



Monthly Sector 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 Sector Report - Overview

December 2023



23,431
tickets
received



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

Top tickets received

Ticket Description	Female ♀	Male	Other	Not Specified
Damage to shelter - Shelter damaged by weather	1,009	1,440	1	
Shelter Materials - Request additional materials	727	988	5	
Protection Referral	450	1,036		
Cash for Work - Has not been selected for CFW in long time	393	1,052		
SMART Card & Family Attestation - Add New Born	299	271		
Cash for Work - Requested CFW	185	526		
Hill or Slope - Erosion & landslide	105	193		
LPG Gas - Not enough for family	102	283		
Soap & Hygiene Kit - Did not receive	98	62		
Cash for Work - Has not been enrolled	97	228		
Stairs - Requested	75	119		
Shelter Materials - Missed Distribution	59	77		
Electricity Supply - Not working	50	153		
SMART Card & Family Attestation - Lost ID Card	45	37	3	
SMART Card & Family Attestation - Merge and split	40	76		
Latrine - Needs desludging	26	54		
Cooking Stove - Broken or not working	4	13		
Damage to shelter - Shelter damaged over time	3	34		

Tickets received by camp

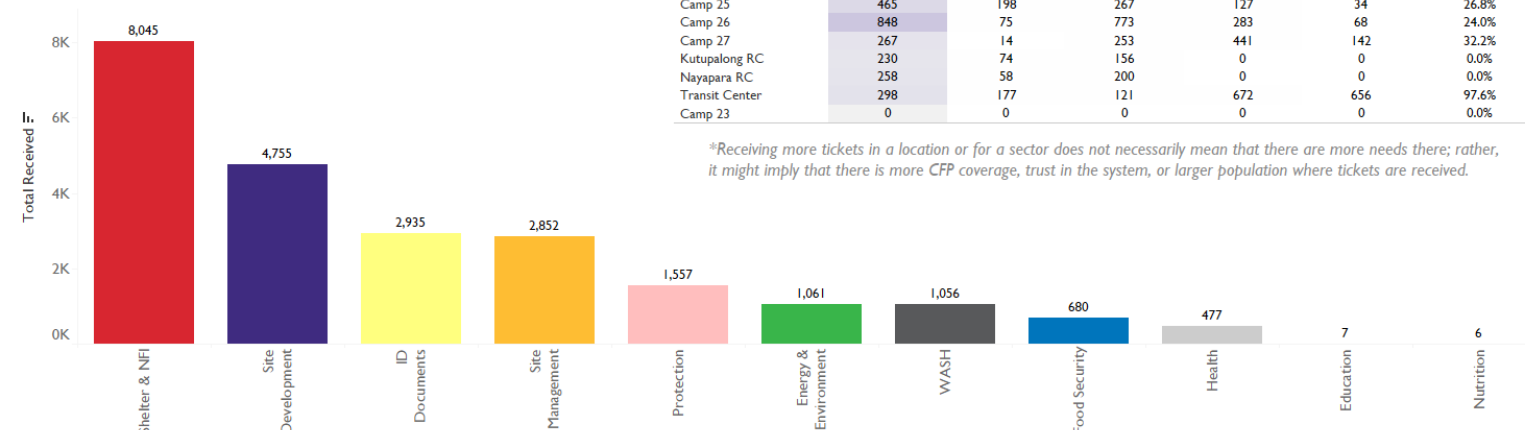
	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	842	138	704	531	531	100.0%
Camp 01W	664	57	607	27	27	100.0%
Camp 02E	352	12	340	4	4	100.0%
Camp 02W	552	178	374	671	608	90.6%
Camp 03	680	154	526	246	42	17.1%
Camp 04	1,483	172	1,311	518	92	17.8%
Camp 04 Ext.	173	83	90	0	0	0.0%
Camp 05	455	153	302	139	33	23.7%
Camp 06	536	96	440	115	6	5.2%
Camp 07	519	112	407	840	757	90.1%
Camp 08E	521	13	508	777	486	62.5%
Camp 08W	563	31	532	1,366	117	8.6%
Camp 09	677	275	402	867	341	39.3%
Camp 10	773	62	711	1,114	106	9.5%
Camp 11	923	302	621	460	182	39.6%
Camp 12	466	140	326	558	290	52.0%
Camp 13	766	54	712	838	277	33.1%
Camp 14	1,071	707	364	515	75	14.6%
Camp 15	1,320	492	828	534	76	14.2%
Camp 16	1,099	285	814	576	204	35.4%
Camp 17	996	11	985	582	54	9.3%
Camp 18	1,152	806	346	211	154	73.0%
Camp 19	716	353	363	236	37	15.7%
Camp 20	676	405	271	355	25	7.0%
Camp 20 Ext	637	461	176	193	120	62.2%
Camp 21	245	94	151	716	277	38.7%
Camp 22	1,808	1,009	799	356	59	16.6%
Camp 24	400	160	240	165	131	79.4%
Camp 25	465	198	267	127	34	26.8%
Camp 26	848	75	773	283	68	24.0%
Camp 27	267	14	253	441	142	32.2%
Kutupalong RC	230	74	156	0	0	0.0%
Nayapara RC	258	58	200	0	0	0.0%
Transit Center	298	177	121	672	656	97.6%
Camp 23	0	0	0	0	0	0.0%

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

Top unresolved tickets (from replies given)

Slope Protection (erosion) - Requested	1,151
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 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

December 2023



8,045
tickets
received



1,434
tickets closed
on the spot



6,611
tickets referred to
relevant actors

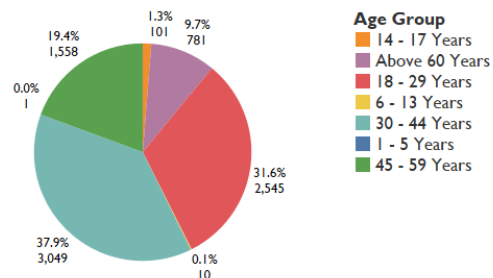


3,550
responses given by
relevant actors

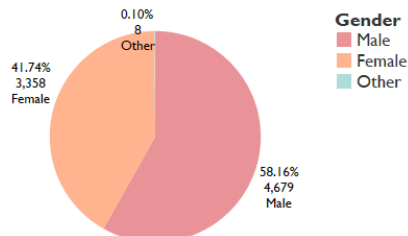


2,022 (57.0%)
replies considered
resolved by
beneficiaries

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	482	0	482	369	369	100.0%
Camp 01V	430	0	430	13	13	100.0%
Camp 02E	300	0	300	3	3	100.0%
Camp 02V	265	0	265	471	440	93.4%
Camp 03	376	1	375	193	27	14.0%
Camp 04	930	0	930	211	28	13.3%
Camp 04 Ext.	60	0	60	0	0	0.0%
Camp 05	147	1	146	61	28	45.9%
Camp 06	335	0	335	4	1	25.0%
Camp 07	259	0	259	515	515	100.0%
Camp 08E	6	0	6	1	1	100.0%
Camp 08V	40	0	40	115	0	0.0%
Camp 09	79	64	15	29	17	58.6%
Camp 10	35	0	35	75	25	33.3%
Camp 11	95	6	89	35	27	77.1%
Camp 12	31	0	31	41	37	90.2%
Camp 13	52	3	49	115	31	27.0%
Camp 14	136	128	8	1	1	100.0%
Camp 15	311	55	256	43	11	25.6%
Camp 16	450	95	355	99	13	13.1%
Camp 17	539	0	539	20	4	20.0%
Camp 18	376	369	7	5	5	100.0%
Camp 19	111	110	1	0	0	0.0%
Camp 20	85	63	22	18	3	16.7%
Camp 20 Ext	162	160	2	4	3	75.0%
Camp 21	66	0	66	409	159	38.9%
Camp 22	610	308	302	4	0	0.0%
Camp 24	115	48	67	0	0	0.0%
Camp 25	145	23	122	0	0	0.0%
Camp 26	670	0	670	185	31	16.8%
Camp 27	159	0	159	357	84	23.5%
Kutupalong RC	33	0	33	0	0	0.0%
Nayapara RC	126	0	126	0	0	0.0%
Transit Center	29	0	29	154	146	94.8%
Camp 23	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 %
NFI - Request additional materials	3,077	1,144	1,933	304	80	26.3%
Damage to shelter - Shelter damaged by weather	2,450	0	2,450	471	434	92.1%
Shelter Materials - Request additional materials	1,720	215	1,505	486	289	59.5%
Shelter Number - Requested	296	0	296	144	11	7.6%
Shelter Materials - Waited too long at distribution	162	0	162	558	543	97.3%
Shelter Materials - Missed Distribution	136	0	136	312	182	58.3%
Community Conflict - Land & shelter extension	49	0	49	10	7	70.0%
Damage to shelter - Shelter damaged over time	37	37	0	112	79	70.5%
NFI - Received damaged materials	30	30	0	4	4	100.0%
Shelter Plot - New plot of land for shelter	22	0	22	4	1	25.0%
NFI - Didn't receive the LPG.	14	0	14	0	0	0.0%
Shelter Porters - Requested	12	0	12	4	1	25.0%
Treatment - Rehabilitation support or assistive device support	12	0	12	14	11	78.6%
NFI - Missed Distribution	11	0	11	4	3	75.0%
Shelter Materials - Received damaged materials	6	6	0	22	19	86.4%
Shelter Materials - Received poor quality materials	2	0	2	4	4	100.0%
LPG Gas - She back from Bachanaor around 1 year after coming from there she doesn't get Gas and NFI	1	0	1	0	0	0.0%



Monthly Sector Report - ID Documents

December 2023



2,935
tickets
received



1,572
tickets closed
on the spot



1,363
tickets referred to
relevant actors

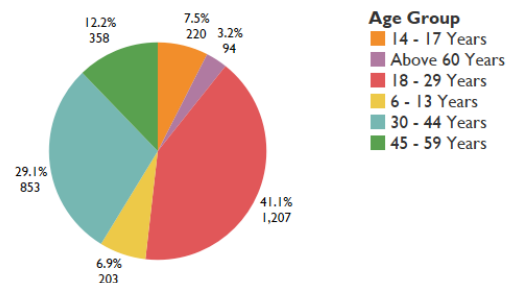


3,347
responses given by
relevant actors

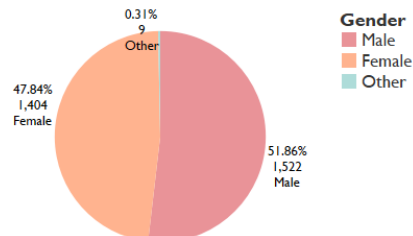


1,365 (40.8%)
replies considered
resolved by
beneficiaries

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	164	55	109	32	32	100.0%
Camp 01W	41	26	15	3	3	100.0%
Camp 02E	3	0	3	1	1	100.0%
Camp 02W	68	22	46	74	42	56.8%
Camp 03	141	123	18	0	0	0.0%
Camp 04	87	85	2	1	1	100.0%
Camp 04 Ext.	66	65	1	0	0	0.0%
Camp 05	123	123	0	1	0	0.0%
Camp 06	19	16	3	5	0	0.0%
Camp 07	155	85	70	22	19	86.4%
Camp 08E	38	1	37	478	361	75.5%
Camp 08W	35	16	19	410	51	12.4%
Camp 09	225	120	105	595	271	45.5%
Camp 10	180	43	137	317	0	0.0%
Camp 11	167	111	56	79	22	27.8%
Camp 12	109	107	2	213	166	77.9%
Camp 13	143	15	128	300	74	24.7%
Camp 14	10	0	10	118	39	33.1%
Camp 15	191	128	63	100	39	39.0%
Camp 16	238	41	197	161	61	37.9%
Camp 17	3	2	1	0	0	0.0%
Camp 18	32	0	32	66	46	69.7%
Camp 19	35	4	31	98	19	19.4%
Camp 20	6	0	6	32	7	21.9%
Camp 20 Ext	8	0	8	28	8	28.6%
Camp 21	70	70	0	77	29	37.7%
Camp 22	348	250	98	54	4	7.4%
Camp 24	108	25	83	67	67	100.0%
Camp 25	56	14	42	12	3	25.0%
Camp 26	29	25	4	0	0	0.0%
Camp 27	14	0	14	3	0	0.0%
Kutupalong RC	18	0	18	0	0	0.0%
Nayapara RC	4	0	4	0	0	0.0%
Transit Center	1	0	1	0	0	0.0%
Camp 23	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 %
Request for information	1,406	1,406	0	0	0	0.0%
SMART Card & Family Attestation - Add New Born	570	77	493	946	426	45.0%
Registration documents lost and replacement - Request for new ID card	139	0	139	179	104	58.1%
SMART Card & Family Attestation - Merge and split	116	14	102	240	104	43.3%
SMART Card & Family Attestation - Request for individual SMART card	109	6	103	163	32	19.6%
SMART Card & Family Attestation - Lost ID Card	85	15	70	270	107	39.6%
Change of Registration information - New Born	69	0	69	179	121	67.6%
SMART Card & Family Attestation - Biographical Error	68	7	61	119	36	30.3%
Change of Registration information - Biographical Error	64	0	64	20	10	50.0%
SCOPE Card - Has not received new SCOPE Card	45	0	45	94	20	21.3%
SMART Card & Family Attestation - Add New Member	36	5	31	107	60	56.1%
Registration documents lost and replacement - Lost ID Card	34	0	34	102	27	26.5%
SMART Card & Family Attestation - Address Change	31	4	27	74	21	28.4%
Change of Registration information - Address Change	26	0	26	5	4	80.0%
SMART Card & Family Attestation - Death Case	22	5	17	24	11	45.8%
SCOPE Card - Lost	19	0	19	29	7	24.1%
SMART Card & Family Attestation - Lost Smart card and family attestation	18	16	2	7	3	42.9%



Monthly Sector Report - Site Development

December 2023



4,755
tickets
received



0
tickets closed
on the spot



4,755
tickets referred to
relevant actors

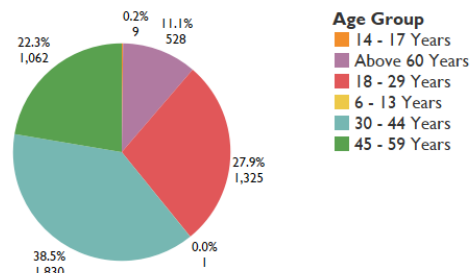


4,956
responses given by
relevant actors

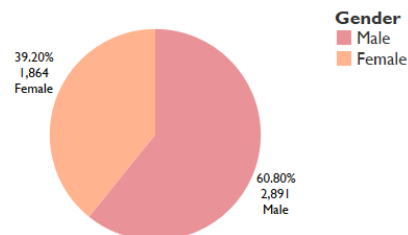


722 (14.6%)
replies considered
resolved by
beneficiaries

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	10	0	10	29	29	100.0%
Camp 01VW	56	0	56	3	3	100.0%
Camp 02E	2	0	2	0	0	0.0%
Camp 02VW	10	0	10	21	21	100.0%
Camp 03	46	0	46	18	3	16.7%
Camp 04	230	0	230	223	22	9.9%
Camp 04 Ext.	2	0	2	0	0	0.0%
Camp 05	96	0	96	34	2	5.9%
Camp 06	65	0	65	89	1	1.1%
Camp 07	36	0	36	144	74	51.4%
Camp 08E	386	0	386	222	83	37.4%
Camp 08VW	378	0	378	771	38	4.9%
Camp 09	219	0	219	190	16	8.4%
Camp 10	348	0	348	368	39	10.6%
Camp 11	209	0	209	182	25	13.7%
Camp 12	221	0	221	221	32	14.5%
Camp 13	393	0	393	284	86	30.3%
Camp 14	245	0	245	347	21	6.1%
Camp 15	343	0	343	314	12	3.8%
Camp 16	133	0	133	96	8	8.3%
Camp 17	289	0	289	477	16	3.4%
Camp 18	218	0	218	94	59	62.8%
Camp 19	282	0	282	116	13	11.2%
Camp 20	203	0	203	267	8	3.0%
Camp 20 Ext	100	0	100	96	56	58.3%
Camp 21	20	0	20	87	12	13.8%
Camp 22	115	0	115	107	2	1.9%
Camp 24	27	0	27	41	11	26.8%
Camp 25	56	0	56	80	10	12.5%
Camp 26	4	0	4	9	0	0.0%
Camp 27	2	0	2	26	20	76.9%
Kutupalong RC	8	0	8	0	0	0.0%
Nayapara RC	2	0	2	0	0	0.0%
Transit Center	1	0	1	0	0	0.0%
Camp 23	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	1,330	0	1,330	1,300	149	11.5%
Slope Protection (erosion) - Damaged, broken, or needs improvement	997	0	997	740	125	16.9%
Retaining wall - Damaged, broken, or needs improvement	503	0	503	238	5	2.1%
Hill or Slope - Erosion & landslide	298	0	298	736	101	13.7%
Drainage - Drain Requested	225	0	225	204	12	5.9%
Pathway - Damaged, broken, or needs improvement	206	0	206	171	35	20.5%
Stairs - Damaged, broken, or needs improvement	206	0	206	144	18	12.5%
Stairs - Requested	194	0	194	289	26	9.0%
Pathway - Requested	149	0	149	241	21	8.7%
Lamp post - Damaged, broken, or needs improvement	116	0	116	6	5	83.3%
Drainage Cover (Slab) - Requested	96	0	96	73	6	8.2%
Lamp post or Street light - Requested	92	0	92	86	1	1.2%
Drainage - Damaged, broken, or needs improvement	82	0	82	76	24	31.6%
Drainage & Cover - Drainage Cover Requested	64	0	64	44	27	61.4%
Drainage - Blocked or Water logging	36	0	36	31	10	32.3%
Lamp post or Street light - Damaged, broken, or needs improvement	27	0	27	34	3	8.8%
Drainage & Cover - Blocked or Water logging	25	0	25	21	10	47.6%



Monthly Sector Report - Site Management

December 2023



2,852
tickets
received



2,352
tickets closed
on the spot



500
tickets referred to
relevant actors

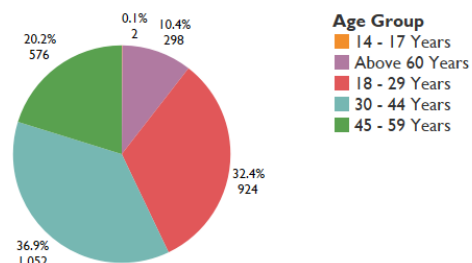


462
responses given by
relevant actors

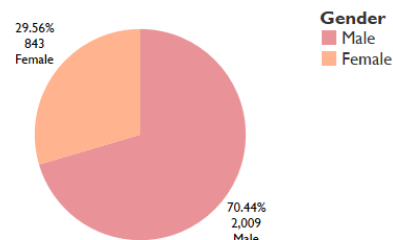


164 (35.5%)
replies considered
resolved by
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	12	0	12	0	0	0.0%
Camp 01VW	25	0	25	0	0	0.0%
Camp 02E	0	0	0	0	0	0.0%
Camp 02VW	0	0	0	6	6	100.0%
Camp 03	4	2	2	9	2	22.2%
Camp 04	26	1	25	2	0	0.0%
Camp 04 Ext.	16	5	11	0	0	0.0%
Camp 05	3	0	3	1	0	0.0%
Camp 06	0	0	0	0	0	0.0%
Camp 07	0	0	0	1	1	100.0%
Camp 08E	4	0	4	3	3	100.0%
Camp 08VW	2	0	2	1	0	0.0%
Camp 09	38	38	0	9	4	44.4%
Camp 10	100	0	100	169	1	0.6%
Camp 11	126	106	20	32	12	37.5%
Camp 12	9	9	0	2	2	100.0%
Camp 13	81	0	81	80	45	56.3%
Camp 14	568	527	41	10	8	80.0%
Camp 15	304	270	34	7	0	0.0%
Camp 16	80	60	20	22	15	68.2%
Camp 17	8	0	8	0	0	0.0%
Camp 18	203	200	3	1	1	100.0%
Camp 19	196	192	4	1	0	0.0%
Camp 20	337	337	0	0	0	0.0%
Camp 20 Ext	305	282	23	20	18	90.0%
Camp 21	17	0	17	1	0	0.0%
Camp 22	203	203	0	0	0	0.0%
Camp 24	105	70	35	41	41	100.0%
Camp 25	53	50	3	6	5	83.3%
Camp 26	23	0	23	38	0	0.0%
Camp 27	4	0	4	0	0	0.0%
Camp 28	0	0	0	0	0	0.0%
Camp 29	0	0	0	0	0	0.0%
Camp 30	0	0	0	0	0	0.0%
Camp 31	0	0	0	0	0	0.0%
Camp 32	0	0	0	0	0	0.0%
Camp 33	0	0	0	0	0	0.0%
Camp 34	0	0	0	0	0	0.0%
Camp 35	0	0	0	0	0	0.0%
Camp 36	0	0	0	0	0	0.0%
Camp 37	0	0	0	0	0	0.0%
Camp 38	0	0	0	0	0	0.0%
Camp 39	0	0	0	0	0	0.0%
Camp 40	0	0	0	0	0	0.0%
Camp 41	0	0	0	0	0	0.0%
Camp 42	0	0	0	0	0	0.0%
Camp 43	0	0	0	0	0	0.0%
Camp 44	0	0	0	0	0	0.0%
Camp 45	0	0	0	0	0	0.0%
Camp 46	0	0	0	0	0	0.0%
Camp 47	0	0	0	0	0	0.0%
Camp 48	0	0	0	0	0	0.0%
Camp 49	0	0	0	0	0	0.0%
Camp 50	0	0	0	0	0	0.0%
Camp 51	0	0	0	0	0	0.0%
Camp 52	0	0	0	0	0	0.0%
Camp 53	0	0	0	0	0	0.0%
Camp 54	0	0	0	0	0	0.0%
Camp 55	0	0	0	0	0	0.0%
Camp 56	0	0	0	0	0	0.0%
Camp 57	0	0	0	0	0	0.0%
Camp 58	0	0	0	0	0	0.0%
Camp 59	0	0	0	0	0	0.0%
Camp 60	0	0	0	0	0	0.0%
Camp 61	0	0	0	0	0	0.0%
Camp 62	0	0	0	0	0	0.0%
Camp 63	0	0	0	0	0	0.0%
Camp 64	0	0	0	0	0	0.0%
Camp 65	0	0	0	0	0	0.0%
Camp 66	0	0	0	0	0	0.0%
Camp 67	0	0	0	0	0	0.0%
Camp 68	0	0	0	0	0	0.0%
Camp 69	0	0	0	0	0	0.0%
Camp 70	0	0	0	0	0	0.0%
Camp 71	0	0	0	0	0	0.0%
Camp 72	0	0	0	0	0	0.0%
Camp 73	0	0	0	0	0	0.0%
Camp 74	0	0	0	0	0	0.0%
Camp 75	0	0	0	0	0	0.0%
Camp 76	0	0	0	0	0	0.0%
Camp 77	0	0	0	0	0	0.0%
Camp 78	0	0	0	0	0	0.0%
Camp 79	0	0	0	0	0	0.0%
Camp 80	0	0	0	0	0	0.0%
Camp 81	0	0	0	0	0	0.0%
Camp 82	0	0	0	0	0	0.0%
Camp 83	0	0	0	0	0	0.0%
Camp 84	0	0	0	0	0	0.0%
Camp 85	0	0	0	0	0	0.0%
Camp 86	0	0	0	0	0	0.0%
Camp 87	0	0	0	0	0	0.0%
Camp 88	0	0	0	0	0	0.0%
Camp 89	0	0	0	0	0	0.0%
Camp 90	0	0	0	0	0	0.0%
Camp 91	0	0	0	0	0	0.0%
Camp 92	0	0	0	0	0	0.0%
Camp 93	0	0	0	0	0	0.0%
Camp 94	0	0	0	0	0	0.0%
Camp 95	0	0	0	0	0	0.0%
Camp 96	0	0	0	0	0	0.0%
Camp 97	0	0	0	0	0	0.0%
Camp 98	0	0	0	0	0	0.0%
Camp 99	0	0	0	0	0	0.0%
Camp 100	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	1,445	1,445	0	0	0	0.0%
Cash for Work - Requested CFW	711	711	0	0	0	0.0%
Cash for Work - Has not been enrolled	325	0	325	341	124	36.4%
Cash for Work - Requested	191	191	0	1	1	100.0%
Relocation & Repatriation - Relocation to another camp	151	0	151	32	18	56.3%
Cash for Work - Payment delayed	7	0	7	19	8	42.1%
Community Conflict - Tree Cutting	6	0	6	9	3	33.3%
Cash for Work - Has received less payment than days worked	5	0	5	0	0	0.0%
Relocation & Repatriation - Relocation within camp	5	0	5	9	2	22.2%
Skill Training - Requested	3	3	0	0	0	0.0%
Relocation & Repatriation - Repatriation to Myanmar	2	2	0	0	0	0.0%
Cash for Work - Was charged to enroll or be selected	1	0	1	0	0	0.0%



Monthly Sector Report - Protection

December 2023



1,557
tickets
received



774
tickets closed
on the spot



783
tickets referred to
relevant actors

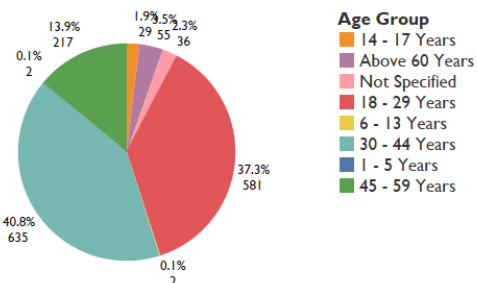


127
responses given by
relevant actors

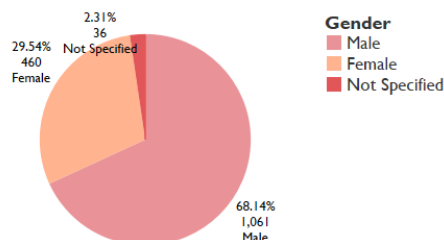


87 (68.5%)
replies considered
resolved by
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	82	35	47	0	0	0.0%
Camp 01VW	64	29	35	0	0	0.0%
Camp 02E	28	8	20	0	0	0.0%
Camp 02VW	54	26	28	0	0	0.0%
Camp 03	62	25	37	0	0	0.0%
Camp 04	55	30	25	0	0	0.0%
Camp 04 Ext.	13	9	4	0	0	0.0%
Camp 05	33	16	17	0	0	0.0%
Camp 06	40	20	20	1	1	100.0%
Camp 07	47	26	21	0	0	0.0%
Camp 08E	25	12	13	0	0	0.0%
Camp 08VW	34	14	20	7	0	0.0%
Camp 09	58	28	30	18	18	100.0%
Camp 10	37	19	18	1	1	100.0%
Camp 11	89	55	34	5	5	100.0%
Camp 12	35	16	19	1	1	100.0%
Camp 13	37	23	14	0	0	0.0%
Camp 14	23	11	12	0	0	0.0%
Camp 15	88	27	61	0	0	0.0%
Camp 16	32	17	15	0	0	0.0%
Camp 17	18	7	11	0	0	0.0%
Camp 18	66	41	25	0	0	0.0%
Camp 19	61	36	25	0	0	0.0%
Camp 20	6	4	2	0	0	0.0%
Camp 20 Ext	5	3	2	0	0	0.0%
Camp 21	17	9	8	34	9	26.5%
Camp 22	26	9	17	0	0	0.0%
Camp 24	29	17	12	0	0	0.0%
Camp 25	4	3	1	0	0	0.0%
Camp 26	85	49	36	2	0	0.0%
Camp 27	36	13	23	27	22	81.5%
Kutupalong RC	146	71	75	0	0	0.0%
Nayapara RC	102	55	47	0	0	0.0%
Transit Center	20	11	9	31	30	96.8%
Camp 23	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 %
Protection Referral	1,486	704	782	45	36	80.0%
Complaint against Agency or Staff	34	34	0	0	0	0.0%
Protection Referral (IOM)	17	17	0	0	0	0.0%
Protection Referral (BRAC)	7	7	0	0	0	0.0%
Protection Referral (UNHCR)	3	3	0	0	0	0.0%
Protection Referral (Action_Aid)	2	2	0	0	0	0.0%
Protection Referral (MUKTI)	2	2	0	0	0	0.0%
Protection Referral (Other)	2	2	0	0	0	0.0%
Protection Referral (Save_The_Children_International)	2	2	0	0	0	0.0%
Community Centre - Facility closed during opening hours	1	0	1	0	0	0.0%
Protection Referral (NRC)	1	1	0	0	0	0.0%



Monthly Sector Report - WASH

December 2023



1,056
tickets
received



319
tickets closed
on the spot



737
tickets referred to
relevant actors

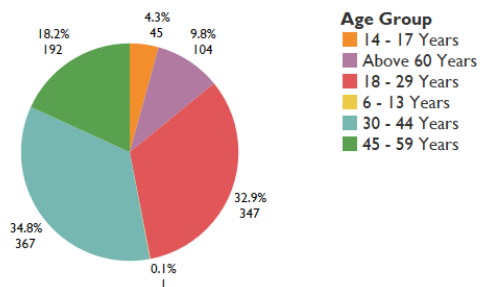


1,070
responses given by
relevant actors

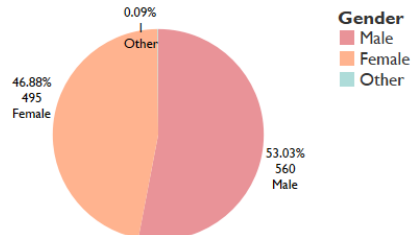


578 (54.0%)
replies considered
resolved by
beneficiaries

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	3	0	3	0	0	0.0%
Camp 01V	6	0	6	0	0	0.0%
Camp 02E	1	0	1	0	0	0.0%
Camp 02V	48	47	1	4	4	100.0%
Camp 03	3	1	2	6	2	33.3%
Camp 04	59	28	31	28	1	3.6%
Camp 04 Ext.	1	0	1	0	0	0.0%
Camp 05	4	0	4	3	2	66.7%
Camp 06	1	0	1	9	0	0.0%
Camp 07	1	0	1	1	1	100.0%
Camp 08E	31	0	31	48	14	29.2%
Camp 08V	17	0	17	15	0	0.0%
Camp 09	10	0	10	8	2	25.0%
Camp 10	31	0	31	91	1	1.1%
Camp 11	67	3	64	82	53	64.6%
Camp 12	25	0	25	46	20	43.5%
Camp 13	40	6	34	45	31	68.9%
Camp 14	42	6	36	29	4	13.8%
Camp 15	16	0	16	19	9	47.4%
Camp 16	119	57	62	151	88	58.3%
Camp 17	102	1	101	64	21	32.8%
Camp 18	122	90	32	26	26	100.0%
Camp 19	18	1	17	21	5	23.8%
Camp 20	23	0	23	18	0	0.0%
Camp 20 Ext	26	1	25	31	22	71.0%
Camp 21	0	0	0	8	7	87.5%
Camp 22	77	38	39	54	28	51.9%
Camp 24	9	0	9	13	9	69.2%
Camp 25	74	35	39	25	12	48.0%
Camp 26	14	0	14	24	20	83.3%
Camp 27	27	0	27	0	0	0.0%
Kutupalong RC	1	0	1	0	0	0.0%
Nayapara RC	1	0	1	0	0	0.0%
Transit Center	37	5	32	201	196	97.5%
Camp 23	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 %
Soap & Hygiene Kit - Additional Requested	192	192	0	1	1	100.0%
Soap & Hygiene Kit - Did not receive	160	0	160	298	113	37.9%
Bathing Station - Broken or Damaged	148	0	148	27	12	44.4%
Soap & Hygiene Kit - Not enough	127	127	0	23	23	100.0%
Latrine - New toilet requested	91	0	91	90	13	14.4%
Latrine - Needs desludging	80	0	80	206	178	86.4%
Latrine - Broken	51	0	51	50	31	62.0%
Water tap & Tubewell - Not enough water	47	0	47	30	25	83.3%
Water tap & Tubewell - Requested	41	0	41	44	8	18.2%
Bathing Station - Requested	29	0	29	69	13	18.8%
Water tap - Requested	22	0	22	19	6	31.6%
Trash Disposal - Trash pick-up needed	18	0	18	56	53	94.6%
Tubewell - Not Working	14	0	14	13	8	61.5%
Water tap & Tubewell - Not Working	12	0	12	1	1	100.0%
Latrine - Needs cleaning	6	0	6	35	31	88.6%
Tubewell - Requested	5	0	5	3	0	0.0%
Water tap - Not enough water	5	0	5	11	7	63.6%



Monthly Sector Report - Energy & Environment

December 2023



1,061
tickets
received



460
tickets closed
on the spot



601
tickets referred to
relevant actors

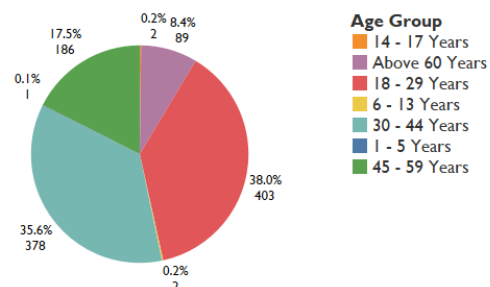


408
responses given by
relevant actors

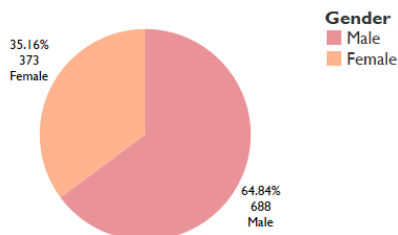


202 (49.5%)
replies considered
resolved by
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	7	1	6	2	2	100.0%
Camp 01W	7	0	7	0	0	0.0%
Camp 02E	2	1	1	0	0	0.0%
Camp 02W	40	40	0	6	6	100.0%
Camp 03	11	2	9	8	2	25.0%
Camp 04	35	23	12	7	2	28.6%
Camp 04 Ext.	4	3	1	0	0	0.0%
Camp 05	13	10	3	0	0	0.0%
Camp 06	27	21	6	0	0	0.0%
Camp 07	3	1	2	0	0	0.0%
Camp 08E	20	0	20	19	19	100.0%
Camp 08W	38	0	38	31	23	74.2%
Camp 09	26	23	3	3	2	66.7%
Camp 10	19	0	19	51	21	41.2%
Camp 11	132	7	125	20	17	85.0%
Camp 12	17	1	16	25	24	96.0%
Camp 13	13	7	6	12	9	75.0%
Camp 14	29	23	6	7	1	14.3%
Camp 15	12	6	6	5	3	60.0%
Camp 16	36	9	27	15	11	73.3%
Camp 17	2	1	1	0	0	0.0%
Camp 18	40	21	19	11	9	81.8%
Camp 19	3	2	1	0	0	0.0%
Camp 20	8	1	7	16	6	37.5%
Camp 20 Ext	23	15	8	6	6	100.0%
Camp 21	30	15	15	11	0	0.0%
Camp 22	404	199	205	116	6	5.2%
Camp 24	3	0	3	3	3	100.0%
Camp 25	28	25	3	4	4	100.0%
Camp 26	3	0	3	20	17	85.0%
Camp 27	14	1	13	10	9	90.0%
Kutupalong RC	6	2	4	0	0	0.0%
Nayapara RC	6	0	6	0	0	0.0%
Transit Center	0	0	0	0	0	0.0%
Camp 23	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	385	385	0	19	8	42.1%
Electricity Supply - Not working	203	0	203	113	0	0.0%
LPG Gas - Lost or stolen cylinder	95	0	95	12	8	66.7%
LPG Gas - Did not receive cylinder	74	0	74	66	46	69.7%
LPG Gas - Did not receive refill	73	0	73	67	49	73.1%
LPG Porters - Requested	43	0	43	32	18	56.3%
Cooking set (gas & stove) - Requested	34	34	0	0	0	0.0%
Cooking Stove - Did not receive	31	0	31	40	30	75.0%
Cooking Stove - Lost or stolen	26	0	26	4	2	50.0%
Electricity Supply-Not working	21	0	21	0	0	0.0%
Cooking Stove - Broken or not working	17	13	4	2	0	0.0%
Cooking set (gas & stove) - Broken or not working	14	14	0	0	0	0.0%
Cooking Stove - Requested	10	10	0	1	1	100.0%
LPG Gas - Lost token	6	0	6	6	3	50.0%
Asked for information	4	4	0	0	0	0.0%
GAS lighter has been damaged but it has not been changed - GAS lighter has been damaged but it has not been changed	2	0	2	0	0	0.0%
LPG Gas - Did not get LPG	2	0	2	0	0	0.0%



Monthly Sector Report - Food Security

December 2023



680
tickets
received



244
tickets closed
on the spot



436
tickets referred to
relevant actors

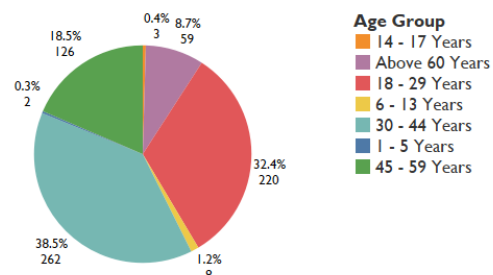


654
responses given by
relevant actors

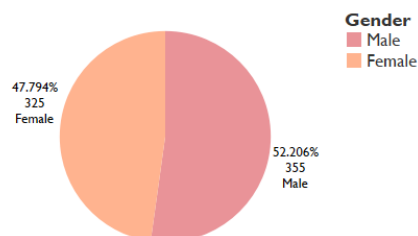


464 (70.9%)
replies considered
resolved by
beneficiaries

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	23	1	22	24	24	100.0%
Camp 01V	26	0	26	5	5	100.0%
Camp 02E	11	0	11	0	0	0.0%
Camp 02V	54	35	19	52	52	100.0%
Camp 03	30	0	30	9	3	33.3%
Camp 04	18	2	16	15	8	53.3%
Camp 04 Ext.	10	1	9	0	0	0.0%
Camp 05	33	1	32	38	0	0.0%
Camp 06	19	9	10	4	0	0.0%
Camp 07	6	0	6	3	2	66.7%
Camp 08E	11	0	11	6	5	83.3%
Camp 08V	18	0	18	10	5	50.0%
Camp 09	17	0	17	15	11	73.3%
Camp 10	21	0	21	41	18	43.9%
Camp 11	33	11	22	20	16	80.0%
Camp 12	18	7	11	8	7	87.5%
Camp 13	4	0	4	1	0	0.0%
Camp 14	13	11	2	2	0	0.0%
Camp 15	10	6	4	37	1	2.7%
Camp 16	3	0	3	14	5	35.7%
Camp 17	22	0	22	8	1	12.5%
Camp 18	95	85	10	8	8	100.0%
Camp 19	9	8	1	0	0	0.0%
Camp 20	8	0	8	3	1	33.3%
Camp 20 Ext	8	0	8	8	7	87.5%
Camp 21	9	0	9	23	2	8.7%
Camp 22	8	0	8	13	12	92.3%
Camp 24	2	0	2	0	0	0.0%
Camp 25	49	48	1	0	0	0.0%
Camp 26	11	1	10	5	0	0.0%
Camp 27	3	0	3	14	5	35.7%
Kutupalong RC	7	0	7	0	0	0.0%
Nayapara RC	4	0	4	0	0	0.0%
Transit Center	67	18	49	268	266	99.3%
Camp 23	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 %
Food distributions - Household has not received food	231	0	231	57	47	82.5%
Food distributions - Request for more food each month	209	209	0	8	5	62.5%
Food distributions - Poor quality food items	163	0	163	158	156	98.7%
Food distributions - Request for different items or quantities	15	15	0	2	1	50.0%
Food Porters - Requested	13	0	13	29	12	41.4%
Food distributions - Want to purchase more but not allowed	9	9	0	0	0	0.0%
SCOPE Card - Damaged	8	0	8	4	3	75.0%
SCOPE Card - Lost	8	0	8	4	3	75.0%
SCOPE Card - No balance on card	8	0	8	3	3	100.0%
When is the next food distribution day? When are the food distribution centres open?	7	7	0	0	0	0.0%
Farming supplies - Requested	2	2	0	0	0	0.0%
Food distributions - HH wants someone outside their family to collect food	2	0	2	7	4	57.1%
Food distributions - Weight was less than stated	2	2	0	0	0	0.0%
Food distributions - Missed Token	1	0	1	3	3	100.0%
Food distributions - Waited too long	1	0	1	100	98	98.0%
SCOPE Card - HH wants to change the people who can collect food or LPG	1	0	1	1	0	0.0%



Monthly Sector Report - Health

December 2023



477
tickets
received



254
tickets closed
on the spot



223
tickets referred to
relevant actors

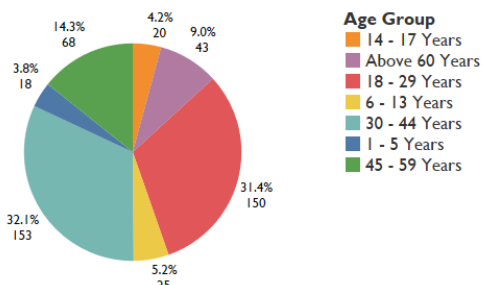


450
responses given by
relevant actors

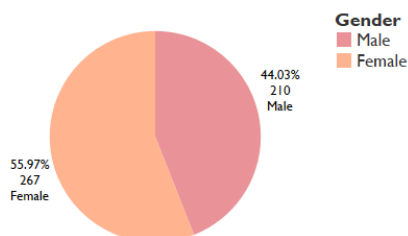


399 (88.7%)
replies considered
resolved by
beneficiaries

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	59	46	13	74	74	100.0%
Camp 01V	9	2	7	3	3	100.0%
Camp 02E	5	3	2	0	0	0.0%
Camp 02V	11	8	3	37	37	100.0%
Camp 03	6	0	6	1	1	100.0%
Camp 04	41	3	38	31	30	96.8%
Camp 04 Ext.	1	0	1	0	0	0.0%
Camp 05	3	2	1	1	1	100.0%
Camp 06	30	30	0	3	3	100.0%
Camp 07	12	0	12	154	145	94.2%
Camp 08E	0	0	0	0	0	0.0%
Camp 08V	1	1	0	6	0	0.0%
Camp 09	5	2	3	0	0	0.0%
Camp 10	2	0	2	1	0	0.0%
Camp 11	5	3	2	5	5	100.0%
Camp 12	1	0	1	1	1	100.0%
Camp 13	3	0	3	0	0	0.0%
Camp 14	5	1	4	1	1	100.0%
Camp 15	43	0	43	9	1	11.1%
Camp 16	8	6	2	17	2	11.8%
Camp 17	13	0	13	13	12	92.3%
Camp 18	0	0	0	0	0	0.0%
Camp 19	1	0	1	0	0	0.0%
Camp 20	0	0	0	1	0	0.0%
Camp 20 Ext	0	0	0	0	0	0.0%
Camp 21	16	0	16	66	59	89.4%
Camp 22	14	0	14	7	7	100.0%
Camp 24	2	0	2	0	0	0.0%
Camp 25	0	0	0	0	0	0.0%
Camp 26	9	0	9	0	0	0.0%
Camp 27	5	0	5	4	2	50.0%
Kutupalong RC	11	1	10	0	0	0.0%
Nayapara RC	13	3	10	0	0	0.0%
Transit Center	143	143	0	15	15	100.0%
Camp 23	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 %
Treatment - Medical referral	246	246	0	16	16	100.0%
Health post - Need health support	65	0	65	4	3	75.0%
Health - Request for Health Book	54	0	54	0	0	0.0%
Treatment - Treatment not good quality	39	0	39	1	0	0.0%
Treatment - Need better treatment	38	0	38	1	1	100.0%
Treatment - Medicine out of stock	15	0	15	9	8	88.9%
Registration documents lost and replacement - Requesting for new Health Book	4	0	4	0	0	0.0%
Treatment - Permission to travel outside camp for healthcare	4	4	0	2	0	0.0%
General Health Card - Lost, damaged or Stolen	3	0	3	1	0	0.0%
Treatment - Waited too long	3	0	3	56	54	96.4%
Asked for information	2	2	0	0	0	0.0%
General Health Card - Did not receive	1	0	1	4	1	25.0%
Health Related Emergency	1	1	0	1	0	0.0%
Is Brac Health Post providing condoms regularly? If not, which Health Post is providing Condoms in Camp-14?	1	0	1	0	0	0.0%
Treatment - Ambulance support	1	1	0	0	0	0.0%



Monthly Sector Report - Nutrition

December 2023



6

tickets received



0

tickets closed on the spot



6

tickets referred to relevant actors



9

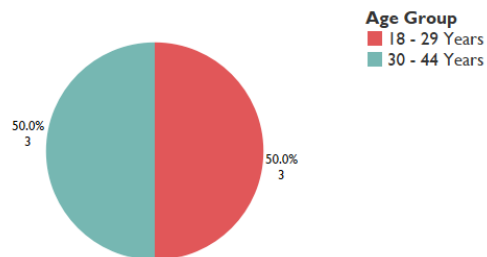
responses given by relevant actors



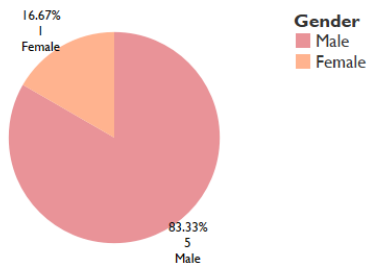
8 (88.9%)

replies considered resolved by beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	0	0	0	1	1	100.0%
Camp 01VW	0	0	0	0	0	0.0%
Camp 02E	0	0	0	0	0	0.0%
Camp 02VW	1	0	1	0	0	0.0%
Camp 03	0	0	0	2	2	100.0%
Camp 04	2	0	2	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 08VW	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	1	1	100.0%
Camp 14	0	0	0	0	0	0.0%
Camp 15	0	0	0	0	0	0.0%
Camp 16	0	0	0	1	1	100.0%
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	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	1	0	1	1	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	2	0	2	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	3	3	100.0%
Camp 23	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 - Did not receive distribution	6	0	6	2	1	50.0%



Monthly Sector Report - Education

December 2023



7
tickets received



2
tickets closed on the spot



5
tickets referred to relevant actors

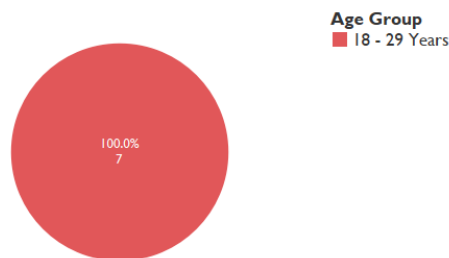


0
responses given by relevant actors

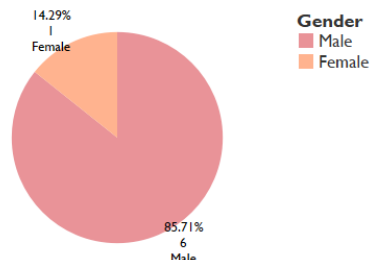


0 (0.0%)
replies considered resolved by beneficiaries

Tickets received by age



Tickets received by gender



Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Education - Request for higher study	5	0	5	0	0	0.0%
Changes to Education - Myanmar based curriculum requested	2	2	0	0	0	0.0%

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 01VW	0	0	0	0	0	0.0%
Camp 02E	0	0	0	0	0	0.0%
Camp 02VW	1	0	1	0	0	0.0%
Camp 03	1	0	1	0	0	0.0%
Camp 04	0	0	0	0	0	0.0%
Camp 04 Ext.	0	0	0	0	0	0.0%
Camp 05	0	0	0	0	0	0.0%
Camp 06	0	0	0	0	0	0.0%
Camp 07	0	0	0	0	0	0.0%
Camp 08E	0	0	0	0	0	0.0%
Camp 08VW	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	2	0	2	0	0	0.0%
Camp 16	0	0	0	0	0	0.0%
Camp 17	0	0	0	0	0	0.0%
Camp 18	0	0	0	0	0	0.0%
Camp 19	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	2	2	0	0	0	0.0%
Camp 24	0	0	0	0	0	0.0%
Camp 25	0	0	0	0	0	0.0%
Camp 26	0	0	0	0	0	0.0%
Camp 27	1	0	1	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%
Camp 23	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.

