



Monthly Sector Report

January 2024

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.



22,006
tickets received across **35** sites



8,219
tickets closed on the spot



13,787
tickets referred by **6** actors



8,701
responses given by relevant actors



3,297 (37.9%)
replies considered resolved by beneficiaries





Monthly Sector Report - Overview

January 2024



22,006
tickets
received



8,219
tickets closed
on the spot*



13,787
tickets referred to
relevant actors



8,701
responses given by
relevant actors



3,297 (37.9%)
replies considered
resolved by
beneficiaries

Top tickets received

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	827	881		
Shelter Materials - Request additional materials	781	1,005	3	
LPG Gas - Not enough for family	308	507		
Cash for Work - Has not been selected for CFW in long time	285	743		
Cash for Work - Requested CFW	221	557	2	
Hill or Slope - Erosion & landslide	182	260		
SMART Card & Family Attestation - Add New Born	144	114		
Cash for Work - Has not been enrolled	131	238		
Soap & Hygiene Kit - Did not receive	108	102		
Protection Referral	102	72		
Shelter Materials - Missed Distribution	90	124		
Stairs - Requested	78	127		
Electricity Supply - Not working	48	78		
SMART Card & Family Attestation - Merge and split	33	29		
SMART Card & Family Attestation - Lost ID Card	25	31		
Latrine - Needs desludging	20	49		
Cooking Stove - Broken or not working	4	25		

Tickets received by camp

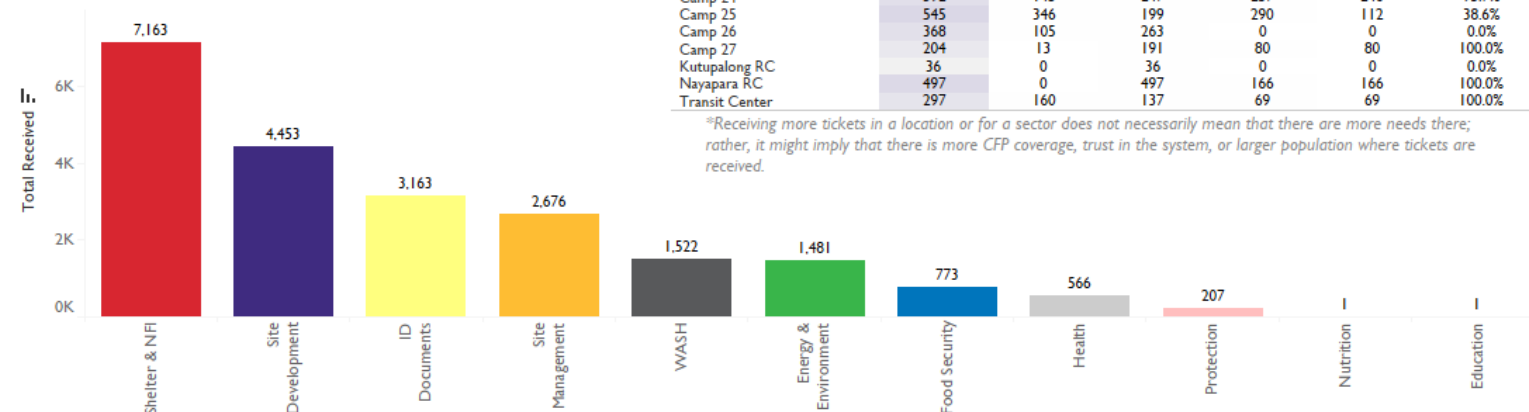
	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	739	338	401	22	22	100.0%
Camp 01W	691	339	352	0	0	0.0%
Camp 02E	31	5	26	0	0	0.0%
Camp 02W	697	368	329	0	0	0.0%
Camp 03	666	225	441	84	8	9.5%
Camp 04	1,521	227	1,294	94	17	18.1%
Camp 04 Ext.	84	38	46	0	0	0.0%
Camp 05	690	142	548	35	11	31.4%
Camp 06	474	81	393	31	0	0.0%
Camp 07	346	133	213	0	0	0.0%
Camp 08E	546	77	469	469	252	53.7%
Camp 08W	455	56	399	369	176	47.7%
Camp 09	690	378	312	444	125	28.2%
Camp 10	805	302	503	731	11	1.5%
Camp 11	787	289	498	675	292	43.3%
Camp 12	705	147	558	394	95	24.1%
Camp 13	753	183	570	774	314	40.6%
Camp 14	820	500	320	307	151	49.2%
Camp 15	1,098	360	738	700	192	27.4%
Camp 16	1,131	384	747	549	160	29.1%
Camp 17	898	16	882	42	11	26.2%
Camp 18	1,088	834	254	540	429	79.4%
Camp 19	593	162	431	484	44	9.1%
Camp 20	464	334	130	219	61	27.9%
Camp 20 Ext	706	474	232	300	189	63.0%
Camp 21	303	59	244	99	23	23.2%
Camp 22	1,886	999	887	477	41	8.6%
Camp 24	392	145	247	257	246	95.7%
Camp 25	545	346	199	290	112	38.6%
Camp 26	368	105	263	0	0	0.0%
Camp 27	204	13	191	80	80	100.0%
Kutupalong RC	36	0	36	0	0	0.0%
Nayapara RC	497	0	497	166	166	100.0%
Transit Center	297	160	137	69	69	100.0%

*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	872
Slope Protection (erosion) - Damaged, broken, or needs improvement	644
SMART Card & Family Attestation - Add New Born	478
Shelter Number - Requested	271
Electricity Supply - Not working	263
SMART Card & Family Attestation - Request for individual SMART card	192
SMART Card & Family Attestation - Lost ID Card	176
Cash for Work - Has not been enrolled	164
Drainage - Drain Requested	154
Hill or Slope - Erosion & landslide	141
Stairs - Requested	126
NFI - Request additional materials	122
Soap & Hygiene Kit - Did not receive	121
Drainage Cover (Slab) - Requested	109
Pathway - Requested	100
Shelter Materials - Missed Distribution	97
SMART Card & Family Attestation - Merge and split	96

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

January 2024



7,163

tickets received



1,502

tickets closed on the spot



5,661

tickets referred to relevant actors



1,031

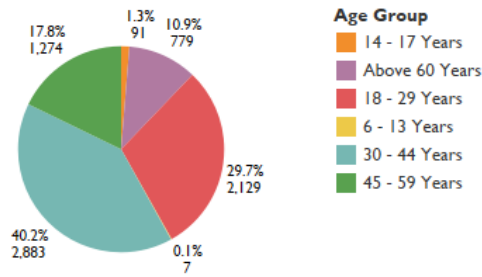
responses given by relevant actors



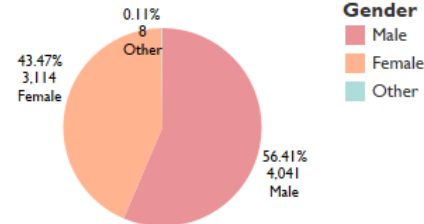
430 (41.7%)

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	334	0	334	2	2	100.0%
Camp 01W	255	0	255	0	0	0.0%
Camp 02E	22	0	22	0	0	0.0%
Camp 02W	301	0	301	0	0	0.0%
Camp 03	294	1	293	67	3	4.5%
Camp 04	758	0	758	42	1	2.4%
Camp 04 Ext.	25	0	25	0	0	0.0%
Camp 05	264	6	258	5	0	0.0%
Camp 06	286	0	286	1	0	0.0%
Camp 07	116	0	116	0	0	0.0%
Camp 08E	1	0	1	1	1	100.0%
Camp 08W	26	0	26	0	0	0.0%
Camp 09	103	63	40	6	3	50.0%
Camp 10	29	0	29	31	0	0.0%
Camp 11	116	16	100	78	37	47.4%
Camp 12	134	1	133	46	14	30.4%
Camp 13	69	4	65	78	33	42.3%
Camp 14	105	94	11	11	4	36.4%
Camp 15	366	40	326	89	2	2.2%
Camp 16	520	112	408	29	3	10.3%
Camp 17	439	0	439	2	0	0.0%
Camp 18	441	439	2	6	0	0.0%
Camp 19	34	34	0	4	0	0.0%
Camp 20	85	60	25	14	6	42.9%
Camp 20 Ext	251	233	18	4	2	50.0%
Camp 21	151	0	151	75	18	24.0%
Camp 22	566	292	274	1	0	0.0%
Camp 24	208	56	152	94	90	95.7%
Camp 25	89	51	38	140	6	4.3%
Camp 26	192	0	192	0	0	0.0%
Camp 27	91	0	91	64	64	100.0%
Kutupalong RC	12	0	12	0	0	0.0%
Nayapara RC	436	0	436	124	124	100.0%
Transit Center	44	0	44	17	17	100.0%

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	2,800	1,281	1,519	124	2	1.6%
Shelter Materials - Request additional materials	1,789	104	1,685	129	76	58.9%
Damage to shelter - Shelter damaged over time	1,708	50	1,658	38	24	63.2%
Shelter Number - Requested	442	0	442	372	101	27.2%
Shelter Materials - Missed Distribution	214	0	214	168	71	42.3%
Shelter Plot - New plot of land for shelter	78	0	78	14	3	21.4%
NFI - Received damaged materials	42	39	3	0	0	0.0%
Requested for New shelter	19	0	19	0	0	0.0%
Community Conflict - Land & shelter extension	15	0	15	14	7	50.0%
Shelter Materials - Received damaged materials	14	14	0	3	3	100.0%
Request for information	7	7	0	0	0	0.0%
Address verification - Asking for unique shelter number	6	0	6	0	0	0.0%
Solar light - Request for solar light	5	0	5	0	0	0.0%
Shelter Porters - Requested	4	0	4	2	0	0.0%
NFI - Missed Distribution	3	0	3	14	7	50.0%
Shelter Plot - Requesting to get shelter number	3	0	3	0	0	0.0%
NFI - Too far to distribution	2	2	0	0	0	0.0%



Monthly Sector Report - ID Documents

January 2024



3,163

tickets received



2,686

tickets closed on the spot



477

tickets referred to relevant actors



2,621

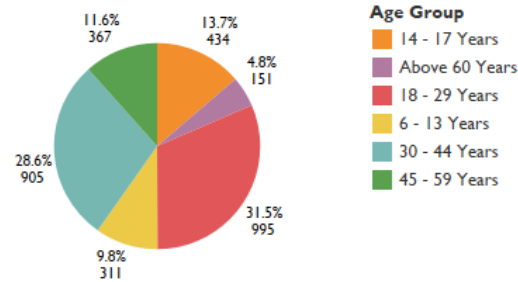
responses given by relevant actors



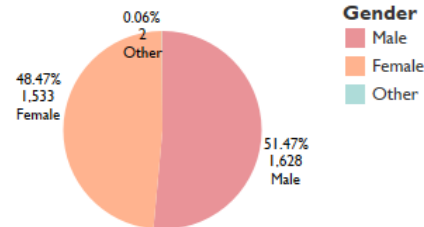
1,317 (50.2%)

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	226	216	10	0	0	0.0%
Camp 01W	118	111	7	0	0	0.0%
Camp 02E	4	3	1	0	0	0.0%
Camp 02W	138	138	0	0	0	0.0%
Camp 03	138	136	2	0	0	0.0%
Camp 04	82	80	2	0	0	0.0%
Camp 04 Ext.	36	36	0	0	0	0.0%
Camp 05	95	90	5	0	0	0.0%
Camp 06	22	20	2	0	0	0.0%
Camp 07	185	130	55	0	0	0.0%
Camp 08E	78	77	1	244	167	68.4%
Camp 08W	56	54	2	103	73	70.9%
Camp 09	244	232	12	208	110	52.9%
Camp 10	315	301	14	224	0	0.0%
Camp 11	97	90	7	104	23	22.1%
Camp 12	114	109	5	76	40	52.6%
Camp 13	169	141	28	288	96	33.3%
Camp 14	5	1	4	177	92	52.0%
Camp 15	39	38	1	244	170	69.7%
Camp 16	170	145	25	216	95	44.0%
Camp 17	2	2	0	0	0	0.0%
Camp 18	0	0	0	204	172	84.3%
Camp 19	0	0	0	113	22	19.5%
Camp 20	7	1	6	112	39	34.8%
Camp 20 Ext	13	0	13	134	89	66.4%
Camp 21	34	34	0	0	0	0.0%
Camp 22	590	355	235	49	4	8.2%
Camp 24	33	29	4	87	87	100.0%
Camp 25	42	13	29	38	38	100.0%
Camp 26	102	102	0	0	0	0.0%
Camp 27	4	2	2	0	0	0.0%
Kutupalong RC	5	0	5	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 %
Request for information	2,108	2,107	1	1	0	0.0%
SMART Card & Family Attestation - Add New Born	258	257	1	1,208	730	60.4%
SCOPE Card - Family Attestation doesn't match SCOPE	197	0	197	2	1	50.0%
SCOPE Card - Has not received new SCOPE Card	83	0	83	50	9	18.0%
SMART Card & Family Attestation - Merge and split	62	61	1	234	138	59.0%
SMART Card & Family Attestation - Lost ID Card	56	56	0	291	115	39.5%
SMART Card & Family Attestation - Request for individual SMART card	55	55	0	248	56	22.6%
SMART Card & Family Attestation - HH requests for vulnerability verification (e.g., Elderly headed HH, C...	48	48	0	7	2	28.6%
Registration documents lost and replacement - Request for new ID card	44	0	44	0	0	0.0%
Change of Registration information - New Born	24	0	24	1	0	0.0%
SCOPE Card - Request for new SCOPE Card	24	0	24	2	0	0.0%
SMART Card & Family Attestation - HH requests for vulnerability verification (only for HH that includes ...	23	23	0	25	5	20.0%
SMART Card & Family Attestation - Add New Member	21	21	0	83	51	61.4%
SMART Card & Family Attestation - Biographical Error	21	21	0	121	45	37.2%
SCOPE Card - No balance on card	19	0	19	34	7	20.6%
SCOPE Card - Lost	18	0	18	22	7	31.8%
SMART Card & Family Attestation - Address Change	17	17	0	91	54	59.3%



Monthly Sector Report - Site Development

January 2024



4,453

tickets received



1

tickets closed on the spot



4,452

tickets referred to relevant actors



3,230

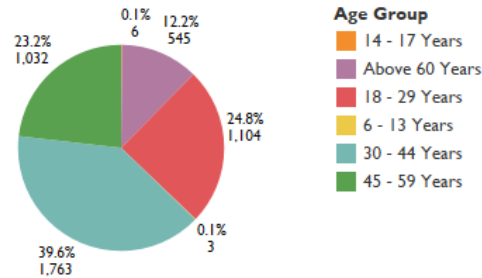
responses given by relevant actors



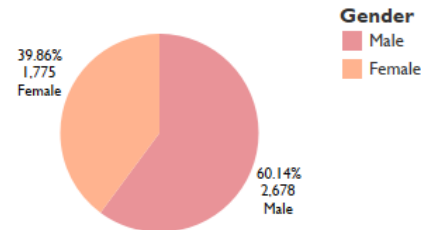
660 (20.4%)

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	1	1	100.0%
Camp 01W	27	0	27	0	0	0.0%
Camp 02E	3	0	3	0	0	0.0%
Camp 02W	1	0	1	0	0	0.0%
Camp 03	40	0	40	8	1	12.5%
Camp 04	286	0	286	33	0	0.0%
Camp 04 Ext.	0	0	0	0	0	0.0%
Camp 05	58	0	58	12	0	0.0%
Camp 06	52	0	52	25	0	0.0%
Camp 07	6	0	6	0	0	0.0%
Camp 08E	360	0	360	206	68	33.0%
Camp 08W	325	0	325	229	69	30.1%
Camp 09	196	0	196	211	7	3.3%
Camp 10	293	0	293	305	6	2.0%
Camp 11	172	0	172	215	38	17.7%
Camp 12	291	0	291	225	15	6.7%
Camp 13	331	0	331	288	113	39.2%
Camp 14	198	0	198	33	3	9.1%
Camp 15	274	0	274	225	6	2.7%
Camp 16	176	0	176	197	11	5.6%
Camp 17	287	0	287	33	5	15.2%
Camp 18	188	0	188	273	207	75.8%
Camp 19	362	0	362	343	14	4.1%
Camp 20	72	0	72	63	5	7.9%
Camp 20 Ext	129	0	129	115	65	56.5%
Camp 21	27	0	27	11	0	0.0%
Camp 22	138	0	138	113	1	0.9%
Camp 24	28	0	28	7	3	42.9%
Camp 25	74	0	74	46	9	19.6%
Camp 26	5	0	5	0	0	0.0%
Camp 27	15	0	15	0	0	0.0%
Kutupalong RC	3	0	3	0	0	0.0%
Nayapara RC	29	0	29	13	13	100.0%
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	1,212	0	1,212	1,042	170	16.3%
Slope Protection (erosion) - Damaged, broken, or needs improvement	691	0	691	798	154	19.3%
Retaining wall - Damaged, broken, or needs improvement	559	0	559	101	32	31.7%
Hill or Slope - Erosion & landslide	442	0	442	160	19	11.9%
Drainage - Drain Requested	277	0	277	179	25	14.0%
Stairs - Requested	205	0	205	159	33	20.8%
Pathway - Requested	166	0	166	120	20	16.7%
Drainage Cover (Slab) - Requested	136	0	136	122	13	10.7%
Retaining wall - Requested	118	0	118	8	1	12.5%
Stairs - Damaged, broken, or needs improvement	99	0	99	113	45	39.8%
Drainage - Damaged, broken, or needs improvement	83	0	83	79	31	39.2%
Lamp post or Street light - Requested	76	0	76	64	19	29.7%
Pathway - Damaged, broken, or needs improvement	73	0	73	92	28	30.4%
Drainage - Blocked or Water logging	66	0	66	42	27	64.3%
Drainage & Cover - Drain Requested	52	0	52	5	4	80.0%
Drainage & Cover - New Drain Requested	46	0	46	2	0	0.0%
Lamp post or Street light - Damaged, broken, or needs improvement	32	0	32	28	3	10.7%



Monthly Sector Report - Site Management

January 2024



2,676

tickets received



2,077

tickets closed on the spot



599

tickets referred to relevant actors



386

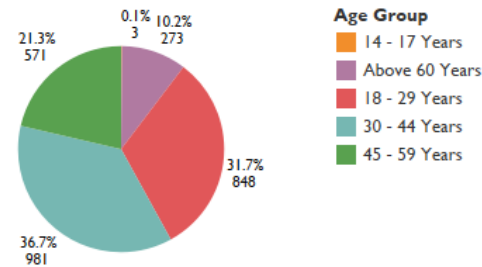
responses given by relevant actors



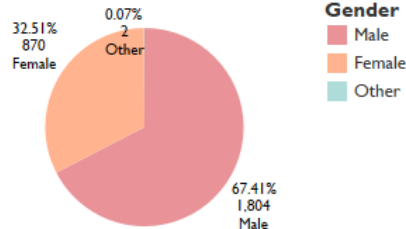
187 (48.4%)

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	20	0	20	0	0	0.0%
Camp 01W	12	0	12	0	0	0.0%
Camp 02E	1	1	0	0	0	0.0%
Camp 02W	3	3	0	0	0	0.0%
Camp 03	2	0	2	0	0	0.0%
Camp 04	42	16	26	0	0	0.0%
Camp 04 Ext.	14	0	14	0	0	0.0%
Camp 05	43	41	2	0	0	0.0%
Camp 06	4	0	4	0	0	0.0%
Camp 07	0	0	0	0	0	0.0%
Camp 08E	16	0	16	8	7	87.5%
Camp 08W	4	0	4	0	0	0.0%
Camp 09	60	53	7	2	0	0.0%
Camp 10	66	0	66	52	2	3.8%
Camp 11	190	163	27	39	21	53.8%
Camp 12	8	8	0	2	1	50.0%
Camp 13	74	1	73	59	34	57.6%
Camp 14	427	354	73	44	38	86.4%
Camp 15	354	277	77	82	6	7.3%
Camp 16	39	34	5	15	6	40.0%
Camp 17	2	0	2	0	0	0.0%
Camp 18	225	224	1	2	0	0.0%
Camp 19	119	114	5	6	0	0.0%
Camp 20	273	270	3	0	0	0.0%
Camp 20 Ext	274	230	44	19	16	84.2%
Camp 21	27	2	25	0	0	0.0%
Camp 22	160	160	0	0	0	0.0%
Camp 24	81	55	26	53	53	100.0%
Camp 25	72	71	1	2	2	100.0%
Camp 26	23	0	23	0	0	0.0%
Camp 27	41	0	41	1	1	100.0%
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 CFV in long time	1,028	1,028	0	1	0	0.0%
Cash for Work - Requested CFV	780	780	0	0	0	0.0%
Cash for Work - Has not been enrolled	369	0	369	325	161	49.5%
Cash for Work - Requested	246	246	0	4	2	50.0%
Relocation & Repatriation - Relocation to another camp	140	0	140	7	3	42.9%
Change of Registration information - Need Marriage approval	34	0	34	0	0	0.0%
Community Conflict - Tree Cutting	21	0	21	5	0	0.0%
Cash for Work - Payment delayed	20	0	20	13	2	15.4%
Skill Training - Requested	18	18	0	0	0	0.0%
Relocation & Repatriation - Relocation within camp	7	0	7	8	5	62.5%
When is my next Cash for Work rotation day?	4	4	0	0	0	0.0%
Cash for Work - Has received less payment than days worked	3	0	3	19	12	63.2%
Cash for Work - Was charged to enroll or be selected	3	0	3	2	1	50.0%
Change of Registration information - Requested for Marriage approval	1	0	1	0	0	0.0%
Registration documents lost and replacement - She has completed 21 years so marriage registration is re..	1	0	1	0	0	0.0%
What is the process for marriage case?	1	1	0	0	0	0.0%



Monthly Sector Report - Protection

January 2024



207

tickets received



44

tickets closed on the spot



163

tickets referred to relevant actors



132

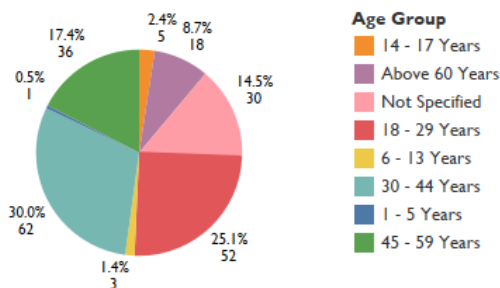
responses given by relevant actors



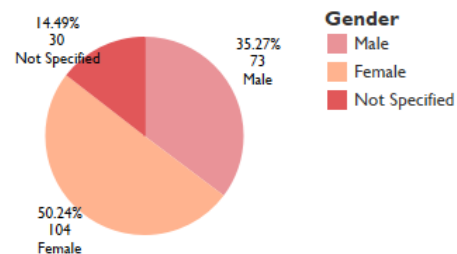
129 (97.7%)

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	5	0	5	19	19	100.0%
Camp 01W	4	0	4	0	0	0.0%
Camp 02E	0	0	0	0	0	0.0%
Camp 02W	8	0	8	0	0	0.0%
Camp 03	14	4	10	1	1	100.0%
Camp 04	11	0	11	10	10	100.0%
Camp 04 Ext.	0	0	0	0	0	0.0%
Camp 05	2	0	2	9	9	100.0%
Camp 06	1	0	1	2	0	0.0%
Camp 07	0	0	0	0	0	0.0%
Camp 08E	2	0	2	0	0	0.0%
Camp 08W	5	2	3	0	0	0.0%
Camp 09	4	0	4	0	0	0.0%
Camp 10	12	0	12	2	2	100.0%
Camp 11	49	1	48	43	43	100.0%
Camp 12	11	4	7	1	0	0.0%
Camp 13	8	8	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	7	7	0	0	0	0.0%
Camp 17	1	0	1	0	0	0.0%
Camp 18	1	1	0	0	0	0.0%
Camp 19	7	7	0	0	0	0.0%
Camp 20	1	1	0	0	0	0.0%
Camp 20 Ext	1	1	0	0	0	0.0%
Camp 21	13	4	9	1	1	100.0%
Camp 22	3	1	2	0	0	0.0%
Camp 24	3	3	0	0	0	0.0%
Camp 25	3	0	3	0	0	0.0%
Camp 26	11	0	11	0	0	0.0%
Camp 27	2	0	2	15	15	100.0%
Kutupalong RC	0	0	0	0	0	0.0%
Nayapara RC	3	0	3	28	28	100.0%
Transit Center	15	0	15	1	1	100.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Protection Referral	174	11	163	132	129	97.7%
Protection Referral (IOM)	11	11	0	0	0	0.0%
Protection Referral (UNHCR)	10	10	0	0	0	0.0%
Complaint against Agency or Staff	4	4	0	0	0	0.0%
Protection Referral (Other)	3	3	0	0	0	0.0%
Protection Referral (DRC)	2	2	0	0	0	0.0%
Protection Referral (MUKTI)	2	2	0	0	0	0.0%
Women's Friendly Space - Cosmetics requested	1	1	0	0	0	0.0%



Monthly Sector Report - WASH

January 2024



1,522

tickets received



492

tickets closed on the spot



1,030

tickets referred to relevant actors



547

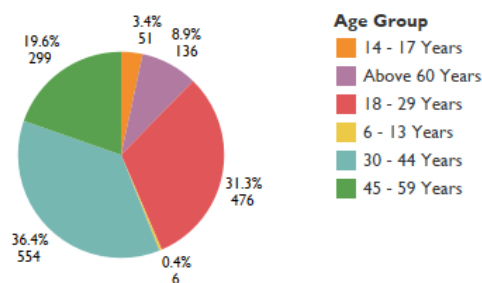
responses given by relevant actors



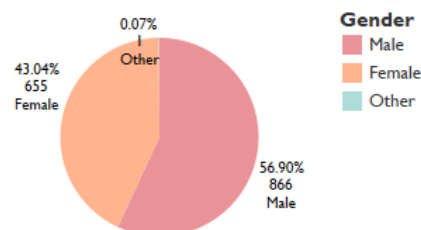
294 (53.7%)

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	2	0	2	0	0	0.0%
Camp 01W	13	0	13	0	0	0.0%
Camp 02E	0	0	0	0	0	0.0%
Camp 02W	121	118	3	0	0	0.0%
Camp 03	7	0	7	0	0	0.0%
Camp 04	182	33	149	2	0	0.0%
Camp 04 Ext.	0	0	0	0	0	0.0%
Camp 05	4	0	4	0	0	0.0%
Camp 06	2	0	2	0	0	0.0%
Camp 07	0	0	0	0	0	0.0%
Camp 08E	35	0	35	9	8	88.9%
Camp 08W	7	0	7	3	1	33.3%
Camp 09	28	0	28	15	5	33.3%
Camp 10	41	1	40	66	0	0.0%
Camp 11	86	6	80	86	44	51.2%
Camp 12	94	10	84	19	6	31.6%
Camp 13	68	12	56	46	25	54.3%
Camp 14	48	20	28	32	10	31.3%
Camp 15	19	0	19	11	4	36.4%
Camp 16	99	61	38	46	37	80.4%
Camp 17	119	0	119	4	4	100.0%
Camp 18	173	124	49	33	30	90.9%
Camp 19	64	1	63	17	8	47.1%
Camp 20	13	0	13	17	1	5.9%
Camp 20 Ext	17	1	16	12	4	33.3%
Camp 21	6	0	6	0	0	0.0%
Camp 22	64	28	36	39	25	64.1%
Camp 24	20	0	20	10	8	80.0%
Camp 25	121	75	46	57	51	89.5%
Camp 26	12	0	12	0	0	0.0%
Camp 27	16	0	16	0	0	0.0%
Kutupalong RC	0	0	0	0	0	0.0%
Nayapara RC	10	0	10	1	1	100.0%
Transit Center	31	2	29	22	22	100.0%

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 - Not enough	427	427	0	5	4	80.0%
Soap & Hygiene Kit - Did not receive	210	0	210	194	73	37.6%
Drain - Requesting for drain clean.	123	0	123	1	1	100.0%
Bathing Station - Requested	115	0	115	21	2	9.5%
Latrine - New toilet requested	93	0	93	47	9	19.1%
Water tap & Tubewell - Requested	76	0	76	8	5	62.5%
Water tap & Tubewell - Not enough water	73	0	73	4	4	100.0%
Latrine - Broken	72	0	72	51	32	62.7%
Latrine - Needs desludging	69	0	69	87	76	87.4%
Soap & Hygiene Kit - Additional Requested	58	58	0	8	8	100.0%
Latrine - Needs cleaning	55	0	55	9	7	77.8%
Water tap - Requested	42	0	42	12	1	8.3%
Bathing Station - Broken or Damaged	28	0	28	40	28	70.0%
Tubewell - Not Working	20	0	20	20	12	60.0%
Water tap & Tubewell - Not Working	13	0	13	0	0	0.0%
Trash Disposal - Trash pick-up needed	12	0	12	17	17	100.0%
Water tap - Not enough water	10	0	10	3	3	100.0%



Monthly Sector Report - Energy & Environment

January 2024



1,481

tickets received



906

tickets closed on the spot



575

tickets referred to relevant actors



493

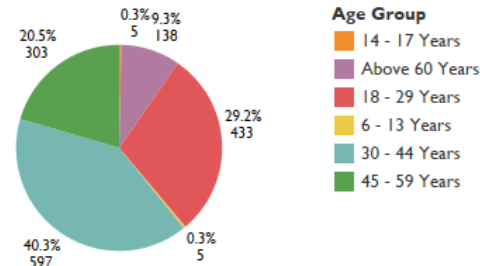
responses given by relevant actors



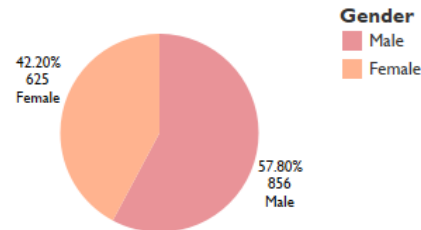
128 (26.0%)

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	31	31	0	0	0	0.0%
Camp 01W	228	226	2	0	0	0.0%
Camp 02E	0	0	0	0	0	0.0%
Camp 02W	56	55	1	0	0	0.0%
Camp 03	91	83	8	2	0	0.0%
Camp 04	95	85	10	0	0	0.0%
Camp 04 Ext.	4	1	3	0	0	0.0%
Camp 05	123	4	119	0	0	0.0%
Camp 06	18	18	0	0	0	0.0%
Camp 07	0	0	0	0	0	0.0%
Camp 08E	21	0	21	1	1	100.0%
Camp 08W	21	0	21	19	19	100.0%
Camp 09	27	24	3	2	0	0.0%
Camp 10	34	0	34	24	0	0.0%
Camp 11	25	2	23	54	35	64.8%
Camp 12	38	11	27	18	17	94.4%
Camp 13	33	17	16	12	11	91.7%
Camp 14	26	21	5	6	3	50.0%
Camp 15	16	4	12	3	3	100.0%
Camp 16	63	20	43	39	6	15.4%
Camp 17	13	13	0	0	0	0.0%
Camp 18	42	33	9	15	13	86.7%
Camp 19	4	4	0	1	0	0.0%
Camp 20	10	2	8	6	4	66.7%
Camp 20 Ext	16	9	7	8	6	75.0%
Camp 21	19	17	2	9	1	11.1%
Camp 22	322	163	159	266	2	0.8%
Camp 24	18	2	16	3	3	100.0%
Camp 25	57	50	7	5	4	80.0%
Camp 26	1	0	1	0	0	0.0%
Camp 27	11	11	0	0	0	0.0%
Kutupalong RC	0	0	0	0	0	0.0%
Nayapara RC	18	0	18	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	815	815	0	0	0	0.0%
Electricity Supply - Not working	126	0	126	263	0	0.0%
LPG Gas - Lost or stolen cylinder	111	0	111	23	17	73.9%
Cooking Stove - Did not receive	71	0	71	18	13	72.2%
LPG Porters - Requested	60	0	60	47	20	42.6%
LPG Gas - Did not receive cylinder	51	0	51	57	27	47.4%
LPG Gas - Did not receive refill	46	0	46	49	28	57.1%
Cooking set (gas & stove) - Requested	41	41	0	0	0	0.0%
LPG Gas - Didn't receive refill	37	0	37	0	0	0.0%
Cooking Stove - Broken or not working	29	20	9	1	0	0.0%
Cooking Stove - Lost or stolen	26	0	26	13	11	84.6%
Cooking set (gas & stove) - Broken or not working	17	17	0	0	0	0.0%
Pressure Cooker - Lost or stolen	16	0	16	0	0	0.0%
LPG Gas - Lost token	13	0	13	10	8	80.0%
Asked for information	5	5	0	0	0	0.0%
Cooking Stove - Requested	5	5	0	0	0	0.0%
When is the next LPG distribution day?	4	3	1	0	0	0.0%



Monthly Sector Report - Food Security

January 2024



773

tickets received



208

tickets closed on the spot



565

tickets referred to relevant actors



184

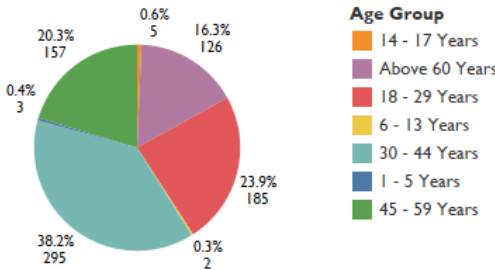
responses given by relevant actors



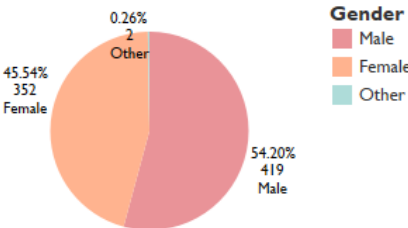
125 (67.9%)

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	28	7	21	0	0	0.0%
Camp 01W	24	1	23	0	0	0.0%
Camp 02E	1	1	0	0	0	0.0%
Camp 02W	50	41	9	0	0	0.0%
Camp 03	73	1	72	5	2	40.0%
Camp 04	36	10	26	0	0	0.0%
Camp 04 Ext.	4	0	4	0	0	0.0%
Camp 05	87	1	86	8	1	12.5%
Camp 06	45	0	45	3	0	0.0%
Camp 07	5	3	2	0	0	0.0%
Camp 08E	21	0	21	0	0	0.0%
Camp 08W	11	0	11	15	14	93.3%
Camp 09	25	5	20	0	0	0.0%
Camp 10	14	0	14	26	1	3.8%
Camp 11	46	11	35	46	41	89.1%
Camp 12	15	4	11	7	2	28.6%
Camp 13	1	0	1	3	2	66.7%
Camp 14	10	10	0	1	0	0.0%
Camp 15	15	1	14	4	0	0.0%
Camp 16	5	0	5	3	2	66.7%
Camp 17	15	1	14	1	0	0.0%
Camp 18	17	12	5	7	7	100.0%
Camp 19	3	2	1	0	0	0.0%
Camp 20	3	0	3	7	6	85.7%
Camp 20 Ext	5	0	5	8	7	87.5%
Camp 21	16	2	14	2	2	100.0%
Camp 22	12	0	12	7	7	100.0%
Camp 24	1	0	1	1	1	100.0%
Camp 25	87	86	1	2	2	100.0%
Camp 26	12	2	10	0	0	0.0%
Camp 27	23	0	23	0	0	0.0%
Kutupalong RC	6	0	6	0	0	0.0%
Nayapara RC	1	0	1	0	0	0.0%
Transit Center	56	7	49	28	28	100.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Request for fresh food enlistment - Request for fresh food	442	0	442	0	0	0.0%
Food distributions - Request for more food each month	99	99	0	1	0	0.0%
Food distributions - Household has not received food	49	0	49	77	64	83.1%
Food distributions - Poor quality food items	38	0	38	56	32	57.1%
Food distributions - Weight was less than stated	35	35	0	0	0	0.0%
Food distributions - Want to purchase more but not allowed	32	32	0	0	0	0.0%
Food distributions - Request for different items or quantities	29	29	0	3	1	33.3%
Food distributions - Waited too long	17	0	17	1	1	100.0%
Food Porters - Requested	13	0	13	11	7	63.6%
When is the next food distribution day? When are the food distribution centres open?	9	9	0	0	0	0.0%
Farming supplies - Requested	4	4	0	0	0	0.0%
Need to labour support	2	0	2	0	0	0.0%
SCOPE Card - HH did not receive correct amount of food based on Family Attestation	2	0	2	1	0	0.0%
Food distributions - HH wants someone outside their family to collect food	1	0	1	1	0	0.0%
Food distributions - Missed Token	1	0	1	1	0	0.0%



Monthly Sector Report - Health

January 2024



566

tickets received



302

tickets closed on the spot



264

tickets referred to relevant actors



77

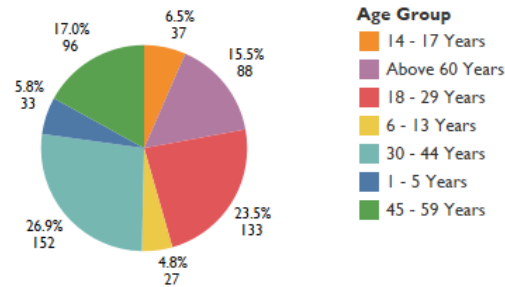
responses given by relevant actors



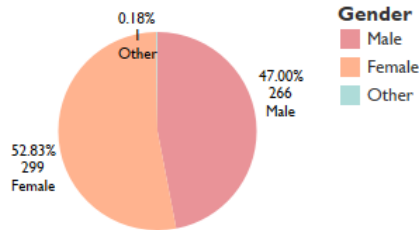
27 (35.1%)

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	86	83	3	0	0	0.0%
Camp 01W	10	1	9	0	0	0.0%
Camp 02E	0	0	0	0	0	0.0%
Camp 02W	19	13	6	0	0	0.0%
Camp 03	7	0	7	1	1	100.0%
Camp 04	29	3	26	7	6	85.7%
Camp 04 Ext.	1	1	0	0	0	0.0%
Camp 05	14	0	14	1	1	100.0%
Camp 06	44	43	1	0	0	0.0%
Camp 07	34	0	34	0	0	0.0%
Camp 08E	12	0	12	0	0	0.0%
Camp 08W	0	0	0	0	0	0.0%
Camp 09	3	1	2	0	0	0.0%
Camp 10	1	0	1	1	0	0.0%
Camp 11	6	0	6	10	10	100.0%
Camp 12	0	0	0	0	0	0.0%
Camp 13	0	0	0	0	0	0.0%
Camp 14	1	0	1	3	1	33.3%
Camp 15	15	0	15	42	1	2.4%
Camp 16	52	5	47	4	0	0.0%
Camp 17	20	0	20	2	2	100.0%
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	10	0	10	1	1	100.0%
Camp 22	31	0	31	2	2	100.0%
Camp 24	0	0	0	2	1	50.0%
Camp 25	0	0	0	0	0	0.0%
Camp 26	10	1	9	0	0	0.0%
Camp 27	1	0	1	0	0	0.0%
Kutupalong RC	9	0	9	0	0	0.0%
Nayapara RC	0	0	0	0	0	0.0%
Transit Center	151	151	0	1	1	100.0%

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	298	298	0	3	3	100.0%
Health post - Request for health care book	80	0	80	0	0	0.0%
Treatment - Request for better treatment	69	0	69	0	0	0.0%
Treatment - Suffering with chronic illness	48	0	48	0	0	0.0%
Treatment - Treatment not good quality	43	0	43	38	1	2.6%
Rehabilitation - Request for rehabilitation support	10	0	10	0	0	0.0%
Birth Information Note - Requested	6	0	6	0	0	0.0%
General Health Card - Did not receive	6	0	6	3	0	0.0%
Treatment - Ambulance support	2	2	0	0	0	0.0%
Treatment - Permission to travel outside camp for healthcare	2	2	0	1	1	100.0%
Treatment - Waited too long	1	0	1	2	0	0.0%
Treatment not good quality	1	0	1	0	0	0.0%



Monthly Sector Report - Nutrition

January 2024



1
tickets received



0
tickets closed on the spot



1
tickets referred to relevant actors

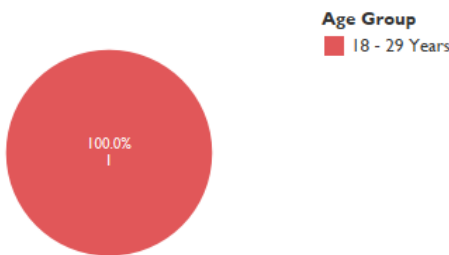


0
responses given by relevant actors

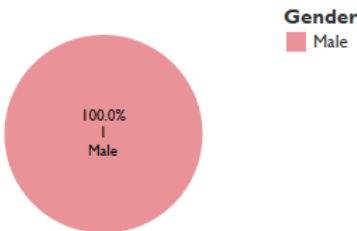


0 (0.0%)
replies considered resolved by beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	0	0	0	0	0	0.0%
Camp 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	0	0	0	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 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	0	0	0.0%
Camp 13	0	0	0	0	0	0.0%
Camp 14	0	0	0	0	0	0.0%
Camp 15	0	0	0	0	0	0.0%
Camp 16	0	0	0	0	0	0.0%
Camp 17	0	0	0	0	0	0.0%
Camp 18	0	0	0	0	0	0.0%
Camp 19	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	1	0	1	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	1	0	1	0	0	0.0%



Monthly Sector Report - Education

January 2024



1
tickets received



1
tickets closed on the spot



0
tickets referred to relevant actors

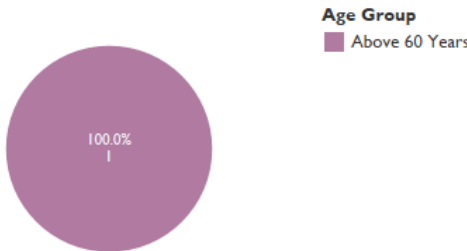


0
responses given by relevant actors

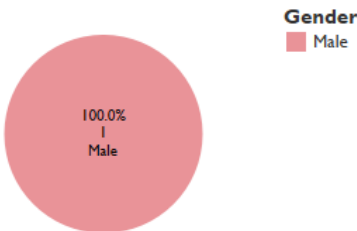


0 (0.0%)
replies considered resolved by beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	0	0	0	0	0	0.0%
Camp 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	0	0	0	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 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	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	1	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	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 %
Changes to Education - Secondary education requested	1	1	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 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.

