



# Monthly Sector Report

May 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...

 **113,019**  
tickets received across **34** sites

 **34,669**  
tickets closed on the spot

 **78,350**  
tickets referred by **6** actors

 **39,309**  
responses given by relevant actors

 **13,155 (33.5%)**  
replies considered resolved by beneficiaries





# Monthly Sector Report - Overview

May 2024



29,176 tickets received



7,434 tickets closed on the spot\*



21,742 tickets referred to relevant actors



9,773 responses given by relevant actors



2,302 (23.6%) replies considered resolved by beneficiaries

## Top tickets received

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged by weather	1,494	1,421	1	4
Damage to shelter - Shelter damaged over time	1,118	1,805	3	1
Shelter Materials - Request additional materials	1,012	1,638		
Protection Referral	503	823		
Shelter Materials - Missed Distribution	378	514		
Cash for Work - Has not been selected for CFW in long time	318	768	1	
LPG Gas - Not enough for family	263	523		
Hill or Slope - Erosion & landslide	245	372		
Cash for Work - Has not been enrolled	189	255		
Cash for Work - Requested CFW	134	393		
Stairs - Requested	72	138		
SMART Card & Family Attestation - Add New Born	63	147		
Electricity Supply - Not working	57	156		
Soap & Hygiene Kit - Did not receive	40	31		
SMART Card & Family Attestation - Lost ID Card	30	73		
Cooking Stove - Broken or not working	22	43		
SMART Card & Family Attestation - Merge and Split	21	52		
Latrine - Needs desludging	17	46		

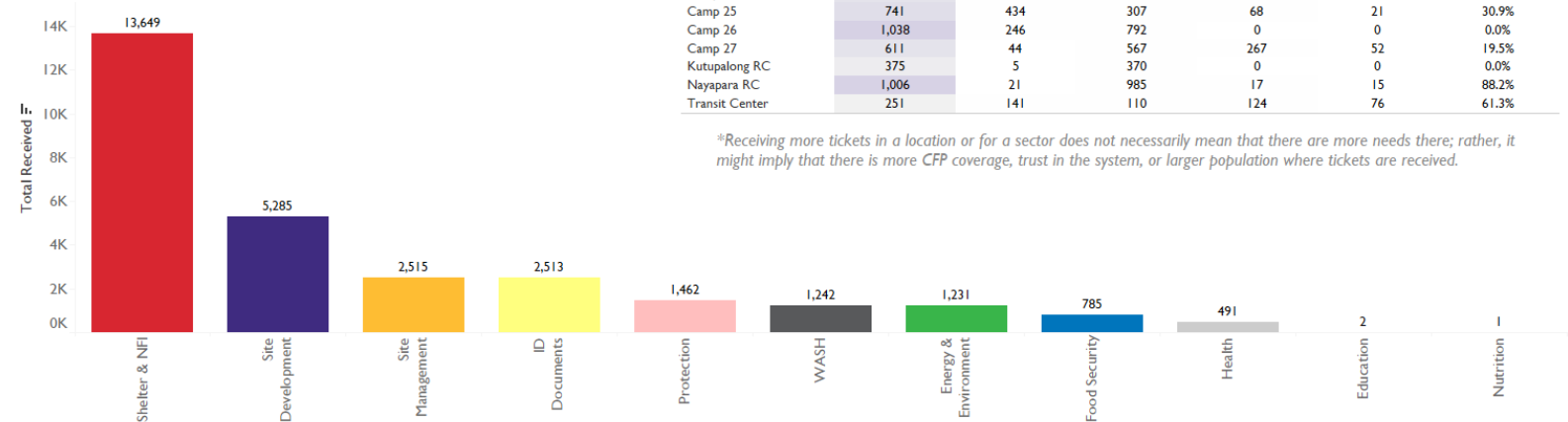
## Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	1,115	181	934	96	88	91.7%
Camp 01W	1,358	120	1,238	13	1	7.7%
Camp 02E	649	4	645	0	0	0.0%
Camp 02W	611	179	432	0	0	0.0%
Camp 03	613	37	576	129	25	19.4%
Camp 04	1,787	164	1,623	1,373	422	30.7%
Camp 04 Ext.	443	3	440	0	0	0.0%
Camp 05	487	10	477	332	116	34.9%
Camp 06	826	11	815	199	57	28.6%
Camp 07	700	142	558	106	2	1.9%
Camp 08E	781	77	704	354	112	31.6%
Camp 08W	552	57	495	293	62	21.2%
Camp 09	1,254	721	533	257	9	3.5%
Camp 10	880	176	704	391	19	4.9%
Camp 11	1,365	317	1,048	392	74	18.9%
Camp 12	802	105	697	688	283	41.1%
Camp 13	487	161	326	336	114	33.9%
Camp 14	673	408	265	211	9	4.3%
Camp 15	1,100	219	881	755	36	4.8%
Camp 16	498	22	476	700	121	17.3%
Camp 17	679	4	675	652	73	11.2%
Camp 18	871	551	320	102	66	64.7%
Camp 19	800	367	433	329	13	4.0%
Camp 20	470	289	181	110	6	5.5%
Camp 20 Ext	650	173	477	190	51	26.8%
Camp 21	1,508	58	1,450	43	8	18.6%
Camp 22	2,585	1,708	877	1,041	186	17.9%
Camp 24	610	279	331	205	185	90.2%
Camp 25	741	434	307	68	21	30.9%
Camp 26	1,038	246	792	0	0	0.0%
Camp 27	611	44	567	267	52	19.5%
Kutupalong RC	375	5	370	0	0	0.0%
Nayapara RC	1,006	21	985	17	15	88.2%
Transit Center	251	141	110	124	76	61.3%

## Top unresolved tickets (from replies given)

NFI - Request additional materials	908
Slope Protection (erosion) - Requested	850
Shelter Materials - Request additional materials	742
Slope Protection (erosion) - Damaged, broken, or needs improvement	680
Hill or Slope - Erosion & landslide	307
Drainage - Drain Requested	273
Damage to shelter - Shelter damaged over time	273
Shelter Materials - Missed Distribution	259
Damage to shelter - Shelter damaged by weather	229
Electricity Supply - Not working	208
Stairs - Requested	169
Retaining wall - Damaged, broken, or needs improvement	166
Pathway - Requested	141
Retaining wall - Requested	137
Water tap & Tubewell - Not enough water	136
Shelter Number - Requested	89
Drainage Cover (Slab) - Requested	88

## Tickets received by sector



\*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.

\*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

May 2024



**13,649**  
tickets received



**1,787**  
tickets closed on the spot



**11,862**  
tickets referred to relevant actors

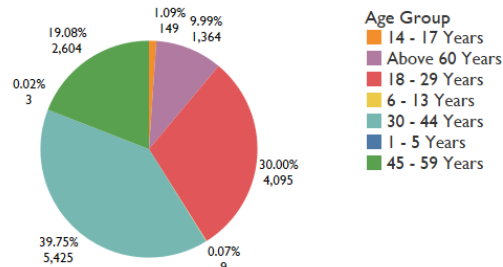


**3,649**  
responses given by relevant actors

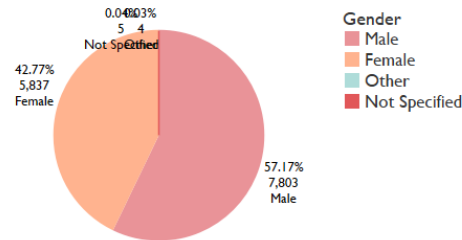


**924 (25.3%)**  
replies considered resolved by beneficiaries

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	730	0	730	89	82	92.1%
Camp 01W	865	0	865	11	1	9.1%
Camp 02E	607	0	607	0	0	0.0%
Camp 02W	381	1	380	0	0	0.0%
Camp 03	397	0	397	79	14	17.7%
Camp 04	1,212	4	1,208	1,011	300	29.7%
Camp 04 Ext.	386	0	386	0	0	0.0%
Camp 05	210	0	210	9	3	33.3%
Camp 06	640	0	640	126	32	25.4%
Camp 07	447	0	447	96	2	2.1%
Camp 08E	78	0	78	8	1	12.5%
Camp 08W	1	0	1	23	2	8.7%
Camp 09	490	339	151	1	0	0.0%
Camp 10	42	1	41	22	2	9.1%
Camp 11	807	144	663	186	68	36.6%
Camp 12	140	0	140	208	96	46.2%
Camp 13	167	42	125	90	39	43.3%
Camp 14	69	58	11	14	0	0.0%
Camp 15	267	43	224	163	6	3.7%
Camp 16	336	1	335	501	72	14.4%
Camp 17	438	0	438	327	35	10.7%
Camp 18	280	232	48	0	0	0.0%
Camp 19	261	260	1	3	0	0.0%
Camp 20	56	51	5	2	0	0.0%
Camp 20 Ext	45	35	10	3	1	33.3%
Camp 21	1,149	0	1,149	31	6	19.4%
Camp 22	735	515	220	308	55	17.9%
Camp 24	59	3	56	39	39	100.0%
Camp 25	196	54	142	3	1	33.3%
Camp 26	688	4	684	0	0	0.0%
Camp 27	459	0	459	261	46	17.6%
Kutupalong RC	215	0	215	0	0	0.0%
Nayapara RC	773	0	773	0	0	0.0%
Transit Center	23	0	23	35	21	60.0%

## 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	2,927	210	2,717	373	100	26.8%
Damage to shelter - Shelter damaged by weather	2,920	0	2,920	375	146	38.9%
Shelter Materials - Request additional materials	2,650	635	2,015	929	187	20.1%
NFI - Request additional materials	1,985	867	1,118	1,143	235	20.6%
Shelter Materials - Requested for shelter materials	1,022	0	1,022	62	12	19.4%
Shelter Materials - Missed Distribution	892	0	892	418	159	38.0%
Shelter Materials - Waited too long at distribution	311	0	311	11	6	54.5%
NFI - Missed Distribution	249	0	249	61	26	42.6%
Shelter Materials - Request for shelter materials damaged by recent monsoon	140	0	140	0	0	0.0%
New shelter - Request for new shelter	109	0	109	15	4	26.7%
Shelter- Shelter materials needed	91	0	91	0	0	0.0%
Shelter Number - Requested	86	0	86	104	15	14.4%
Shelter Materials - Received damaged materials	36	35	1	2	1	50.0%
Shelter Plot - New plot of land for shelter	24	0	24	1	1	100.0%
Shelter Plot - Larger plot of land for shelter	22	0	22	1	0	0.0%
Request for additional room - Request for new room	21	0	21	0	0	0.0%
NFI - Missed Distribution	12	0	12	1	0	0.0%



# Monthly Sector Report - ID Documents

May 2024



**2,513**  
tickets received



**2,041**  
tickets closed on the spot



**472**  
tickets referred to relevant actors

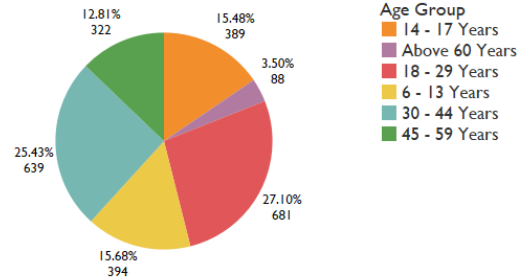


**201**  
responses given by relevant actors

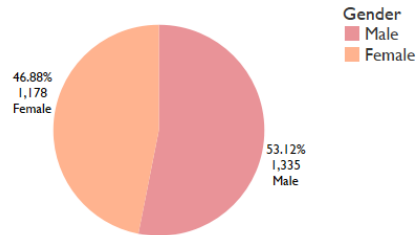


**60 (29.9%)**  
replies considered resolved by beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	125	120	5	0	0	0.0%
Camp 01W	156	78	78	0	0	0.0%
Camp 02E	0	0	0	0	0	0.0%
Camp 02W	53	53	0	0	0	0.0%
Camp 03	33	32	1	0	0	0.0%
Camp 04	48	42	6	0	0	0.0%
Camp 04 Ext.	6	0	6	0	0	0.0%
Camp 05	5	5	0	0	0	0.0%
Camp 06	5	5	0	1	0	0.0%
Camp 07	136	136	0	4	0	0.0%
Camp 08E	70	70	0	0	0	0.0%
Camp 08W	47	44	3	3	0	0.0%
Camp 09	177	157	20	0	0	0.0%
Camp 10	201	169	32	29	3	10.3%
Camp 11	99	88	11	8	1	12.5%
Camp 12	147	0	147	76	25	32.9%
Camp 13	97	76	21	8	3	37.5%
Camp 14	1	0	1	2	0	0.0%
Camp 15	62	60	2	4	0	0.0%
Camp 16	7	5	2	10	0	0.0%
Camp 17	2	2	0	0	0	0.0%
Camp 18	6	0	6	3	0	0.0%
Camp 19	4	2	2	1	0	0.0%
Camp 20	18	12	6	5	0	0.0%
Camp 20 Ext	43	33	10	9	3	33.3%
Camp 21	34	33	1	0	0	0.0%
Camp 22	522	468	54	28	19	67.9%
Camp 24	108	104	4	4	4	100.0%
Camp 25	52	0	52	6	2	33.3%
Camp 26	218	218	0	0	0	0.0%
Camp 27	29	29	0	0	0	0.0%
Kutupalong RC	1	0	1	0	0	0.0%
Nayapara RC	1	0	1	0	0	0.0%
Transit Center	0	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Requested for information	1,504	1,504	0	20	8	40.0%
SMART Card & Family Attestation - Add New Born	210	210	0	0	0	0.0%
Registration documents lost and replacement - Request for new ID card	166	0	166	31	9	29.0%
SMART Card & Family Attestation - Lost ID Card	103	103	0	0	0	0.0%
SMART Card & Family Attestation - Merge and Split	73	73	0	0	0	0.0%
Change of Registration information - New Registration	67	0	67	0	0	0.0%
SCOPE Card - Has not received new SCOPE Card	54	0	54	57	10	17.5%
SCOPE Card - Family Attestation doesn't match SCOPE	46	0	46	20	18	90.0%
SMART Card & Family Attestation - Request for individual SMART card	43	43	0	0	0	0.0%
SMART Card & Family Attestation - Lost Smart card and family attestation	40	40	0	0	0	0.0%
SCOPE Card - Lost	36	0	36	9	2	22.2%
SMART Card & Family Attestation - Biographical Error	36	36	0	0	0	0.0%
Change of Registration information - New Born	22	0	22	5	2	40.0%
SCOPE Card - Damaged	15	0	15	14	3	21.4%
Change of Registration information - Data card separation	14	0	14	0	0	0.0%
SCOPE Card - No balance on card	14	0	14	23	2	8.7%
Registration documents lost and replacement - Lost ID Card	13	0	13	1	1	100.0%



# Monthly Sector Report - Site Development

May 2024



**5,285**  
tickets received



**6**  
tickets closed on the spot



**5,279**  
tickets referred to relevant actors

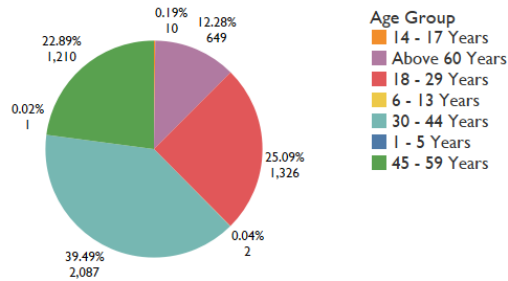


**3,712**  
responses given by relevant actors

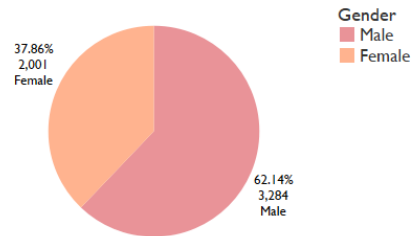


**495 (13.3%)**  
replies considered resolved by beneficiaries

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	63	0	63	6	5	83.3%
Camp 01W	133	0	133	0	0	0.0%
Camp 02E	14	0	14	0	0	0.0%
Camp 02W	14	0	14	0	0	0.0%
Camp 03	37	0	37	14	1	7.1%
Camp 04	159	0	159	217	71	32.7%
Camp 04 Ext.	3	0	3	0	0	0.0%
Camp 05	173	0	173	57	15	26.3%
Camp 06	61	0	61	50	22	44.0%
Camp 07	26	0	26	5	0	0.0%
Camp 08E	473	0	473	283	71	25.1%
Camp 08W	434	0	434	256	60	23.4%
Camp 09	258	0	258	245	5	2.0%
Camp 10	463	0	463	261	5	1.9%
Camp 11	216	0	216	182	1	0.5%
Camp 12	305	0	305	199	42	21.1%
Camp 13	118	0	118	202	41	20.3%
Camp 14	201	5	196	164	0	0.0%
Camp 15	432	0	432	459	7	1.5%
Camp 16	86	0	86	111	9	8.1%
Camp 17	149	0	149	185	26	14.1%
Camp 18	207	0	207	76	45	59.2%
Camp 19	375	0	375	309	10	3.2%
Camp 20	112	0	112	92	1	1.1%
Camp 20 Ext	102	0	102	84	2	2.4%
Camp 21	206	0	206	6	1	16.7%
Camp 22	191	1	190	153	8	5.2%
Camp 24	65	0	65	40	20	50.0%
Camp 25	51	0	51	36	7	19.4%
Camp 26	10	0	10	0	0	0.0%
Camp 27	46	0	46	6	6	100.0%
Kutupalong RC	42	0	42	0	0	0.0%
Nayapara RC	60	0	60	14	14	100.0%
Transit Center	0	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	1,200	0	1,200	936	86	9.2%
Slope Protection (erosion) - Damaged, broken, or needs improvement	919	0	919	709	29	4.1%
Hill or Slope - Erosion & landslide	617	0	617	362	55	15.2%
Retaining wall - Damaged, broken, or needs improvement	587	0	587	302	136	45.0%
Retaining wall - Requested	331	0	331	177	40	22.6%
Pathway - Damaged, broken, or needs improvement	262	0	262	71	15	21.1%
Drainage - Drain Requested	260	0	260	283	10	3.5%
Stairs - Requested	210	0	210	179	10	5.6%
Pathway - Requested	193	0	193	157	16	10.2%
Stairs - Damaged, broken, or needs improvement	95	0	95	75	13	17.3%
Drainage & Cover - Drain Requested	80	0	80	14	3	21.4%
Lamp post - Requested	75	0	75	34	6	17.6%
Drainage Cover (Slab) - Requested	74	0	74	97	9	9.3%
Drainage - Damaged, broken, or needs improvement	72	0	72	64	3	4.7%
Drainage - Blocked or Water logging	46	0	46	35	20	57.1%
Drainage & Cover - Drainage Cover Requested	45	0	45	21	6	28.6%
Drainage & Cover - Blocked or Water logging	40	0	40	15	1	6.7%



# Monthly Sector Report - Site Management

May 2024



**2,515**  
tickets received



**1,654**  
tickets closed on the spot



**861**  
tickets referred to relevant actors

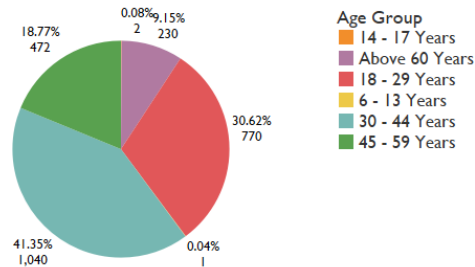


**521**  
responses given by relevant actors

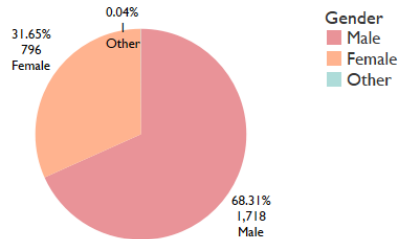


**175 (33.6%)**  
replies considered resolved by beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

Camp	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	6	0	6	0	0	0.0%
Camp 01W	31	0	31	0	0	0.0%
Camp 02E	2	0	2	0	0	0.0%
Camp 02W	0	0	0	0	0	0.0%
Camp 03	1	1	0	0	0	0.0%
Camp 04	33	12	21	2	0	0.0%
Camp 04 Ext.	16	0	16	0	0	0.0%
Camp 05	1	0	1	1	0	0.0%
Camp 06	2	0	2	1	0	0.0%
Camp 07	0	0	0	0	0	0.0%
Camp 08E	12	0	12	7	0	0.0%
Camp 08W	1	0	1	0	0	0.0%
Camp 09	76	75	1	1	0	0.0%
Camp 10	16	2	14	35	4	11.4%
Camp 11	87	75	12	1	0	0.0%
Camp 12	2	2	0	1	1	100.0%
Camp 13	20	18	2	1	1	100.0%
Camp 14	280	263	17	8	4	50.0%
Camp 15	133	107	26	18	13	72.2%
Camp 16	8	8	0	6	2	33.3%
Camp 17	6	0	6	0	0	0.0%
Camp 18	194	193	1	0	0	0.0%
Camp 19	88	88	0	0	0	0.0%
Camp 20	232	201	31	6	1	16.7%
Camp 20 Ext	383	90	293	80	35	43.8%
Camp 21	16	0	16	1	0	0.0%
Camp 22	552	321	231	246	8	3.3%
Camp 24	232	140	92	105	105	100.0%
Camp 25	53	52	1	1	1	100.0%
Camp 26	27	6	21	0	0	0.0%
Camp 27	3	0	3	0	0	0.0%
Kutupalong RC	0	0	0	0	0	0.0%
Nayapara RC	2	0	2	0	0	0.0%
Transit Center	0	0	0	0	0	0.0%

## Top tickets received this month


Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Has not been selected for CFW in long time	1,087	1,087	0	0	0	0.0%
Cash for Work - Requested CFW	527	527	0	0	0	0.0%
Cash for Work - Has not been enrolled	444	0	444	240	160	66.7%
Electricity Supply - Not working	213	0	213	209	1	0.5%
Relocation & Repatriation - Relocation to another camp	62	0	62	2	0	0.0%
Relocation & Repatriation - Relocation from another camp	32	0	32	8	0	0.0%
Skill Training - Requested	28	28	0	0	0	0.0%
Community Conflict - Land & shelter extension	26	0	26	12	4	33.3%
Not working - Solar supply	26	0	26	22	5	22.7%
Community Conflict - Tree Cutting	19	0	19	7	0	0.0%
Relocation & Repatriation - Relocation within camp	18	0	18	1	0	0.0%
Cash for Work - Payment delayed	12	0	12	3	2	66.7%
When is my next Cash for Work rotation day?	9	9	0	0	0	0.0%
Cash for Work - Has received less payment than days worked	5	0	5	1	0	0.0%
Relocation & Repatriation - Temporary relocation	2	0	2	0	0	0.0%
When is the next Cash for Work payment day?	2	2	0	0	0	0.0%
Cash for Work - Was charged to enroll or be selected	1	0	1	1	0	0.0%



# Monthly Sector Report - Protection

May 2024

 **1,462**  
tickets received

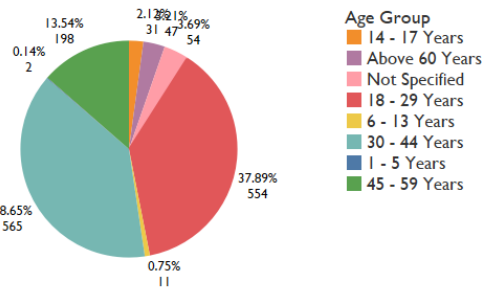
 **135**  
tickets closed on the spot

 **1,327**  
tickets referred to relevant actors

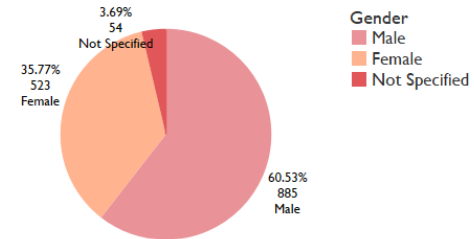
 **76**  
responses given by relevant actors

 **27 (35.5%)**  
replies considered resolved by beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	91	6	85	0	0	0.0%
Camp 01W	76	5	71	0	0	0.0%
Camp 02E	18	2	16	0	0	0.0%
Camp 02W	33	3	30	0	0	0.0%
Camp 03	97	2	95	4	1	25.0%
Camp 04	105	3	102	26	11	42.3%
Camp 04 Ext.	17	2	15	0	0	0.0%
Camp 05	49	4	45	10	6	60.0%
Camp 06	48	3	45	6	0	0.0%
Camp 07	59	5	54	0	0	0.0%
Camp 08E	25	6	19	2	2	100.0%
Camp 08W	49	4	45	3	0	0.0%
Camp 09	46	1	45	0	0	0.0%
Camp 10	57	2	55	1	0	0.0%
Camp 11	68	3	65	0	0	0.0%
Camp 12	29	0	29	5	1	20.0%
Camp 13	9	1	8	0	0	0.0%
Camp 14	23	1	22	0	0	0.0%
Camp 15	50	6	44	1	0	0.0%
Camp 16	13	1	12	0	0	0.0%
Camp 17	16	2	14	0	0	0.0%
Camp 18	45	3	42	0	0	0.0%
Camp 19	24	10	14	0	0	0.0%
Camp 20	9	2	7	0	0	0.0%
Camp 20 Ext	19	7	12	0	0	0.0%
Camp 21	18	3	15	4	1	25.0%
Camp 22	19	3	16	5	0	0.0%
Camp 24	19	2	17	0	0	0.0%
Camp 25	19	15	4	0	0	0.0%
Camp 26	37	0	37	0	0	0.0%
Camp 27	12	3	9	0	0	0.0%
Kutupalong RC	111	4	107	0	0	0.0%
Nayapara RC	138	21	117	3	1	33.3%
Transit Center	14	0	14	6	4	66.7%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Protection Referral	1,326	0	1,326	75	27	36.0%
Complaint against Agency or Staff	68	68	0	0	0	0.0%
Protection Referral (IOM)	34	34	0	0	0	0.0%
Requested for information	13	13	0	1	0	0.0%
Protection Referral (DRC)	11	11	0	0	0	0.0%
Protection Referral (UNHCR)	5	5	0	0	0	0.0%
Women's Friendly Space - Cosmetics requested	2	2	0	0	0	0.0%
Need shelter kits and it's a protection issue - Protection issues	1	0	1	0	0	0.0%
Protection Referral (NRC)	1	1	0	0	0	0.0%
Protection Referral (Save_The_Children_International)	1	1	0	0	0	0.0%



# Monthly Sector Report - WASH

May 2024



**1,242**  
tickets received



**442**  
tickets closed on the spot



**800**  
tickets referred to relevant actors

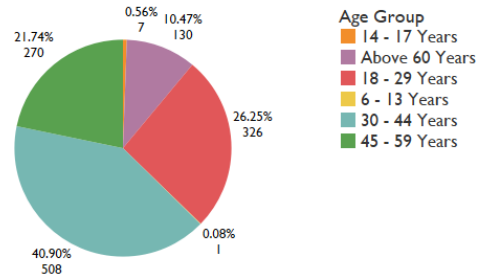


**868**  
responses given by relevant actors

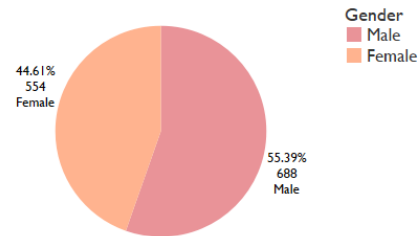


**329 (37.9%)**  
replies considered resolved by beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

Camp	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	11	0	11	0	0	0.0%
Camp 01W	16	0	16	0	0	0.0%
Camp 02E	2	0	2	0	0	0.0%
Camp 02W	58	55	3	0	0	0.0%
Camp 03	11	0	11	2	1	50.0%
Camp 04	68	0	68	71	31	43.7%
Camp 04 Ext.	2	0	2	0	0	0.0%
Camp 05	14	0	14	25	8	32.0%
Camp 06	2	0	2	0	0	0.0%
Camp 07	1	0	1	0	0	0.0%
Camp 08E	80	0	80	24	16	66.7%
Camp 08W	4	0	4	5	0	0.0%
Camp 09	77	66	11	10	4	40.0%
Camp 10	29	0	29	14	2	14.3%
Camp 11	31	1	30	10	2	20.0%
Camp 12	128	75	53	133	74	55.6%
Camp 13	12	0	12	31	26	83.9%
Camp 14	33	22	11	17	2	11.8%
Camp 15	34	0	34	22	5	22.7%
Camp 16	3	0	3	29	18	62.1%
Camp 17	57	0	57	134	11	8.2%
Camp 18	69	59	10	16	15	93.8%
Camp 19	33	0	33	14	1	7.1%
Camp 20	10	1	9	0	0	0.0%
Camp 20 Ext	8	0	8	0	0	0.0%
Camp 21	17	5	12	0	0	0.0%
Camp 22	159	27	132	266	87	32.7%
Camp 24	45	5	40	7	7	100.0%
Camp 25	157	111	46	18	6	33.3%
Camp 26	28	13	15	0	0	0.0%
Camp 27	20	0	20	0	0	0.0%
Kutupalong RC	2	0	2	0	0	0.0%
Nayapara RC	4	0	4	0	0	0.0%
Transit Center	17	2	15	20	13	65.0%

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	409	409	0	9	0	0.0%
Bathing Station - Broken or Damaged	77	0	77	21	8	38.1%
Water tap & Tubewell - Not enough water	75	0	75	160	24	15.0%
Soap & Hygiene Kit - Did not receive	71	0	71	93	65	69.9%
Latrine - New toilet requested	64	0	64	57	7	12.3%
Latrine - Needs desludging	63	0	63	80	68	85.0%
Latrine - Needs cleaning	58	0	58	101	31	30.7%
Water - Request for water	54	0	54	0	0	0.0%
Latrine - Broken	51	0	51	29	14	48.3%
Water tap & Tubewell - Not Working	46	0	46	10	3	30.0%
Trash Disposal - Trash bins and bucket.	43	0	43	0	0	0.0%
Water tap & Tubewell - Requested	41	0	41	67	18	26.9%
Bathing Station - Requested	34	0	34	70	28	40.0%
Soap & Hygiene Kit - Additional Requested	24	24	0	0	0	0.0%
Tubewell - Not Working	20	0	20	12	5	41.7%
Bathing Station - Needs cleaning	19	0	19	30	5	16.7%
Water tap - Requested	18	0	18	27	13	48.1%





# Monthly Sector Report - Energy & Environment

May 2024



1,231 tickets received



939 tickets closed on the spot



292 tickets referred to relevant actors

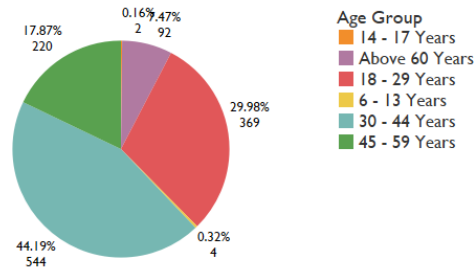


259 responses given by relevant actors

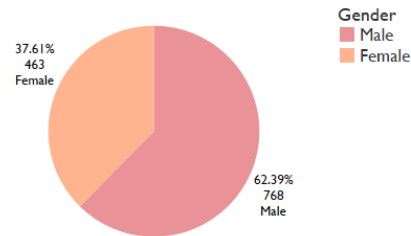


122 (47.1%) replies considered resolved by beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

Camp	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Camp 01E	15	11	4	1	1	100.0%
Camp 01W	45	36	9	0	0	0.0%
Camp 02E	0	0	0	0	0	0.0%
Camp 02W	41	40	1	0	0	0.0%
Camp 03	5	1	4	1	0	0.0%
Camp 04	112	98	14	4	0	0.0%
Camp 04 Ext.	4	0	4	0	0	0.0%
Camp 05	0	0	0	89	37	41.6%
Camp 06	3	2	1	0	0	0.0%
Camp 07	1	0	1	0	0	0.0%
Camp 08E	5	1	4	7	5	71.4%
Camp 08W	8	8	0	0	0	0.0%
Camp 09	69	67	2	0	0	0.0%
Camp 10	21	0	21	10	1	10.0%
Camp 11	10	1	9	1	1	100.0%
Camp 12	33	19	14	33	17	51.5%
Camp 13	56	18	38	4	4	100.0%
Camp 14	41	35	6	6	3	50.0%
Camp 15	64	1	63	29	3	10.3%
Camp 16	17	7	10	34	18	52.9%
Camp 17	1	0	1	0	0	0.0%
Camp 18	49	47	2	5	4	80.0%
Camp 19	14	6	8	2	2	100.0%
Camp 20	17	10	7	4	3	75.0%
Camp 20 Ext	22	8	14	10	7	70.0%
Camp 21	18	16	2	0	0	0.0%
Camp 22	336	321	15	7	4	57.1%
Camp 24	26	22	4	10	10	100.0%
Camp 25	156	152	4	2	2	100.0%
Camp 26	5	0	5	0	0	0.0%
Camp 27	22	12	10	0	0	0.0%
Kutupalong RC	1	0	1	0	0	0.0%
Nayapara RC	14	0	14	0	0	0.0%
Transit Center	0	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
LPG Gas - Not enough for family	786	786	0	4	1	25.0%
Cooking Stove - Broken or not working	65	62	3	9	3	33.3%
LPG Gas - Did not receive refill	56	0	56	30	21	70.0%
Pressure Cooker - Did not receive	56	0	56	25	2	8.0%
LPG Gas - Did not receive cylinder	47	0	47	75	30	40.0%
LPG Gas - Lost or stolen cylinder	42	0	42	42	20	47.6%
Cooking set (gas & stove) - Requested	35	35	0	0	0	0.0%
When is the next LPG distribution day?	28	28	0	0	0	0.0%
LPG Porters - Requested	26	0	26	36	22	61.1%
Cooking set (gas & stove) - Broken or not working	16	16	0	0	0	0.0%
Cooking Stove - Did not receive	15	0	15	20	10	50.0%
Pressure Cooker - Broken or not working	14	0	14	0	0	0.0%
Cooking Stove - Lost or stolen	12	0	12	4	3	75.0%
Cooking Stove - Requested	12	12	0	0	0	0.0%
LPG Gas - Requested for received LPG is not enough	10	0	10	0	0	0.0%
LPG Gas - Lost token	5	0	5	9	9	100.0%
Porter Requested - Requested	2	0	2	1	1	100.0%



# Monthly Sector Report - Food Security

May 2024

**785**  
tickets received

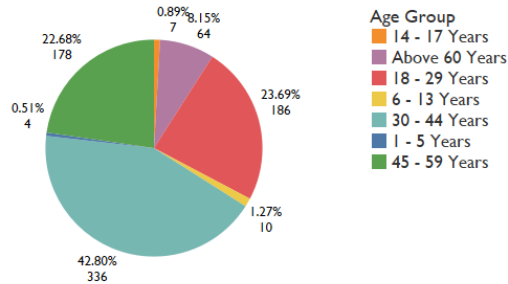
**211**  
tickets closed on the spot

**574**  
tickets referred to relevant actors

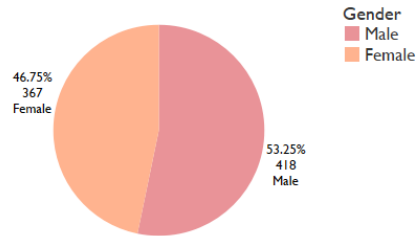
**367**  
responses given by relevant actors

**136 (37.1%)**  
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	19	7	12	0	0	0.0%
Camp 01W	25	0	25	2	0	0.0%
Camp 02E	2	0	2	0	0	0.0%
Camp 02W	19	17	2	0	0	0.0%
Camp 03	29	0	29	27	7	25.9%
Camp 04	27	3	24	18	5	27.8%
Camp 04 Ext.	7	0	7	0	0	0.0%
Camp 05	33	0	33	117	37	31.6%
Camp 06	51	0	51	7	3	42.9%
Camp 07	5	0	5	1	0	0.0%
Camp 08E	10	0	10	11	8	72.7%
Camp 08W	6	0	6	3	0	0.0%
Camp 09	44	3	41	0	0	0.0%
Camp 10	44	0	44	16	1	6.3%
Camp 11	37	3	34	1	0	0.0%
Camp 12	18	9	9	31	26	83.9%
Camp 13	7	6	1	0	0	0.0%
Camp 14	24	24	0	0	0	0.0%
Camp 15	45	0	45	51	2	3.9%
Camp 16	1	0	1	3	2	66.7%
Camp 17	6	0	6	0	0	0.0%
Camp 18	21	17	4	2	2	100.0%
Camp 19	0	0	0	0	0	0.0%
Camp 20	16	12	4	1	1	100.0%
Camp 20 Ext	28	0	28	3	3	100.0%
Camp 21	14	0	14	1	0	0.0%
Camp 22	58	52	6	9	0	0.0%
Camp 24	29	0	29	0	0	0.0%
Camp 25	57	50	7	2	2	100.0%
Camp 26	21	5	16	0	0	0.0%
Camp 27	17	0	17	0	0	0.0%
Kutupalong RC	2	0	2	0	0	0.0%
Nayapara RC	6	0	6	0	0	0.0%
Transit Center	57	3	54	61	37	60.7%

## 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 enlistm - Request for fresh food	186	0	186	51	19	37.3%
Food distributions - Poor quality food items	175	0	175	64	12	18.8%
Food distributions - Request for more food each month	76	76	0	4	1	25.0%
Food Porters - Requested	66	0	66	6	4	66.7%
Farming supplies - Requested	55	55	0	0	0	0.0%
Food distributions - Household has not received food	55	0	55	48	33	68.8%
Request for fresh food enlistm - Requested For Fresh Vegetables	38	0	38	0	0	0.0%
Food card - Request for food card	36	0	36	0	0	0.0%
Food distributions - Request for different items or quantities	27	27	0	1	0	0.0%
When is the next food distribution day? When are the food distribution centres open?	26	26	0	0	0	0.0%
Food distributions - Waited too long	12	0	12	6	4	66.7%
Requested for information	12	12	0	0	0	0.0%
Food distributions - Want to purchase more but not allowed	9	9	0	0	0	0.0%
Food distributions - Weight was less than stated	6	6	0	1	0	0.0%
Food distributions - Missed Token	5	0	5	0	0	0.0%
Food distributions - HH wants someone outside their family to collect food	1	0	1	1	1	100.0%



# Monthly Sector Report - Health

May 2024



**491**  
tickets received



**216**  
tickets closed on the spot



**275**  
tickets referred to relevant actors

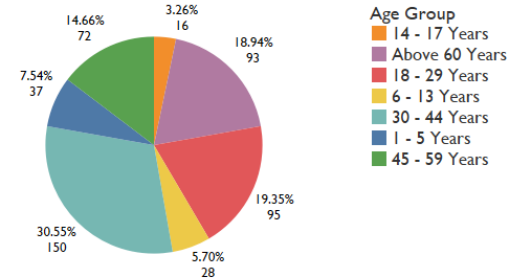


**118**  
responses given by relevant actors

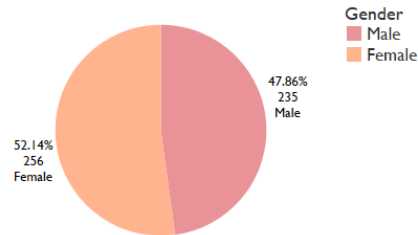


**33 (28.0%)**  
replies considered resolved by beneficiaries

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	55	37	18	0	0	0.0%
Camp 01W	11	1	10	0	0	0.0%
Camp 02E	4	2	2	0	0	0.0%
Camp 02W	12	10	2	0	0	0.0%
Camp 03	3	1	2	2	1	50.0%
Camp 04	23	2	21	23	4	17.4%
Camp 04 Ext.	2	1	1	0	0	0.0%
Camp 05	2	1	1	24	10	41.7%
Camp 06	14	1	13	8	0	0.0%
Camp 07	25	1	24	0	0	0.0%
Camp 08E	28	0	28	12	9	75.0%
Camp 08W	1	0	1	0	0	0.0%
Camp 09	17	13	4	0	0	0.0%
Camp 10	7	2	5	3	1	33.3%
Camp 11	10	2	8	3	1	33.3%
Camp 12	0	0	0	1	0	0.0%
Camp 13	1	0	1	0	0	0.0%
Camp 14	1	0	1	0	0	0.0%
Camp 15	11	0	11	8	0	0.0%
Camp 16	27	0	27	6	0	0.0%
Camp 17	4	0	4	6	1	16.7%
Camp 18	0	0	0	0	0	0.0%
Camp 19	1	1	0	0	0	0.0%
Camp 20	0	0	0	0	0	0.0%
Camp 20 Ext	0	0	0	1	0	0.0%
Camp 21	36	1	35	0	0	0.0%
Camp 22	13	0	13	19	5	26.3%
Camp 24	27	3	24	0	0	0.0%
Camp 25	0	0	0	0	0	0.0%
Camp 26	4	0	4	0	0	0.0%
Camp 27	3	0	3	0	0	0.0%
Kutupalong RC	1	1	0	0	0	0.0%
Nayapara RC	8	0	8	0	0	0.0%
Transit Center	140	136	4	2	1	50.0%

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	203	203	0	2	1	50.0%
Treatment - Need to Health book	139	0	139	1	0	0.0%
Treatment - Request for better treatment	115	0	115	7	3	42.9%
Requested for information	10	10	0	0	0	0.0%
Treatment - Waited too long	9	0	9	4	1	25.0%
General Health Card - Did not receive	6	0	6	0	0	0.0%
Treatment - Ambulance support	3	3	0	0	0	0.0%
General Health Card - Lost, damaged or Stolen	2	0	2	0	0	0.0%
Treatment - Treatment not good quality	2	0	2	2	0	0.0%
Birth Information Note/Certificate - Did not receive	1	0	1	1	0	0.0%
Health post - She has been suffering with multiple disabilities.	1	0	1	0	0	0.0%



# Monthly Sector Report - Nutrition

May 2024



1 tickets received



1 tickets closed on the spot



0 tickets referred to relevant actors

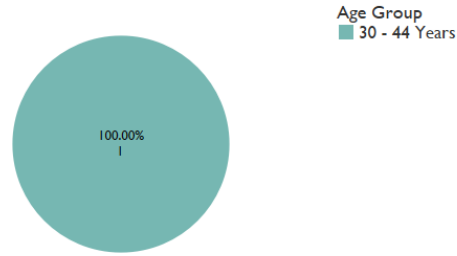


2 responses given by relevant actors

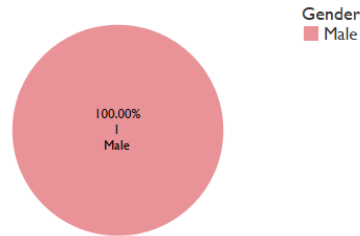


1 (50.0%) replies considered resolved by beneficiaries

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 01W	0	0	0	0	0	0.0%
Camp 02E	0	0	0	0	0	0.0%
Camp 02W	0	0	0	0	0	0.0%
Camp 03	0	0	0	0	0	0.0%
Camp 04	0	0	0	1	0	0.0%
Camp 04 Ext.	0	0	0	0	0	0.0%
Camp 05	0	0	0	0	0	0.0%
Camp 06	0	0	0	0	0	0.0%
Camp 07	0	0	0	0	0	0.0%
Camp 08E	0	0	0	0	0	0.0%
Camp 08W	1	1	0	0	0	0.0%
Camp 09	0	0	0	0	0	0.0%
Camp 10	0	0	0	0	0	0.0%
Camp 11	0	0	0	0	0	0.0%
Camp 12	0	0	0	1	1	100.0%
Camp 13	0	0	0	0	0	0.0%
Camp 14	0	0	0	0	0	0.0%
Camp 15	0	0	0	0	0	0.0%
Camp 16	0	0	0	0	0	0.0%
Camp 17	0	0	0	0	0	0.0%
Camp 18	0	0	0	0	0	0.0%
Camp 19	0	0	0	0	0	0.0%
Camp 20	0	0	0	0	0	0.0%
Camp 20 Ext	0	0	0	0	0	0.0%
Camp 21	0	0	0	0	0	0.0%
Camp 22	0	0	0	0	0	0.0%
Camp 24	0	0	0	0	0	0.0%
Camp 25	0	0	0	0	0	0.0%
Camp 26	0	0	0	0	0	0.0%
Camp 27	0	0	0	0	0	0.0%
Kutupalong RC	0	0	0	0	0	0.0%
Nayapara RC	0	0	0	0	0	0.0%
Transit Center	0	0	0	0	0	0.0%

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Requested for information	1	1	0	0	0	0.0%



# Monthly Sector Report - Education

May 2024



2 tickets received



2 tickets closed on the spot



0 tickets referred to relevant actors

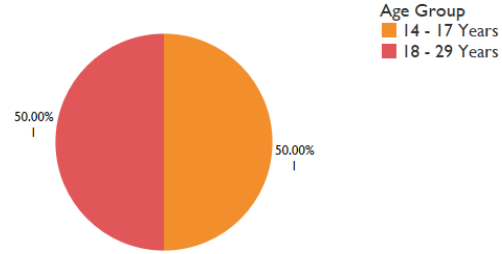


0 responses given by relevant actors

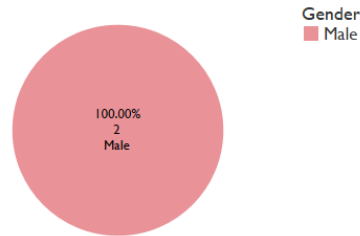


0 (0.0%) replies considered resolved by beneficiaries

Tickets received by age



Tickets received by gender



Tickets received by camp

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

Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Changes to Education - Secondary education requested	2	2	0	0	0	0.0%



# What is the CFP?

## Methodology

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

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

