



# Monthly Camp Report

June 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...



139,551

tickets received across 34 sites



42,754

tickets closed on the spot



96,797

tickets referred by 6 actors



44,593

responses given by relevant actors



14,795 (33.2%)

replies considered resolved by beneficiaries





# Monthly Camp Report - Overview

June 2024

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

**26,532**  
tickets received

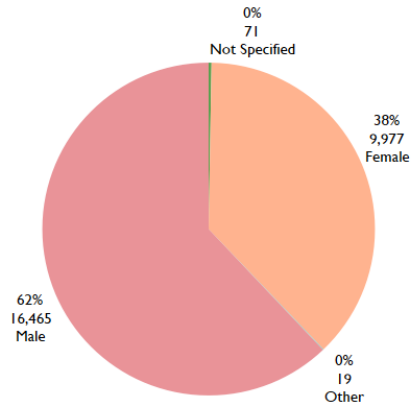
Tickets received by gender

**8,085**  
tickets closed on the spot\*

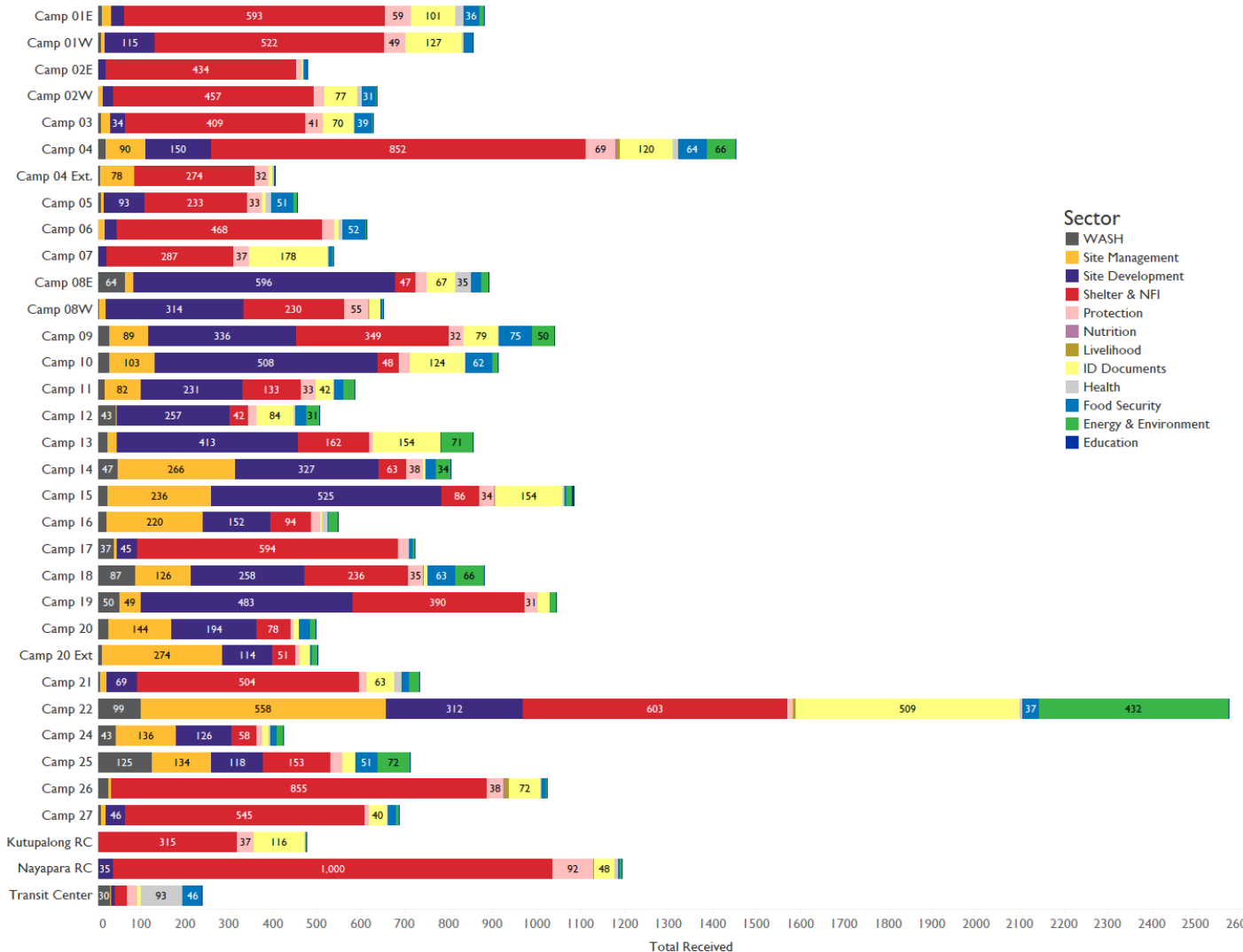
**18,447**  
tickets referred to relevant actors

**5,319**  
responses given by relevant actors

**1,640 (30.8%)**  
replies considered resolved by beneficiaries



Tickets received by camp



Top unresolved tickets (from replies given)

Slope Protection (erosion) - Requested	662
Slope Protection (erosion) - Damaged, broken, or needs improvement	543
Electricity Supply - Not working	288
Cash for Work - Has not been enrolled	222
Shelter Materials - Missed Distribution	214
NFI - Request additional materials	209
Drainage - Drain Requested	187
Pathway - Requested	118
Stairs - Requested	110
Shelter Materials - Request additional materials	85
Stairs - Damaged, broken, or needs improvement	84
Drainage Cover (Slab) - Requested	67
Damage to shelter - Shelter damaged over time	61
Pathway - Damaged, broken, or needs improvement	60
Drainage - Damaged, broken, or needs improvement	60
NFI - Missed Distribution	55
Soap & Hygiene Kit - Did not receive	40

\*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

June 2024



**880**  
tickets received



**99**  
tickets closed on the spot



**781**  
tickets referred to relevant actors



**0**  
responses given by relevant actors

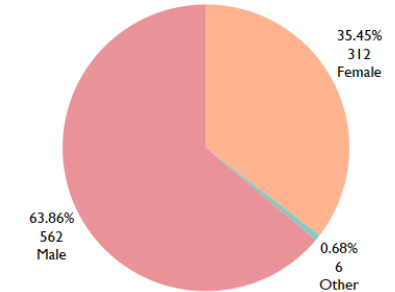


**0 (0.0%)**  
replies considered resolved by beneficiaries

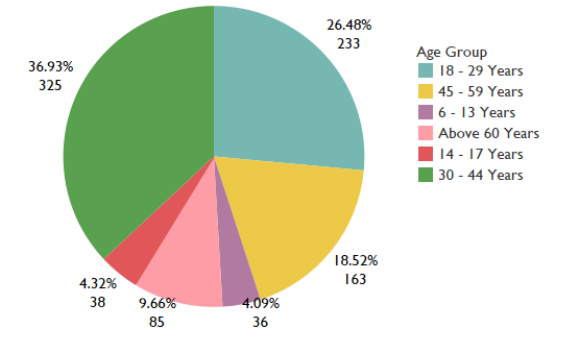
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	446	0	446	0	0	0.0%
Damage to shelter - Shelter damaged over time	129	0	129	0	0	0.0%
Requested for information	93	92	1	0	0	0.0%
Referred to Protection	55	0	55	0	0	0.0%
Request for fresh food enlistm - Request for fresh food	31	0	31	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	23	0	23	0	0	0.0%
Treatment - Medical referral	17	0	17	0	0	0.0%
Field and Site Management-Relocation-Self-relocation (camp to camp)	17	0	17	0	0	0.0%
Shelter Materials - Request additional materials	16	0	16	0	0	0.0%
Latrine - Needs desludging	6	0	6	0	0	0.0%
Field and Site Management-Distribution - LPG-LPG Gas	5	0	5	0	0	0.0%
Drainage cleaning - Request for drain cleaning	5	0	5	0	0	0.0%
Registration, Documentation and Resettlement inquiries-Enquiry or update related to an existin..	4	0	4	0	0	0.0%
LPG Gas - Not enough for family	4	4	0	0	0	0.0%
Food Porters - Requested	3	0	3	0	0	0.0%
Water tap & Tubewell- Poor quality water	2	0	2	0	0	0.0%
Treatment - Request for better treatment	2	1	1	0	0	0.0%

## Tickets received by gender



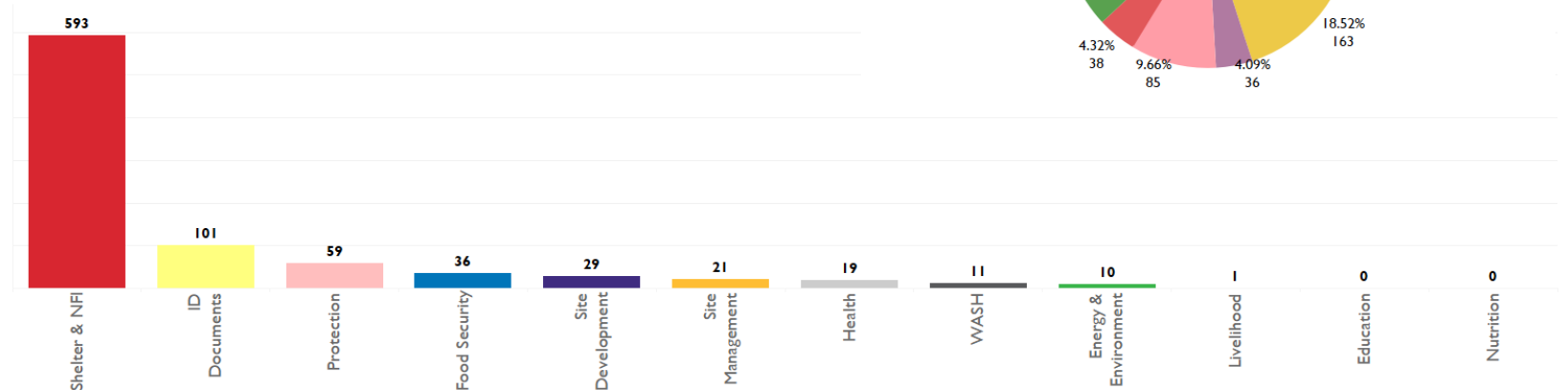
## Tickets received by age group



## Top unresolved tickets (from replies given)

No unresolved replies

## Tickets received by sector





# Monthly Camp Report - Camp 01W

June 2024



**854**  
tickets received



**130**  
tickets closed on the spot



**724**  
tickets referred to relevant actors



**11**  
responses given by relevant actors

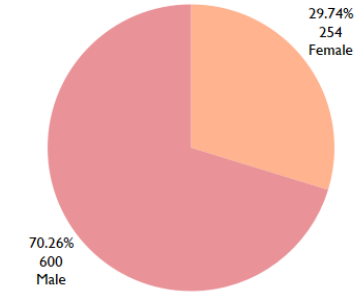


**10 (90.9%)**  
replies considered resolved by beneficiaries

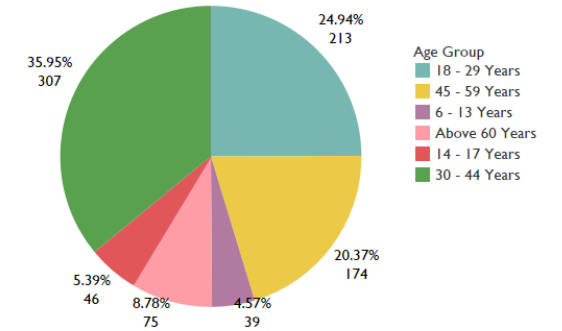
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	299	0	299	0	0	0.0%
Requested for information	125	124	1	0	0	0.0%
Damage to shelter - Shelter damaged over time	120	0	120	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	104	0	104	0	0	0.0%
Shelter Materials - Request additional materials	102	0	102	1	1	100.0%
Referred to Protection	44	0	44	0	0	0.0%
Request for fresh food enlistm - Request for fresh food	18	0	18	0	0	0.0%
Stairs damaged, broken, or needs improvement	8	0	8	0	0	0.0%
Field and Site Management-Relocation-Self-relocation (camp to camp)	5	0	5	0	0	0.0%
Complaint against Agency or Staff	4	0	4	0	0	0.0%
Treatment - Medical referral	3	0	3	1	1	100.0%
Change of Registration information - Address Change	3	3	0	0	0	0.0%
Solid Waste - Communal waste pick-up needed	2	0	2	0	0	0.0%
Food distributions - Poor quality food items	2	0	2	0	0	0.0%
Community Conflict - Land & shelter extension	2	2	0	0	0	0.0%
Bridge - Damaged, broken, or needs improvement	2	0	2	0	0	0.0%
Water tap & Tubewell- Requesting new facility	1	0	1	0	0	0.0%

## Tickets received by gender

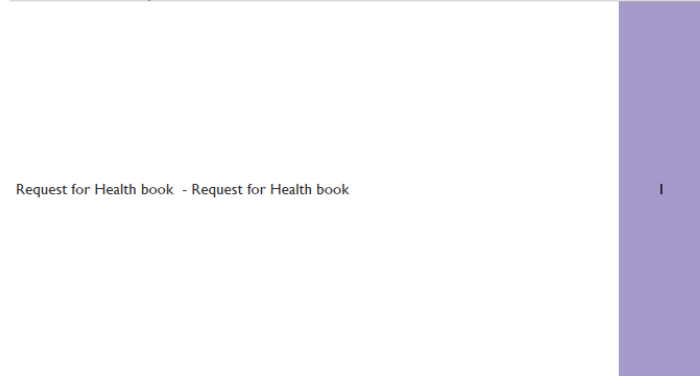


## Tickets received by age group

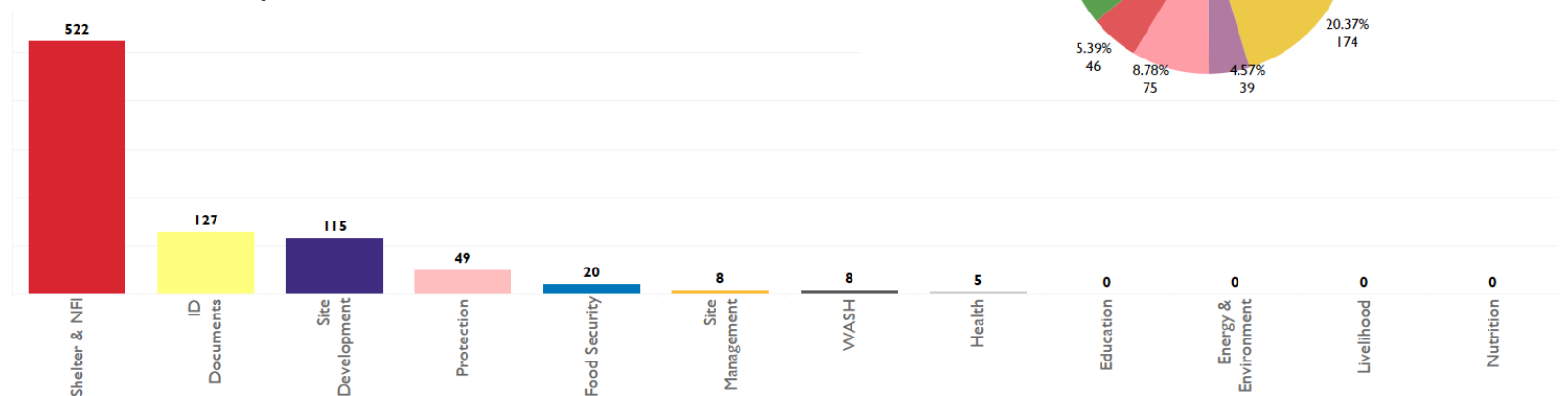


## Top unresolved tickets (from replies given)

### Ticket Description



## Tickets received by sector





# Monthly Camp Report - Camp 02E

June 2024



**479**  
tickets received



**2**  
tickets closed on the spot



**477**  
tickets referred to relevant actors



**0**  
responses given by relevant actors

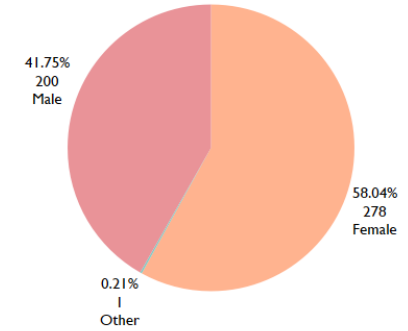


**0 (0.0%)**  
replies considered resolved by beneficiaries

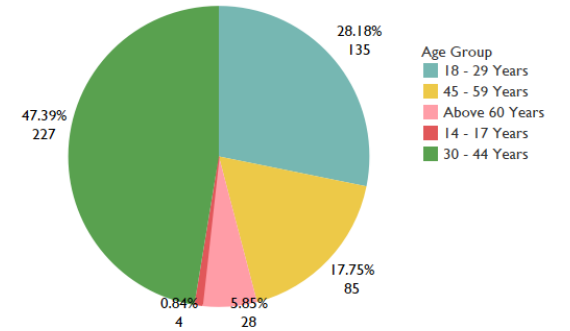
## Top tickets received this month

Ticket Description	Total Re ceived	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged over time	222	0	222	0	0	0.0%
Damage to shelter - Shelter damaged by weather	207	0	207	0	0	0.0%
Referred to Protection	11	0	11	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	11	0	11	0	0	0.0%
Request for fresh food enlistm - Request for fresh food	6	0	6	0	0	0.0%
Shelter Materials - Request additional materials	5	0	5	0	0	0.0%
Stairs damaged, broken, or needs improvement	4	0	4	0	0	0.0%
Water tap & Tubewell- Requesting new facility	2	0	2	0	0	0.0%
Registration, Documentation and Resettlement inquiries-Enquiry or update related to an existin..	2	0	2	0	0	0.0%
Water tap & Tubewell- not working	1	0	1	0	0	0.0%
Treatment - Waited too long	1	0	1	0	0	0.0%
Treatment - Medical referral	1	0	1	0	0	0.0%
Requested for information	1	1	0	0	0	0.0%
Food Porters - Requested	1	0	1	0	0	0.0%
Food distributions - Poor quality food items	1	1	0	0	0	0.0%
Electricity Supply - Not working	1	0	1	0	0	0.0%
Complaints against government	1	0	1	0	0	0.0%

## Tickets received by gender



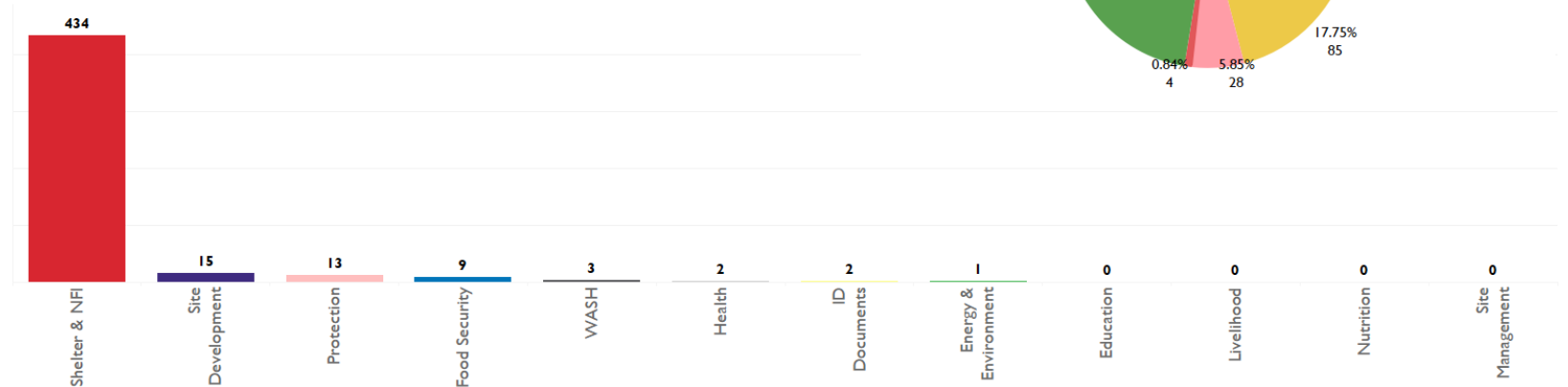
## Tickets received by age group



## Top unresolved tickets (from replies given)

No unresolved replies

## Tickets received by sector





# Monthly Camp Report - Camp 02W

June 2024



**637**  
tickets received



**90**  
tickets closed on the spot



**547**  
tickets referred to relevant actors



**0**  
responses given by relevant actors

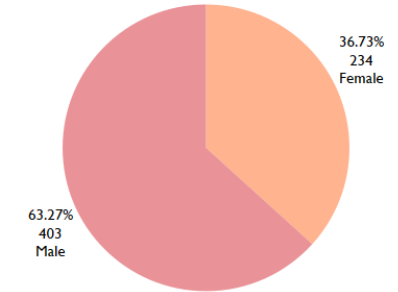


**0 (0.0%)**  
replies considered resolved by beneficiaries

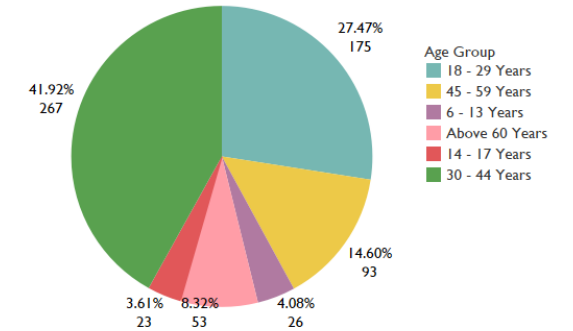
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged over time	325	0	325	0	0	0.0%
Requested for information	87	76	11	0	0	0.0%
Damage to shelter - Shelter damaged by weather	84	0	84	0	0	0.0%
Shelter Materials - Request additional materials	30	7	23	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	21	0	21	0	0	0.0%
Referred to Protection	20	0	20	0	0	0.0%
Shelter- Shelter materials needed	18	0	18	0	0	0.0%
Request for fresh food enlistm - Request for fresh food	15	0	15	0	0	0.0%
Food distributions - Poor quality food items	10	0	10	0	0	0.0%
Treatment - Medical referral	9	0	9	0	0	0.0%
Community Conflict - Land & shelter extension	6	6	0	0	0	0.0%
Complaints against government	3	0	3	0	0	0.0%
Registration, Documentation and Resettlement inquiries-Enquiry or update related to an existin..	2	0	2	0	0	0.0%
LPG Gas - Not enough for family	2	0	2	0	0	0.0%
Electricity Supply - Not working	2	0	2	0	0	0.0%
Water tap & Tubewell- not working	1	0	1	0	0	0.0%
Stairs damaged, broken, or needs improvement	1	0	1	0	0	0.0%

## Tickets received by gender



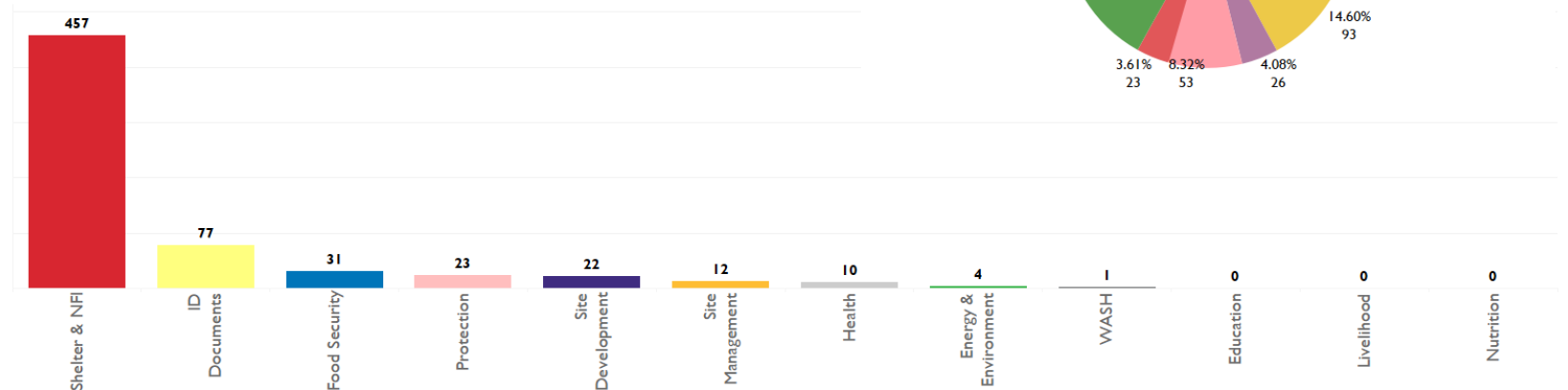
## Tickets received by age group



## Top unresolved tickets (from replies given)

No unresolved replies

## Tickets received by sector





# Monthly Camp Report - Camp 03

June 2024



**628**  
tickets received



**108**  
tickets closed on the spot



**520**  
tickets referred to relevant actors



**15**  
responses given by relevant actors

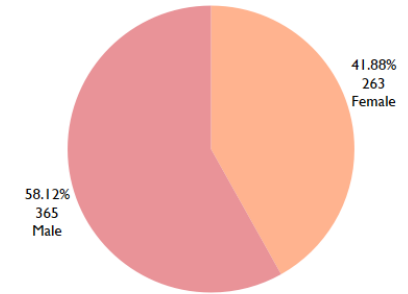


**5 (33.3%)**  
replies considered resolved by beneficiaries

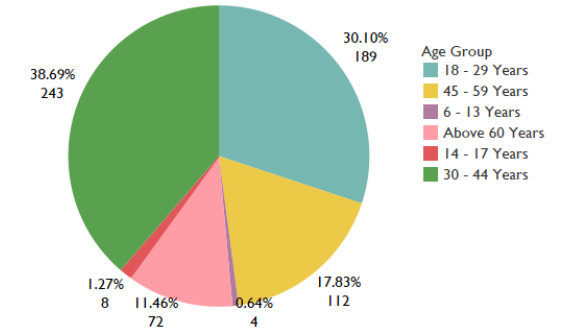
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged over time	217	0	217	2	1	50.0%
Damage to shelter - Shelter damaged by weather	94	0	94	0	0	0.0%
Shelter Materials - Request additional materials	83	9	74	5	1	20.0%
Requested for information	82	81	1	0	0	0.0%
Referred to Protection	39	0	39	0	0	0.0%
Request for fresh food enlistm - Request for fresh food	27	0	27	3	2	66.7%
Pathway - Damaged, broken, or needs improvement	21	0	21	0	0	0.0%
Stairs damaged, broken, or needs improvement	10	0	10	0	0	0.0%
Field and Site Management-Relocation-Self-relocation (camp to camp)	10	0	10	0	0	0.0%
Registration, Documentation and Resettlement inquiries-Enquiry or update related to an existin..	8	0	8	0	0	0.0%
General Feedback - Requested for information	8	8	0	0	0	0.0%
Water tap & Tubewell- not working	4	0	4	0	0	0.0%
Community Conflict - Land & shelter extension	4	4	0	0	0	0.0%
Food distributions - Poor quality food items	3	2	1	0	0	0.0%
Drainage cleaning - Request for drain cleaning	3	0	3	0	0	0.0%
LPG Gas - Not enough for family	2	2	0	0	0	0.0%
Field and Site Management-Relocation-Internal relocation(block to block)	2	0	2	0	0	0.0%

## Tickets received by gender



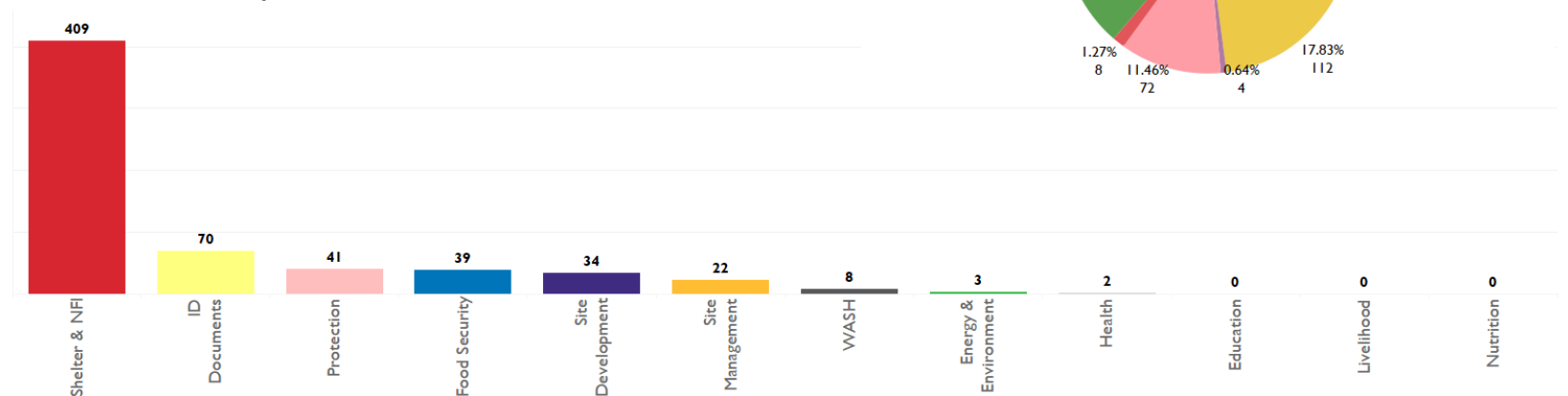
## Tickets received by age group



## Top unresolved tickets (from replies given)

Ticket Description	Count
Retaining wall - Damaged, broken, or needs improvement	4
Shelter Materials - Request additional materials	4
Damage to shelter - Shelter damaged over time	1
Request for fresh food enlistm - Request for fresh food	1

## Tickets received by sector





# Monthly Camp Report - Camp 04

June 2024



**1,453**  
tickets received



**360**  
tickets closed on the spot



**1,093**  
tickets referred to relevant actors



**147**  
responses given by relevant actors

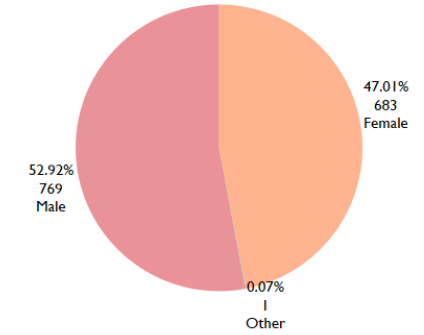


**18 (12.2%)**  
replies considered resolved by beneficiaries

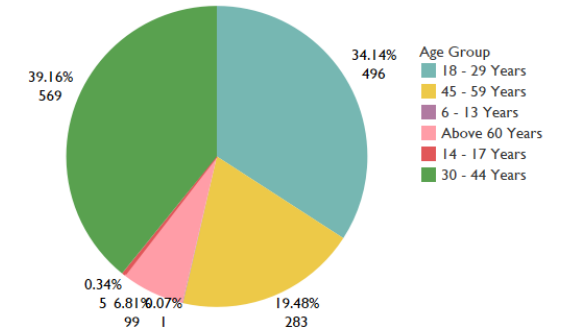
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	409	0	409	0	0	0.0%
Damage to shelter - Shelter damaged over time	254	0	254	2	0	0.0%
Requested for information	247	241	6	0	0	0.0%
Shelter Materials - Request additional materials	96	23	73	80	13	16.3%
Pathway - Damaged, broken, or needs improvement	83	0	83	0	0	0.0%
Referred to Protection	66	0	66	0	0	0.0%
LPG Gas - Not enough for family	51	51	0	0	0	0.0%
Request for fresh food enlistm - Request for fresh food	42	0	42	0	0	0.0%
Bridge - Damaged, broken, or needs improvement	39	20	19	0	0	0.0%
Field and Site Management-Relocation-Self-relocation (camp to camp)	28	0	28	0	0	0.0%
Community Conflict - Land & shelter extension	14	14	0	0	0	0.0%
Registration documents lost and replacement - Smart card issue	13	0	13	0	0	0.0%
Drainage cleaning - Request for drain cleaning	10	0	10	0	0	0.0%
Treatment - Medical referral	9	0	9	0	0	0.0%
Stairs damaged, broken, or needs improvement	9	0	9	0	0	0.0%
Slope/Ramp - Damaged, broken, or needs improvement	9	0	9	0	0	0.0%
Electricity Supply - Not working	9	0	9	0	0	0.0%

## Tickets received by gender



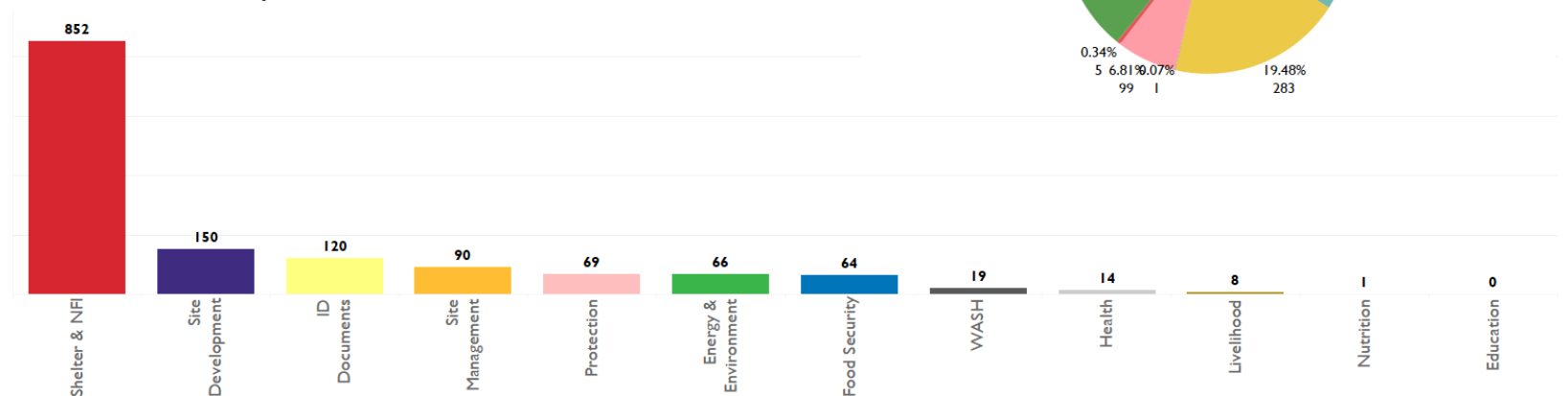
## Tickets received by age group



## Top unresolved tickets (from replies given)

Ticket Description	Count
Shelter Materials - Request additional materials	67
Retaining wall - Damaged, broken, or needs improvement	49
NFI - Request additional materials	5
Bathing Station - Requested	3
Bathing Station - Broken or Damaged	2
Damage to shelter - Shelter damaged over time	2
Need to clean drain	1

## Tickets received by sector







# Monthly Camp Report - Camp 04 Ext.

June 2024



**406**  
tickets received



**7**  
tickets closed on the spot



**399**  
tickets referred to relevant actors



**0**  
responses given by relevant actors

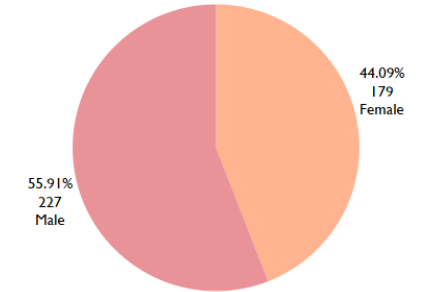


**0 (0.0%)**  
replies considered resolved by beneficiaries

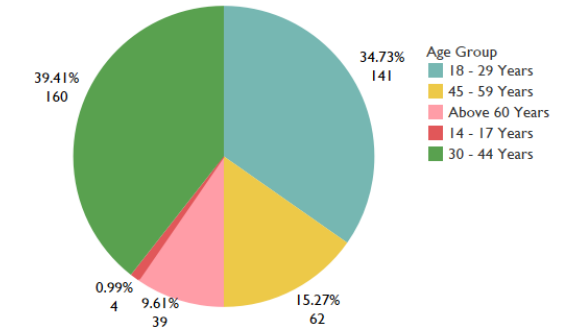
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged over time	182	0	182	0	0	0.0%
Damage to shelter - Shelter damaged by weather	88	0	88	0	0	0.0%
Field and Site Management-Relocation-Self-relocation (camp to camp)	43	0	43	0	0	0.0%
Field and Site Management-Relocation-Internal relocation(block to block)	31	0	31	0	0	0.0%
Referred to Protection	30	0	30	0	0	0.0%
Requested for information	5	5	0	0	0	0.0%
Field and Site Management-Relocation-Assisted relocation	4	0	4	0	0	0.0%
Water tap & Tubewell- not working	3	0	3	0	0	0.0%
Shelter Materials - Request additional materials	3	0	3	0	0	0.0%
Water tap & Tubewell- Poor quality water	2	0	2	0	0	0.0%
Treatment - Request for better treatment	2	0	2	0	0	0.0%
Request for fresh food enlistm - Request for fresh food	2	0	2	0	0	0.0%
Registration, Documentation and Resettlement inquiries-Enquiry or update related to an existin..	2	0	2	0	0	0.0%
Complaint against Agency or Staff	2	0	2	0	0	0.0%
Water tap & Tubewell- Requesting new facility	1	0	1	0	0	0.0%
Treatment - Waited too long	1	0	1	0	0	0.0%
Registration documents lost and replacement - Smart card issue	1	0	1	0	0	0.0%

## Tickets received by gender



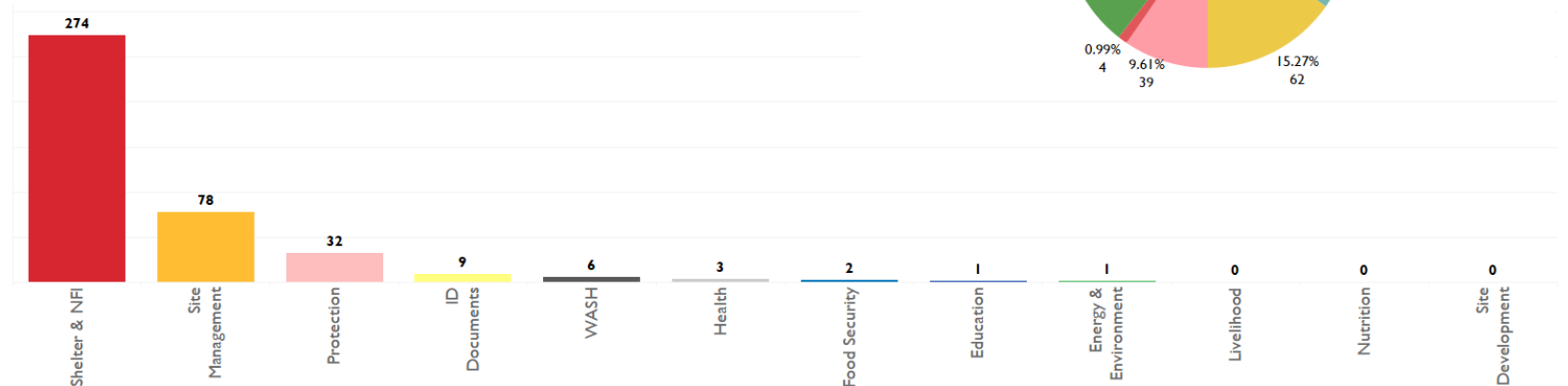
## Tickets received by age group



## Top unresolved tickets (from replies given)

No unresolved replies

## Tickets received by sector





# Monthly Camp Report - Camp 05

June 2024



**454**  
tickets received



**55**  
tickets closed on the spot



**399**  
tickets referred to relevant actors



**75**  
responses given by relevant actors

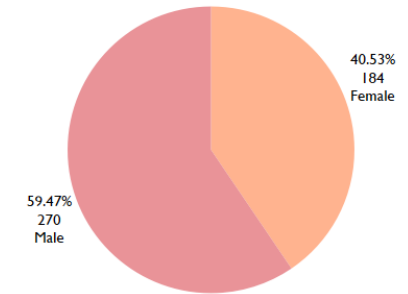


**23 (30.7%)**  
replies considered resolved by beneficiaries

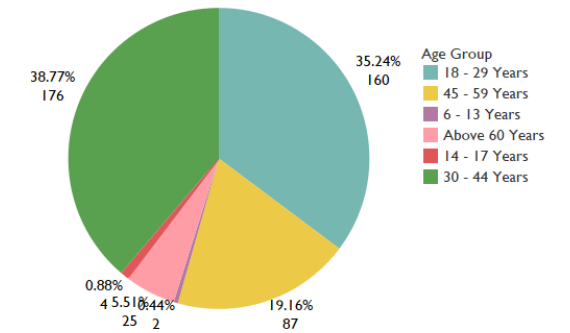
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged over time	133	0	133	0	0	0.0%
Damage to shelter - Shelter damaged by weather	69	0	69	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	57	0	57	0	0	0.0%
Requested for information	44	41	3	0	0	0.0%
Referred to Protection	33	0	33	0	0	0.0%
Shelter Materials - Request additional materials	27	1	26	1	0	0.0%
Request for fresh food enlistm - Request for fresh food	21	0	21	0	0	0.0%
Slope/Ramp - Damaged, broken, or needs improvement	19	0	19	0	0	0.0%
Stairs damaged, broken, or needs improvement	15	0	15	0	0	0.0%
Food distributions - Poor quality food items	11	11	0	0	0	0.0%
Electricity Supply - Not working	5	0	5	0	0	0.0%
Field and Site Management-Relocation-Self-relocation (camp to camp)	4	0	4	0	0	0.0%
Water tap & Tubewell- not working	2	0	2	0	0	0.0%
Treatment - Medical referral	2	0	2	0	0	0.0%

## Tickets received by gender



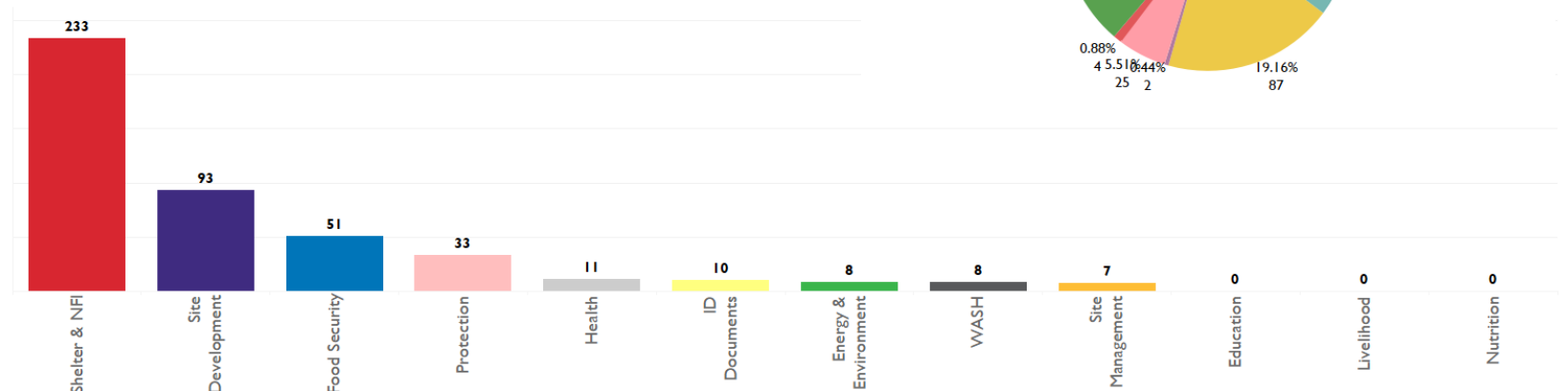
## Tickets received by age group



## Top unresolved tickets (from replies given)

Ticket Description	Count
Retaining wall - Requested	21
Request for fresh food enlistm - Fresh food requested	19
Shelter Materials - Request additional materials	1
Stairs - Damaged, broken, or needs improvement	1
Treatment - Requested for health book	1
Water tap & Tubewell - Not enough water	1

## Tickets received by sector





# Monthly Camp Report - Camp 06

June 2024



**613**  
tickets received



**125**  
tickets closed on the spot



**488**  
tickets referred to relevant actors



**39**  
responses given by relevant actors

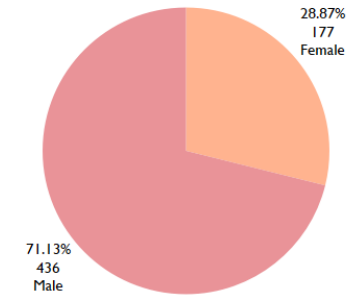


**11 (28.2%)**  
replies considered resolved by beneficiaries

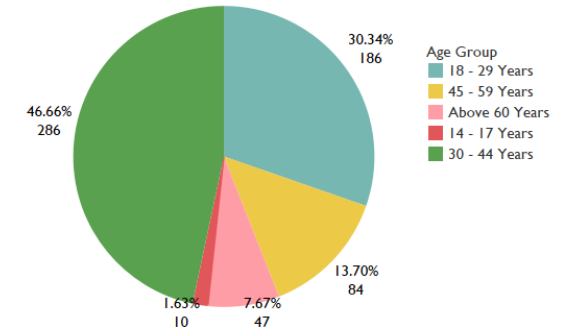
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged over time	193	0	193	0	0	0.0%
Damage to shelter - Shelter damaged by weather	114	0	114	0	0	0.0%
Requested for information	111	111	0	0	0	0.0%
Shelter Materials - Request additional materials	92	1	91	3	1	33.3%
Request for fresh food enlistm - Request for fresh food	25	0	25	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	23	0	23	0	0	0.0%
Referred to Protection	22	0	22	0	0	0.0%
Food distributions - Poor quality food items	7	7	0	0	0	0.0%
LPG Gas - Not enough for family	3	3	0	0	0	0.0%
Complaint against Agency or Staff	3	0	3	0	0	0.0%
Bridge - Requested	3	0	3	0	0	0.0%

## Tickets received by gender



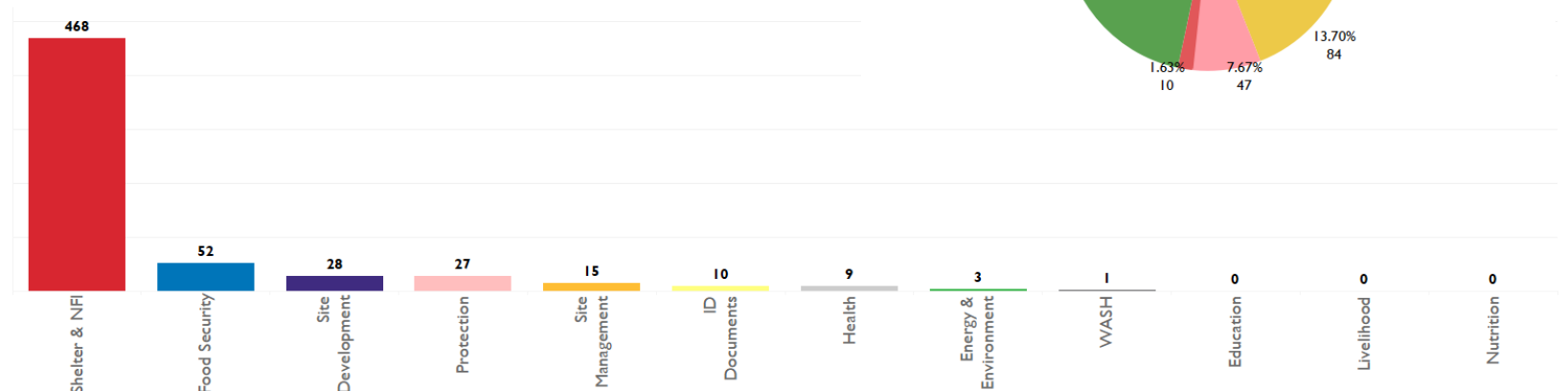
## Tickets received by age group



## Top unresolved tickets (from replies given)

Ticket Description	Count
Retaining wall - Damaged, broken, or needs improvement	9
NFI - Request additional materials	7
Request for fresh food enlistm - Fresh food requested	6
Shelter Materials - Request additional materials	2
Hill or Slope - Erosion & landslide	1
Relocation & Repatriation - Relocation from another camp	1
Retaining wall - Requested	1
Shelter Materials - Request for shelter materials	1

## Tickets received by sector





# Monthly Camp Report - Camp 07

June 2024



**537**  
tickets received



**157**  
tickets closed on the spot



**380**  
tickets referred to relevant actors



**0**  
responses given by relevant actors

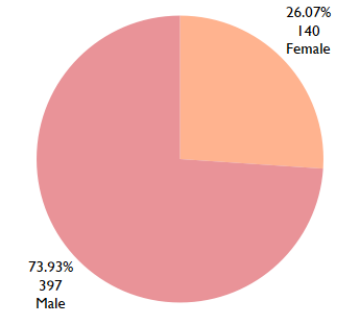


**0 (0.0%)**  
replies considered resolved by beneficiaries

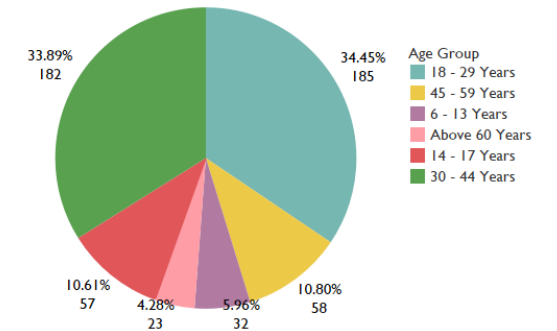
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Requested for information	175	155	20	0	0	0.0%
Damage to shelter - Shelter damaged over time	137	0	137	0	0	0.0%
Damage to shelter - Shelter damaged by weather	101	0	101	0	0	0.0%
Shelter Materials - Request additional materials	49	1	48	0	0	0.0%
Referred to Protection	32	0	32	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	15	0	15	0	0	0.0%
Registration, Documentation and Resettlement inquiries-Enquiry or update related to an existing resettlement case	6	0	6	0	0	0.0%
Complaint against Agency or Staff	5	0	5	0	0	0.0%
Food distributions - Poor quality food items	3	1	2	0	0	0.0%
Stairs damaged, broken, or needs improvement	2	0	2	0	0	0.0%
Request for fresh food enlistment - Request for fresh food	2	0	2	0	0	0.0%
Food Porters - Requested	2	0	2	0	0	0.0%
Field and Site Management-Distribution - LPG-LPG Gas	2	0	2	0	0	0.0%
Bridge - Damaged, broken, or needs improvement	2	0	2	0	0	0.0%

## Tickets received by gender



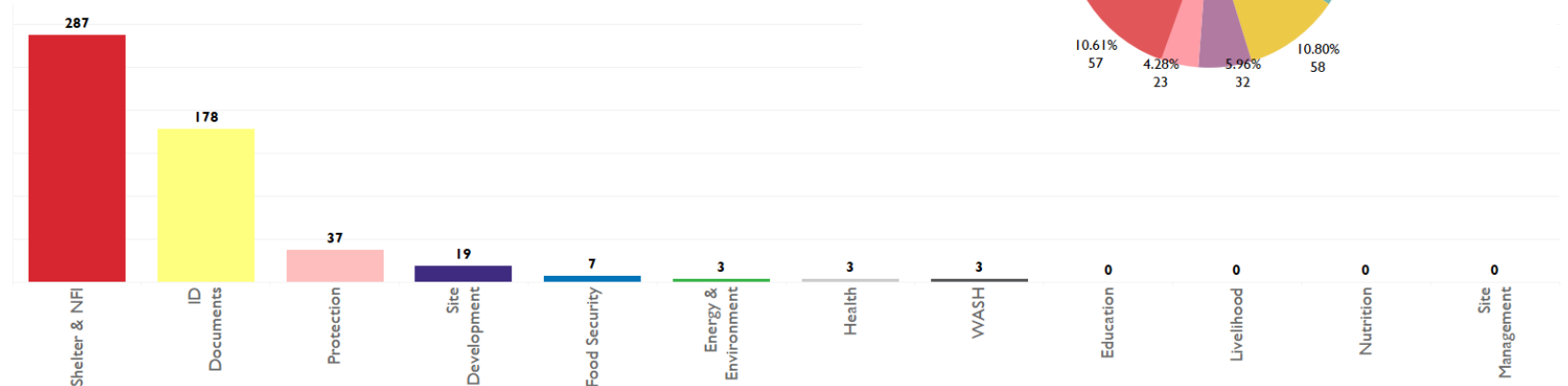
## Tickets received by age group



## Top unresolved tickets (from replies given)

No unresolved replies

## Tickets received by sector





# Monthly Camp Report - Camp 08E

June 2024



**891**  
tickets received



**72**  
tickets closed on the spot



**819**  
tickets referred to relevant actors



**77**  
responses given by relevant actors

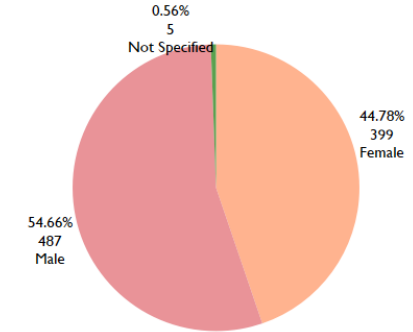


**72 (93.5%)**  
replies considered resolved by beneficiaries

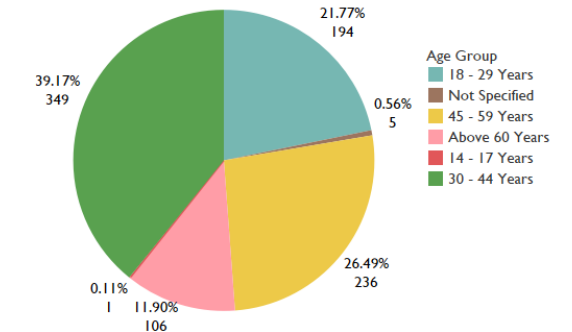
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Bridge - Damaged, broken, or needs improvement	188	0	188	0	0	0.0%
Slope Protection (erosion) - Requested	155	0	155	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	102	0	102	0	0	0.0%
Change of Registration information - Address Change	64	64	0	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	61	0	61	2	2	100.0%
Shelter Materials - Missed Distribution	45	0	45	0	0	0.0%
Drainage - Drain Requested	36	0	36	0	0	0.0%
Treatment - Medical referral	35	0	35	0	0	0.0%
Bathing Station - Needs cleaning	34	0	34	0	0	0.0%
Stairs - Requested	27	0	27	0	0	0.0%
Referred to Protection	19	0	19	0	0	0.0%
Pathway - Requested	16	0	16	3	3	100.0%
Community Conflict - Tree Cutting	14	0	14	0	0	0.0%
Request for fresh food enlistm - Request for fresh food	13	0	13	0	0	0.0%
Latrine - Needs desludging	9	0	9	2	1	50.0%
Food distributions - Missed Token	6	0	6	4	4	100.0%
LPG Gas - Did not receive refill	5	0	5	3	2	66.7%

## Tickets received by gender



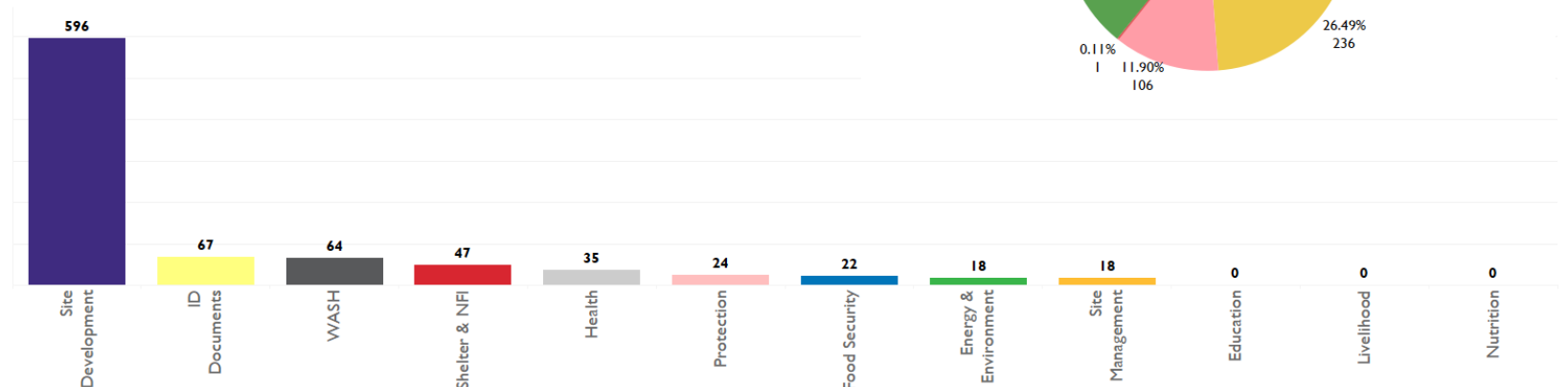
## Tickets received by age group



## Top unresolved tickets (from replies given)

Ticket Description	Count
Latrine - Needs desludging	1
LPG Gas - Did not receive refill	1
LPG Gas - Lost token	1
Trash Disposal - Trash pick-up needed	1
Tubewell - Not Working	1

## Tickets received by sector





# Monthly Camp Report - Camp 08W

June 2024



**651**  
tickets received



**262**  
tickets closed on the spot



**389**  
tickets referred to relevant actors



**173**  
responses given by relevant actors

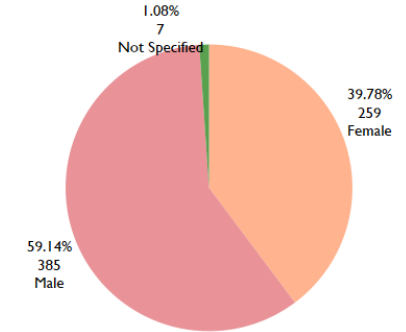


**54 (31.2%)**  
replies considered resolved by beneficiaries

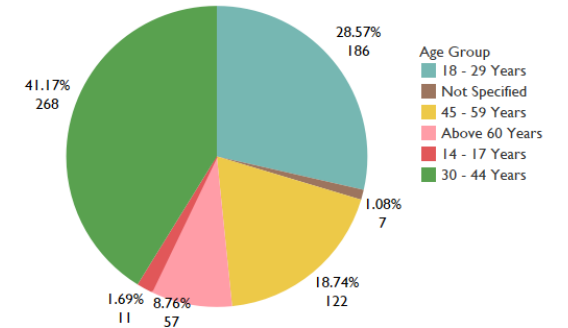
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	228	0	228	136	39	28.7%
Requested for information	227	227	0	0	0	0.0%
Referred to Protection	46	0	46	0	0	0.0%
Pathway - Requested	23	0	23	12	2	16.7%
Slope Protection (erosion) - Damaged, broken, or needs improvement	20	0	20	6	4	66.7%
Change of Registration information - Address Change	15	15	0	0	0	0.0%
Stairs - Requested	13	0	13	10	5	50.0%
Drainage - Drain Requested	13	0	13	6	2	33.3%
Shelter Materials - Request additional materials	12	12	0	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	8	0	8	0	0	0.0%
Protection Referral (DRC)	7	7	0	0	0	0.0%
Registration, Documentation and Resettlement inquiries-Enquiry or update related to an existin...	6	0	6	0	0	0.0%
Cash for Work - Payment delayed	6	0	6	0	0	0.0%
Stairs damaged, broken, or needs improvement	4	0	4	0	0	0.0%
Request for fresh food enlistm - Request for fresh food	3	0	3	0	0	0.0%
Stairs - Damaged, broken, or needs improvement	2	0	2	0	0	0.0%
LPG Gas - Lost token	2	0	2	0	0	0.0%

## Tickets received by gender



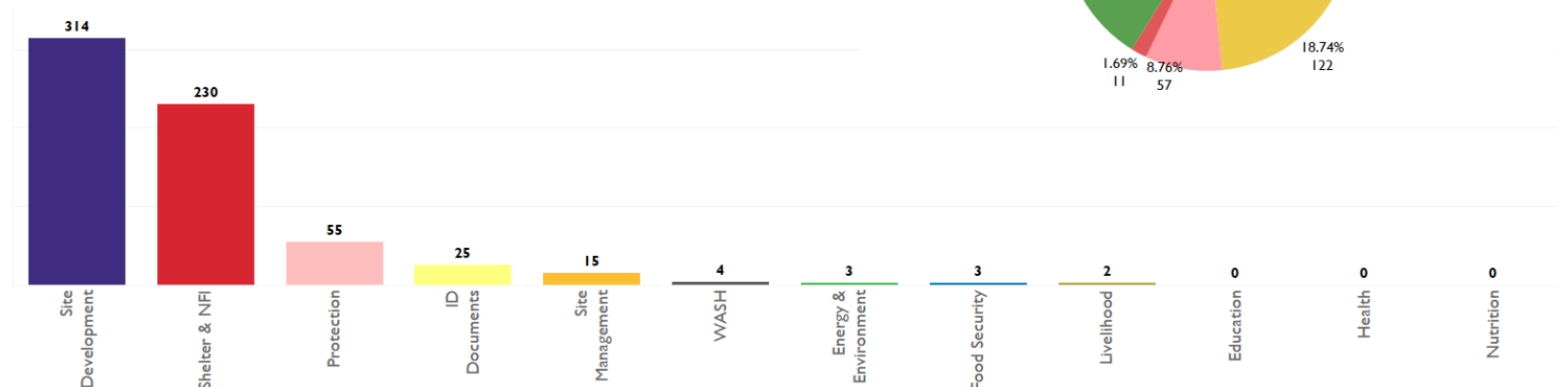
## Tickets received by age group



## Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	97
Pathway - Requested	10
Stairs - Requested	5
Drainage - Drain Requested	4
Slope Protection (erosion) - Damaged, broken, or needs improvement	2
Drainage Cover (Slab) - Requested	1

## Tickets received by sector





# Monthly Camp Report - Camp 09

June 2024



**1,041**  
tickets received



**505**  
tickets closed on the spot



**536**  
tickets referred to relevant actors



**320**  
responses given by relevant actors

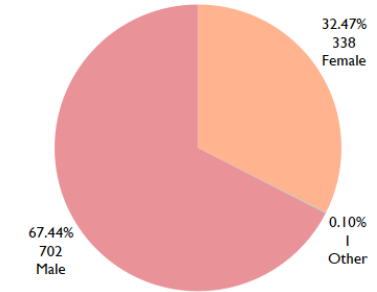


**6 (1.9%)**  
replies considered resolved by beneficiaries

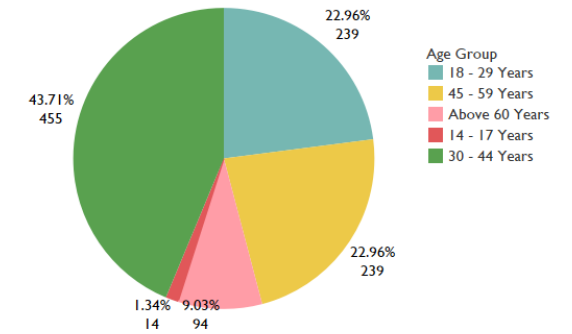
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged over time	216	210	6	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	144	0	144	70	5	7.1%
Requested for information	76	76	0	0	0	0.0%
Request for fresh food enlistm - Request for fresh food	69	0	69	0	0	0.0%
Cash for Work - Has not been selected for CfW in long time	66	66	0	0	0	0.0%
Shelter Materials - Request additional materials	58	57	1	0	0	0.0%
Slope Protection (erosion) - Requested	55	0	55	42	1	2.4%
LPG Gas - Not enough for family	48	48	0	0	0	0.0%
Drainage - Drain Requested	45	0	45	42	0	0.0%
Damage to shelter - Shelter damaged by weather	32	0	32	0	0	0.0%
Referred to Protection	31	0	31	0	0	0.0%
Stairs - Requested	30	0	30	22	0	0.0%
NFI - Request additional materials	21	21	0	0	0	0.0%
Cash for Work - Requested CfW	17	17	0	0	0	0.0%
Stairs - Damaged, broken, or needs improvement	16	0	16	11	0	0.0%
Latrine - Needs desludging	11	0	11	0	0	0.0%
Drainage Cover (Slab) - Requested	10	0	10	3	0	0.0%

## Tickets received by gender



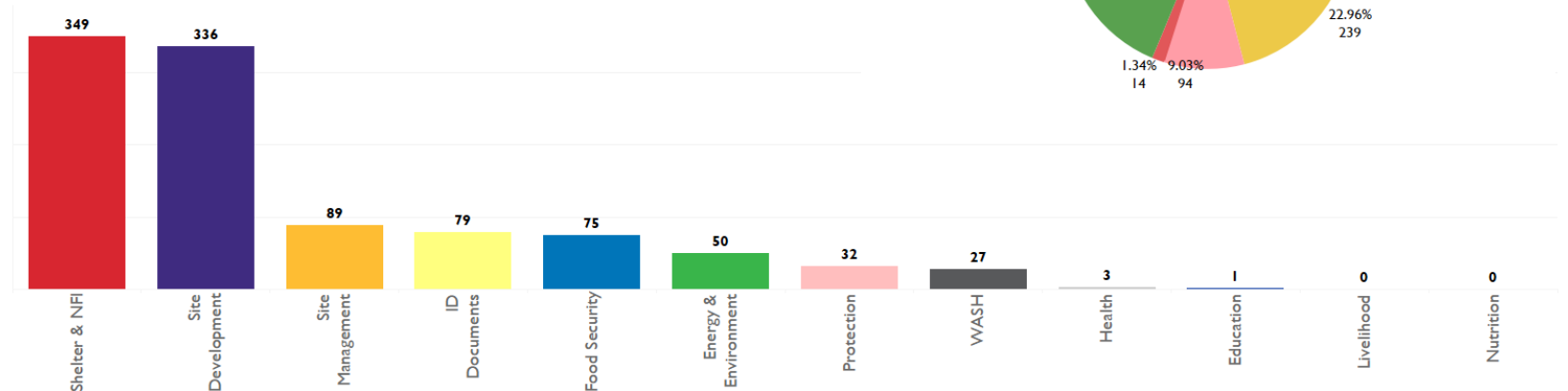
## Tickets received by age group



## Top unresolved tickets (from replies given)

Ticket Description	Count
Shelter Materials - Missed Distribution	68
Slope Protection (erosion) - Damaged, broken, or needs improvement	65
Drainage - Drain Requested	42
Slope Protection (erosion) - Requested	41
NFI - Missed Distribution	39
Stairs - Requested	22
Stairs - Damaged, broken, or needs improvement	11
Lamp post or Street light - Requested	5
Drainage - Blocked or Water logging	3
Drainage Cover (Slab) - Requested	3
Pathway - Requested	3
SCOPE Card - Has not received new SCOPE Card	3
Bridge - Damaged, broken, or needs improvement	2
Drainage - Damaged, broken, or needs improvement	2
Lamp post or Street light - Damaged, broken, or needs improvement	2
Pathway - Damaged, broken, or needs improvement	2
Fence or railing for path or stairs - Requested	1

## Tickets received by sector





# Monthly Camp Report - Camp 10

June 2024



**911**  
tickets received



**93**  
tickets closed on the spot



**818**  
tickets referred to relevant actors



**51**  
responses given by relevant actors

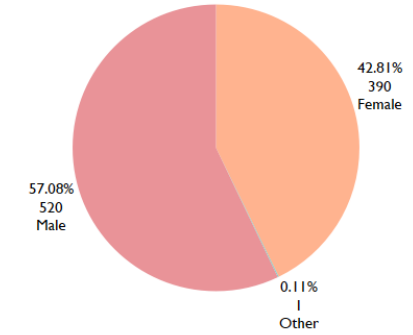


**7 (13.7%)**  
replies considered resolved by beneficiaries

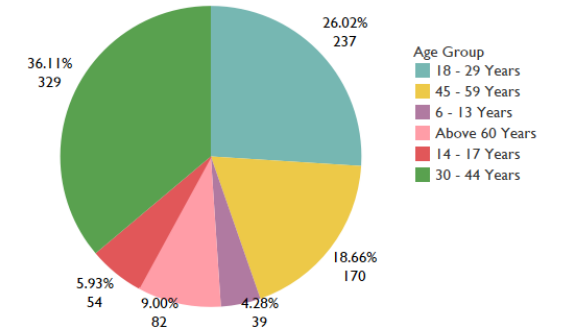
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	292	0	292	18	0	0.0%
Cash for Work - Has not been enrolled	87	0	87	0	0	0.0%
Requested for information	78	78	0	0	0	0.0%
Slope/Ramp - Damaged, broken, or needs improvement	62	0	62	0	0	0.0%
Stairs - Requested	61	0	61	5	0	0.0%
Request for fresh food enlistm - Request for fresh food	54	0	54	0	0	0.0%
Referred to Protection	25	0	25	0	0	0.0%
Shelter Number - Requested	24	0	24	0	0	0.0%
Drainage - Drain Requested	24	0	24	1	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	20	0	20	4	0	0.0%
Registration documents lost and replacement - Smart card issue	17	0	17	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	16	0	16	2	0	0.0%
Damage to shelter - Shelter damaged over time	12	0	12	0	0	0.0%
Damage to shelter - Shelter damaged by weather	9	0	9	0	0	0.0%
Community Conflict - Tree Cutting	9	0	9	0	0	0.0%
Stairs damaged, broken, or needs improvement	7	0	7	0	0	0.0%
Soap & Hygiene Kit - Did not receive	7	0	7	4	0	0.0%

## Tickets received by gender



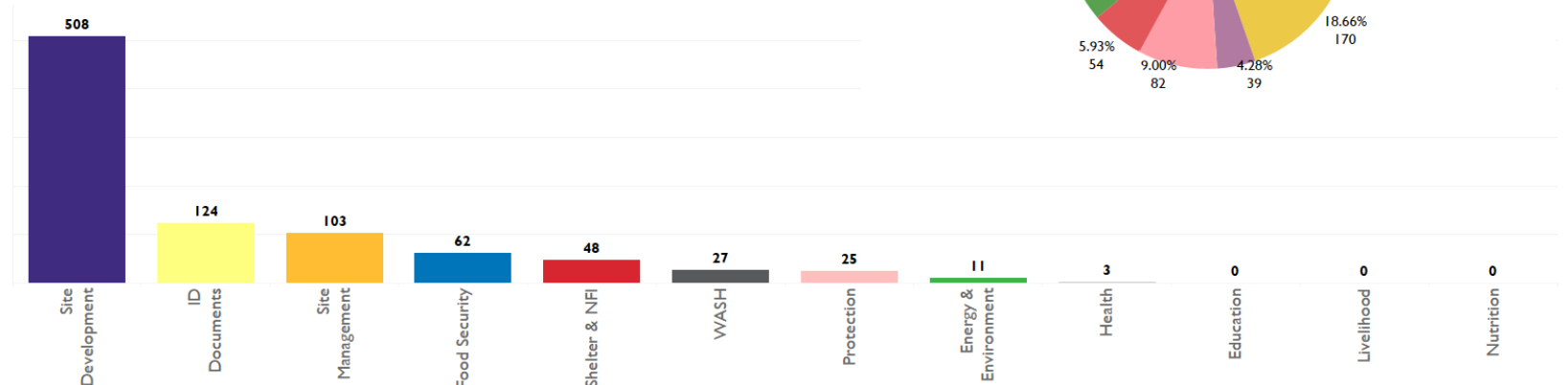
## Tickets received by age group



## Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	18
Stairs - Requested	5
Slope Protection (erosion) - Damaged, broken, or needs improvement	4
Soap & Hygiene Kit - Did not receive	4
Drainage Cover (Slab) - Requested	3
SCOPE Card - Has not received new SCOPE Card	3
Pathway - Damaged, broken, or needs improvement	2
Drainage - Drain Requested	1
Latrine - New toilet requested	1
Pathway - Requested	1
Shelter Materials - Missed Distribution	1
Water tap - Charged for water	1

## Tickets received by sector







# Monthly Camp Report - Camp II

June 2024



**587**  
tickets received



**247**  
tickets closed on the spot



**340**  
tickets referred to relevant actors



**630**  
responses given by relevant actors

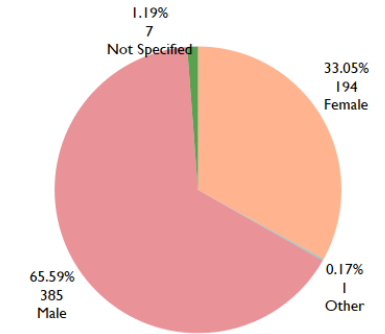


**561 (89.0%)**  
replies considered resolved by beneficiaries

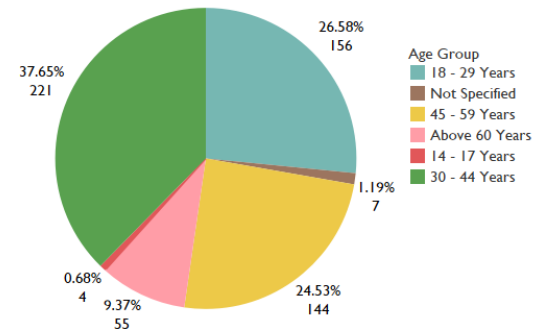
## Top tickets received this month

Ticket Description	Total Re-ceived	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	131	0	131	0	0	0.0%
Shelter Materials - Request additional materials	80	80	0	0	0	0.0%
Cash for Work - Has not been selected for CFW in long time	48	48	0	0	0	0.0%
Shelter Materials - Received damaged materials	36	36	0	0	0	0.0%
Stairs - Requested	33	0	33	0	0	0.0%
Referred to Protection	26	0	26	0	0	0.0%
Drainage - Drain Requested	25	0	25	0	0	0.0%
Requested for information	24	24	0	0	0	0.0%
Cash for Work - Requested CFW	20	20	0	0	0	0.0%
Electricity Supply - Not working	17	0	17	0	0	0.0%
Request for fresh food enlistm - Request for fresh food	15	0	15	0	0	0.0%
Pathway - Requested	15	0	15	0	0	0.0%
Damage to shelter - Shelter damaged over time	11	11	0	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	9	0	9	0	0	0.0%
Protection Referral (DRC)	6	6	0	0	0	0.0%
Cash for Work - Has received less payment than days worked	5	0	5	0	0	0.0%
Stairs - Damaged, broken, or needs improvement	4	0	4	0	0	0.0%

## Tickets received by gender



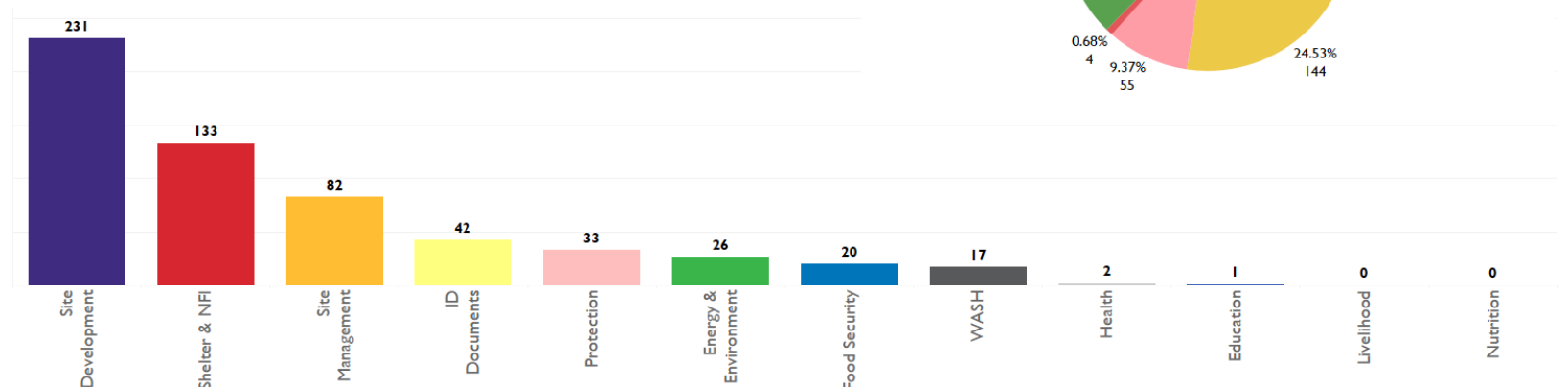
## Tickets received by age group



## Top unresolved tickets (from replies given)

Ticket Description	Count
Shelter Materials - Missed Distribution	42
NFI - Missed Distribution	10
Soap & Hygiene Kit - Did not receive	4
SCOPE Card - Has not received new SCOPE Card	3
Water tap - Requested	3
Latrine - New toilet requested	2
Bathing Station - Requested	1
LPG Gas - Did not receive refill	1
LPG Gas - Lost token	1
LPG Porters - Requested	1
Treatment - Treatment not good quality	1

## Tickets received by sector





# Monthly Camp Report - Camp 12

June 2024



**506**  
tickets received



**87**  
tickets closed on the spot



**419**  
tickets referred to relevant actors



**503**  
responses given by relevant actors

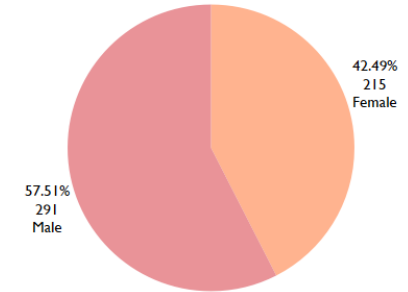


**81 (16.1%)**  
replies considered resolved by beneficiaries

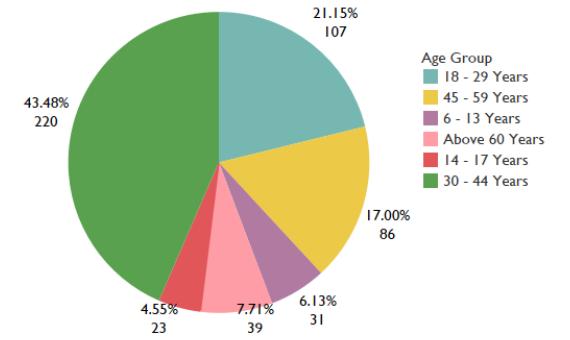
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Requested	145	0	145	201	6	3.0%
Change of Registration information - Address Change	40	34	6	0	0	0.0%
Requested for information	33	33	0	0	0	0.0%
Stairs - Requested	25	0	25	38	1	2.6%
Shelter Materials - Missed Distribution	25	0	25	96	38	39.6%
Slope Protection (erosion) - Damaged, broken, or needs improvement	21	0	21	19	0	0.0%
Drainage - Drain Requested	20	0	20	60	4	6.7%
Referred to Protection	19	0	19	0	0	0.0%
Pathway - Requested	18	0	18	19	0	0.0%
Soap & Hygiene Kit - Did not receive	16	0	16	4	2	50.0%
LPG Gas - Did not receive refill	14	0	14	15	14	93.3%
Food distributions - Poor quality food items	13	9	4	0	0	0.0%
Electricity Supply - Not working	13	0	13	0	0	0.0%
Damage to shelter - Shelter damaged by weather	13	0	13	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	11	0	11	1	0	0.0%
Soap & Hygiene Kit - Not enough	8	8	0	0	0	0.0%
Drainage Cover (Slab) - Requested	6	0	6	13	0	0.0%

## Tickets received by gender



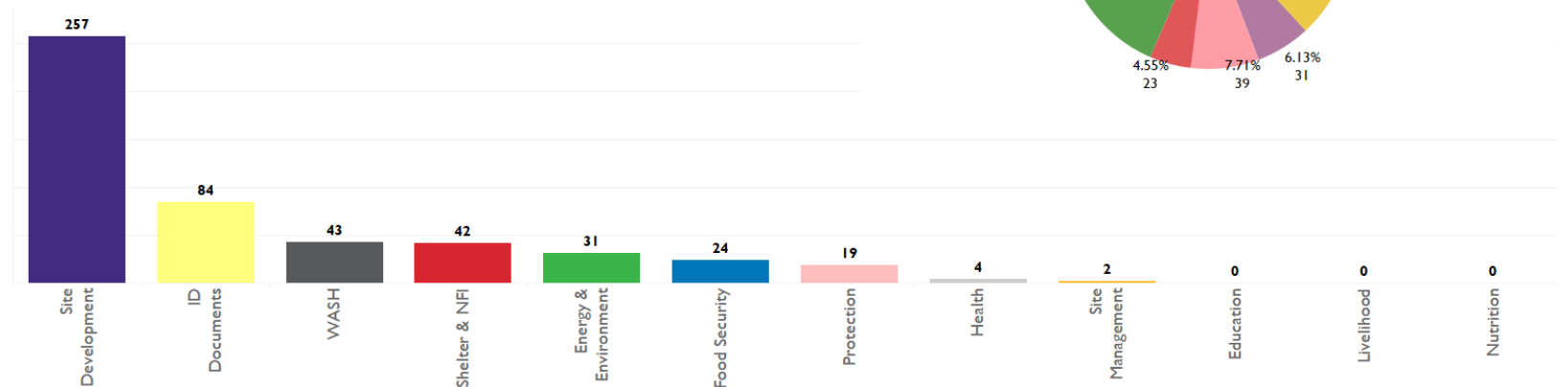
## Tickets received by age group



## Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	195
Shelter Materials - Missed Distribution	58
Drainage - Drain Requested	56
Stairs - Requested	37
Pathway - Requested	19
Slope Protection (erosion) - Damaged, broken, or needs improvement	19
Drainage Cover (Slab) - Requested	13
Drainage - Damaged, broken, or needs improvement	4
Latrine - New toilet requested	4
Bathing Station - Requested	3
Fence or railing for path or stairs - Requested	3
Soap & Hygiene Kit - Did not receive	2
Tubewell - Not Working	2
Bridge - Requested	1
Cash for Work - Payment delayed	1
Latrine - Needs desludging	1
LPG Gas - Did not receive refill	1

## Tickets received by sector





# Monthly Camp Report - Camp 13

June 2024



**855**  
tickets received



**172**  
tickets closed on the spot



**683**  
tickets referred to relevant actors



**3**  
responses given by relevant actors

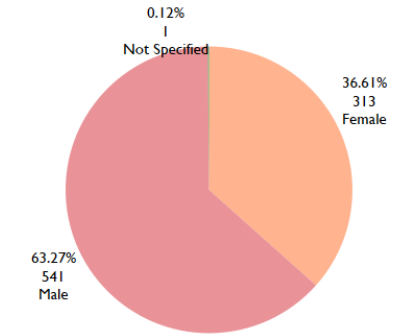


**0 (0.0%)**  
replies considered resolved by beneficiaries

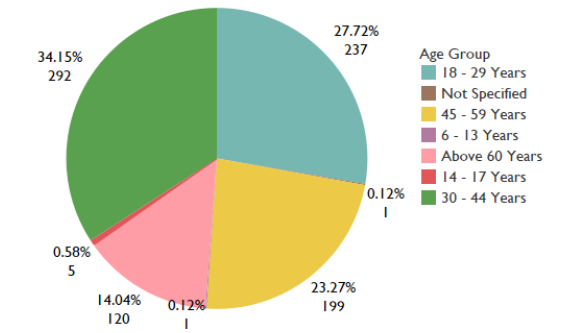
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Slope Protection (erosion) - Damaged, broken, or needs improvement	254	0	254	0	0	0.0%
Slope Protection (erosion) - Requested	138	0	138	0	0	0.0%
Shelter Materials - Missed Distribution	133	0	133	0	0	0.0%
LPG Gas - Lost or stolen cylinder	58	0	58	0	0	0.0%
SMART Card & Family Attestation - Lost ID Card	47	47	0	0	0	0.0%
SMART Card & Family Attestation - Lost Family Attestation Card	40	40	0	0	0	0.0%
SMART Card & Family Attestation - Lost Smart card and family attestation	39	39	0	0	0	0.0%
Cash for Work - Requested CFW	14	14	0	0	0	0.0%
Shelter Number - Requested	9	0	9	0	0	0.0%
NFI - Request additional materials	9	9	0	0	0	0.0%
NFI - Missed Distribution	9	0	9	0	0	0.0%
Soap & Hygiene Kit - Did not receive	7	0	7	0	0	0.0%
Referred to Protection	7	0	7	0	0	0.0%
SCOPE Card - Lost	6	0	6	0	0	0.0%
Cooking Stove - Lost or stolen	6	0	6	0	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	5	5	0	0	0	0.0%
SMART Card & Family Attestation - Merge and Split	5	5	0	0	0	0.0%

## Tickets received by gender

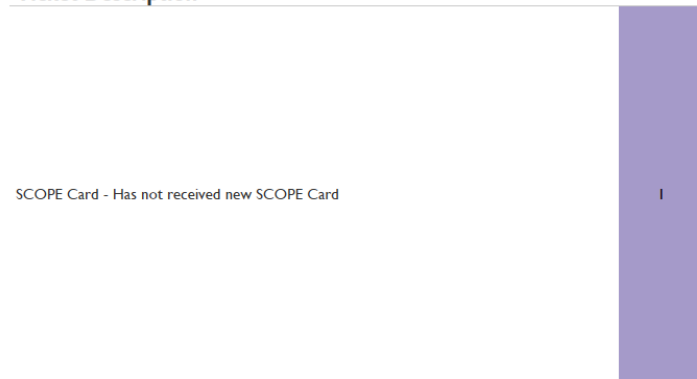


## Tickets received by age group

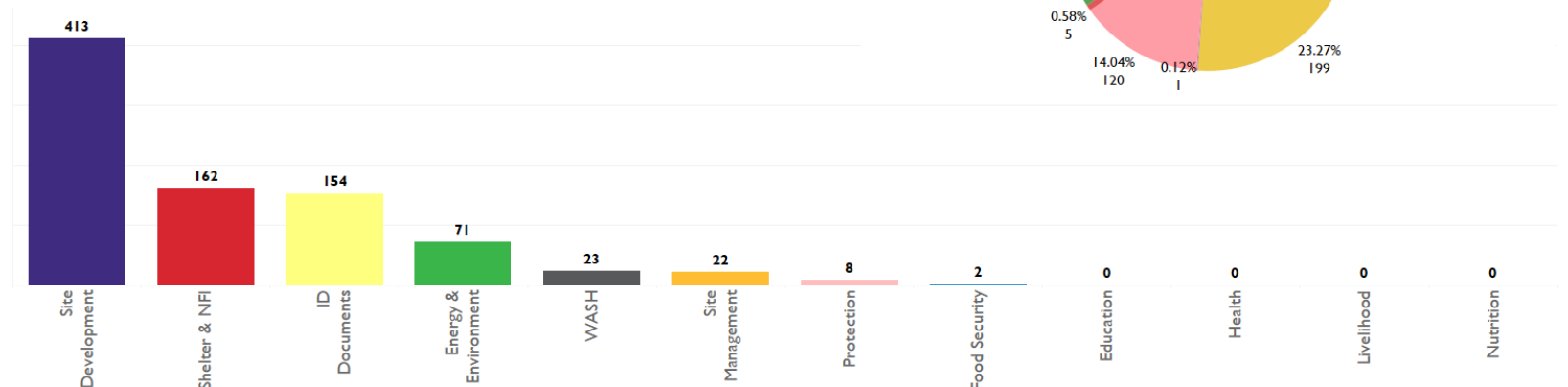


## Top unresolved tickets (from replies given)

### Ticket Description



## Tickets received by sector





# Monthly Camp Report - Camp 14

June 2024



**805**  
tickets received



**453**  
tickets closed on the spot



**352**  
tickets referred to relevant actors



**189**  
responses given by relevant actors

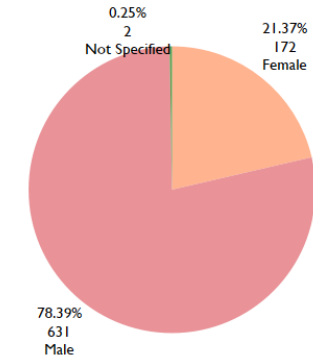


**25 (13.2%)**  
replies considered resolved by beneficiaries

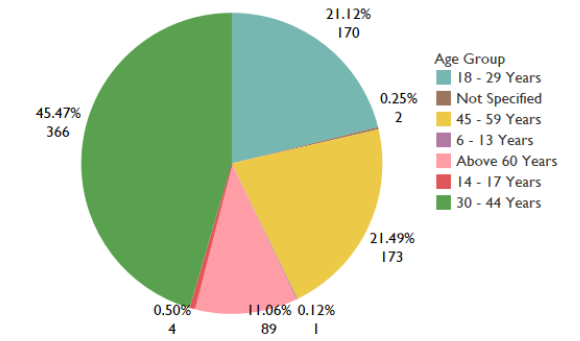
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Has not been selected for CFW in long time	165	165	0	0	0	0.0%
Slope Protection (erosion) - Requested	86	0	86	53	1	1.9%
Slope Protection (erosion) - Damaged, broken, or needs improvement	71	0	71	26	1	3.8%
Landslide	69	69	0	0	0	0.0%
Cash for Work - Requested CFW	69	69	0	0	0	0.0%
Referred to Protection	36	0	36	0	0	0.0%
Drainage - Drain Requested	23	0	23	17	0	0.0%
Soap & Hygiene Kit - Not enough	19	19	0	0	0	0.0%
Shelter Materials - Request additional materials	19	19	0	0	0	0.0%
NFI - Request additional materials	19	19	0	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	17	0	17	4	0	0.0%
LPG Gas - Not enough for family	14	14	0	0	0	0.0%
Stairs - Damaged, broken, or needs improvement	13	0	13	12	0	0.0%
Latrine - Broken	11	0	11	1	0	0.0%
Cash for Work - Has not been enrolled	11	0	11	14	12	85.7%
Stairs - Requested	9	0	9	5	0	0.0%
When is the next LPG distribution day?	8	8	0	0	0	0.0%

## Tickets received by gender



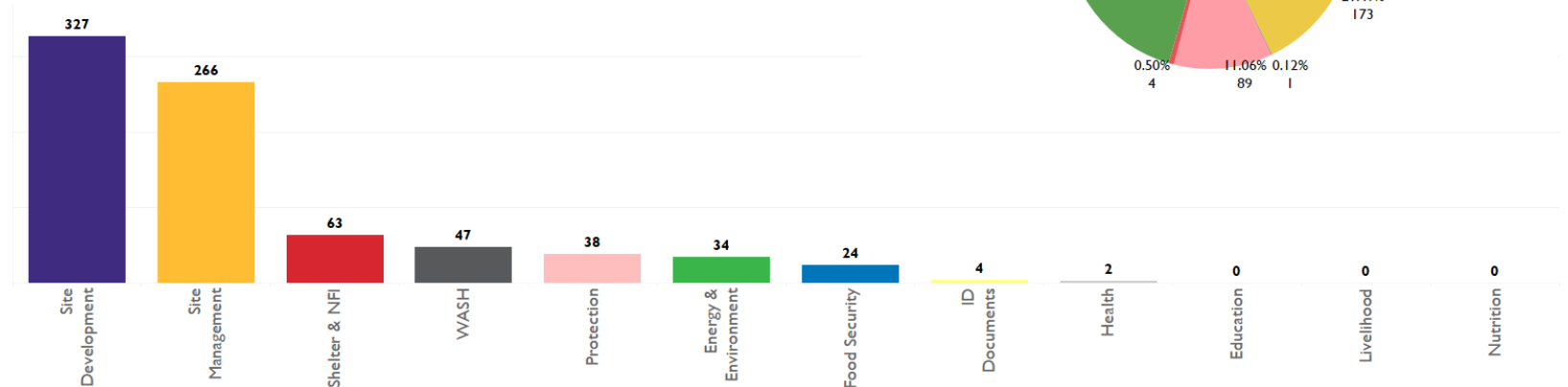
## Tickets received by age group



## Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	52
Slope Protection (erosion) - Damaged, broken, or needs improvement	25
Drainage - Drain Requested	17
Stairs - Damaged, broken, or needs improvement	12
Shelter Number - Requested	11
Pathway - Requested	6
Stairs - Requested	5
Fence or railing for path or stairs - Damaged, broken, or needs improvement	4
Pathway - Damaged, broken, or needs improvement	4
Latrine - New toilet requested	3
Bathing Station - Requested	2
Cash for Work - Has not been enrolled	2
General Health Card - Lost, damaged or Stolen	2
Water tap - Requested	2
Community Conflict - Land & shelter extension	1
Damaged Community Facility - Damaged, broken, or needs improvement	1
Latrine - Broken	1

## Tickets received by sector





# Monthly Camp Report - Camp 15

June 2024



**1,086**  
tickets received



**392**  
tickets closed on the spot



**694**  
tickets referred to relevant actors



**370**  
responses given by relevant actors

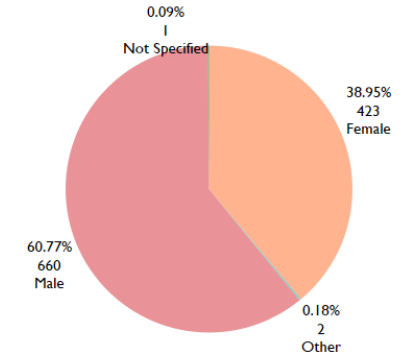


**56 (15.1%)**  
replies considered resolved by beneficiaries

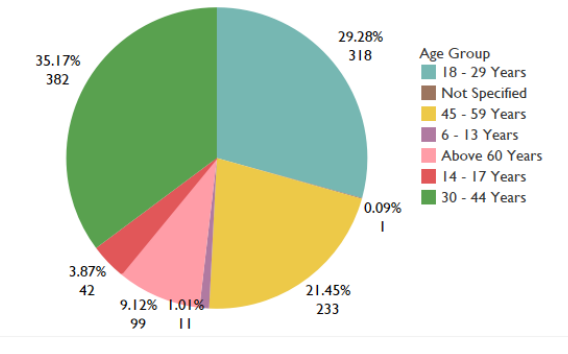
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Requested for information	250	250	0	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	194	0	194	101	1	1.0%
Slope Protection (erosion) - Requested	181	0	181	78	2	2.6%
Cash for Work - Has not been selected for CfW in long time	87	87	0	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	50	0	50	1	0	0.0%
Shelter Materials - Missed Distribution	39	0	39	25	0	0.0%
Referred to Protection	31	0	31	0	0	0.0%
Drainage - Drain Requested	30	0	30	16	0	0.0%
Cash for Work - Has not been enrolled	26	0	26	27	26	96.3%
Shelter Number - Requested	23	0	23	8	0	0.0%
Cash for Work - Requested CfW	22	22	0	0	0	0.0%
Stairs - Requested	20	0	20	7	1	14.3%
Pathway - Requested	18	0	18	8	0	0.0%
Drainage Cover (Slab) - Requested	13	0	13	4	0	0.0%
NFI - Request additional materials	12	12	0	24	0	0.0%
Latrine - Broken	9	0	9	4	4	100.0%
Registration, Documentation and Resettlement inquiries-Enquiry or update related to an existin..	7	0	7	0	0	0.0%

## Tickets received by gender



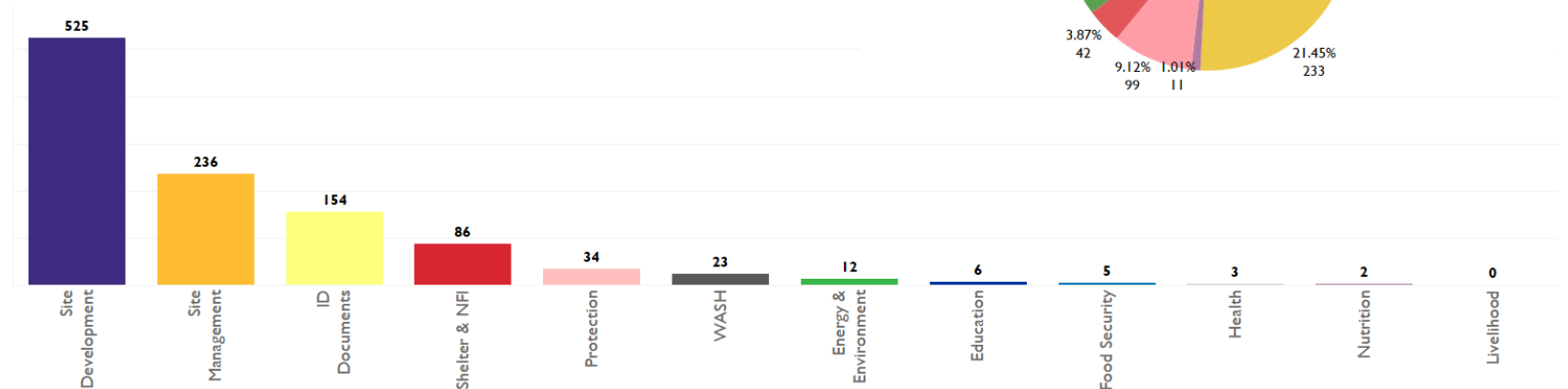
## Tickets received by age group



## Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Damaged, broken, or needs improvement	100
Slope Protection (erosion) - Requested	76
Shelter Materials - Missed Distribution	25
NFI - Request additional materials	24
Drainage - Drain Requested	16
Food distributions - Poor quality food items	11
Pathway - Requested	8
Shelter Number - Requested	8
Stairs - Requested	6
Latrine - New toilet requested	5
Pressure Cooker - Did not receive	5
Drainage - Blocked or Water logging	4
Drainage Cover (Slab) - Requested	4
NFI - Missed Distribution	4
Drainage - Damaged, broken, or needs improvement	3
Hill or Slope - Erosion & landslide	3
Stairs - Damaged, broken, or needs improvement	3

## Tickets received by sector





# Monthly Camp Report - Camp 16

June 2024



**547**  
tickets received



**246**  
tickets closed on the spot



**301**  
tickets referred to relevant actors



**90**  
responses given by relevant actors

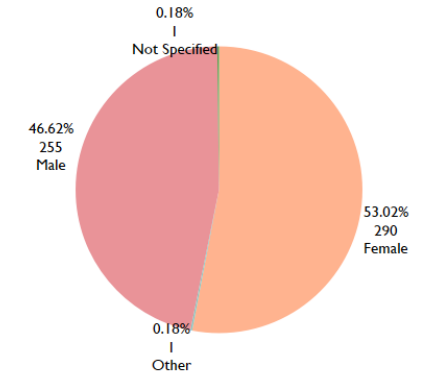


**0 (0.0%)**  
replies considered resolved by beneficiaries

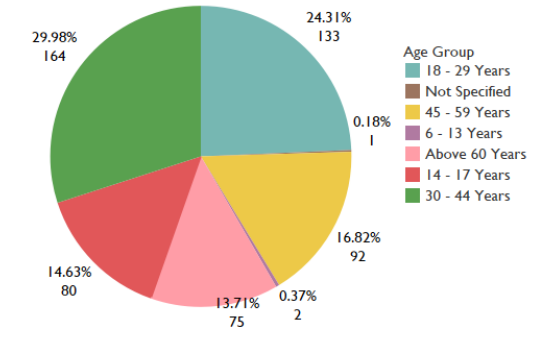
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Requested for information	204	204	0	0	0	0.0%
Shelter Materials - Missed Distribution	65	0	65	0	0	0.0%
Slope Protection (erosion) - Requested	60	0	60	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	57	0	57	0	0	0.0%
NFI - Request additional materials	22	22	0	77	0	0.0%
Referred to Protection	18	0	18	0	0	0.0%
Drainage - Blocked or Water logging	14	0	14	0	0	0.0%
Treatment - Waited too long	9	0	9	0	0	0.0%
Latrine - Needs desludging	9	0	9	0	0	0.0%
LPG Gas - Did not receive refill	7	0	7	0	0	0.0%
Cash for Work - Has not been selected for CFW in long time	7	7	0	0	0	0.0%
LPG Gas - Not enough for family	6	6	0	0	0	0.0%
Drainage - Drain Requested	6	0	6	0	0	0.0%

## Tickets received by gender



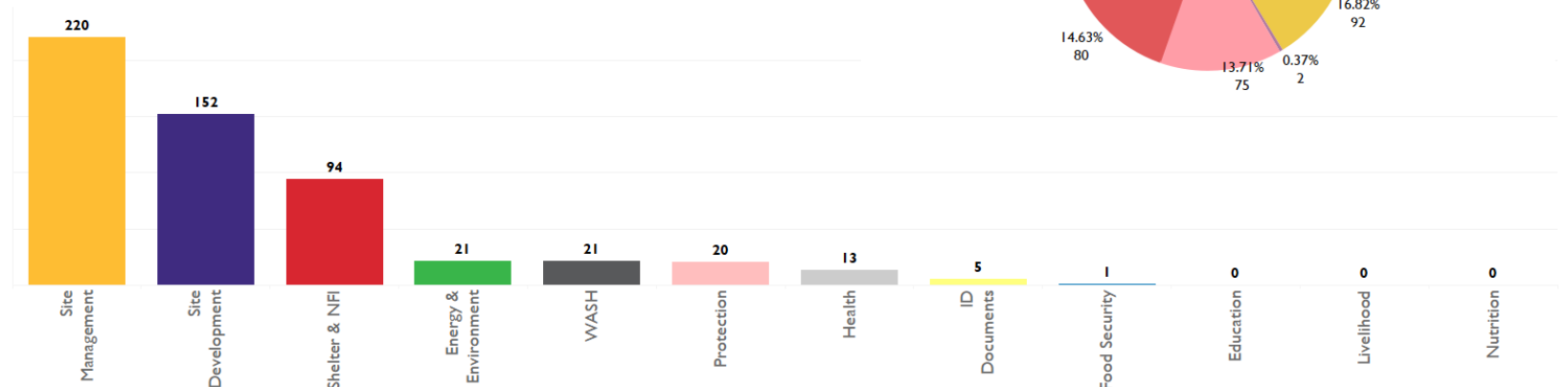
## Tickets received by age group



## Top unresolved tickets (from replies given)

Ticket Description	Count
NFI - Request additional materials	77
SCOPE Card - Has not received new SCOPE Card	2

## Tickets received by sector





# Monthly Camp Report - Camp 17

June 2024



**722**  
tickets received



**393**  
tickets closed on the spot



**329**  
tickets referred to relevant actors



**5**  
responses given by relevant actors

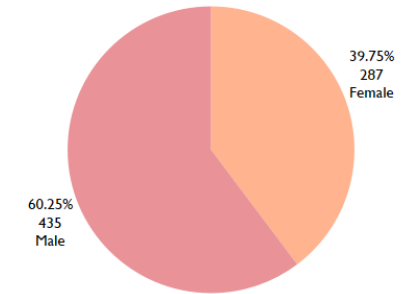


**0 (0.0%)**  
replies considered resolved by beneficiaries

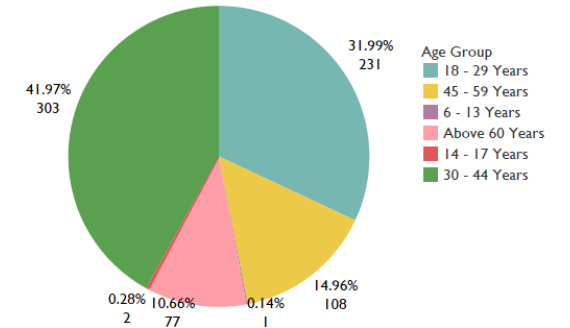
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Requested for information	365	365	0	0	0	0.0%
Damage to shelter - Shelter damaged by weather	121	0	121	0	0	0.0%
Damage to shelter - Shelter damaged over time	72	0	72	0	0	0.0%
Shelter Materials - Request additional materials	65	15	50	4	0	0.0%
Pathway - Damaged, broken, or needs improvement	35	0	35	0	0	0.0%
Referred to Protection	21	0	21	0	0	0.0%
Soap & Hygiene Kit - Not enough	6	6	0	0	0	0.0%
Field and Site Management-Relocation-Self-relocation (camp to camp)	6	0	6	0	0	0.0%
Bridge - Damaged, broken, or needs improvement	6	3	3	0	0	0.0%

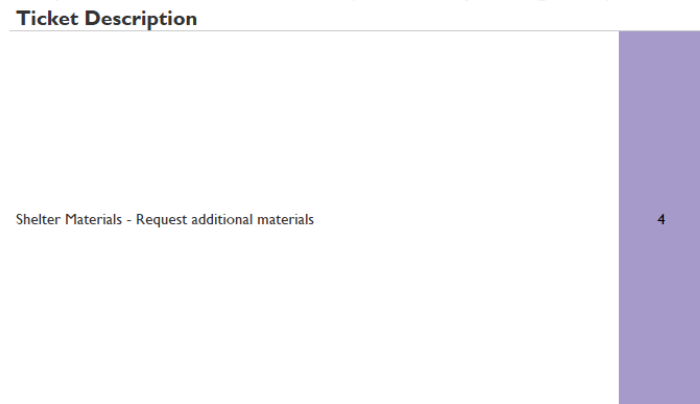
## Tickets received by gender



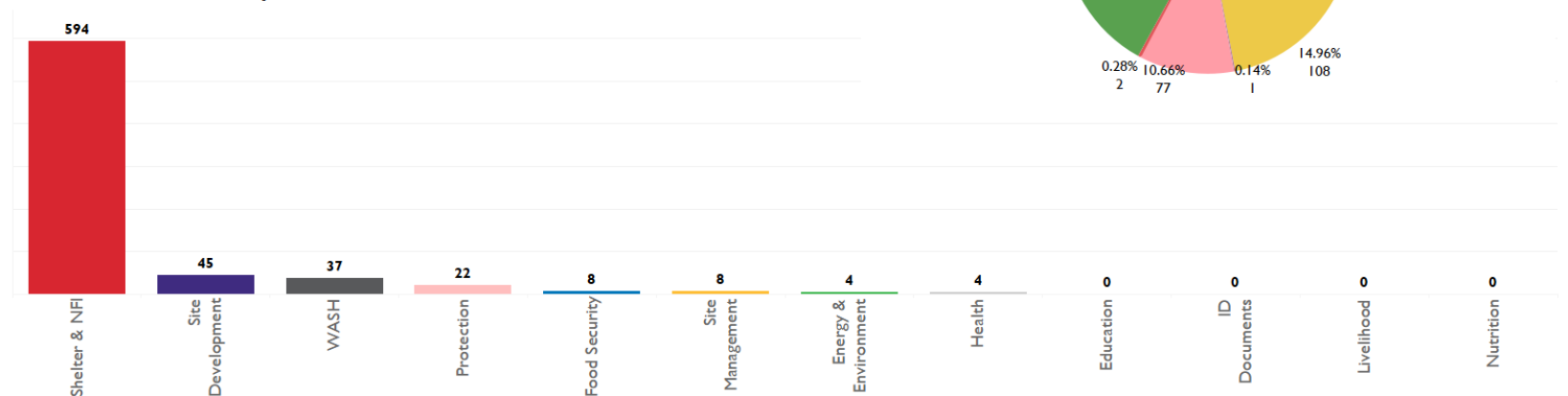
## Tickets received by age group



## Top unresolved tickets (from replies given)



## Tickets received by sector





# Monthly Camp Report - Camp 18

June 2024



**881**  
tickets received



**528**  
tickets closed on the spot



**353**  
tickets referred to relevant actors



**347**  
responses given by relevant actors

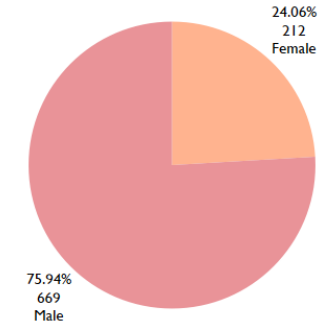


**209 (60.2%)**  
replies considered resolved by beneficiaries

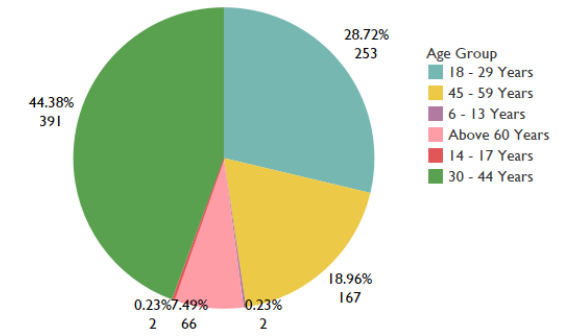
## Top tickets received this month

Ticket Description	Total Re-ceived	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	171	171	0	0	0	0.0%
Slope Protection (erosion) - Requested	108	0	108	118	60	50.8%
Slope Protection (erosion) - Damaged, broken, or needs improvement	88	0	88	55	36	65.5%
Cash for Work - Has not been selected for CfW in long time	68	68	0	0	0	0.0%
Shelter Materials - Request additional materials	56	56	0	0	0	0.0%
Soap & Hygiene Kit - Not enough	53	53	0	0	0	0.0%
Cash for Work - Requested CfW	53	53	0	0	0	0.0%
LPG Gas - Not enough for family	38	38	0	0	0	0.0%
Referred to Protection	34	0	34	0	0	0.0%
Food distributions - Request for more food each month	32	32	0	0	0	0.0%
Food distributions - Request for different items or quantities	20	20	0	0	0	0.0%
Stairs - Damaged, broken, or needs improvement	17	0	17	33	29	87.9%
Soap & Hygiene Kit - Additional Requested	16	16	0	0	0	0.0%
Stairs - Requested	11	0	11	13	6	46.2%
Drainage - Drain Requested	9	0	9	18	13	72.2%
Cooking set (gas & stove) - Requested	9	9	0	0	0	0.0%
Shelter Kit - Requested (new arrival)	8	0	8	9	5	55.6%

## Tickets received by gender



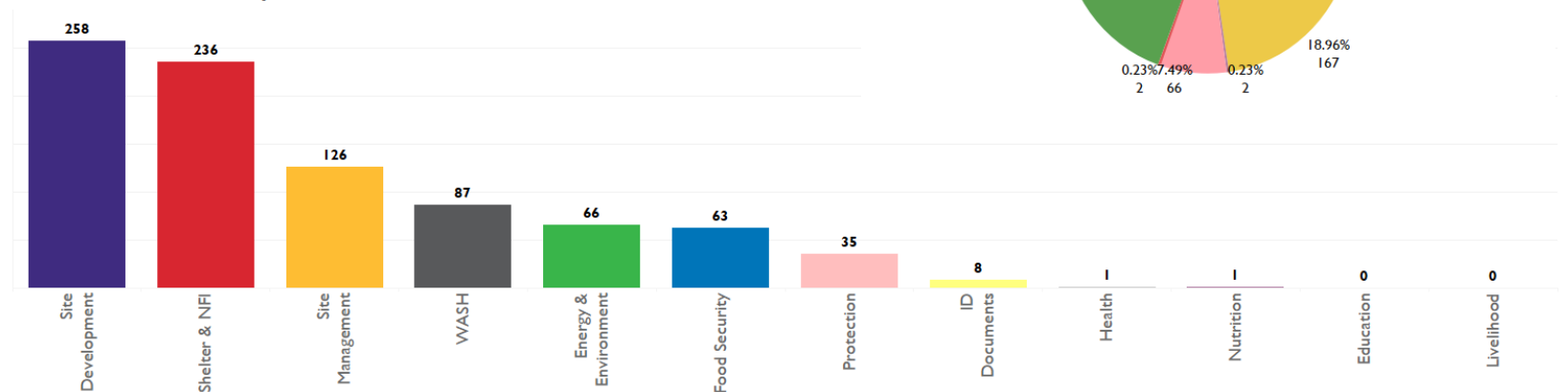
## Tickets received by age group



## Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Requested	58
Shelter Materials - Missed Distribution	20
Slope Protection (erosion) - Damaged, broken, or needs improvement	19
Stairs - Requested	7
Drainage - Drain Requested	5
Shelter Kit - Requested (new arrival)	4
Stairs - Damaged, broken, or needs improvement	4
Drainage - Damaged, broken, or needs improvement	3
Lamp post or Street light - Damaged, broken, or needs improvement	3
Water tap - Not enough water	3
Lamp post or Street light - Requested	2
Bridge - Damaged, broken, or needs improvement	1
Drainage - Blocked or Water logging	1
Drainage Cover (Slab) - Requested	1
Latrine - Broken	1
Latrine - Needs cleaning	1
Latrine - New toilet requested	1

## Tickets received by sector







# Monthly Camp Report - Camp 19

June 2024



**1,045**  
tickets received



**476**  
tickets closed on the spot



**569**  
tickets referred to relevant actors



**350**  
responses given by relevant actors

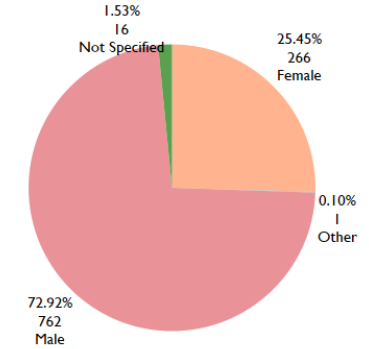


**31 (8.9%)**  
replies considered resolved by beneficiaries

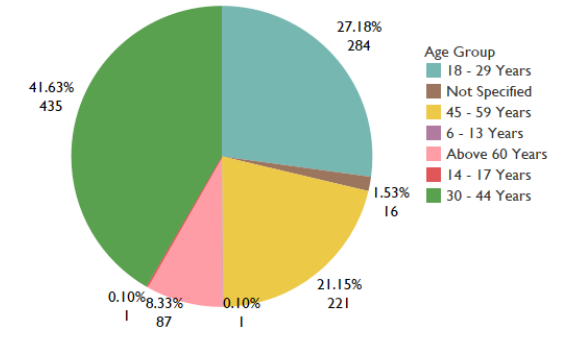
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Request additional materials	377	377	0	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	337	0	337	214	3	1.4%
Cash for Work - Has not been selected for CfW in long time	43	43	0	0	0	0.0%
Drainage - Damaged, broken, or needs improvement	36	0	36	16	0	0.0%
Stairs - Damaged, broken, or needs improvement	27	0	27	16	0	0.0%
Slope Protection (erosion) - Requested	27	0	27	13	0	0.0%
Soap & Hygiene Kit - Did not receive	18	0	18	20	5	25.0%
Protection Referral (IOM)	16	16	0	0	0	0.0%
Water tap - Requested	14	0	14	2	0	0.0%
Referred to Protection	14	0	14	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	13	0	13	7	0	0.0%
Drainage - Drain Requested	13	0	13	9	0	0.0%
NFI - Request additional materials	8	8	0	0	0	0.0%
Pathway - Requested	6	0	6	1	0	0.0%
LPG Gas - Lost token	6	0	6	1	1	100.0%
Tubewell - Not Working	5	0	5	16	10	62.5%
SMART Card & Family Attestation - Address Change	5	5	0	0	0	0.0%

## Tickets received by gender



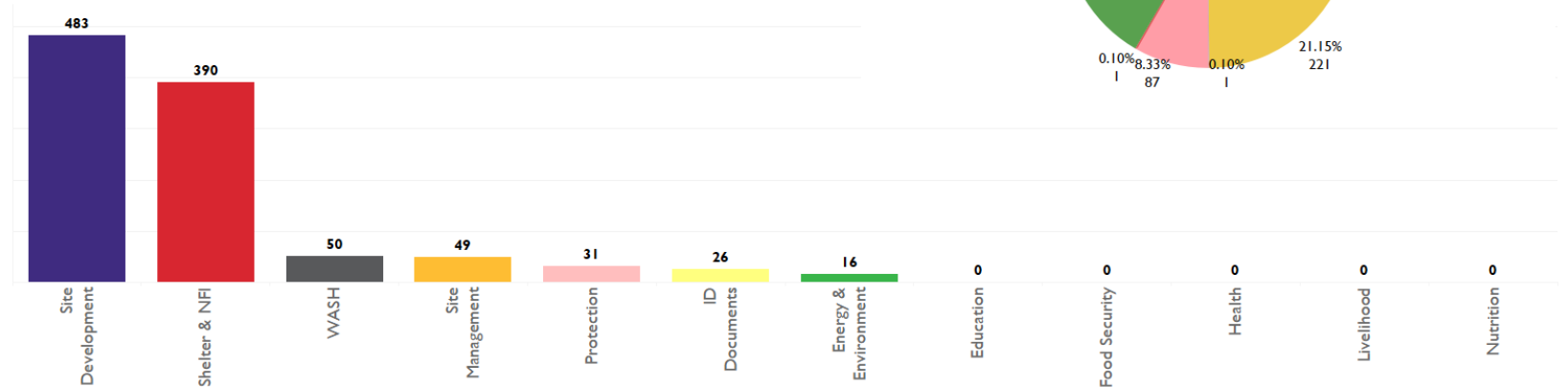
## Tickets received by age group



## Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Damaged, broken, or needs improvement	211
Drainage - Damaged, broken, or needs improvement	16
Stairs - Damaged, broken, or needs improvement	16
Soap & Hygiene Kit - Did not receive	15
Slope Protection (erosion) - Requested	13
Drainage - Drain Requested	9
Pathway - Damaged, broken, or needs improvement	7
Tubewell - Not Working	6
Drainage Cover (Slab) - Requested	4
LPG Gas - Did not receive refill	4
Drainage - Blocked or Water logging	3
Lamp post or Street light - Damaged, broken, or needs improvement	2
Latrine - New toilet requested	2
Stairs - Requested	2
Water tap - 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 20

June 2024



**498**  
tickets received



**239**  
tickets closed on the spot



**259**  
tickets referred to relevant actors



**246**  
responses given by relevant actors

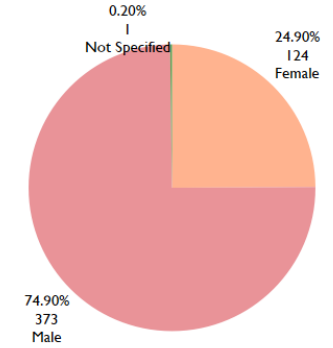


**6 (2.4%)**  
replies considered resolved by beneficiaries

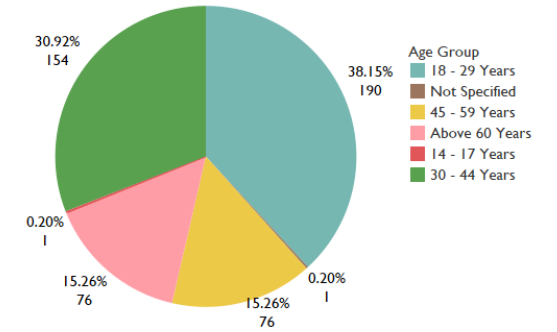
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Requested CFW	87	87	0	0	0	0.0%
Slope Protection (erosion) - Damaged, broken, or needs improvement	76	0	76	64	0	0.0%
Slope Protection (erosion) - Requested	55	0	55	44	0	0.0%
NFI - Request additional materials	53	53	0	0	0	0.0%
Cash for Work - Has not been selected for CFW in long time	33	33	0	0	0	0.0%
Stairs - Damaged, broken, or needs improvement	23	0	23	25	1	4.0%
Damage to shelter - Shelter damaged over time	22	22	0	0	0	0.0%
Cash for Work - Has not been enrolled	20	0	20	34	0	0.0%
Soap & Hygiene Kit - Not enough	10	10	0	0	0	0.0%
Food distributions - Request for different items or quantities	10	10	0	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	9	0	9	7	0	0.0%
Food distributions - Household has not received food	9	0	9	1	1	100.0%
SMART Card & Family Attestation - Request for individual SMART card	8	8	0	0	0	0.0%
Cooking Stove - Requested	8	8	0	0	0	0.0%
Lamp post or Street light - Requested	7	0	7	7	0	0.0%
Drainage - Blocked or Water logging	6	0	6	5	0	0.0%
Water tap - Not Working	5	0	5	2	0	0.0%

## Tickets received by gender



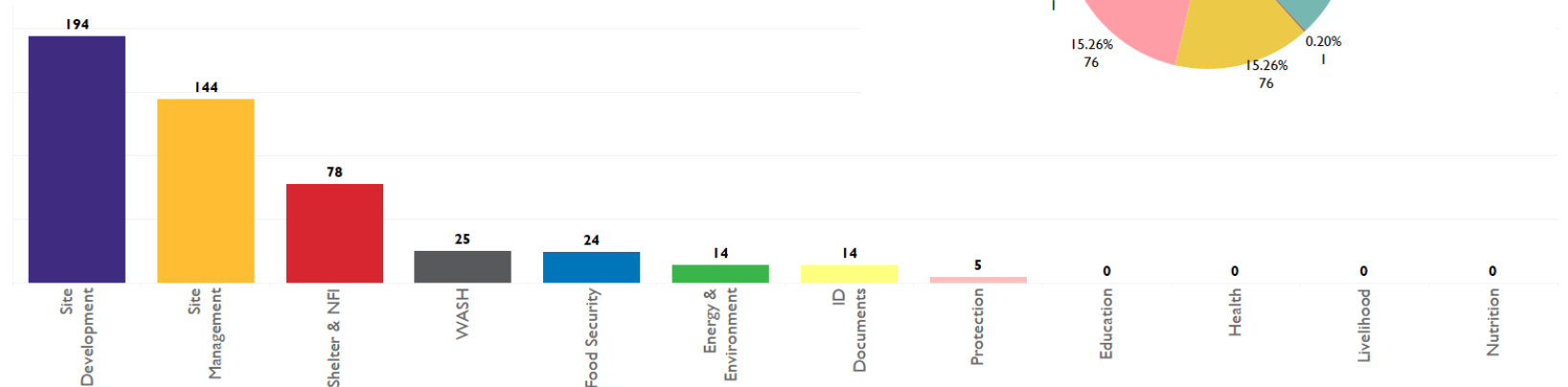
## Tickets received by age group



## Top unresolved tickets (from replies given)

Ticket Description	Count
Slope Protection (erosion) - Damaged, broken, or needs improvement	64
Slope Protection (erosion) - Requested	44
Cash for Work - Has not been enrolled	34
Stairs - Damaged, broken, or needs improvement	24
Lamp post or Street light - Requested	7
Pathway - Damaged, broken, or needs improvement	7
Community Conflict - Land & shelter extension	6
LPG Gas - Did not receive refill	6
Drainage - Blocked or Water logging	5
SCOPE Card - Has not received new SCOPE Card	5
Latrine - New toilet requested	4
Stairs - Requested	4
Drainage - Damaged, broken, or needs improvement	3
Drainage - Drain Requested	3
Drainage Cover (Slab) - Damaged, broken, or needs improvement	3
Shelter Number - Requested	3
Water tap - Requested	3

## Tickets received by sector





# Monthly Camp Report - Camp 20 Ext

June 2024



**502**  
tickets received



**151**  
tickets closed on the spot



**351**  
tickets referred to relevant actors



**534**  
responses given by relevant actors

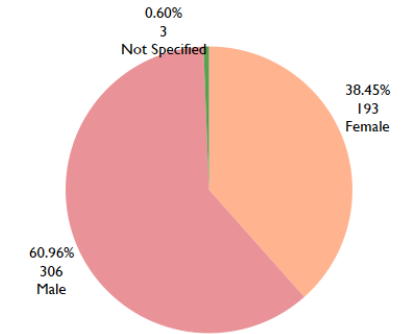


**194 (36.3%)**  
replies considered resolved by beneficiaries

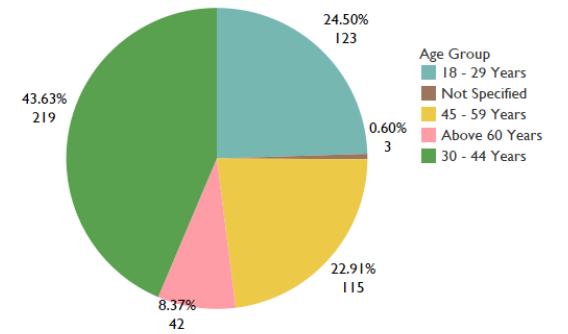
## Top tickets received this month

Ticket Description	Total Referred	Total Closed on the Spot	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Has not been enrolled	189	0	189	162	46.7%
Cash for Work - Requested CFW	71	71	0	0	0.0%
NFI - Request additional materials	36	36	0	0	0.0%
Drainage - Damaged, broken, or needs improvement	22	0	22	2	11.1%
Pathway - Requested	18	0	18	1	4.3%
Slope Protection (erosion) - Damaged, broken, or needs improvement	17	0	17	1	7.7%
Lamp post or Street light - Requested	13	0	13	1	7.1%
Damage to shelter - Shelter damaged over time	13	13	0	0	0.0%
Bridge - Damaged, broken, or needs improvement	10	0	10	0	0.0%
Pathway - Damaged, broken, or needs improvement	9	0	9	1	11.1%
Referred to Protection	8	0	8	0	0.0%
Cash for Work - Has not been selected for CFW in long time	8	8	0	0	0.0%
SMART Card & Family Attestation - Request for individual SMART card	7	7	0	0	0.0%
Slope Protection (erosion) - Requested	6	0	6	0	0.0%
Stairs - Damaged, broken, or needs improvement	5	0	5	0	0.0%
Drainage - Blocked or Water logging	5	0	5	1	33.3%
LPG Porters - Requested	4	0	4	1	20.0%

## Tickets received by gender



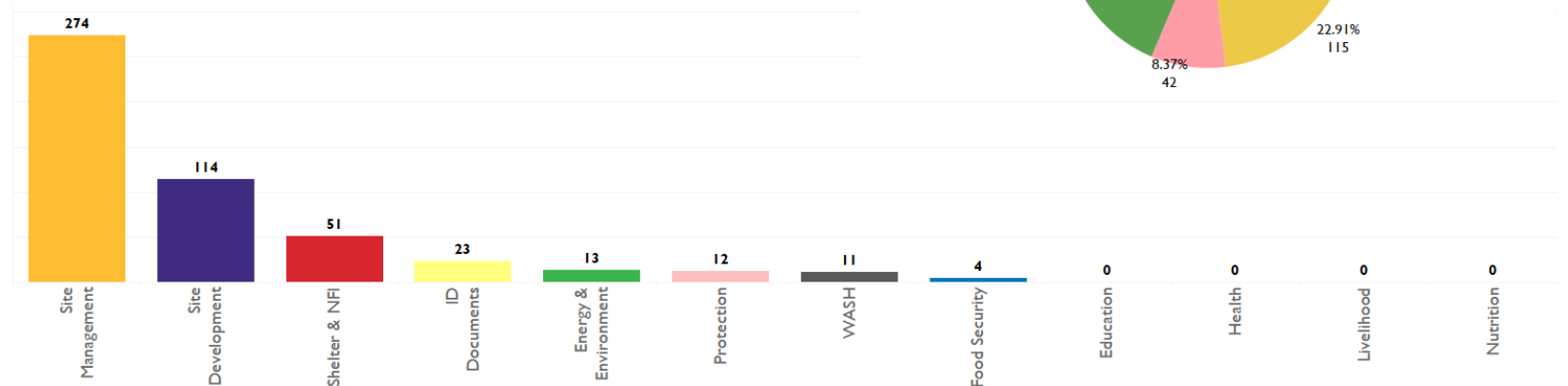
## Tickets received by age group



## Top unresolved tickets (from replies given)

Ticket Description	Count
Cash for Work - Has not been enrolled	185
Pathway - Requested	22
Drainage - Damaged, broken, or needs improvement	16
Food distributions - Poor quality food items	16
Lamp post or Street light - Requested	13
Slope Protection (erosion) - Damaged, broken, or needs improvement	12
Bridge - Damaged, broken, or needs improvement	10
Cash for Work - Payment delayed	8
Pathway - Damaged, broken, or needs improvement	8
Slope Protection (erosion) - Requested	8
Stairs - Damaged, broken, or needs improvement	5
Water tap - Requested	5
Drainage - Drain Requested	4
Lamp post or Street light - Damaged, broken, or needs improvement	4
LPG Porters - Requested	4
SCOPE Card - Has not received new SCOPE Card	4
Community Conflict - Land & shelter extension	3

## Tickets received by sector





# Monthly Camp Report - Camp 21

June 2024



**734**  
tickets received



**72**  
tickets closed on the spot



**662**  
tickets referred to relevant actors



**76**  
responses given by relevant actors

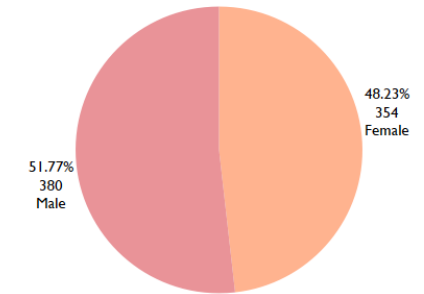


**15 (19.7%)**  
replies considered resolved by beneficiaries

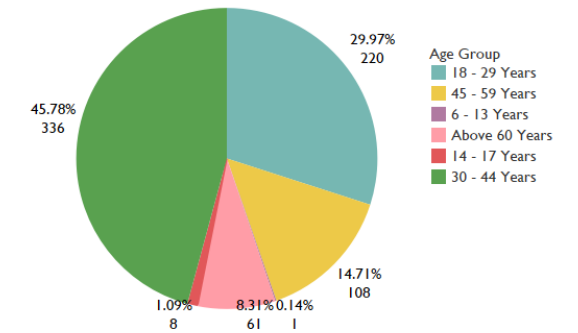
## Top tickets received this month

Ticket Description	Total Re ceived	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged over time	418	0	418	7	7	100.0%
Requested for information	80	57	23	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	65	0	65	0	0	0.0%
Damage to shelter - Shelter damaged by weather	63	0	63	0	0	0.0%
Referred to Protection	16	0	16	0	0	0.0%
Electricity Supply - Not working	13	0	13	0	0	0.0%
Shelter Materials - Request additional materials	12	0	12	0	0	0.0%
Request for fresh food enlistm - Request for fresh food	12	0	12	0	0	0.0%
Treatment - Waited too long	9	0	9	0	0	0.0%
LPG Gas - Not enough for family	8	7	1	1	0	0.0%
Food distributions - Poor quality food items	5	2	3	0	0	0.0%
Treatment - Request for better treatment	4	1	3	0	0	0.0%
Registration, Documentation and Resettlement inquiries-Registration requests by unregistered i..	3	0	3	0	0	0.0%
Registration, Documentation and Resettlement inquiries-Enquiry or update related to an existin..	3	0	3	0	0	0.0%
General Feedback - Requested for information	3	2	1	0	0	0.0%
Shelter- Shelter materials needed	3	0	3	0	0	0.0%
Water tap & Tubewell- Requesting new facility	2	0	2	0	0	0.0%

## Tickets received by gender



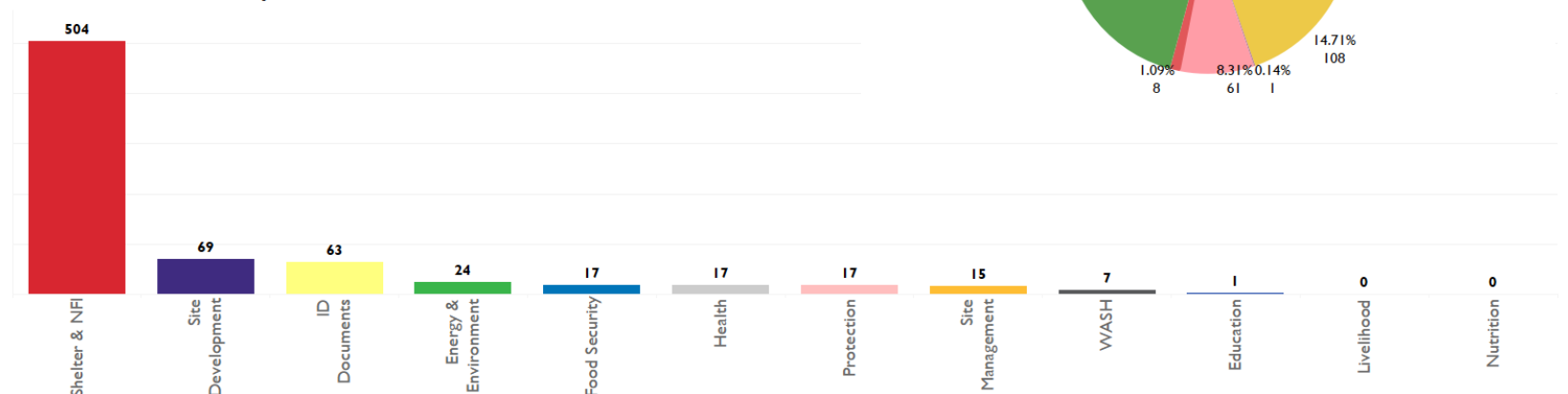
## Tickets received by age group



## Top unresolved tickets (from replies given)

Ticket Description	Count
NFI - Request additional materials	47
Solar light - Requested for Solar light	8
Hill or Slope - Erosion & landslide	4
LPG Gas - Not enough for family	1
Protection Referral	1

## Tickets received by sector





# Monthly Camp Report - Camp 22

June 2024



**2,575**  
tickets received



**1,950**  
tickets closed on the spot



**625**  
tickets referred to relevant actors



**637**  
responses given by relevant actors

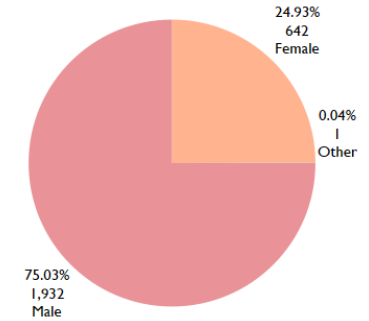


**60 (9.4%)**  
replies considered resolved by beneficiaries

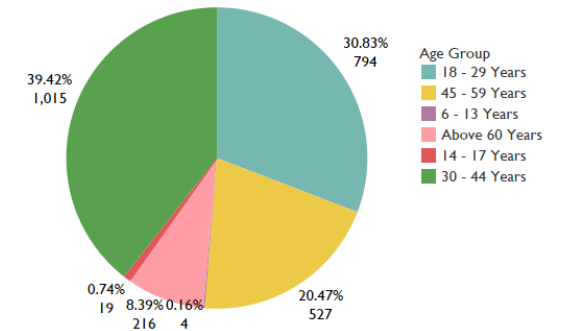
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
NFI - Request additional materials	424	424	0	49	0	0.0%
Requested for information	304	296	8	0	0	0.0%
Cash for Work - Has not been selected for CFW in long time	257	257	0	0	0	0.0%
LPG Gas - Not enough for family	245	245	0	0	0	0.0%
SMART Card & Family Attestation - Add New Born	198	198	0	0	0	0.0%
Electricity Supply - Not working	183	0	183	288	0	0.0%
Shelter Materials - Request additional materials	115	92	23	7	0	0.0%
SMART Card & Family Attestation - Lost ID Card	78	78	0	0	0	0.0%
Cooking Stove - Broken or not working	75	75	0	0	0	0.0%
SMART Card & Family Attestation - Merge and Split	73	73	0	0	0	0.0%
Slope Protection (erosion) - Requested	69	0	69	47	3	6.4%
Slope Protection (erosion) - Damaged, broken, or needs improvement	47	0	47	20	3	15.0%
Flooding	46	46	0	0	0	0.0%
SCOPE Card - Family Attestation doesn't match SCOPE	45	0	45	35	35	100.0%
Cooking set (gas & stove) - Broken or not working	44	44	0	0	0	0.0%
Cash for Work - Requested CFW	34	34	0	0	0	0.0%
Latrine - Needs desludging	30	0	30	0	0	0.0%

## Tickets received by gender



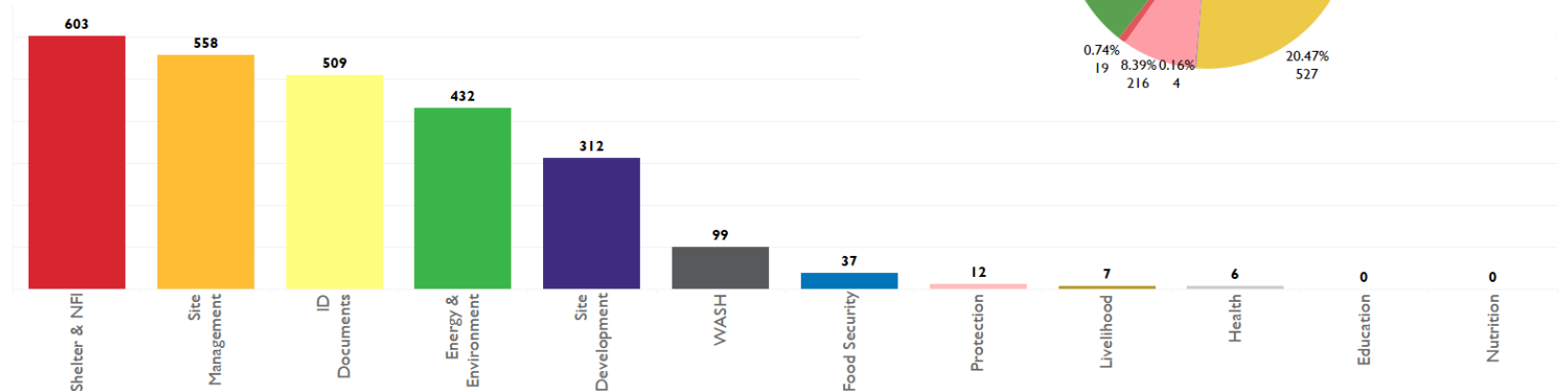
## Tickets received by age group



## Top unresolved tickets (from replies given)

Ticket Description	Count
Electricity Supply - Not working	288
NFI - Request additional materials	49
Slope Protection (erosion) - Requested	44
Drainage Cover (Slab) - Requested	19
Slope Protection (erosion) - Damaged, broken, or needs improvement	17
Pathway - Requested	16
Pathway - Damaged, broken, or needs improvement	14
Drainage - Drain Requested	11
Stairs - Requested	8
Cooking Stove - Did not receive	7
SCOPE Card - Has not received new SCOPE Card	7
Shelter Materials - Request additional materials	7
Stairs - Damaged, broken, or needs improvement	6
Drainage Cover (Slab) - Damaged, broken, or needs improvement	5
Drainage - Damaged, broken, or needs improvement	4
Lamp post or Street light - Damaged, broken, or needs improvement	4
Fence or railing for path or stairs - Requested	3

## Tickets received by sector





# Monthly Camp Report - Camp 24

June 2024



**423**  
tickets received



**88**  
tickets closed on the spot



**335**  
tickets referred to relevant actors



**158**  
responses given by relevant actors

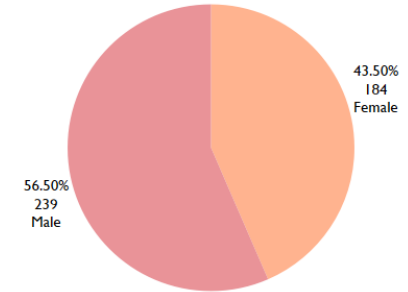


**92 (58.2%)**  
replies considered resolved by beneficiaries

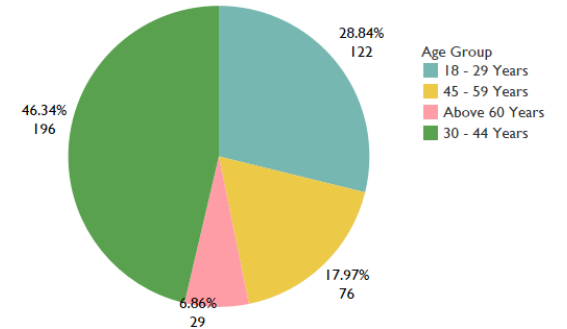
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Cash for Work - Has not been enrolled	82	0	82	0	0	0.0%
Pathway - Requested	37	0	37	30	20	66.7%
Latrine - Needs desludging	32	0	32	18	7	38.9%
Cash for Work - Has not been selected for CfW in long time	27	27	0	0	0	0.0%
Drainage - Drain Requested	25	0	25	28	15	53.6%
Shelter - Shelter materials needed	23	0	23	0	0	0.0%
NFI - Request additional materials	18	18	0	0	0	0.0%
Slope Protection (erosion) - Requested	15	0	15	7	2	28.6%
Shelter Materials - Missed Distribution	15	0	15	11	11	100.0%
Community Conflict - Land & shelter extension	15	15	0	0	0	0.0%
Request for fresh food enlistm - Request for fresh food	14	0	14	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	12	0	12	10	2	20.0%
Cash for Work - Requested CfW	12	12	0	0	0	0.0%
Referred to Protection	11	0	11	0	0	0.0%
General Feedback - Requested for information	9	8	1	0	0	0.0%
Electricity Supply - Not working	9	0	9	0	0	0.0%
Drainage Cover (Slab) - Requested	9	0	9	10	8	80.0%

## Tickets received by gender



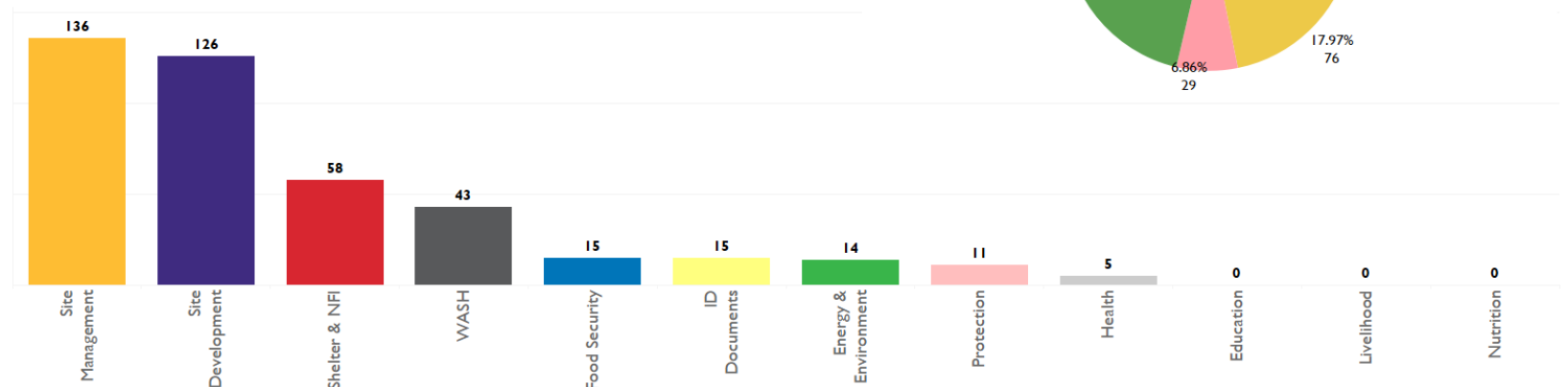
## Tickets received by age group



## Top unresolved tickets (from replies given)

Ticket Description	Count
Drainage - Drain Requested	13
Latrine - Needs desludging	11
Pathway - Requested	10
Pathway - Damaged, broken, or needs improvement	8
Slope Protection (erosion) - Requested	5
Drainage - Damaged, broken, or needs improvement	4
Stairs - Requested	4
Lamp post or Street light - Requested	3
Drainage Cover (Slab) - Requested	2
Bridge - Damaged, broken, or needs improvement	1
Drainage - Blocked or Water logging	1
Drainage Cover (Slab) - Damaged, broken, or needs improvement	1
Latrine - Broken	1
Slope Protection (erosion) - Damaged, broken, or needs improvement	1
Stairs - Damaged, broken, or needs improvement	1

## Tickets received by sector





# Monthly Camp Report - Camp 25

June 2024



**711**  
tickets received



**442**  
tickets closed on the spot



**269**  
tickets referred to relevant actors



**161**  
responses given by relevant actors

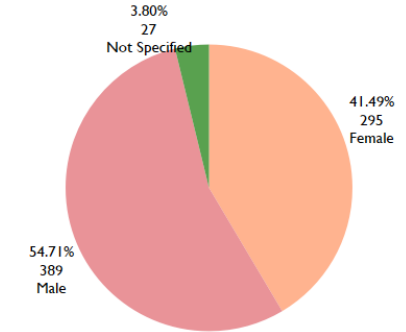


**61 (37.9%)**  
replies considered resolved by beneficiaries

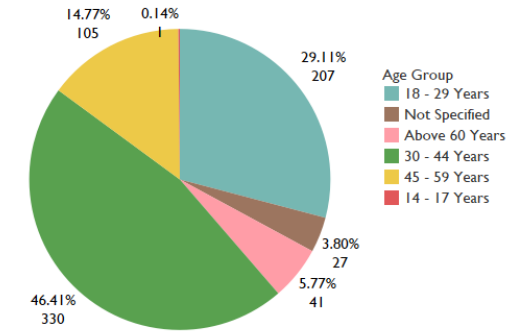
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Request additional materials	91	21	70	0	0	0.0%
Cash for Work - Has not been selected for CfW in long time	72	72	0	0	0	0.0%
Soap & Hygiene Kit - Not enough	64	64	0	0	0	0.0%
Community Conflict - Land & shelter extension	41	41	0	0	0	0.0%
Pathway - Requested	34	0	34	23	2	8.7%
LPG Gas - Not enough for family	32	30	2	0	0	0.0%
Protection Referral (IOM)	27	27	0	0	0	0.0%
Requested for information	26	26	0	0	0	0.0%
NFI - Request additional materials	26	26	0	0	0	0.0%
Food distributions - Request for more food each month	25	25	0	0	0	0.0%
Soap & Hygiene Kit - Additional Requested	23	23	0	0	0	0.0%
Slope Protection (erosion) - Requested	22	0	22	15	4	26.7%
When is the next LPG distribution day?	18	18	0	0	0	0.0%
Damage to shelter - Shelter damaged over time	18	0	18	0	0	0.0%
Drainage Cover (Slab) - Requested	15	0	15	14	0	0.0%
Drainage - Drain Requested	15	0	15	6	0	0.0%
Latrine - Needs desludging	14	0	14	16	15	93.8%

## Tickets received by gender



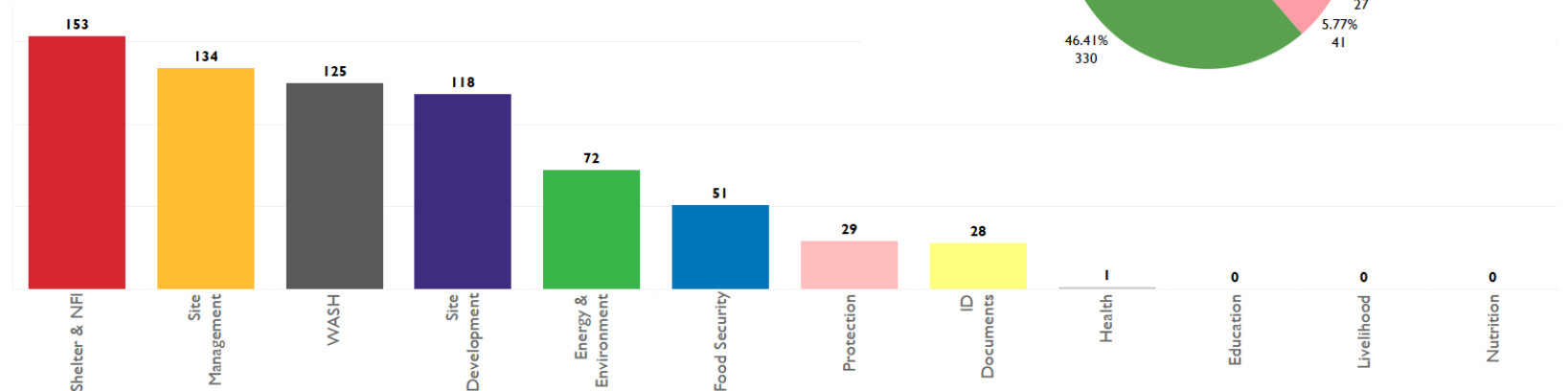
## Tickets received by age group



## Top unresolved tickets (from replies given)

Ticket Description	Count
Pathway - Requested	21
Drainage Cover (Slab) - Requested	14
Shelter Number - Requested	11
Slope Protection (erosion) - Requested	11
Soap & Hygiene Kit - Did not receive	9
Drainage - Drain Requested	6
Pathway - Damaged, broken, or needs improvement	5
Slope Protection (erosion) - Damaged, broken, or needs improvement	4
Stairs - Requested	4
Drainage - Damaged, broken, or needs improvement	3
Latrine - Broken	2
LPG Gas - Did not receive refill	2
SCOPE Card - Has not received new SCOPE Card	2
Bathing Station - Requested	1
Bridge - Damaged, broken, or needs improvement	1
Lamp post or Street light - Damaged, broken, or needs improvement	1
Lamp post or Street light - Requested	1

## Tickets received by sector





# Monthly Camp Report - Camp 26

June 2024



**1,024**  
tickets received



**55**  
tickets closed on the spot



**969**  
tickets referred to relevant actors



**77**  
responses given by relevant actors

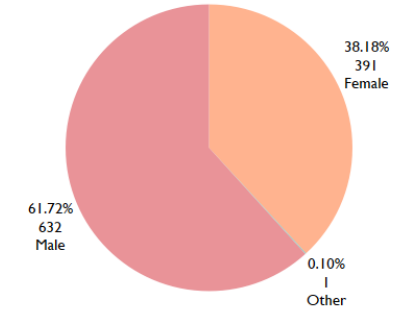


**8 (10.4%)**  
replies considered resolved by beneficiaries

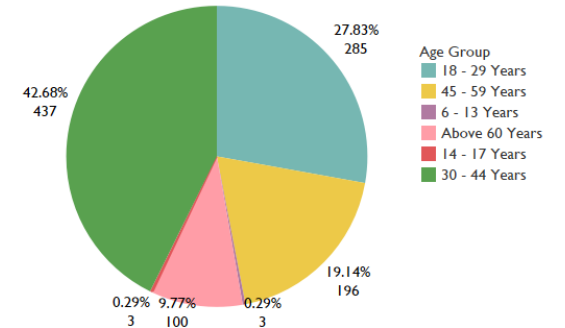
## Top tickets received this month

Ticket Description	Total Referred	Total Closed on the Spot	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged over time	772	0	772	58	0.0%
Requested for information	80	52	28	0	0.0%
Damage to shelter - Shelter damaged by weather	49	0	49	0	0.0%
Referred to Protection	36	0	36	0	0.0%
Shelter Materials - Request additional materials	22	1	21	0	0.0%
Livelihood-Self Employment	10	0	10	0	0.0%
Latrine-Latrine not working properly	9	0	9	0	0.0%
Latrine - Needs desludging	8	0	8	0	0.0%
Request for fresh food enlistm - Request for fresh food	7	0	7	0	0.0%
Bathing Station - Needs cleaning	6	0	6	0	0.0%
Registration, Documentation and Resettlement inquiries-Enquiry or update related to an existin..	5	0	5	0	0.0%
LPG Gas - Not enough for family	3	0	3	0	0.0%
Food distributions - Poor quality food items	3	0	3	0	0.0%
Water tap & Tubewell- Poor quality water	2	0	2	0	0.0%
Registration, Documentation and Resettlement inquiries-Registration requests by unregistered i..	2	0	2	0	0.0%
Treatment - Medical referral	1	0	1	0	0.0%
Registration, Documentation and Resettlement inquiries-Registration requests by unregistered i..	1	0	1	0	0.0%

## Tickets received by gender



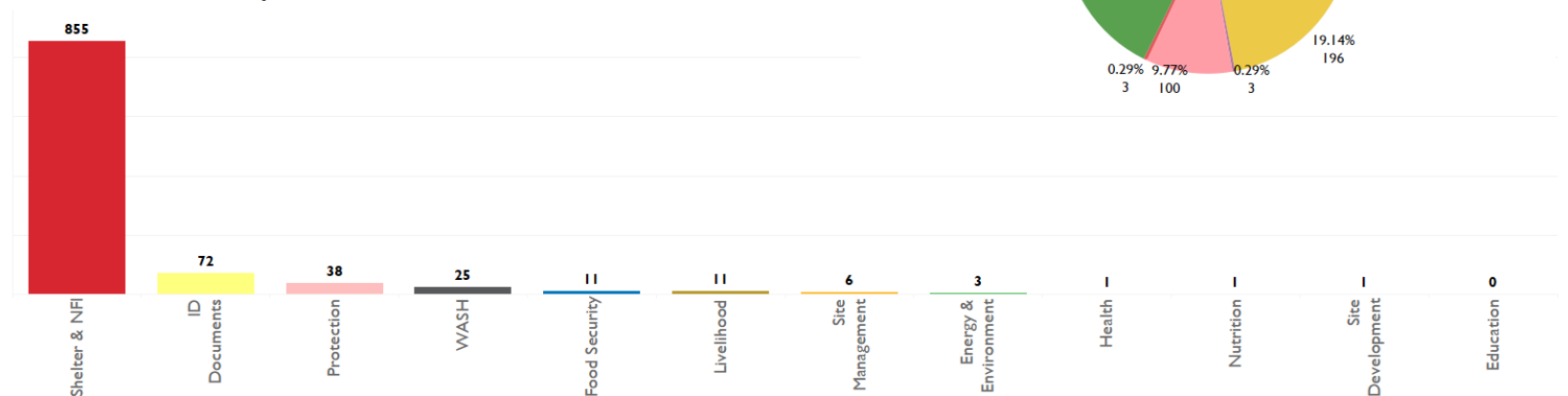
## Tickets received by age group



## Top unresolved tickets (from replies given)

Ticket Description	Count
Damage to shelter - Shelter damaged over time	58
Relocation & Repatriation - Relocation from another camp	7
Bathing Station - Broken or Damaged	2
Request for fresh food enlistment - Requested for fresh food enrollment for her two child both Person with disability	1
Requested to repair wall damaged due to landslide	1

## Tickets received by sector







# Monthly Camp Report - Camp 27

June 2024



**687**  
tickets received



**24**  
tickets closed on the spot



**663**  
tickets referred to relevant actors



**0**  
responses given by relevant actors

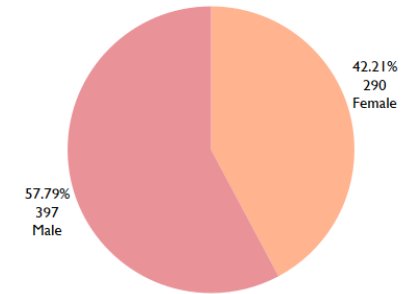


**0 (0.0%)**  
replies considered resolved by beneficiaries

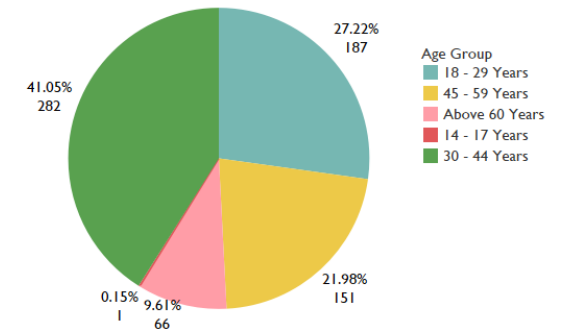
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged over time	406	0	406	0	0	0.0%
Damage to shelter - Shelter damaged by weather	86	0	86	0	0	0.0%
Shelter Materials - Request additional materials	40	0	40	0	0	0.0%
General Feedback - Requested for information	34	9	25	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	30	0	30	0	0	0.0%
Drainage cleaning - Request for drain cleaning	14	0	14	0	0	0.0%
Shelter- Shelter materials needed	13	0	13	0	0	0.0%
Request for fresh food enlistm - Request for fresh food	12	0	12	0	0	0.0%
Requested for information	10	6	4	0	0	0.0%
Referred to Protection	9	0	9	0	0	0.0%
Community Conflict - Land & shelter extension	6	6	0	0	0	0.0%
LPG Gas - Not enough for family	5	1	4	0	0	0.0%
Food distributions - Poor quality food items	5	1	4	0	0	0.0%
Latrine-Latrine not working properly	4	0	4	0	0	0.0%
Treatment - Medical referral	3	0	3	0	0	0.0%
Latrine-Latrine is not accessible	2	0	2	0	0	0.0%
Electricity Supply - Not working	2	0	2	0	0	0.0%

## Tickets received by gender



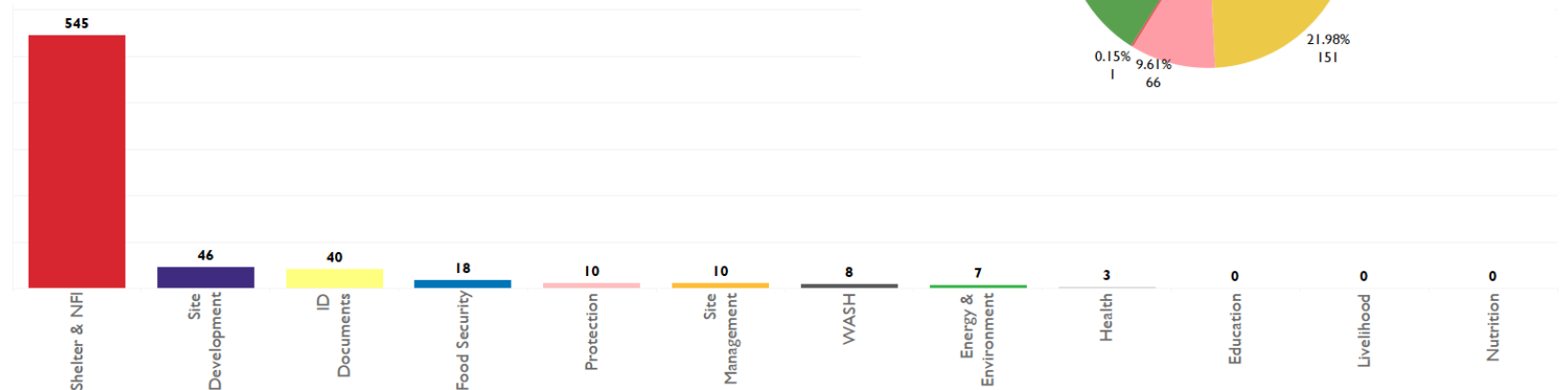
## Tickets received by age group



## Top unresolved tickets (from replies given)

No unresolved replies

## Tickets received by sector





# Monthly Camp Report - Kutupalong RC

June 2024



**475**  
tickets received



**1**  
tickets closed on the spot



**474**  
tickets referred to relevant actors



**0**  
responses given by relevant actors

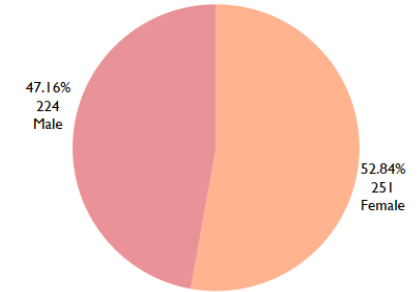


**0 (0.0%)**  
replies considered resolved by beneficiaries

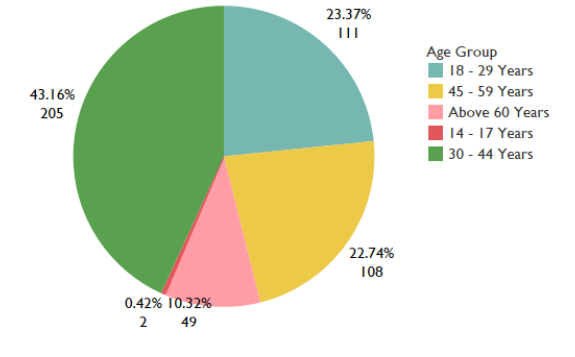
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Shelter Materials - Request additional materials	305	0	305	0	0	0.0%
Registration, Documentation and Resettlement inquiries-Enquiry or update related to an existing resettlement case	115	0	115	0	0	0.0%
Referred to Protection	33	0	33	0	0	0.0%
Damage to shelter - Shelter damaged by weather	10	0	10	0	0	0.0%
Treatment - Medical referral	3	0	3	0	0	0.0%
Complaints against government	3	0	3	0	0	0.0%
Soap & Hygiene Kit - Not enough	1	1	0	0	0	0.0%
Registration, Documentation and Resettlement inquiries-Registration requests by unregistered individuals. The victim is 18 or above	1	0	1	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	1	0	1	0	0	0.0%
Latrine-Requesting New toilet	1	0	1	0	0	0.0%
Field and Site Management-Distribution - LPG-LPG Gas	1	0	1	0	0	0.0%
Complaint against Agency or Staff	1	0	1	0	0	0.0%

## Tickets received by gender



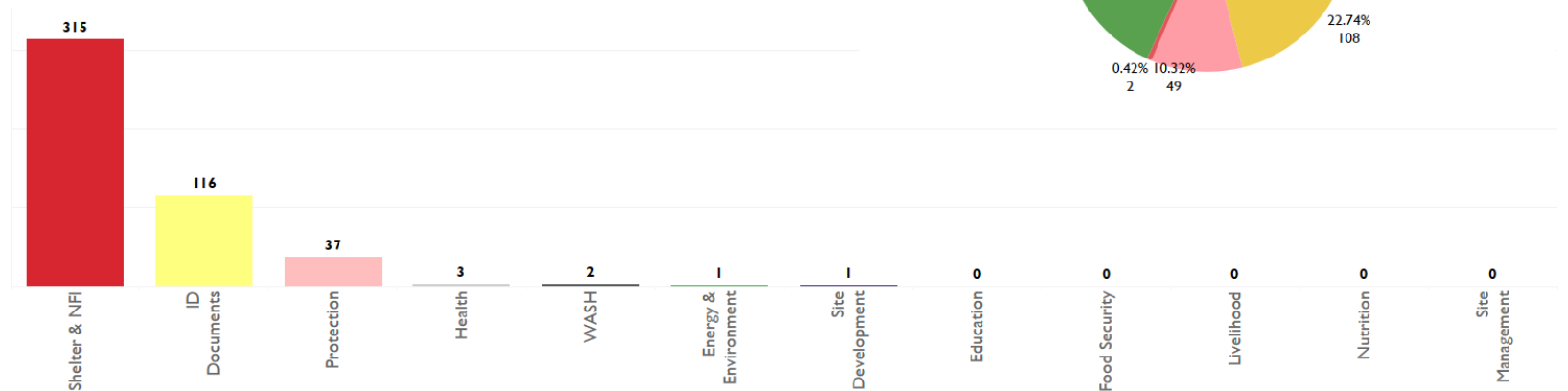
## Tickets received by age group



## Top unresolved tickets (from replies given)

No unresolved replies

## Tickets received by sector





# Monthly Camp Report - Nayapara RC

June 2024



**1,195**  
tickets received



**3**  
tickets closed on the spot



**1,192**  
tickets referred to relevant actors



**0**  
responses given by relevant actors

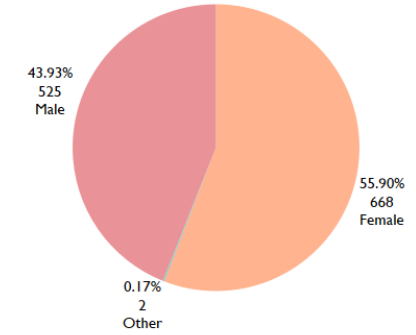


**0 (0.0%)**  
replies considered resolved by beneficiaries

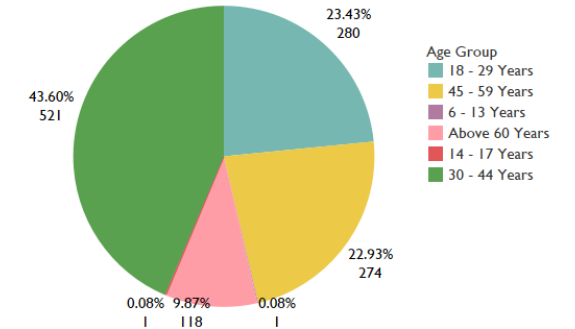
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Damage to shelter - Shelter damaged by weather	982	0	982	0	0	0.0%
Referred to Protection	66	0	66	0	0	0.0%
Registration, Documentation and Resettlement inquiries-Enquiry or update related to an existin...	48	0	48	0	0	0.0%
Pathway - Damaged, broken, or needs improvement	35	0	35	0	0	0.0%
Complaints against government	21	0	21	0	0	0.0%
Damage to shelter - Shelter damaged over time	16	0	16	0	0	0.0%
Treatment - Medical referral	6	0	6	0	0	0.0%
Complaint against Agency or Staff	5	0	5	0	0	0.0%
Electricity Supply - Not working	3	0	3	0	0	0.0%
Shelter Materials - Request additional materials	2	0	2	0	0	0.0%
Request for fresh food enlistm - Request for fresh food	2	0	2	0	0	0.0%
Livelihood-Self Employment	2	0	2	0	0	0.0%
Food distributions - Poor quality food items	2	2	0	0	0	0.0%
Field and Site Management-Distribution - LPG-LPG Gas	2	0	2	0	0	0.0%
Requested for information	1	1	0	0	0	0.0%
Registration, Documentation and Resettlement inquiries-Registration requests by unregistered i...	1	0	1	0	0	0.0%
Bathing Station-Requesting new bathing station	1	0	1	0	0	0.0%

## Tickets received by gender



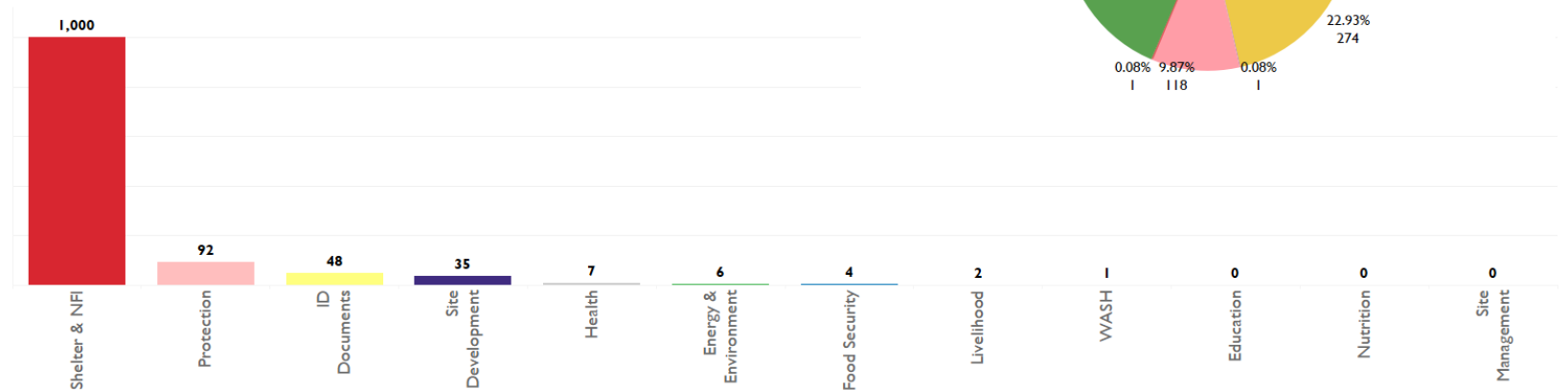
## Tickets received by age group



## Top unresolved tickets (from replies given)

No unresolved replies

## Tickets received by sector





# Monthly Camp Report - Transit Center

June 2024



**239**  
tickets received



**1**  
tickets closed on the spot



**238**  
tickets referred to relevant actors



**35**  
responses given by relevant actors

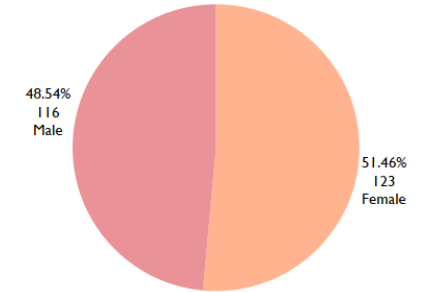


**35 (100.0%)**  
replies considered resolved by beneficiaries

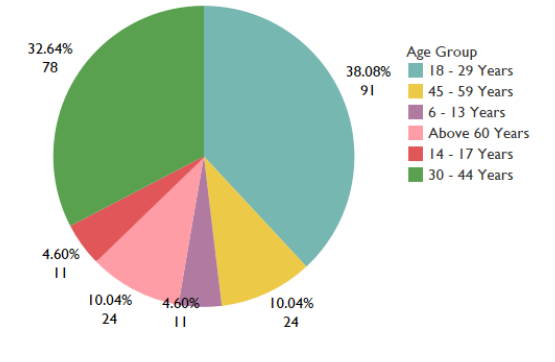
## Top tickets received this month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Resolved Replies #	Resolved Replies %
Treatment - Medical referral	74	0	74	1	1	100.0%
Food distributions - Poor quality food items	46	0	46	6	6	100.0%
Referred to Protection	23	0	23	0	0	0.0%
Treatment - Waited too long	19	0	19	0	0	0.0%
Shelter Materials - Request additional materials	19	0	19	10	10	100.0%
Bathing Station - Needs cleaning	10	0	10	0	0	0.0%
Registration, Documentation and Resettlement inquiries-Enquiry or update related to an existin..	9	0	9	0	0	0.0%
Drainage cleaning - Request for drain cleaning	8	0	8	0	0	0.0%
Damage to shelter - Shelter damaged by weather	7	0	7	0	0	0.0%
Solid Waste-Waste bins requested	6	0	6	0	0	0.0%
Water tap & Tubewell- not working	4	0	4	0	0	0.0%
Latrine-Latrine not working properly	3	0	3	0	0	0.0%
Solid Waste - HH waste pick-up needed	2	0	2	0	0	0.0%
Water tap & Tubewell- Poor quality water	1	0	1	0	0	0.0%
Requested for information	1	1	0	0	0	0.0%
Latrine-Latrine is not gender-segregated	1	0	1	0	0	0.0%
Latrine - Needs desludging	1	0	1	3	3	100.0%

## Tickets received by gender



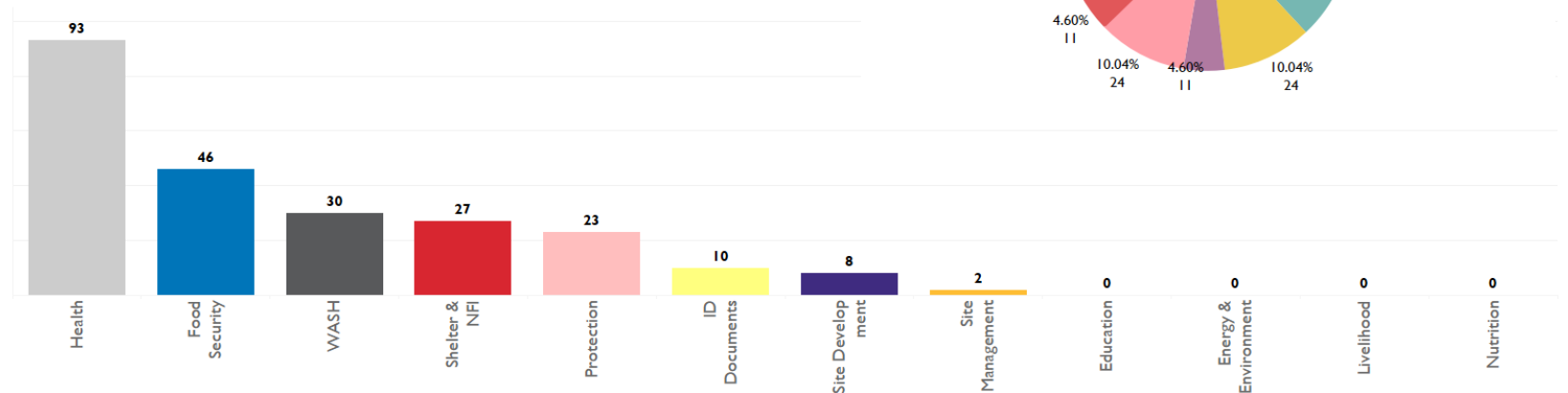
## Tickets received by age group



## 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 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.

