



Monthly Camp Report

February 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...



44,506
tickets received across **34** sites



15,417
tickets closed on the spot



29,089
tickets referred by **6** actors



14,768
responses given by relevant actors



5,235 (35.4%)
replies considered resolved by beneficiaries





Monthly Camp Report - Overview

February 2024

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



22,500
tickets
received

Tickets received by gender



7,198
tickets closed
on the spot*



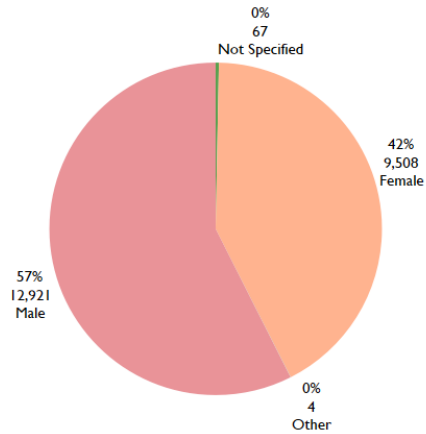
15,302
tickets referred to
relevant actors



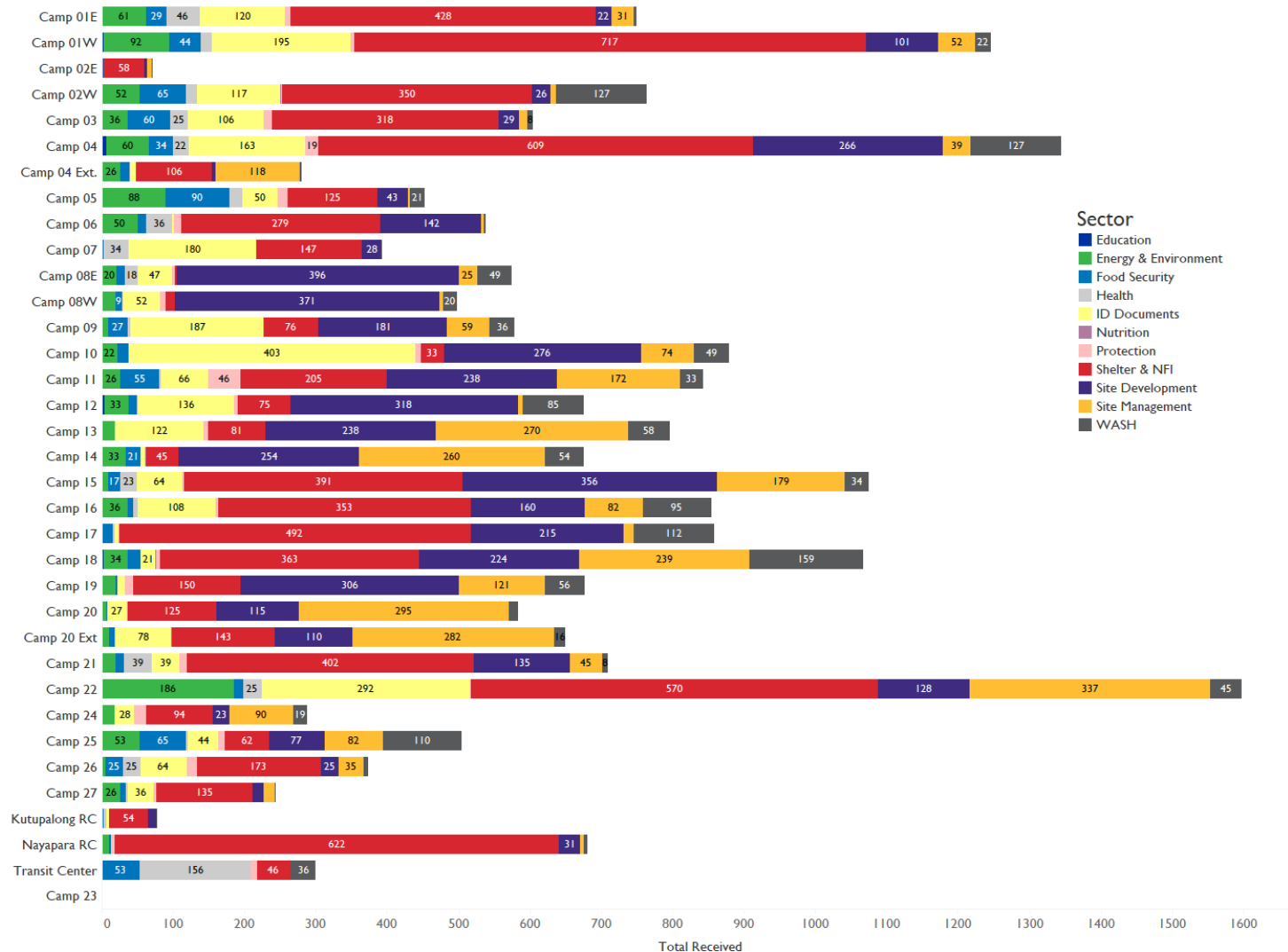
6,097
responses given by
relevant actors



1,940 (31.8%)
replies considered
resolved by
beneficiaries



Tickets received by camp



Top unresolved tickets (from replies given)

Slope Protection (erosion) - Damaged, broken, or needs improvement	819
Slope Protection (erosion) - Requested	673
SMART Card & Family Attestation - Add New Born	222
Drainage - Drain Requested	219
Electricity Supply - Not working	180
Shelter Number - Requested	179
Stairs - Requested	121
Shelter Materials - Missed Distribution	119
Cash for Work - Has not been enrolled	116
Pathway - Requested	112
Pathway - Damaged, broken, or needs improvement	108
Stairs - Damaged, broken, or needs improvement	93
Drainage Cover (Slab) - Requested	87
Drainage - Damaged, broken, or needs improvement	79
Hill or Slope - Erosion & landslide	64
SMART Card & Family Attestation - Biographical Error	57
Soap & Hygiene Kit - Did not receive	55

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



Monthly Camp Report - Camp 01E

February 2024



749

tickets received



199

tickets closed on the spot



550

tickets referred to relevant actors



277

responses given by relevant actors



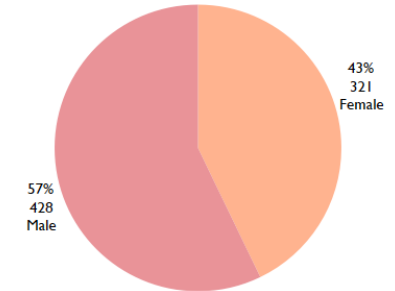
277 (100.0%)

replies considered resolved by beneficiaries

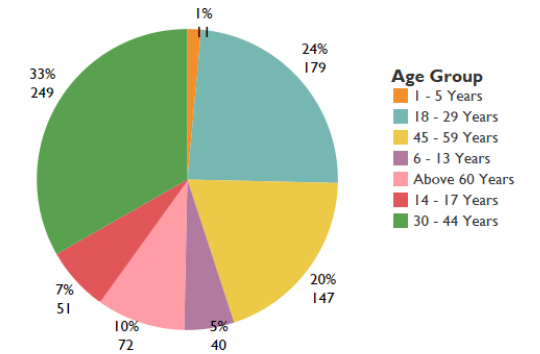
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged over time	213	0	213	152	152	100.0%
Damage to shelter - Shelter damaged by weather	131	0	131	65	65	100.0%
Requested for Information	112	112	0	0	0	0.0%
Shelter Materials - Waited too long at distribution	61	0	61	16	16	100.0%
LPG Gas - Not enough for family	47	47	0	0	0	0.0%
Treatment - Medical referral	26	26	0	0	0	0.0%
Relocation & Repatriation - Relocation from another camp	26	0	26	2	2	100.0%
Health book - Requests for new health book	19	0	19	0	0	0.0%
Request for fresh food enlistment - Requested for fresh food	14	0	14	0	0	0.0%
Food distributions - Weight was less than stated	13	13	0	0	0	0.0%
Request For Shelter Number - Request For Shelter Number	9	0	9	0	0	0.0%
Protection Referral	7	0	7	18	18	100.0%
Hill or Slope - Erosion & landslide	7	0	7	0	0	0.0%
Drainage & Cover - Drainage Cover Requested	7	0	7	2	2	100.0%
Change of Registration information - New Registration	7	0	7	0	0	0.0%
Cooking Stove - Did not receive	6	0	6	0	0	0.0%
Shelter Materials - Received damaged materials	5	0	5	0	0	0.0%

Tickets received by gender



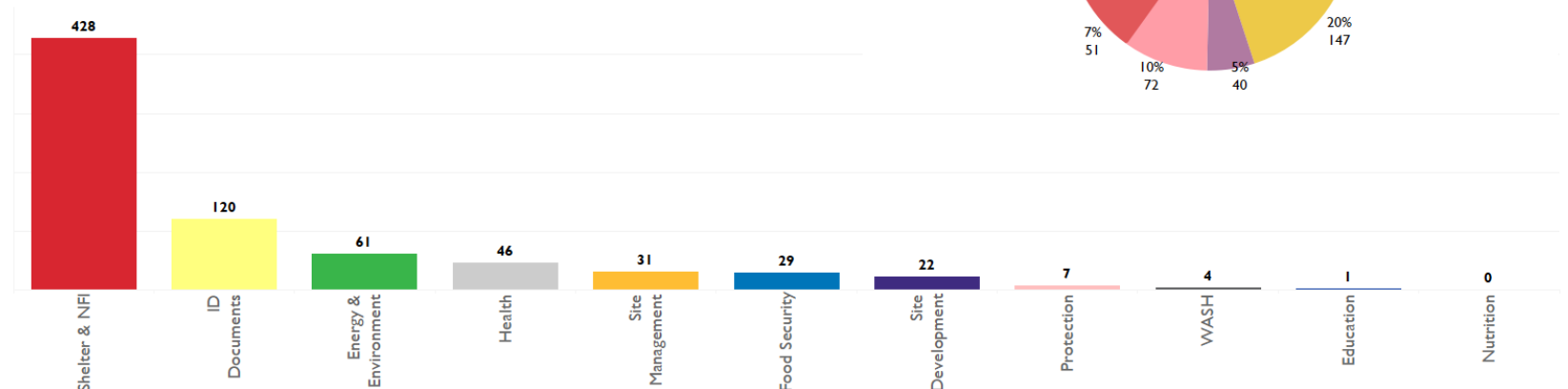
Tickets received by age group



Top unresolved tickets (from replies given)

No unresolved replies

Tickets received by sector





Monthly Camp Report - Camp 01W

February 2024



1,246
tickets
received



269
tickets closed
on the spot



977
tickets referred to
relevant actors



0
responses given by
relevant actors

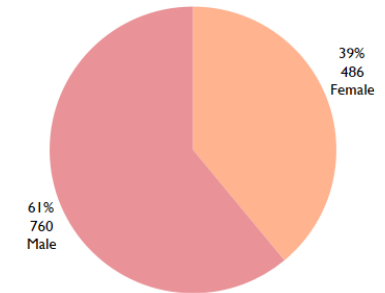


0 (0.0%)
replies considered
resolved by
beneficiaries

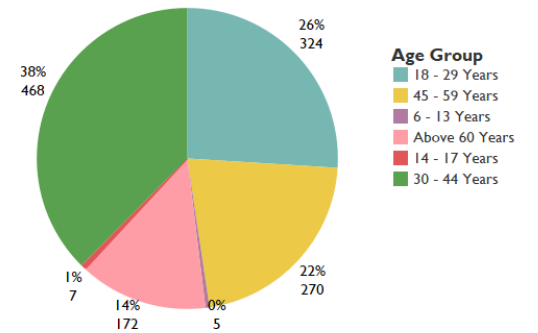
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged over time	590	0	590	0	0	0.0%
Requested for Information	181	181	0	0	0	0.0%
Damage to shelter - Shelter damaged by weather	87	0	87	0	0	0.0%
LPG Gas - Not enough for family	86	86	0	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	77	0	77	0	0	0.0%
Relocation & Repatriation - Relocation from another camp	33	0	33	0	0	0.0%
Request for fresh food enlistment - Requested for fresh food	17	0	17	0	0	0.0%
Address verification - Shelter level	14	0	14	0	0	0.0%
Shelter Materials - Waited too long at distribution	10	0	10	0	0	0.0%
Health book - Requests for new health book	10	0	10	0	0	0.0%
Change of Registration information - New Registration	10	0	10	0	0	0.0%
Relocation & Repatriation - Relocation to another camp	9	0	9	0	0	0.0%
Latrine - Needs desludging	8	0	8	0	0	0.0%
Community Conflict - Land & shelter extension	7	0	7	0	0	0.0%
Water tap & Tubewell - Not Working	5	0	5	0	0	0.0%
Protection Referral	5	0	5	0	0	0.0%
Cooking Stove - Did not receive	5	0	5	0	0	0.0%

Tickets received by gender



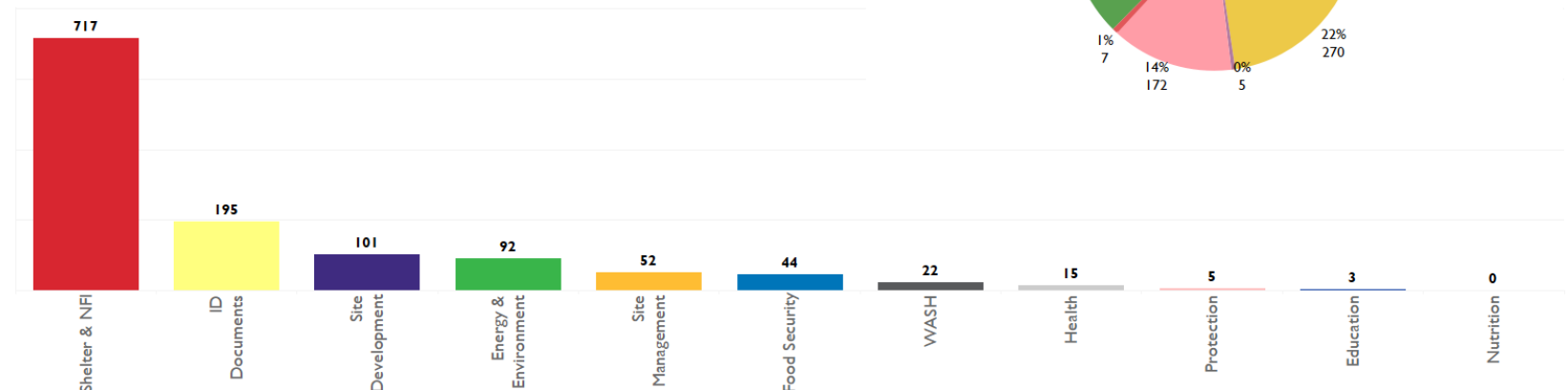
Tickets received by age group



Top unresolved tickets (from replies given)

No responses received

Tickets received by sector





Monthly Camp Report - Camp 02E

February 2024



70

tickets received



0

tickets closed on the spot



70

tickets referred to relevant actors



0

responses given by relevant actors



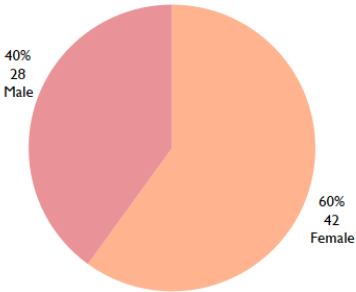
0 (0.0%)

replies considered resolved by beneficiaries

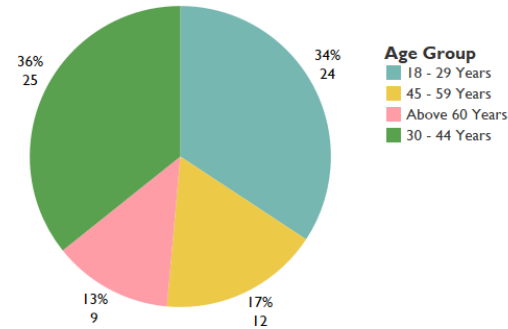
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	57	0	57	0	0	0.0%
Relocation & Repatriation - Relocation from another camp	5	0	5	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	3	0	3	0	0	0.0%
Stairs - Requested	1	0	1	0	0	0.0%
Requested for fresh food	1	0	1	0	0	0.0%
Request for fresh food enlistment - Requested for fresh food	1	0	1	0	0	0.0%
Relocation & Repatriation - Relocation within camp	1	0	1	0	0	0.0%
NFI - Requested for new unique shelter number	1	0	1	0	0	0.0%

Tickets received by gender



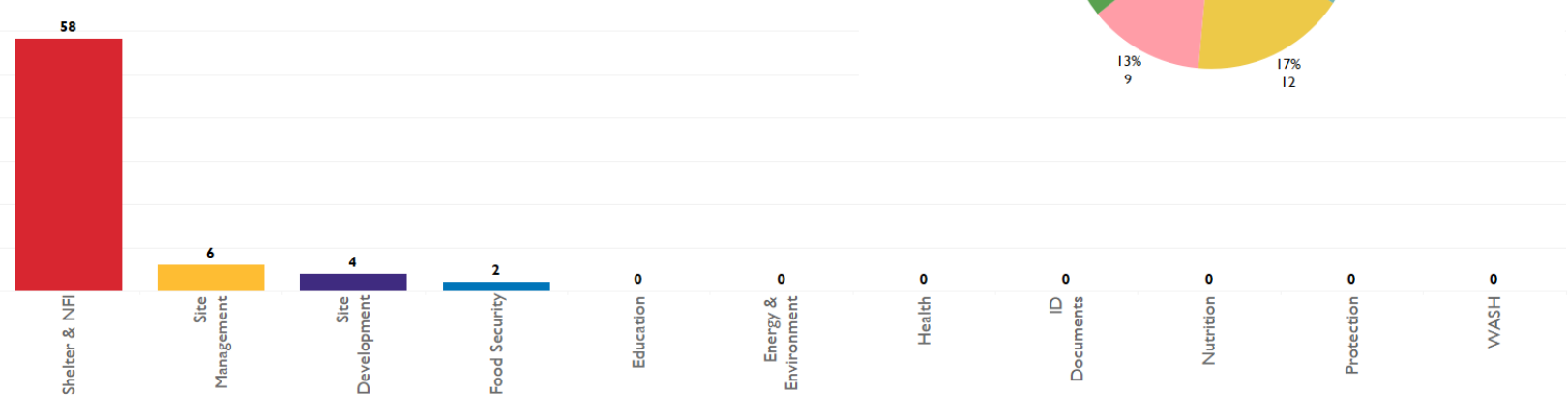
Tickets received by age group



Top unresolved tickets (from replies given)

No responses received

Tickets received by sector





Monthly Camp Report - Camp 02W

February 2024



764

tickets received



359

tickets closed on the spot



405

tickets referred to relevant actors



0

responses given by relevant actors



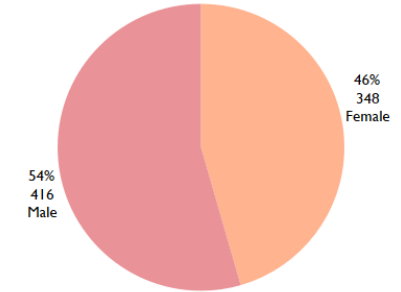
0 (0.0%)

replies considered resolved by beneficiaries

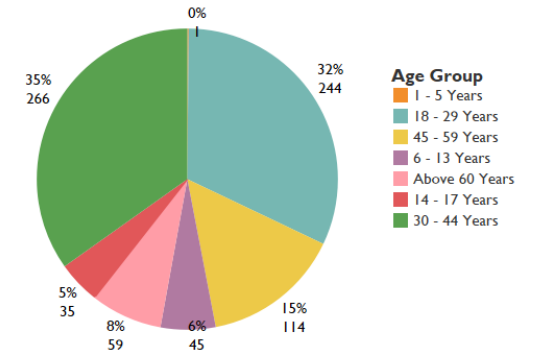
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	165	0	165	0	0	0.0%
Soap & Hygiene Kit - Not enough	122	122	0	0	0	0.0%
Requested for Information	115	115	0	0	0	0.0%
Shelter Materials - Waited too long at distribution	74	0	74	0	0	0.0%
Shelter Materials - Request additional materials	64	0	64	0	0	0.0%
LPG Gas - Not enough for family	52	52	0	0	0	0.0%
Food distributions - Request for more food each month	52	52	0	0	0	0.0%
Damage to shelter - Shelter damaged by weather	34	0	34	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	19	0	19	0	0	0.0%
Treatment - Medical referral	11	11	0	0	0	0.0%
Relocation & Repatriation - Relocation from another camp	7	0	7	0	0	0.0%
Request for fresh food enlistment - Requested for fresh food	6	0	6	0	0	0.0%
Hill or Slope - Erosion & landslide	6	0	6	0	0	0.0%
NFI - Need lpg	5	0	5	0	0	0.0%
Food distributions - Weight was less than stated	4	4	0	0	0	0.0%
Treatment - Rehabilitation support or assistive device support	3	0	3	0	0	0.0%
SCOPE Card - Lost scope card	3	0	3	0	0	0.0%

Tickets received by gender



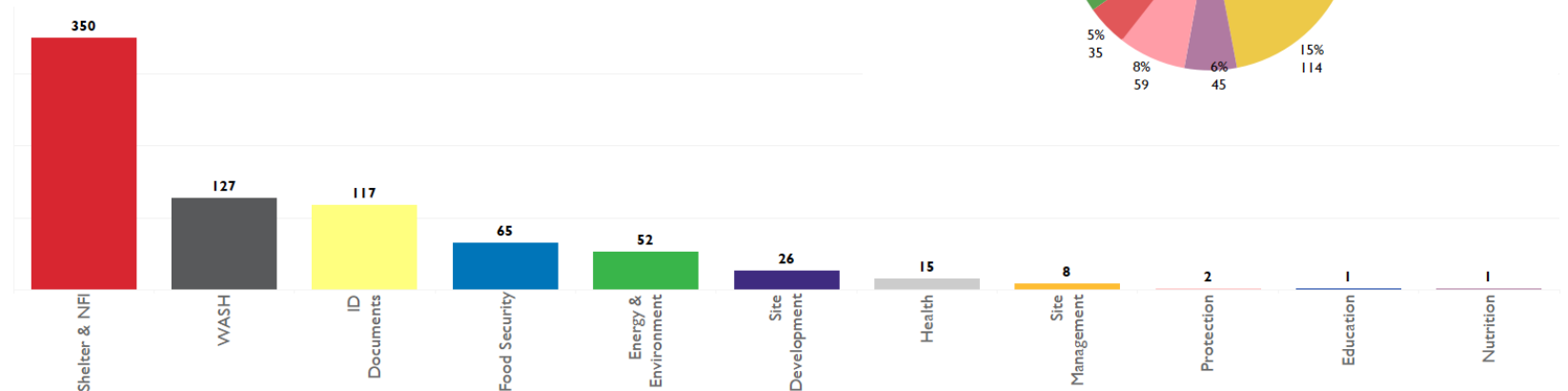
Tickets received by age group



Top unresolved tickets (from replies given)

No responses received

Tickets received by sector





Monthly Camp Report - Camp 03

February 2024



604

tickets received



134

tickets closed on the spot



470

tickets referred to relevant actors



17

responses given by relevant actors



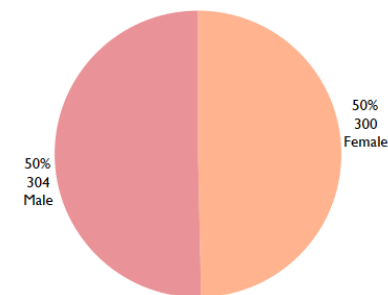
3 (17.6%)

replies considered resolved by beneficiaries

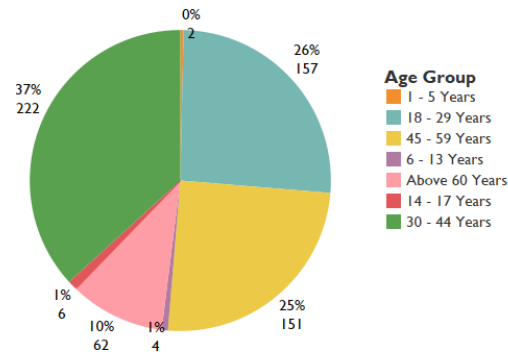
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged over time	141	0	141	0	0	0.0%
Shelter Materials - Request additional materials	129	0	129	5	0	0.0%
Requested for Information	105	105	0	0	0	0.0%
Request for fresh food enlistment - Requested for fresh food	50	0	50	0	0	0.0%
NFI - Request additional materials	32	0	32	5	0	0.0%
LPG Gas - Not enough for family	28	28	0	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	25	0	25	4	3	75.0%
Health book - Requests for new health book	15	0	15	0	0	0.0%
Protection Referral	11	0	11	0	0	0.0%
Relocation & Repatriation - Relocation from another camp	8	0	8	0	0	0.0%
Treatment - Rehabilitation support or assistive device support	4	0	4	0	0	0.0%
Treatment - Health facility treatment/staff's behavior not good quality	4	0	4	0	0	0.0%
LPG Gas - Did not receive cylinder	3	0	3	0	0	0.0%
Damage to shelter - Shelter damaged by weather	3	0	3	0	0	0.0%
Shelter Plot - Shelter Labeling number	2	0	2	0	0	0.0%
Shelter Plot - New plot of land for shelter	2	0	2	0	0	0.0%
Shelter Plot - Extended shelter	2	0	2	0	0	0.0%

Tickets received by gender



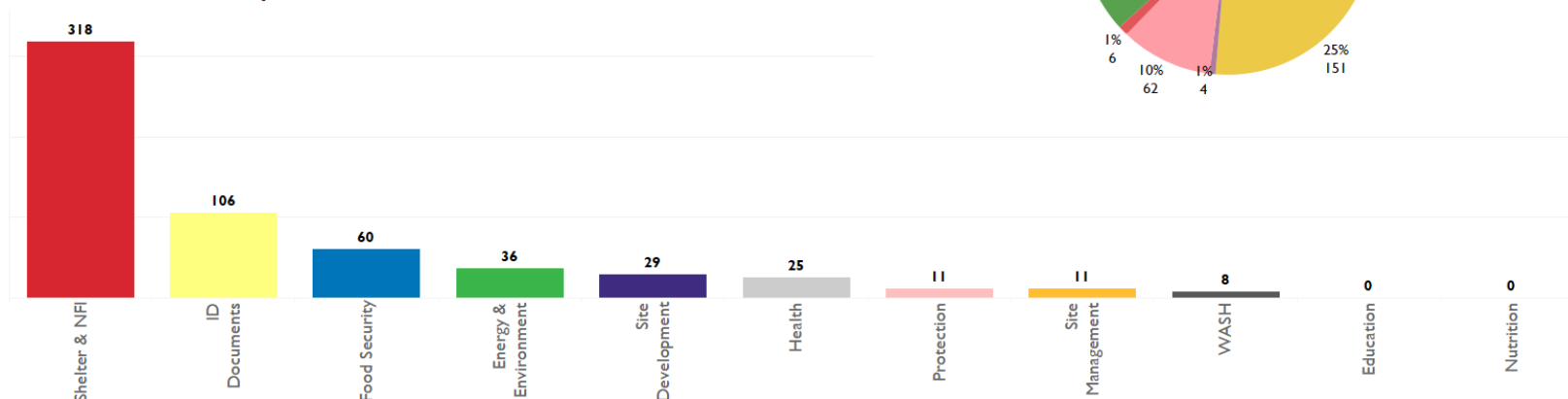
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
NFI - Request additional materials	5
Shelter Materials - Request additional materials	5
Food distributions - Poor quality food items	2
Food distributions - Household has not received food	1
Retaining wall - Damaged, broken, or needs improvement	1

Tickets received by sector





Monthly Camp Report - Camp 04

February 2024



1,345
tickets
received



248
tickets closed
on the spot



1,097
tickets referred to
relevant actors



23
responses given by
relevant actors

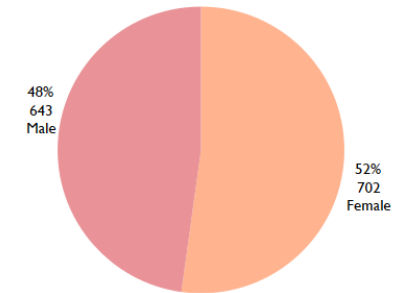


9 (39.1%)
replies considered
resolved by
beneficiaries

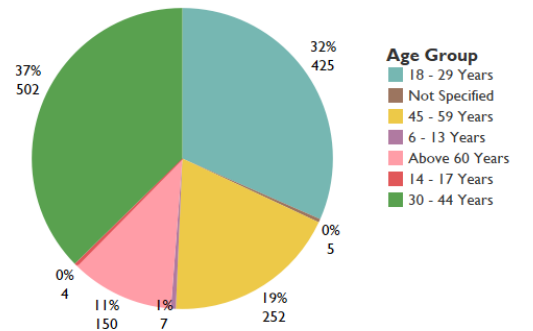
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Request additional materials	361	0	361	1	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	192	0	192	11	0	0.0%
Requested for Information	166	166	0	0	0	0.0%
NFI - Request additional materials	106	0	106	0	0	0.0%
Damage to shelter - Shelter damaged by weather	76	0	76	1	0	0.0%
LPG Gas - Not enough for family	54	54	0	0	0	0.0%
Bathing Station - Requested	41	0	41	0	0	0.0%
Damage to shelter - Shelter damaged over time	36	0	36	0	0	0.0%
Drainage & Cover - Requested for a new drain	31	0	31	0	0	0.0%
Request for fresh food enlistment - Requested for fresh food	22	0	22	0	0	0.0%
Lamp post - Requested	22	0	22	0	0	0.0%
Latrine - Needs cleaning	21	0	21	0	0	0.0%
Water tap & Tubewell - Requested	18	0	18	0	0	0.0%
Protection Referral	17	0	17	5	5	100.0%
Change of Registration information - New Registration	16	0	16	0	0	0.0%
Relocation & Repatriation - Relocation from another camp	15	0	15	0	0	0.0%
Latrine - New toilet requested	13	0	13	0	0	0.0%

Tickets received by gender



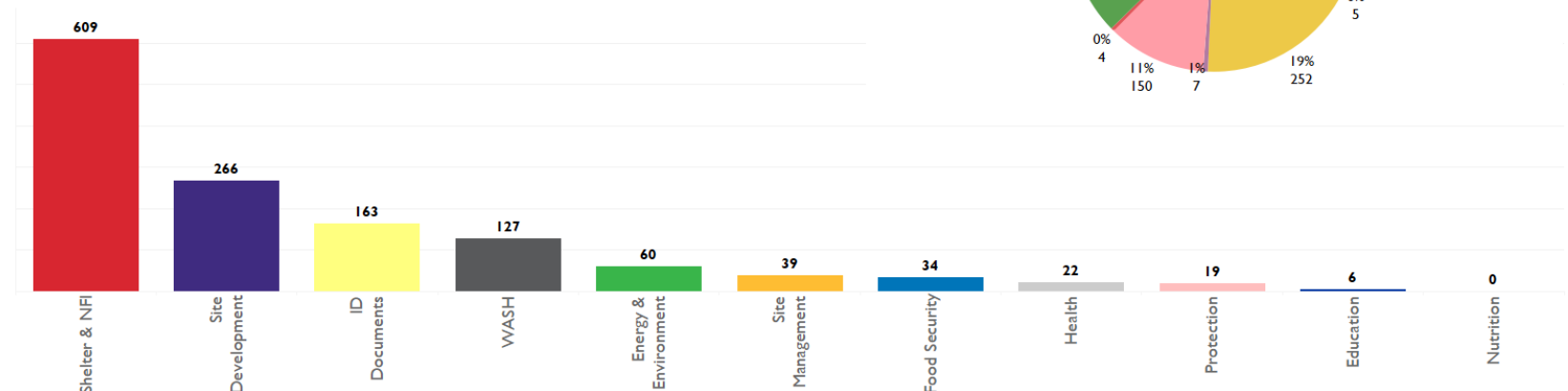
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Retaining wall - Damaged, broken, or needs improvement	11
Damage to shelter - Shelter damaged by weather	1
Health - Request for Health Book	1
Shelter Materials - Request additional materials	1

Tickets received by sector





Monthly Camp Report - Camp 04 Ext.

February 2024



280

tickets received



53

tickets closed on the spot



227

tickets referred to relevant actors



0

responses given by relevant actors



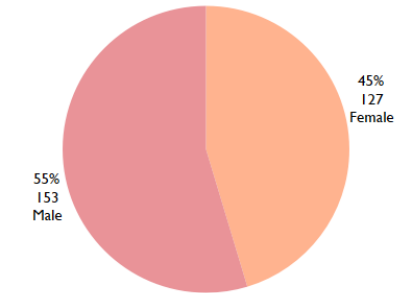
0 (0.0%)

replies considered resolved by beneficiaries

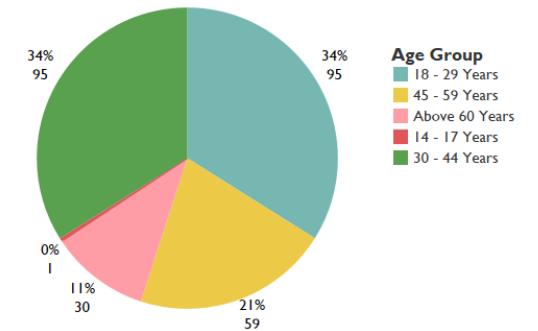
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Relocation & Repatriation - Relocation from another camp	68	0	68	0	0	0.0%
NFI - Missed Distribution	47	0	47	0	0	0.0%
Damage to shelter - Shelter damaged over time	37	0	37	0	0	0.0%
Requested for Information	33	33	0	0	0	0.0%
Relocation & Repatriation - Relocation to another camp	24	0	24	0	0	0.0%
LPG Gas - Not enough for family	16	16	0	0	0	0.0%
NFI - Request additional materials	10	0	10	0	0	0.0%
Request for fresh food enlistment - Requested for fresh food	8	0	8	0	0	0.0%
LPG Gas - Did not receive cylinder	7	0	7	0	0	0.0%
Lamp post - Requested	4	0	4	0	0	0.0%
Shelter Materials - Request additional materials	3	0	3	0	0	0.0%
Requesting for exchanging shelter	3	0	3	0	0	0.0%
Food distributions - Weight was less than stated	3	3	0	0	0	0.0%
Solar battery - Requested for solar battery	2	0	2	0	0	0.0%
Water tap & Tubewell - Requesting for fences	1	0	1	0	0	0.0%
Water tap & Tubewell - Not enough water	1	0	1	0	0	0.0%
Treatment - Health facility treatment/staff's behavior not good quality	1	0	1	0	0	0.0%

Tickets received by gender



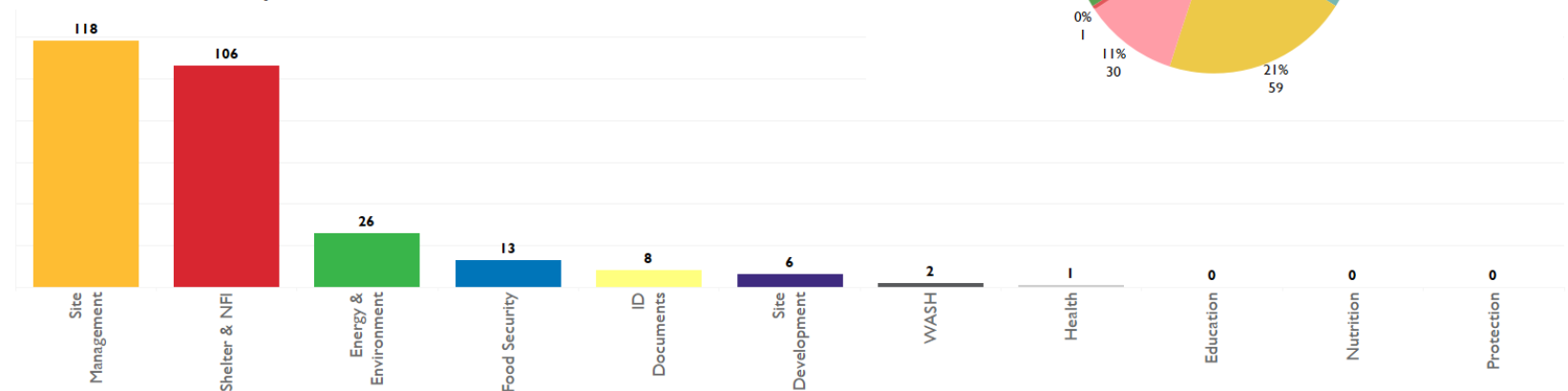
Tickets received by age group



Top unresolved tickets (from replies given)

No responses received

Tickets received by sector





Monthly Camp Report - Camp 05

February 2024



453

tickets received



58

tickets closed on the spot



395

tickets referred to relevant actors



4

responses given by relevant actors



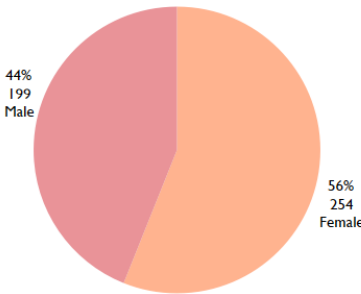
3 (75.0%)

replies considered resolved by beneficiaries

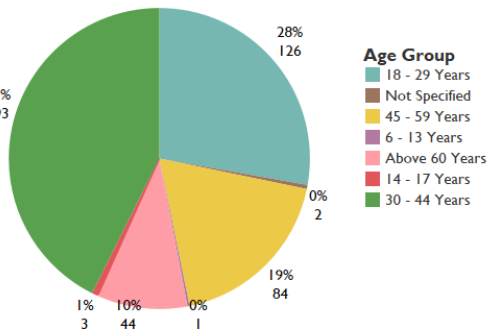
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Request for fresh food enlistment - Requested for fresh food	89	0	89	0	0	0.0%
Requested for Information	57	57	0	0	0	0.0%
LPG Gas - Did not receive cylinder	50	0	50	0	0	0.0%
Shelter Materials - Request additional materials	46	0	46	0	0	0.0%
Damage to shelter - Shelter damaged over time	43	0	43	0	0	0.0%
LPG Gas - Lost or stolen cylinder	28	0	28	0	0	0.0%
Retaining wall - Requested	24	0	24	1	0	0.0%
NFI - Request additional materials	17	0	17	0	0	0.0%
Protection Referral	12	0	12	2	2	100.0%
Treatment - Rehabilitation support or assistive device support	11	0	11	1	1	100.0%
Bathing Station - Requested	10	0	10	0	0	0.0%
Pathway - Requested	5	0	5	0	0	0.0%
Cooking Stove - LPG lighter damaged	5	0	5	0	0	0.0%
Request for additional room - He wants empty room	4	0	4	0	0	0.0%
Lamp post - Requested	4	0	4	0	0	0.0%
Lamp post - Damaged, broken, or needs improvement	4	0	4	0	0	0.0%
Bathing Station - Broken or Damaged	4	0	4	0	0	0.0%

Tickets received by gender



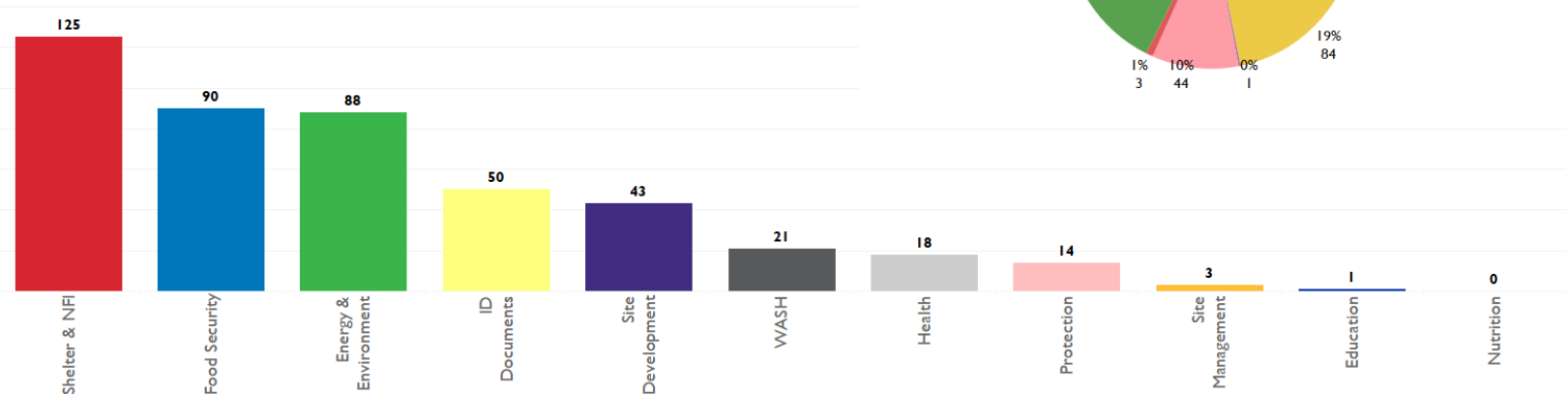
Tickets received by age group



Top unresolved tickets (from replies given)



Tickets received by sector





Monthly Camp Report - Camp 06

February 2024



538

tickets received



81

tickets closed on the spot



457

tickets referred to relevant actors



85

responses given by relevant actors



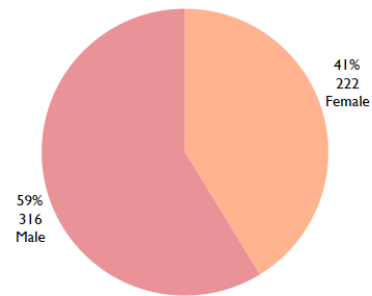
2 (2.4%)

replies considered resolved by beneficiaries

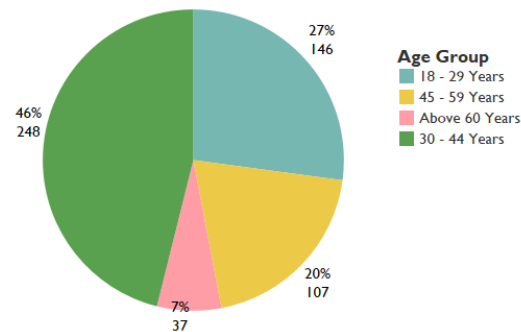
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Request additional materials	135	0	135	7	0	0.0%
Retaining wall - Requested	68	0	68	0	0	0.0%
NFI - Request additional materials	64	0	64	6	0	0.0%
LPG Gas - Not enough for family	50	50	0	0	0	0.0%
Treatment - Medical referral	30	30	0	0	0	0.0%
Hill or Slope - Erosion & landslide	27	0	27	25	2	8.0%
NFI - Request for blankets	19	0	19	0	0	0.0%
NFI - Request for mosquito net	16	0	16	0	0	0.0%
NFI - Request for Floor Mat	14	0	14	0	0	0.0%
Lamp post - Requested	13	0	13	0	0	0.0%
Request for fresh food enlistment - Requested for fresh food	12	0	12	0	0	0.0%
Protection Referral	10	0	10	4	0	0.0%
Pathway - Damaged, broken, or needs improvement	10	0	10	27	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	8	0	8	1	0	0.0%
Shelter Materials - Request for shelter kits	7	0	7	0	0	0.0%
Stairs - Damaged, broken, or needs improvement	6	0	6	6	0	0.0%
Shelter Materials - Request for shelter materials	6	0	6	0	0	0.0%

Tickets received by gender



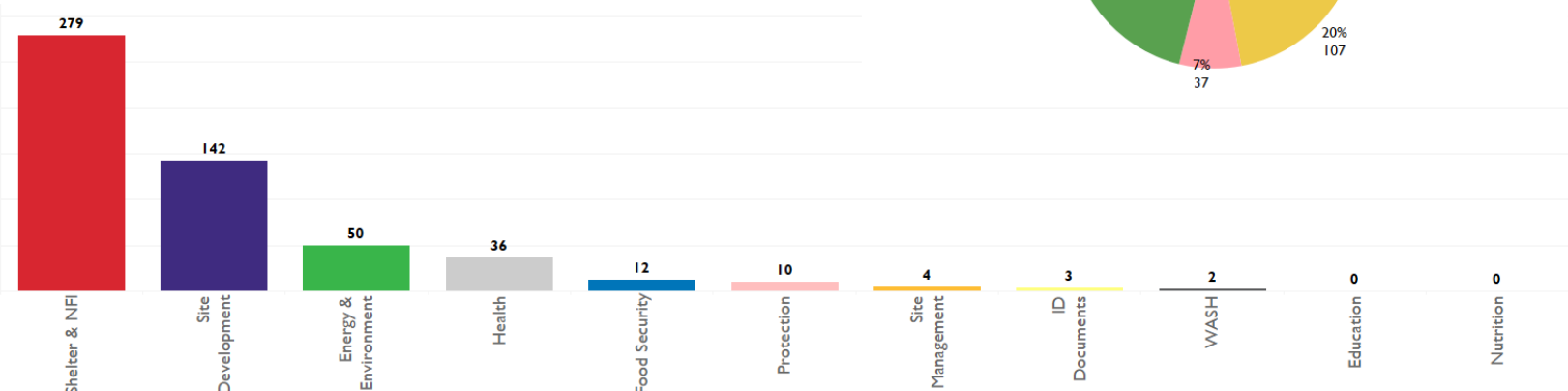
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Pathway - Damaged, broken, or needs improvement	27
Hill or Slope - Erosion & landslide	23
Shelter Materials - Request additional materials	7
NFI - Request additional materials	6
Stairs - Damaged, broken, or needs improvement	6
Protection Referral	4
Food distributions - Poor quality food items	3
Drainage & Cover - Drainage Cover Requested	2
Food distributions - Household has not received food	2
Drainage & Cover - Request new drain	1
Request for fresh food enlistm - Request for fresh food	1
Retaining wall - Damaged, broken, or needs improvement	1

Tickets received by sector





Monthly Camp Report - Camp 07

February 2024



392

tickets received



22

tickets closed on the spot



370

tickets referred to relevant actors



0

responses given by relevant actors



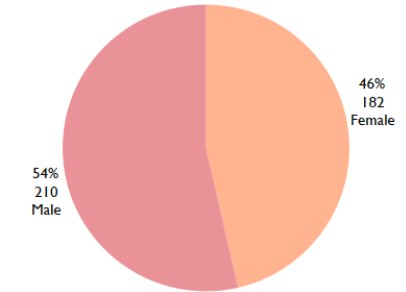
0 (0.0%)

replies considered resolved by beneficiaries

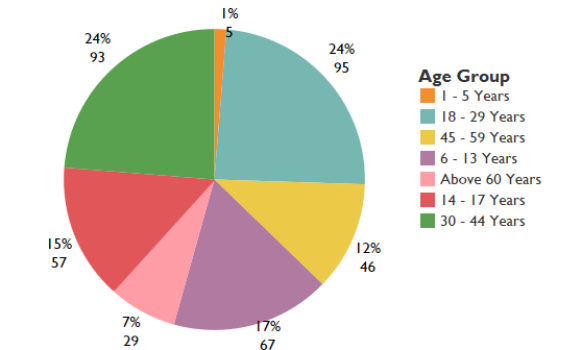
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged over time	109	0	109	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	101	0	101	0	0	0.0%
Damage to shelter - Shelter damaged by weather	38	0	38	0	0	0.0%
Hill or Slope - Erosion & landslide	28	0	28	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	25	0	25	0	0	0.0%
Requested for Information	21	21	0	0	0	0.0%
Change of Registration information - New Born	16	0	16	0	0	0.0%
Treatment - Health facility treatment/staff's behavior not good quality	9	0	9	0	0	0.0%
Treatment - Need health support	8	0	8	0	0	0.0%
Change of Registration information - Merge and Split	6	0	6	0	0	0.0%
Change of Registration information - New Registration	5	0	5	0	0	0.0%
Change of Registration information - Address Change	5	0	5	0	0	0.0%
Request for fresh food enlistment - Requested for fresh food	3	0	3	0	0	0.0%
Health book - Requests for new health book	3	0	3	0	0	0.0%
Treatment - She has been suffering fever	2	0	2	0	0	0.0%
Treatment - She has been facing with serious health issues	2	0	2	0	0	0.0%
Treatment - Rehabilitation support or assistive device support	2	0	2	0	0	0.0%

Tickets received by gender



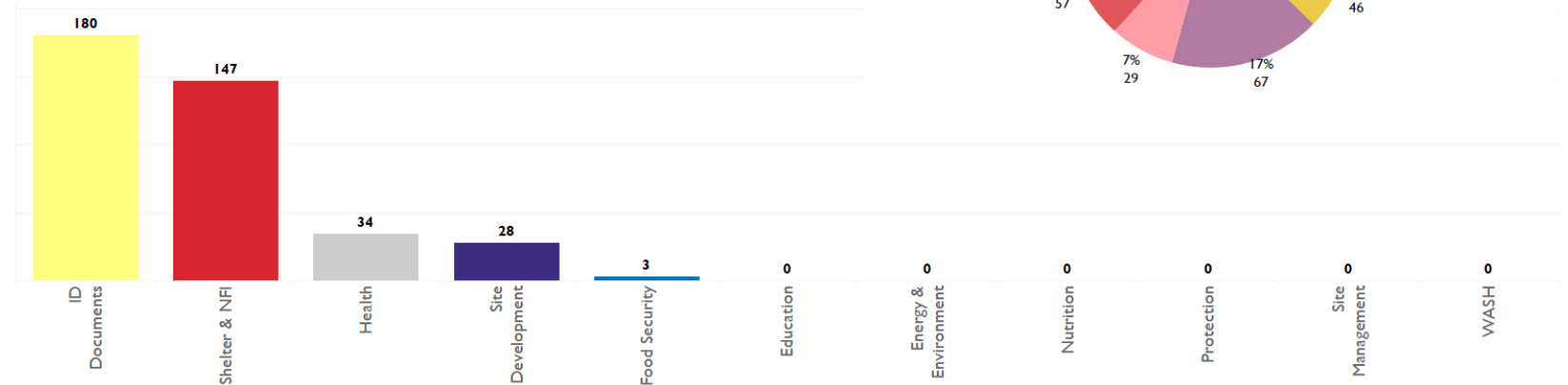
Tickets received by age group



Top unresolved tickets (from replies given)

No responses received

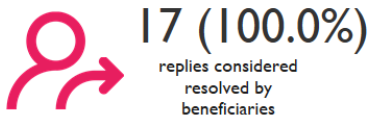
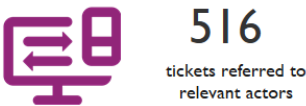
Tickets received by sector





Monthly Camp Report - Camp 08E

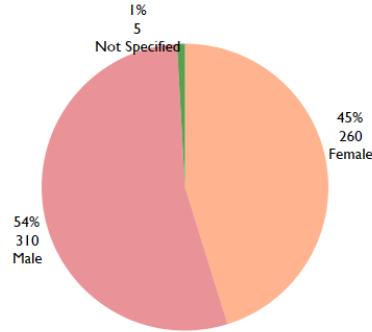
February 2024



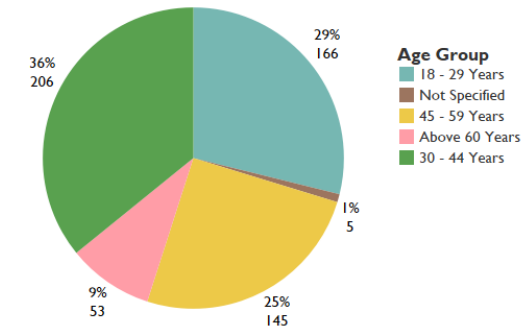
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	132	0	132	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	122	0	122	14	14	100.0%
Requested for Information	48	48	0	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	44	0	44	0	0	0.0%
Stairs - Requested	27	0	27	0	0	0.0%
Drainage - Drain Requested	22	0	22	0	0	0.0%
Bathing Station - Requested	21	0	21	1	1	100.0%
Community Conflict - Tree Cutting	18	0	18	0	0	0.0%
Pathway - Requested	14	0	14	0	0	0.0%
Latrine - New toilet requested	14	0	14	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	10	0	10	0	0	0.0%
LPG Gas - Did not receive cylinder	10	0	10	0	0	0.0%
Food distributions - Household has not received food	10	0	10	0	0	0.0%
Cooking Stove - Did not receive	10	0	10	0	0	0.0%
Treatment - Better treatment	8	0	8	0	0	0.0%
Drainage & Cover - Drainage Cover Requested	7	0	7	0	0	0.0%
Cash for Work - Requested CFW	6	6	0	0	0	0.0%

Tickets received by gender



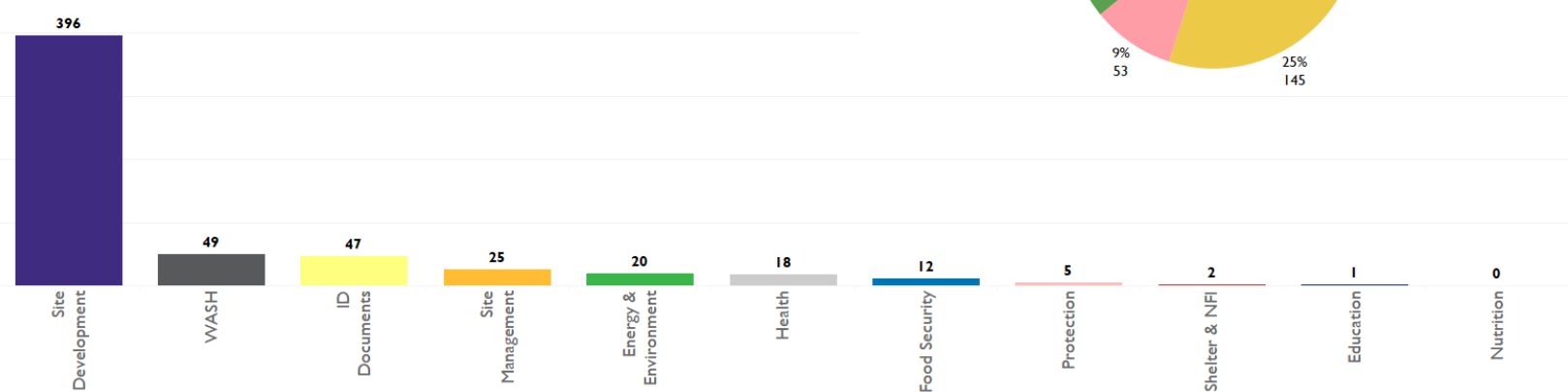
Tickets received by age group



Top unresolved tickets (from replies given)

No unresolved replies

Tickets received by sector





Monthly Camp Report - Camp 08W

February 2024



498

tickets received



67

tickets closed on the spot



431

tickets referred to relevant actors



48

responses given by relevant actors



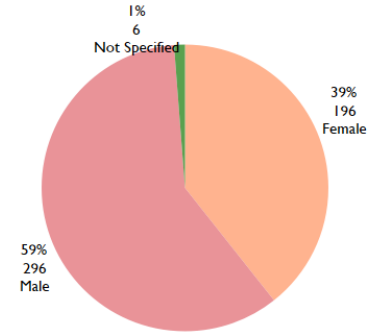
0 (0.0%)

replies considered resolved by beneficiaries

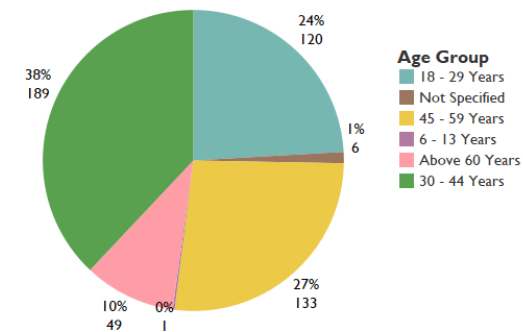
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	192	0	192	0	0	0.0%
Hill or Slope - Erosion & landslide	94	0	94	25	0	0.0%
Requested for Information	52	52	0	0	0	0.0%
Stairs - Requested	23	0	23	0	0	0.0%
Drainage - Drain Requested	19	0	19	0	0	0.0%
Pathway - Requested	13	0	13	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	12	0	12	0	0	0.0%
Water tap & Tubewell - Not enough water	9	0	9	0	0	0.0%
Cooking Stove - Did not receive	8	0	8	0	0	0.0%
LPG Gas - Did not receive cylinder	7	0	7	0	0	0.0%
Lamp post or Street light - Requested	6	0	6	0	0	0.0%
Protection Referral (DRC)	5	5	0	0	0	0.0%
Food distributions - Household has not received food	5	0	5	0	0	0.0%
Shelter Porters - Requested	4	0	4	0	0	0.0%
Shelter Materials - Request additional materials	4	4	0	1	0	0.0%
LPG Gas - Did not receive refill	4	0	4	0	0	0.0%
Latrine - New toilet requested	4	0	4	2	0	0.0%

Tickets received by gender



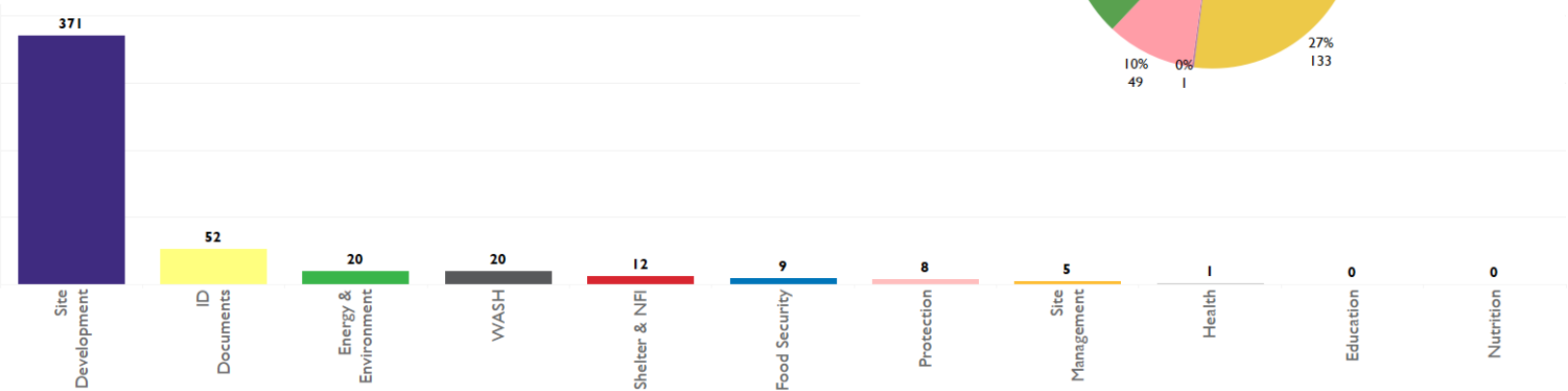
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Hill or Slope - Erosion & landslide	25
Registration documents lost and replacement - Lost ID Card	5
Stairs - Damaged, broken, or needs improvement	5
Bathing Station - Broken or Damaged	2
Drainage & Cover - Request new drain	2
Latrine - New toilet requested	2
Drainage & Cover - Drainage Cover Requested	1
Pathway - Damaged, broken, or needs improvement	1
Registration documents lost and replacement - Lost ID card and family attest..	1
Request for information	1
Retaining wall - Damaged, broken, or needs improvement	1
Shelter Materials - Request additional materials	1
Toilets stairs needs to repair. - Toilet stairs	1

Tickets received by sector





Monthly Camp Report - Camp 09

February 2024



579

tickets received



276

tickets closed on the spot



303

tickets referred to relevant actors



458

responses given by relevant actors



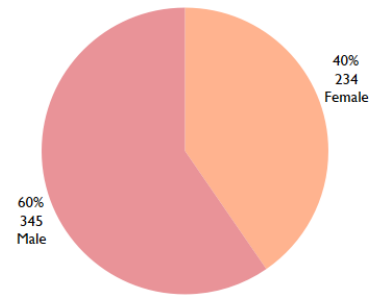
113 (24.7%)

replies considered resolved by beneficiaries

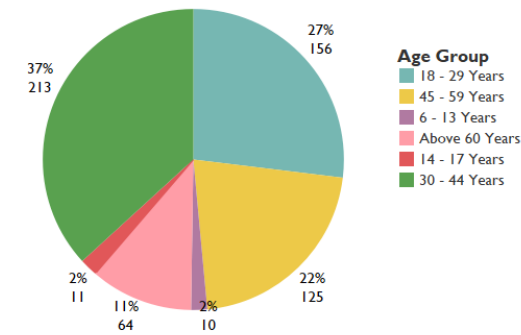
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Requested for Information	166	166	0	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	49	0	49	74	4	5.4%
Shelter Materials - Missed Distribution	47	0	47	33	3	9.1%
Cash for Work - Has not been selected for CFW in long time	43	43	0	0	0	0.0%
Slope Protection (erosion) - Requested	41	0	41	76	7	9.2%
Soap & Hygiene Kit - Did not receive	34	0	34	10	5	50.0%
Drainage - Drain Requested	29	0	29	48	1	2.1%
Request for fresh food enlistment - Requested for fresh food	21	0	21	0	0	0.0%
Damage to shelter - Shelter damaged over time	17	17	0	0	0	0.0%
Stairs - Requested	16	0	16	27	2	7.4%
Drainage Cover (Slab) - Requested	16	0	16	17	0	0.0%
Cash for Work - Requested CFW	14	14	0	0	0	0.0%
Stairs - Damaged, broken, or needs improvement	10	0	10	19	3	15.8%
LPG Gas - Not enough for family	9	9	0	0	0	0.0%
SMART Card & Family Attestation - Add New Born	7	7	0	67	63	94.0%
NFI - Request additional materials	5	5	0	0	0	0.0%
Bridge - Damaged, broken, or needs improvement	5	0	5	3	0	0.0%

Tickets received by gender



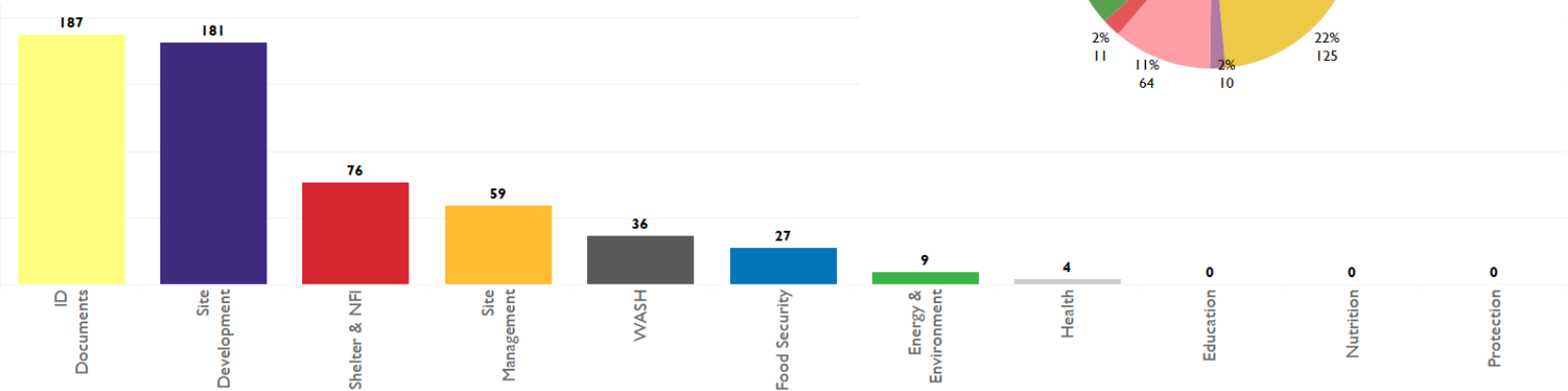
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Damaged, broken, or needs improvement	70
Slope Protection (erosion) - Requested	69
Drainage - Drain Requested	47
Shelter Materials - Missed Distribution	30
Stairs - Requested	25
Drainage Cover (Slab) - Requested	17
Stairs - Damaged, broken, or needs improvement	16
Pathway - Requested	14
SMART Card & Family Attestation - Lost ID Card	12
Bridge - Requested	6
SMART Card & Family Attestation - Biographical Error	5
Soap & Hygiene Kit - Did not receive	5
Drainage - Damaged, broken, or needs improvement	4
Pathway - Damaged, broken, or needs improvement	4
SMART Card & Family Attestation - Add New Born	4
Bridge - Damaged, broken, or needs improvement	3
Drainage Cover (Slab) - Damaged, broken, or needs improvement	2

Tickets received by sector





Monthly Camp Report - Camp 10

February 2024



879

tickets received



377

tickets closed on the spot



502

tickets referred to relevant actors



7

responses given by relevant actors



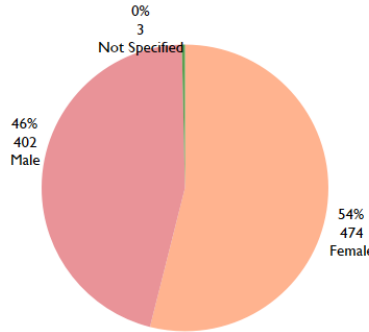
2 (28.6%)

replies considered resolved by beneficiaries

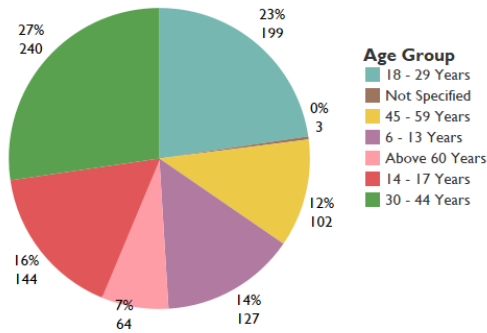
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Requested for Information	341	341	0	0	0	0.0%
Slope Protection (erosion) - Requested	132	0	132	0	0	0.0%
Cash for Work - Has not been enrolled	69	0	69	0	0	0.0%
Hill or Slope - Erosion & landslide	40	0	40	2	0	0.0%
Stairs - Requested	33	0	33	0	0	0.0%
Drainage - Drain Requested	26	0	26	0	0	0.0%
SCOPE Card - Has not received new SCOPE Card	22	0	22	0	0	0.0%
Soap & Hygiene Kit - Did not receive	21	0	21	0	0	0.0%
Shelter Number - Requested	17	0	17	0	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	15	15	0	0	0	0.0%
Lamp post or Street light - Requested	14	0	14	0	0	0.0%
Request for fresh food enlistment - Requested for fresh food	13	0	13	0	0	0.0%
SMART Card & Family Attestation - Add New Born	12	12	0	0	0	0.0%
Shelter Materials - Missed Distribution	11	0	11	0	0	0.0%
LPG Gas - Did not receive refill	10	0	10	0	0	0.0%
Pathway - Requested	9	0	9	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	7	0	7	0	0	0.0%

Tickets received by gender



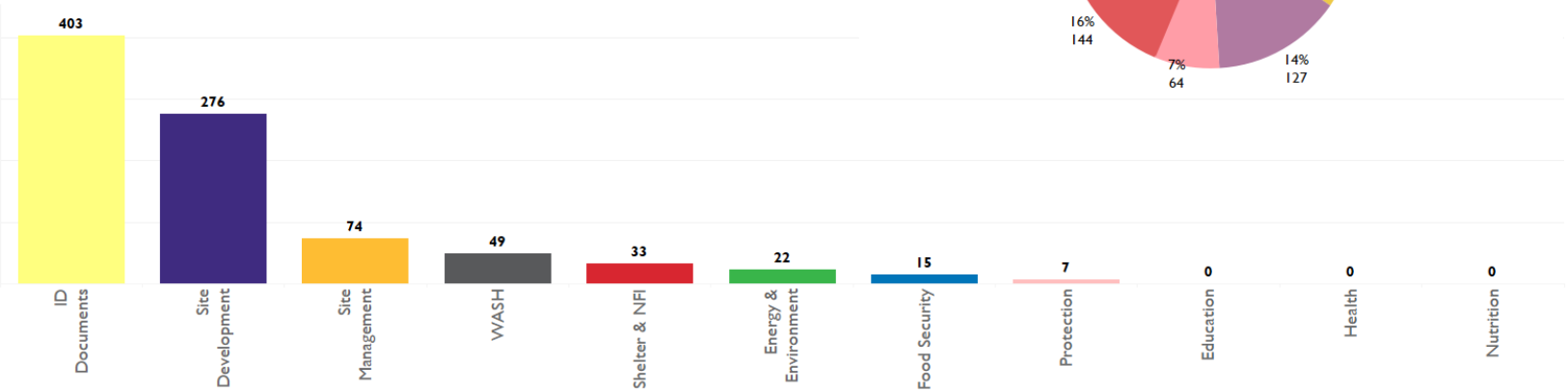
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Hill or Slope - Erosion & landslide	2
SCOPE Card - Damaged	1
Shelter Plot - New plot of land for shelter	1
Water tap & Tubewell - Not enough water	1

Tickets received by sector





Monthly Camp Report - Camp II

February 2024



843

tickets received



225

tickets closed on the spot



618

tickets referred to relevant actors



453

responses given by relevant actors



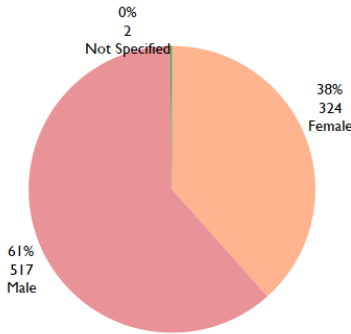
122 (26.9%)

replies considered resolved by beneficiaries

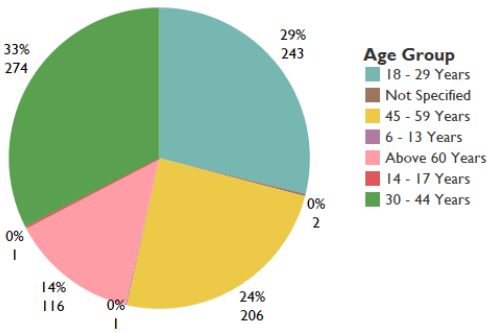
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Missed Distribution	154	0	154	63	38	60.3%
Cash for Work - Has not been selected for CFW in long time	104	104	0	0	0	0.0%
Slope Protection (erosion) - Requested	69	0	69	98	3	3.1%
Drainage - Drain Requested	47	0	47	30	2	6.7%
Protection Referral	44	0	44	14	14	100.0%
Request for fresh food enlistment - Requested for fresh food	41	0	41	1	1	100.0%
NFI - Missed Distribution	41	0	41	0	0	0.0%
Cash for Work - Requested CFW	40	40	0	0	0	0.0%
Stairs - Requested	37	0	37	27	0	0.0%
Requested for Information	36	36	0	0	0	0.0%
Cash for Work - Has not been enrolled	20	0	20	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	19	0	19	3	0	0.0%
Pathway - Requested	16	0	16	9	0	0.0%
Lamp post or Street light - Requested	14	0	14	1	0	0.0%
Soap & Hygiene Kit - Did not receive	13	0	13	30	14	46.7%
Food distributions - Request for more food each month	11	11	0	0	0	0.0%
LPG Gas - Did not receive refill	8	0	8	11	3	27.3%

Tickets received by gender



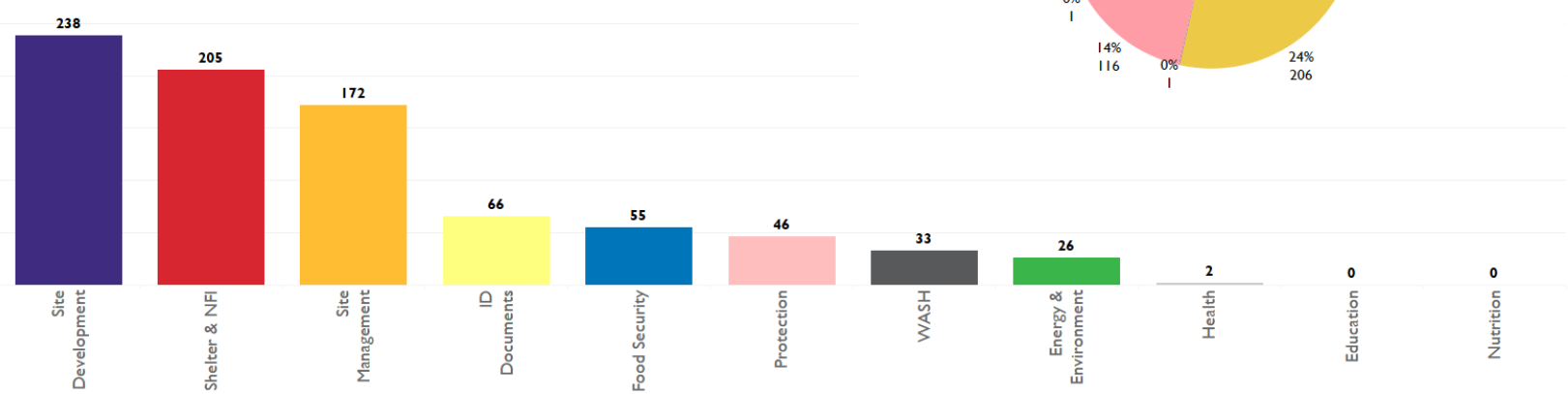
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	95
Drainage - Drain Requested	28
Stairs - Requested	27
Shelter Materials - Missed Distribution	25
LPG Gas - Lost or stolen cylinder	19
Soap & Hygiene Kit - Did not receive	16
Drainage Cover (Slab) - Requested	13
LPG Gas - Did not receive cylinder	9
Pathway - Requested	9
Latrine - New toilet requested	8
LPG Gas - Did not receive refill	8
SMART Card & Family Attestation - Add New Born	8
Slope Protection (erosion) - Damaged, broken, or needs improvement	7
SMART Card & Family Attestation - Request for individual SMART card	7
Cash for Work - Has received less payment than days worked	5
Water tap - Requested	5
Cooking Stove - Lost or stolen	4

Tickets received by sector





Monthly Camp Report - Camp 12

February 2024



675

tickets received



155

tickets closed on the spot



520

tickets referred to relevant actors



0

responses given by relevant actors



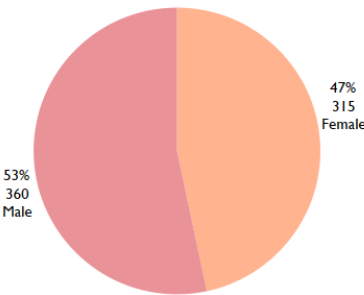
0 (0.0%)

replies considered resolved by beneficiaries

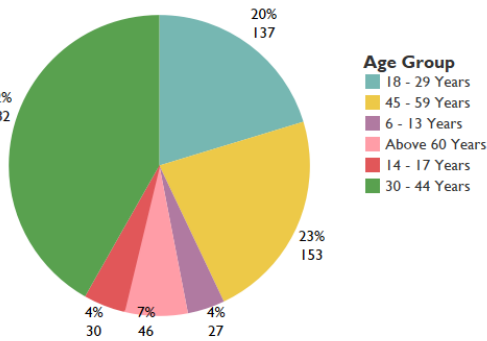
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	141	0	141	0	0	0.0%
Requested for Information	130	130	0	0	0	0.0%
Hill or Slope - Erosion & landslide	48	0	48	0	0	0.0%
Drainage - Drain Requested	37	0	37	0	0	0.0%
Shelter Materials - Missed Distribution	32	0	32	0	0	0.0%
Stairs - Requested	24	0	24	0	0	0.0%
NFI - Request additional materials	23	0	23	0	0	0.0%
Soap & Hygiene Kit - Did not receive	20	0	20	0	0	0.0%
Damage to shelter - Shelter damaged by weather	18	0	18	0	0	0.0%
Pathway - Requested	15	0	15	0	0	0.0%
Latrine - New toilet requested	14	0	14	0	0	0.0%
Water tap & Tubewell - Requested	13	0	13	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	13	0	13	0	0	0.0%
LPG Gas - Did not receive refill	12	0	12	0	0	0.0%
Soap & Hygiene Kit - Not enough	9	9	0	0	0	0.0%
Food distributions - Household has not received food	9	0	9	0	0	0.0%
Drainage Cover (Slab) - Requested	9	0	9	0	0	0.0%

Tickets received by gender



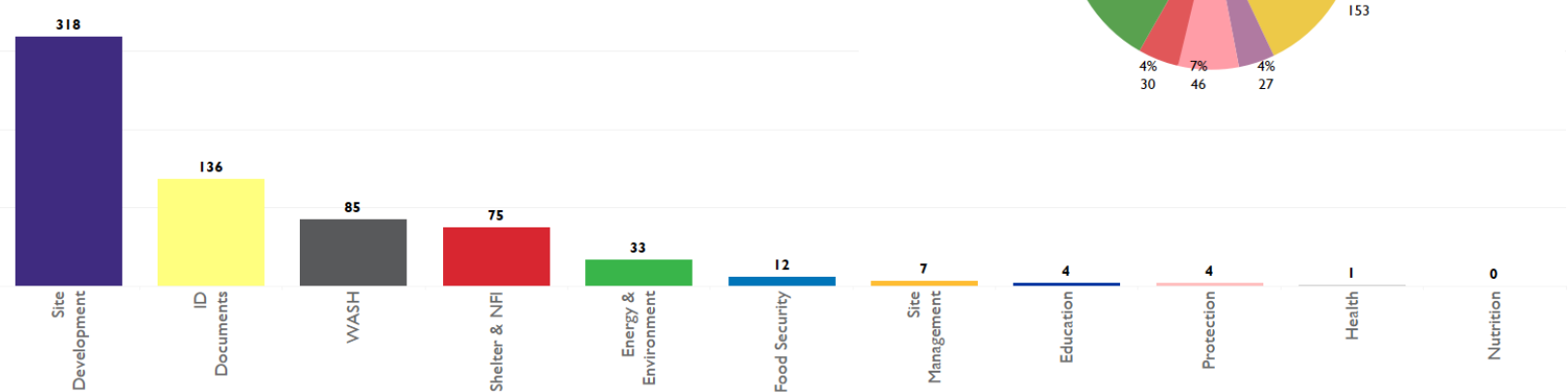
Tickets received by age group



Top unresolved tickets (from replies given)

No responses received

Tickets received by sector





Monthly Camp Report - Camp 13

February 2024



796

tickets received



356

tickets closed on the spot



440

tickets referred to relevant actors



624

responses given by relevant actors



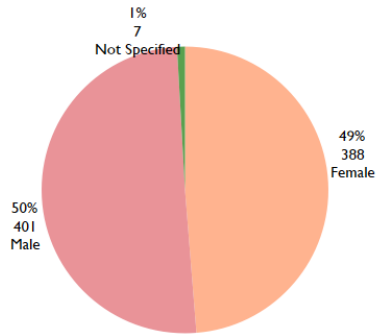
195 (31.3%)

replies considered resolved by beneficiaries

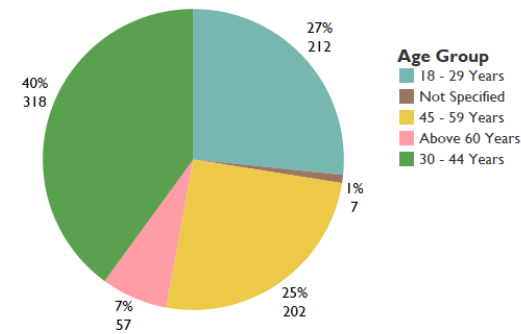
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Requested CFW	213	213	0	0	0	0.0%
Slope Protection (erosion) - Requested	112	0	112	111	13	11.7%
Slope Protection (erosion) - Damaged, broken, or needs improvement	61	0	61	206	77	37.4%
Shelter Materials - Missed Distribution	54	0	54	36	9	25.0%
Cash for Work - Has not been enrolled	36	0	36	70	34	48.6%
SMART Card & Family Attestation - Add New Born	27	27	0	48	22	45.8%
Shelter Number - Requested	27	0	27	9	0	0.0%
Drainage Cover (Slab) - Requested	27	0	27	3	2	66.7%
SMART Card & Family Attestation - Request for individual SMART card	20	20	0	18	2	11.1%
SMART Card & Family Attestation - Merge and Split	20	20	0	9	4	44.4%
Skill Training - Requested	19	19	0	0	0	0.0%
Soap & Hygiene Kit - Did not receive	16	0	16	12	8	66.7%
SCOPE Card - Has not received new SCOPE Card	12	0	12	3	0	0.0%

Tickets received by gender



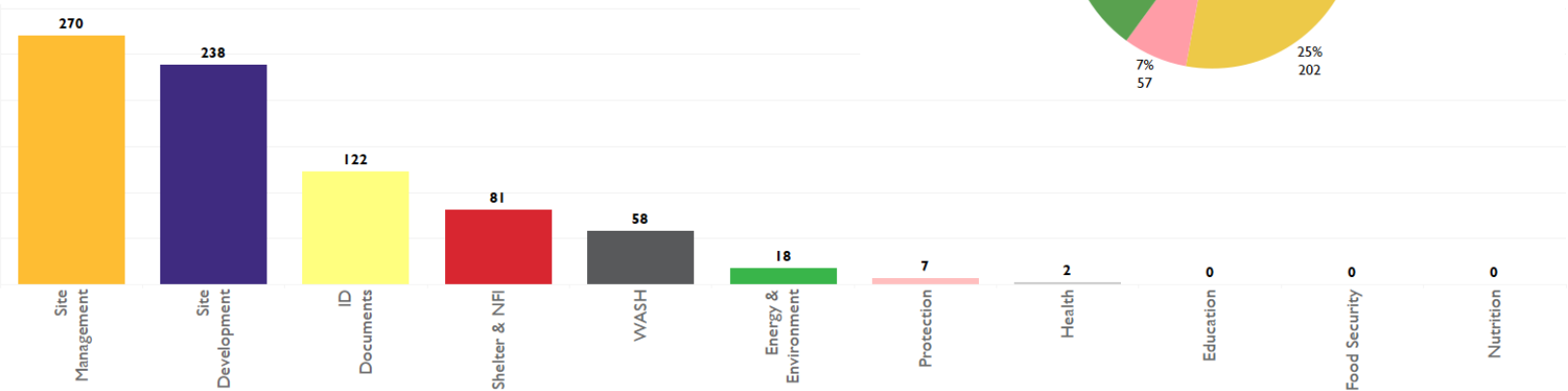
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Damaged, broken, or needs improvement	129
Slope Protection (erosion) - Requested	98
Cash for Work - Has not been enrolled	36
Shelter Materials - Missed Distribution	27
SMART Card & Family Attestation - Add New Born	26
SMART Card & Family Attestation - Request for individual SMART card	16
SMART Card & Family Attestation - Lost ID Card	12
SMART Card & Family Attestation - Biographical Error	10
Shelter Number - Requested	9
Drainage - Drain Requested	6
Water tap - Requested	6
SMART Card & Family Attestation - Merge and Split	5
SMART Card & Family Attestation - Death Case	4
Soap & Hygiene Kit - Did not receive	4
Drainage - Damaged, broken, or needs improvement	3
Pathway - Damaged, broken, or needs improvement	3
Pathway - Requested	3

Tickets received by sector





Monthly Camp Report - Camp 14

February 2024



675

tickets received



327

tickets closed on the spot



348

tickets referred to relevant actors



296

responses given by relevant actors



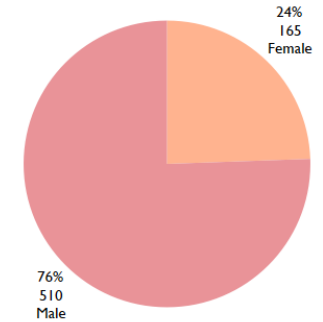
28 (9.5%)

replies considered resolved by beneficiaries

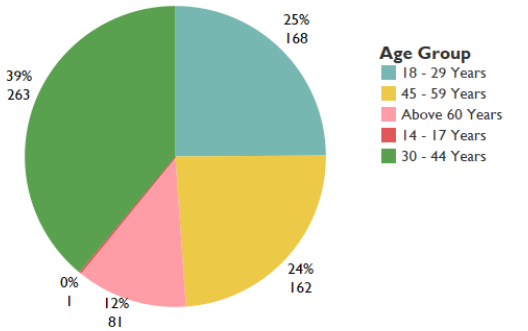
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Requested CFW	130	130	0	0	0	0.0%
Cash for Work - Has not been selected for CFW in long time	100	100	0	0	0	0.0%
Slope Protection (erosion) - Requested	97	0	97	86	1	1.2%
Slope Protection (erosion) - Damaged, broken, or needs improvement	63	0	63	65	6	9.2%
NFI - Request additional materials	33	33	0	0	0	0.0%
Soap & Hygiene Kit - Not enough	22	22	0	0	0	0.0%
Drainage - Drain Requested	20	0	20	16	1	6.3%
Cash for Work - Has not been enrolled	17	0	17	0	0	0.0%
Stairs - Requested	16	0	16	18	0	0.0%
Stairs - Damaged, broken, or needs improvement	14	0	14	14	0	0.0%
Pathway - Damaged, broken, or needs improvement	12	0	12	6	1	16.7%
LPG Gas - Not enough for family	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%
Shelter Number - Requested	11	0	11	0	0	0.0%
Pathway - Requested	11	0	11	11	0	0.0%
Latrine - New toilet requested	8	0	8	11	1	9.1%
Food distributions - Household has not received food	7	0	7	0	0	0.0%

Tickets received by gender



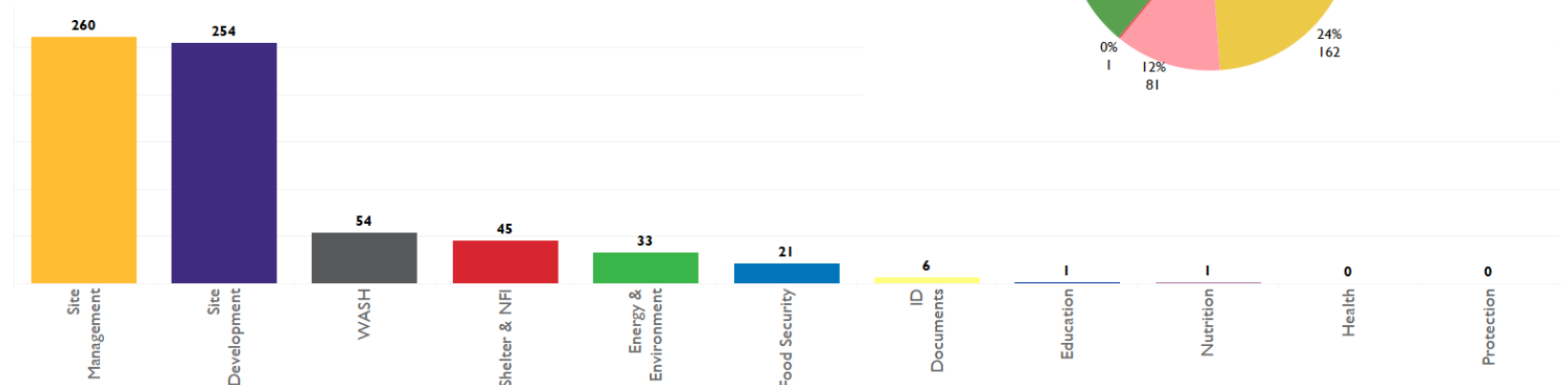
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	85
Slope Protection (erosion) - Damaged, broken, or needs improvement	59
Stairs - Requested	18
Drainage - Drain Requested	15
Stairs - Damaged, broken, or needs improvement	14
Pathway - Requested	11
Latrine - New toilet requested	10
Drainage - Damaged, broken, or needs improvement	7
Bathing Station - Requested	5
Pathway - Damaged, broken, or needs improvement	5
Fence or railing for path or stairs - Requested	4
Lamp post or Street light - Requested	4
Drainage Cover (Slab) - Requested	3
LPG Porters - Requested	3
Water tap - Requested	3
Cooking Stove - Did not receive	2
Damaged Community Facility - Damaged, broken, or needs improvement	2

Tickets received by sector





Monthly Camp Report - Camp 15

February 2024



1,075
tickets
received



181
tickets closed
on the spot



894
tickets referred to
relevant actors



809
responses given by
relevant actors

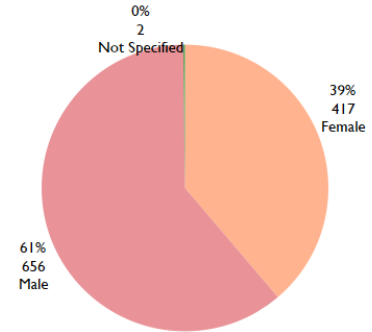


75 (9.3%)
replies considered
resolved by
beneficiaries

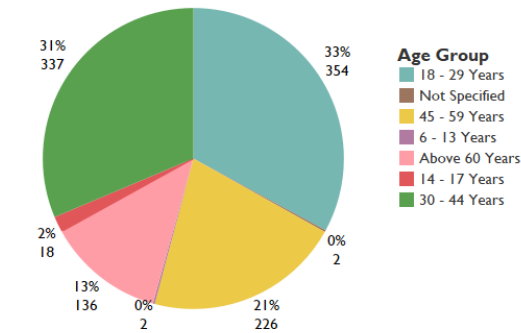
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	194	3	191	0	0	0.0%
Slope Protection (erosion) - Requested	118	0	118	165	4	2.4%
Slope Protection (erosion) - Damaged, broken, or needs improvement	101	0	101	123	6	4.9%
Shelter Materials - Missed Distribution	84	0	84	7	0	0.0%
Shelter Number - Requested	77	0	77	139	0	0.0%
Cash for Work - Has not been enrolled	59	0	59	70	4	5.7%
Requested for Information	56	56	0	0	0	0.0%
Cash for Work - Has not been selected for CFW in long time	54	54	0	0	0	0.0%
Drainage - Drain Requested	43	0	43	57	1	1.8%
Hill or Slope - Erosion & landslide	30	0	30	1	0	0.0%
Cash for Work - Requested CFW	29	29	0	0	0	0.0%
Cash for Work - Payment delayed	19	0	19	19	0	0.0%
Pathway - Requested	16	0	16	24	0	0.0%
Stairs - Requested	15	0	15	19	1	5.3%
Shelter Number - Needs to be changed	15	0	15	8	0	0.0%
Birth Information Note/Certificate - Did not receive	15	0	15	0	0	0.0%
Request for fresh food enlistment - Requested for fresh food	14	0	14	0	0	0.0%

Tickets received by gender



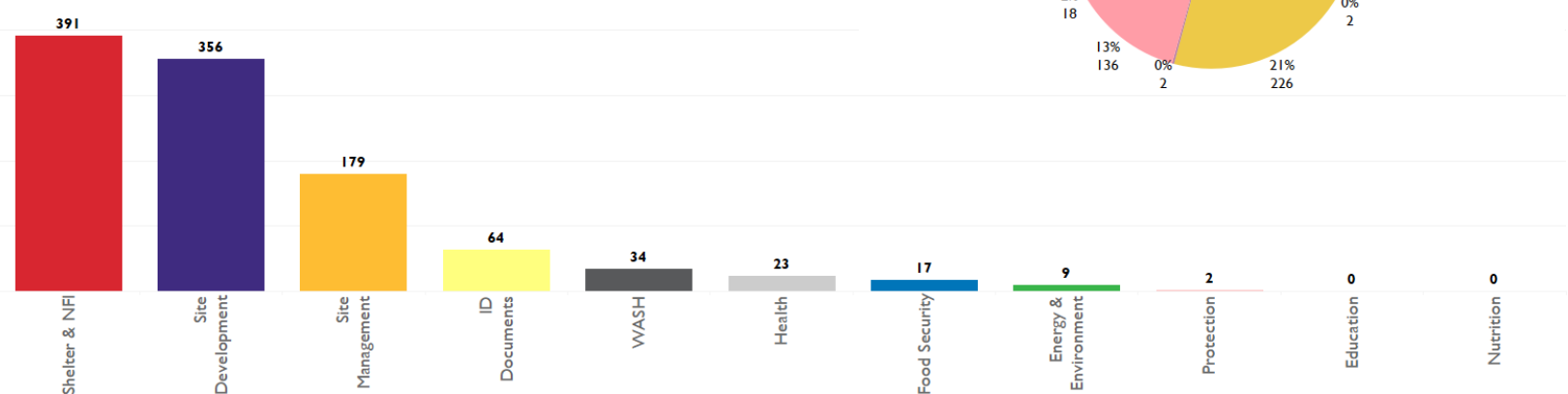
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	161
Shelter Number - Requested	139
Slope Protection (erosion) - Damaged, broken, or needs improvement	117
Cash for Work - Has not been enrolled	66
Drainage - Drain Requested	56
Pathway - Requested	24
Cash for Work - Payment delayed	19
Stairs - Requested	18
Cash for Work - Has received less payment than days worked	12
Pathway - Damaged, broken, or needs improvement	9
Shelter Number - Needs to be changed	8
Water tap - Requested	8
Latrine - New toilet requested	7
Shelter Materials - Missed Distribution	7
SMART Card & Family Attestation - Add New Born	7
Stairs - Damaged, broken, or needs improvement	7
Latrine - Broken	6

Tickets received by sector





Monthly Camp Report - Camp 16

February 2024



854

tickets received



282

tickets closed on the spot



572

tickets referred to relevant actors



403

responses given by relevant actors



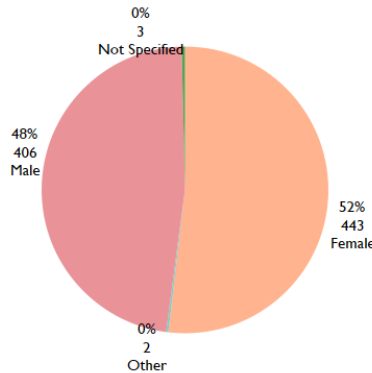
133 (33.0%)

replies considered resolved by beneficiaries

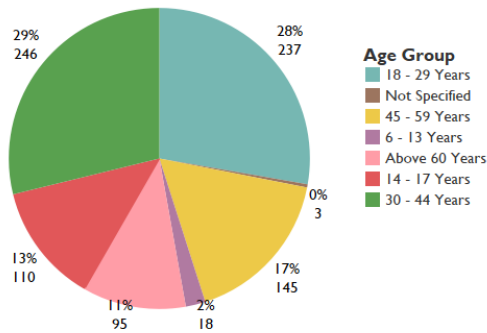
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	287	49	238	3	0	0.0%
Slope Protection (erosion) - Requested	63	0	63	52	1	1.9%
Cash for Work - Has not been selected for CFW in long time	63	63	0	0	0	0.0%
Soap & Hygiene Kit - Not enough	59	59	0	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	32	0	32	24	1	4.2%
SMART Card & Family Attestation - Request for individual SMART card	31	31	0	20	0	0.0%
Shelter Materials - Missed Distribution	29	0	29	6	0	0.0%
SMART Card & Family Attestation - Add New Born	26	26	0	68	48	70.6%
LPG Porters - Requested	19	0	19	24	3	12.5%
Shelter Number - Requested	16	0	16	15	1	6.7%
Drainage - Drain Requested	14	0	14	11	0	0.0%
Hill or Slope - Erosion & landslide	13	0	13	5	1	20.0%
Latrine - Needs desludging	11	0	11	19	16	84.2%
SMART Card & Family Attestation - Lost ID Card	10	10	0	13	2	15.4%
EVI Shelter Programme - Request enrollment	10	0	10	1	0	0.0%
SCOPE Card - Has not received new SCOPE Card	9	0	9	5	1	20.0%
Pathway - Requested	9	0	9	6	0	0.0%

Tickets received by gender



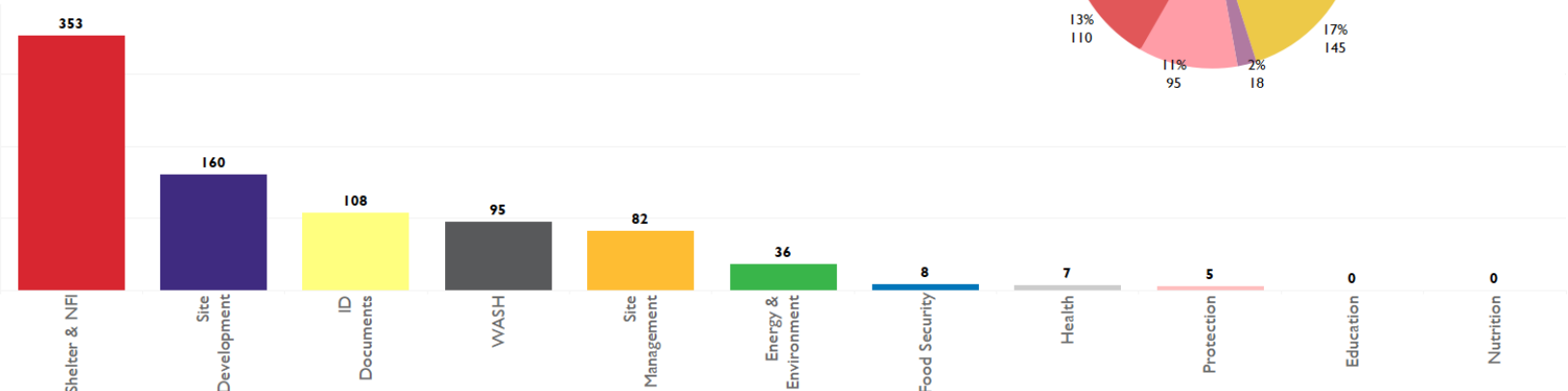
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	51
Slope Protection (erosion) - Damaged, broken, or needs improvement	23
LPG Porters - Requested	21
SMART Card & Family Attestation - Add New Born	20
SMART Card & Family Attestation - Request for individual SMART card	20
Shelter Number - Requested	14
Drainage - Drain Requested	11
SMART Card & Family Attestation - Lost ID Card	11
Drainage Cover (Slab) - Requested	10
SMART Card & Family Attestation - Biographical Error	9
Bathing Station - Requested	7
LPG Gas - Did not receive cylinder	6
Pathway - Requested	6
Shelter Materials - Missed Distribution	6
Bathing Station - Broken or Damaged	4
Hill or Slope - Erosion & landslide	4
Latrine - New toilet requested	4

Tickets received by sector





Monthly Camp Report - Camp 17

February 2024



858

tickets received



5

tickets closed on the spot



853

tickets referred to relevant actors



65

responses given by relevant actors



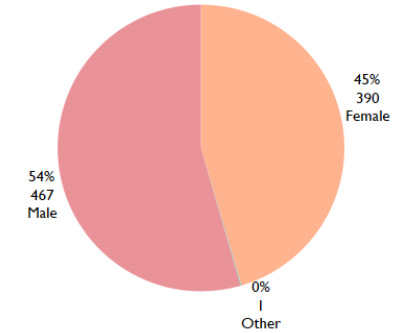
10 (15.4%)

replies considered resolved by beneficiaries

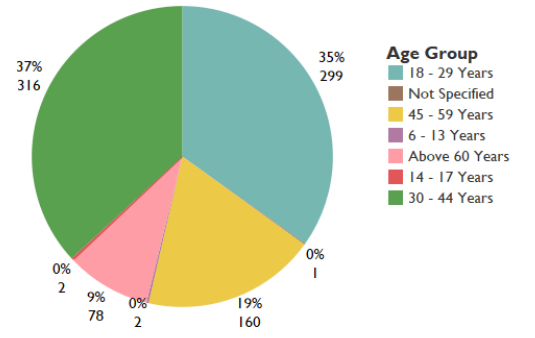
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Request additional materials	330	0	330	1	0	0.0%
Damage to shelter - Shelter damaged over time	116	0	116	0	0	0.0%
Hill or Slope - Erosion & landslide	87	0	87	9	0	0.0%
Water tap & Tubewell - Not enough water	61	0	61	7	4	57.1%
Retaining wall - Requested	45	0	45	0	0	0.0%
Stairs - Requested	31	0	31	0	0	0.0%
Lamp post - Requested	29	0	29	0	0	0.0%
Pathway - Requested	18	0	18	0	0	0.0%
Water tap & Tubewell - Requested	16	0	16	4	0	0.0%
Relocation & Repatriation - Relocation from another camp	12	0	12	0	0	0.0%
Latrine - New toilet requested	12	0	12	1	0	0.0%
NFI - Request additional materials	11	0	11	0	0	0.0%
Latrine - Needs desludging	11	0	11	0	0	0.0%
Request for getting a new shelter - Relocation family	9	0	9	0	0	0.0%
Bathing Station - Requested	7	0	7	0	0	0.0%
Damage to shelter - Shelter damaged by weather	6	0	6	0	0	0.0%
Requested for Information	5	5	0	0	0	0.0%

Tickets received by gender



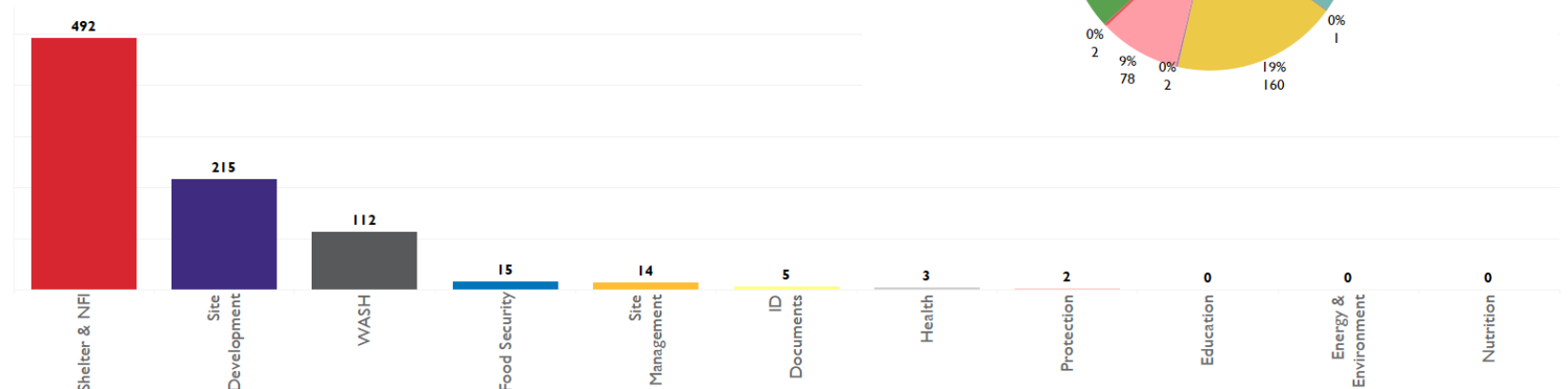
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Retaining wall - Damaged, broken, or needs improvement	19
Hill or Slope - Erosion & landslide	9
Pathway - Damaged, broken, or needs improvement	7
Lamp post - Damaged, broken, or needs improvement	5

Tickets received by sector





Monthly Camp Report - Camp 18

February 2024



1,067
tickets
received



757
tickets closed
on the spot



310
tickets referred to
relevant actors



304
responses given by
relevant actors

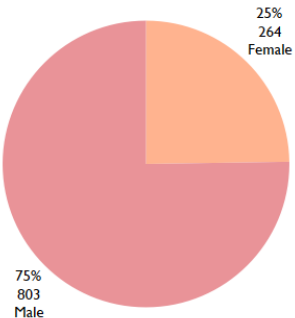


201 (66.1%)
replies considered
resolved by
beneficiaries

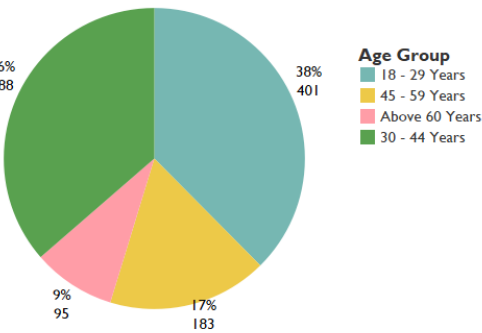
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	281	281	0	0	0	0.0%
Cash for Work - Has not been selected for CFW in long time	123	123	0	0	0	0.0%
Slope Protection (erosion) - Requested	116	0	116	92	43	46.7%
Cash for Work - Requested CFW	111	111	0	0	0	0.0%
Soap & Hygiene Kit - Not enough	108	108	0	0	0	0.0%
Shelter Materials - Request additional materials	72	72	0	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	33	0	33	32	16	50.0%
Stairs - Damaged, broken, or needs improvement	22	0	22	25	24	96.0%
Drainage - Drain Requested	20	0	20	19	12	63.2%
Soap & Hygiene Kit - Additional Requested	14	14	0	0	0	0.0%
SCOPE Card - Has not received new SCOPE Card	14	0	14	0	0	0.0%
Cooking set (gas & stove) - Requested	14	14	0	0	0	0.0%
Stairs - Requested	13	0	13	8	4	50.0%
LPG Porters - Requested	9	0	9	10	8	80.0%
Latrine - Needs desludging	8	0	8	4	4	100.0%
Food distributions - Request for different items or quantities	8	8	0	0	0	0.0%
Tubewell - Not Working	6	0	6	1	1	100.0%

Tickets received by gender



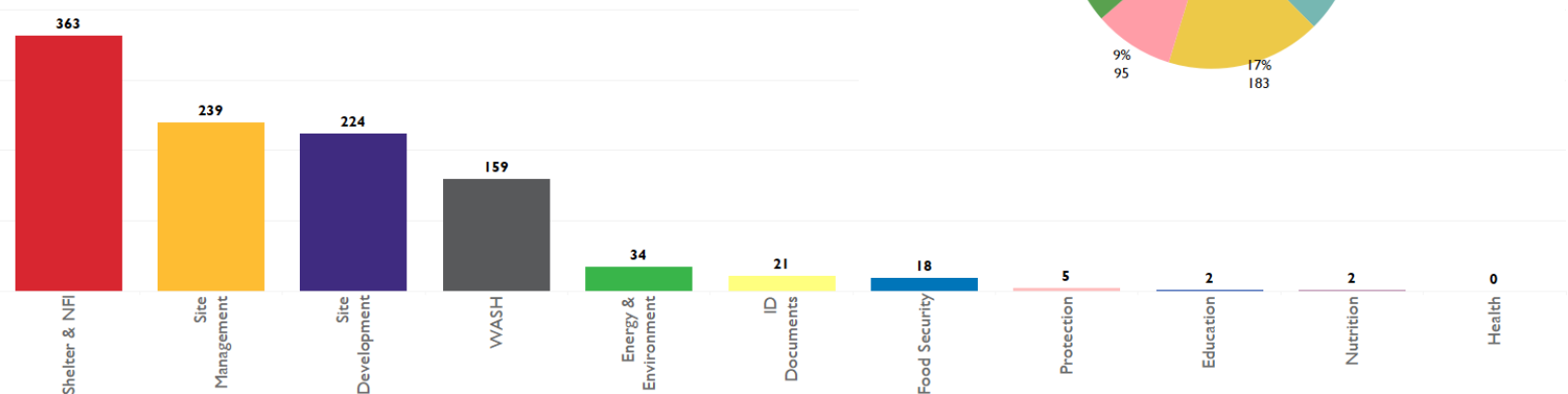
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	49
Slope Protection (erosion) - Damaged, broken, or needs improvement	16
Drainage - Drain Requested	7
SMART Card & Family Attestation - Add New Born	4
Stairs - Requested	4
Drainage - Damaged, broken, or needs improvement	3
SMART Card & Family Attestation - Request for individual SMART card	3
Bridge - Requested	2
LPG Porters - Requested	2
SMART Card & Family Attestation - Add New Member	2
Drainage Cover (Slab) - Requested	1
Lamp post or Street light - Requested	1
LPG Gas - Lost or stolen cylinder	1
Nutrition Assistance - Did not receive distribution	1
Pathway - Requested	1
SCOPE Card - Lost	1
SMART Card & Family Attestation - Address Change	1

Tickets received by sector





Monthly Camp Report - Camp 19

February 2024



677

tickets received



297

tickets closed on the spot



380

tickets referred to relevant actors



601

responses given by relevant actors



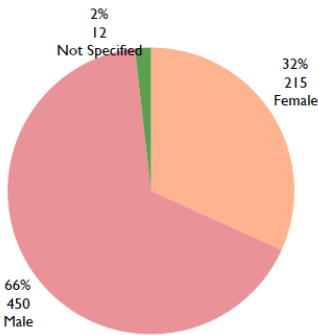
23 (3.8%)

replies considered resolved by beneficiaries

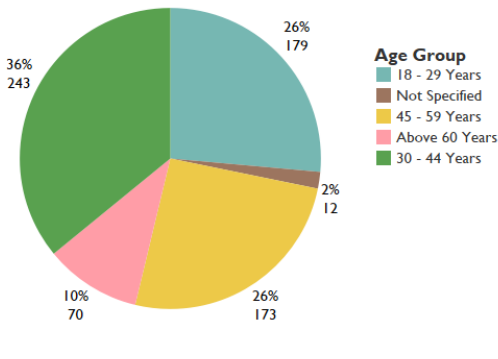
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Damaged, broken, or needs improvement	209	0	209	376	6	1.6%
Cash for Work - Has not been selected for CFW in long time	112	112	0	0	0	0.0%
NFI - Request additional materials	85	85	0	0	0	0.0%
Shelter Materials - Request additional materials	58	58	0	0	0	0.0%
Soap & Hygiene Kit - Did not receive	32	0	32	8	0	0.0%
Stairs - Damaged, broken, or needs improvement	24	0	24	30	1	3.3%
Drainage - Damaged, broken, or needs improvement	17	0	17	37	0	0.0%
Protection Referral (IOM)	12	12	0	0	0	0.0%
LPG Gas - Not enough for family	12	12	0	0	0	0.0%
Slope Protection (erosion) - Requested	11	0	11	8	0	0.0%
Pathway - Damaged, broken, or needs improvement	9	0	9	9	0	0.0%
Latrine - New toilet requested	9	0	9	2	0	0.0%
Drainage - Drain Requested	8	0	8	17	0	0.0%
Shelter Materials - Missed Distribution	6	0	6	1	0	0.0%
SMART Card & Family Attestation - HH requests for vulnerability verification (e.g., Elderly head...	5	5	0	2	0	0.0%
Lamp post or Street light - Damaged, broken, or needs improvement	5	0	5	7	0	0.0%
Cash for Work - Requested CFW	5	5	0	0	0	0.0%

Tickets received by gender



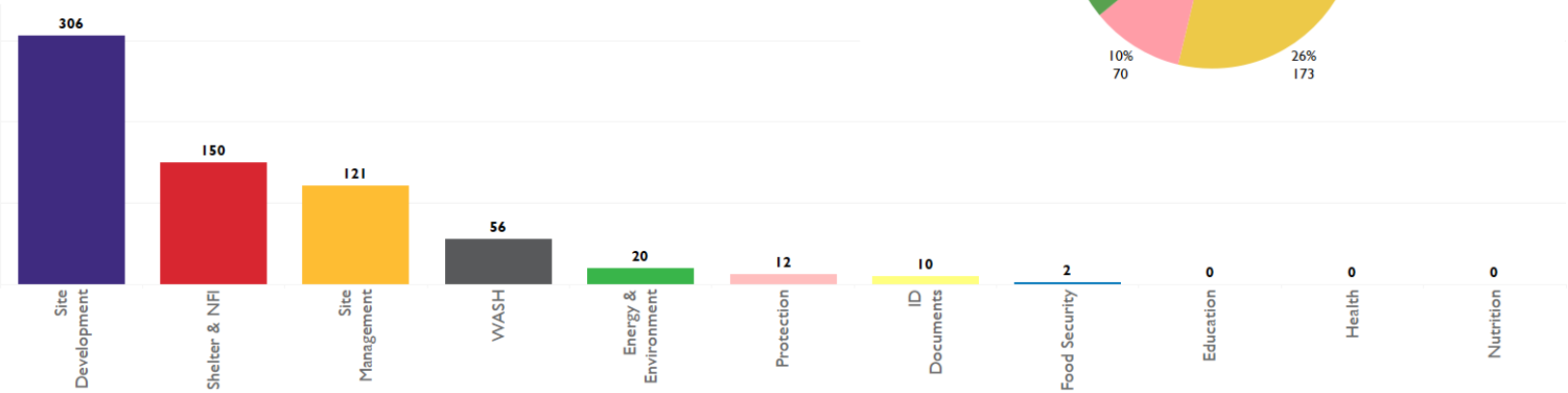
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Damaged, broken, or needs improvement	370
Drainage - Damaged, broken, or needs improvement	37
Stairs - Damaged, broken, or needs improvement	29
SMART Card & Family Attestation - Add New Born	26
Drainage - Drain Requested	17
Pathway - Damaged, broken, or needs improvement	9
Drainage Cover (Slab) - Requested	8
Slope Protection (erosion) - Requested	8
Soap & Hygiene Kit - Did not receive	8
Lamp post or Street light - Damaged, broken, or needs improvement	7
Lamp post or Street light - Requested	7
Stairs - Requested	7
Drainage Cover (Slab) - Damaged, broken, or needs improvement	6
Bridge - Damaged, broken, or needs improvement	5
Drainage - Blocked or Water logging	5
Cash for Work - Payment delayed	4
Lamp post or Street light - Stolen	3

Tickets received by sector





Monthly Camp Report - Camp 20

February 2024



584

tickets received



425

tickets closed on the spot



159

tickets referred to relevant actors



146

responses given by relevant actors



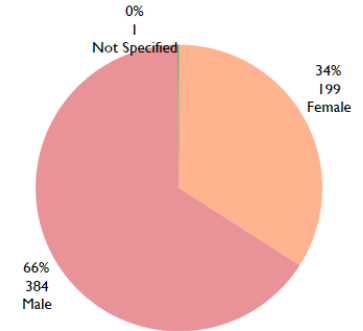
20 (13.7%)

replies considered resolved by beneficiaries

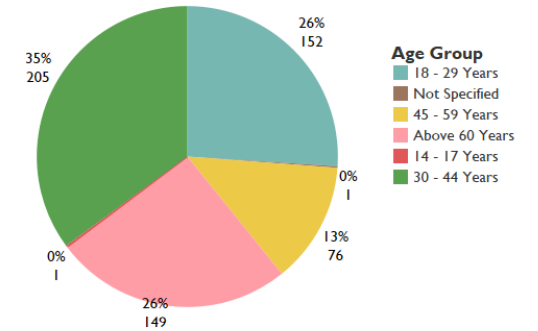
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Requested CFW	229	229	0	0	0	0.0%
NFI - Request additional materials	116	116	0	0	0	0.0%
Cash for Work - Has not been selected for CFW in long time	52	52	0	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	23	0	23	20	1	5.0%
Slope Protection (erosion) - Requested	20	0	20	18	0	0.0%
Stairs - Damaged, broken, or needs improvement	19	0	19	10	3	30.0%
Stairs - Requested	12	0	12	9	1	11.1%
SMART Card & Family Attestation - Add New Born	8	8	0	2	1	50.0%
Lamp post or Street light - Requested	8	0	8	4	0	0.0%
Drainage - Damaged, broken, or needs improvement	8	0	8	3	1	33.3%
Drainage - Blocked or Water logging	7	0	7	3	0	0.0%
When is my next Cash for Work rotation day?	6	6	0	0	0	0.0%
Soap & Hygiene Kit - Did not receive	6	0	6	11	0	0.0%
SCOPE Card - Has not received new SCOPE Card	6	0	6	2	1	50.0%
Cash for Work - Has not been enrolled	6	0	6	7	2	28.6%
Pathway - Requested	5	0	5	5	0	0.0%
Pathway - Damaged, broken, or needs improvement	5	0	5	3	0	0.0%

Tickets received by gender



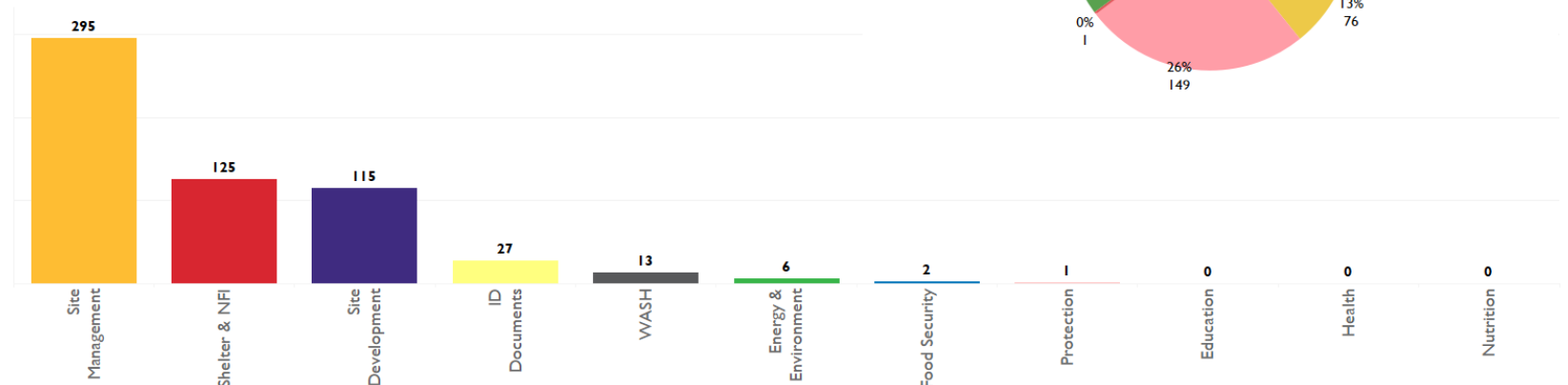
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Damaged, broken, or needs improvement	19
Slope Protection (erosion) - Requested	18
Shelter Materials - Missed Distribution	12
Soap & Hygiene Kit - Did not receive	11
Stairs - Requested	8
Stairs - Damaged, broken, or needs improvement	7
Cash for Work - Has not been enrolled	5
Drainage - Drain Requested	5
Pathway - Requested	5
Lamp post or Street light - Requested	4
Shelter Number - Requested	4
Drainage - Blocked or Water logging	3
Latrine - New toilet requested	3
Pathway - Damaged, broken, or needs improvement	3
Community Conflict - Land & shelter extension	2
Cooking Stove - Lost or stolen	2
Drainage - Damaged, broken, or needs improvement	2

Tickets received by sector





Monthly Camp Report - Camp 20 Ext

February 2024



650

tickets received



342

tickets closed on the spot



308

tickets referred to relevant actors



221

responses given by relevant actors



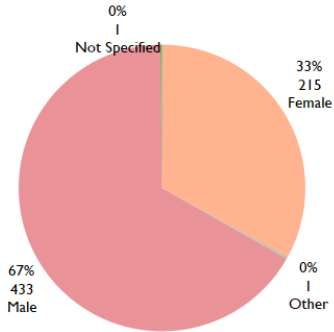
114 (51.6%)

replies considered resolved by beneficiaries

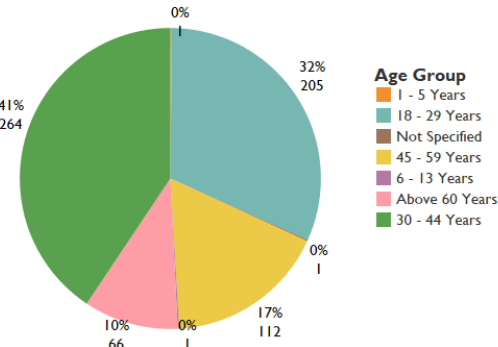
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Requested CFW	158	158	0	0	0	0.0%
NFI - Request additional materials	104	104	0	0	0	0.0%
Cash for Work - Has not been enrolled	103	0	103	54	46	85.2%
Shelter Materials - Missed Distribution	33	0	33	21	10	47.6%
Drainage - Damaged, broken, or needs improvement	24	0	24	15	4	26.7%
Pathway - Damaged, broken, or needs improvement	20	0	20	22	7	31.8%
SMART Card & Family Attestation - Request for individual SMART card	18	18	0	2	2	100.0%
Pathway - Requested	17	0	17	17	5	29.4%
Cash for Work - Has not been selected for CFW in long time	12	12	0	0	0	0.0%
SMART Card & Family Attestation - Add New Born	11	11	0	1	1	100.0%
Soap & Hygiene Kit - Did not receive	10	0	10	8	3	37.5%
Slope Protection (erosion) - Requested	9	0	9	9	2	22.2%
SMART Card & Family Attestation - HH requests for vulnerability verification (e.g., Elderly head..	8	8	0	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	8	0	8	10	5	50.0%
SCOPE Card - Has not received new SCOPE Card	8	0	8	2	1	50.0%
SMART Card & Family Attestation - HH requests for vulnerability verification (only for HH that..	7	7	0	1	0	0.0%
SCOPE Card - No balance on card	7	0	7	0	0	0.0%

Tickets received by gender



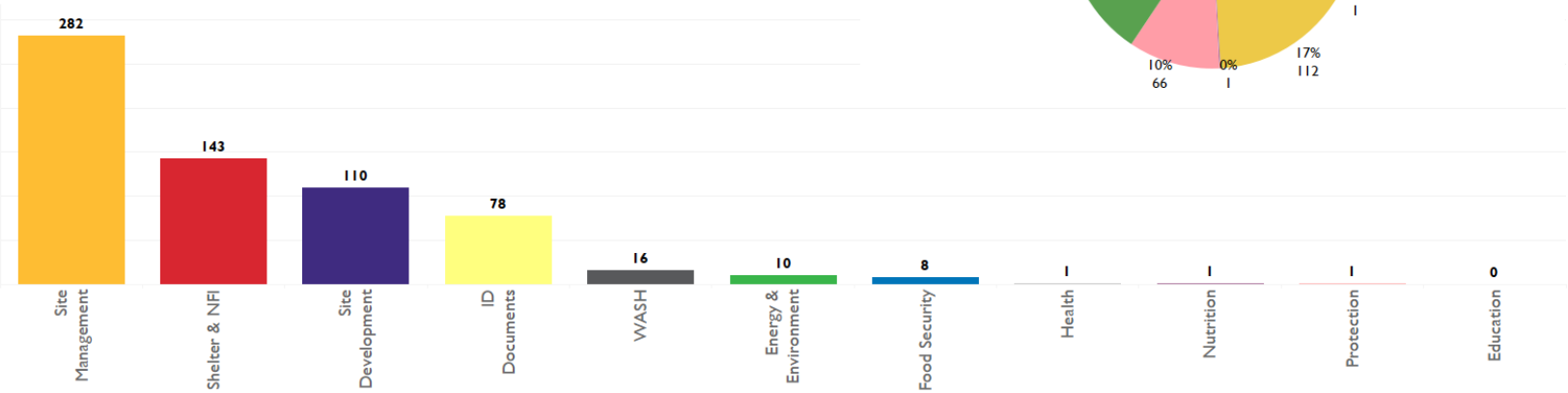
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Pathway - Damaged, broken, or needs improvement	15
Pathway - Requested	12
Drainage - Damaged, broken, or needs improvement	11
Shelter Materials - Missed Distribution	11
Cash for Work - Has not been enrolled	8
Lamp post or Street light - Requested	7
Slope Protection (erosion) - Requested	7
Shelter Number - Requested	6
Slope Protection (erosion) - Damaged, broken, or needs improvement	5
Soap & Hygiene Kit - Did not receive	5
Drainage - Blocked or Water logging	3
Water tap - Requested	3
Drainage - Drain Requested	2
Lamp post or Street light - Damaged, broken, or needs improvement	2
Shelter Porters - Requested	2
Bridge - Damaged, broken, or needs improvement	1
Drainage Cover (Slab) - Damaged, broken, or needs improvement	1

Tickets received by sector





Monthly Camp Report - Camp 21

February 2024



709

tickets received



69

tickets closed on the spot



640

tickets referred to relevant actors



13

responses given by relevant actors



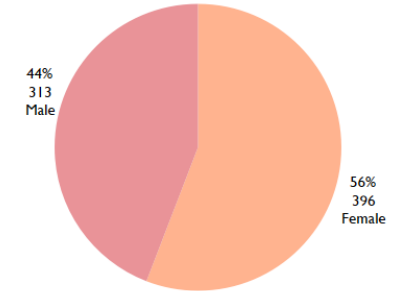
2 (15.4%)

replies considered resolved by beneficiaries

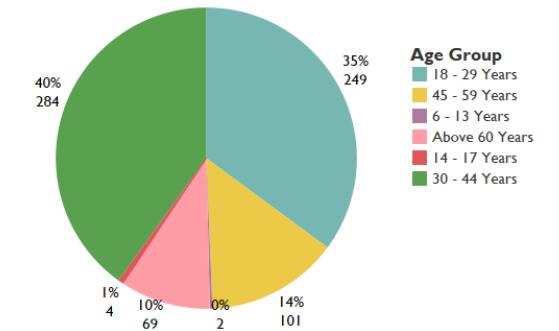
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Request additional materials	174	0	174	0	0	0.0%
Shelter Materials - Request for shelter materials	126	0	126	0	0	0.0%
Retaining wall - Requested	88	0	88	0	0	0.0%
NFI - Request additional materials	76	0	76	6	0	0.0%
Requested for Information	45	45	0	0	0	0.0%
Relocation & Repatriation - Relocation from another camp	38	0	38	0	0	0.0%
LPG Gas - Not enough for family	19	19	0	0	0	0.0%
Treatment - Better treatment	14	0	14	0	0	0.0%
Lamp post - Requested	13	0	13	0	0	0.0%
Solar light - Requested for Solar light	11	0	11	0	0	0.0%
Pathway - Requested	11	0	11	0	0	0.0%
Damage to shelter - Shelter damaged over time	10	0	10	1	0	0.0%
Treatment - Waited too long	8	0	8	0	0	0.0%
Treatment - Health facility treatment/staff's behavior not good quality	8	0	8	0	0	0.0%
Hill or Slope - Erosion & landslide	7	0	7	0	0	0.0%
Drainage & Cover - Drainage Cover Requested	6	0	6	0	0	0.0%
Request for fresh food enlistment - Requested for fresh food	4	0	4	0	0	0.0%

Tickets received by gender



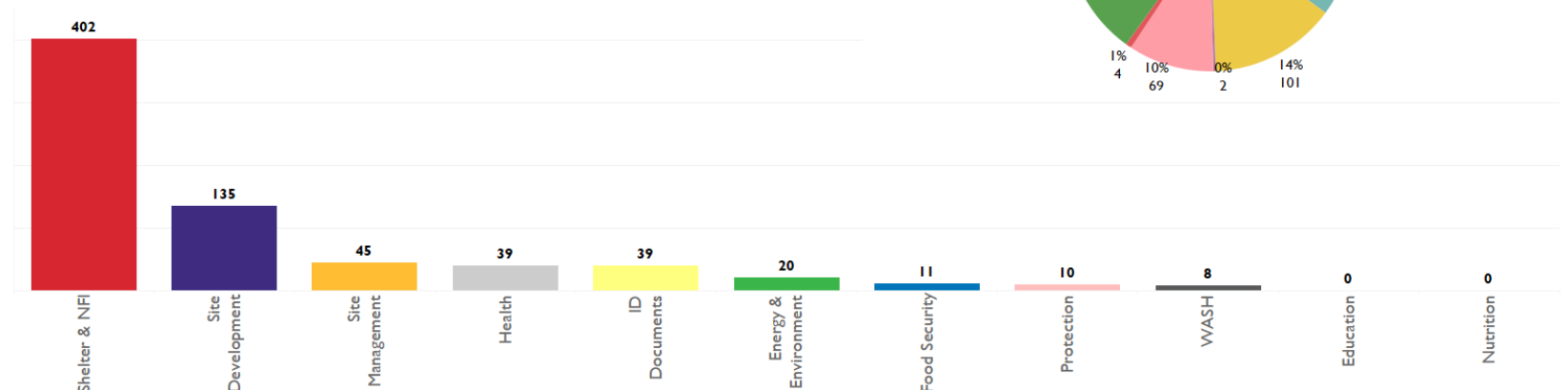
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
NFI - Request additional materials	6
Shelter Plot - New plot of land for shelter	2
Damage to shelter - Shelter damaged over time	1
Protection Referral	1
Solar light - Request for solar light	1

Tickets received by sector





Monthly Camp Report - Camp 22

February 2024



1,598
tickets
received



844
tickets closed
on the spot



754
tickets referred to
relevant actors



627
responses given by
relevant actors

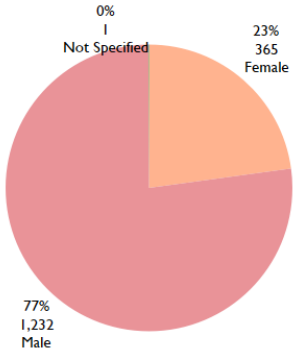


95 (15.2%)
replies considered
resolved by
beneficiaries

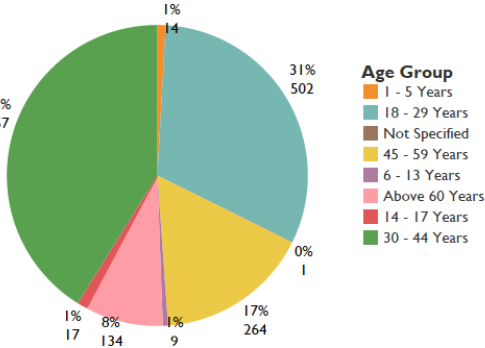
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	543	259	284	1	0	0.0%
Cash for Work - Has not been selected for CWI in long time	182	182	0	0	0	0.0%
LPG Gas - Not enough for family	175	175	0	0	0	0.0%
Electricity Supply - Not working	136	0	136	180	0	0.0%
Requested for Information	108	108	0	0	0	0.0%
SCOPE Card - Family Attestation doesn't match SCOPE	106	0	106	46	37	80.4%
SMART Card & Family Attestation - Add New Born	29	29	0	121	0	0.0%
Shelter Materials - Request additional materials	27	27	0	0	0	0.0%
Drainage Cover (Slab) - Requested	27	0	27	22	0	0.0%
Latrine - Needs desludging	22	0	22	20	15	75.0%
Drainage - Drain Requested	19	0	19	16	0	0.0%
Cash for Work - Requested CWI	19	19	0	0	0	0.0%
SMART Card & Family Attestation - Lost ID Card	17	17	0	11	0	0.0%
Slope Protection (erosion) - Requested	17	0	17	24	0	0.0%
SCOPE Card - Has not received new SCOPE Card	13	0	13	6	0	0.0%
Pathway - Requested	12	0	12	7	0	0.0%
Fence or railing for path or stairs - Requested	12	0	12	9	0	0.0%

Tickets received by gender



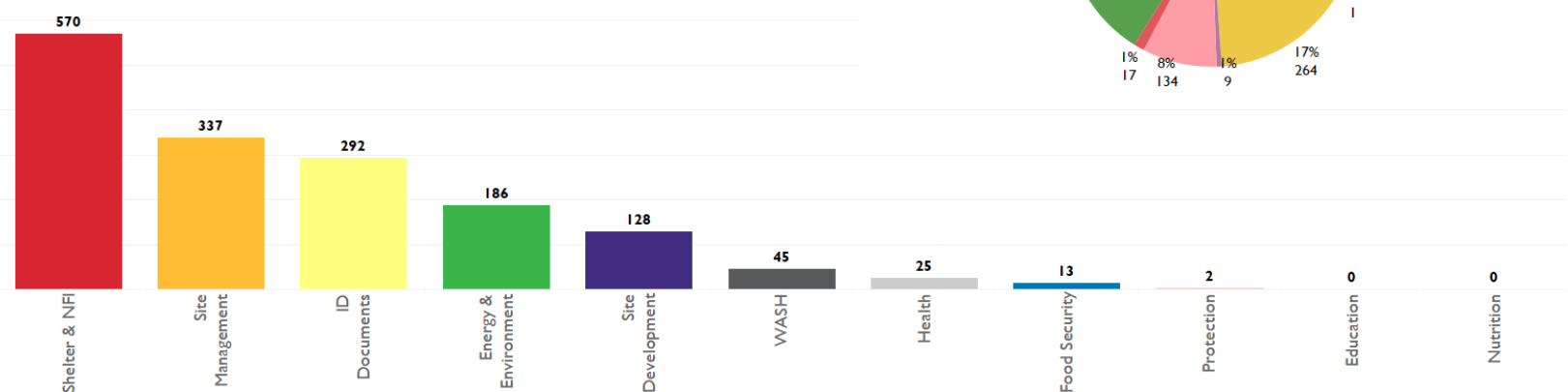
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Electricity Supply - Not working	180
SMART Card & Family Attestation - Add New Born	121
Slope Protection (erosion) - Requested	24
SMART Card & Family Attestation - Biographical Error	23
Drainage Cover (Slab) - Requested	22
Drainage - Drain Requested	16
SMART Card & Family Attestation - Lost ID Card	11
Fence or railing for path or stairs - Requested	9
SCOPE Card - Family Attestation doesn't match SCOPE	9
Pathway - Requested	7
Stairs - Requested	7
Lamp post or Street light - Damaged, broken, or needs improvement	6
SCOPE Card - Has not received new SCOPE Card	6
Latrine - Needs desludging	5
Lamp post or Street light - Requested	4
Fence or railing for path or stairs - Damaged, broken, or needs improvement	3
Pathway - Damaged, broken, or needs improvement	3

Tickets received by sector





Monthly Camp Report - Camp 24

February 2024



288

tickets received



140

tickets closed on the spot



148

tickets referred to relevant actors



202

responses given by relevant actors



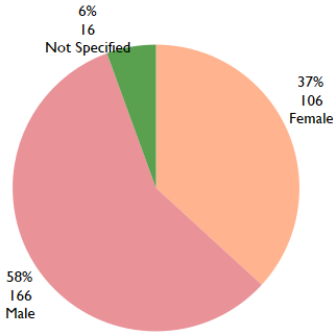
179 (88.6%)

replies considered resolved by beneficiaries

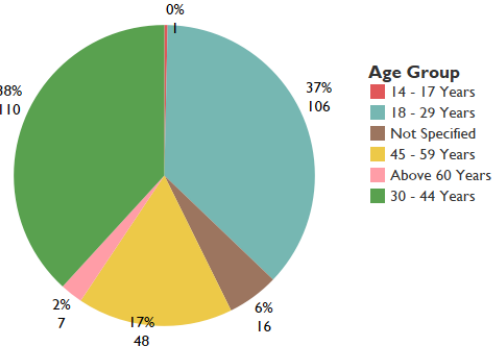
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	56	56	0	0	0	0.0%
Shelter Number - Requested	37	0	37	5	5	100.0%
Cash for Work - Has not been selected for CFW in long time	34	34	0	0	0	0.0%
Cash for Work - Has not been enrolled	34	0	34	21	21	100.0%
Cash for Work - Requested CFW	22	22	0	0	0	0.0%
Protection Referral (IOM)	16	16	0	0	0	0.0%
Soap & Hygiene Kit - Did not receive	12	0	12	19	19	100.0%
Requested for Information	12	12	0	0	0	0.0%
Cooking Stove - Did not receive	10	0	10	16	16	100.0%
SCOPE Card - Has not received new SCOPE Card	8	0	8	0	0	0.0%
LPG Gas - Did not receive cylinder	8	0	8	9	9	100.0%
Pathway - Damaged, broken, or needs improvement	6	0	6	8	0	0.0%
Drainage Cover (Slab) - Requested	6	0	6	5	4	80.0%
SCOPE Card - Family Attestation doesn't match SCOPE	4	0	4	0	0	0.0%
Pathway - Requested	4	0	4	7	4	57.1%
Latrine - New toilet requested	4	0	4	2	0	0.0%
SCOPE Card - Lost	2	0	2	0	0	0.0%

Tickets received by gender



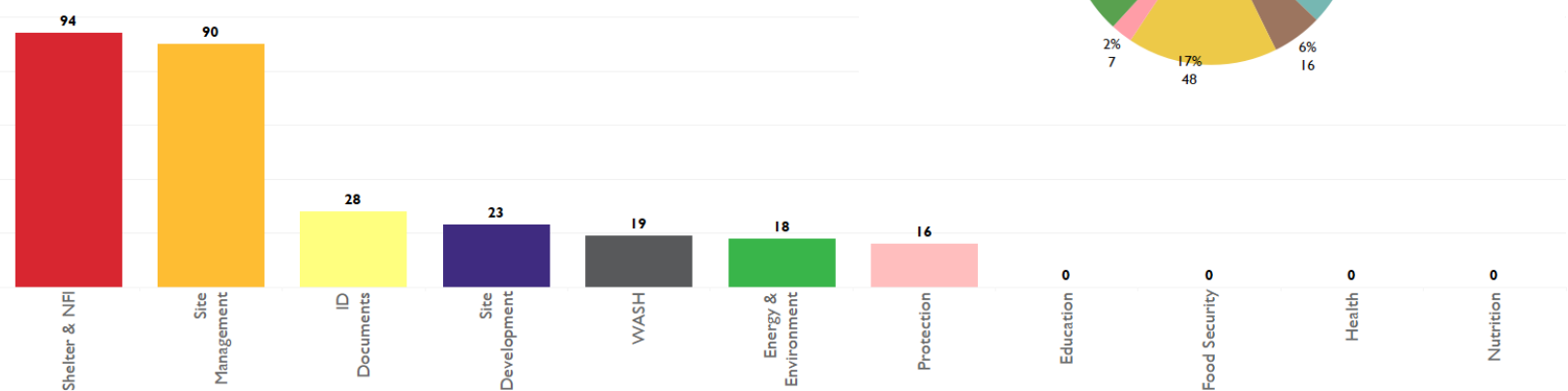
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Pathway - Damaged, broken, or needs improvement	8
Pathway - Requested	3
Drainage Cover (Slab) - Damaged, broken, or needs improvement	2
Lamp post or Street light - Requested	2
Latrine - New toilet requested	2
Slope Protection (erosion) - Requested	2
Drainage Cover (Slab) - Requested	1
Stairs - Requested	1
Trash Disposal - Trash pick-up needed	1
Tubewell - Requested	1

Tickets received by sector





Monthly Camp Report - Camp 25

February 2024



504
tickets
received



321
tickets closed
on the spot



183
tickets referred to
relevant actors



142
responses given by
relevant actors

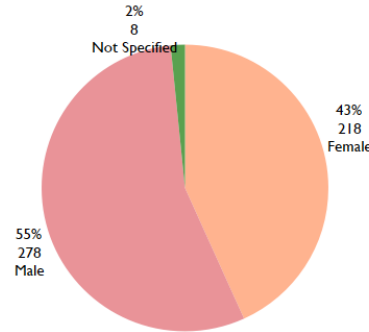


62 (43.7%)
replies considered
resolved by
beneficiaries

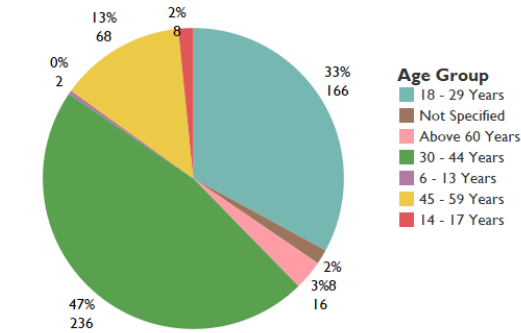
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Has not been selected for CFW in long time	56	56	0	0	0	0.0%
NFI - Request additional materials	53	52	1	0	0	0.0%
Soap & Hygiene Kit - Not enough	45	45	0	0	0	0.0%
Food distributions - Request for more food each month	42	42	0	0	0	0.0%
LPG Gas - Not enough for family	30	30	0	0	0	0.0%
Soap & Hygiene Kit - Did not receive	26	0	26	9	7	77.8%
Registration documents lost and replacement - Request for new ID card	26	0	26	0	0	0.0%
Soap & Hygiene Kit - Additional Requested	24	24	0	0	0	0.0%
Food distributions - Want to purchase more but not allowed	14	14	0	0	0	0.0%
Skill Training - Requested	13	13	0	0	0	0.0%
Pathway - Requested	13	0	13	14	0	0.0%
Lamp post or Street light - Requested	11	0	11	10	0	0.0%
Cash for Work - Requested CFW	11	11	0	0	0	0.0%
Drainage Cover (Slab) - Requested	10	0	10	7	0	0.0%
Cooking set (gas & stove) - Broken or not working	10	10	0	0	0	0.0%
Shelter Number - Requested	8	0	8	0	0	0.0%
Protection Referral (IOM)	8	8	0	0	0	0.0%

Tickets received by gender



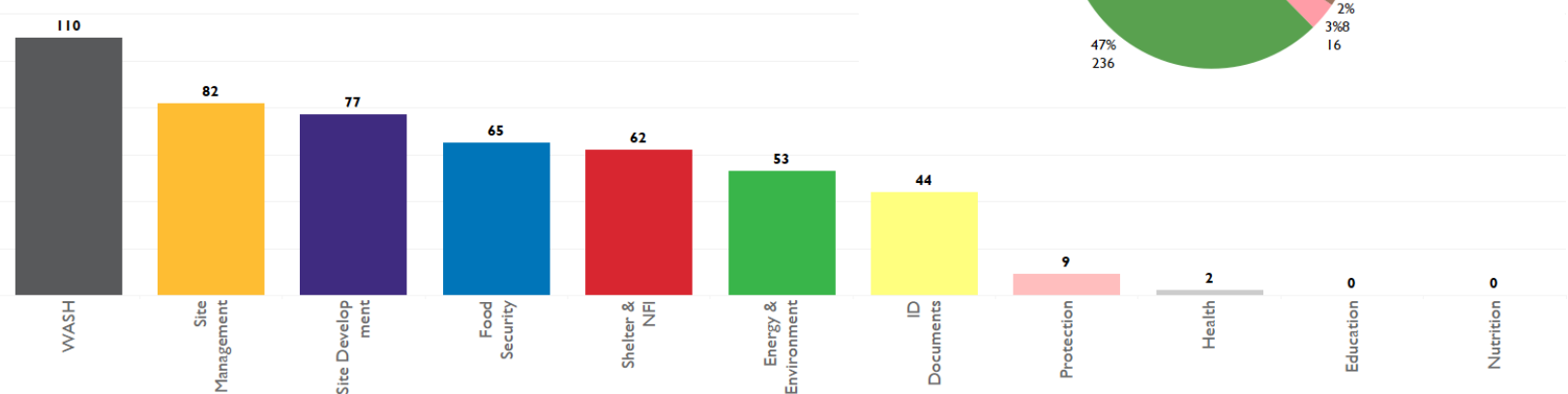
Tickets received by age group



Top unresolved tickets (from replies given)

Ticket Description	Count
Pathway - Requested	14
Lamp post or Street light - Requested	10
Drainage - Drain Requested	9
Pathway - Damaged, broken, or needs improvement	9
Drainage Cover (Slab) - Requested	7
Slope Protection (erosion) - Requested	6
Drainage - Blocked or Water logging	5
Lamp post or Street light - Damaged, broken, or needs improvement	4
Cooking Stove - Did not receive	3
SCOPE Card - Has not received new SCOPE Card	3
Stairs - Requested	3
Drainage - Damaged, broken, or needs improvement	2
Soap & Hygiene Kit - Did not receive	2
Bathing Station - Requested	1
Latrine - Needs desludging	1
Slope Protection (erosion) - Damaged, broken, or needs improvement	1

Tickets received by sector





Monthly Camp Report - Camp 26

February 2024



373

tickets received



69

tickets closed on the spot



304

tickets referred to relevant actors



0

responses given by relevant actors



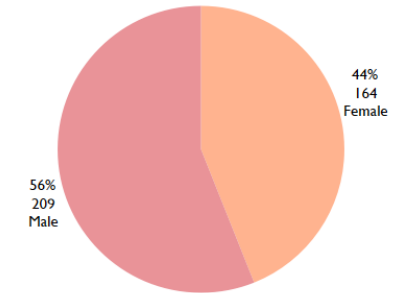
0 (0.0%)

replies considered resolved by beneficiaries

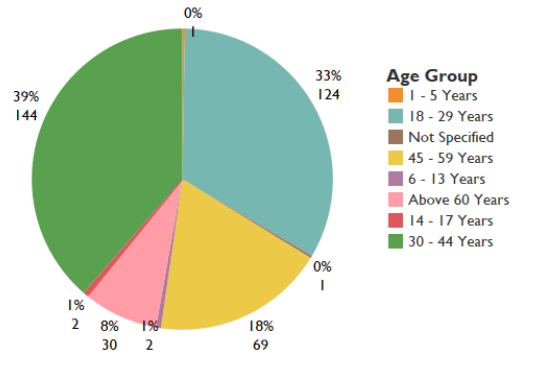
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged over time	85	0	85	0	0	0.0%
Requested for Information	65	65	0	0	0	0.0%
Shelter Materials - Request additional materials	41	0	41	0	0	0.0%
Relocation & Repatriation - Relocation from another camp	29	0	29	0	0	0.0%
NFI - Request additional materials	25	0	25	0	0	0.0%
Health book - Requests for new health book	24	0	24	0	0	0.0%
Damage to shelter - Shelter materials needed	22	0	22	0	0	0.0%
Lamp post - Damaged, broken, or needs improvement	21	0	21	0	0	0.0%
Protection Referral	15	0	15	0	0	0.0%
Request for fresh food enlistment - Requested for fresh food	14	0	14	0	0	0.0%
Food distributions - Weight was less than stated	4	4	0	0	0	0.0%
Relocation & Repatriation - Relocation to another camp	3	0	3	0	0	0.0%
LPG Gas - Did not receive cylinder	3	0	3	0	0	0.0%
Food distributions - HH wants someone outside their family to collect food	3	0	3	0	0	0.0%
Bathing Station - Broken or Damaged	3	0	3	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	2	0	2	0	0	0.0%
Latrine - Needs desludging	2	0	2	0	0	0.0%

Tickets received by gender



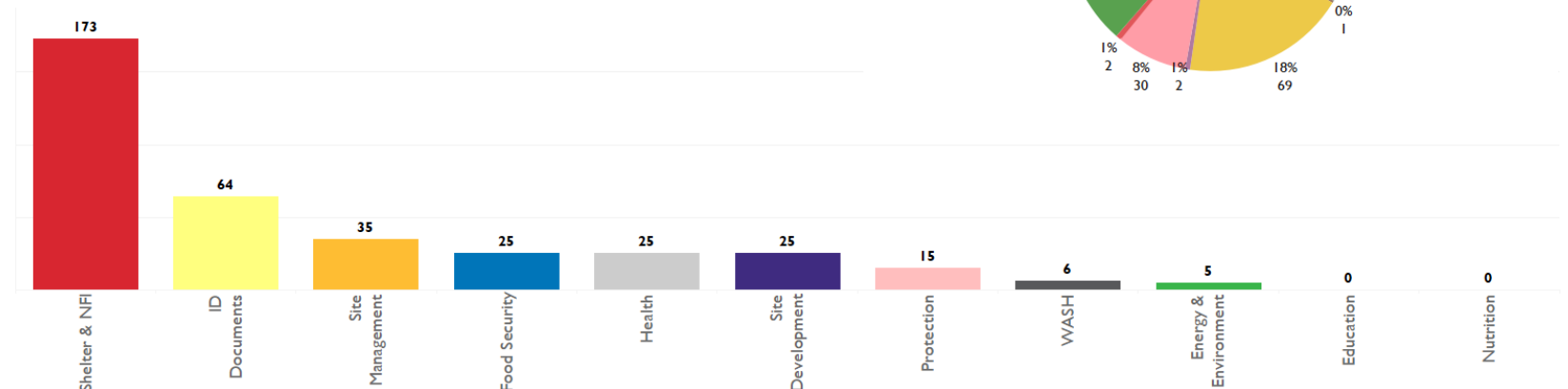
Tickets received by age group



Top unresolved tickets (from replies given)

No responses received

Tickets received by sector





Monthly Camp Report - Camp 27

February 2024



244
tickets
received



29
tickets closed
on the spot



215
tickets referred to
relevant actors



8
responses given by
relevant actors

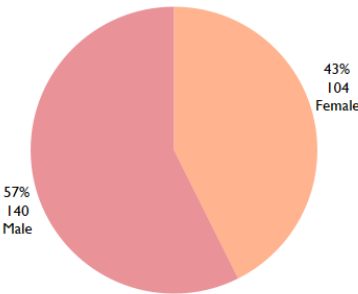


8 (100.0%)
replies considered
resolved by
beneficiaries

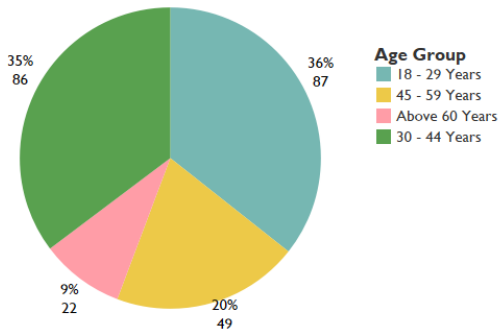
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Requested for Shelter Materials	101	0	101	1	1	100.0%
Change of Registration information - Need Marriage approval	29	0	29	0	0	0.0%
LPG Gas - Not enough for family	26	25	1	0	0	0.0%
Drainage & Cover - Requested for a new drain	15	0	15	0	0	0.0%
Damage to shelter - Shelter damaged over time	12	0	12	3	3	100.0%
Relocation & Repatriation - Relocation from another camp	8	0	8	0	0	0.0%
Shelter Materials - Request additional materials	6	0	6	4	4	100.0%
Protection Referral	5	0	5	0	0	0.0%
NFI - Request additional materials	5	0	5	0	0	0.0%
Requested for Information	4	4	0	0	0	0.0%
Shelter Materials - New shelter	2	0	2	0	0	0.0%
Relocation & Repatriation - Relocate from Camp 13 to Camp 27	2	0	2	0	0	0.0%
Health book - Requests for new health book	2	0	2	0	0	0.0%
Food distributions - Requested for green vegetables	2	0	2	0	0	0.0%
Change of Registration information - New Born	2	0	2	0	0	0.0%
Shelter materials required - The family need shelter support	1	0	1	0	0	0.0%
Shelter Materials - Need shelter materials urgently	1	0	1	0	0	0.0%

Tickets received by gender



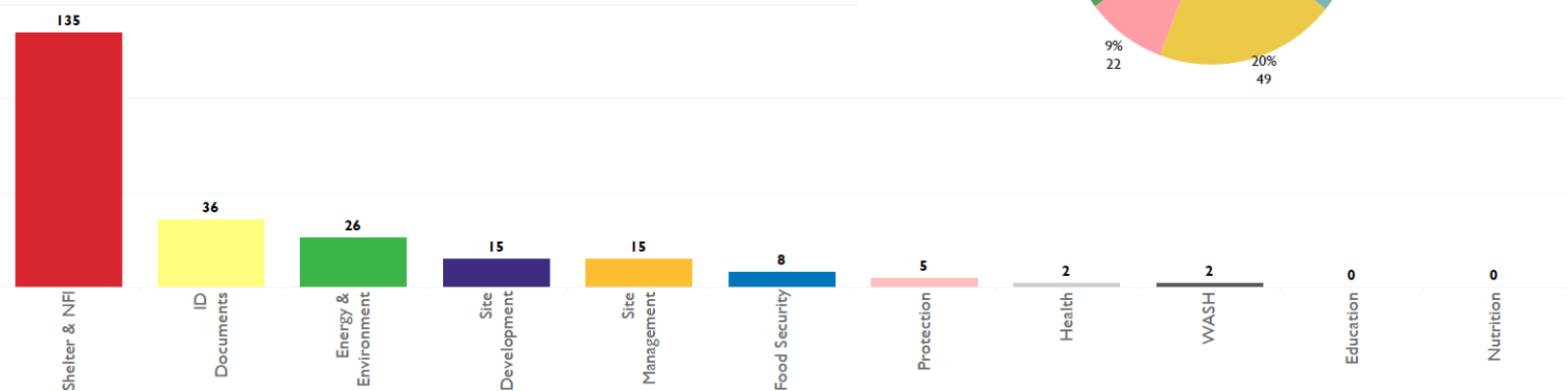
Tickets received by age group



Top unresolved tickets (from replies given)

No unresolved replies

Tickets received by sector





Monthly Camp Report - Kutupalong RC

February 2024



77

tickets received



0

tickets closed on the spot



77

tickets referred to relevant actors



0

responses given by relevant actors



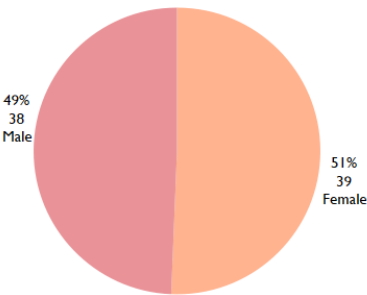
0 (0.0%)

replies considered resolved by beneficiaries

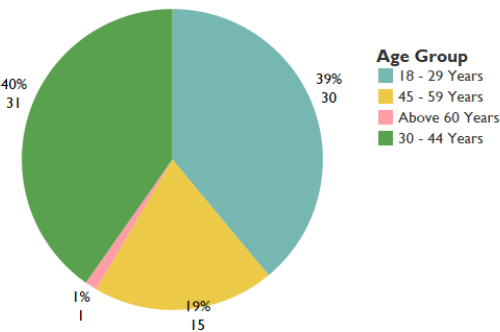
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Request additional materials	21	0	21	0	0	0.0%
NFI - Request additional materials	13	0	13	0	0	0.0%
Retaining wall - Damaged, broken, or needs improvement	11	0	11	0	0	0.0%
Request for additional room - She wants empty room	7	0	7	0	0	0.0%
Request for additional room - He wants empty room	6	0	6	0	0	0.0%
Change of Registration information - Address Change	4	0	4	0	0	0.0%
Request for fresh food enlistment - Requested for fresh food	2	0	2	0	0	0.0%
Request for additional room - She want to get new shelter from brac	2	0	2	0	0	0.0%
Water tap & Tubewell - Not enough water	1	0	1	0	0	0.0%
Treatment - Rehabilitation support or assistive device support	1	0	1	0	0	0.0%
Treatment - Health facility treatment/staff's behavior not good quality	1	0	1	0	0	0.0%
She want to new drain near the shelter	1	0	1	0	0	0.0%
Requested for pregnancy card for his wife	1	0	1	0	0	0.0%
Request for additional room - She want to new shelter from brac	1	0	1	0	0	0.0%
Request for additional room - He want to get new shelter from brac	1	0	1	0	0	0.0%
Protection Referral	1	0	1	0	0	0.0%
NFI - He want to gas cylinder	1	0	1	0	0	0.0%

Tickets received by gender



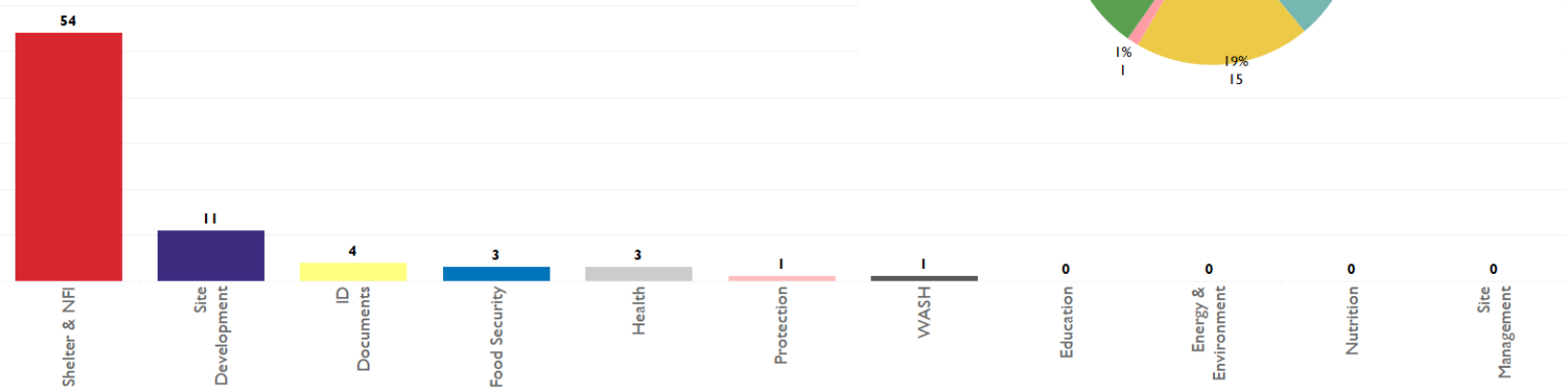
Tickets received by age group



Top unresolved tickets (from replies given)

No responses received

Tickets received by sector





Monthly Camp Report - Nayapara RC

February 2024



681

tickets received



2

tickets closed on the spot



679

tickets referred to relevant actors



245

responses given by relevant actors



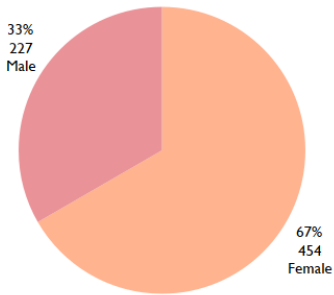
245 (100.0%)

replies considered resolved by beneficiaries

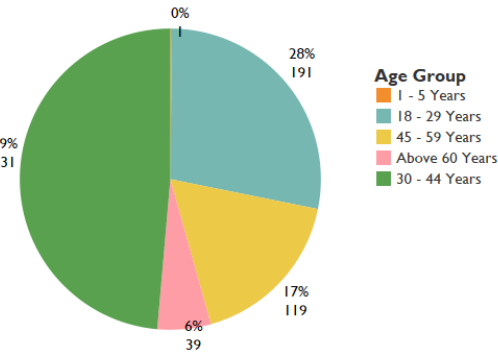
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged over time	605	0	605	242	242	100.0%
Retaining wall - Damaged, broken, or needs improvement	26	0	26	3	3	100.0%
LPG Gas - Lost or stolen cylinder	9	0	9	0	0	0.0%
NFI - Request additional materials	6	0	6	0	0	0.0%
Protection Referral	5	0	5	0	0	0.0%
Pathway - Requested	3	0	3	0	0	0.0%
Shelter Materials - Request additional materials	2	0	2	0	0	0.0%
Food distributions - Distribution delayed	2	0	2	0	0	0.0%
Cash for Work - Requested	2	2	0	0	0	0.0%
Water tap & Tubewell - Requested	1	0	1	0	0	0.0%
Water tap & Tubewell - Not enough water	1	0	1	0	0	0.0%
Solar light - Requested for Solar light	1	0	1	0	0	0.0%
Shelter Materials - Waited too long at distribution	1	0	1	0	0	0.0%
Shelter Materials - Too far to distribution	1	0	1	0	0	0.0%
Shelter Materials - Need to build new shelter	1	0	1	0	0	0.0%
Shelter Materials - Need materials to repair shelter	1	0	1	0	0	0.0%
Requested to repair wall damaged due to landslide	1	0	1	0	0	0.0%

Tickets received by gender



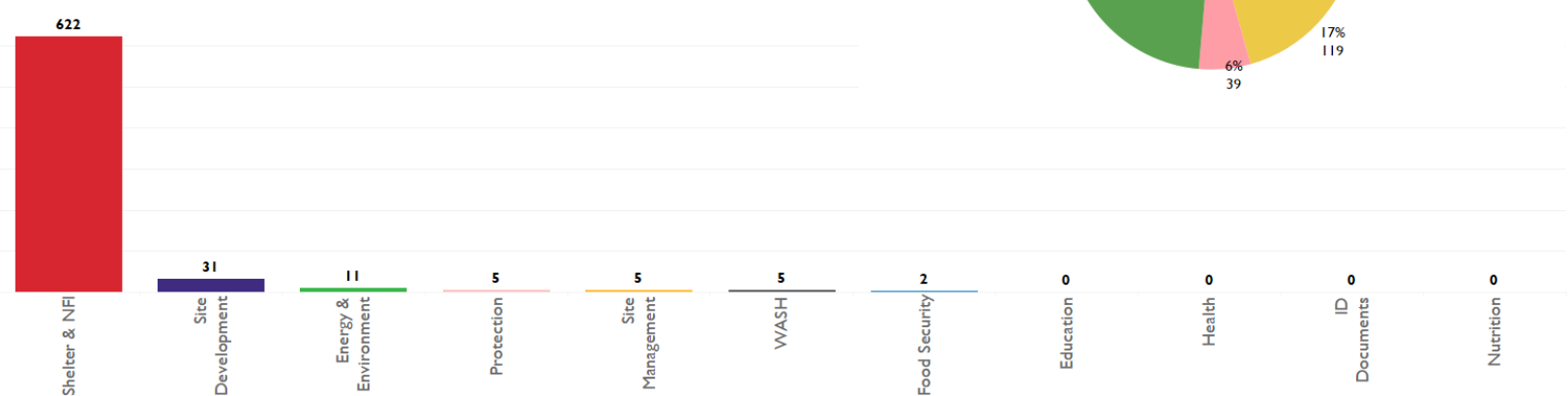
Tickets received by age group



Top unresolved tickets (from replies given)

No unresolved replies

Tickets received by sector





Monthly Camp Report - Transit Center

February 2024



300
tickets
received



170
tickets closed
on the spot



130
tickets referred to
relevant actors



2
responses given by
relevant actors

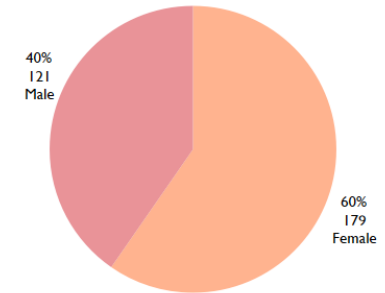


2 (100.0%)
replies considered
resolved by
beneficiaries

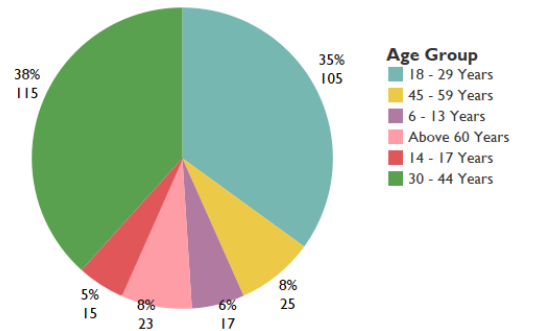
Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Treatment - Medical referral	156	156	0	0	0	0.0%
Shelter Materials - Request additional materials	41	0	41	0	0	0.0%
Latrine - Needs desludging	27	0	27	0	0	0.0%
Food distributions - Waited too long	24	0	24	0	0	0.0%
Food distributions - Poor quality food items	19	0	19	0	0	0.0%
Food distributions - Weight was less than stated	10	10	0	0	0	0.0%
Protection Referral	9	0	9	2	2	100.0%
Soap & Hygiene Kit - Not enough	4	4	0	0	0	0.0%
Trash Disposal - Trash pick-up needed	3	0	3	0	0	0.0%
Request for cluster and room changes - Shelter issue	3	0	3	0	0	0.0%
Request for additional room - He wants empty room	1	0	1	0	0	0.0%
Damage to shelter - Shelter damaged over time	1	0	1	0	0	0.0%
Bathing Station - No fence	1	0	1	0	0	0.0%
Bathing Station - Needs cleaning	1	0	1	0	0	0.0%

Tickets received by gender



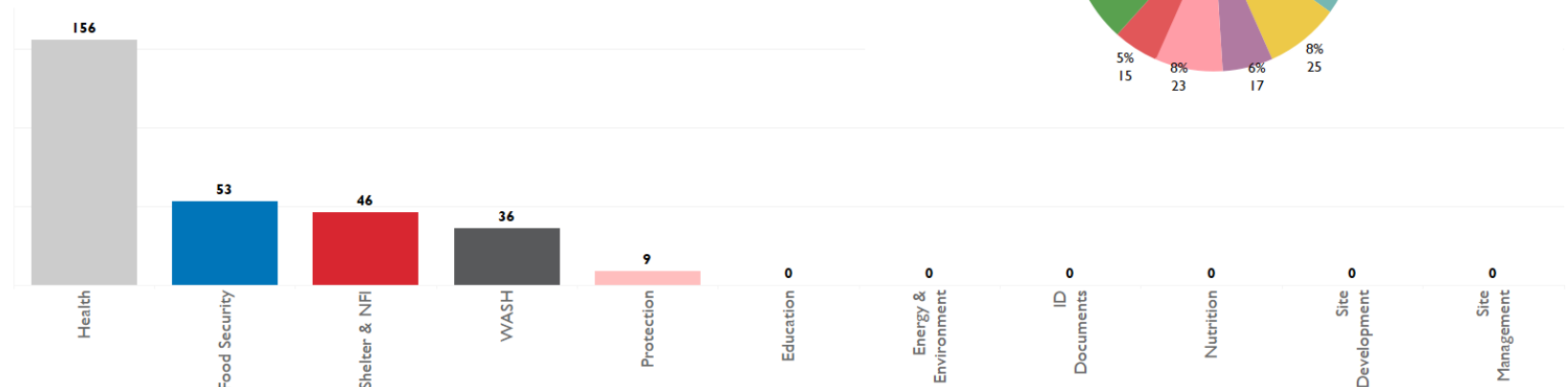
Tickets received by age group



Top unresolved tickets (from replies given)

No unresolved replies

Tickets received by sector





What is the CFP?

Methodology

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

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

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



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

Definitions

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

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

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

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

