



# Monthly Sector 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](mailto: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 Sector Report - Overview

February 2024



**22,500**  
tickets  
received



**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

## Top tickets received

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	974	1,045	1	
Shelter Materials - Request additional materials	710	823		
Cash for Work - Has not been selected for CFW in long time	278	657		
LPG Gas - Not enough for family	245	396		
Cash for Work - Requested CFW	243	749		
Damage to shelter - Shelter damaged by weather	216	241		
Hill or Slope - Erosion & landslide	182	215		
Shelter Materials - Missed Distribution	177	282		
Cash for Work - Has not been enrolled	110	240		
Soap & Hygiene Kit - Did not receive	106	90		
Stairs - Requested	95	182		
Protection Referral	92	67		
SMART Card & Family Attestation - Add New Born	69	55		
Latrine - Needs desludging	50	75		
Electricity Supply - Not working	39	99		
SMART Card & Family Attestation - Merge and Split	23	15		
SMART Card & Family Attestation - Lost ID Card	17	30		
Cooking Stove - Broken or not working	5	13		

## Tickets received by camp

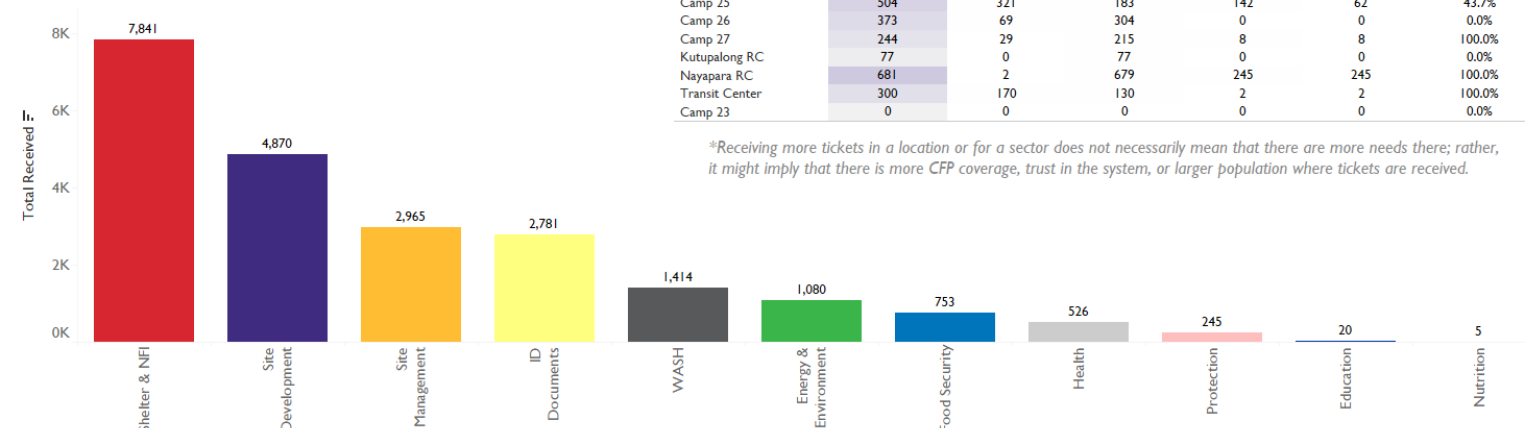
	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	749	199	550	277	277	100.0%
Camp 01W	1,246	269	977	0	0	0.0%
Camp 02E	70	0	70	0	0	0.0%
Camp 02W	764	359	405	0	0	0.0%
Camp 03	604	134	470	17	3	17.6%
Camp 04	1,345	248	1,097	23	9	39.1%
Camp 04 Ext.	280	53	227	0	0	0.0%
Camp 05	453	58	395	4	3	75.0%
Camp 06	538	81	457	85	2	2.4%
Camp 07	392	22	370	0	0	0.0%
Camp 08E	575	59	516	17	17	100.0%
Camp 08W	498	67	431	48	0	0.0%
Camp 09	579	276	303	458	113	24.7%
Camp 10	879	377	502	7	2	28.6%
Camp 11	843	225	618	453	122	26.9%
Camp 12	675	155	520	0	0	0.0%
Camp 13	796	356	440	624	195	31.3%
Camp 14	675	327	348	296	28	9.5%
Camp 15	1,075	181	894	809	75	9.3%
Camp 16	854	282	572	403	133	33.0%
Camp 17	858	5	853	65	10	15.4%
Camp 18	1,067	757	310	304	201	66.1%
Camp 19	677	297	380	601	23	3.8%
Camp 20	584	425	159	146	20	13.7%
Camp 20 Ext	650	342	308	221	114	51.6%
Camp 21	709	69	640	13	2	15.4%
Camp 22	1,598	844	754	627	95	15.2%
Camp 24	288	140	148	202	179	88.6%
Camp 25	504	321	183	142	62	43.7%
Camp 26	373	69	304	0	0	0.0%
Camp 27	244	29	215	8	8	100.0%
Kutupalong RC	77	0	77	0	0	0.0%
Nayapara RC	681	2	679	245	245	100.0%
Transit Center	300	170	130	2	2	100.0%
Camp 23	0	0	0	0	0	0.0%

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

## Top unresolved tickets (from replies given)

Slope Protection (erosion) - 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 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

February 2024



**7,841**  
tickets  
received



**1,268**  
tickets closed  
on the spot



**6,573**  
tickets referred to  
relevant actors

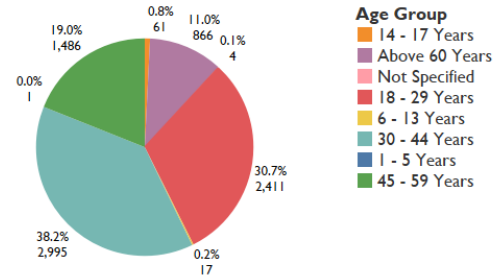


**926**  
responses given by  
relevant actors

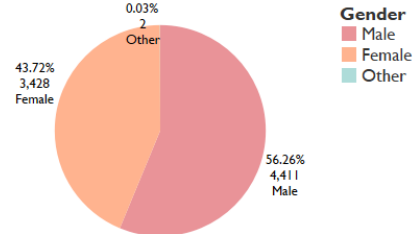


**569 (61.4%)**  
replies considered  
resolved by  
beneficiaries

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	428	0	428	247	247	100.0%
Camp 01W	717	0	717	0	0	0.0%
Camp 02E	58	0	58	0	0	0.0%
Camp 02W	350	0	350	0	0	0.0%
Camp 03	318	0	318	10	0	0.0%
Camp 04	609	5	604	2	0	0.0%
Camp 04 Ext.	106	1	105	0	0	0.0%
Camp 05	125	3	122	0	0	0.0%
Camp 06	279	0	279	13	0	0.0%
Camp 07	147	0	147	0	0	0.0%
Camp 08E	2	0	2	0	0	0.0%
Camp 08W	12	6	6	1	0	0.0%
Camp 09	76	25	51	34	3	8.8%
Camp 10	33	0	33	1	0	0.0%
Camp 11	205	4	201	66	41	62.1%
Camp 12	75	2	73	0	0	0.0%
Camp 13	81	0	81	45	9	20.0%
Camp 14	45	33	12	1	0	0.0%
Camp 15	391	23	368	154	0	0.0%
Camp 16	353	51	302	30	2	6.7%
Camp 17	492	0	492	1	0	0.0%
Camp 18	363	354	9	0	0	0.0%
Camp 19	150	144	6	1	0	0.0%
Camp 20	125	117	8	18	2	11.1%
Camp 20 Ext	143	106	37	29	10	34.5%
Camp 21	402	0	402	10	0	0.0%
Camp 22	570	286	284	8	0	0.0%
Camp 24	94	56	38	5	5	100.0%
Camp 25	62	52	10	0	0	0.0%
Camp 26	173	0	173	0	0	0.0%
Camp 27	135	0	135	8	8	100.0%
Kutupalong RC	54	0	54	0	0	0.0%
Nayapara RC	622	0	622	242	242	100.0%
Transit Center	46	0	46	0	0	0.0%
Camp 23	0	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	2,315	1,045	1,270	22	1	4.5%
Damage to shelter - Shelter damaged over time	2,020	19	2,001	399	398	99.7%
Shelter Materials - Request additional materials	1,533	172	1,361	30	15	50.0%
Shelter Materials - Missed Distribution	459	0	459	181	62	34.3%
Damage to shelter - Shelter damaged by weather	457	0	457	66	65	98.5%
Shelter Number - Requested	207	0	207	185	6	3.2%
Shelter Materials - Waited too long at distribution	146	0	146	16	16	100.0%
Shelter Materials - Request for shelter materials	132	0	132	0	0	0.0%
Shelter Materials - Requested for Shelter Materials	101	0	101	1	1	100.0%
NFI - Missed Distribution	88	0	88	3	1	33.3%
Damage to shelter - Shelter materials needed	23	0	23	0	0	0.0%
NFI - Request for blankets	19	0	19	0	0	0.0%
Shelter Materials - Received damaged materials	18	3	15	0	0	0.0%
NFI - Request for mosquito net	16	0	16	0	0	0.0%
Shelter Number - Needs to be changed	16	0	16	8	0	0.0%
Shelter Plot - New plot of land for shelter	15	0	15	7	1	14.3%
Address verification - Shelter level	14	0	14	0	0	0.0%



# Monthly Sector Report - ID Documents

February 2024



**2,781**  
tickets  
received



**2,198**  
tickets closed  
on the spot



**583**  
tickets referred to  
relevant actors

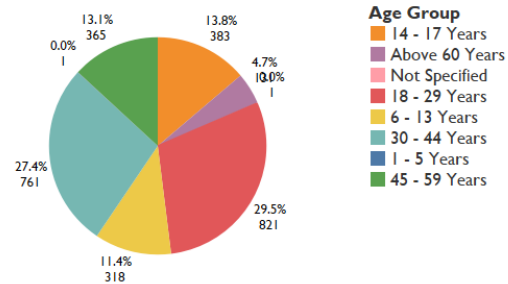


**1,006**  
responses given by  
relevant actors

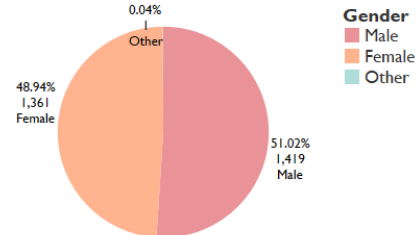


**468 (46.5%)**  
replies considered  
resolved by  
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	120	111	9	0	0	0.0%
Camp 01W	195	179	16	0	0	0.0%
Camp 02E	0	0	0	0	0	0.0%
Camp 02W	117	114	3	0	0	0.0%
Camp 03	106	105	1	0	0	0.0%
Camp 04	163	144	19	0	0	0.0%
Camp 04 Ext.	8	7	1	0	0	0.0%
Camp 05	50	50	0	0	0	0.0%
Camp 06	3	1	2	0	0	0.0%
Camp 07	180	21	159	0	0	0.0%
Camp 08E	47	47	0	1	1	100.0%
Camp 08W	52	52	0	7	0	0.0%
Camp 09	187	180	7	105	80	76.2%
Camp 10	403	370	33	1	0	0.0%
Camp 11	66	55	11	47	15	31.9%
Camp 12	136	123	13	0	0	0.0%
Camp 13	122	100	22	124	35	28.2%
Camp 14	6	5	1	14	6	42.9%
Camp 15	64	62	2	70	40	57.1%
Camp 16	108	92	16	146	74	50.7%
Camp 17	5	5	0	0	0	0.0%
Camp 18	21	1	20	45	32	71.1%
Camp 19	10	5	5	44	8	18.2%
Camp 20	27	19	8	6	3	50.0%
Camp 20 Ext	78	60	18	9	6	66.7%
Camp 21	39	39	0	0	0	0.0%
Camp 22	292	171	121	254	38	15.0%
Camp 24	28	12	16	87	87	100.0%
Camp 25	44	0	44	46	43	93.5%
Camp 26	64	64	0	0	0	0.0%
Camp 27	36	4	32	0	0	0.0%
Kutupalong RC	4	0	4	0	0	0.0%
Nayapara RC	0	0	0	0	0	0.0%
Transit Center	0	0	0	0	0	0.0%
Camp 23	0	0	0	0	0	0.0%

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	1,788	1,788	0	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	130	0	130	0	0	0.0%
SMART Card & Family Attestation - Add New Born	124	124	0	490	268	54.7%
SCOPE Card - Family Attestation doesn't match SCOPE	111	0	111	47	37	78.7%
SCOPE Card - Has not received new SCOPE Card	110	0	110	23	3	13.0%
SMART Card & Family Attestation - Request for individual SMART card	88	88	0	69	16	23.2%
SMART Card & Family Attestation - Lost ID Card	47	47	0	72	21	29.2%
SMART Card & Family Attestation - HH requests for vulnerability verification (e.g., Elderly headed HH, Child headed HH, Woman Hea..	41	41	0	13	1	7.7%
Change of Registration information - New Registration	39	0	39	0	0	0.0%
SMART Card & Family Attestation - Merge and Split	38	38	0	105	56	53.3%
Change of Registration information - Need Marriage approval	33	0	33	0	0	0.0%
Registration documents lost and replacement - Lost ID Card	28	0	28	5	0	0.0%
SCOPE Card - No balance on card	28	0	28	7	4	57.1%
SMART Card & Family Attestation - HH requests for vulnerability verification (only for HH that includes person with disability)	27	27	0	6	0	0.0%
SCOPE Card - Lost	24	0	24	13	2	15.4%
SMART Card & Family Attestation - Biographical Error	23	23	0	71	14	19.7%
Change of Registration information - New Born	21	0	21	2	2	100.0%



# Monthly Sector Report - Site Development

February 2024



**4,870**  
tickets  
received



**0**  
tickets closed  
on the spot



**4,870**  
tickets referred to  
relevant actors

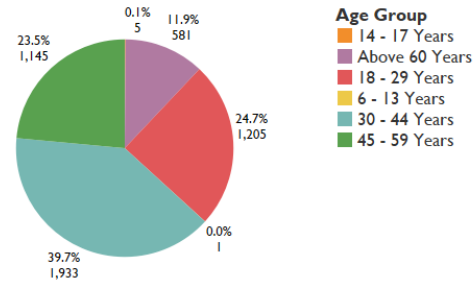


**2,990**  
responses given by  
relevant actors

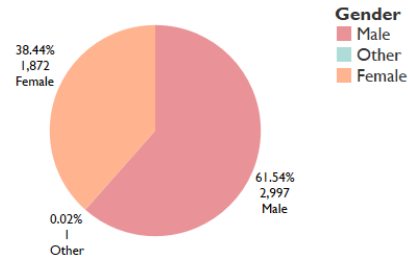


**392 (13.1%)**  
replies considered  
resolved by  
beneficiaries

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	22	0	22	9	9	100.0%
Camp 01VW	101	0	101	0	0	0.0%
Camp 02E	4	0	4	0	0	0.0%
Camp 02VW	26	0	26	0	0	0.0%
Camp 03	29	0	29	4	3	75.0%
Camp 04	266	0	266	11	0	0.0%
Camp 04 Ext.	6	0	6	0	0	0.0%
Camp 05	43	0	43	1	0	0.0%
Camp 06	142	0	142	62	2	3.2%
Camp 07	28	0	28	0	0	0.0%
Camp 08E	396	0	396	15	15	100.0%
Camp 08VW	371	0	371	36	0	0.0%
Camp 09	181	0	181	303	20	6.6%
Camp 10	276	0	276	2	0	0.0%
Camp 11	238	0	238	198	8	4.0%
Camp 12	318	0	318	0	0	0.0%
Camp 13	238	0	238	349	100	28.7%
Camp 14	254	0	254	242	11	4.5%
Camp 15	356	0	356	430	12	2.8%
Camp 16	160	0	160	117	5	4.3%
Camp 17	215	0	215	46	2	4.3%
Camp 18	224	0	224	218	133	61.0%
Camp 19	306	0	306	531	8	1.5%
Camp 20	115	0	115	85	6	7.1%
Camp 20 Ext	110	0	110	105	37	35.2%
Camp 21	135	0	135	0	0	0.0%
Camp 22	128	0	128	116	0	0.0%
Camp 24	23	0	23	34	15	44.1%
Camp 25	77	0	77	73	3	4.1%
Camp 26	25	0	25	0	0	0.0%
Camp 27	15	0	15	0	0	0.0%
Kutupalong RC	11	0	11	0	0	0.0%
Nayapara RC	31	0	31	3	3	100.0%
Transit Center	0	0	0	0	0	0.0%
Camp 23	0	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	1,275	0	1,275	748	75	10.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	657	0	657	941	122	13.0%
Retaining wall - Damaged, broken, or needs improvement	489	0	489	58	24	41.4%
Hill or Slope - Erosion & landslide	397	0	397	69	5	7.2%
Drainage - Drain Requested	321	0	321	243	24	9.9%
Stairs - Requested	277	0	277	137	16	11.7%
Retaining wall - Requested	237	0	237	1	0	0.0%
Pathway - Requested	201	0	201	122	10	8.2%
Pathway - Damaged, broken, or needs improvement	150	0	150	117	9	7.7%
Stairs - Damaged, broken, or needs improvement	135	0	135	129	36	27.9%
Drainage Cover (Slab) - Requested	122	0	122	98	11	11.2%
Lamp post - Requested	95	0	95	0	0	0.0%
Lamp post or Street light - Requested	84	0	84	55	7	12.7%
Drainage - Damaged, broken, or needs improvement	78	0	78	89	10	11.2%
Drainage & Cover - Requested for a new drain	76	0	76	0	0	0.0%
Drainage & Cover - Drainage Cover Requested	52	0	52	8	3	37.5%
Drainage - Blocked or Water logging	46	0	46	49	23	46.9%



# Monthly Sector Report - Site Management

February 2024



**2,965**  
tickets  
received



**2,027**  
tickets closed  
on the spot



**938**  
tickets referred to  
relevant actors

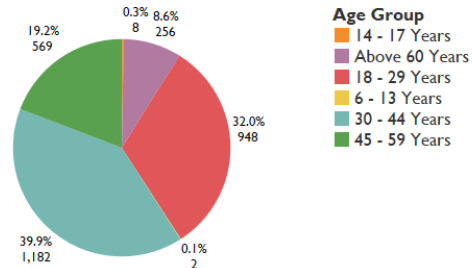


**467**  
responses given by  
relevant actors

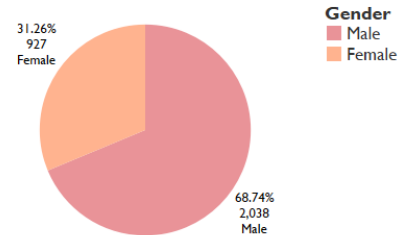


**120 (25.7%)**  
replies considered  
resolved by  
beneficiaries

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	31	1	30	3	3	100.0%
Camp 01W	52	0	52	0	0	0.0%
Camp 02E	6	0	6	0	0	0.0%
Camp 02W	8	0	8	0	0	0.0%
Camp 03	11	0	11	0	0	0.0%
Camp 04	39	18	21	1	1	100.0%
Camp 04 Ext.	118	25	93	0	0	0.0%
Camp 05	3	1	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	25	6	19	0	0	0.0%
Camp 08W	5	2	3	0	0	0.0%
Camp 09	59	57	2	0	0	0.0%
Camp 10	74	0	74	0	0	0.0%
Camp 11	172	144	28	5	0	0.0%
Camp 12	7	5	2	0	0	0.0%
Camp 13	270	232	38	72	34	47.2%
Camp 14	260	230	30	0	0	0.0%
Camp 15	179	88	91	104	4	3.8%
Camp 16	82	66	16	7	3	42.9%
Camp 17	14	0	14	0	0	0.0%
Camp 18	239	235	4	0	0	0.0%
Camp 19	121	117	4	7	3	42.9%
Camp 20	295	287	8	11	3	27.3%
Camp 20 Ext	282	170	112	56	48	85.7%
Camp 21	45	1	44	0	0	0.0%
Camp 22	337	201	136	180	0	0.0%
Camp 24	90	56	34	21	21	100.0%
Camp 25	82	82	0	0	0	0.0%
Camp 26	35	1	34	0	0	0.0%
Camp 27	15	0	15	0	0	0.0%
Kutupalong RC	0	0	0	0	0	0.0%
Nayapara RC	5	2	3	0	0	0.0%
Transit Center	0	0	0	0	0	0.0%
Camp 23	0	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Requested CFW	992	992	0	0	0	0.0%
Cash for Work - Has not been selected for CFW in long time	935	935	0	0	0	0.0%
Cash for Work - Has not been enrolled	350	0	350	223	107	48.0%
Relocation & Repatriation - Relocation from another camp	261	0	261	2	2	100.0%
Electricity Supply - Not working	138	0	138	180	0	0.0%
Relocation & Repatriation - Relocation to another camp	54	0	54	5	2	40.0%
Skill Training - Requested	43	43	0	0	0	0.0%
Requested for Information	36	36	0	0	0	0.0%
Cash for Work - Payment delayed	34	0	34	25	2	8.0%
Community Conflict - Land & shelter extension	24	0	24	7	4	57.1%
Cash for Work - Has received less payment than days worked	20	0	20	18	1	5.6%
Community Conflict - Tree Cutting	20	0	20	0	0	0.0%
Relocation & Repatriation - Relocation within camp	18	0	18	2	1	50.0%
Cash for Work - Requested	11	11	0	0	0	0.0%
When is my next Cash for Work rotation day?	8	8	0	0	0	0.0%
Cash for Work - Was charged to enroll or be selected	7	0	7	4	0	0.0%
Relocation & Repatriation - Relocate from Camp 13 to Camp 27	2	0	2	0	0	0.0%





# Monthly Sector Report - Protection

February 2024



**245**  
tickets  
received



**86**  
tickets closed  
on the spot



**159**  
tickets referred to  
relevant actors

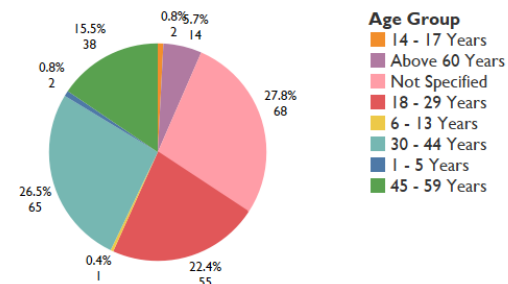


**47**  
responses given by  
relevant actors

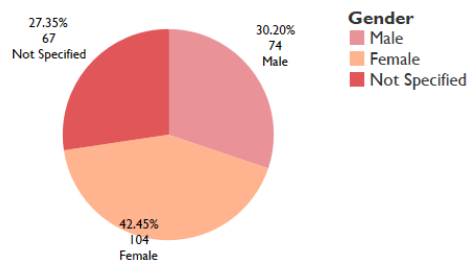


**41 (87.2%)**  
replies considered  
resolved by  
beneficiaries

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	7	0	7	18	18	100.0%
Camp 01W	5	0	5	0	0	0.0%
Camp 02E	0	0	0	0	0	0.0%
Camp 02W	2	0	2	0	0	0.0%
Camp 03	11	0	11	0	0	0.0%
Camp 04	19	2	17	5	5	100.0%
Camp 04 Ext.	0	0	0	0	0	0.0%
Camp 05	14	2	12	2	2	100.0%
Camp 06	10	0	10	4	0	0.0%
Camp 07	0	0	0	0	0	0.0%
Camp 08E	5	5	0	0	0	0.0%
Camp 08W	8	6	2	0	0	0.0%
Camp 09	0	0	0	0	0	0.0%
Camp 10	7	4	3	0	0	0.0%
Camp 11	46	2	44	14	14	100.0%
Camp 12	4	3	1	0	0	0.0%
Camp 13	7	7	0	0	0	0.0%
Camp 14	0	0	0	0	0	0.0%
Camp 15	2	2	0	0	0	0.0%
Camp 16	5	3	2	1	0	0.0%
Camp 17	2	0	2	0	0	0.0%
Camp 18	5	5	0	0	0	0.0%
Camp 19	12	12	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	10	6	4	1	0	0.0%
Camp 22	2	1	1	0	0	0.0%
Camp 24	16	16	0	0	0	0.0%
Camp 25	9	8	1	0	0	0.0%
Camp 26	15	0	15	0	0	0.0%
Camp 27	5	0	5	0	0	0.0%
Kutupalong RC	1	0	1	0	0	0.0%
Nayapara RC	5	0	5	0	0	0.0%
Transit Center	9	0	9	2	2	100.0%
Camp 23	0	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Protection Referral	159	0	159	46	41	89.1%
Protection Referral (IOM)	38	38	0	0	0	0.0%
Requested for Information	13	13	0	0	0	0.0%
Protection Referral (DRC)	11	11	0	0	0	0.0%
Protection Referral (UNHCR)	6	6	0	0	0	0.0%
Women's Friendly Space - Cosmetics requested	5	5	0	0	0	0.0%
Complaint against Agency or Staff	4	4	0	0	0	0.0%
Protection Referral (Action_Aid)	2	2	0	0	0	0.0%
Protection Referral (MUKTI)	2	2	0	0	0	0.0%
Protection Referral (World_Vision)	2	2	0	0	0	0.0%
Protection Referral (BRAC)	1	1	0	0	0	0.0%
Protection Referral (COAST)	1	1	0	0	0	0.0%
Protection Referral (NRC)	1	1	0	0	0	0.0%



# Monthly Sector Report - WASH

February 2024



**1,414**  
tickets  
received



**449**  
tickets closed  
on the spot



**965**  
tickets referred to  
relevant actors

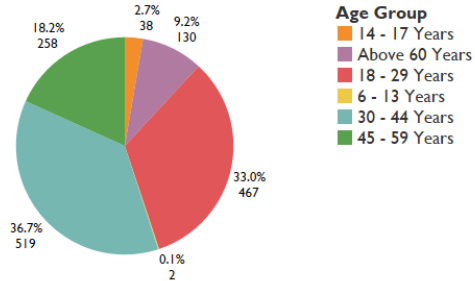


**423**  
responses given by  
relevant actors

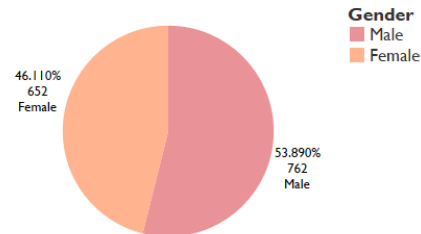


**218 (51.5%)**  
replies considered  
resolved by  
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	4	0	4	0	0	0.0%
Camp 01W	22	0	22	0	0	0.0%
Camp 02E	0	0	0	0	0	0.0%
Camp 02W	127	124	3	0	0	0.0%
Camp 03	8	0	8	0	0	0.0%
Camp 04	127	10	117	0	0	0.0%
Camp 04 Ext.	2	0	2	0	0	0.0%
Camp 05	21	0	21	0	0	0.0%
Camp 06	2	0	2	0	0	0.0%
Camp 07	0	0	0	0	0	0.0%
Camp 08E	49	0	49	1	1	100.0%
Camp 08W	20	0	20	4	0	0.0%
Camp 09	36	0	36	13	8	61.5%
Camp 10	49	3	46	1	0	0.0%
Camp 11	33	0	33	67	31	46.3%
Camp 12	85	9	76	0	0	0.0%
Camp 13	58	9	49	31	15	48.4%
Camp 14	54	23	31	30	8	26.7%
Camp 15	34	0	34	36	10	27.8%
Camp 16	95	59	36	71	46	64.8%
Camp 17	112	0	112	16	6	37.5%
Camp 18	159	122	37	27	26	96.3%
Camp 19	56	1	55	18	4	22.2%
Camp 20	13	1	12	16	0	0.0%
Camp 20 Ext	16	0	16	15	6	40.0%
Camp 21	8	3	5	0	0	0.0%
Camp 22	45	10	35	32	20	62.5%
Camp 24	19	0	19	28	24	85.7%
Camp 25	110	71	39	17	13	76.5%
Camp 26	6	0	6	0	0	0.0%
Camp 27	2	0	2	0	0	0.0%
Kutupalong RC	1	0	1	0	0	0.0%
Nayapara RC	5	0	5	0	0	0.0%
Transit Center	36	4	32	0	0	0.0%
Camp 23	0	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Soap & Hygiene Kit - Not enough	405	405	0	1	0	0.0%
Soap & Hygiene Kit - Did not receive	196	0	196	118	63	53.4%
Latrine - New toilet requested	126	0	126	47	6	12.8%
Latrine - Needs desludging	125	0	125	71	60	84.5%
Bathing Station - Requested	110	0	110	22	4	18.2%
Water tap & Tubewell - Not enough water	77	0	77	8	4	50.0%
Water tap & Tubewell - Requested	61	0	61	4	0	0.0%
Latrine - Broken	52	0	52	37	24	64.9%
Soap & Hygiene Kit - Additional Requested	40	40	0	1	1	100.0%
Water tap - Requested	36	0	36	31	2	6.5%
Latrine - Needs cleaning	31	0	31	3	3	100.0%
Tubewell - Not Working	29	0	29	14	9	64.3%
Bathing Station - Broken or Damaged	22	0	22	30	14	46.7%
Trash Disposal - Trash pick-up needed	21	0	21	10	8	80.0%
Water tap - Not Working	18	0	18	8	6	75.0%
Water tap & Tubewell - Not Working	17	0	17	0	0	0.0%
Water tap - Not enough water	12	0	12	2	1	50.0%





# Monthly Sector Report - Energy & Environment

February 2024



**1,080**  
tickets  
received



**715**  
tickets closed  
on the spot



**365**  
tickets referred to  
relevant actors

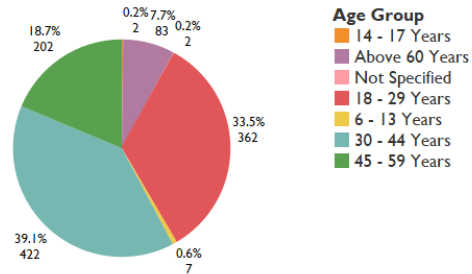


**188**  
responses given by  
relevant actors

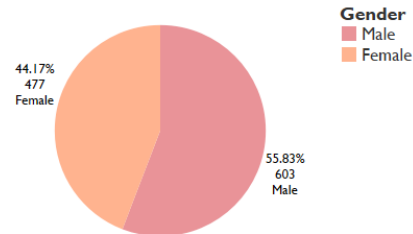


**100 (53.2%)**  
replies considered  
resolved by  
beneficiaries

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	61	47	14	0	0	0.0%
Camp 01W	92	86	6	0	0	0.0%
Camp 02E	0	0	0	0	0	0.0%
Camp 02W	52	52	0	0	0	0.0%
Camp 03	36	28	8	0	0	0.0%
Camp 04	60	54	6	0	0	0.0%
Camp 04 Ext.	26	16	10	0	0	0.0%
Camp 05	88	1	87	0	0	0.0%
Camp 06	50	50	0	0	0	0.0%
Camp 07	0	0	0	0	0	0.0%
Camp 08E	20	0	20	0	0	0.0%
Camp 08W	20	0	20	0	0	0.0%
Camp 09	9	9	0	1	1	100.0%
Camp 10	22	0	22	1	1	100.0%
Camp 11	26	8	18	47	6	12.8%
Camp 12	33	6	27	0	0	0.0%
Camp 13	18	8	10	3	2	66.7%
Camp 14	33	23	10	8	2	25.0%
Camp 15	9	6	3	11	8	72.7%
Camp 16	36	10	26	30	3	10.0%
Camp 17	0	0	0	0	0	0.0%
Camp 18	34	25	9	11	8	72.7%
Camp 19	20	18	2	0	0	0.0%
Camp 20	6	0	6	10	6	60.0%
Camp 20 Ext	10	5	5	7	7	100.0%
Camp 21	20	19	1	0	0	0.0%
Camp 22	186	175	11	26	26	100.0%
Camp 24	18	0	18	27	27	100.0%
Camp 25	53	44	9	6	3	50.0%
Camp 26	5	0	5	0	0	0.0%
Camp 27	26	25	1	0	0	0.0%
Kutupalong RC	0	0	0	0	0	0.0%
Nayapara RC	11	0	11	0	0	0.0%
Transit Center	0	0	0	0	0	0.0%
Camp 23	0	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
LPG Gas - Not enough for family	641	640	1	1	1	100.0%
LPG Gas - Did not receive cylinder	112	0	112	35	17	48.6%
Cooking Stove - Did not receive	64	0	64	47	42	89.4%
LPG Gas - Did not receive refill	53	0	53	25	16	64.0%
LPG Gas - Lost or stolen cylinder	45	0	45	23	3	13.0%
LPG Porters - Requested	44	0	44	44	14	31.8%
Cooking set (gas & stove) - Requested	37	37	0	0	0	0.0%
Cooking Stove - Broken or not working	18	14	4	0	0	0.0%
LPG Gas - Lost token	16	0	16	2	2	100.0%
Cooking set (gas & stove) - Broken or not working	14	14	0	0	0	0.0%
Cooking Stove - LPG lighter damaged	8	0	8	0	0	0.0%
Cooking Stove - Requested	6	6	0	0	0	0.0%
Cooking Stove - Lost or stolen	5	0	5	8	2	25.0%
When is the next LPG distribution day?	4	4	0	0	0	0.0%
LPG Gas - Need Labour support	2	0	2	0	0	0.0%
LPG Gas - Request for LPG	2	0	2	0	0	0.0%
Cooking Stove - Damage cooking stove in fire incident	1	0	1	0	0	0.0%



# Monthly Sector Report - Food Security

February 2024



753  
tickets  
received



202  
tickets closed  
on the spot



551  
tickets referred to  
relevant actors

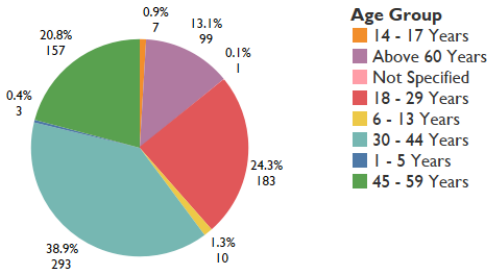


24  
responses given by  
relevant actors

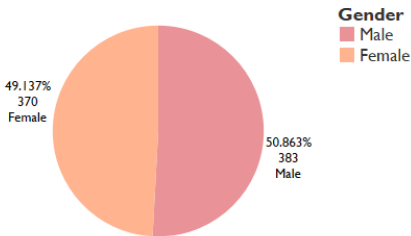


11 (45.8%)  
replies considered  
resolved by  
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	29	13	16	0	0	0.0%
Camp 01W	44	0	44	0	0	0.0%
Camp 02E	2	0	2	0	0	0.0%
Camp 02W	65	57	8	0	0	0.0%
Camp 03	60	0	60	3	0	0.0%
Camp 04	34	6	28	0	0	0.0%
Camp 04 Ext.	13	4	9	0	0	0.0%
Camp 05	90	0	90	0	0	0.0%
Camp 06	12	0	12	6	0	0.0%
Camp 07	3	0	3	0	0	0.0%
Camp 08E	12	0	12	0	0	0.0%
Camp 08W	9	0	9	0	0	0.0%
Camp 09	27	3	24	2	1	50.0%
Camp 10	15	0	15	1	1	100.0%
Camp 11	55	11	44	8	7	87.5%
Camp 12	12	3	9	0	0	0.0%
Camp 13	0	0	0	0	0	0.0%
Camp 14	21	13	8	0	0	0.0%
Camp 15	17	0	17	2	0	0.0%
Camp 16	8	0	8	0	0	0.0%
Camp 17	15	0	15	0	0	0.0%
Camp 18	18	14	4	2	2	100.0%
Camp 19	2	0	2	0	0	0.0%
Camp 20	2	0	2	0	0	0.0%
Camp 20 Ext	8	0	8	0	0	0.0%
Camp 21	11	0	11	0	0	0.0%
Camp 22	13	0	13	0	0	0.0%
Camp 24	0	0	0	0	0	0.0%
Camp 25	65	64	1	0	0	0.0%
Camp 26	25	4	21	0	0	0.0%
Camp 27	8	0	8	0	0	0.0%
Kutupalong RC	3	0	3	0	0	0.0%
Nayapara RC	2	0	2	0	0	0.0%
Transit Center	53	10	43	0	0	0.0%
Camp 23	0	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Request for fresh food enlistment - Requested for fresh food	352	0	352	1	1	100.0%
Food distributions - Request for more food each month	114	114	0	0	0	0.0%
Food distributions - Household has not received food	49	0	49	5	1	20.0%
Food distributions - Weight was less than stated	42	42	0	0	0	0.0%
Food distributions - Poor quality food items	27	0	27	5	0	0.0%
Food distributions - Waited too long	24	0	24	0	0	0.0%
Food distributions - Request for different items or quantities	17	17	0	2	1	50.0%
Food distributions - Want to purchase more but not allowed	14	14	0	0	0	0.0%
When is the next food distribution day? When are the food distribution centres open?	12	12	0	0	0	0.0%
Food Porters - Requested	10	0	10	2	2	100.0%
Food distributions - HH wants someone outside their family to collect food	7	0	7	0	0	0.0%
Food distributions - Distribution delayed	5	0	5	0	0	0.0%
Food distributions - Requested for food for relocated family due to address changed	5	0	5	0	0	0.0%
Food distributions - Food not enough for big family	4	0	4	0	0	0.0%
Four families claimed that their sons stole a tubewell from D9/ 04 block two months ago. The police arrested the sons while they were..	4	0	4	0	0	0.0%
Farming supplies - Requested	3	3	0	0	0	0.0%
Food distributions - She is a BC returnee and asking for food support	3	0	3	0	0	0.0%



# Monthly Sector Report - Health

February 2024



526  
tickets  
received



236  
tickets closed  
on the spot



290  
tickets referred to  
relevant actors

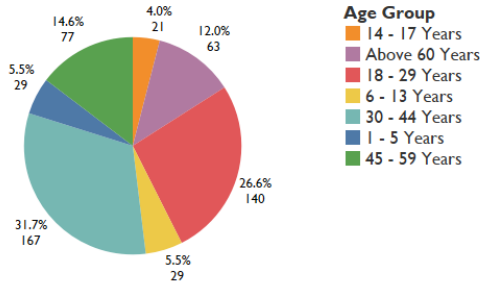


24  
responses given by  
relevant actors

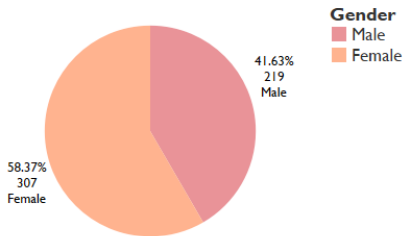


20 (83.3%)  
replies considered  
resolved by  
beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	46	26	20	0	0	0.0%
Camp 01W	15	2	13	0	0	0.0%
Camp 02E	0	0	0	0	0	0.0%
Camp 02W	15	11	4	0	0	0.0%
Camp 03	25	1	24	0	0	0.0%
Camp 04	22	3	19	4	3	75.0%
Camp 04 Ext.	1	0	1	0	0	0.0%
Camp 05	18	0	18	1	1	100.0%
Camp 06	36	30	6	0	0	0.0%
Camp 07	34	1	33	0	0	0.0%
Camp 08E	18	0	18	0	0	0.0%
Camp 08W	1	1	0	0	0	0.0%
Camp 09	4	2	2	0	0	0.0%
Camp 10	0	0	0	0	0	0.0%
Camp 11	2	1	1	1	0	0.0%
Camp 12	1	0	1	0	0	0.0%
Camp 13	2	0	2	0	0	0.0%
Camp 14	0	0	0	0	0	0.0%
Camp 15	23	0	23	2	1	50.0%
Camp 16	7	1	6	1	0	0.0%
Camp 17	3	0	3	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	1	0	1	0	0	0.0%
Camp 21	39	1	38	2	2	100.0%
Camp 22	25	0	25	11	11	100.0%
Camp 24	0	0	0	0	0	0.0%
Camp 25	2	0	2	0	0	0.0%
Camp 26	25	0	25	0	0	0.0%
Camp 27	2	0	2	0	0	0.0%
Kutupalong RC	3	0	3	0	0	0.0%
Nayapara RC	0	0	0	0	0	0.0%
Transit Center	156	156	0	0	0	0.0%
Camp 23	0	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Treatment - Medical referral	235	235	0	0	0	0.0%
Health book - Requests for new health book	82	0	82	0	0	0.0%
Treatment - Rehabilitation support or assistive device support	46	0	46	1	1	100.0%
Treatment - Better treatment	40	0	40	0	0	0.0%
Treatment - Health facility treatment/staff's behavior not good quality	39	0	39	0	0	0.0%
Birth Information Note/Certificate - Did not receive	16	0	16	0	0	0.0%
Treatment - Need health support	10	1	9	0	0	0.0%
Treatment - Waited too long	9	0	9	1	1	100.0%
General Health Card - Did not receive	4	0	4	0	0	0.0%
Treatment - Suffering from fever. Referred to BRAC hospital	4	0	4	0	0	0.0%
General Health Card - Lost, damaged or Stolen	3	0	3	0	0	0.0%
Rehabilitation support - Rehabilitation support	3	0	3	0	0	0.0%
Request to Health Health book - Request to Health book	3	0	3	0	0	0.0%
Treatment - Request for better eye treatment	3	0	3	0	0	0.0%
Treatment - Treatment not good quality	3	0	3	2	0	0.0%
Linkage to the health service - Information provided	2	0	2	0	0	0.0%
Treatment - She has been facing with serious health issues	2	0	2	0	0	0.0%



# Monthly Sector Report - Nutrition

February 2024



5 tickets received



0 tickets closed on the spot



5 tickets referred to relevant actors

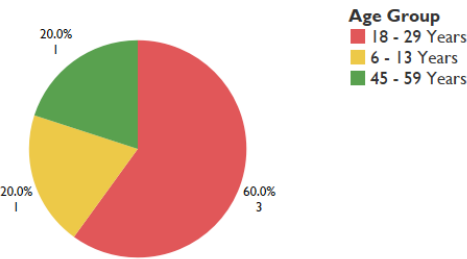


2 responses given by relevant actors

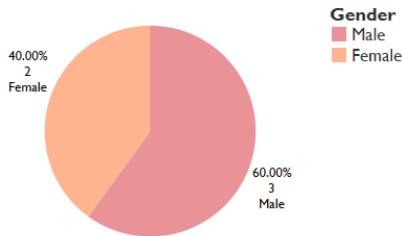


1 (50.0%) replies considered resolved by beneficiaries

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 01VW	0	0	0	0	0	0.0%
Camp 02E	0	0	0	0	0	0.0%
Camp 02VW	1	0	1	0	0	0.0%
Camp 03	0	0	0	0	0	0.0%
Camp 04	0	0	0	0	0	0.0%
Camp 04 Ext.	0	0	0	0	0	0.0%
Camp 05	0	0	0	0	0	0.0%
Camp 06	0	0	0	0	0	0.0%
Camp 07	0	0	0	0	0	0.0%
Camp 08E	0	0	0	0	0	0.0%
Camp 08VW	0	0	0	0	0	0.0%
Camp 09	0	0	0	0	0	0.0%
Camp 10	0	0	0	0	0	0.0%
Camp 11	0	0	0	0	0	0.0%
Camp 12	0	0	0	0	0	0.0%
Camp 13	0	0	0	0	0	0.0%
Camp 14	1	0	1	1	1	100.0%
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	2	0	2	1	0	0.0%
Camp 19	0	0	0	0	0	0.0%
Camp 20	0	0	0	0	0	0.0%
Camp 20 Ext	1	0	1	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%
Camp 23	0	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Nutrition Assistance - Did not receive distribution	4	0	4	2	1	50.0%
Nutrition - Assistance requested	1	0	1	0	0	0.0%



# Monthly Sector Report - Education

February 2024



20  
tickets  
received



17  
tickets closed  
on the spot



3  
tickets referred to  
relevant actors

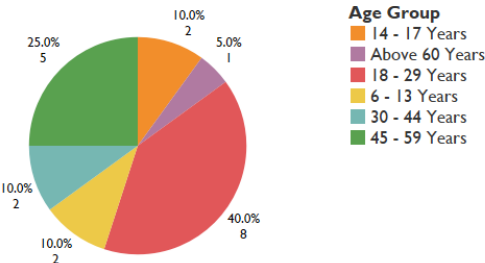


0  
responses given by  
relevant actors

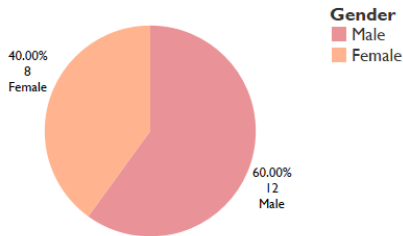


0 (0.0%)  
replies considered  
resolved by  
beneficiaries

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	1	1	0	0	0	0.0%
Camp 01W	3	2	1	0	0	0.0%
Camp 02E	0	0	0	0	0	0.0%
Camp 02W	1	1	0	0	0	0.0%
Camp 03	0	0	0	0	0	0.0%
Camp 04	6	6	0	0	0	0.0%
Camp 04 Ext.	0	0	0	0	0	0.0%
Camp 05	1	1	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	1	1	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	4	4	0	0	0	0.0%
Camp 13	0	0	0	0	0	0.0%
Camp 14	1	0	1	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	2	1	1	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%
Camp 23	0	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Requested for Information	16	16	0	0	0	0.0%
Changes to Education - Literacy classes requested	1	1	0	0	0	0.0%
looking for higher educaiton	1	0	1	0	0	0.0%
Temporary Learning Centre - Enrolment Requested	1	0	1	0	0	0.0%
Temporary Learning Centre - Poor quality teaching or instruction	1	0	1	0	0	0.0%



# What is the CFP?

## Methodology

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

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

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



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

## Definitions

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

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

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

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

