



# Monthly Sector Report

November 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](mailto:npmbangladesh@iom.int).*

## This year...



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



**83,777**  
tickets closed on the spot



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



**135,280**  
responses given by relevant actors



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





# Monthly Sector Report - Overview

November 2023



**29,209**  
tickets  
received



**6,407**  
tickets closed  
on the spot\*



**22,802**  
tickets referred to  
relevant actors



**15,026**  
responses given by  
relevant actors



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

## Top tickets received

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged by weather	1,150	1,670		
Shelter Materials - Request additional materials	853	1,068		
SMART Card & Family Attestation - Add New Born	808	903	2	
Cash for Work - Has not been selected for CFW in long time	410	892		
Protection Referral	397	769	2	
Damage to shelter - Shelter damaged over time	285	408		
SMART Card & Family Attestation - Lost ID Card	214	226	2	
Cash for Work - Requested CFW	158	430		
Hill or Slope - Erosion & landslide	154	187		
Soap & Hygiene Kit - Did not receive	151	113		
SMART Card & Family Attestation - Merge and split	147	201	2	
Stairs - Requested	120	154		
Cash for Work - Has not been enrolled	106	130		
Shelter Materials - Missed Distribution	92	73		
LPG Gas - Not enough for family	89	328		
Latrine - Needs desludging	46	75		
Electricity Supply - Not working	35	142		
Cooking Stove - Broken or not working	26	25		

## Tickets received by camp

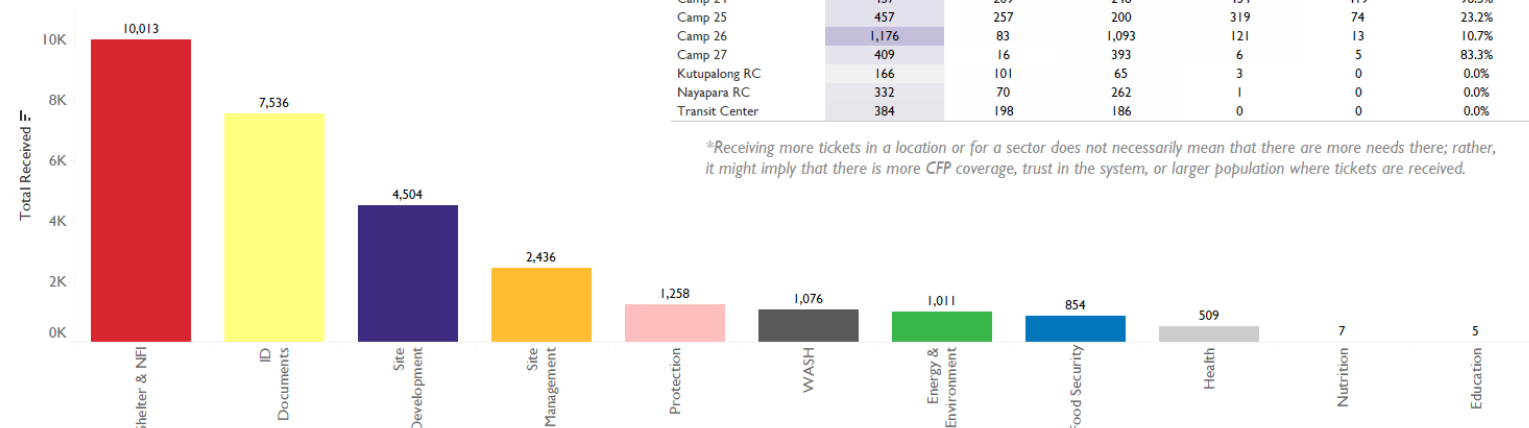
	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	1,454	135	1,319	424	347	81.8%
Camp 01W	1,147	63	1,084	121	55	45.5%
Camp 02E	738	25	713	11	0	0.0%
Camp 02W	966	204	762	158	109	69.0%
Camp 03	718	144	574	268	42	15.7%
Camp 04	1,869	115	1,754	451	58	12.9%
Camp 04 Ext.	146	21	125	28	9	32.1%
Camp 05	538	82	456	100	35	35.0%
Camp 06	607	68	539	118	17	14.4%
Camp 07	727	31	696	68	30	44.1%
Camp 08E	719	30	689	619	426	68.8%
Camp 08W	659	79	580	425	86	20.2%
Camp 09	1,008	263	745	687	189	27.5%
Camp 10	1,003	47	956	1,394	79	5.7%
Camp 11	1,143	254	889	817	242	29.6%
Camp 12	690	35	655	1,185	640	54.0%
Camp 13	954	50	904	1,492	490	32.8%
Camp 14	1,073	536	537	678	221	32.6%
Camp 15	1,572	291	1,281	1,329	452	34.0%
Camp 16	1,084	206	878	847	271	32.0%
Camp 17	1,105	36	1,069	350	61	17.4%
Camp 18	1,278	737	541	732	532	72.7%
Camp 19	676	272	404	438	95	21.7%
Camp 20	720	314	406	394	71	18.0%
Camp 20 Ext	709	393	316	328	173	52.7%
Camp 21	556	57	499	156	86	55.1%
Camp 22	1,969	985	984	524	84	16.0%
Camp 24	457	209	248	434	419	96.5%
Camp 25	457	257	200	319	74	23.2%
Camp 26	1,176	83	1,093	121	13	10.7%
Camp 27	409	16	393	6	5	83.3%
Kutupalong RC	166	101	65	3	0	0.0%
Nayapara RC	332	70	262	1	0	0.0%
Transit Center	384	198	186	0	0	0.0%

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

## Top unresolved tickets (from replies given)

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

## Tickets received by sector



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

# Monthly Sector Report - Shelter & NFI

November 2023



10,013  
tickets  
received



1,366  
tickets closed  
on the spot



8,647  
tickets referred to  
relevant actors

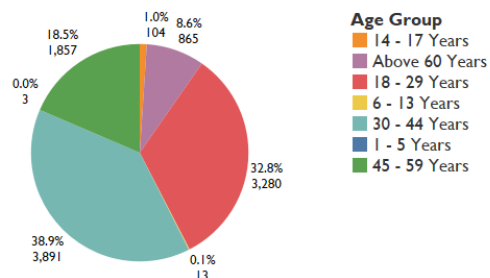


1,286  
responses given by  
relevant actors

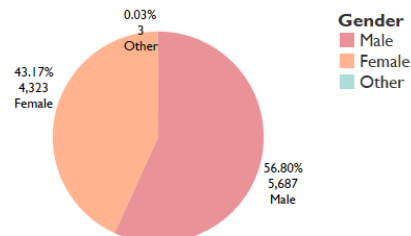


464 (36.1%)  
replies considered  
resolved by  
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	974	0	974	90	90	100.0%
Camp 01W	668	0	668	0	0	0.0%
Camp 02E	641	0	641	0	0	0.0%
Camp 02W	525	0	525	87	77	88.5%
Camp 03	352	0	352	184	25	13.6%
Camp 04	1,278	2	1,276	118	21	17.8%
Camp 04 Ext.	49	0	49	0	0	0.0%
Camp 05	188	0	188	42	26	61.9%
Camp 06	342	0	342	3	0	0.0%
Camp 07	332	0	332	0	0	0.0%
Camp 08E	1	0	1	0	0	0.0%
Camp 08W	59	52	7	4	0	0.0%
Camp 09	61	36	25	26	5	19.2%
Camp 10	41	0	41	161	0	0.0%
Camp 11	136	20	116	29	10	34.5%
Camp 12	39	0	39	26	19	73.1%
Camp 13	78	4	74	250	105	42.0%
Camp 14	84	77	7	8	1	12.5%
Camp 15	139	35	104	33	0	0.0%
Camp 16	435	104	331	22	4	18.2%
Camp 17	517	0	517	4	0	0.0%
Camp 18	303	298	5	1	1	100.0%
Camp 19	81	77	4	2	0	0.0%
Camp 20	50	47	3	4	1	25.0%
Camp 20 Ext	172	165	7	4	2	50.0%
Camp 21	146	0	146	56	48	85.7%
Camp 22	617	358	259	18	14	77.8%
Camp 24	51	50	1	0	0	0.0%
Camp 25	40	40	0	0	0	0.0%
Camp 26	1,006	1	1,005	109	10	9.2%
Camp 27	331	0	331	5	5	100.0%
Kutupalong RC	30	0	30	0	0	0.0%
Nayapara RC	195	0	195	0	0	0.0%
Transit Center	52	0	52	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	2,927	1,046	1,881	36	13	36.1%
Damage to shelter - Shelter damaged by weather	2,820	0	2,820	49	17	34.7%
Shelter Materials - Request additional materials	1,921	193	1,728	281	57	20.3%
Damage of shelter - Damage of shelter	852	0	852	0	0	0.0%
Damage to shelter - Shelter damaged over time	693	47	646	15	3	20.0%
Shelter Materials - Waited too long at distribution	253	0	253	154	149	96.8%
Shelter Materials - Missed Distribution	165	0	165	442	143	32.4%
Shelter Number - Requested	72	0	72	76	5	6.6%
Shelter fully damage - Shelter fully damage	45	0	45	0	0	0.0%
Shelter Materials - Received amount is not enough	44	37	7	3	0	0.0%
Shelter Plot - New plot of land for shelter	44	0	44	4	1	25.0%
NFI - Received damaged materials	24	24	0	0	0	0.0%
Community Conflict - Land & shelter extension	12	0	12	6	5	83.3%
Treatment - Rehabilitation support or assistive device support	11	0	11	6	5	83.3%
NFI - Missed Distribution	9	0	9	4	2	50.0%
Shelter Materials - Received damaged materials	9	8	1	6	0	0.0%
Need Shelter Number - Need shelter number	5	0	5	0	0	0.0%

# Monthly Sector Report - ID Documents

November 2023

4



**7,536**  
tickets  
received



**395**  
tickets closed  
on the spot



**7,141**  
tickets referred to  
relevant actors

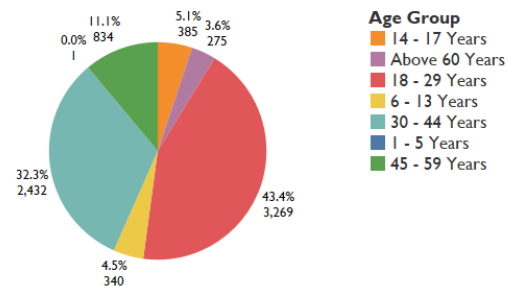


**7,718**  
responses given by  
relevant actors

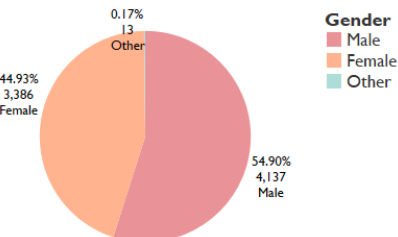


**3,527 (45.7%)**  
replies considered  
resolved by  
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	269	0	269	247	171	69.2%
Camp 01W	261	0	261	119	53	44.5%
Camp 02E	47	0	47	11	0	0.0%
Camp 02W	201	0	201	61	23	37.7%
Camp 03	216	103	113	20	9	45.0%
Camp 04	205	44	161	25	9	36.0%
Camp 04 Ext.	38	2	36	28	9	32.1%
Camp 05	186	38	148	6	1	16.7%
Camp 06	85	1	84	8	5	62.5%
Camp 07	300	0	300	68	30	44.1%
Camp 08E	352	0	352	417	366	87.8%
Camp 08W	188	0	188	156	44	28.2%
Camp 09	526	16	510	374	151	40.4%
Camp 10	449	7	442	658	12	1.8%
Camp 11	298	26	272	268	175	65.3%
Camp 12	249	0	249	711	504	70.9%
Camp 13	424	0	424	890	289	32.5%
Camp 14	305	0	305	474	171	36.1%
Camp 15	756	25	731	785	400	51.0%
Camp 16	356	2	354	624	178	28.5%
Camp 17	115	0	115	30	11	36.7%
Camp 18	307	0	307	468	349	74.6%
Camp 19	158	0	158	215	80	37.2%
Camp 20	133	0	133	157	56	35.7%
Camp 20 Ext	166	0	166	203	112	55.2%
Camp 21	217	13	204	70	23	32.9%
Camp 22	466	93	373	208	38	18.3%
Camp 24	140	0	140	237	237	100.0%
Camp 25	63	0	63	168	21	12.5%
Camp 26	42	24	18	8	0	0.0%
Camp 27	0	0	0	0	0	0.0%
Kutupalong RC	12	0	12	3	0	0.0%
Nayapara RC	6	1	5	1	0	0.0%
Transit Center	0	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
SMART Card & Family Attestation - Add New Born	1,713	0	1,713	2,972	1,667	56.1%
Change of Registration information - New Born	1,358	0	1,358	405	269	66.4%
Registration documents lost and replacement - Request for new ID card	831	0	831	314	97	30.9%
Registration documents lost and replacement - Lost ID Card	450	0	450	110	23	20.9%
SMART Card & Family Attestation - Lost ID Card	442	0	442	696	225	32.3%
Request for information	395	395	0	0	0	0.0%
Change of Registration information - Merge and Split	358	0	358	107	40	37.4%
SMART Card & Family Attestation - Request for individual SMART card	354	0	354	667	114	17.1%
SMART Card & Family Attestation - Merge and split	350	0	350	639	295	46.2%
SMART Card & Family Attestation - Biographical Error	212	0	212	315	71	22.5%
SMART Card & Family Attestation - Address Change	119	0	119	196	87	44.4%
SMART Card & Family Attestation - Add New Member	110	0	110	182	101	55.5%
SMART Card & Family Attestation - Marriage case	102	0	102	127	80	63.0%
Change of Registration information - New Registration	97	0	97	51	19	37.3%
SCOPE Card - Has not received new SCOPE Card	88	0	88	77	18	23.4%
Change of Registration information - Biographical Error	73	0	73	24	12	50.0%
Change of Registration information - Address Change	67	0	67	21	4	19.0%





# Monthly Sector Report - Site Development

November 2023



**4,504**  
tickets  
received



**4**  
tickets closed  
on the spot



**4,500**  
tickets referred to  
relevant actors

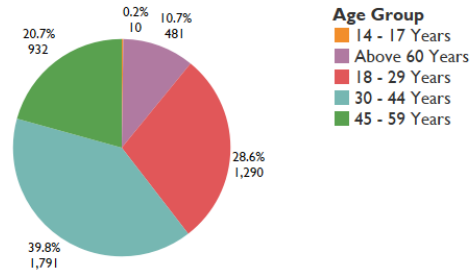


**4,211**  
responses given by  
relevant actors

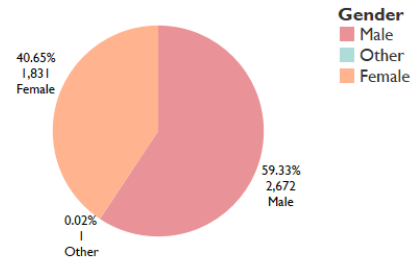


**472 (11.2%)**  
replies considered  
resolved by  
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	22	0	22	15	15	100.0%
Camp 01W	76	0	76	1	1	100.0%
Camp 02E	17	0	17	0	0	0.0%
Camp 02W	14	0	14	0	0	0.0%
Camp 03	35	0	35	25	1	4.0%
Camp 04	222	0	222	260	3	1.2%
Camp 04 Ext.	0	0	0	0	0	0.0%
Camp 05	70	0	70	21	2	9.5%
Camp 06	83	0	83	84	1	1.2%
Camp 07	39	0	39	0	0	0.0%
Camp 08E	281	0	281	178	54	30.3%
Camp 08W	329	0	329	232	22	9.5%
Camp 09	170	0	170	265	29	10.9%
Camp 10	277	0	277	368	12	3.3%
Camp 11	295	0	295	398	28	7.0%
Camp 12	290	0	290	355	43	12.1%
Camp 13	273	0	273	203	24	11.8%
Camp 14	170	4	166	97	5	5.2%
Camp 15	364	0	364	430	32	7.4%
Camp 16	92	0	92	109	10	9.2%
Camp 17	393	0	393	254	8	3.1%
Camp 18	172	0	172	185	125	67.6%
Camp 19	208	0	208	191	4	2.1%
Camp 20	244	0	244	211	6	2.8%
Camp 20 Ext	84	0	84	80	30	37.5%
Camp 21	27	0	27	18	6	33.3%
Camp 22	99	0	99	145	1	0.7%
Camp 24	25	0	25	16	2	12.5%
Camp 25	78	0	78	69	8	11.6%
Camp 26	14	0	14	1	0	0.0%
Camp 27	13	0	13	0	0	0.0%
Kutupalong RC	9	0	9	0	0	0.0%
Nayapara RC	19	0	19	0	0	0.0%
Transit Center	0	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	1,245	0	1,245	1,388	152	11.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	752	0	752	686	86	12.5%
Retaining wall - Damaged, broken, or needs improvement	409	0	409	272	4	1.5%
Hill or Slope - Erosion & landslide	341	0	341	188	11	5.9%
Stairs - Requested	274	0	274	289	29	10.0%
Drainage - Drain Requested	209	0	209	246	6	2.4%
Pathway - Requested	204	0	204	213	21	9.9%
Pathway - Damaged, broken, or needs improvement	194	0	194	121	17	14.0%
Stairs - Damaged, broken, or needs improvement	135	0	135	136	27	19.9%
Lamp post or Street light - Requested	91	0	91	95	3	3.2%
Retaining wall - Requested	88	0	88	78	2	2.6%
Lamp post - Requested	84	0	84	2	0	0.0%
Drainage - Damaged, broken, or needs improvement	82	0	82	78	12	15.4%
Drainage Cover (Slab) - Requested	82	0	82	77	3	3.9%
Drainage & Cover - Drain Requested	59	0	59	11	7	63.6%
Bridge - Damaged, broken, or needs improvement	38	0	38	50	18	36.0%
Drainage - Blocked or Water logging	36	0	36	37	11	29.7%

# Monthly Sector Report - Site Management

November 2023

6



2,436  
tickets  
received



1,985  
tickets closed  
on the spot



451  
tickets referred to  
relevant actors

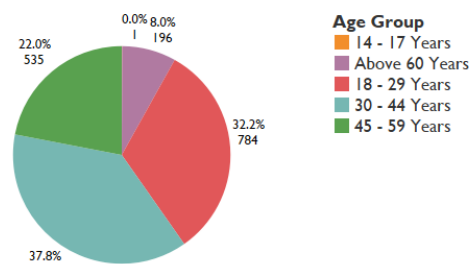


538  
responses given by  
relevant actors

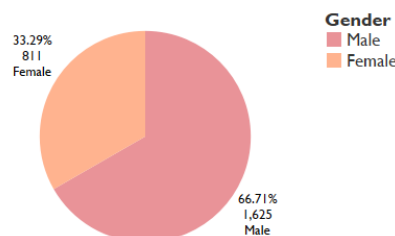


303 (56.3%)  
replies considered  
resolved by  
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	9	0	9	2	1	50.0%
Camp 01W	19	0	19	0	0	0.0%
Camp 02E	0	0	0	0	0	0.0%
Camp 02W	1	0	1	0	0	0.0%
Camp 03	13	0	13	7	1	14.3%
Camp 04	10	2	8	0	0	0.0%
Camp 04 Ext.	23	1	22	0	0	0.0%
Camp 05	11	0	11	1	0	0.0%
Camp 06	0	0	0	3	0	0.0%
Camp 07	0	0	0	0	0	0.0%
Camp 08E	11	0	11	0	0	0.0%
Camp 08W	2	0	2	2	0	0.0%
Camp 09	122	118	4	0	0	0.0%
Camp 10	68	4	64	84	15	17.9%
Camp 11	126	96	30	57	5	8.8%
Camp 12	3	2	1	2	0	0.0%
Camp 13	68	7	61	105	42	40.0%
Camp 14	381	370	11	38	28	73.7%
Camp 15	175	166	9	4	1	25.0%
Camp 16	21	8	13	2	2	100.0%
Camp 17	2	0	2	0	0	0.0%
Camp 18	167	159	8	30	15	50.0%
Camp 19	115	110	5	6	3	50.0%
Camp 20	261	261	0	0	0	0.0%
Camp 20 Ext	227	211	16	10	8	80.0%
Camp 21	33	0	33	1	1	100.0%
Camp 22	238	238	0	0	0	0.0%
Camp 24	209	140	69	176	175	99.4%
Camp 25	97	92	5	7	6	85.7%
Camp 26	20	0	20	0	0	0.0%
Camp 27	4	0	4	1	0	0.0%
Kutupalong RC	0	0	0	0	0	0.0%
Nayapara RC	0	0	0	0	0	0.0%
Transit Center	0	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Has not been selected for CFW in long time	1,302	1,302	0	0	0	0.0%
Cash for Work - Requested CFW	588	588	0	2	0	0.0%
Cash for Work - Has not been enrolled	236	0	236	441	281	63.7%
Cash for Work - Requested	90	82	8	0	0	0.0%
Relocation & Repatriation - Relocation to another camp	57	0	57	9	2	22.2%
Relocation & Repatriation - Relocation from another camp	46	0	46	2	0	0.0%
Relocation & Repatriation - Relocation within camp	42	0	42	3	2	66.7%
Cash for Work - Has received less payment than days worked	23	0	23	15	4	26.7%
Cash for Work - Payment delayed	20	0	20	41	5	12.2%
Skill Training - Requested	9	9	0	0	0	0.0%
Cash for Work - Was charged to enroll or be selected	6	0	6	8	5	62.5%
Community Conflict - Tree Cutting	4	0	4	8	1	12.5%
Change of Registration information - Marriage approval	3	0	3	1	0	0.0%
When is my next Cash for Work rotation day?	3	3	0	0	0	0.0%
Cash for Work - Requested to handover her CFW payment to her relative as she has relocated to BC	1	0	1	0	0	0.0%
Cash for Work - Requested to handover his CFW payment to his relative as he has relocated to BC.	1	0	1	0	0	0.0%
Change of Registration information - Marriage Registration Request	1	0	1	1	0	0.0%

# Monthly Sector Report - Protection

November 2023

7



1,258  
tickets  
received



1,239  
tickets closed  
on the spot



19  
tickets referred to  
relevant actors

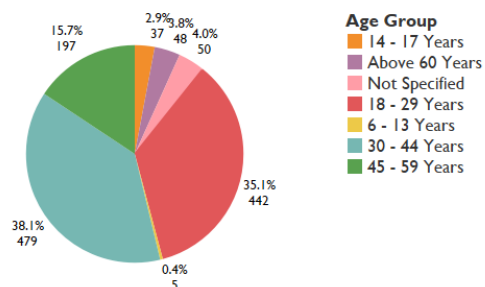


22  
responses given by  
relevant actors

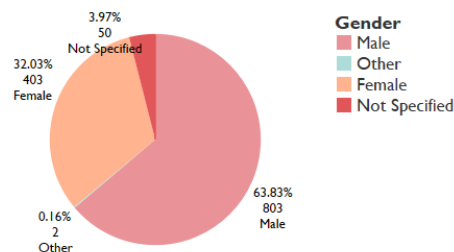


20 (90.9%)  
replies considered  
resolved by  
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	82	81	1	14	14	100.0%
Camp 01V	60	60	0	0	0	0.0%
Camp 02E	19	18	1	0	0	0.0%
Camp 02V	45	45	0	1	0	0.0%
Camp 03	40	39	1	2	2	100.0%
Camp 04	52	52	0	0	0	0.0%
Camp 04 Ext.	10	10	0	0	0	0.0%
Camp 05	23	23	0	0	0	0.0%
Camp 06	30	29	1	0	0	0.0%
Camp 07	31	31	0	0	0	0.0%
Camp 08E	30	30	0	0	0	0.0%
Camp 08V	27	27	0	0	0	0.0%
Camp 09	57	56	1	0	0	0.0%
Camp 10	37	36	1	1	0	0.0%
Camp 11	65	65	0	4	4	100.0%
Camp 12	28	28	0	0	0	0.0%
Camp 13	35	35	0	0	0	0.0%
Camp 14	33	33	0	0	0	0.0%
Camp 15	58	58	0	0	0	0.0%
Camp 16	20	20	0	0	0	0.0%
Camp 17	34	34	0	0	0	0.0%
Camp 18	46	46	0	0	0	0.0%
Camp 19	61	61	0	0	0	0.0%
Camp 20	5	5	0	0	0	0.0%
Camp 20 Ext	8	8	0	0	0	0.0%
Camp 21	23	16	7	0	0	0.0%
Camp 22	10	10	0	0	0	0.0%
Camp 24	17	17	0	0	0	0.0%
Camp 25	11	11	0	0	0	0.0%
Camp 26	57	57	0	0	0	0.0%
Camp 27	16	16	0	0	0	0.0%
Kutupalong RC	100	100	0	0	0	0.0%
Nayapara RC	62	62	0	0	0	0.0%
Transit Center	26	20	6	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Protection Referral	1,168	1,149	19	2	2	100.0%
Complaint against Agency or Staff	43	43	0	0	0	0.0%
Protection Referral (IOM)	28	28	0	0	0	0.0%
Protection Referral (Save_The_Children_International)	4	4	0	0	0	0.0%
Protection Referral (UNHCR)	4	4	0	0	0	0.0%
Protection Referral (CARE)	3	3	0	0	0	0.0%
Protection Referral (MUKTI)	2	2	0	0	0	0.0%
Protection Referral (Action_Aid)	1	1	0	0	0	0.0%
Protection Referral (BRAC)	1	1	0	0	0	0.0%
Protection Referral (COAST)	1	1	0	0	0	0.0%
Protection Referral (DRC)	1	1	0	0	0	0.0%
Protection Referral (UNICEF)	1	1	0	0	0	0.0%
Why slope protection issues related to single HH is not resolved?	1	1	0	0	0	0.0%

# Monthly Sector Report - WASH

November 2023



**1,076**  
tickets  
received



**338**  
tickets closed  
on the spot



**738**  
tickets referred to  
relevant actors

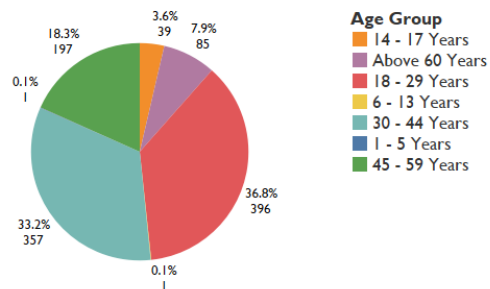


**623**  
responses given by  
relevant actors

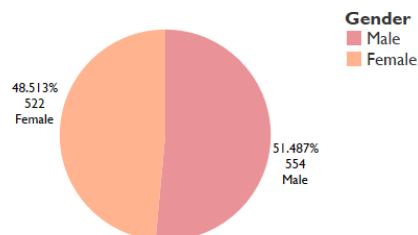


**298 (47.8%)**  
replies considered  
resolved by  
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	3	0	3	0	0	0.0%
Camp 01W	4	0	4	0	0	0.0%
Camp 02E	8	7	1	0	0	0.0%
Camp 02W	60	58	2	0	0	0.0%
Camp 03	7	0	7	5	2	40.0%
Camp 04	25	0	25	15	0	0.0%
Camp 04 Ext.	0	0	0	0	0	0.0%
Camp 05	1	0	1	4	1	25.0%
Camp 06	10	0	10	0	0	0.0%
Camp 07	1	0	1	0	0	0.0%
Camp 08E	26	0	26	23	5	21.7%
Camp 08W	2	0	2	6	3	50.0%
Camp 09	13	0	13	22	4	18.2%
Camp 10	72	0	72	64	1	1.6%
Camp 11	115	33	82	56	18	32.1%
Camp 12	40	0	40	41	28	68.3%
Camp 13	50	0	50	29	18	62.1%
Camp 14	49	15	34	29	6	20.7%
Camp 15	20	0	20	26	15	57.7%
Camp 16	110	57	53	60	56	93.3%
Camp 17	25	1	24	52	33	63.5%
Camp 18	91	68	23	16	14	87.5%
Camp 19	30	3	27	17	8	47.1%
Camp 20	16	0	16	18	5	27.8%
Camp 20 Ext	30	2	28	23	14	60.9%
Camp 21	3	0	3	4	4	100.0%
Camp 22	94	50	44	31	17	54.8%
Camp 24	11	0	11	5	5	100.0%
Camp 25	83	33	50	74	38	51.4%
Camp 26	2	0	2	3	3	100.0%
Camp 27	18	0	18	0	0	0.0%
Kutupalong RC	0	0	0	0	0	0.0%
Nayapara RC	0	0	0	0	0	0.0%
Transit Center	57	11	46	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Soap & Hygiene Kit - Did not receive	264	0	264	212	89	42.0%
Soap & Hygiene Kit - Not enough	256	256	0	0	0	0.0%
Latrine - Needs desludging	121	0	121	81	59	72.8%
Soap & Hygiene Kit - Additional Requested	82	82	0	0	0	0.0%
Latrine - New toilet requested	81	0	81	59	5	8.5%
Latrine - Broken	39	0	39	48	29	60.4%
Bathing Station - Requested	36	0	36	32	7	21.9%
Water tap & Tubewell - Requested	26	0	26	19	5	26.3%
Trash Disposal - Trash pick-up needed	24	0	24	20	18	90.0%
Bathing Station - Broken or Damaged	22	0	22	28	17	60.7%
Tubewell - Not Working	21	0	21	24	19	79.2%
Water tap & Tubewell - Not enough water	19	0	19	20	9	45.0%
Water tap - Requested	15	0	15	19	3	15.8%
Latrine - Needs cleaning	10	0	10	3	3	100.0%
Water tap - Not enough water	10	0	10	7	3	42.9%
Water tap - Not Working	6	0	6	12	6	50.0%
Community Conflict - Latrine	4	0	4	1	0	0.0%



# Monthly Sector Report - Energy & Environment

November 2023

9



1,011  
tickets  
received



475  
tickets closed  
on the spot



536  
tickets referred to  
relevant actors

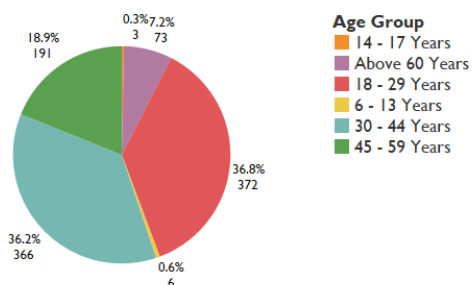


309  
responses given by  
relevant actors

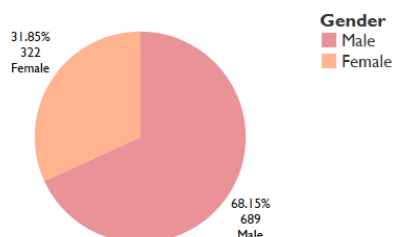


144 (46.6%)  
replies considered  
resolved by  
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	3	0	3	0	0	0.0%
Camp 01V	10	0	10	0	0	0.0%
Camp 02E	3	0	3	0	0	0.0%
Camp 02V	43	42	1	0	0	0.0%
Camp 03	19	0	19	6	1	16.7%
Camp 04	24	12	12	3	0	0.0%
Camp 04 Ext.	15	1	14	0	0	0.0%
Camp 05	21	20	1	0	0	0.0%
Camp 06	1	0	1	0	0	0.0%
Camp 07	4	0	4	0	0	0.0%
Camp 08E	10	0	10	0	0	0.0%
Camp 08V	30	0	30	21	15	71.4%
Camp 09	36	34	2	0	0	0.0%
Camp 10	34	0	34	50	37	74.0%
Camp 11	42	6	36	2	0	0.0%
Camp 12	26	0	26	27	25	92.6%
Camp 13	20	4	16	14	12	85.7%
Camp 14	29	16	13	25	7	28.0%
Camp 15	7	4	3	3	3	100.0%
Camp 16	18	6	12	14	12	85.7%
Camp 17	1	0	1	0	0	0.0%
Camp 18	47	25	22	26	23	88.5%
Camp 19	9	8	1	2	0	0.0%
Camp 20	6	1	5	0	0	0.0%
Camp 20 Ext	12	6	6	4	3	75.0%
Camp 21	48	27	21	2	2	100.0%
Camp 22	415	236	179	109	3	2.8%
Camp 24	4	2	2	0	0	0.0%
Camp 25	28	25	3	1	1	100.0%
Camp 26	9	0	9	0	0	0.0%
Camp 27	6	0	6	0	0	0.0%
Kutupalong RC	1	0	1	0	0	0.0%
Nayapara RC	30	0	30	0	0	0.0%
Transit Center	0	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
LPG Gas - Not enough for family	417	417	0	0	0	0.0%
Electricity Supply - Not working	177	0	177	104	0	0.0%
LPG Gas - Did not receive cylinder	90	0	90	37	27	73.0%
LPG Gas - Did not receive refill	76	0	76	46	40	87.0%
Cooking Stove - Broken or not working	51	22	29	2	0	0.0%
Electricity Supply -Need street light	47	0	47	0	0	0.0%
LPG Porters - Requested	35	0	35	53	34	64.2%
Cooking set (gas & stove) - Requested	26	26	0	0	0	0.0%
Cooking Stove - Did not receive	25	0	25	35	26	74.3%
LPG Gas - Lost or stolen cylinder	24	0	24	11	6	54.5%
LPG Gas - Lost token	12	0	12	8	5	62.5%
Cooking Stove - Lost or stolen	6	0	6	2	1	50.0%
Cooking set (gas & stove) - Broken or not working	5	5	0	0	0	0.0%
Pressure Cooker - Did not receive	5	0	5	0	0	0.0%
Cooking Stove - Requested	4	4	0	0	0	0.0%
LPG Gas - Requested For LPG Is not enough	2	0	2	0	0	0.0%
LPG Gas - LPG lighter has damaged	1	0	1	0	0	0.0%

# Monthly Sector Report - Food Security

November 2023

10



854  
tickets  
received



321  
tickets closed  
on the spot



533  
tickets referred to  
relevant actors

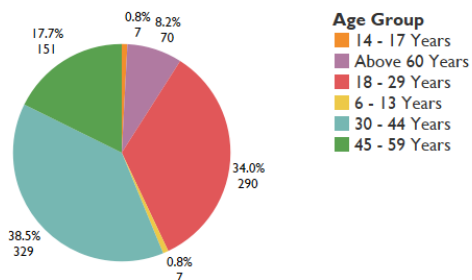


187  
responses given by  
relevant actors

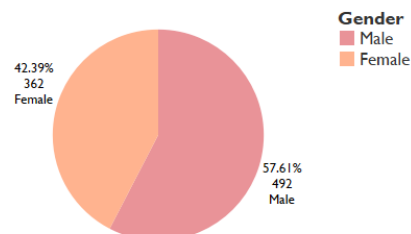


65 (34.8%)  
replies considered  
resolved by  
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	18	0	18	10	10	100.0%
Camp 01W	27	1	26	0	0	0.0%
Camp 02E	2	0	2	0	0	0.0%
Camp 02W	61	48	13	1	1	100.0%
Camp 03	25	2	23	16	0	0.0%
Camp 04	19	0	19	6	1	16.7%
Camp 04 Ext.	11	7	4	0	0	0.0%
Camp 05	34	0	34	23	2	8.7%
Camp 06	19	8	11	7	0	0.0%
Camp 07	10	0	10	0	0	0.0%
Camp 08E	7	0	7	1	1	100.0%
Camp 08W	22	0	22	4	2	50.0%
Camp 09	17	1	16	0	0	0.0%
Camp 10	24	0	24	8	2	25.0%
Camp 11	52	5	47	3	2	66.7%
Camp 12	15	5	10	22	20	90.9%
Camp 13	6	0	6	0	0	0.0%
Camp 14	21	21	0	5	1	20.0%
Camp 15	45	3	42	44	1	2.3%
Camp 16	11	0	11	15	8	53.3%
Camp 17	7	0	7	1	1	100.0%
Camp 18	144	141	3	4	4	100.0%
Camp 19	14	13	1	2	0	0.0%
Camp 20	5	0	5	3	2	66.7%
Camp 20 Ext	9	1	8	2	2	100.0%
Camp 21	31	1	30	4	1	25.0%
Camp 22	17	0	17	6	4	66.7%
Camp 24	0	0	0	0	0	0.0%
Camp 25	57	56	1	0	0	0.0%
Camp 26	4	0	4	0	0	0.0%
Camp 27	19	0	19	0	0	0.0%
Kutupalong RC	4	0	4	0	0	0.0%
Nayapara RC	8	0	8	0	0	0.0%
Transit Center	89	8	81	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Food distributions - Request for more food each month	266	266	0	2	0	0.0%
Request for fresh food enlistm - Fresh Food	191	2	189	31	4	12.9%
Food distributions - Household has not received food	98	0	98	48	35	72.9%
Food Security - Receive Food Is not enough	77	0	77	0	0	0.0%
Food distributions - Poor quality food items	64	0	64	1	1	100.0%
Food distributions - Waited too long	36	0	36	0	0	0.0%
Food distributions - Request for different items or quantities	21	21	0	0	0	0.0%
Food distributions - Want to purchase more but not allowed	12	12	0	0	0	0.0%
When is the next food distribution day? When are the food distribution centres open?	11	11	0	0	0	0.0%
Food distributions - Weight was less than stated	8	8	0	0	0	0.0%
SCOPE Card - Has not received new SCOPE Card	8	0	8	2	0	0.0%
SCOPE Card - Lost	8	0	8	2	0	0.0%
Food distributions - HH wants someone outside their family to collect food	6	0	6	1	0	0.0%
Requested for vegetable support	6	0	6	0	0	0.0%
Food distributions - Missed Token	5	0	5	2	2	100.0%
Food Porters - Requested	5	0	5	23	11	47.8%
SCOPE Card - HH did not receive correct amount of food based on Family Attestation	3	0	3	0	0	0.0%

# Monthly Sector Report - Health

November 2023

11



509  
tickets  
received



284  
tickets closed  
on the spot



225  
tickets referred to  
relevant actors

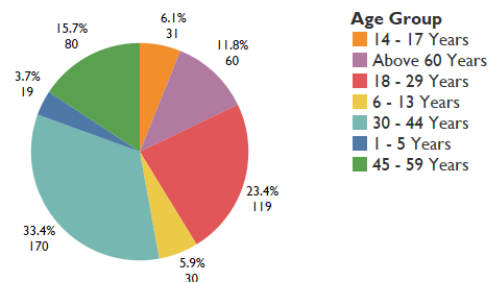


127  
responses given by  
relevant actors

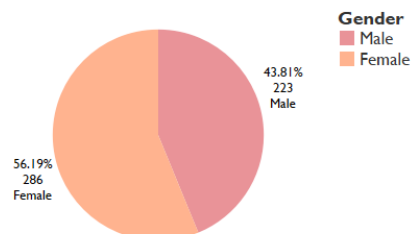


113 (89.0%)  
replies considered  
resolved by  
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	73	54	19	46	46	100.0%
Camp 01W	20	2	18	1	1	100.0%
Camp 02E	1	0	1	0	0	0.0%
Camp 02W	15	11	4	8	8	100.0%
Camp 03	8	0	8	2	0	0.0%
Camp 04	33	3	30	24	24	100.0%
Camp 04 Ext.	0	0	0	0	0	0.0%
Camp 05	3	1	2	3	3	100.0%
Camp 06	37	30	7	13	11	84.6%
Camp 07	10	0	10	0	0	0.0%
Camp 08E	1	0	1	0	0	0.0%
Camp 08W	0	0	0	0	0	0.0%
Camp 09	6	2	4	0	0	0.0%
Camp 10	1	0	1	0	0	0.0%
Camp 11	14	3	11	0	0	0.0%
Camp 12	0	0	0	0	0	0.0%
Camp 13	0	0	0	1	0	0.0%
Camp 14	1	0	1	2	2	100.0%
Camp 15	8	0	8	4	0	0.0%
Camp 16	20	9	11	1	1	100.0%
Camp 17	11	1	10	9	8	88.9%
Camp 18	0	0	0	1	0	0.0%
Camp 19	0	0	0	3	0	0.0%
Camp 20	0	0	0	0	0	0.0%
Camp 20 Ext	0	0	0	1	1	100.0%
Camp 21	28	0	28	1	1	100.0%
Camp 22	13	0	13	7	7	100.0%
Camp 24	0	0	0	0	0	0.0%
Camp 25	0	0	0	0	0	0.0%
Camp 26	22	1	21	0	0	0.0%
Camp 27	2	0	2	0	0	0.0%
Kutupalong RC	10	1	9	0	0	0.0%
Nayapara RC	12	7	5	0	0	0.0%
Transit Center	160	159	1	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Treatment - Medical referral	277	277	0	6	6	100.0%
Health Book - Request for Health Book	72	0	72	0	0	0.0%
Treatment - Looking for advance treatment	60	0	60	5	5	100.0%
Treatment - Waited too long	16	0	16	25	23	92.0%
Treatment - Medicine out of stock	11	0	11	22	22	100.0%
Health post - Facility is not maintaining standards	5	0	5	0	0	0.0%
Treatment - Ambulance support	4	4	0	0	0	0.0%
Treatment - Permission to travel outside camp for healthcare	3	3	0	0	0	0.0%
General Health Card - Did not receive	2	0	2	0	0	0.0%
General Health Card - Lost, damaged or Stolen	2	0	2	0	0	0.0%
Requested for Health card don't receive all family -	2	0	2	0	0	0.0%
Treatment - HBc test needed	2	0	2	0	0	0.0%
Didn't received birth notification card	1	0	1	0	0	0.0%
He want to get pregnancy card his wife	1	0	1	0	0	0.0%
Health book - Health condition	1	0	1	0	0	0.0%
Health Book - Health Book Lost	1	0	1	0	0	0.0%
Health book - Health card	1	0	1	0	0	0.0%

# Monthly Sector Report - Nutrition

November 2023

12



7  
tickets  
received



0  
tickets closed  
on the spot



7  
tickets referred to  
relevant actors

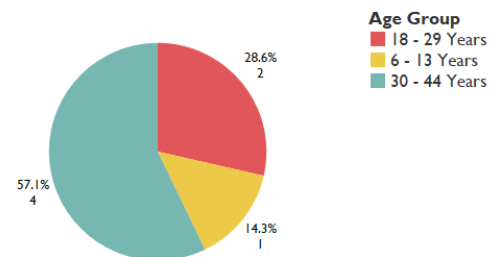


3  
responses given by  
relevant actors

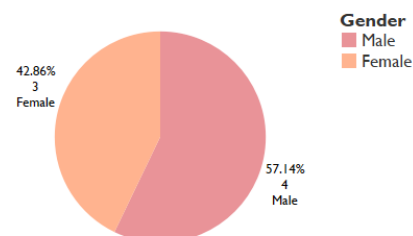


3 (100.0%)  
replies considered  
resolved by  
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

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

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Nutrition Assistance - Requested	5	0	5	1	1	100.0%
Nutrition Assistance - Did not receive distribution	1	0	1	2	2	100.0%
Nutrition Assistance - No place to sit	1	0	1	0	0	0.0%

# Monthly Sector Report - Education

November 2023

13



5  
tickets  
received



0  
tickets closed  
on the spot



5  
tickets referred to  
relevant actors

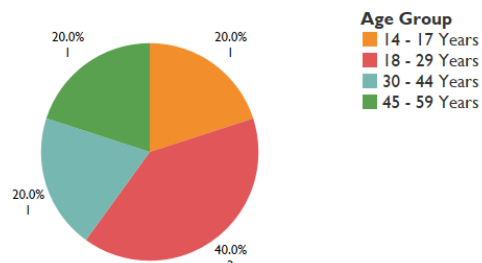


2  
responses given by  
relevant actors

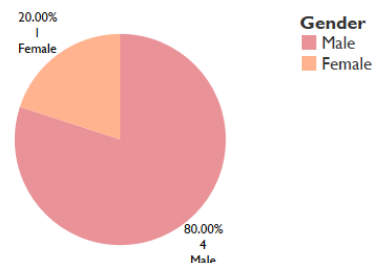


2 (100.0%)  
replies considered  
resolved by  
beneficiaries

Tickets received by age



Tickets received by gender



Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Requested for Education- Requested for Education	4	0	4	0	0	0.0%
Temporary Learning Centre - Enrolment Requested	1	0	1	1	1	100.0%

Tickets received by camp

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



# What is the CFP?

## Methodology

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

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

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



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

## Definitions

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

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

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

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