tickets received by sector



Monthly Camp Report - Camp 26

November 2023



1,176
tickets
received



83
tickets closed
on the spot



1,093
tickets referred to
relevant actors



121
responses given by
relevant actors

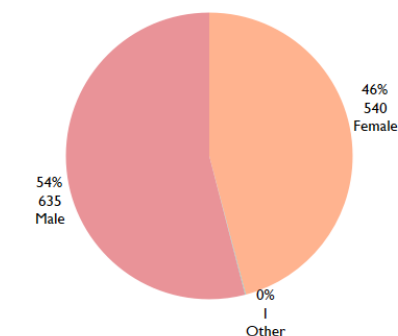


13 (10.7%)
replies considered
resolved by
beneficiaries

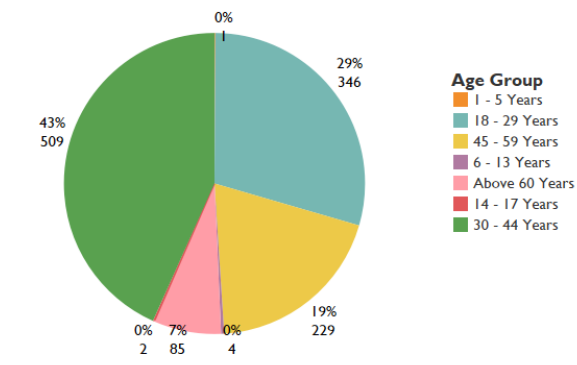
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage of shelter - Damage of shelter	825	0	825	0	0	0.0%
Shelter Materials - Request additional materials	155	1	154	0	0	0.0%
Protection Referral	55	55	0	0	0	0.0%
Request for information	24	24	0	0	0	0.0%
Health Book - Request for Health Book	18	0	18	0	0	0.0%
Damage to shelter - Shelter damaged by weather	16	0	16	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	11	0	11	0	0	0.0%
Relocation & Repatriation - Relocation from another camp	10	0	10	0	0	0.0%
Damage to shelter - Shelter damaged over time	7	0	7	0	0	0.0%
Change of Registration information - New Born	6	0	6	2	0	0.0%
Relocation & Repatriation - Relocation to another camp	5	0	5	0	0	0.0%
Change of Registration information - New Registration	5	0	5	5	0	0.0%
Change of Registration information - Merge and Split	5	0	5	1	0	0.0%
LPG Gas - Lost or stolen cylinder	4	0	4	0	0	0.0%
Request for fresh food enlistm - Fresh Food	3	0	3	0	0	0.0%
Cash for Work - Requested	3	0	3	0	0	0.0%
Relocation & Repatriation - Relocation within camp	2	0	2	0	0	0.0%

Tickets received by gender



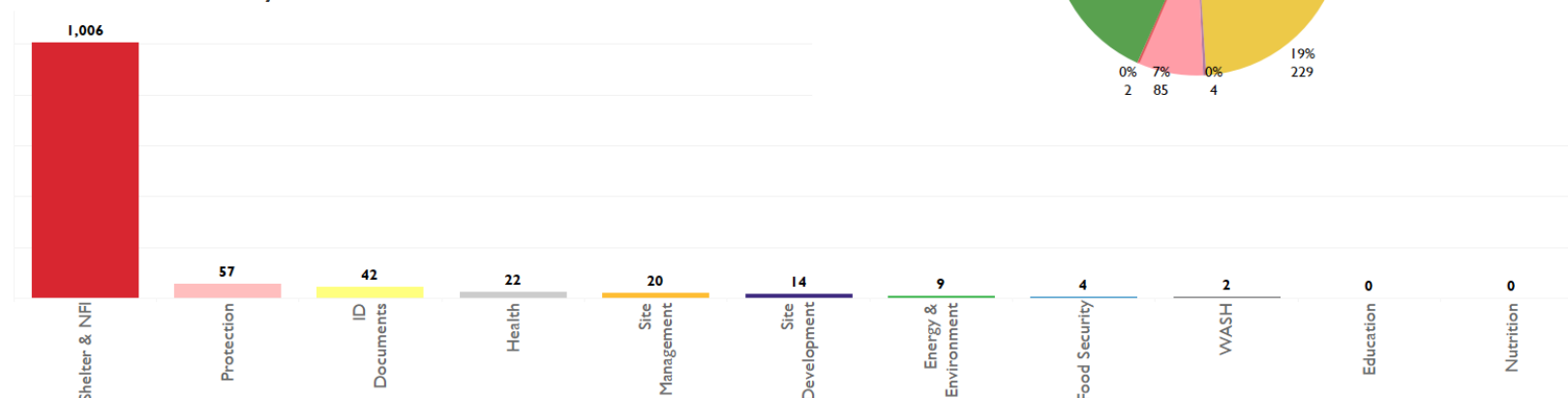
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Damage to shelter - Shelter damaged by weather	97
Change of Registration information - New Registration	5
Change of Registration information - New Born	2
Change of Registration information - Merge and Split	1
Damage of shelter - Damage of shelter	1
Drainage & Cover - Drainage Cover Requested	1
Shelter Plot - New plot of land for shelter	1

Tickets received by sector



Monthly Camp Report - Camp 27

November 2023

33



409
tickets
received



16
tickets closed
on the spot



393
tickets referred to
relevant actors



6
responses given by
relevant actors

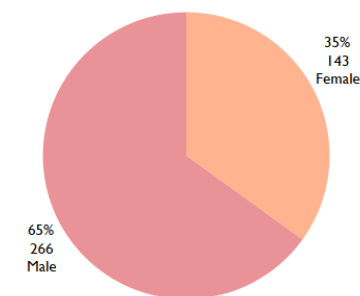


5 (83.3%)
replies considered
resolved by
beneficiaries

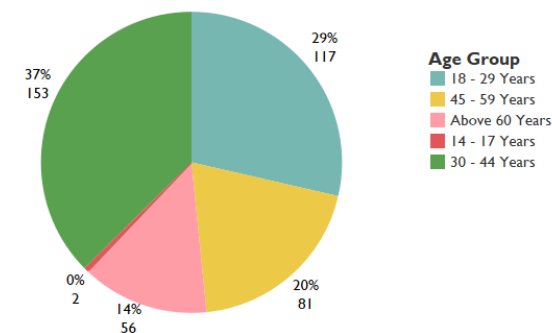
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	172	0	172	5	5	100.0%
Shelter Materials - Request additional materials	143	0	143	0	0	0.0%
Protection Referral	16	16	0	0	0	0.0%
Food Security - Receive Food Is not enough	14	0	14	0	0	0.0%
Damage to shelter - Shelter damaged over time	14	0	14	0	0	0.0%
Latrine - Needs desludging	10	0	10	0	0	0.0%
Latrine - Broken	6	0	6	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	4	0	4	0	0	0.0%
Retaining wall - Requested	3	0	3	0	0	0.0%
Food distributions - Household has not received food	3	0	3	0	0	0.0%
Drainage & Cover - Requested for Drainage	3	0	3	0	0	0.0%
Change of Registration information - Marriage approval	3	0	3	1	0	0.0%
LPG Gas - Requested For LPG is not enough	2	0	2	0	0	0.0%
LPG Gas - Lost or stolen cylinder	2	0	2	0	0	0.0%
Water tap & Tubewell - Not enough water	1	0	1	0	0	0.0%
Stairs - Requested	1	0	1	0	0	0.0%
Soap & Hygiene Kit - Did not receive	1	0	1	0	0	0.0%

Tickets received by gender



Tickets received by age group



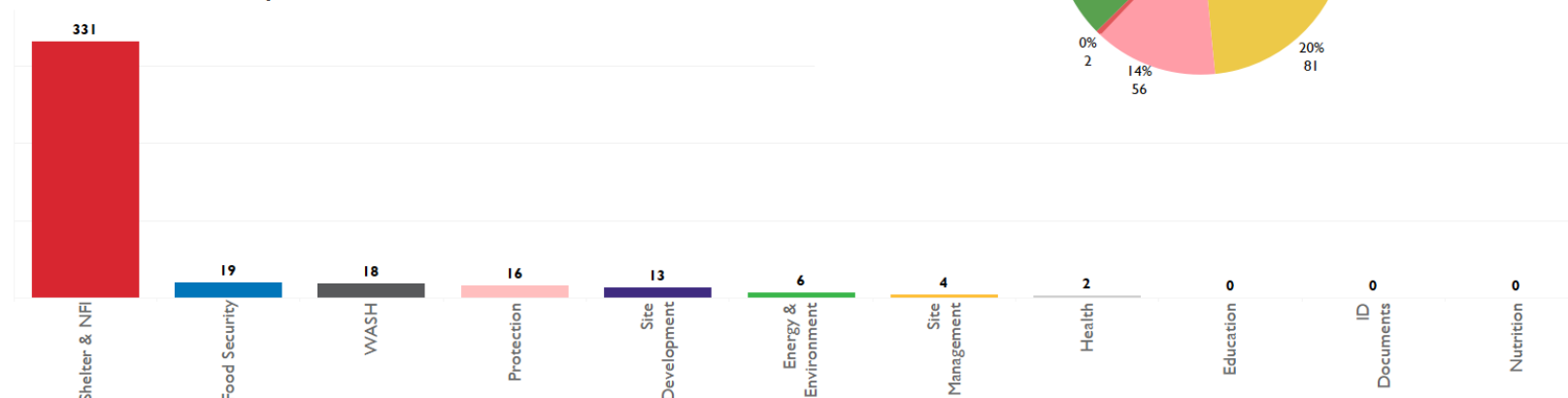
Top unresolved tickets (from replies given)

Ticket Description

Change of Registration information - Marriage approval

1

Tickets received by sector



Monthly Camp Report - Kutupalong RC

November 2023

34



166
tickets
received



101
tickets closed
on the spot



65
tickets referred to
relevant actors



3
responses given by
relevant actors

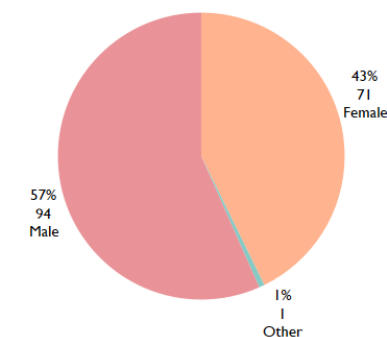


0 (0.0%)
replies considered
resolved by
beneficiaries

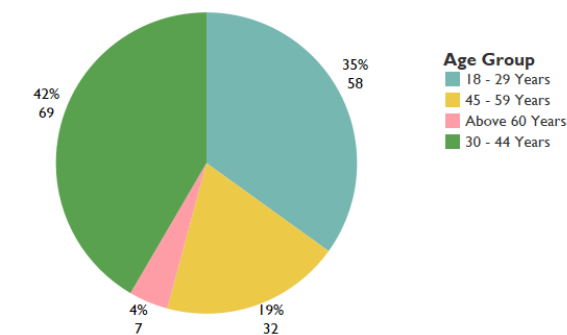
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Protection Referral	94	94	0	0	0	0.0%
Shelter Materials - Request additional materials	18	0	18	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	9	0	9	0	0	0.0%
Complaint against Agency or Staff	6	6	0	0	0	0.0%
Change of Registration information - Address Change	4	0	4	1	0	0.0%
Treatment - Looking for advance treatment	3	0	3	0	0	0.0%
Request for additional room - He want to get new shelter their vacant pla..	3	0	3	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	2	0	2	1	0	0.0%
Health post - Facility is not maintaining standards	2	0	2	0	0	0.0%
Food Security - Receive Food Is not enough	2	0	2	0	0	0.0%
Damage to shelter - Shelter damaged over time	2	0	2	0	0	0.0%
Damage to shelter - Shelter damaged by weather	2	0	2	0	0	0.0%
Treatment - Permission to travel outside camp for healthcare	1	1	0	0	0	0.0%
Treatment - Now she needs a pair of high-power glass which is rather cos..	1	0	1	0	0	0.0%
Shelter Plot - New plot of land for shelter	1	0	1	0	0	0.0%
SCOPE Card - CIC took their Family card, due to that, they are not gettin..	1	0	1	0	0	0.0%
Request for fresh food enlistm - Fresh Food	1	0	1	0	0	0.0%

Tickets received by gender



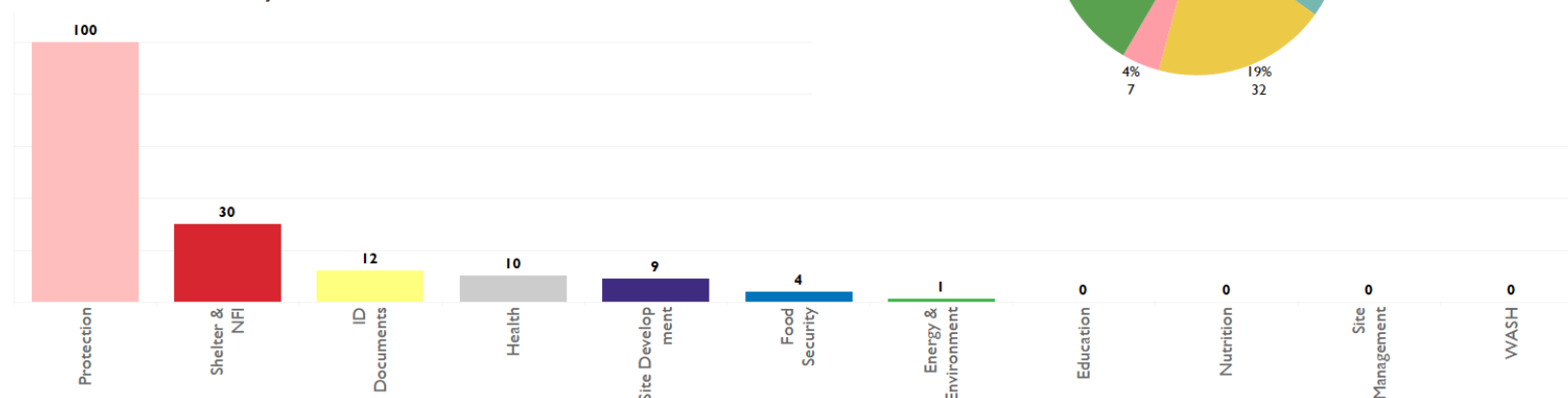
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Change of Registration information - Address Change	1
Registration documents lost and replacement - Lost Data Card And ID Card	1
Registration documents lost and replacement - Lost ID Card	1

Tickets received by sector



Monthly Camp Report - Nayapara RC

November 2023

35



332
tickets
received



70
tickets closed
on the spot



262
tickets referred to
relevant actors



1
responses given by
relevant actors

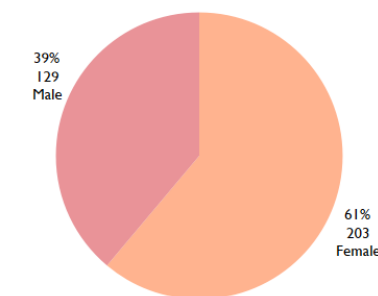


0 (0.0%)
replies considered
resolved by
beneficiaries

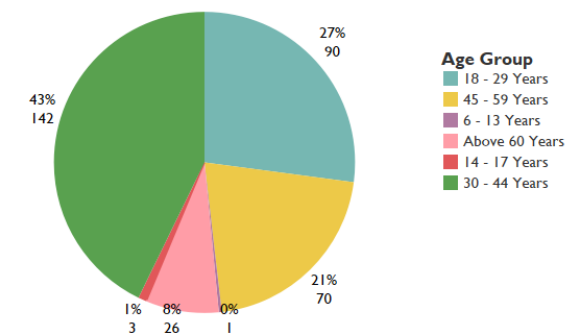
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged over time	192	0	192	0	0	0.0%
Protection Referral	59	59	0	0	0	0.0%
Cooking Stove - Broken or not working	23	0	23	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	15	0	15	0	0	0.0%
Food distributions - Poor quality food items	7	0	7	0	0	0.0%
Treatment - Medical referral	6	6	0	0	0	0.0%
LPG Gas - Did not receive cylinder	3	0	3	0	0	0.0%
Complaint against Agency or Staff	3	3	0	0	0	0.0%
Treatment - Looking for advance treatment	2	0	2	0	0	0.0%
Retaining wall - Requested	2	0	2	0	0	0.0%
LPG Gas - Lost or stolen cylinder	2	0	2	0	0	0.0%
Drainage & Cover - Drainage Cover Requested	2	0	2	0	0	0.0%
Treatment - Did not received the medicine for diarrhea	1	0	1	0	0	0.0%
Treatment - Ambulance support	1	1	0	0	0	0.0%
Shelter Materials - Request additional materials	1	0	1	0	0	0.0%
Request for information	1	1	0	0	0	0.0%
Request for additional room - He needs additional room.	1	0	1	0	0	0.0%

Tickets received by gender



Tickets received by age group



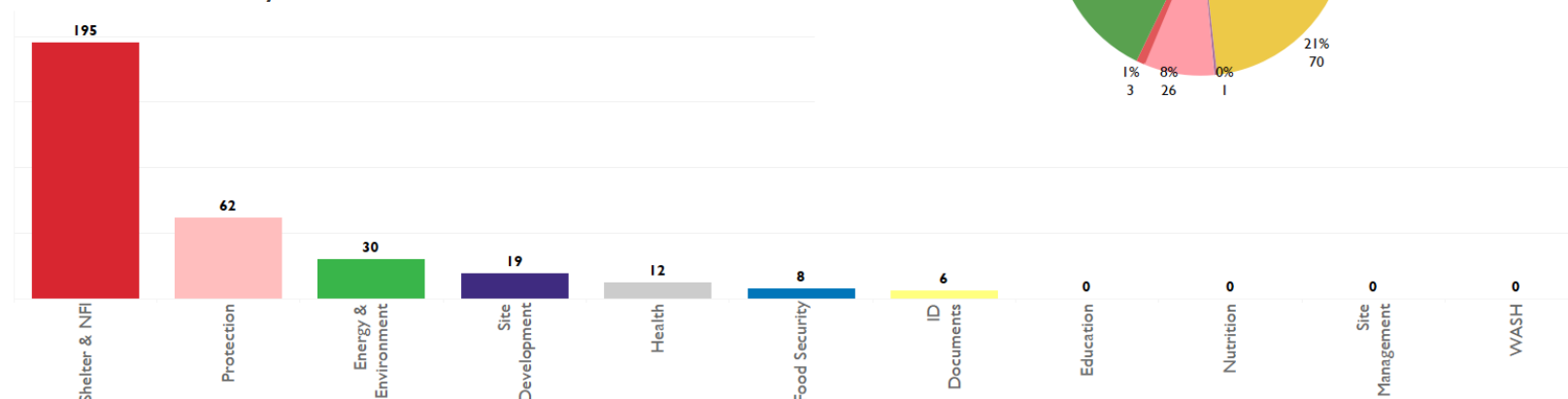
Top unresolved tickets (from replies given)

Ticket Description

Registration documents lost and replacement - HH requires alternative collector

1

Tickets received by sector



Monthly Camp Report - Transit Center

November 2023



384
tickets
received



198
tickets closed
on the spot



186
tickets referred to
relevant actors



0
responses given by
relevant actors

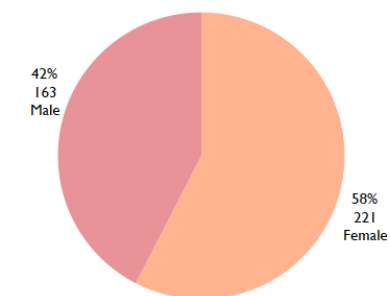


0 (0.0%)
replies considered
resolved by
beneficiaries

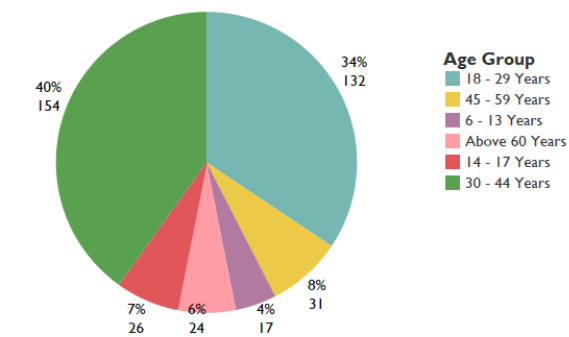
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Treatment - Medical referral	157	157	0	0	0	0.0%
Shelter Materials - Request additional materials	46	0	46	0	0	0.0%
Food distributions - Poor quality food items	46	0	46	0	0	0.0%
Food distributions - Waited too long	34	0	34	0	0	0.0%
Latrine - Needs desludging	31	0	31	0	0	0.0%
Protection Referral	26	20	6	0	0	0.0%
Soap & Hygiene Kit - Not enough	11	11	0	0	0	0.0%
Trash Disposal - Trash pick-up needed	9	0	9	0	0	0.0%
Food distributions - Weight was less than stated	8	8	0	0	0	0.0%
Request for cluster and room changes - Shelter issue	4	0	4	0	0	0.0%
Water tap & Tubewell - Not enough water	2	0	2	0	0	0.0%
Treatment - Ambulance support	2	2	0	0	0	0.0%
Soap & Hygiene Kit - Did not receive	2	0	2	0	0	0.0%
Treatment - Waited too long	1	0	1	0	0	0.0%
Trash Disposal - Trash bins requested	1	0	1	0	0	0.0%
Latrine - Needs cleaning	1	0	1	0	0	0.0%
Food distributions - Missed Token	1	0	1	0	0	0.0%

Tickets received by gender



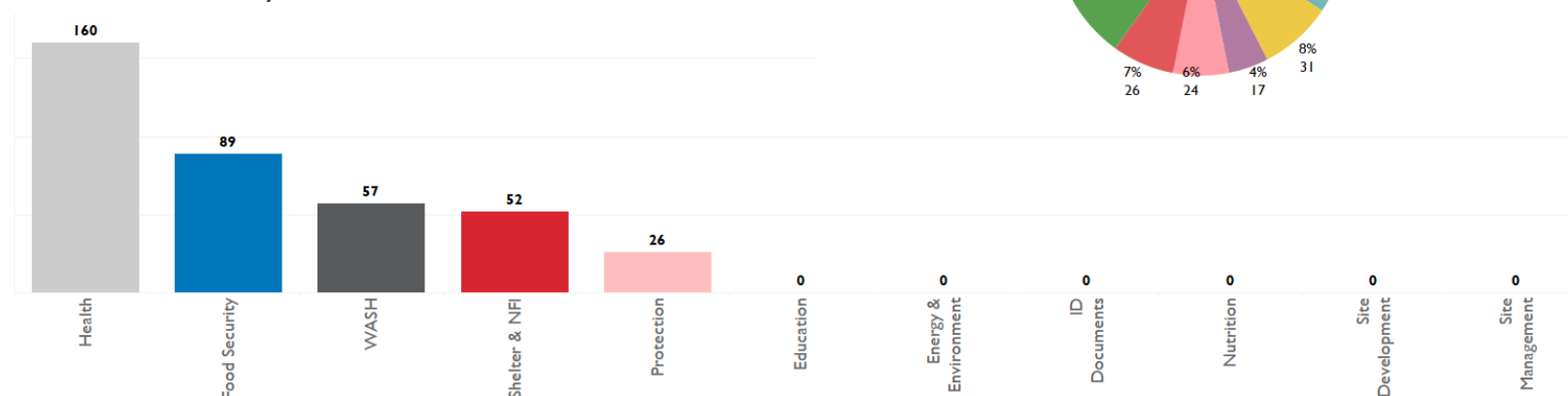
Tickets received by age group



Top unresolved tickets (from replies given)

No unresolved replies

Tickets received by sector



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.