



Monthly Camp Report

December 2023

About the Common Feedback Platform

The Common Feedback Platform (CFP) is a joint inter-agency report that gives an overview of some of the community feedback that is raised within the Cox's Bazar, Bangladesh Rohingya response. Through Complaints and Feedback Mechanisms (CFMs), affected communities share challenges regarding programs, services and the associated humanitarian response. The anonymized data from different organizations is then combined and consolidated on a monthly basis to produce these outputs.

The CFP aims to contribute towards Accountability to Affected Populations (AAP) and inform programming. It was developed to improve complaint management and reporting through harmonized referral standards developed directly with the Sectors and main actors responsible for responding to complaints. They are updated regularly to maintain relevancy to the current context of assistance. As per the Accountability Manifesto and CFP Referral Guidance, Site Management (SM) agencies and their partners collect and refer data to sectors and service providers at both the camp and Cox's Bazar coordination level.

The CFP reports reflect data collected through certain CFMs and the usage of these CFMs; they are not necessarily a reflection of the overall needs or satisfaction of the Rohingya living in camps. Therefore, receiving more tickets in a site or for a sector does not consequently mean that there are more needs there; rather, it might imply that there is more CFM coverage, trust in the system, or larger population in the location where tickets are received.

This report is produced by Needs and Population Monitoring (NPM). For more information on the CFP, please contact: npmbangladesh@iom.int.

This year...



291,216
tickets received across **35** sites



91,188
tickets closed on the spot



200,028
tickets referred by **6** actors



149,575
responses given by relevant actors



68,384 (45.7%)
replies considered resolved by beneficiaries





Monthly Camp Report - Overview

December 2023

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



23,431
tickets
received

Tickets received by gender



7,411
tickets closed
on the spot*



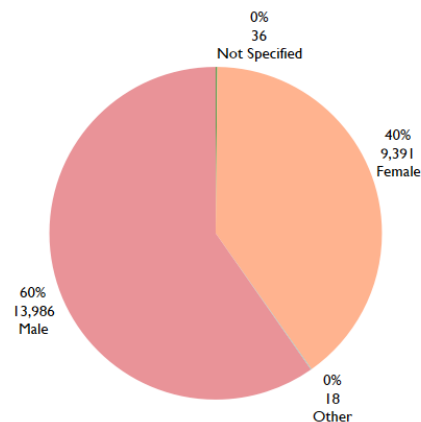
16,020
tickets referred to
relevant actors



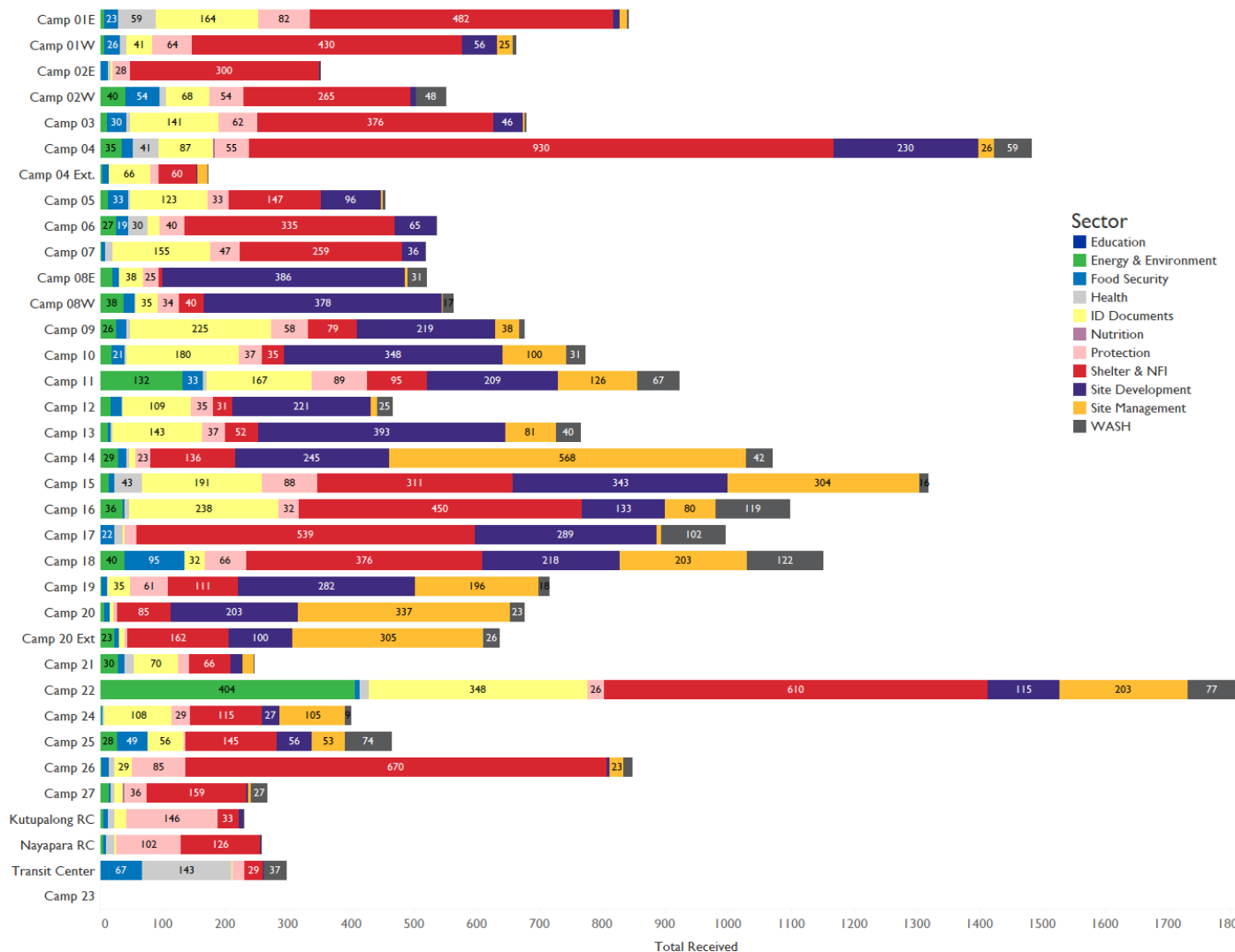
15,033
responses given by
relevant actors



6,011 (40.0%)
replies considered
resolved by
beneficiaries



Tickets received by camp



Top unresolved tickets (from replies given)

Slope Protection (erosion) - Requested	1,151
Hill or Slope - Erosion & landslide	635
Slope Protection (erosion) - Damaged, broken, or needs improvement	615
SMART Card & Family Attestation - Add New Born	520
Stairs - Requested	263
Retaining wall - Damaged, broken, or needs improvement	233
NFI - Request additional materials	224
Pathway - Requested	220
Cash for Work - Has not been enrolled	217
Shelter Materials - Request additional materials	197
Drainage - Drain Requested	192
Soap & Hygiene Kit - Did not receive	185
SMART Card & Family Attestation - Lost ID Card	163
SMART Card & Family Attestation - Merge and split	136
Pathway - Damaged, broken, or needs improvement	136
Shelter Number - Requested	133
SMART Card & Family Attestation - Request for individual SMART card	131

*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

December 2023



842

tickets received



138

tickets closed on the spot



704

tickets referred to relevant actors



531

responses given by relevant actors



531 (100.0%)

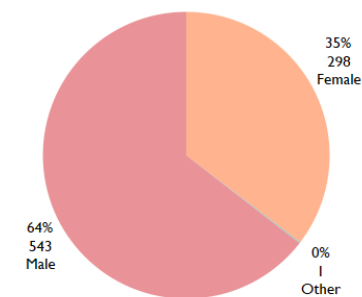
replies considered resolved by beneficiaries

Top unresolved tickets (from replies given)

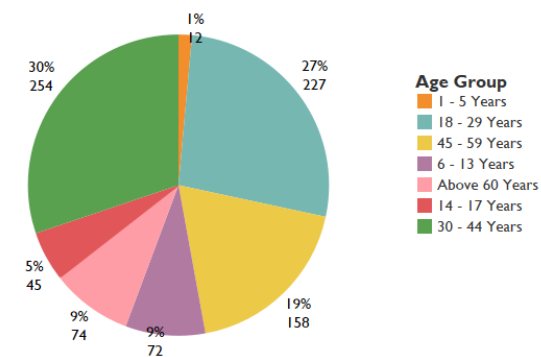
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	337	0	337	3	3	100.0%
Shelter Materials - Waited too long at distribution	100	0	100	340	340	100.0%
Protection Referral	79	32	47	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	56	0	56	16	16	100.0%
Request for information	55	55	0	0	0	0.0%
Treatment - Medical referral	46	46	0	0	0	0.0%
Shelter Materials - Request additional materials	37	0	37	0	0	0.0%
Change of Registration information - Address Change	19	0	19	0	0	0.0%
Change of Registration information - Biographical Error	17	0	17	0	0	0.0%
Food distributions - Poor quality food items	13	0	13	0	0	0.0%
Relocation & Repatriation - Relocation to another camp	12	0	12	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	11	0	11	3	3	100.0%
NFI - Request additional materials	7	0	7	0	0	0.0%
Drainage & Cover - Drainage Cover Requested	6	0	6	17	17	100.0%
Change of Registration information - New Born	6	0	6	8	8	100.0%
Health post - Need health support	5	0	5	0	0	0.0%
Food distributions - Household has not received food	5	0	5	0	0	0.0%

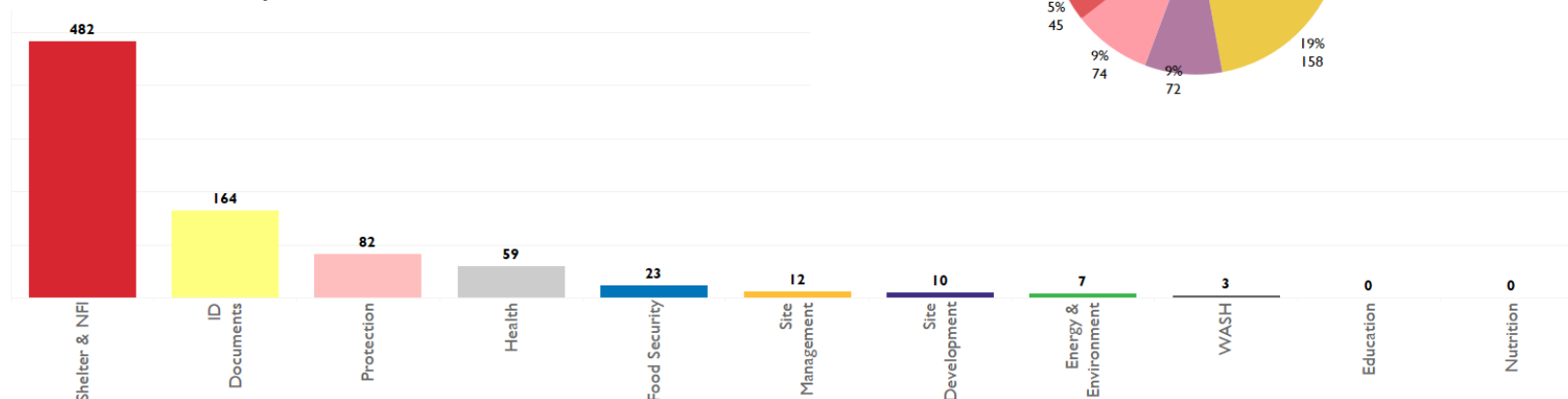
Tickets received by gender



Tickets received by age group



Tickets received by sector





Monthly Camp Report - Camp 01W

December 2023



664
tickets received



57
tickets closed on the spot



607
tickets referred to relevant actors



27
responses given by relevant actors

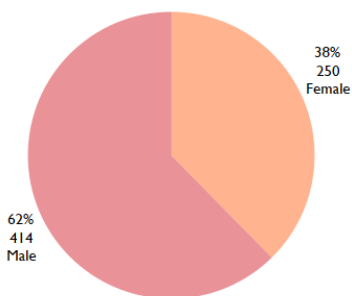


27 (100.0%)
replies considered resolved by beneficiaries

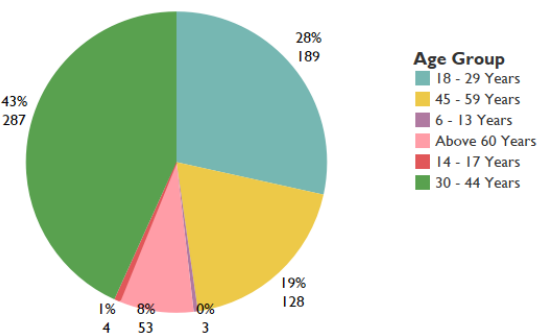
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	373	0	373	2	2	100.0%
Protection Referral	62	27	35	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	40	0	40	0	0	0.0%
Shelter Materials - Request additional materials	37	0	37	0	0	0.0%
Request for information	26	26	0	0	0	0.0%
Relocation & Repatriation - Relocation to another camp	25	0	25	0	0	0.0%
Food distributions - Poor quality food items	15	0	15	1	1	100.0%
Community Conflict - Land & shelter extension	10	0	10	0	0	0.0%
Change of Registration information - New Born	10	0	10	2	2	100.0%
Food distributions - Household has not received food	9	0	9	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	5	0	5	0	0	0.0%
Shelter Materials - Waited too long at distribution	4	0	4	9	9	100.0%
NFI - Request additional materials	4	0	4	0	0	0.0%
LPG Gas - Did not receive cylinder	4	0	4	0	0	0.0%
Health - Request for Health Book	4	0	4	0	0	0.0%
Stairs - Damaged, broken, or needs improvement	3	0	3	0	0	0.0%
Lamp post - Damaged, broken, or needs improvement	3	0	3	0	0	0.0%

Tickets received by gender

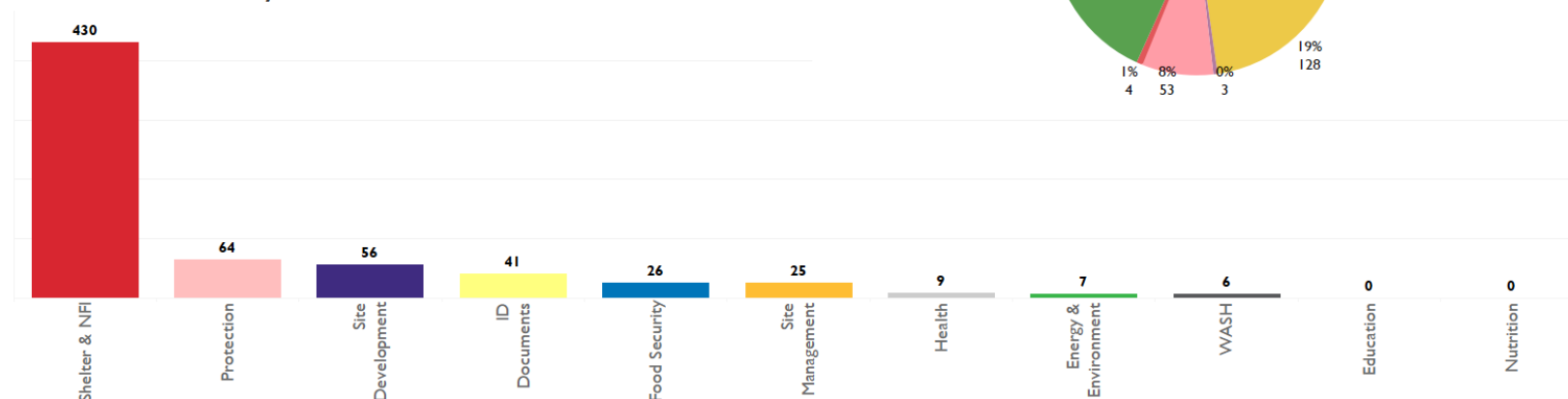


Tickets received by age group



Top unresolved tickets (from replies given)

Tickets received by sector





Monthly Camp Report - Camp 02E

December 2023



352
tickets
received



12
tickets closed
on the spot



340
tickets referred to
relevant actors



4
responses given by
relevant actors

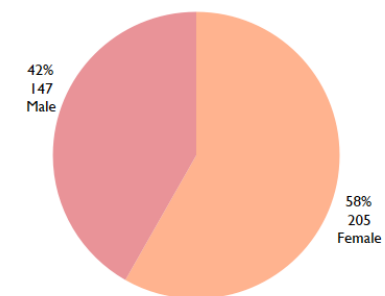


4 (100.0%)
replies considered
resolved by
beneficiaries

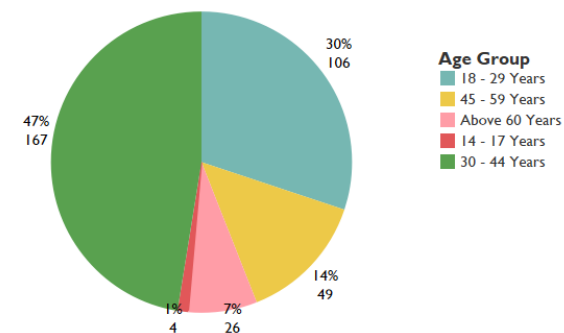
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	299	0	299	0	0	0.0%
Protection Referral	28	8	20	0	0	0.0%
Food distributions - Household has not received food	9	0	9	0	0	0.0%
Treatment - Medical referral	3	3	0	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	2	0	2	0	0	0.0%
Change of Registration information - New Born	2	0	2	0	0	0.0%
Soap & Hygiene Kit - Did not receive	1	0	1	0	0	0.0%
Shelter Materials - Request additional materials	1	0	1	0	0	0.0%
SCOPE Card - No balance on card	1	0	1	0	0	0.0%
LPG Gas - Not enough for family	1	1	0	0	0	0.0%
LPG Gas - Did not receive cylinder	1	0	1	0	0	0.0%
Health post - Need health support	1	0	1	0	0	0.0%
Health - Request for Health Book	1	0	1	0	0	0.0%
Food distributions - Poor quality food items	1	0	1	0	0	0.0%
Change of Registration information - Biographical Error	1	0	1	0	0	0.0%

Tickets received by gender

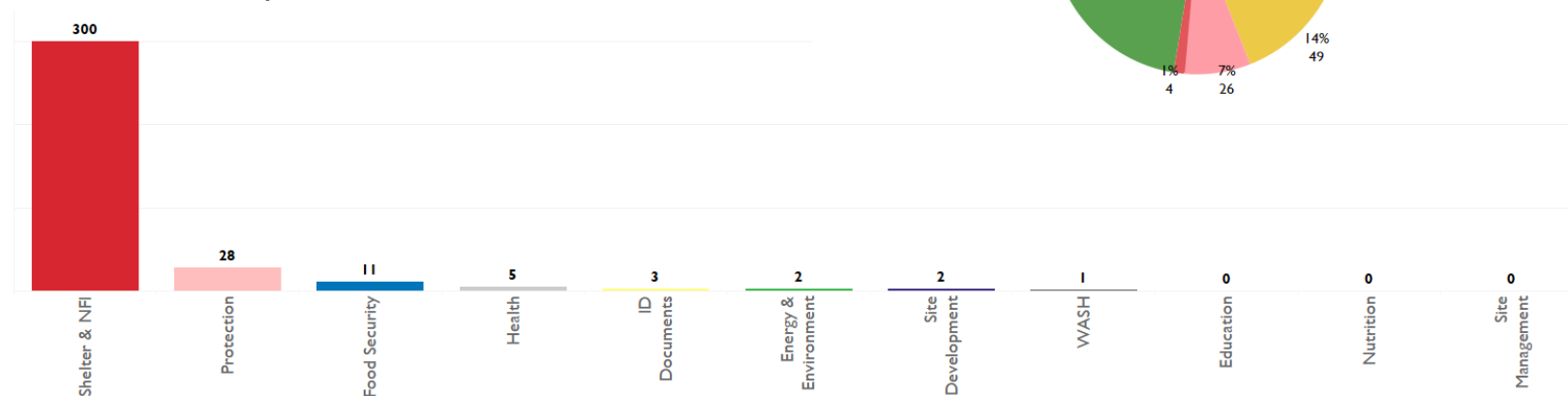


Tickets received by age group



Top unresolved tickets (from replies given)

Tickets received by sector





Monthly Camp Report - Camp 02W

December 2023



552
tickets
received



178
tickets closed
on the spot



374
tickets referred to
relevant actors



671
responses given by
relevant actors

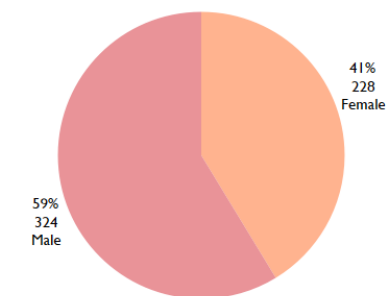


608 (90.6%)
replies considered
resolved by
beneficiaries

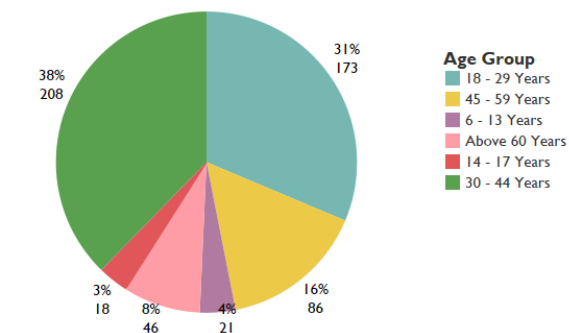
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	132	0	132	92	78	84.8%
Shelter Materials - Waited too long at distribution	58	0	58	205	190	92.7%
Protection Referral	54	26	28	0	0	0.0%
Soap & Hygiene Kit - Additional Requested	47	47	0	0	0	0.0%
Shelter Materials - Request additional materials	42	0	42	116	116	100.0%
LPG Gas - Not enough for family	40	40	0	0	0	0.0%
Food distributions - Request for more food each month	34	34	0	2	2	100.0%
Damage to shelter - Shelter damaged by weather	31	0	31	4	4	100.0%
Registration documents lost and replacement - Request for new ID card	24	0	24	46	20	43.5%
Request for information	22	22	0	0	0	0.0%
Food distributions - Household has not received food	19	0	19	1	1	100.0%
Change of Registration information - New Born	15	0	15	5	4	80.0%
Treatment - Medical referral	8	8	0	6	6	100.0%
Lamp post - Damaged, broken, or needs improvement	7	0	7	2	2	100.0%
Registration documents lost and replacement - Smart card not working	3	0	3	0	0	0.0%
Change of Registration information - Biographical Error	3	0	3	12	7	58.3%
Treatment - Need better treatment	2	0	2	0	0	0.0%

Tickets received by gender



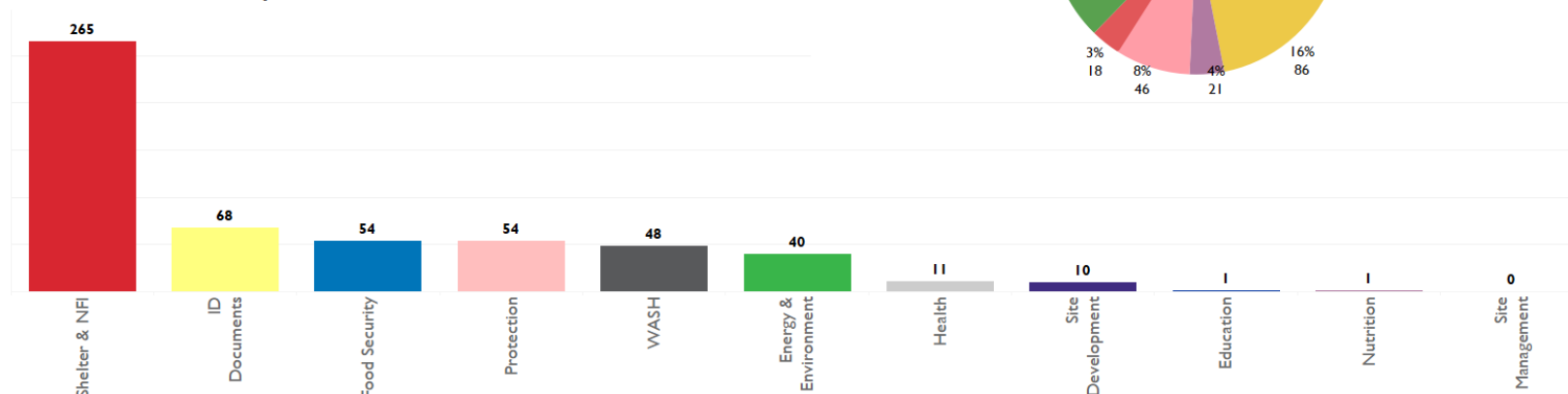
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Registration documents lost and replacement - Request for new ID card	26
Shelter Materials - Waited too long at distribution	15
NFI - Request additional materials	14
Change of Registration information - Biographical Error	5
Treatment - Rehabilitation support or assistive device support	2
Change of Registration information - New Born	1

Tickets received by sector





Monthly Camp Report - Camp 03

December 2023



680

tickets received



154

tickets closed on the spot



526

tickets referred to relevant actors



246

responses given by relevant actors



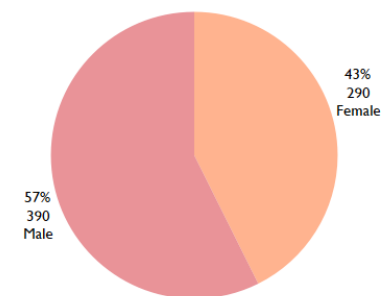
42 (17.1%)

replies considered resolved by beneficiaries

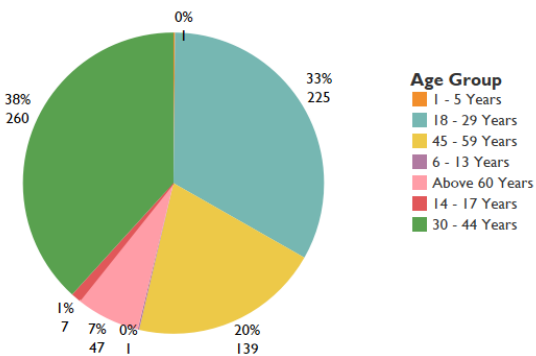
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Request additional materials	203	0	203	160	22	13.8%
Request for information	123	123	0	0	0	0.0%
Damage to shelter - Shelter damaged by weather	96	0	96	1	0	0.0%
NFI - Request additional materials	63	0	63	23	1	4.3%
Protection Referral	61	24	37	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	39	0	39	13	1	7.7%
Food distributions - Poor quality food items	24	0	24	1	1	100.0%
Registration documents lost and replacement - Request for new ID card	8	0	8	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	7	0	7	0	0	0.0%
Food distributions - Household has not received food	6	0	6	0	0	0.0%
Community Conflict - Land & shelter extension	6	0	6	1	1	100.0%
Pathway - Damaged, broken, or needs improvement	4	0	4	1	0	0.0%
LPG Gas - Did not receive cylinder	4	0	4	4	1	25.0%
Health post - Need health support	4	0	4	0	0	0.0%
Treatment - Rehabilitation support or assistive device support	3	0	3	3	2	66.7%
Shelter Plot - New plot of land for shelter	3	0	3	0	0	0.0%
Relocation & Repatriation - Relocation to another camp	2	0	2	6	0	0.0%

Tickets received by gender



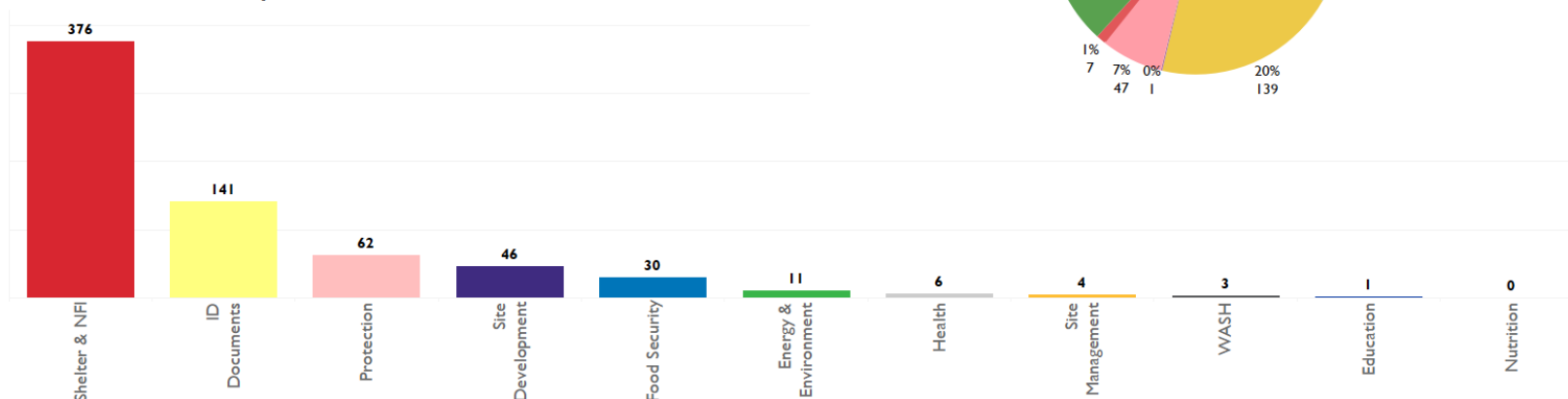
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Shelter Materials - Request additional materials	138
NFI - Request additional materials	22
Retaining wall - Damaged, broken, or needs improvement	12
Relocation & Repatriation - Relocation to another camp	6
Request for fresh food enlistm - Fresh Food	6
Damage to shelter - Shelter damaged over time	4
LPG Gas - Did not receive cylinder	3
LPG Gas - Lost or stolen cylinder	3
Bathing Station - Requested	2
Drainage & Cover - Blocked or Water logging	2
Bathing Station - Broken or Damaged	1
Damage to shelter - Shelter damaged by weather	1
Latrine - Needs desludging	1
Pathway - Damaged, broken, or needs improvement	1
Relocation & Repatriation - Relocation within camp	1
Treatment - Rehabilitation support or assistive device support	1

Tickets received by sector





Monthly Camp Report - Camp 04

December 2023



1,483
tickets
received



172
tickets closed
on the spot



1,311
tickets referred to
relevant actors



518
responses given by
relevant actors

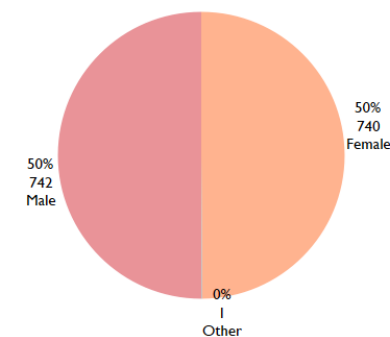


92 (17.8%)
replies considered
resolved by
beneficiaries

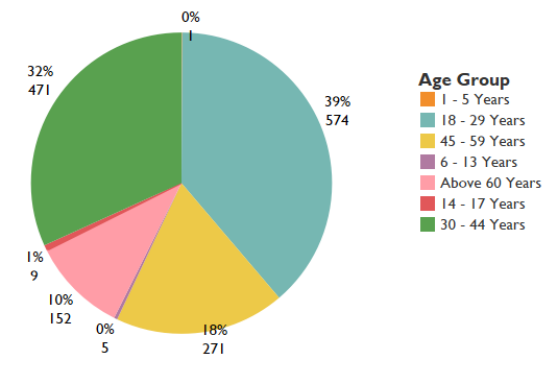
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	478	0	478	98	0	0.0%
Shelter Materials - Request additional materials	271	0	271	45	15	33.3%
Retaining wall - Damaged, broken, or needs improvement	181	0	181	184	0	0.0%
Damage to shelter - Shelter damaged by weather	168	0	168	1	1	100.0%
Request for information	85	85	0	0	0	0.0%
Protection Referral	55	30	25	0	0	0.0%
Drainage & Cover - Drainage Cover Requested	32	0	32	6	0	0.0%
Soap & Hygiene Kit - Additional Requested	28	28	0	0	0	0.0%
Relocation & Repatriation - Relocation to another camp	25	0	25	0	0	0.0%
LPG Gas - Not enough for family	23	23	0	0	0	0.0%
Water tap & Tubewell - Requested	18	0	18	1	0	0.0%
Stairs - Damaged, broken, or needs improvement	14	0	14	0	0	0.0%
Health - Request for Health Book	14	0	14	0	0	0.0%
Food distributions - Household has not received food	13	0	13	0	0	0.0%
Treatment - Medicine out of stock	12	0	12	8	7	87.5%
Treatment - Need better treatment	10	0	10	0	0	0.0%
Water tap & Tubewell - Not Working	5	0	5	0	0	0.0%

Tickets received by gender



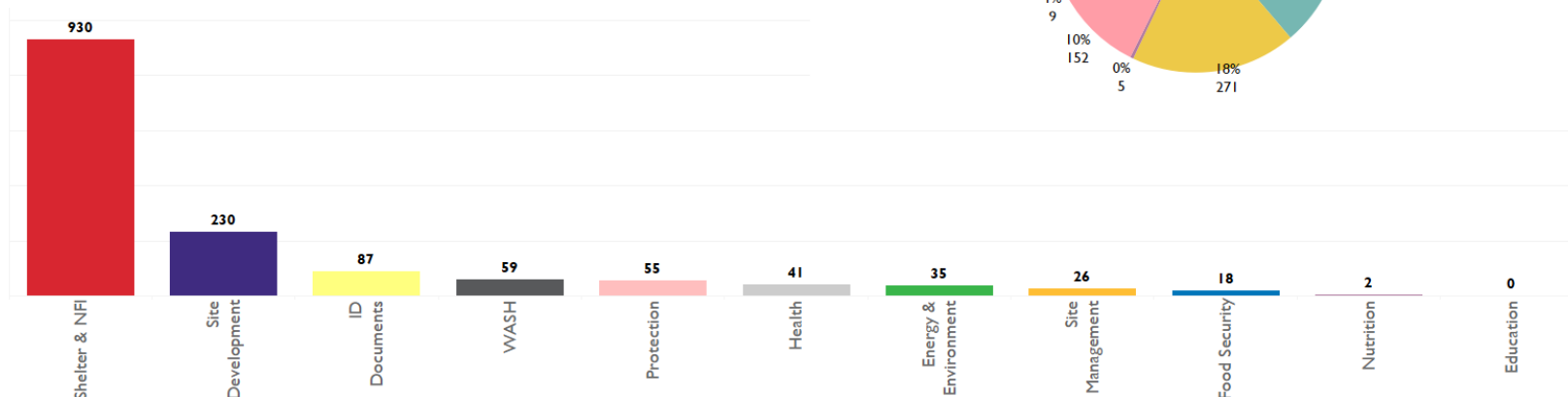
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Retaining wall - Damaged, broken, or needs improvement	184
NFI - Request additional materials	98
Shelter fully damage - Shelter fully damage	37
Shelter Materials - Request additional materials	30
Latrine - New toilet requested	19
Damage of shelter - Damage of shelter	17
Drainage & Cover - Drainage Cover Requested	6
Request for fresh food enlistm - Fresh Food	6
Bathing Station - Requested	4
Retaining wall -	4
Stairs - Requested	4
Pressure Cooker - Did not receive	2
Relocation & Repatriation - Relocation within camp	2
Cooking Stove - Broken or not working	1
Damage to shelter - Shelter damaged over time	1
Drain cleaning - Drain cleaning	1
Food Security - Receive Food Is not enough	1

Tickets received by sector



Monthly Camp Report - Camp 04 Ext.

December 2023



173

tickets
received



83

tickets closed
on the spot



90

tickets referred to
relevant actors



0

responses given by
relevant actors



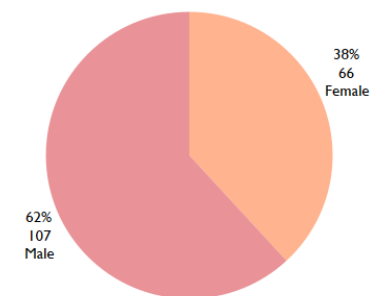
0 (0.0%)

replies considered
resolved by
beneficiaries

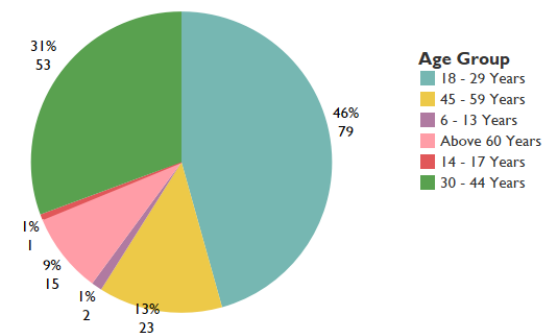
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Request for information	65	65	0	0	0	0.0%
Damage to shelter - Shelter damaged by weather	44	0	44	0	0	0.0%
Protection Referral	12	8	4	0	0	0.0%
Community Conflict - Land & shelter extension	12	0	12	0	0	0.0%
Relocation & Repatriation - Relocation to another camp	11	0	11	0	0	0.0%
Food distributions - Household has not received food	7	0	7	0	0	0.0%
Cash for Work - Requested	5	5	0	0	0	0.0%
Shelter Materials - Request additional materials	4	0	4	0	0	0.0%
Asked for information	3	3	0	0	0	0.0%
Food distributions - Poor quality food items	2	0	2	0	0	0.0%
Drainage & Cover - Drainage Cover Requested	2	0	2	0	0	0.0%
Porter Requested - Requested	1	0	1	0	0	0.0%
Health - Request for Health Book	1	0	1	0	0	0.0%
Food distributions - Request for more food each month	1	1	0	0	0	0.0%
Complaint against Agency or Staff	1	1	0	0	0	0.0%
Change of Registration information - Biographical Error	1	0	1	0	0	0.0%
Bathing Station - Broken or Damaged	1	0	1	0	0	0.0%

Tickets received by gender

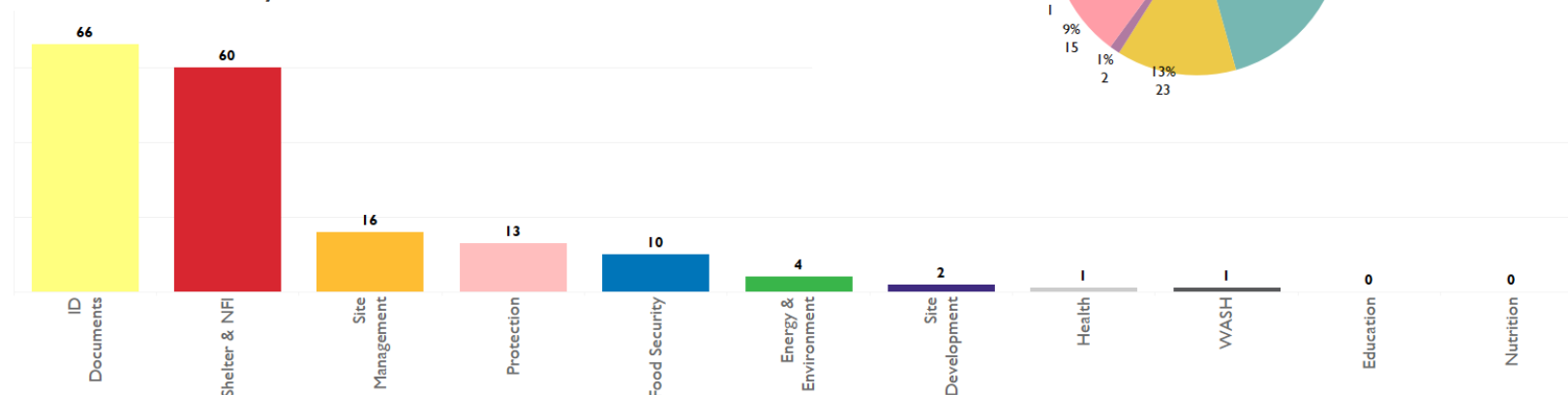


Tickets received by age group



Top unresolved tickets (from replies given)

Tickets received by sector





Monthly Camp Report - Camp 05

December 2023



455

tickets received



153

tickets closed on the spot



302

tickets referred to relevant actors



139

responses given by relevant actors



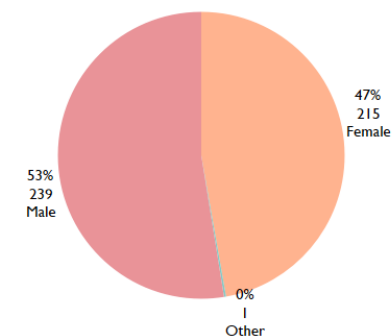
33 (23.7%)

replies considered resolved by beneficiaries

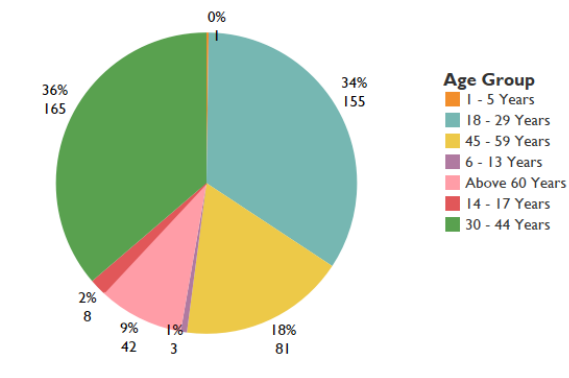
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Request for information	123	123	0	0	0	0.0%
Shelter Materials - Request additional materials	79	0	79	25	25	100.0%
Retaining wall - Damaged, broken, or needs improvement	77	0	77	18	1	5.6%
Damage to shelter - Shelter damaged by weather	30	0	30	1	0	0.0%
Protection Referral	28	11	17	0	0	0.0%
NFI - Request additional materials	26	0	26	30	1	3.3%
Food distributions - Poor quality food items	24	0	24	1	0	0.0%
LPG Gas - Not enough for family	10	10	0	0	0	0.0%
Food distributions - Household has not received food	8	0	8	0	0	0.0%
Drainage & Cover - Request new drain	8	0	8	0	0	0.0%
Shelter Plot - New plot of land for shelter	6	0	6	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	6	0	6	0	0	0.0%
Complaint against Agency or Staff	5	5	0	0	0	0.0%
Bathing Station - Broken or Damaged	4	0	4	0	0	0.0%
Treatment - Rehabilitation support or assistive device support	3	0	3	2	2	100.0%
Relocation & Repatriation - Relocation to another camp	3	0	3	0	0	0.0%
Stairs - Damaged, broken, or needs improvement	2	0	2	2	0	0.0%

Tickets received by gender



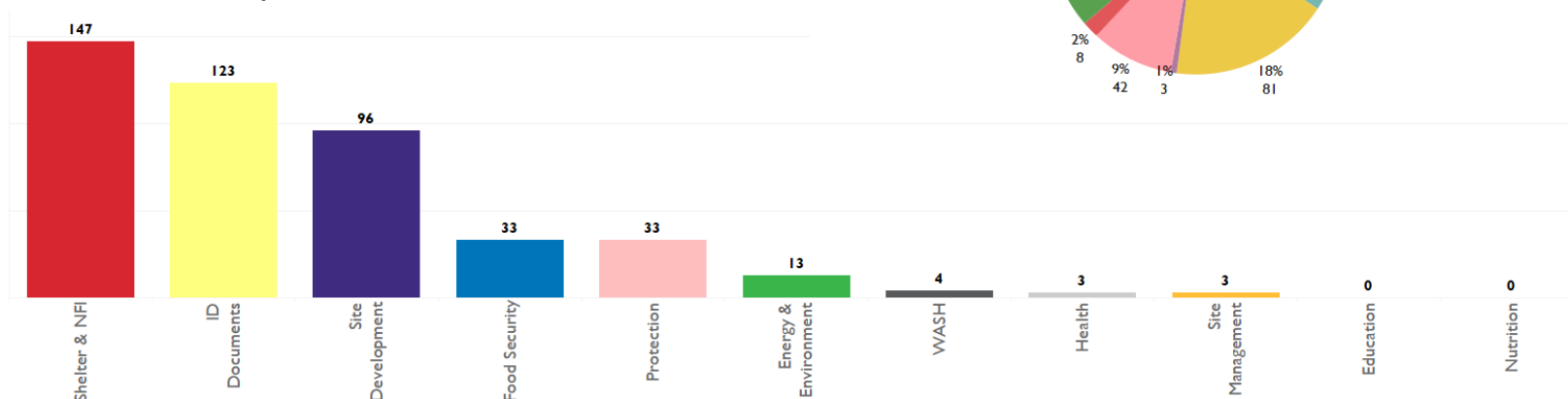
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
NFI - Request additional materials	29
Request for fresh food enlistm - Fresh Food	24
Retaining wall - Damaged, broken, or needs improvement	17
Retaining wall - Requested	12
Request for fresh food enlistm	6
NFI - Need winter clothes	2
Stairs - Damaged, broken, or needs improvement	2
NFI - Need winter clothes	1
Relocation & Repatriation - Relocation from another camp	1

Tickets received by sector





Monthly Camp Report - Camp 06

December 2023



536

tickets received



96

tickets closed on the spot



440

tickets referred to relevant actors



115

responses given by relevant actors



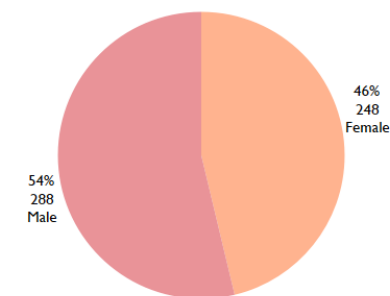
6 (5.2%)

replies considered resolved by beneficiaries

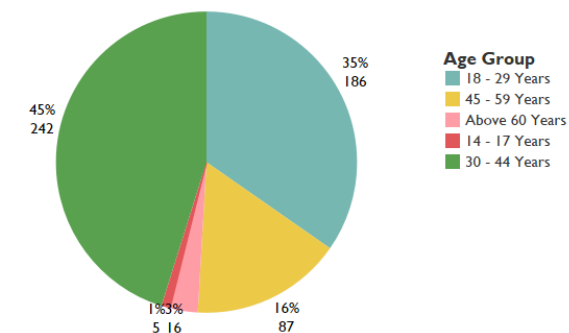
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	251	0	251	2	0	0.0%
Shelter Materials - Request additional materials	71	0	71	1	0	0.0%
Protection Referral	40	20	20	1	1	100.0%
Treatment - Medical referral	30	30	0	1	1	100.0%
Pathway - Damaged, broken, or needs improvement	30	0	30	30	1	3.3%
Hill or Slope - Erosion & landslide	22	0	22	24	0	0.0%
LPG Gas - Not enough for family	21	21	0	0	0	0.0%
Request for information	16	16	0	0	0	0.0%
Damage to shelter - Shelter damaged by weather	13	0	13	0	0	0.0%
Food distributions - Request for more food each month	9	9	0	0	0	0.0%
Stairs - Damaged, broken, or needs improvement	8	0	8	9	0	0.0%
Food distributions - Poor quality food items	6	0	6	0	0	0.0%
Food distributions - Household has not received food	4	0	4	0	0	0.0%
LPG Gas - Did not receive refill	3	0	3	0	0	0.0%

Tickets received by gender



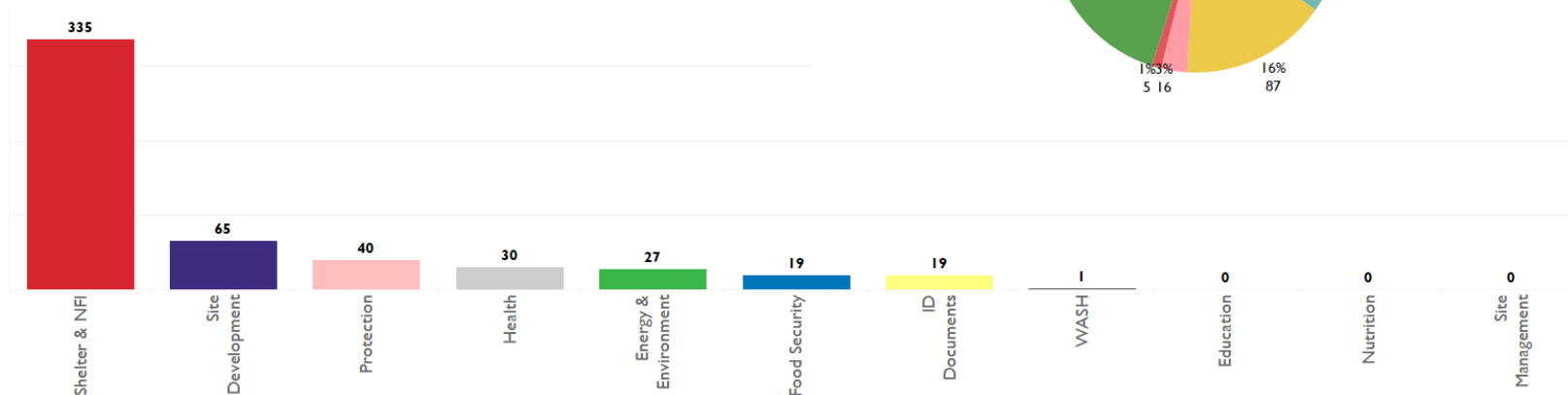
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Pathway - Damaged, broken, or needs improvement	29
Hill or Slope - Erosion & landslide	24
Retaining wall - Damaged, broken, or needs improvement	18
Stairs - Damaged, broken, or needs improvement	9
Water tap & Tubewell - Requested	9
Drainage & Cover - Drain Requested	3
Drainage & Cover - Drainage Cover Requested	2
NFI - Request additional materials	2
Request for fresh food enlistm	2
Request for fresh food enlistm - Fresh Food	2
Change of Registration information - Add to data card	1
Change of Registration information - Biographical Error	1
Change of Registration information - New Born	1
Change of Registration information - Transfer to camp 7	1
Drainage & Cover - Drain repair	1
Pathway - Requested	1
Registration documents lost and replacement - Lost ID Card	1

Tickets received by sector





Monthly Camp Report - Camp 07

December 2023



519
tickets
received



112
tickets closed
on the spot



407
tickets referred to
relevant actors



840
responses given by
relevant actors

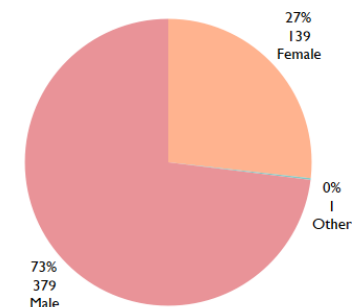


757 (90.1%)
replies considered
resolved by
beneficiaries

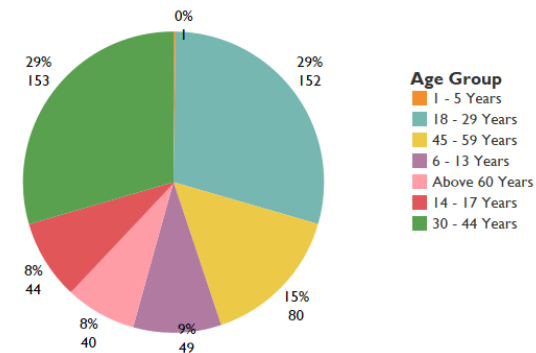
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	205	0	205	377	377	100.0%
Request for information	85	85	0	0	0	0.0%
Shelter Materials - Request additional materials	53	0	53	12	12	100.0%
Protection Referral	47	26	21	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	37	0	37	5	5	100.0%
Change of Registration information - New Born	27	0	27	1	1	100.0%
Hill or Slope - Erosion & landslide	20	0	20	65	41	63.1%
Health post - Need health support	12	0	12	3	3	100.0%
Retaining wall - Damaged, broken, or needs improvement	8	0	8	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	7	0	7	0	0	0.0%
Food distributions - Household has not received food	4	0	4	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	2	0	2	1	1	100.0%
Food distributions - Poor quality food items	2	0	2	0	0	0.0%
Change of Registration information - Biographical Error	2	0	2	0	0	0.0%

Tickets received by gender



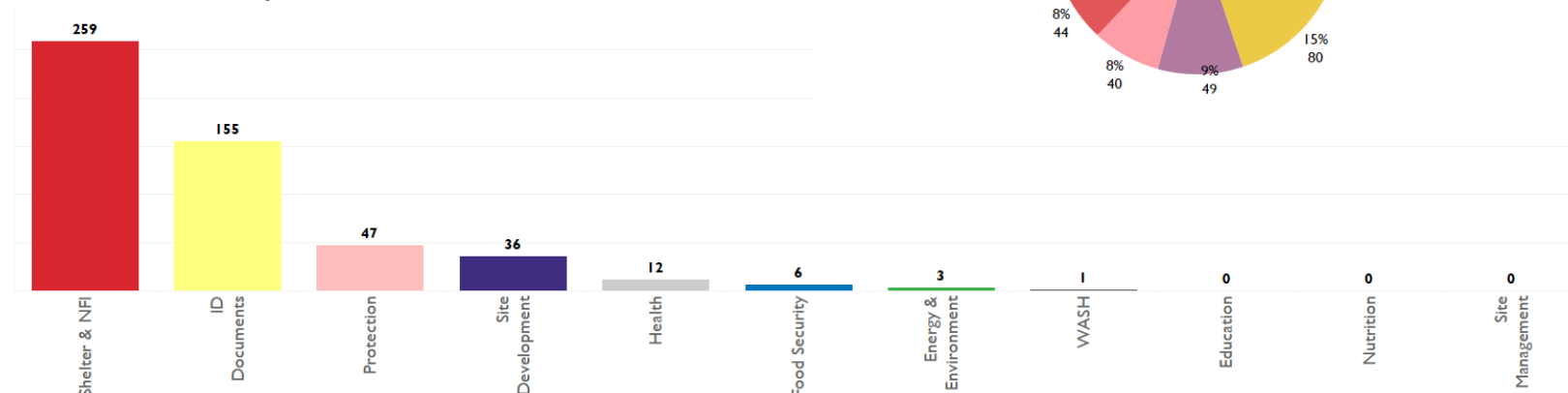
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Hill or Slope - Erosion & landslide	24
Drainage & Cover - Drainage Cover Requested	1

Tickets received by sector





Monthly Camp Report - Camp 08E

December 2023



521
tickets
received



13
tickets closed
on the spot



508
tickets referred to
relevant actors



777
responses given by
relevant actors

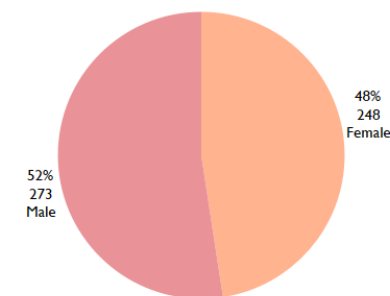


486 (62.5%)
replies considered
resolved by
beneficiaries

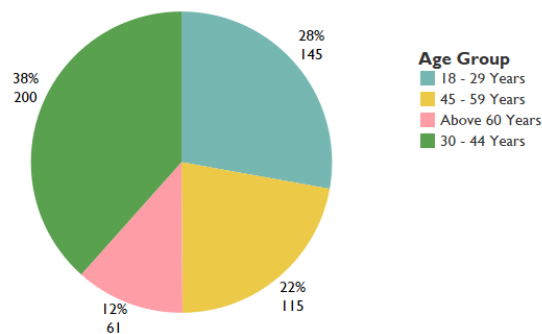
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	166	0	166	113	42	37.2%
Slope Protection (erosion) - Damaged, broken, or needs improvement	94	0	94	59	24	40.7%
Retaining wall - Damaged, broken, or needs improvement	56	0	56	0	0	0.0%
Protection Referral	25	12	13	0	0	0.0%
Stairs - Requested	19	0	19	20	8	40.0%
Drainage - Drain Requested	17	0	17	14	4	28.6%
Pathway - Requested	11	0	11	9	0	0.0%
Latrine - New toilet requested	11	0	11	12	2	16.7%
SMART Card & Family Attestation - Add New Born	9	0	9	182	137	75.3%
Pathway - Damaged, broken, or needs improvement	9	0	9	3	2	66.7%
Lamp post or Street light - Requested	9	0	9	0	0	0.0%
Bathing Station - Broken or Damaged	9	0	9	1	1	100.0%
Food distributions - Household has not received food	8	0	8	4	3	75.0%
Cooking Stove - Did not receive	8	0	8	7	7	100.0%
SMART Card & Family Attestation - Add New Member	7	0	7	56	46	82.1%
LPG Gas - Did not receive cylinder	7	0	7	8	8	100.0%
Registration documents lost and replacement - Lost ID Card	6	0	6	0	0	0.0%

Tickets received by gender



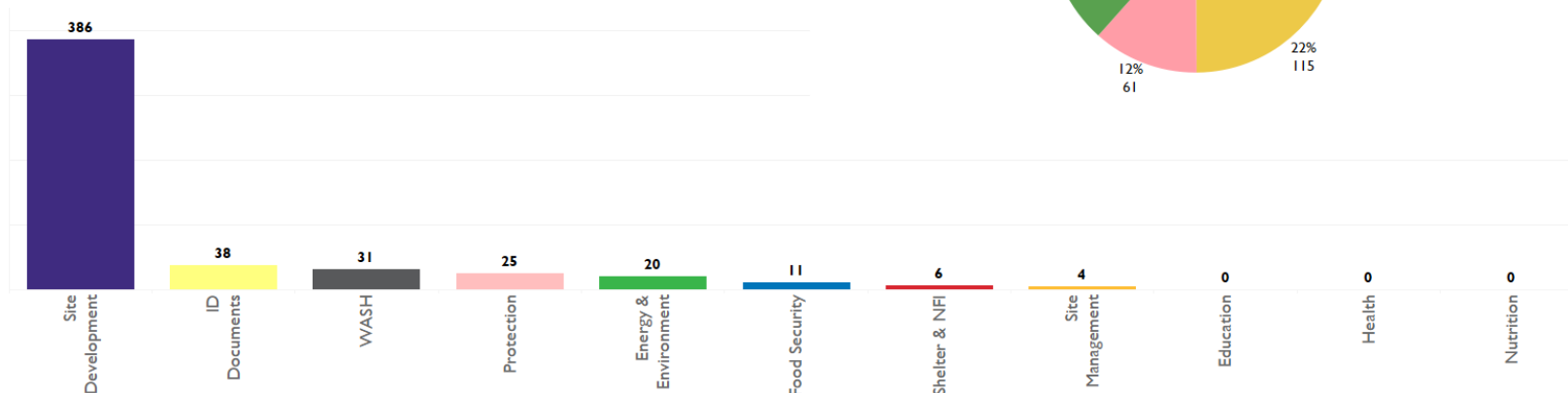
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	71
SMART Card & Family Attestation - Add New Born	45
Slope Protection (erosion) - Damaged, broken, or needs improvement	35
Bathing Station - Requested	22
SMART Card & Family Attestation - Lost ID Card	18
SMART Card & Family Attestation - Merge and split	18
SMART Card & Family Attestation - Biographical Error	12
SMART Card & Family Attestation - Request for individual SMART card	12
Stairs - Requested	12
Drainage - Drain Requested	10
Latrine - New toilet requested	10
SMART Card & Family Attestation - Add New Member	10
Pathway - Requested	9
Water tap - Requested	2
Food distributions - Household has not received food	1
Pathway - Damaged, broken, or needs improvement	1
SCOPE Card - Has not received new SCOPE Card	1

Tickets received by sector





Monthly Camp Report - Camp 08W

December 2023



563

tickets received



31

tickets closed on the spot



532

tickets referred to relevant actors



1,366

responses given by relevant actors



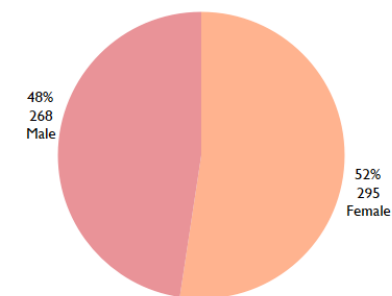
117 (8.6%)

replies considered resolved by beneficiaries

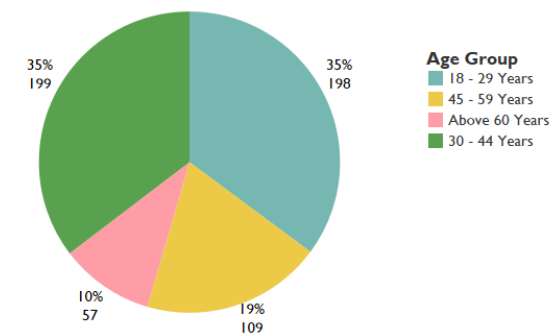
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	177	0	177	210	24	11.4%
Slope Protection (erosion) - Damaged, broken, or needs improvement	58	0	58	69	3	4.3%
Hill or Slope - Erosion & landslide	56	0	56	281	0	0.0%
Protection Referral	34	14	20	3	0	0.0%
Pathway - Requested	21	0	21	39	4	10.3%
Stairs - Requested	20	0	20	32	2	6.3%
Food distributions - Household has not received food	17	0	17	6	5	83.3%
Request for information	16	16	0	0	0	0.0%
Shelter Number - Requested	15	0	15	0	0	0.0%
Cooking Stove - Did not receive	15	0	15	10	8	80.0%
Stairs - Damaged, broken, or needs improvement	14	0	14	17	1	5.9%
LPG Gas - Did not receive cylinder	14	0	14	13	11	84.6%
Shelter Materials - Missed Distribution	13	0	13	1	0	0.0%
Shelter Porters - Requested	10	0	10	0	0	0.0%
Drainage - Drain Requested	10	0	10	26	2	7.7%
SMART Card & Family Attestation - Add New Born	9	0	9	79	23	29.1%
Latrine - New toilet requested	8	0	8	2	0	0.0%

Tickets received by gender



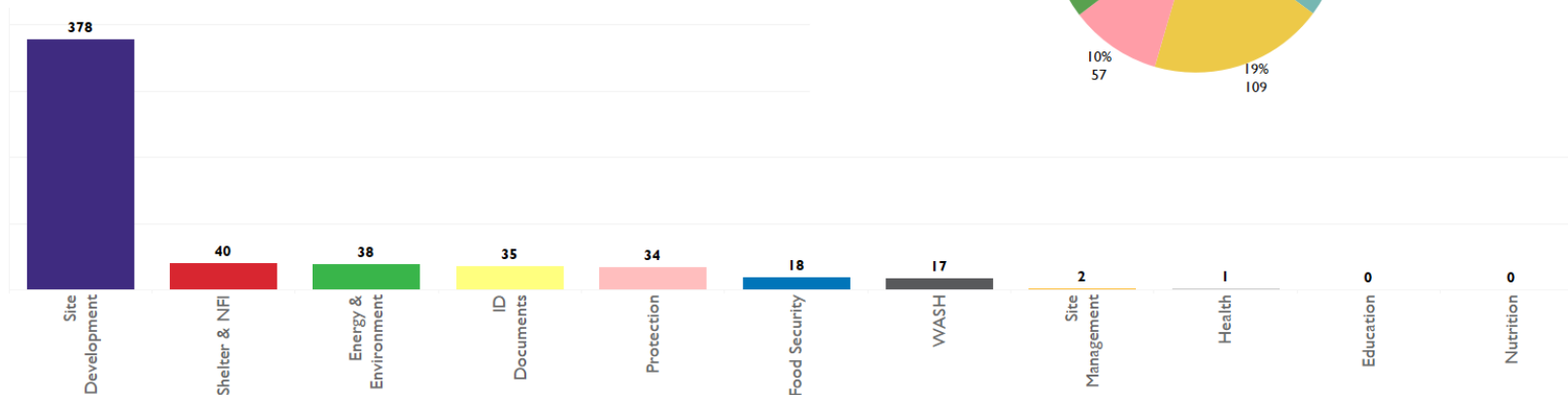
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Hill or Slope - Erosion & landslide	281
Slope Protection (erosion) - Requested	186
SMART Card & Family Attestation - Request to add/remove household mem..	76
Slope Protection (erosion) - Damaged, broken, or needs improvement	66
SMART Card & Family Attestation - Add New Born	56
Registration documents lost and replacement - Lost ID Card	55
Hill or Slope Erosion & landslide	50
Change of Registration information - New Born	47
Pathway - Requested	35
Registration documents lost and replacement - Request for new ID card	30
Stairs - Requested	30
Damage to shelter - Shelter damaged over time	27
Damage to shelter - Shelter damaged by weather	26
Drainage - Drain Requested	24
Damage to shelterShelter damaged over time	21
Damage to shelterShelter damaged by weather	17
Pathway - Damaged, broken, or needs improvement	17

Tickets received by sector





Monthly Camp Report - Camp 09

December 2023



677
tickets received



275
tickets closed on the spot



402
tickets referred to relevant actors



867
responses given by relevant actors

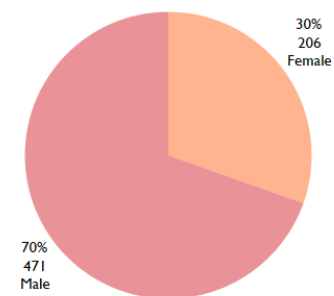


341 (39.3%)
replies considered resolved by beneficiaries

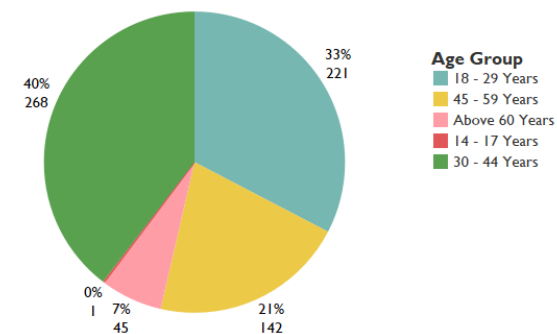
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Request for information	113	113	0	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	73	0	73	64	5	7.8%
SMART Card & Family Attestation - Add New Born	68	2	66	35	28	80.0%
Protection Referral	58	28	30	0	0	0.0%
Slope Protection (erosion) - Requested	44	0	44	50	5	10.0%
Drainage - Drain Requested	30	0	30	19	1	5.3%
Damage to shelter - Shelter damaged over time	30	30	0	6	6	100.0%
Shelter Materials - Request additional materials	26	25	1	0	0	0.0%
Cash for Work - Has not been selected for CW in long time	26	26	0	0	0	0.0%
LPG Gas - Not enough for family	23	23	0	0	0	0.0%
SMART Card & Family Attestation - Lost ID Card	19	3	16	76	13	17.1%
Lamp post - Damaged, broken, or needs improvement	16	0	16	0	0	0.0%
Cash for Work - Requested CW	12	12	0	0	0	0.0%
Stairs - Requested	11	0	11	20	0	0.0%
SMART Card & Family Attestation - Merge and split	9	1	8	6	2	33.3%
NFI - Request additional materials	9	9	0	0	0	0.0%
Drainage Cover (Slab) - Requested	9	0	9	5	0	0.0%

Tickets received by gender



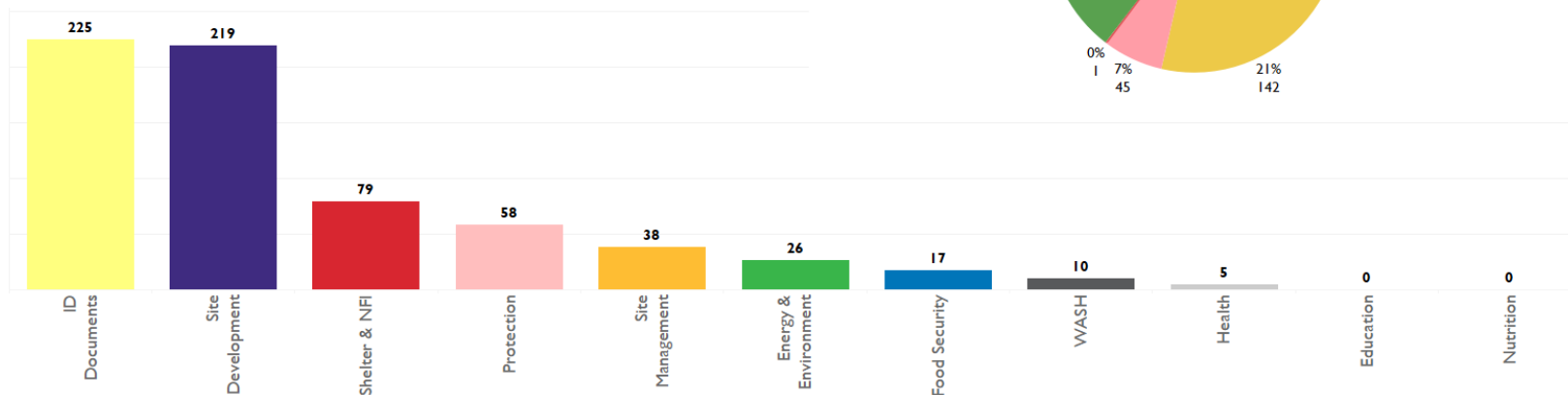
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
SMART Card & Family Attestation - Lost or Stolen	204
SMART Card & Family Attestation - Lost ID Card	63
Slope Protection (erosion) - Damaged, broken, or needs improvement	59
Slope Protection (erosion) - Requested	45
SMART Card & Family Attestation - Request to add/remove household mem..	26
Stairs - Requested	20
Drainage - Drain Requested	18
Stairs - Damaged, broken, or needs improvement	8
Pathway - Requested	7
Shelter Materials - Missed Distribution	7
SMART Card & Family Attestation - Add New Born	7
Drainage Cover (Slab) - Requested	5
Pathway - Damaged, broken, or needs improvement	5
Registration documents lost and replacement - Lost ID Card	5
Shelter Materials - Waterlogging due to Hamon cyclone.	4
SMART Card & Family Attestation - Merge and split	4
Registration documents lost and replacement - Lost SIM Card	3

Tickets received by sector





Monthly Camp Report - Camp 10

December 2023



773

tickets received



62

tickets closed on the spot



711

tickets referred to relevant actors



1,114

responses given by relevant actors



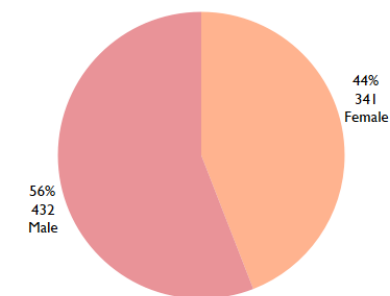
106 (9.5%)

replies considered resolved by beneficiaries

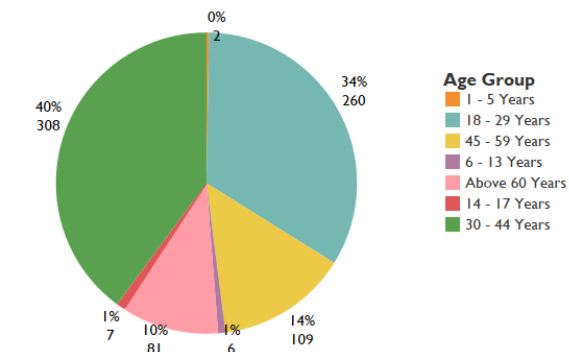
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	200	0	200	190	2	1.1%
Cash for Work - Has not been enrolled	99	0	99	160	0	0.0%
SMART Card & Family Attestation - Add New Born	58	0	58	88	0	0.0%
Hill or Slope - Erosion & landslide	47	0	47	49	21	42.9%
Request for information	43	43	0	0	0	0.0%
Protection Referral	36	18	18	1	1	100.0%
Stairs - Requested	31	0	31	27	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	25	0	25	73	0	0.0%
Shelter Materials - Missed Distribution	24	0	24	50	19	38.0%
Soap & Hygiene Kit - Did not receive	16	0	16	73	0	0.0%
Drainage - Drain Requested	16	0	16	20	0	0.0%
Pathway - Requested	15	0	15	13	0	0.0%
SMART Card & Family Attestation - Merge and split	12	0	12	28	0	0.0%
SCOPE Card - Has not received new SCOPE Card	12	0	12	16	1	6.3%
SMART Card & Family Attestation - Lost ID Card	9	0	9	36	0	0.0%
Food distributions - Poor quality food items	8	0	8	0	0	0.0%
Bridge - Requested	8	0	8	5	0	0.0%

Tickets received by gender



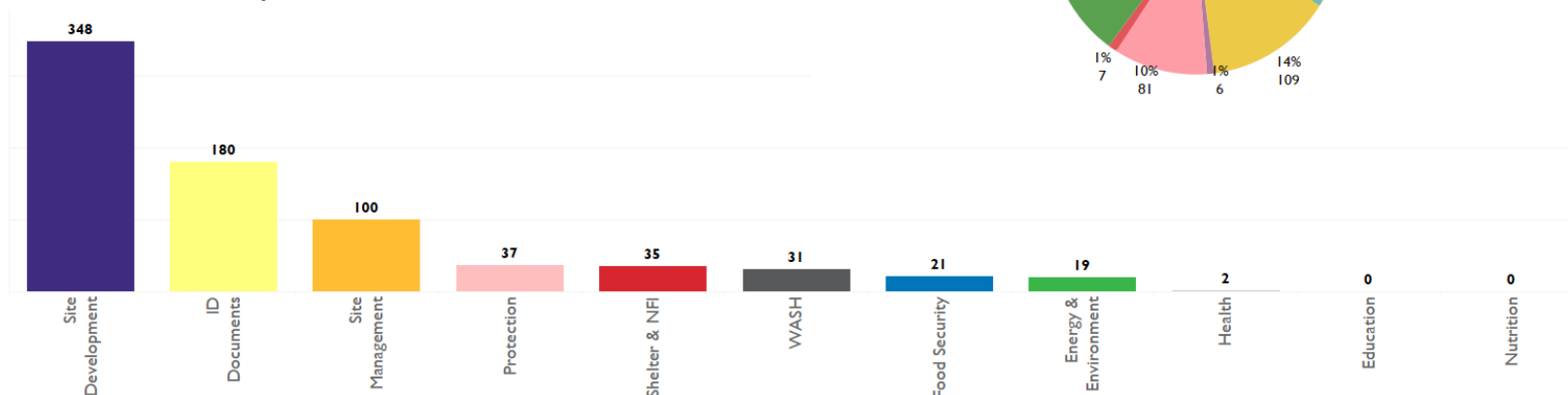
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	188
Cash for Work - Has not been enrolled	160
SMART Card & Family Attestation - Add New Born	88
SMART Card & Family Attestation - Request for individual SMART card	73
Soap & Hygiene Kit - Did not receive	73
SMART Card & Family Attestation - Lost ID Card	36
Shelter Materials - Missed Distribution	31
Hill or Slope - Erosion & landslide	28
SMART Card & Family Attestation - Merge and split	28
Stairs - Requested	27
Drainage - Drain Requested	20
SCOPE Card - No balance on card	18
SMART Card & Family Attestation - Add New Member	18
SCOPE Card - Has not received new SCOPE Card	15
Pathway - Requested	13
SMART Card & Family Attestation - Address Change	13
SMART Card & Family Attestation - Biographical Error	13

Tickets received by sector





Monthly Camp Report - Camp II

December 2023



923

tickets received



302

tickets closed on the spot



621

tickets referred to relevant actors



460

responses given by relevant actors



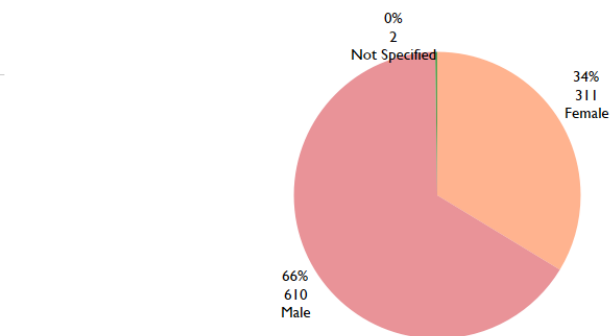
182 (39.6%)

replies considered resolved by beneficiaries

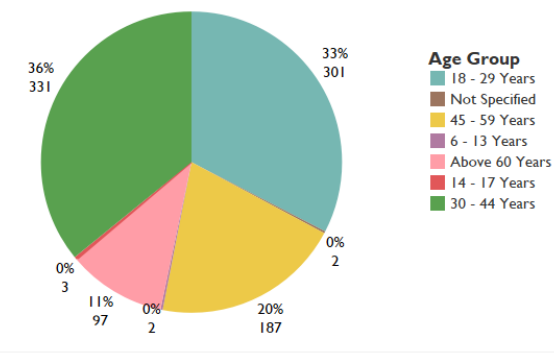
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	95	0	95	106	0	0.0%
Protection Referral	87	53	34	5	5	100.0%
Cash for Work - Has not been selected for CFW in long time	77	77	0	0	0	0.0%
LPG Gas - Lost or stolen cylinder	75	0	75	0	0	0.0%
Request for information	73	73	0	0	0	0.0%
NFI - Request additional materials	42	0	42	0	0	0.0%
SMART Card & Family Attestation - Add New Born	34	13	21	28	12	42.9%
Cash for Work - Requested CFW	29	29	0	0	0	0.0%
Drainage - Drain Requested	28	0	28	14	0	0.0%
Stairs - Requested	27	0	27	20	0	0.0%
Soap & Hygiene Kit - Did not receive	25	0	25	31	16	51.6%
Shelter Materials - Missed Distribution	22	0	22	16	9	56.3%
Cooking Stove - Lost or stolen	21	0	21	0	0	0.0%
SMART Card & Family Attestation - Lost Smart card and family attestation	15	15	0	2	0	0.0%
LPG Gas - Did not receive cylinder	15	0	15	4	4	100.0%
Cash for Work - Has not been enrolled	15	0	15	23	10	43.5%
Latrine - Broken	13	0	13	5	2	40.0%

Tickets received by gender



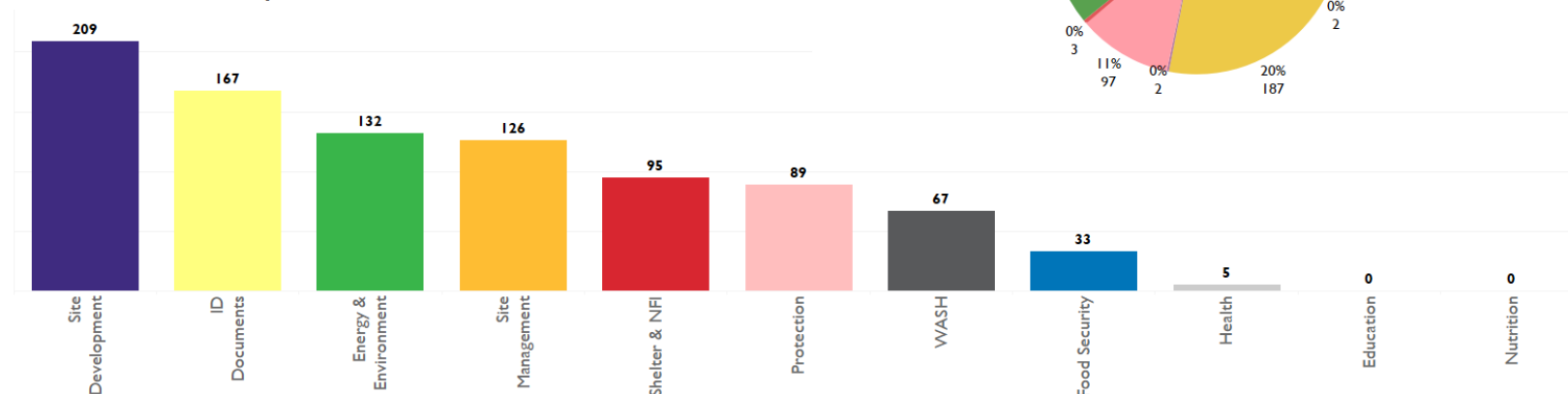
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	106
Stairs - Requested	20
SMART Card & Family Attestation - Add New Born	16
Soap & Hygiene Kit - Did not receive	15
Drainage - Drain Requested	14
Cash for Work - Has not been enrolled	13
SCOPE Card - Has not received new SCOPE Card	8
SMART Card & Family Attestation - HH requests for vulnerability verification..	8
Shelter Materials - Missed Distribution	7
Cash for Work - Payment delayed	6
Latrine - New toilet requested	6
SMART Card & Family Attestation - Request for individual SMART card	6
Pathway - Requested	5
SMART Card & Family Attestation - Address Change	5
Slope Protection (erosion) - Damaged, broken, or needs improvement	4
Drainage Cover (Slab) - Requested	3
Latrine - Broken	3

Tickets received by sector





Monthly Camp Report - Camp 12

December 2023



466

tickets received



140

tickets closed on the spot



326

tickets referred to relevant actors



558

responses given by relevant actors



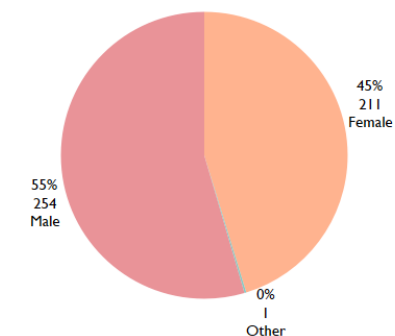
290 (52.0%)

replies considered resolved by beneficiaries

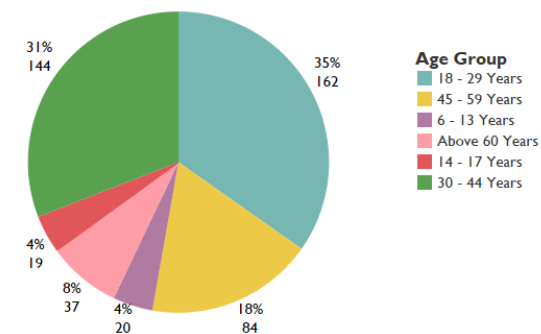
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Request for information	107	107	0	0	0	0.0%
Slope Protection (erosion) - Requested	90	0	90	135	7	5.2%
Hill or Slope - Erosion & landslide	36	0	36	21	18	85.7%
Protection Referral	35	16	19	1	1	100.0%
Drainage - Drain Requested	26	0	26	21	0	0.0%
Damage to shelter - Shelter damaged by weather	20	0	20	30	26	86.7%
Lamp post - Damaged, broken, or needs improvement	16	0	16	0	0	0.0%
Stairs - Requested	15	0	15	7	0	0.0%
Pathway - Requested	14	0	14	13	1	7.7%
Pathway - Damaged, broken, or needs improvement	10	0	10	5	3	60.0%
Soap & Hygiene Kit - Did not receive	9	0	9	23	12	52.2%
Cash for Work - Requested	9	9	0	0	0	0.0%
Food distributions - Household has not received food	7	0	7	6	6	100.0%
LPG Gas - Did not receive refill	6	0	6	8	7	87.5%
Bathing Station - Broken or Damaged	6	0	6	1	0	0.0%
NFI - Request additional materials	5	0	5	0	0	0.0%
Latrine - New toilet requested	5	0	5	5	3	60.0%

Tickets received by gender



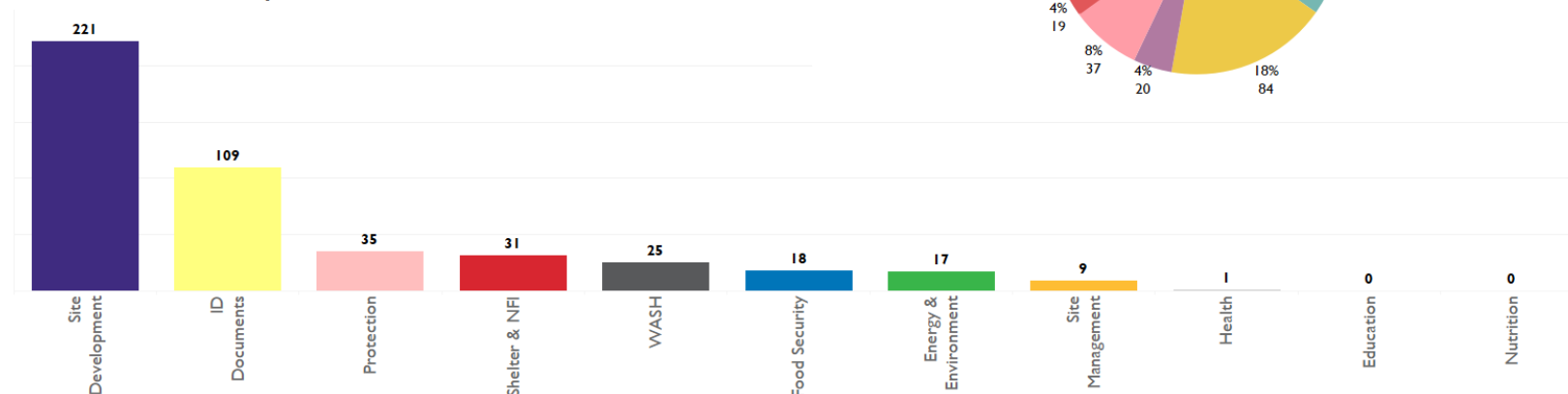
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	128
Drainage - Drain Requested	21
Pathway - Requested	12
Soap & Hygiene Kit - Did not receive	11
SCOPE Card - No balance on card	9
Registration documents lost and replacement - Request for new ID card	8
Stairs - Requested	7
Latrine - Broken	5
Slope Protection (erosion) - Damaged, broken, or needs improvement	5
SMART Card & Family Attestation - Marriage case	5
Damage to shelter - Shelter damaged by weather	4
SMART Card & Family Attestation - Biographical Error	4
Bathing Station - Requested	3
Change of Registration information - Biographical Error	3
Drainage - Damaged, broken, or needs improvement	3
Hill or Slope - Erosion & landslide	3
Registration documents lost and replacement - Lost ID Card	3

Tickets received by sector





Monthly Camp Report - Camp 13

December 2023



766

tickets received



54

tickets closed on the spot



712

tickets referred to relevant actors



838

responses given by relevant actors



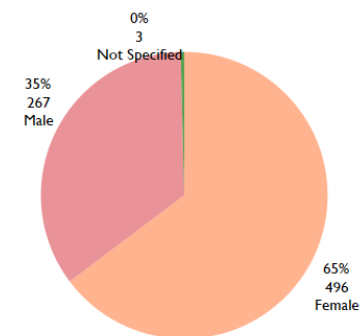
277 (33.1%)

replies considered resolved by beneficiaries

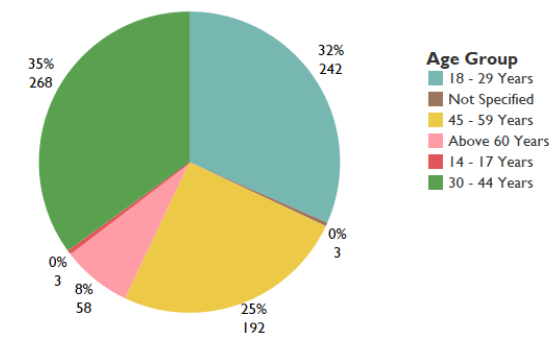
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Damaged, broken, or needs improvement	236	0	236	136	53	39.0%
Slope Protection (erosion) - Requested	121	0	121	117	27	23.1%
Cash for Work - Has not been enrolled	78	0	78	78	44	56.4%
SMART Card & Family Attestation - Add New Born	55	7	48	139	42	30.2%
Shelter Materials - Missed Distribution	37	0	37	82	30	36.6%
Protection Referral	34	20	14	0	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	20	2	18	20	1	5.0%
SMART Card & Family Attestation - Lost ID Card	15	1	14	14	4	28.6%
Soap & Hygiene Kit - Did not receive	13	0	13	25	15	60.0%
SMART Card & Family Attestation - Biographical Error	11	0	11	24	2	8.3%
Shelter Number - Requested	10	0	10	33	1	3.0%

Tickets received by gender



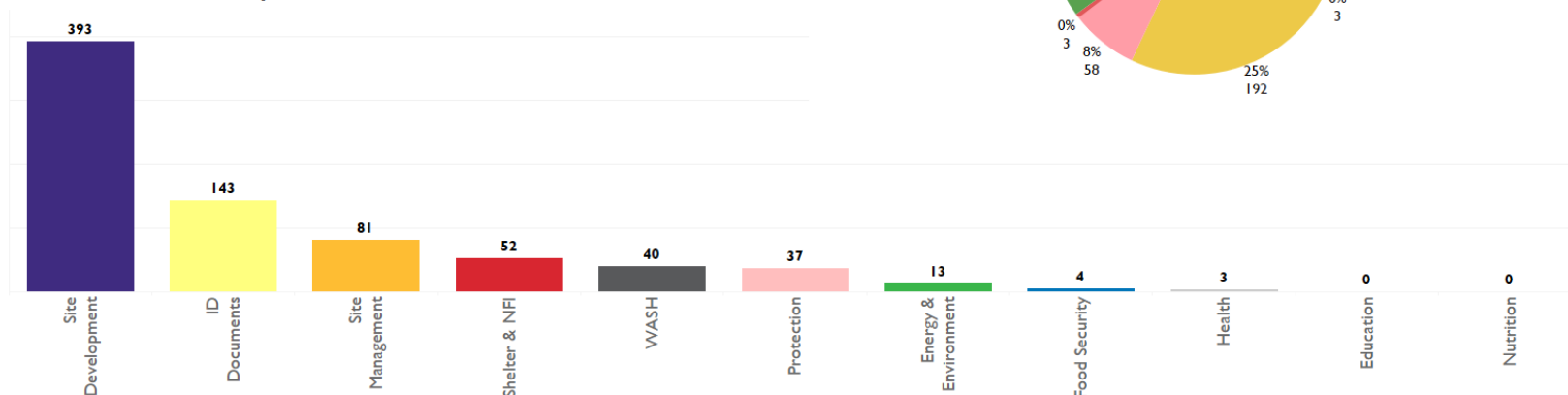
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
SMART Card & Family Attestation - Add New Born	97
Slope Protection (erosion) - Requested	90
Slope Protection (erosion) - Damaged, broken, or needs improvement	83
Shelter Materials - Missed Distribution	52
Cash for Work - Has not been enrolled	34
Shelter Number - Requested	32
SCOPE Card - Has not received new SCOPE Card	25
SMART Card & Family Attestation - Merge and split	23
SMART Card & Family Attestation - Biographical Error	22
SMART Card & Family Attestation - Request for individual SMART card	19
SMART Card & Family Attestation - Address Change	11
SMART Card & Family Attestation - Lost ID Card	10
Soap & Hygiene Kit - Did not receive	10
Pathway - Requested	8
SCOPE Card - No balance on card	7
Stairs - Damaged, broken, or needs improvement	5
SMART Card & Family Attestation - HH requests for vulnerability verification...	4

Tickets received by sector





Monthly Camp Report - Camp 14

December 2023



1,071
tickets
received



707
tickets closed
on the spot



364
tickets referred to
relevant actors



515
responses given by
relevant actors

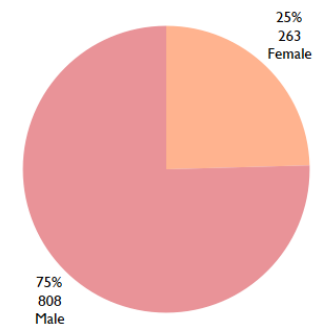


75 (14.6%)
replies considered
resolved by
beneficiaries

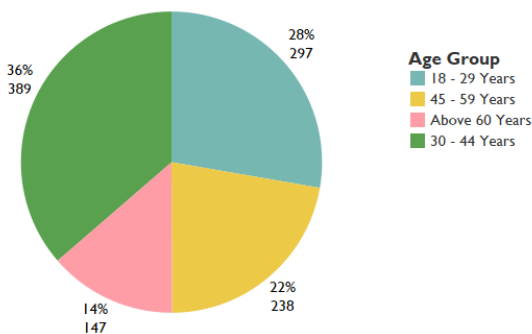
Top tickets received this month

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	381	381	0	0	0	0.0%
Cash for Work - Requested CFW	145	145	0	0	0	0.0%
NFI - Request additional materials	121	121	0	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	91	0	91	121	9	7.4%
Slope Protection (erosion) - Requested	76	0	76	98	6	6.1%
Cash for Work - Has not been enrolled	38	0	38	7	5	71.4%
Protection Referral	23	11	12	0	0	0.0%
Drainage - Drain Requested	21	0	21	22	1	4.5%
Stairs - Damaged, broken, or needs improvement	16	0	16	28	0	0.0%
Latrine - New toilet requested	14	0	14	11	0	0.0%
LPG Gas - Not enough for family	10	10	0	0	0	0.0%
Stairs - Requested	9	0	9	16	1	6.3%
Pathway - Damaged, broken, or needs improvement	8	0	8	13	1	7.7%
When is the next food distribution day? When are the food distribution c..	7	7	0	0	0	0.0%
SMART Card & Family Attestation - Add New Born	7	0	7	58	24	41.4%
Water tap - Requested	5	0	5	2	0	0.0%
Soap & Hygiene Kit - Not enough	5	5	0	0	0	0.0%

Tickets received by gender



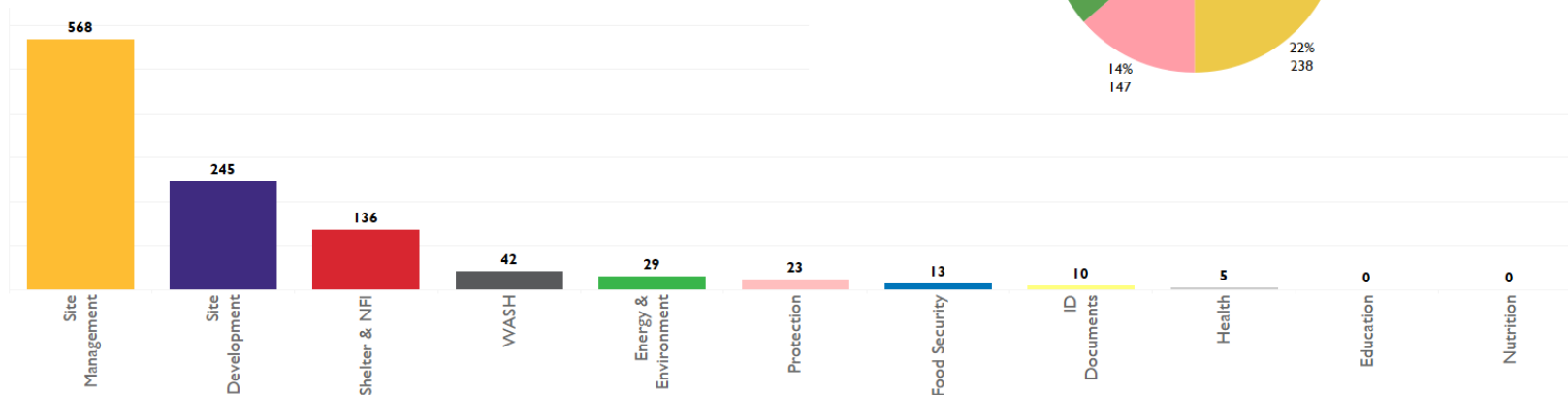
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Damaged, broken, or needs improvement	112
Slope Protection (erosion) - Requested	92
SMART Card & Family Attestation - Add New Born	34
Stairs - Damaged, broken, or needs improvement	28
Drainage - Drain Requested	21
Stairs - Requested	15
Pathway - Damaged, broken, or needs improvement	12
Latrine - New toilet requested	11
Pathway - Requested	9
Bathing Station - Requested	8
SMART Card & Family Attestation - Lost ID Card	8
Fence or railing for path or stairs - Damaged, broken, or needs improvement	7
Drainage - Damaged, broken, or needs improvement	6
Lamp post or Street light - Requested	5
Fence or railing for path or stairs - Requested	3
Lamp post or Street light - Damaged, broken, or needs improvement	3
Water tap - Not enough water	3

Tickets received by sector





Monthly Camp Report - Camp 15

December 2023



1,320
tickets
received



492
tickets closed
on the spot



828
tickets referred to
relevant actors



534
responses given by
relevant actors

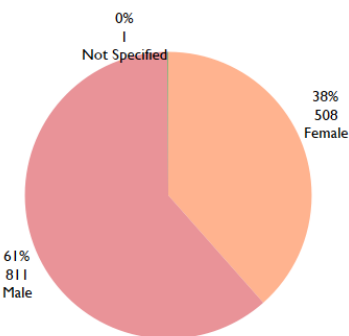


76 (14.2%)
replies considered
resolved by
beneficiaries

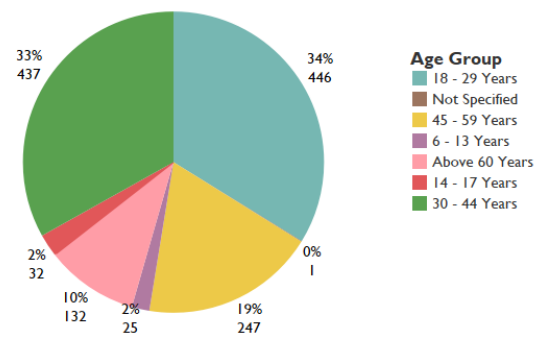
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	225	19	206	0	0	0.0%
Cash for Work - Requested	176	176	0	0	0	0.0%
Slope Protection (erosion) - Requested	146	0	146	131	5	3.8%
Request for information	126	126	0	0	0	0.0%
Protection Referral	87	26	61	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	81	0	81	75	3	4.0%
Cash for Work - Requested CFW	47	47	0	0	0	0.0%
Cash for Work - Has not been selected for CFW in long time	45	45	0	0	0	0.0%
Treatment - Treatment not good quality	37	0	37	1	0	0.0%
Cash for Work - Has not been enrolled	31	0	31	2	0	0.0%
NFI - Received damaged materials	30	30	0	0	0	0.0%
SMART Card & Family Attestation - Add New Born	29	0	29	59	25	42.4%
Shelter Number - Requested	26	0	26	23	0	0.0%
Drainage - Drain Requested	26	0	26	24	0	0.0%
Hill or Slope - Erosion & landslide	23	0	23	28	0	0.0%
Pathway - Requested	17	0	17	23	2	8.7%
Stairs - Requested	15	0	15	9	1	11.1%

Tickets received by gender



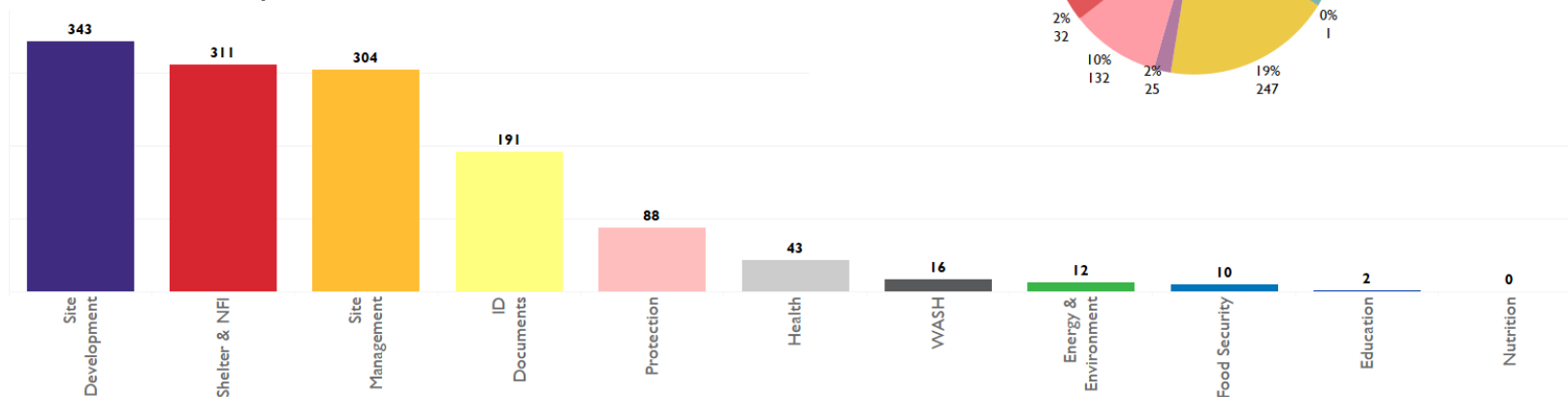
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	126
Slope Protection (erosion) - Damaged, broken, or needs improvement	72
Request for fresh food enlistm - Fresh Food	35
SMART Card & Family Attestation - Add New Born	34
Hill or Slope - Erosion & landslide	28
Drainage - Drain Requested	24
Shelter Number - Requested	23
Pathway - Requested	21
Pathway - Damaged, broken, or needs improvement	11
Stairs - Requested	8
Shelter Materials - Missed Distribution	7
SMART Card & Family Attestation - Merge and split	7
SMART Card & Family Attestation - Marriage case	6
Cash for Work - Payment delayed	5
Treatment - Looking for advance treatment	5
Latrine - New toilet requested	4
Drainage Cover (Slab) - Requested	3

Tickets received by sector





Monthly Camp Report - Camp 16

December 2023



1,099
tickets
received



285
tickets closed
on the spot



814
tickets referred to
relevant actors



576
responses given by
relevant actors

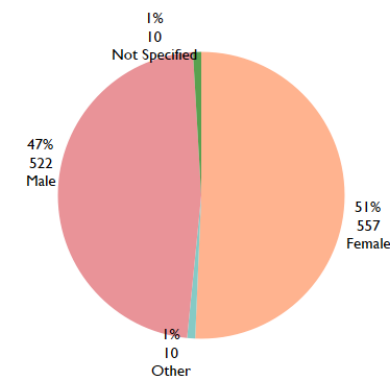


204 (35.4%)
replies considered
resolved by
beneficiaries

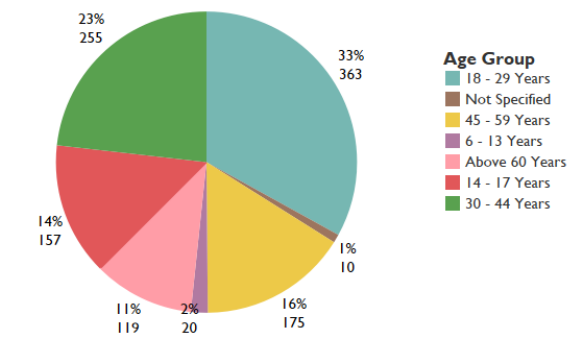
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	398	81	317	0	0	0.0%
SMART Card & Family Attestation - Add New Born	95	14	81	112	54	48.2%
Soap & Hygiene Kit - Additional Requested	57	57	0	0	0	0.0%
Cash for Work - Has not been selected for CFW in long time	53	53	0	0	0	0.0%
Slope Protection (erosion) - Requested	38	0	38	24	1	4.2%
Slope Protection (erosion) - Damaged, broken, or needs improvement	38	0	38	24	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	31	4	27	4	0	0.0%
Shelter Number - Requested	26	0	26	70	4	5.7%
SMART Card & Family Attestation - Biographical Error	23	4	19	1	0	0.0%
SMART Card & Family Attestation - Lost ID Card	22	6	16	7	0	0.0%
Protection Referral	21	7	14	0	0	0.0%
Soap & Hygiene Kit - Did not receive	19	0	19	77	33	42.9%
Drainage & Cover - Blocked or Water logging	17	0	17	15	6	40.0%
SMART Card & Family Attestation - Merge and split	16	4	12	20	6	30.0%
Shelter Materials - Request additional materials	16	13	3	0	0	0.0%
LPG Porters - Requested	16	0	16	6	6	100.0%
Relocation & Repatriation - Relocation to another camp	15	0	15	14	11	78.6%

Tickets received by gender



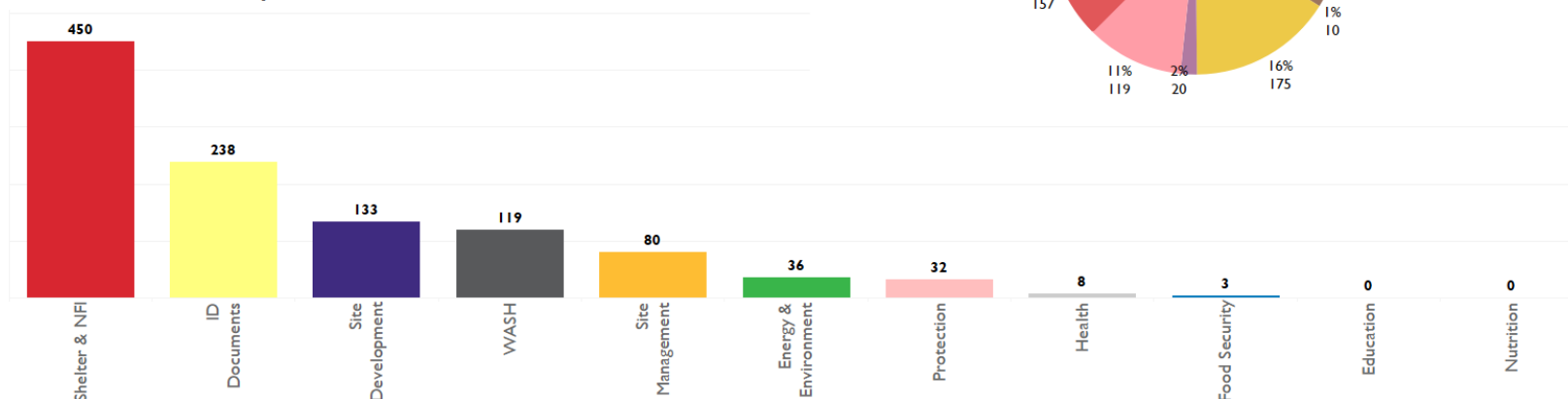
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Shelter Number - Requested	66
SMART Card & Family Attestation - Add New Born	58
Soap & Hygiene Kit - Did not receive	44
Slope Protection (erosion) - Damaged, broken, or needs improvement	24
Slope Protection (erosion) - Requested	23
Hill or Slope - Erosion & landslide	14
Shelter Materials - Missed Distribution	14
SMART Card & Family Attestation - Merge and split	14
Drainage & Cover - Blocked or Water logging	9
SCOPE Card - Has not received new SCOPE Card	8
SMART Card & Family Attestation - Lost ID Card	7
Bathing Station - Broken or Damaged	4
SMART Card & Family Attestation - Request for individual SMART card	4
Drainage Cover (Slab) - Requested	3
Relocation & Repatriation - Relocation to another camp	3
SCOPE Card - Lost	3
Shelter Plot - New plot of land for shelter	3

Tickets received by sector





Monthly Camp Report - Camp 17

December 2023



996
tickets
received



11
tickets closed
on the spot



985
tickets referred to
relevant actors



582
responses given by
relevant actors

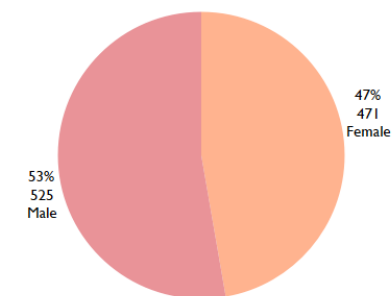


54 (9.3%)
replies considered
resolved by
beneficiaries

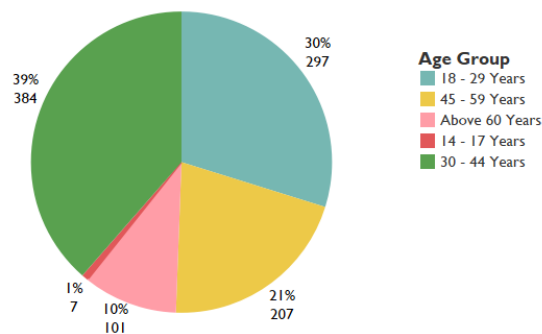
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Request additional materials	435	0	435	4	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	81	0	81	2	0	0.0%
Hill or Slope - Erosion & landslide	71	0	71	214	0	0.0%
NFI - Request additional materials	65	0	65	1	0	0.0%
Lamp post - Damaged, broken, or needs improvement	46	0	46	1	0	0.0%
Stairs - Damaged, broken, or needs improvement	45	0	45	1	0	0.0%
Pathway - Damaged, broken, or needs improvement	43	0	43	3	0	0.0%
Water tap & Tubewell - Not enough water	41	0	41	7	6	85.7%
Damage to shelter - Shelter damaged by weather	35	0	35	0	0	0.0%
Bathing Station - Broken or Damaged	31	0	31	0	0	0.0%
Water tap & Tubewell - Requested	22	0	22	26	3	11.5%
Food distributions - Household has not received food	19	0	19	0	0	0.0%
Protection Referral	18	7	11	0	0	0.0%
Health post - Need health support	11	0	11	0	0	0.0%
Relocation & Repatriation - Relocation to another camp	8	0	8	0	0	0.0%

Tickets received by gender



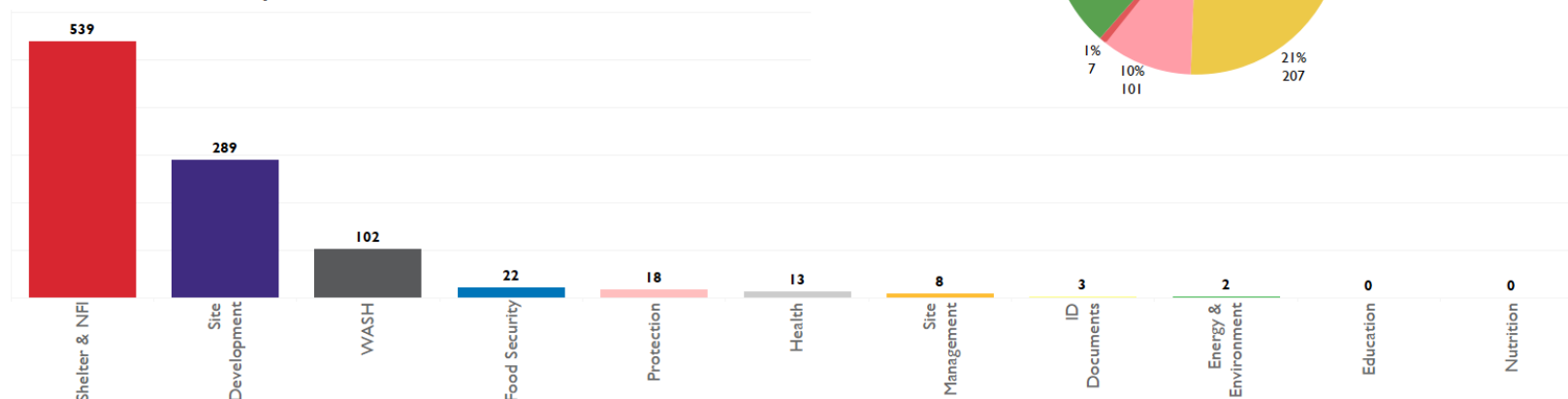
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Hill or Slope - Erosion & landslide	214
Stairs - Requested	83
Retaining wall - Requested	46
Pathway - Requested	43
Lamp post - Requested	36
Drainage & Cover - Drain Requested	24
Water tap & Tubewell - Requested	23
Repair drain and clean drain	6
landslide near by shelter -	5

Tickets received by sector





Monthly Camp Report - Camp 18

December 2023



1,152
tickets
received



806
tickets closed
on the spot



346
tickets referred to
relevant actors



211
responses given by
relevant actors

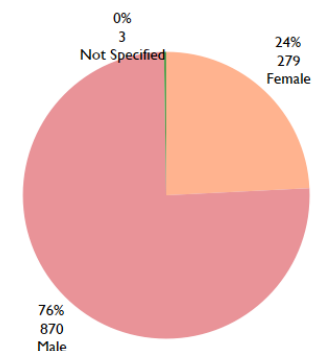


154 (73.0%)
replies considered
resolved by
beneficiaries

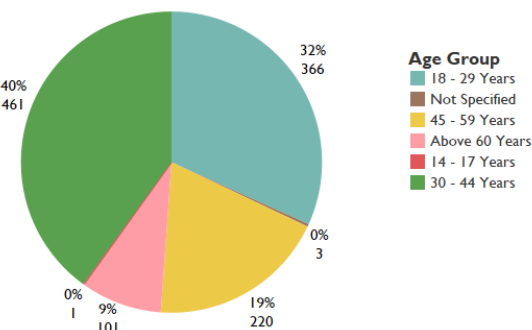
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	288	288	0	0	0	0.0%
Cash for Work - Has not been selected for CFW in long time	149	149	0	0	0	0.0%
Slope Protection (erosion) - Requested	91	0	91	38	24	63.2%
Food distributions - Request for more food each month	81	81	0	0	0	0.0%
Shelter Materials - Request additional materials	80	80	0	0	0	0.0%
Protection Referral	61	36	25	0	0	0.0%
Soap & Hygiene Kit - Not enough	56	56	0	0	0	0.0%
Cash for Work - Requested CFW	51	51	0	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	36	0	36	24	16	66.7%
Soap & Hygiene Kit - Additional Requested	34	34	0	0	0	0.0%
Stairs - Damaged, broken, or needs improvement	25	0	25	5	2	40.0%
LPG Porters - Requested	18	0	18	10	8	80.0%
Stairs - Requested	16	0	16	5	2	40.0%
SMART Card & Family Attestation - Add New Born	15	0	15	29	20	69.0%
Drainage - Drain Requested	15	0	15	6	2	33.3%
Drainage - Damaged, broken, or needs improvement	11	0	11	2	1	50.0%
Food Porters - Requested	9	0	9	8	8	100.0%

Tickets received by gender



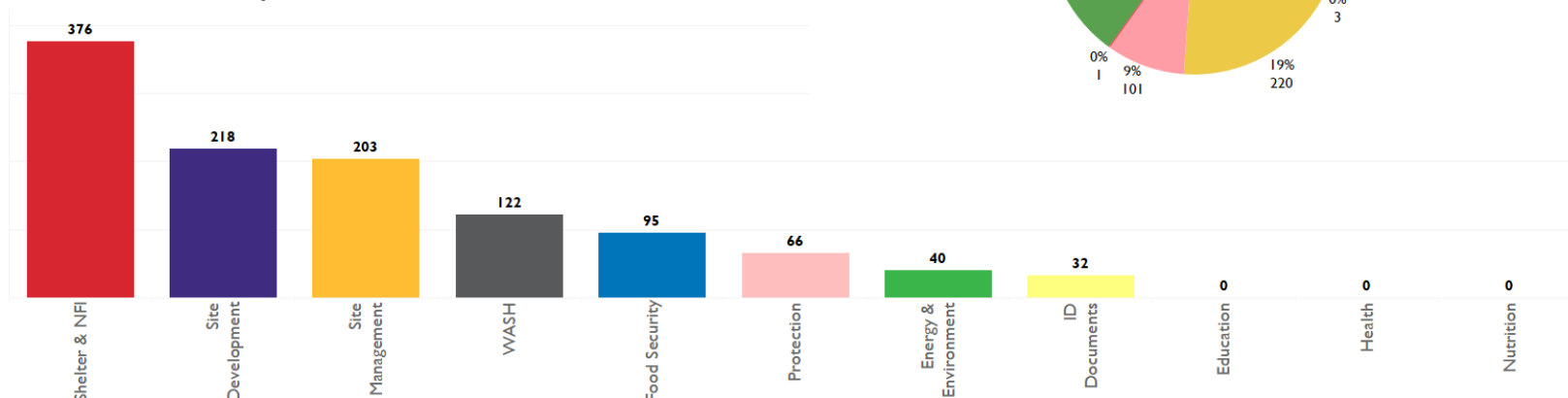
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	14
SMART Card & Family Attestation - Add New Born	9
Slope Protection (erosion) - Damaged, broken, or needs improvement	8
Drainage - Drain Requested	4
SMART Card & Family Attestation - Biographical Error	4
Stairs - Damaged, broken, or needs improvement	3
Stairs - Requested	3
LPG Porters - Requested	2
SMART Card & Family Attestation - Add New Member	2
Drainage - Damaged, broken, or needs improvement	1
Lamp post or Street light - Damaged, broken, or needs improvement	1
Pathway - Requested	1
SCOPE Card - Has not received new SCOPE Card	1
SCOPE Card - Lost	1
SCOPE Card - No balance on card	1
SMART Card & Family Attestation - Address Change	1
SMART Card & Family Attestation - Merge and split	1

Tickets received by sector





Monthly Camp Report - Camp 19

December 2023



716

tickets received



353

tickets closed on the spot



363

tickets referred to relevant actors



236

responses given by relevant actors



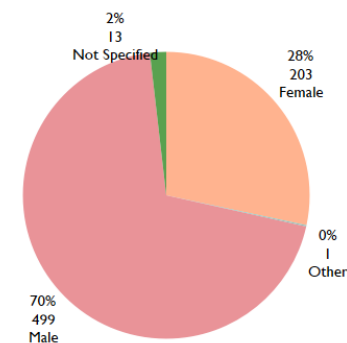
37 (15.7%)

replies considered resolved by beneficiaries

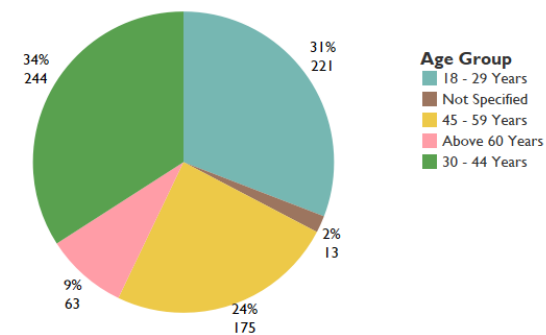
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Damaged, broken, or needs improvement	224	0	224	81	7	8.6%
Cash for Work - Has not been selected for CFW in long time	190	190	0	0	0	0.0%
Shelter Materials - Request additional materials	55	55	0	0	0	0.0%
NFI - Request additional materials	55	55	0	0	0	0.0%
Protection Referral	48	23	25	0	0	0.0%
SMART Card & Family Attestation - Add New Born	19	0	19	49	8	16.3%
Stairs - Damaged, broken, or needs improvement	17	0	17	7	2	28.6%
Protection Referral (IOM)	13	13	0	0	0	0.0%
Drainage - Damaged, broken, or needs improvement	10	0	10	8	1	12.5%
Soap & Hygiene Kit - Did not receive	9	0	9	8	0	0.0%
Food distributions - Request for more food each month	8	8	0	0	0	0.0%
Drainage Cover (Slab) - Damaged, broken, or needs improvement	7	0	7	2	0	0.0%
SMART Card & Family Attestation - Merge and split	6	0	6	13	2	15.4%
Pathway - Damaged, broken, or needs improvement	5	0	5	1	0	0.0%
Where is UNHCR complain desk?	4	4	0	0	0	0.0%
Lamp post or Street light - Requested	4	0	4	2	0	0.0%
Bridge - Damaged, broken, or needs improvement	4	0	4	6	3	50.0%

Tickets received by gender



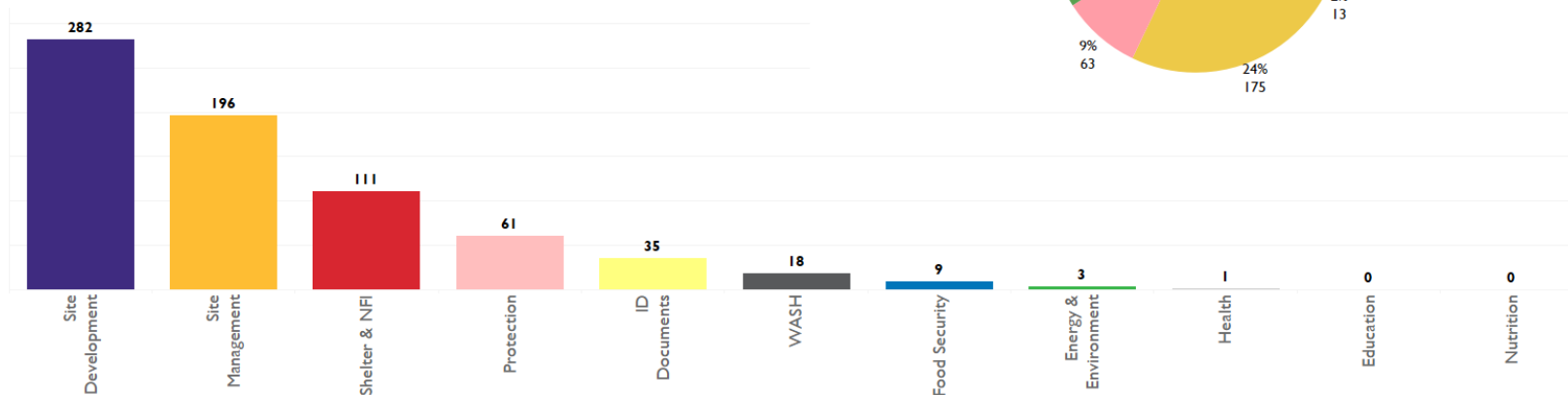
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Damaged, broken, or needs improvement	74
SMART Card & Family Attestation - Add New Born	41
SMART Card & Family Attestation - Merge and split	11
SMART Card & Family Attestation - Request for individual SMART card	8
Soap & Hygiene Kit - Did not receive	8
Drainage - Damaged, broken, or needs improvement	7
SMART Card & Family Attestation - Biographical Error	5
Stairs - Damaged, broken, or needs improvement	5
Slope Protection (erosion) - Requested	4
Bridge - Damaged, broken, or needs improvement	3
SMART Card & Family Attestation - Add New Member	3
Tubewell - Not Working	3
Bathing Station - Broken or Damaged	2
Drainage Cover (Slab) - Damaged, broken, or needs improvement	2
Drainage Cover (Slab) - Requested	2
Lamp post or Street light - Requested	2
SMART Card & Family Attestation - Address Change	2

Tickets received by sector





Monthly Camp Report - Camp 20

December 2023



676
tickets
received



405
tickets closed
on the spot



271
tickets referred to
relevant actors



355
responses given by
relevant actors

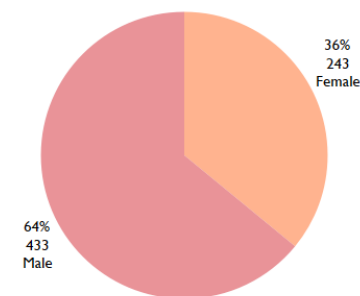


25 (7.0%)
replies considered
resolved by
beneficiaries

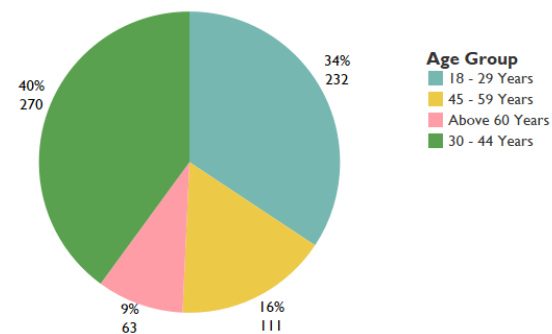
Top tickets received this month

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	256	256	0	0	0	0.0%
Cash for Work - Requested CFW	81	81	0	0	0	0.0%
NFI - Request additional materials	63	63	0	0	0	0.0%
Slope Protection (erosion) - Requested	52	0	52	64	2	3.1%
Lamp post or Street light - Requested	40	0	40	52	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	38	0	38	53	2	3.8%
Stairs - Damaged, broken, or needs improvement	29	0	29	35	2	5.7%
Shelter Materials - Missed Distribution	17	0	17	12	2	16.7%
Soap & Hygiene Kit - Did not receive	14	0	14	11	0	0.0%
Stairs - Requested	12	0	12	13	1	7.7%
Drainage - Drain Requested	9	0	9	15	0	0.0%
Food distributions - Household has not received food	8	0	8	3	1	33.3%
Drainage - Damaged, broken, or needs improvement	8	0	8	9	0	0.0%
LPG Gas - Did not receive refill	7	0	7	10	5	50.0%
Protection Referral	6	4	2	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	5	0	5	7	0	0.0%
Latrine - New toilet requested	4	0	4	4	0	0.0%

Tickets received by gender



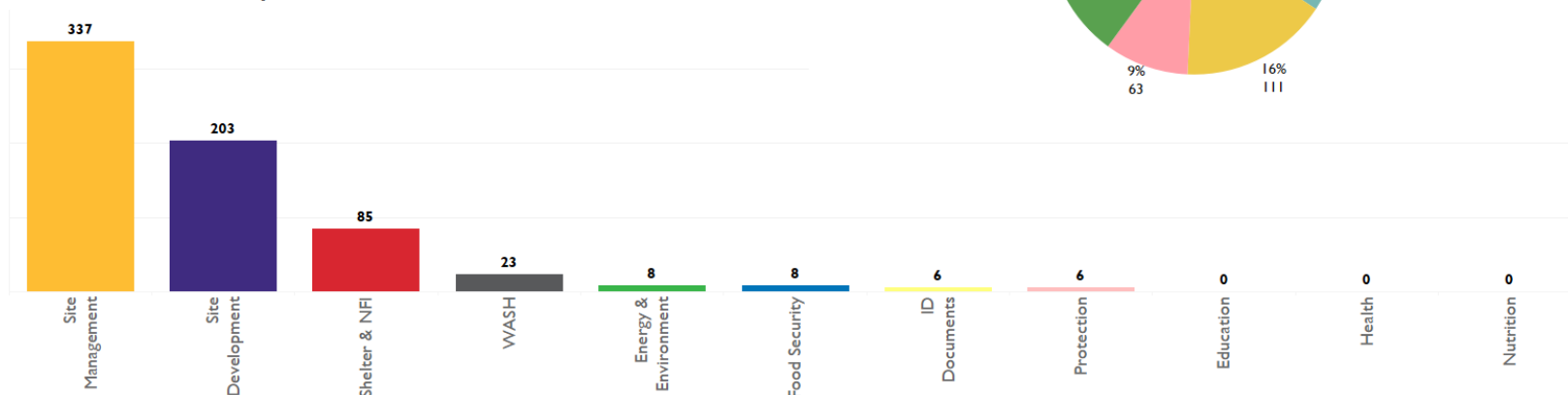
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	62
Lamp post or Street light - Requested	52
Slope Protection (erosion) - Damaged, broken, or needs improvement	51
Stairs - Damaged, broken, or needs improvement	33
Drainage - Drain Requested	15
Stairs - Requested	12
Soap & Hygiene Kit - Did not receive	11
Shelter Materials - Missed Distribution	10
Drainage - Damaged, broken, or needs improvement	9
Bridge - Damaged, broken, or needs improvement	7
Pathway - Damaged, broken, or needs improvement	7
LPG Gas - Did not receive refill	5
SCOPE Card - Has not received new SCOPE Card	5
Lamp post or Street light - Damaged, broken, or needs improvement	4
Latrine - New toilet requested	4
Pathway - Requested	4
SMART Card & Family Attestation - Add New Born	3

Tickets received by sector





Monthly Camp Report - Camp 20 Ext

December 2023



637
tickets
received



461
tickets closed
on the spot



176
tickets referred to
relevant actors



193
responses given by
relevant actors

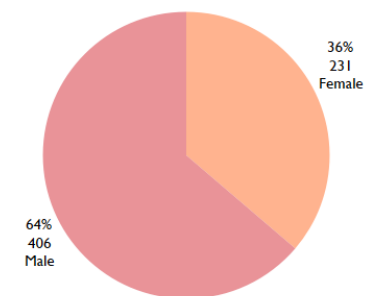


120 (62.2%)
replies considered
resolved by
beneficiaries

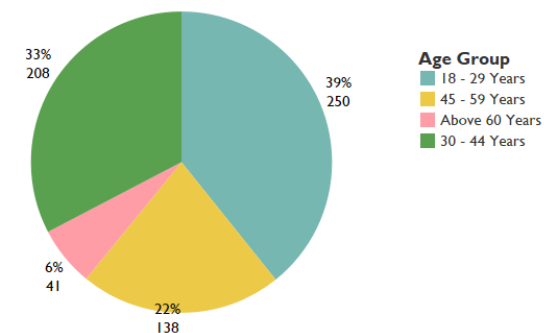
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Requested CFW	273	273	0	0	0	0.0%
NFI - Request additional materials	157	157	0	0	0	0.0%
Drainage - Damaged, broken, or needs improvement	33	0	33	30	19	63.3%
Cash for Work - Has not been enrolled	23	0	23	20	18	90.0%
Pathway - Damaged, broken, or needs improvement	18	0	18	19	15	78.9%
Soap & Hygiene Kit - Did not receive	17	0	17	22	15	68.2%
Slope Protection (erosion) - Damaged, broken, or needs improvement	12	0	12	11	3	27.3%
Pathway - Requested	12	0	12	12	5	41.7%
Cash for Work - Has not been selected for CW in long time	9	9	0	0	0	0.0%
Food distributions - Household has not received food	7	0	7	7	6	85.7%
Cooking set (gas & stove) - Requested	6	6	0	0	0	0.0%
Slope Protection (erosion) - Requested	5	0	5	4	4	100.0%
Protection Referral	5	3	2	0	0	0.0%
LPG Gas - Did not receive refill	5	0	5	5	5	100.0%
Latrine - Broken	4	0	4	4	4	100.0%
Lamp post or Street light - Requested	4	0	4	4	0	0.0%
Cooking Stove - Broken or not working	4	4	0	0	0	0.0%

Tickets received by gender



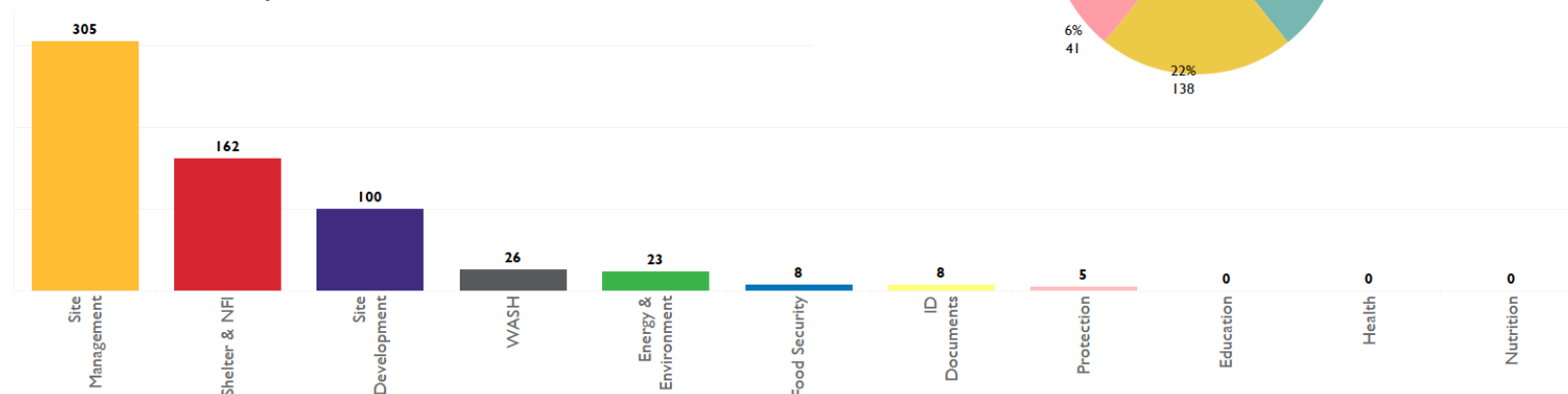
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Drainage - Damaged, broken, or needs improvement	11
Slope Protection (erosion) - Damaged, broken, or needs improvement	8
Pathway - Requested	7
Soap & Hygiene Kit - Did not receive	7
SCOPE Card - No balance on card	6
SMART Card & Family Attestation - Lost ID Card	6
Lamp post or Street light - Requested	4
Pathway - Damaged, broken, or needs improvement	4
SCOPE Card - Has not received new SCOPE Card	4
Cash for Work - Has not been enrolled	2
Drainage - Blocked or Water logging	2
Water tap - Requested	2
Drainage Cover (Slab) - Damaged, broken, or needs improvement	1
Drainage Cover (Slab) - Requested	1
Food distributions - Household has not received food	1
Lamp post or Street light - Solar panel needs cleaning	1
Road (for vehicles, cars, trucks) - Damaged, broken, or needs improvement	1

Tickets received by sector





Monthly Camp Report - Camp 21

December 2023



245
tickets received



94
tickets closed on the spot



151
tickets referred to relevant actors



716
responses given by relevant actors

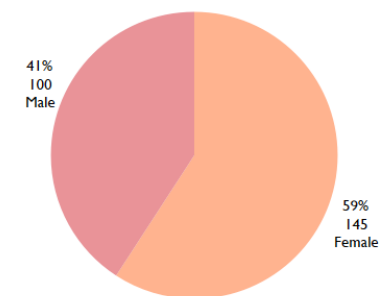


277 (38.7%)
replies considered resolved by beneficiaries

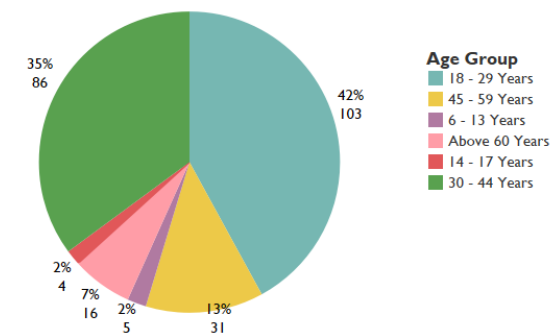
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Request for information	70	70	0	0	0	0.0%
NFI - Request additional materials	44	0	44	56	0	0.0%
Relocation & Repatriation - Relocation to another camp	17	0	17	0	0	0.0%
LPG Gas - Not enough for family	15	15	0	9	0	0.0%
Lamp post - Damaged, broken, or needs improvement	14	0	14	0	0	0.0%
Protection Referral	12	4	8	7	5	71.4%
Electricity Suply-Not working	12	0	12	0	0	0.0%
Damage to shelter - Shelter damaged by weather	10	0	10	8	7	87.5%
Health post - Need health support	8	0	8	0	0	0.0%
Shelter Materials - Request additional materials	7	0	7	2	0	0.0%
Food distributions - Household has not received food	7	0	7	0	0	0.0%
Complaint against Agency or Staff	5	5	0	0	0	0.0%
Treatment - Need better treatment	4	0	4	1	1	100.0%
Pathway - Damaged, broken, or needs improvement	4	0	4	14	1	7.1%
Community Conflict - Land & shelter extension	4	0	4	0	0	0.0%
Health - Request for Health Book	3	0	3	0	0	0.0%
Hill or Slope - Erosion & landslide	2	0	2	23	5	21.7%

Tickets received by gender



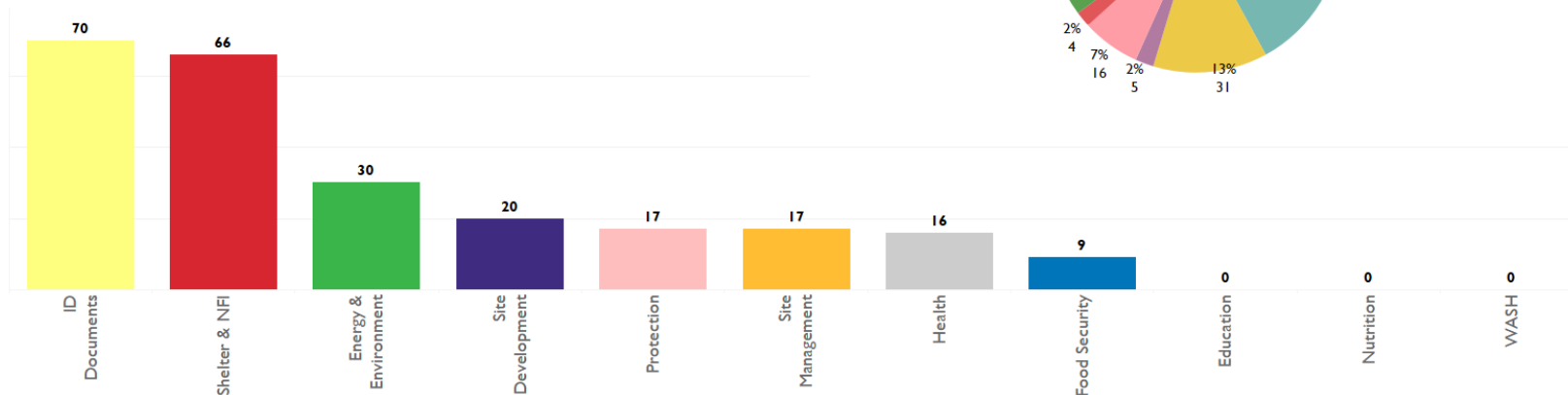
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Shelter materials needed	113
NFI - Request additional materials	56
Shelter materials needed	35
Protection	23
Lamp post - Requested	20
Hill or Slope - Erosion & landslide	18
Pathway - Damaged, broken, or needs improvement	13
Registration documents lost and replacement - Request for new ID card	10
LPG Gas - Not enough for family	9
Registration documents lost and replacement - Lost ID Card	9
Change of Registration information - New Born	8
Risk at landslide - Risk at landslide	8
SMART Card & Family Attestation - Request to add/remove household mem..	8
Hill or Slope Erosion & landslide	7
Need solar lights - Use at night	6
Not enough food - Big family size	5
Shelter Materials - Need shelter materials	5

Tickets received by sector





Monthly Camp Report - Camp 22

December 2023



1,808
tickets
received



1,009
tickets closed
on the spot



799
tickets referred to
relevant actors



356
responses given by
relevant actors

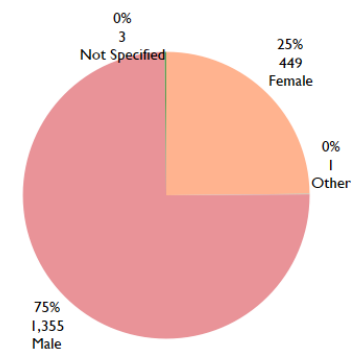


59 (16.6%)
replies considered
resolved by
beneficiaries

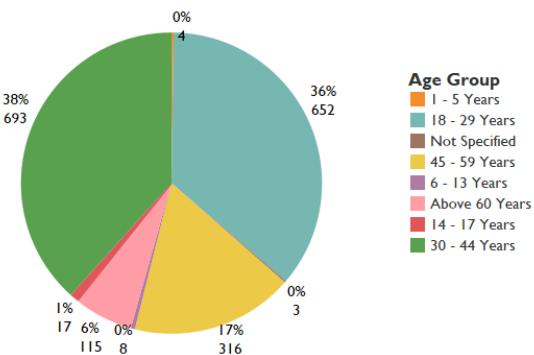
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	571	279	292	0	0	0.0%
Request for information	230	230	0	0	0	0.0%
Electricity Supply - Not working	203	0	203	110	0	0.0%
LPG Gas - Not enough for family	198	198	0	0	0	0.0%
Cash for Work - Has not been selected for CWV in long time	164	164	0	0	0	0.0%
SMART Card & Family Attestation - Add New Born	69	12	57	27	0	0.0%
Cash for Work - Requested CWV	39	39	0	0	0	0.0%
Soap & Hygiene Kit - Not enough	34	34	0	0	0	0.0%
Drainage Cover (Slab) - Requested	34	0	34	34	1	2.9%
Shelter Materials - Request additional materials	29	29	0	0	0	0.0%
Slope Protection (erosion) - Requested	26	0	26	12	0	0.0%
Latrine - Needs desludging	25	0	25	33	22	66.7%
Protection Referral	22	5	17	0	0	0.0%
SMART Card & Family Attestation - Merge and split	17	2	15	7	0	0.0%
Treatment - Need better treatment	14	0	14	0	0	0.0%
SMART Card & Family Attestation - Biographical Error	11	2	9	8	0	0.0%
Pathway - Requested	10	0	10	14	0	0.0%

Tickets received by gender



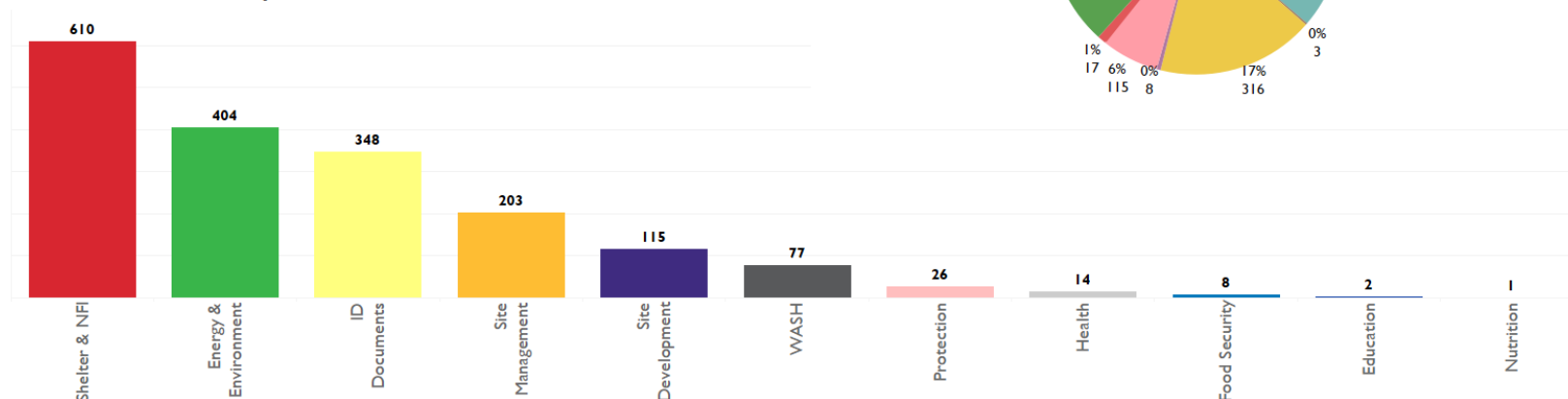
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Electricity Supply - Not working	110
Drainage Cover (Slab) - Requested	33
SMART Card & Family Attestation - Add New Born	27
Pathway - Requested	14
Drainage - Drain Requested	13
Slope Protection (erosion) - Requested	12
Latrine - Needs desludging	11
SMART Card & Family Attestation - Biographical Error	8
Stairs - Requested	8
SMART Card & Family Attestation - Merge and split	7
Lamp post or Street light - Damaged, broken, or needs improvement	6
Slope Protection (erosion) - Damaged, broken, or needs improvement	6
Pathway - Damaged, broken, or needs improvement	5
Latrine - Broken	4
Bathing Station - Broken or Damaged	3
Lamp post or Street light - Requested	3
Bathing Station - Requested	2

Tickets received by sector





Monthly Camp Report - Camp 24

December 2023



400
tickets
received



160
tickets closed
on the spot



240
tickets referred to
relevant actors



165
responses given by
relevant actors

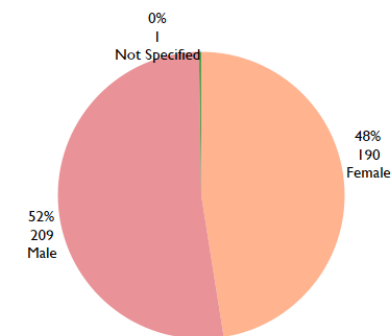


131 (79.4%)
replies considered
resolved by
beneficiaries

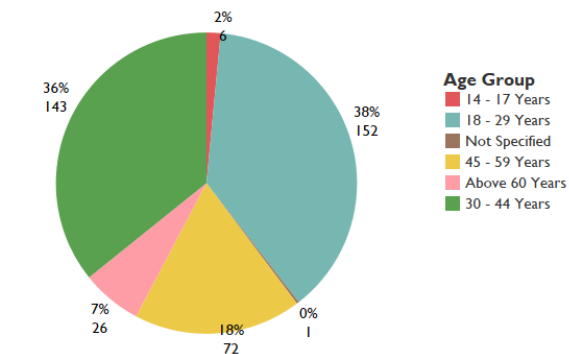
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
SMART Card & Family Attestation - Add New Born	73	20	53	44	44	100.0%
Shelter Number - Requested	65	0	65	0	0	0.0%
NFI - Request additional materials	48	48	0	0	0	0.0%
Cash for Work - Has not been selected for CFW in long time	48	48	0	0	0	0.0%
Cash for Work - Has not been enrolled	35	0	35	41	41	100.0%
Protection Referral	28	16	12	0	0	0.0%
SMART Card & Family Attestation - Merge and split	26	4	22	9	9	100.0%
Cash for Work - Requested CFW	22	22	0	0	0	0.0%
Pathway - Requested	7	0	7	16	2	12.5%
Latrine - Needs desludging	7	0	7	4	1	25.0%
Fence or railing for path or stairs - Requested	5	0	5	5	2	40.0%
Stairs - Requested	3	0	3	4	1	25.0%
SMART Card & Family Attestation - Lost ID Card	3	0	3	2	2	100.0%
Stairs - Damaged, broken, or needs improvement	2	0	2	2	1	50.0%
Soap & Hygiene Kit - Did not receive	2	0	2	8	8	100.0%
Slope Protection (erosion) - Requested	2	0	2	3	0	0.0%
LPG Gas - Lost or stolen cylinder	2	0	2	2	2	100.0%

Tickets received by gender



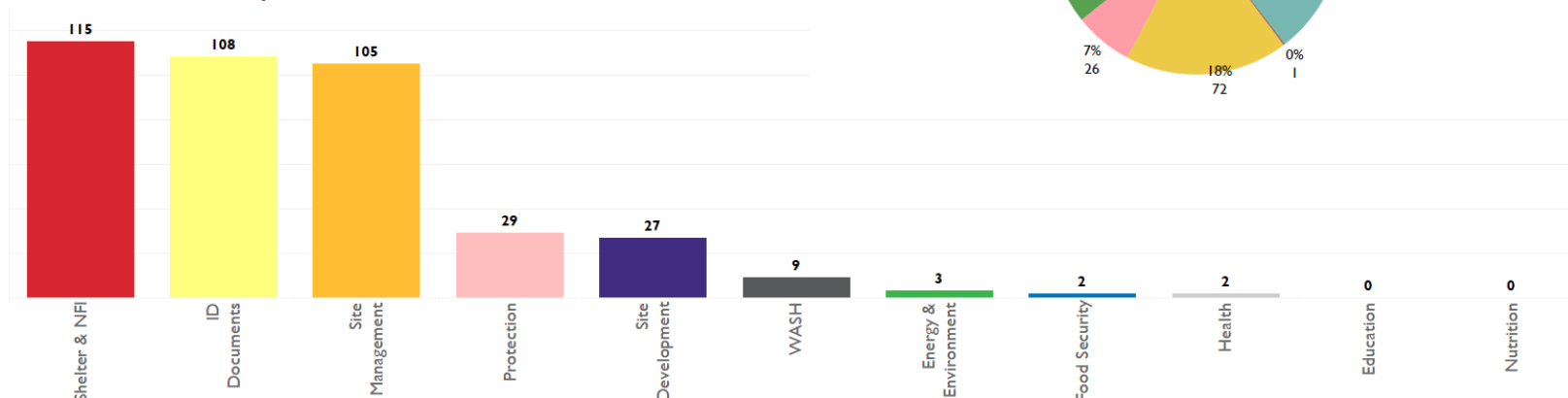
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Pathway - Requested	14
Fence or railing for path or stairs - Requested	3
Latrine - Needs desludging	3
Slope Protection (erosion) - Requested	3
Stairs - Requested	3
Drainage - Damaged, broken, or needs improvement	2
Drainage Cover (Slab) - Damaged, broken, or needs improvement	1
Drainage Cover (Slab) - Requested	1
Lamp post or Street light - Damaged, broken, or needs improvement	1
Slope Protection (erosion) - Damaged, broken, or needs improvement	1
Stairs - Damaged, broken, or needs improvement	1
Trash Disposal - Trash pick-up needed	1

Tickets received by sector





Monthly Camp Report - Camp 25

December 2023



465

tickets received



198

tickets closed on the spot



267

tickets referred to relevant actors



127

responses given by relevant actors



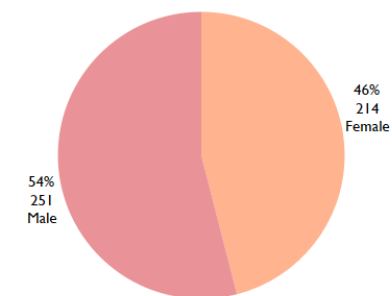
34 (26.8%)

replies considered resolved by beneficiaries

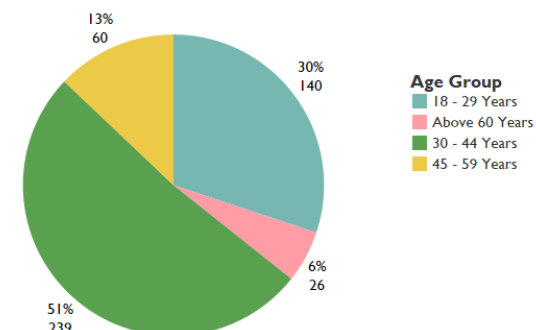
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Number - Requested	122	0	122	0	0	0.0%
Cash for Work - Has not been selected for CFW in long time	47	47	0	0	0	0.0%
Food distributions - Request for more food each month	32	32	0	0	0	0.0%
SMART Card & Family Attestation - Add New Born	26	9	17	2	0	0.0%
LPG Gas - Not enough for family	24	24	0	0	0	0.0%
Soap & Hygiene Kit - Not enough	23	23	0	0	0	0.0%
NFI - Request additional materials	23	23	0	0	0	0.0%
Soap & Hygiene Kit - Did not receive	19	0	19	7	4	57.1%
Pathway - Requested	14	0	14	13	0	0.0%
Soap & Hygiene Kit - Additional Requested	12	12	0	0	0	0.0%
SMART Card & Family Attestation - Merge and split	10	1	9	0	0	0.0%
SMART Card & Family Attestation - Address Change	8	3	5	2	0	0.0%
Pathway - Damaged, broken, or needs improvement	8	0	8	12	1	8.3%
Latrine - Needs desludging	8	0	8	6	6	100.0%
Food distributions - Want to purchase more but not allowed	8	8	0	0	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	7	0	7	0	0	0.0%
Drainage Cover (Slab) - Requested	7	0	7	11	3	27.3%

Tickets received by gender



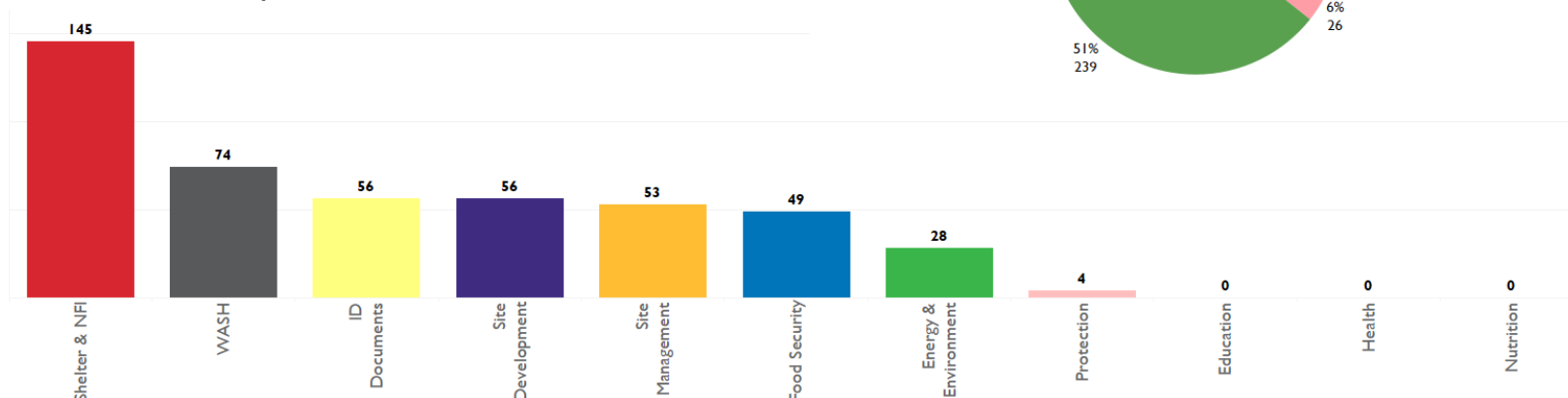
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Pathway - Requested	13
Pathway - Damaged, broken, or needs improvement	11
Drainage - Blocked or Water logging	8
Drainage Cover (Slab) - Requested	8
Bathing Station - Requested	6
Lamp post or Street light - Requested	6
Stairs - Requested	5
Drainage - Drain Requested	4
Fence or railing for path or stairs - Requested	4
Lamp post or Street light - Damaged, broken, or needs improvement	4
Latrine - New toilet requested	3
Soap & Hygiene Kit - Did not receive	3
Bridge - Damaged, broken, or needs improvement	2
SCOPE Card - Has not received new SCOPE Card	2
SMART Card & Family Attestation - Add New Born	2
SMART Card & Family Attestation - Address Change	2
Bridge - Requested	1

Tickets received by sector





Monthly Camp Report - Camp 26

December 2023



848

tickets received



75

tickets closed on the spot



773

tickets referred to relevant actors



283

responses given by relevant actors



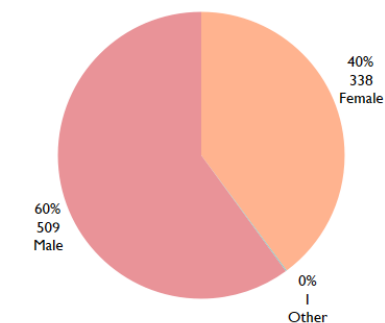
68 (24.0%)

replies considered resolved by beneficiaries

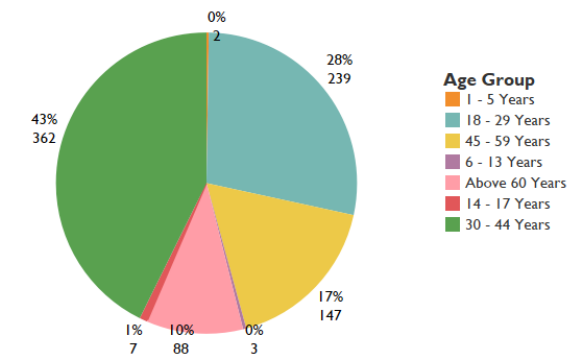
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	570	0	570	0	0	0.0%
Shelter Materials - Request additional materials	100	0	100	0	0	0.0%
Protection Referral	83	47	36	2	0	0.0%
Request for information	25	25	0	0	0	0.0%
Relocation & Repatriation - Relocation to another camp	23	0	23	0	0	0.0%
Bathing Station - Broken or Damaged	8	0	8	4	1	25.0%
Health - Request for Health Book	7	0	7	0	0	0.0%
Food distributions - Household has not received food	7	0	7	0	0	0.0%
Latrine - New toilet requested	4	0	4	0	0	0.0%
Change of Registration information - Biographical Error	4	0	4	0	0	0.0%
Lamp post - Damaged, broken, or needs improvement	3	0	3	0	0	0.0%
Food distributions - Poor quality food items	3	0	3	0	0	0.0%
LPG Gas - Lost or stolen cylinder	2	0	2	0	0	0.0%
Complaint against Agency or Staff	2	2	0	0	0	0.0%
Water tap & Tubewell - Request to Resettle water supply time	1	0	1	0	0	0.0%
Treatment - Need better treatment	1	0	1	0	0	0.0%
Soap & Hygiene Kit - Did not receive	1	0	1	0	0	0.0%

Tickets received by gender



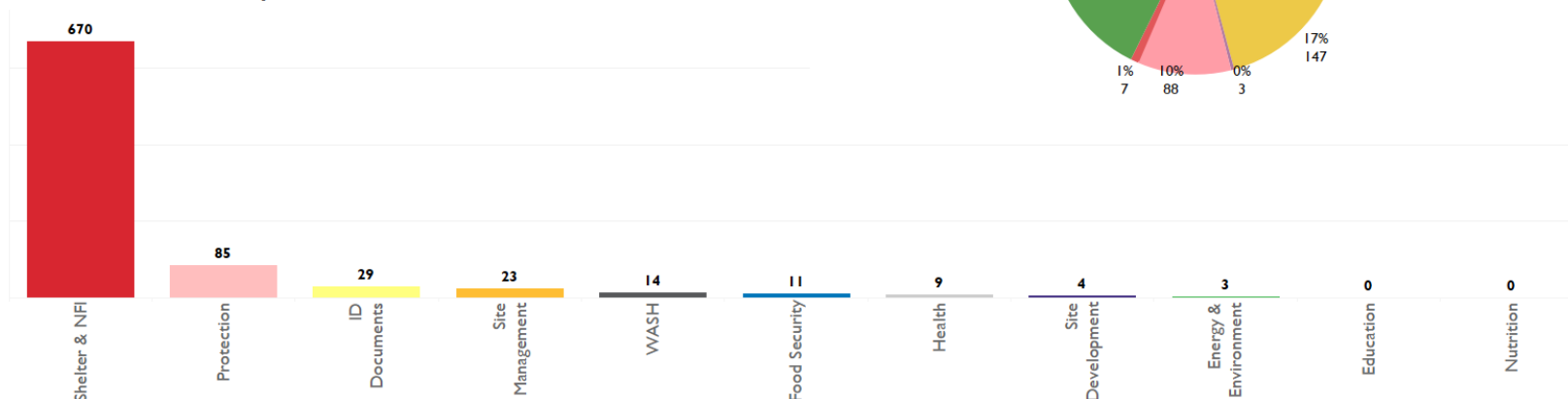
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Damage of shelter - Damage of shelter	103
Skill Training - Requested for seed	38
Damage to shelter - Shelter damaged by weather	21
Damage of shelter - Damage of shelter	20
Drainage & Cover - Request to drain repair	5
Need shelter material - Need shelter material	5
Bathing Station - Broken or Damaged	3
Pathway - Damaged, broken, or needs improvement	3
Protection Referral	2
Request for fresh food enlistment - Request for fresh vegetable	2
Requested for shelter material - Requested for shelter material	2
Cooking Stove - Broken or not working	1
Damage cylinder and cooking stove - Damage cylinder and cooking stove	1
Damage of shelter ..	1
Food distributions - Request for fresh vegetable	1
Food distributions - Request for more food each month	1
Latrine - Needs cleaning	1

Tickets received by sector





Monthly Camp Report - Camp 27

December 2023



267
tickets
received



14
tickets closed
on the spot



253
tickets referred to
relevant actors



441
responses given by
relevant actors

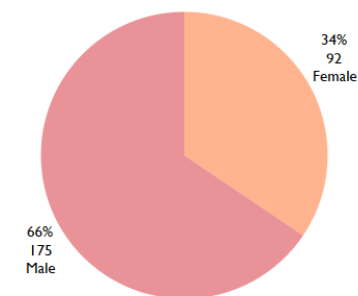


142 (32.2%)
replies considered
resolved by
beneficiaries

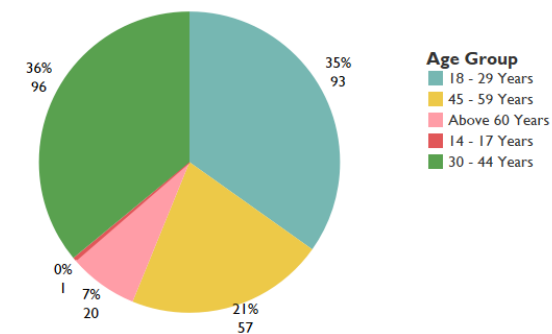
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Request additional materials	90	0	90	0	0	0.0%
Damage to shelter - Shelter damaged by weather	66	0	66	0	0	0.0%
Protection Referral	35	12	23	15	13	86.7%
Bathing Station - Broken or Damaged	26	0	26	0	0	0.0%
Change of Registration information - Biographical Error	12	0	12	0	0	0.0%
Electricity Suply-Not working	6	0	6	0	0	0.0%
Relocation & Repatriation - Relocation to another camp	4	0	4	0	0	0.0%
Health - Request for Health Book	3	0	3	0	0	0.0%
Food distributions - Household has not received food	3	0	3	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	2	0	2	1	0	0.0%
Nutrition Assistance - Did not receive distribution	2	0	2	0	0	0.0%
LPG Gas - Did not receive refill	2	0	2	0	0	0.0%
Lamp post - Damaged, broken, or needs improvement	2	0	2	0	0	0.0%
Treatment - Need better treatment	1	0	1	0	0	0.0%
Trash Disposal - Trash pick-up needed	1	0	1	0	0	0.0%
Shelter Materials - Requested For New Shelter	1	0	1	0	0	0.0%
NFI - Request additional materials	1	0	1	0	0	0.0%

Tickets received by gender



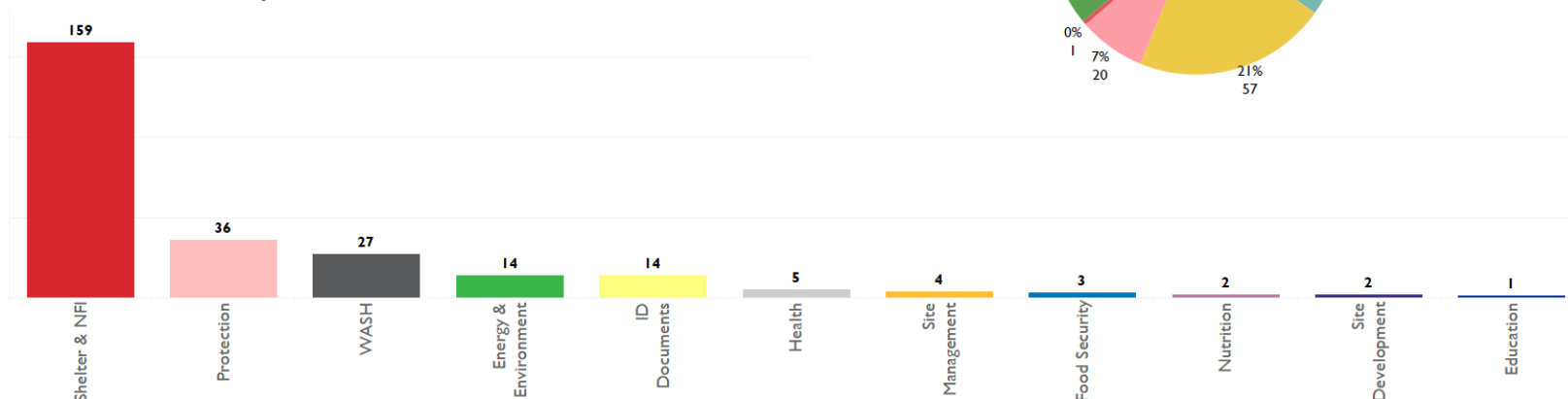
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Shelter Materials - Requested for Shelter Materials	166
Shelter Materials Requested for Shelter Materials	86
Shelter Materials - Request for shelter materials	10
Pathway - Damaged, broken, or needs improvement	5
Shelter Materials - Requested for shelter materials	5
Protection	3
Requested For food is not enough - Requested For food is not enough	3
Shelter Materials - Request for shells materials	3
Protection Referral	2
Requested For Fresh food/ Vegetables - Requested For Fresh food/Vegetables	2
Requested For Repair Damaged Shelter and Protection Wall for Landslide	1
Change of Registration information - Address Change	1
Health post - Requested For wheel chair and disability Materials	1
NFI - Request for pressure cooker	1
Pathway Damaged, broken, or needs improvement	1
Received food is not enough -	1
Registration documents lost and replacement - Lost ID Card	1

Tickets received by sector





Monthly Camp Report - Kutupalong RC

December 2023



230
tickets received



74
tickets closed on the spot



156
tickets referred to relevant actors



0
responses given by relevant actors

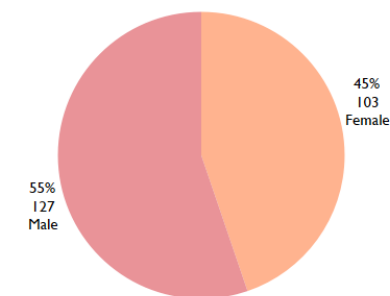


0 (0.0%)
replies considered resolved by beneficiaries

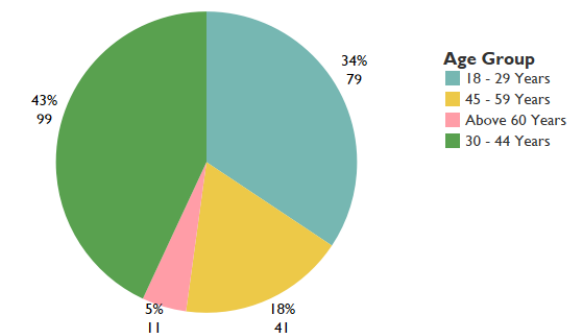
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Protection Referral	140	65	75	0	0	0.0%
Shelter Materials - Request additional materials	22	0	22	0	0	0.0%
NFI - Didn't receive the LPG.	8	0	8	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	7	0	7	0	0	0.0%
Change of Registration information - Biographical Error	7	0	7	0	0	0.0%
Health - Request for Health Book	6	0	6	0	0	0.0%
Complaint against Agency or Staff	6	6	0	0	0	0.0%
Food distributions - Household has not received food	5	0	5	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	4	0	4	0	0	0.0%
Health post - Need health support	3	0	3	0	0	0.0%
Registration documents lost and replacement - Request for UNHCR ID C...	2	0	2	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	2	0	2	0	0	0.0%
LPG Gas - Not enough for family	2	2	0	0	0	0.0%
LPG Gas - Did not receive refill	2	0	2	0	0	0.0%
Food distributions - Poor quality food items	2	0	2	0	0	0.0%
Damage to shelter - Shelter damaged by weather	2	0	2	0	0	0.0%
Change of Registration information - Address Change	2	0	2	0	0	0.0%

Tickets received by gender

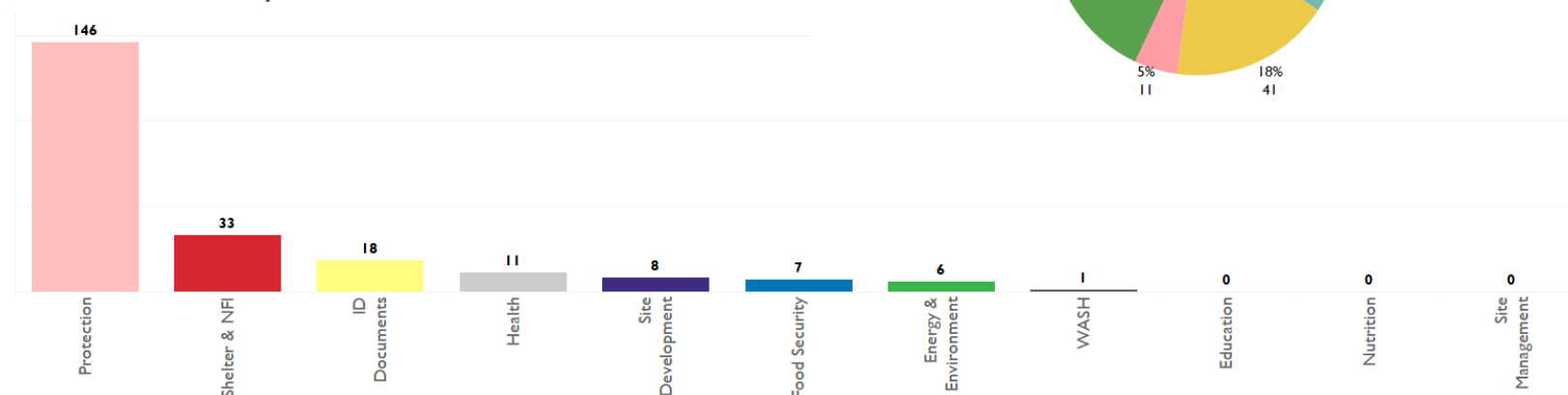


Tickets received by age group



Top unresolved tickets (from replies given)

Tickets received by sector





Monthly Camp Report - Nayapara RC

December 2023



258
tickets
received



58
tickets closed
on the spot



200
tickets referred to
relevant actors



0
responses given by
relevant actors

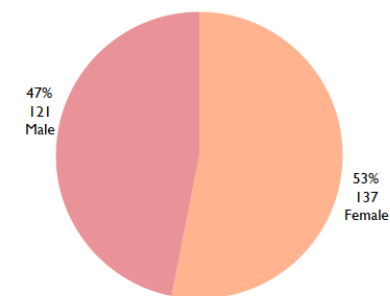


0 (0.0%)
replies considered
resolved by
beneficiaries

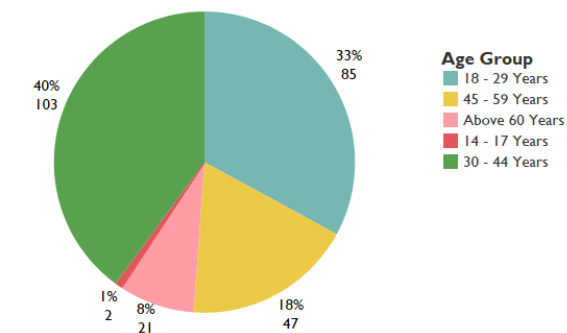
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	122	0	122	0	0	0.0%
Protection Referral	98	51	47	0	0	0.0%
Health post - Need health support	8	0	8	0	0	0.0%
Complaint against Agency or Staff	4	4	0	0	0	0.0%
Change of Registration information - Biographical Error	4	0	4	0	0	0.0%
Food distributions - Household has not received food	3	0	3	0	0	0.0%
Treatment - Permission to travel outside camp for healthcare	2	2	0	0	0	0.0%
Shelter Materials - Request additional materials	2	0	2	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	2	0	2	0	0	0.0%
Treatment - Need better treatment	1	0	1	0	0	0.0%
Treatment - Ambulance support	1	1	0	0	0	0.0%
SCOPE Card - Lost	1	0	1	0	0	0.0%
NFI - Fraud in distribution	1	0	1	0	0	0.0%
LPG Gas - Lost or stolen cylinder	1	0	1	0	0	0.0%
LPG Gas - Did not receive refill	1	0	1	0	0	0.0%
LPG Gas - Did not receive cylinder	1	0	1	0	0	0.0%
LPG Gas - Did not get LPG	1	0	1	0	0	0.0%

Tickets received by gender

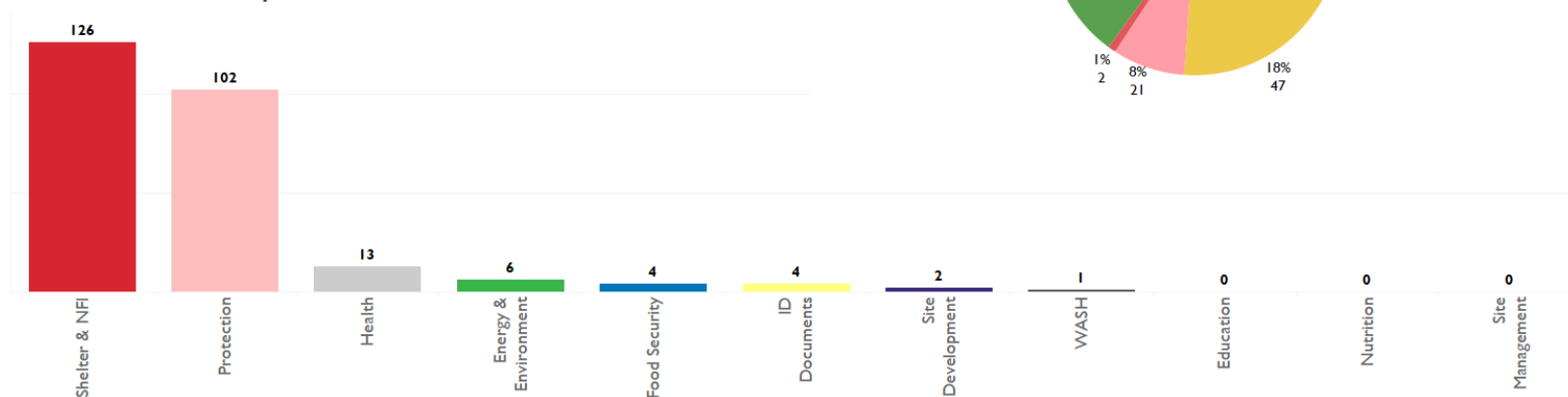


Tickets received by age group



Top unresolved tickets (from replies given)

Tickets received by sector





Monthly Camp Report - Transit Center

December 2023



298

tickets received



177

tickets closed on the spot



121

tickets referred to relevant actors



672

responses given by relevant actors



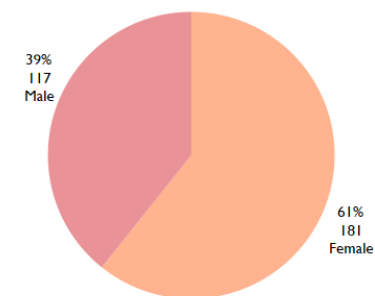
656 (97.6%)

replies considered resolved by beneficiaries

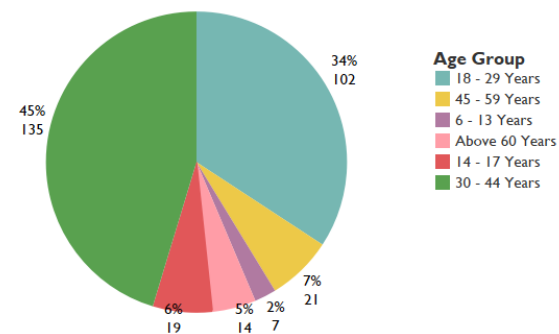
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Treatment - Medical referral	143	143	0	7	7	100.0%
Shelter Materials - Request additional materials	29	0	29	104	98	94.2%
Food distributions - Poor quality food items	29	0	29	154	154	100.0%
Bathing Station - Broken or Damaged	24	0	24	1	1	100.0%
Protection Referral	20	11	9	10	10	100.0%
Food distributions - Household has not received food	20	0	20	4	4	100.0%
Food distributions - Request for more food each month	17	17	0	0	0	0.0%
Trash Disposal - Trash pick-up needed	7	0	7	35	35	100.0%
Soap & Hygiene Kit - Additional Requested	5	5	0	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	1	0	1	0	0	0.0%
Latrine - New toilet requested	1	0	1	0	0	0.0%
Food distributions - Request for different items or quantities	1	1	0	1	1	100.0%
Change of Registration information - Biographical Error	1	0	1	0	0	0.0%

Tickets received by gender



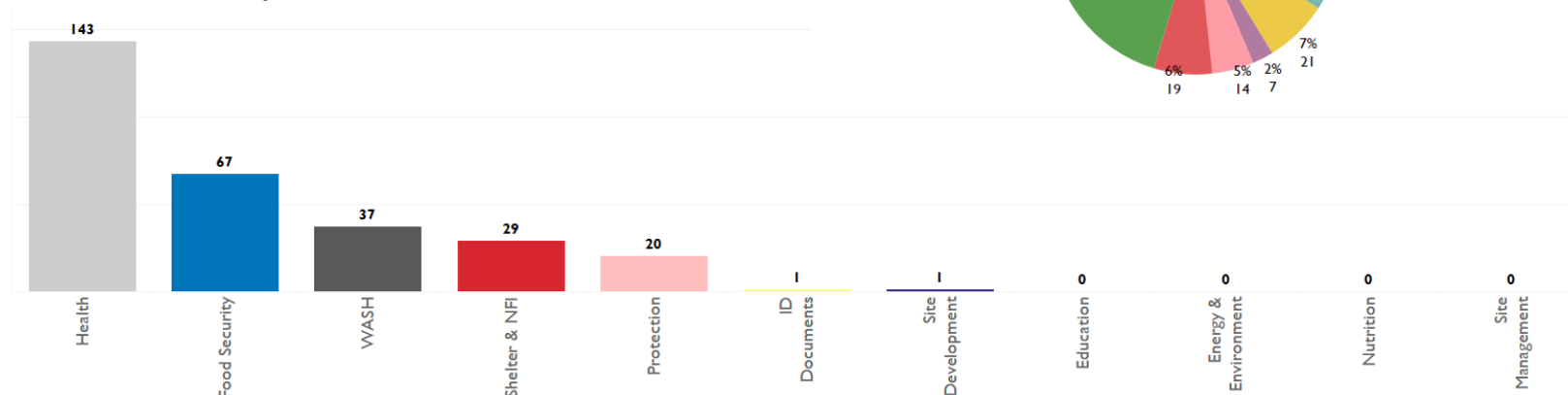
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Shelter Materials - Request additional materials	6
Latrine - Needs desludging	3
Bathing Station - Needs cleaning	2
Food distributions - Waited too long	2
Damage to shelter - Shelter damaged over time	1
Protection	1
Request for additional room - Shelter issue	1

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.

