

Common Feedback Platform - CFP

Monthly Camp Cumulative Report | January - September 2024

Cumulative Data January - August 2024

191,210 tickets received across 34 sites
61,237 tickets closed on the spot
129,973 tickets referred by 6 actors
62,556 responses given by relevant actors

**Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.*

Tickets Received each Month per Sector

Sector	January	February	March	April	May	June	July	August	Grand Total
Shelter & NFI	7,148	7,841	6,968	7,419	13,649	11,192	12,219	9,905	76,341
Site Development	4,453	4,870	4,646	3,676	5,285	5,974	6,607	3,675	39,186
Site Management	2,780	2,965	2,658	1,842	2,515	2,768	3,374	3,470	22,372
ID Documents	3,202	2,781	2,119	1,960	2,513	2,414	2,085	1,223	18,297
WASH	1,522	1,414	1,653	1,569	1,242	914	833	759	9,906
Energy & Environment	1,355	1,080	924	885	1,231	1,048	863	945	8,331
Food Security	771	753	731	561	785	847	1,553	1,023	7,024
Protection	207	245	255	566	1,462	1,045	950	1,456	6,186
Health	566	526	494	401	491	284	427	228	3,417
Livelihood						31	31	7	69
Education	1	20	1	3	2	10	12	12	61
Nutrition	1	5	5	1	1	5	2		20

Cumulative Tickets per Month

	January	February	March	April	May	June	July	August	Grand Total
Total Received	22,006	22,500	20,454	18,883	29,176	26,532	28,956	22,703	191,210
Total Closed on the Spot	8,219	7,198	6,284	5,534	7,434	8,085	9,206	9,277	61,237
Total Referred	13,787	15,302	14,170	13,349	21,742	18,447	19,750	13,426	129,973
Total Replies	8,701	6,097	6,812	8,372	9,773	5,319	5,663	11,819	62,556

Top Tickets Received by Gender

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	7,545	10,273	9	1
Shelter Materials - Request additional materials	6,171	9,184	7	
Requested for Information	6,817	6,818	2	
Damage to shelter - Shelter damaged by weather	5,838	7,760	3	4
NFI - Request additional materials	4,740	8,192	12	
Slope Protection (erosion) - Requested	4,025	5,573	2	
Cash for Work - Has not been selected for CFW in long time	2,041	5,227	4	
Slope Protection (erosion) - Damaged, broken, or needs improvement	2,324	4,580		
Cash for Work - Requested CFW	1,340	3,728	3	
LPG Gas - Not enough for family	1,509	3,083	1	
Cash for Work - Has not been enrolled	1,187	2,128	1	
Shelter Materials - Missed Distribution	1,383	1,785	1	
Hill or Slope - Erosion & landslide	1,185	1,839		
Protection Referral	984	1,344		
SMART Card & Family Attestation - Add New Born	620	818		
Cooking Stove - Broken or not working	214	410		

Cumulative Tickets by Camp | AOR

	HCR																	IOM										Grand Total							
	Camp 01E	Camp 01W	Camp 02E	Camp 02W	Camp 03	Camp 04	Camp 04 Ext.	Camp 05	Camp 06	Camp 07	Camp 17	Camp 21	Camp 26	Camp 27	Kutupalong RC	Nayapara RC	Transit Center	Camp 08E	Camp 08W	Camp 09	Camp 10	Camp 11	Camp 12	Camp 13	Camp 14	Camp 15	Camp 16		Camp 18	Camp 19	Camp 20	Camp 20 Ext	Camp 22	Camp 24	Camp 25
Total Received	7,358	7,952	2,394	5,549	4,754	11,294	2,405	3,559	4,656	5,389	5,641	6,161	5,640	3,420	2,465	5,231	1,845	5,018	4,336	6,999	6,266	6,388	4,990	4,641	5,799	7,934	5,497	7,257	5,856	4,080	5,000	16,281	4,079	5,076	191,210
Total Closed on the Spot	1,259	1,233	21	1,775	947	2,130	188	462	830	825	1,242	539	927	293	9	41	776	633	971	3,772	1,692	1,941	1,078	1,217	3,541	2,350	1,875	4,958	2,619	2,673	2,277	11,167	1,723	3,253	61,237
Total Referred	6,099	6,719	2,373	3,774	3,807	9,164	2,217	3,097	3,826	4,564	4,399	5,622	4,713	3,127	2,456	5,190	1,069	4,385	3,365	3,227	4,574	4,447	3,912	3,424	2,258	5,584	3,622	2,299	3,237	1,407	2,723	5,114	2,356	1,823	129,973
Total Replies	1,801	893	28	121	783	4,740	243	1,137	830	1,019	1,880	671	361	1,050	1,098	1,672	539	1,607	1,717	2,711	2,391	3,018	2,576	2,741	2,031	4,555	2,859	2,447	3,438	1,477	2,723	4,700	1,509	1,190	62,556

CFM Implementers and Data Contributors:



CFM Report Designed and Produced by NPM:



Disclaimer:

IOM : The data is collected in all the 17 IOM AoR camps where the submitted tickets either closed on the spot or referred. Once a referred ticket is replied to, the feedback is shared with the beneficiary concerned. The beneficiary confirms if they consider their ticket resolved or not. Zite manager Link - <https://www.zitemanager.org/bangladesh>

UNHCR: UNHCR collects data from all 33 camps. Queries by refugees are either answered on the spot or they generate a ticket that is referred to the relevant focal point for follow up. Once action has been taken in line with the UNHCR CAIPP Standard Operating Procedures (SOPs), the ticket is closed.

Common Feedback Platform - CFP

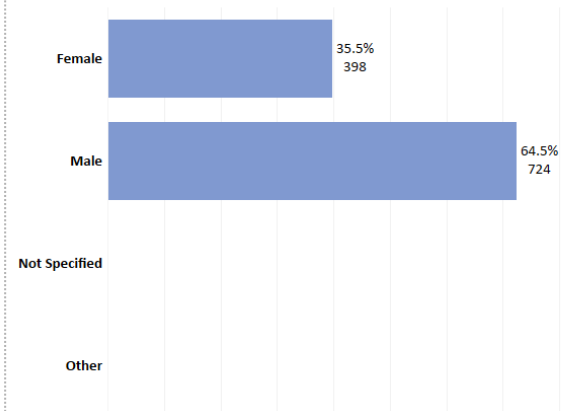
Monthly Camp Report | August 2024 | **Camp 01E**

Summary for August 2024

- 1,122** tickets received in this camp
- 64** tickets closed on the spot*
- 1,058** tickets referred to relevant actors
- 723** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

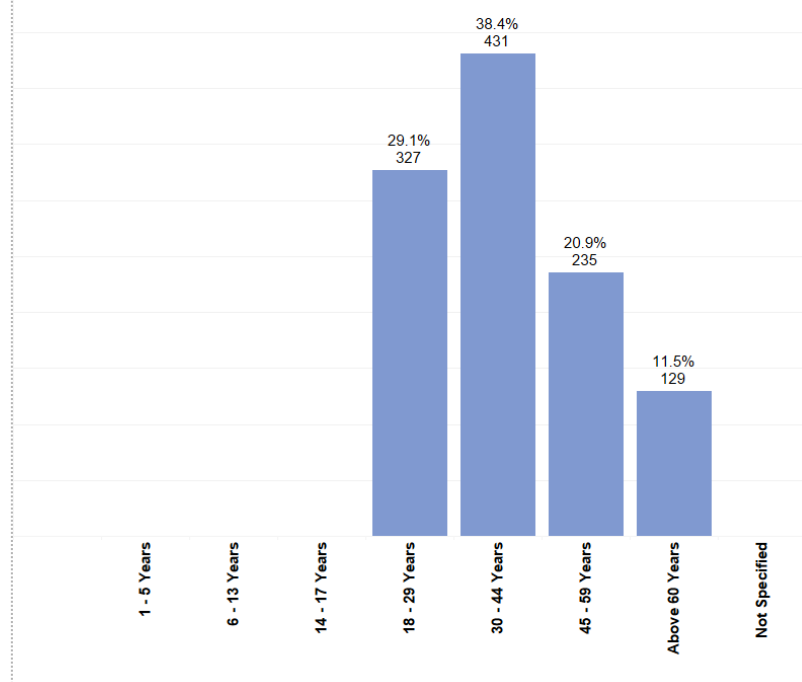
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged by weather	824	0	824	326	498
Damage to shelter - Shelter damaged over time	57	0	57	37	20
Request for Protection Interventions	57	0	57	11	46
Shelter Materials - Request additional materials	36	0	36	41	0
Pathway - Damaged, broken, or needs improvement	32	0	32	6	26
Requested for Information	27	27	0	0	0
field_and_site_managementrelocationself_relocation_camp_to_camp	21	21	0	0	0
Request for additional room - Request for new room	11	0	11	2	9
field_and_site_managementdistribution_nficoncern_related_to_distribution..	10	10	0	0	0
Request for fresh food enlistment - Request for fresh food	8	0	8	0	8
General Health Card - Did not receive	6	0	6	0	6
field_and_site_management	4	4	0	0	0
LPG Gas - Not enough for family	4	0	4	0	4
Latrine - Needs desludging	3	0	3	2	1
SCOPE Card - Has not received new SCOPE Card	3	0	3	0	3
Shelter Materials - Received amount is not enough	3	0	3	1	2
Stairs - Damaged, broken, or needs improvement	3	0	3	1	2

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Protection	Site Development	Site Management	ID Documents	Food Security	Health	WASH	Energy & Environment	Education	Livelihood
Tickets Received	943	61	36	29	24	11	8	6	4	0	0
Total Closed on the Spot	12	3	0	27	20	1	1	0	0	0	0
Total Referred	931	58	36	2	4	10	7	6	4	0	0
Total Replies	684	12	20	0	1	0	0	5	0	1	0
Open Tickets	247	46	16	2	3	10	7	1	4	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged by weather	498
Request for Protection Interventions	46
Pathway - Damaged, broken, or needs improvement	26
Damage to shelter - Shelter damaged over time	20
Request for additional room - Request for new room	9
Request for fresh food enlistment - Request for fresh food	8
General Health Card - Did not receive	6
LPG Gas - Not enough for family	4
SCOPE Card - Has not received new SCOPE Card	3
Food Porters - Requested	2
Not working - Solar supply	2
Shelter Materials - Received amount is not enough	2
Stairs - Damaged, broken, or needs improvement	2
Latrine - Latrine not working properly	1
Latrine - Needs desludging	1
SCOPE Card - Lost	1
Slope/Ramp - Requested	1

Common Feedback Platform - CFP

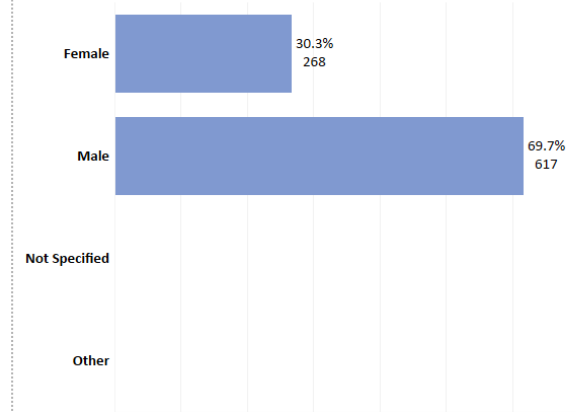
Monthly Camp Report | August 2024 | **Camp 01W**

Summary for August 2024

- 885** tickets received in this camp
- 55** tickets closed on the spot*
- 830** tickets referred to relevant actors
- 780** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

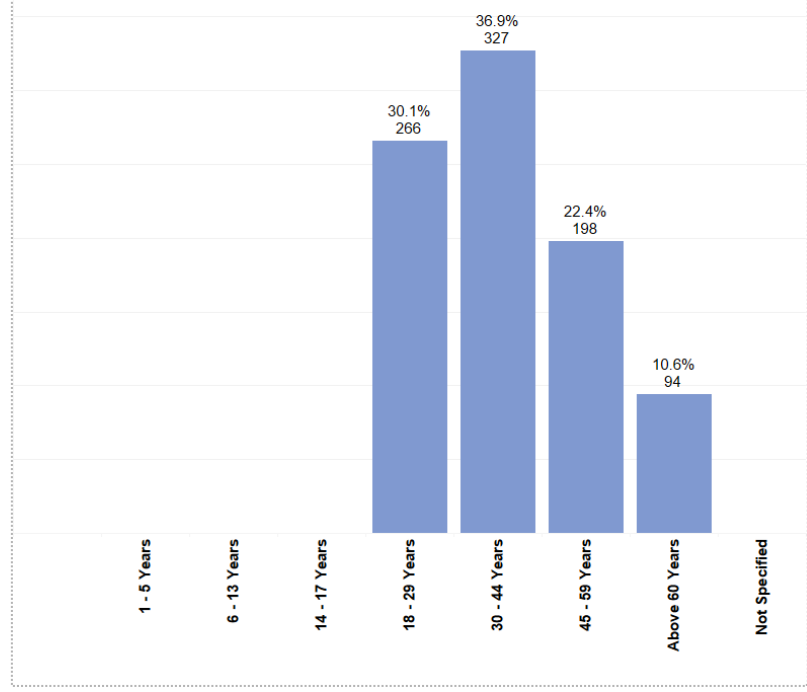
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged by weather	472	0	472	625	0
Pathway - Damaged, broken, or needs improvement	132	0	132	4	128
Damage to shelter - Shelter damaged over time	61	0	61	16	45
Request for Protection Interventions	53	0	53	19	34
Requested for Information	50	50	0	2	0
Request for fresh food enlistment - Request for fresh food	32	0	32	0	32
Pathway - Requested	26	0	26	0	26
Treatment - Waited too long	8	0	8	0	8
Latrine - Needs desludging	7	0	7	7	0
Shelter Materials - Request additional materials	7	0	7	0	7
Stairs - Damaged, broken, or needs improvement	7	0	7	0	7
field_and_site_managementrelocationself_relocation_camp_to_camp	5	5	0	0	0
Slope/Ramp - Damaged, broken, or needs improvement	5	0	5	0	5
Food distributions - Household has not received food	4	0	4	0	4
Complaint against Agency or Staff	3	0	3	2	1
LPG Gas - Not enough for family	2	0	2	0	2
Slope/Ramp - Requested	2	0	2	0	2

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Protection	ID Documents	Food Security	WASH	Health	Site Management	Energy & Environment	Education	Livelihood
Tickets Received	541	174	56	50	36	10	9	7	2	0	0
Total Closed on the Spot	0	0	0	49	0	0	0	6	0	0	0
Total Referred	541	174	56	1	36	10	9	1	2	0	0
Total Replies	689	33	25	2	6	25	0	0	0	0	0
Open Tickets	0	141	31	0	30	0	9	1	2	0	0

Top Open Tickets this Month

Ticket Description	Count
Pathway - Damaged, broken, or needs improvement	128
Damage to shelter - Shelter damaged over time	45
Request for Protection Interventions	34
Request for fresh food enlistment - Request for fresh food	32
Pathway - Requested	26
Treatment - Waited too long	8
Shelter Materials - Request additional materials	7
Stairs - Damaged, broken, or needs improvement	7
Slope/Ramp - Damaged, broken, or needs improvement	5
Food distributions - Household has not received food	4
LPG Gas - Not enough for family	2
Slope/Ramp - Requested	2
Complaint against Agency or Staff	1
General Health Card - Did not receive	1
Latrine - Latrine not working properly	1
Not working - Solar supply	1
Request for additional room - Request for new room	1

Common Feedback Platform - CFP

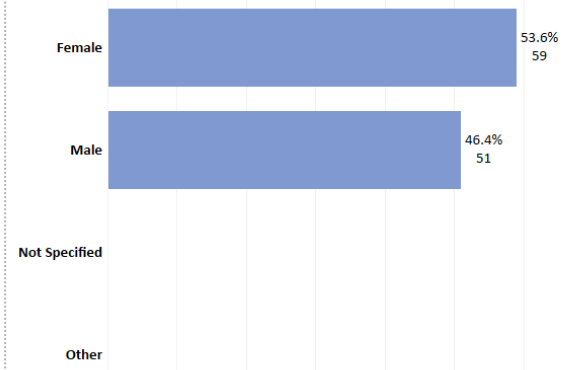
Monthly Camp Report | August 2024 | **Camp 02E**

Summary for August 2024

- 110** tickets received in this camp
- 2** tickets closed on the spot*
- 108** tickets referred to relevant actors
- 17** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

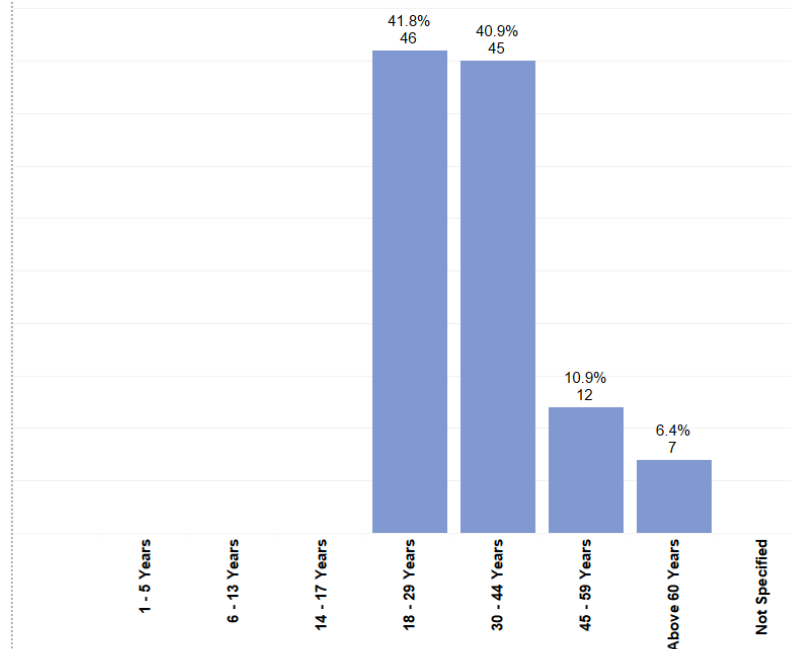
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged by weather	45	0	45	0	45
Damage to shelter - Shelter damaged over time	25	0	25	0	25
Pathway - Damaged, broken, or needs improvement	9	0	9	0	9
Request for Protection Interventions	9	0	9	10	0
Request for fresh food enlistment - Request for fresh food	6	0	6	0	6
Latrine - Needs desludging	4	0	4	4	0
Shelter Materials - Request additional materials	2	0	2	0	2
Slope Protection (erosion) - Requested	2	0	2	0	2
field_and_site_managementrelocationself_relocation_camp_to_camp	1	1	0	0	0
Food distributions - HH wants someone outside their family to collect food	1	0	1	0	1
Food distributions - Household has not received food	1	0	1	0	1
Food distributions - Poor quality food items	1	0	1	0	1
Food Porters - Requested	1	0	1	0	1
Requested for Information	1	1	0	0	0
Treatment - Better treatment	1	0	1	0	1
Water tap & Tubewell - Not Working	1	0	1	1	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Food Security	Protection	WASH	Health	Site Management	Education	Energy & Environment	ID Documents	Livelihood
Tickets Received	72	11	10	10	5	1	1	0	0	0	0
Total Closed on the Spot	0	0	0	1	0	0	1	0	0	0	0
Total Referred	72	11	10	9	5	1	0	0	0	0	0
Total Replies	0	0	0	10	6	0	0	0	0	1	0
Open Tickets	72	11	10	0	0	1	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged by weather	45
Damage to shelter - Shelter damaged over time	25
Pathway - Damaged, broken, or needs improvement	9
Request for fresh food enlistment - Request for fresh food	6
Shelter Materials - Request additional materials	2
Slope Protection (erosion) - Requested	2
Food distributions - HH wants someone outside their family to collect food	1
Food distributions - Household has not received food	1
Food distributions - Poor quality food items	1
Food Porters - Requested	1
Treatment - Better treatment	1

Common Feedback Platform - CFP

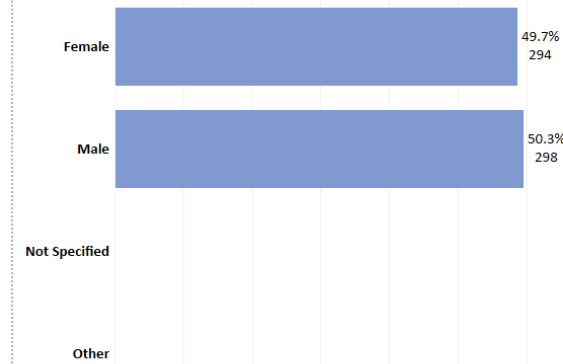
Monthly Camp Report | August 2024 | Camp 02W

Summary for August 2024

592 tickets received in this camp
62 tickets closed on the spot*
530 tickets referred to relevant actors
101 responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

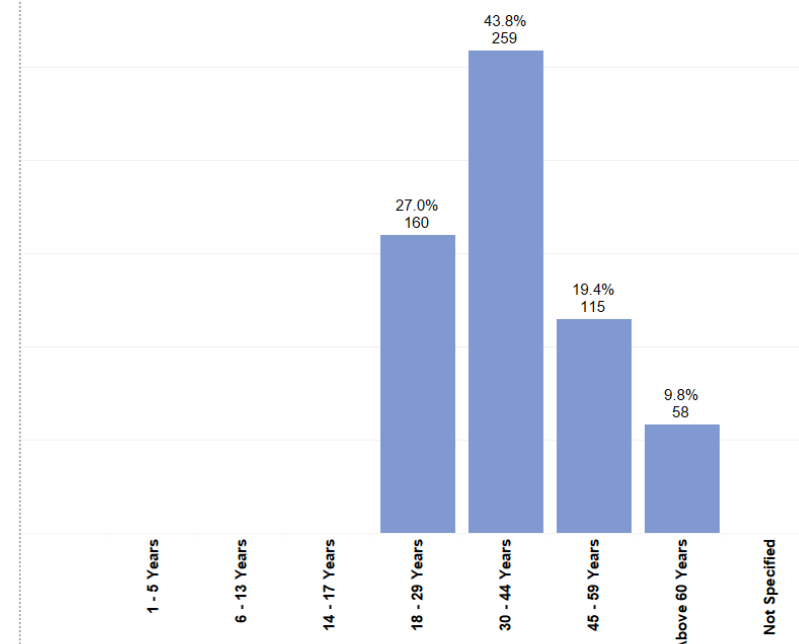
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	364	0	364	18	346
Damage to shelter - Shelter damaged by weather	49	0	49	7	42
Request for Protection Interventions	40	0	40	26	14
field_and_site_managementdistribution_nficoncern_related_to_distribution..	26	26	0	0	0
Pathway - Damaged, broken, or needs improvement	24	0	24	0	24
Requested for Information	21	21	0	2	0
LPG Gas - Not enough for family	16	0	16	0	16
field_and_site_management	12	12	0	0	0
Request for fresh food enlistment - Request for fresh food	8	0	8	0	8
Water tap & Tubewell - Not Working	6	0	6	0	6
Pathway - Requested	5	0	5	0	5
Not working - Solar supply	3	0	3	0	3
Complaint against Agency or Staff	2	0	2	2	0
field_and_site_managementrelocationself_relocation_camp_to_camp	2	2	0	0	0
Latrine - Needs desludging	2	0	2	0	2
Shelter Materials - Request additional materials	2	0	2	37	0
Treatment - Better treatment	2	0	2	0	2

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Protection	Site Development	Energy & Environment	Site Management	ID Documents	Food Security	WASH	Health	Education	Livelihood
Tickets Received	446	42	30	18	18	13	12	9	4	0	0
Total Closed on the Spot	30	0	0	1	15	13	3	0	0	0	0
Total Referred	416	42	30	17	3	0	9	9	4	0	0
Total Replies	62	29	0	0	0	4	6	0	0	0	0
Open Tickets	354	13	30	17	3	0	3	9	4	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	346
Damage to shelter - Shelter damaged by weather	42
Pathway - Damaged, broken, or needs improvement	24
LPG Gas - Not enough for family	16
Request for Protection Interventions	14
Request for fresh food enlistment - Request for fresh food	8
Water tap & Tubewell - Not Working	6
Pathway - Requested	5
Not working - Solar supply	3
Latrine - Needs desludging	2
Treatment - Better treatment	2
Food distributions - Household has not received food	1
General Health Card - Did not receive	1
Latrine - Latrine not working properly	1
Pressure Cooker - Did not receive	1
Shelter Materials - Received amount is not enough	1
Stairs - Requested	1

Common Feedback Platform - CFP

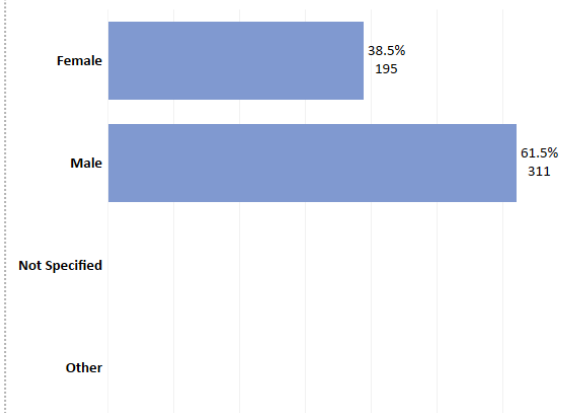
Monthly Camp Report | August 2024 | **Camp 03**

Summary for August 2024

- 506** tickets received in this camp
- 108** tickets closed on the spot*
- 398** tickets referred to relevant actors
- 324** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

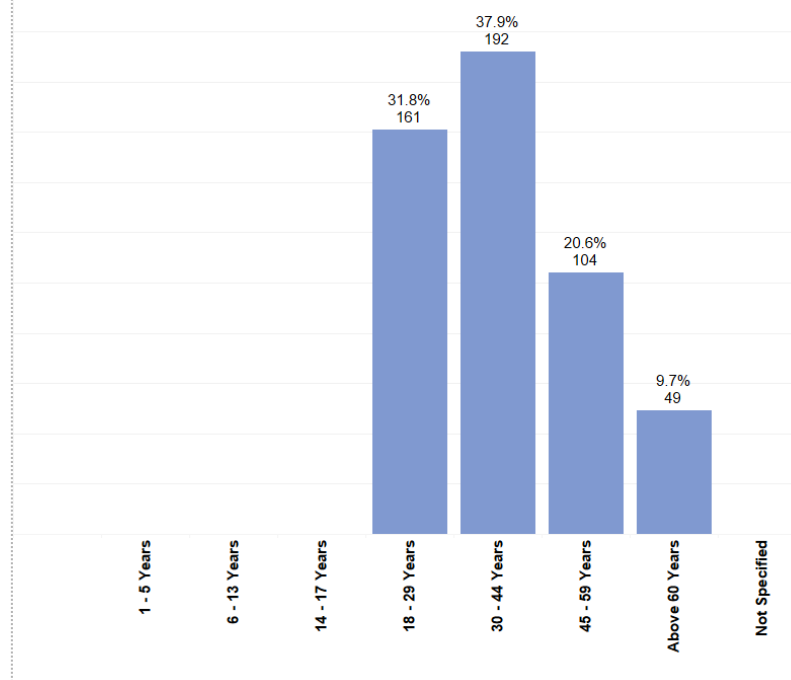
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged by weather	150	0	150	119	31
Requested for Information	96	96	0	0	0
Damage to shelter - Shelter damaged over time	90	0	90	79	11
Request for Protection Interventions	54	2	52	54	0
Pathway - Damaged, broken, or needs improvement	39	0	39	0	39
Request for fresh food enlistment - Request for fresh food	26	0	26	0	26
Shelter Materials - Request additional materials	10	0	10	31	0
field_and_site_managementrelocationself_relocation_camp_to_camp	8	8	0	0	0
Request for additional room - Request for new room	7	0	7	4	3
Complaint against Agency or Staff	6	0	6	5	1
General Health Card - Did not receive	3	0	3	0	3
Latrine - Needs desludging	3	0	3	2	1
LPG Gas - Not enough for family	3	0	3	0	3
field_and_site_management	2	2	0	0	0
Slope Protection (erosion) - Requested	2	0	2	0	2
Water tap & Tubewell - Not Working	2	0	2	1	1
Latrine - New toilet requested	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Protection	Food Security	ID Documents	Site Development	Site Management	WASH	Health	Energy & Environment	Education	Livelihood
Tickets Received	261	66	57	49	42	18	6	4	3	0	0
Total Closed on the Spot	3	8	31	49	0	16	0	1	0	0	0
Total Referred	258	58	26	0	42	2	6	3	3	0	0
Total Replies	248	60	10	1	0	0	5	0	0	0	0
Open Tickets	10	0	16	0	42	2	1	3	3	0	0

Top Open Tickets this Month

Ticket Description	Count
Pathway - Damaged, broken, or needs improvement	39
Damage to shelter - Shelter damaged by weather	31
Request for fresh food enlistment - Request for fresh food	26
Damage to shelter - Shelter damaged over time	11
General Health Card - Did not receive	3
LPG Gas - Not enough for family	3
Request for additional room - Request for new room	3
Slope Protection (erosion) - Requested	2
Complaint against Agency or Staff	1
Latrine - Needs desludging	1
Latrine - New toilet requested	1
Not working - Solar supply	1
Pathway - Requested	1
Relocation & Repatriation - Temporary relocation	1
Shelter Materials - Received amount is not enough	1
Water tap & Tubewell - Not Working	1

Common Feedback Platform - CFP

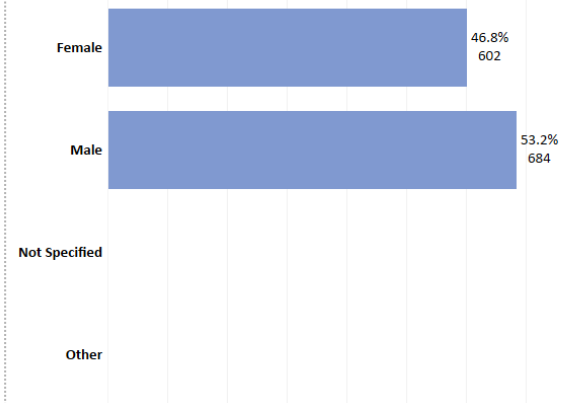
Monthly Camp Report | August 2024 | **Camp 04**

Summary for August 2024

- 1,286** tickets received in this camp
- 483** tickets closed on the spot*
- 803** tickets referred to relevant actors
- 1,143** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

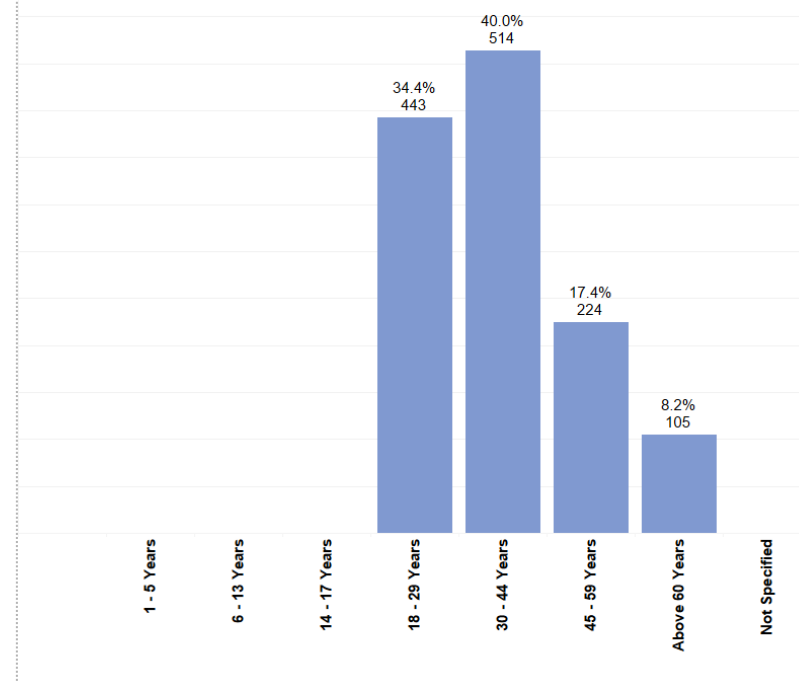
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	407	407	0	37	0
Damage to shelter - Shelter damaged by weather	290	0	290	299	0
Damage to shelter - Shelter damaged over time	194	0	194	454	0
Request for Protection Interventions	116	0	116	63	53
Pathway - Damaged, broken, or needs improvement	76	0	76	4	72
Request for fresh food enlistment - Request for fresh food	41	0	41	0	41
field_and_site_management	36	36	0	0	0
field_and_site_managementrelocationself_relocation_camp_to_camp	35	35	0	0	0
Request for additional room - Request for new room	15	0	15	2	13
Shelter Materials - Request additional materials	13	0	13	166	0
Slope Protection (erosion) - Requested	10	0	10	0	10
Stairs - Damaged, broken, or needs improvement	6	0	6	0	6
Bathing Station - Requested	5	0	5	7	0
Slope/Ramp - Damaged, broken, or needs improvement	5	0	5	0	5
Not working - Solar supply	4	0	4	0	4
Pathway - Requested	4	0	4	0	4
SCOPE Card - Has not received new SCOPE Card	4	0	4	0	4

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Management	Protection	Site Development	ID Documents	Food Security	Health	WASH	Energy & Environment	Livelihood	Education
Tickets Received	734	138	136	102	70	54	26	22	3	1	0
Total Closed on the Spot	220	134	19	0	65	10	23	11	0	1	0
Total Referred	514	4	117	102	5	44	3	11	3	0	0
Total Replies	1,050	0	65	6	1	7	0	14	0	0	0
Open Tickets	0	4	52	96	4	37	3	0	3	0	0

Top Open Tickets this Month

Ticket Description	Count
Pathway - Damaged, broken, or needs improvement	72
Request for Protection Interventions	53
Request for fresh food enlistment - Request for fresh food	41
Request for additional room - Request for new room	13
Slope Protection (erosion) - Requested	10
Stairs - Damaged, broken, or needs improvement	6
Slope/Ramp - Damaged, broken, or needs improvement	5
Not working - Solar supply	4
Pathway - Requested	4
SCOPE Card - Has not received new SCOPE Card	4
Food distributions - Household has not received food	3
General Health Card - Did not receive	3
LPG Gas - Not enough for family	3
Shelter Materials - Received amount is not enough	2
Complaint against Agency or Staff	1
Latrine - New toilet requested	1
SCOPE Card - Lost	1

Common Feedback Platform - CFP

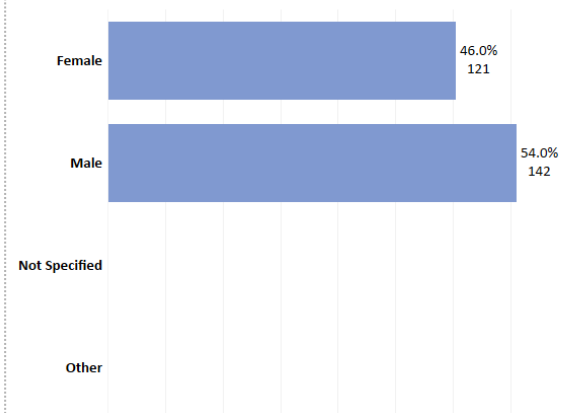
Monthly Camp Report | August 2024 | **Camp 04 Ext.**

Summary for August 2024

- 263** tickets received in this camp
- 43** tickets closed on the spot*
- 220** tickets referred to relevant actors
- 212** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

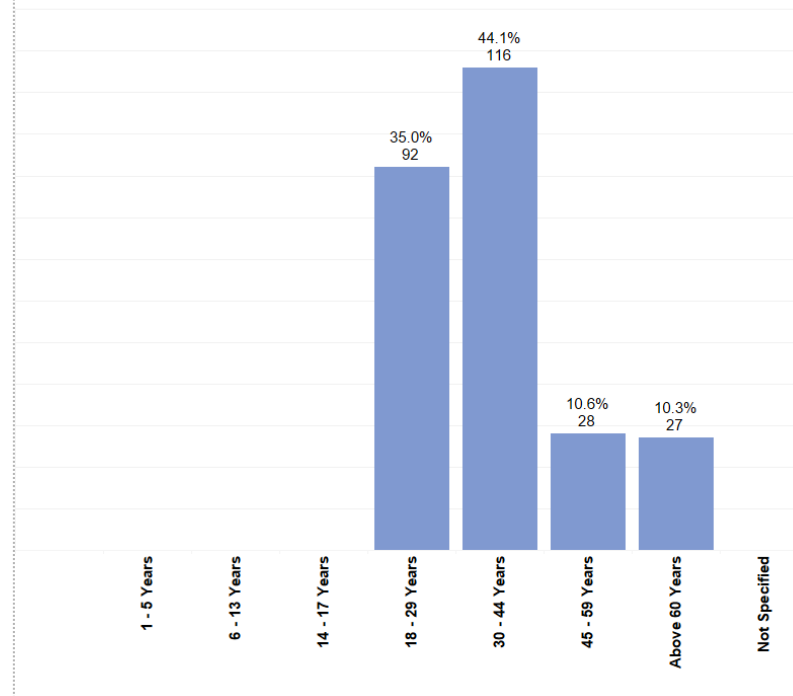
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged by weather	108	0	108	44	64
Damage to shelter - Shelter damaged over time	59	0	59	23	36
field_and_site_managementdistribution_nficoncern_related_to_distribution..	26	26	0	0	0
Request for fresh food enlistment - Request for fresh food	21	0	21	0	21
Request for Protection Interventions	21	0	21	10	11
field_and_site_managementrelocationself_relocation_camp_to_camp	14	14	0	0	0
Request for additional room - Request for new room	4	0	4	1	3
Requested for Information	3	3	0	0	0
Shelter Materials - Request additional materials	2	0	2	2	0
Electricity Supply - Not working	1	0	1	0	1
Food Porters - Requested	1	0	1	0	1
General Health Card - Did not receive	1	0	1	0	1
Shelter Materials - Received amount is not enough	1	0	1	0	1
Treatment - Better treatment	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Food Security	Protection	Site Management	Health	ID Documents	Education	Energy & Environment	Livelihood	Site Development	WASH
Tickets Received	200	23	21	15	2	2	0	0	0	0	0
Total Closed on the Spot	26	1	0	14	0	2	0	0	0	0	0
Total Referred	174	22	21	1	2	0	0	0	0	0	0
Total Replies	197	3	11	0	0	1	0	0	0	0	0
Open Tickets	0	19	10	1	2	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged by weather	64
Damage to shelter - Shelter damaged over time	36
Request for fresh food enlistment - Request for fresh food	21
Request for Protection Interventions	11
Request for additional room - Request for new room	3
Electricity Supply - Not working	1
Food Porters - Requested	1
General Health Card - Did not receive	1
Shelter Materials - Received amount is not enough	1
Treatment - Better treatment	1

Common Feedback Platform - CFP

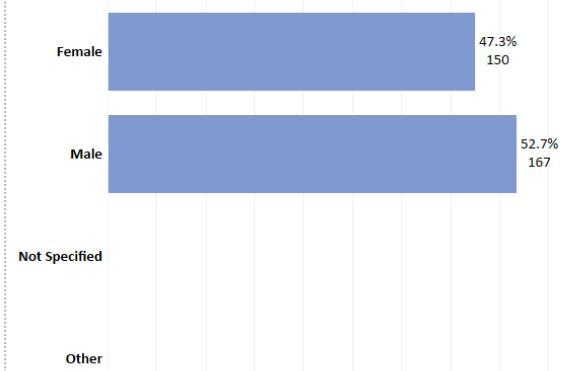
Monthly Camp Report | August 2024 | **Camp 05**

Summary for August 2024

- 317** tickets received in this camp
- 43** tickets closed on the spot*
- 274** tickets referred to relevant actors
- 329** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

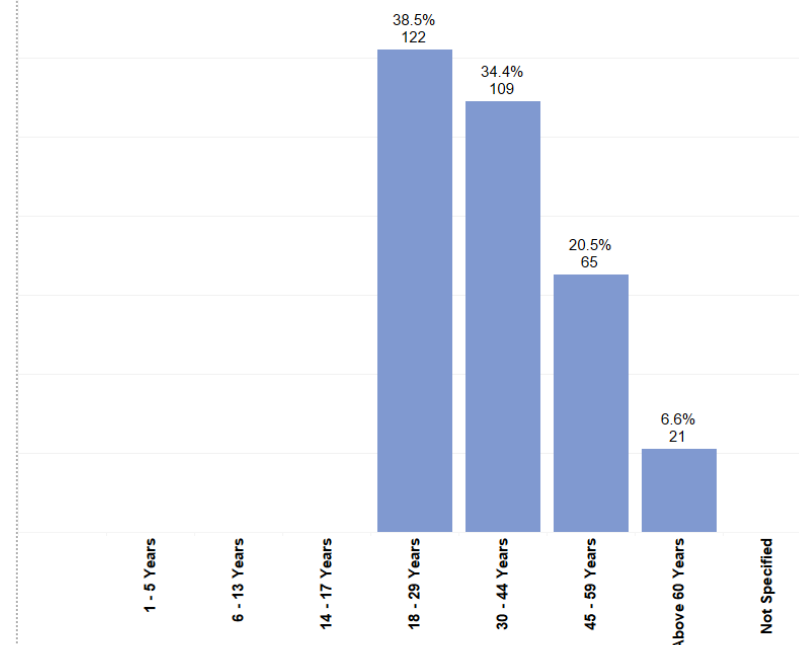
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	100	0	100	76	24
Damage to shelter - Shelter damaged by weather	62	0	62	26	36
Pathway - Damaged, broken, or needs improvement	41	0	41	27	14
Requested for Information	39	39	0	5	0
Request for Protection Interventions	33	0	33	5	28
Request for fresh food enlistment - Request for fresh food	9	0	9	6	3
Treatment - Better treatment	6	0	6	0	6
Pathway - Requested	5	0	5	1	4
Shelter Materials - Request additional materials	5	0	5	3	2
Stairs - Requested	5	0	5	2	3
field_and_site_managementrelocationself_relocation_camp_to_camp	4	4	0	0	0
Request for additional room - Request for new room	3	0	3	3	0
Stairs - Damaged, broken, or needs improvement	2	0	2	0	2

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Protection	Food Security	Health	ID Documents	Site Management	Energy & Environment	WASH	Education	Livelihood
Tickets Received	172	53	35	34	12	5	4	1	1	0	0
Total Closed on the Spot	1	0	2	24	6	5	4	1	0	0	0
Total Referred	171	53	33	10	6	0	0	0	1	0	0
Total Replies	224	90	5	9	0	1	0	0	0	0	0
Open Tickets	0	0	28	1	6	0	0	0	1	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged by weather	36
Request for Protection Interventions	28
Damage to shelter - Shelter damaged over time	24
Pathway - Damaged, broken, or needs improvement	14
Treatment - Better treatment	6
Pathway - Requested	4
Request for fresh food enlistment - Request for fresh food	3
Stairs - Requested	3
Shelter Materials - Request additional materials	2
Stairs - Damaged, broken, or needs improvement	2
Food distributions - Household has not received food	1
Latrine - Latrine not working properly	1

Common Feedback Platform - CFP

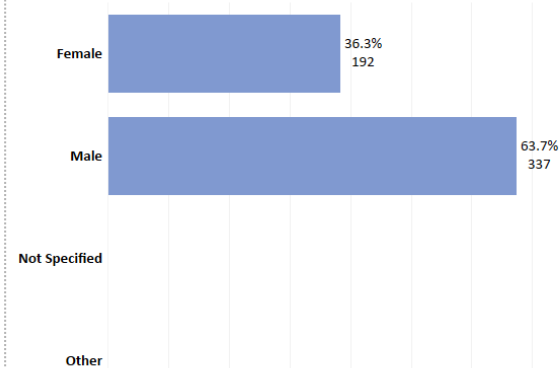
Monthly Camp Report | August 2024 | **Camp 06**

Summary for August 2024

- 529** tickets received in this camp
- 180** tickets closed on the spot*
- 349** tickets referred to relevant actors
- 176** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

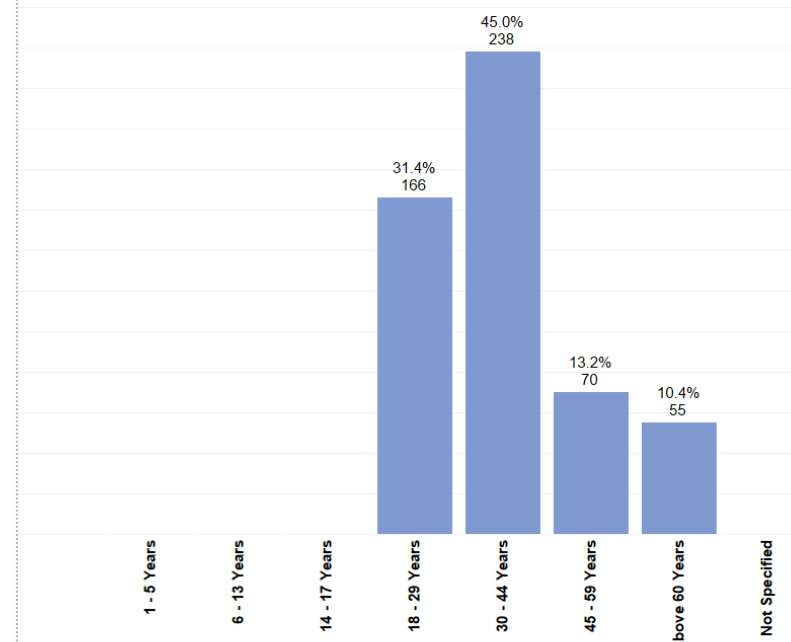
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	177	177	0	0	0
Shelter Materials - Request additional materials	112	0	112	36	76
Damage to shelter - Shelter damaged by weather	69	0	69	6	63
Damage to shelter - Shelter damaged over time	40	0	40	14	26
Request for Protection Interventions	34	1	33	26	7
Pathway - Requested	33	0	33	3	30
Pathway - Damaged, broken, or needs improvement	17	0	17	2	15
Request for fresh food enlistment - Request for fresh food	15	0	15	7	8
Treatment - Better treatment	9	0	9	0	9
Relocation & Repatriation - Temporary relocation	5	0	5	0	5
General Health Card - Did not receive	3	0	3	0	3
Not working - Solar supply	3	0	3	0	3

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Management	Site Development	Protection	Food Security	Health	ID Documents	Energy & Environment	WASH	Education	Livelihood
Tickets Received	280	92	53	35	33	18	10	5	3	0	0
Total Closed on the Spot	58	84	0	2	18	6	8	4	0	0	0
Total Referred	222	8	53	33	15	12	2	1	3	0	0
Total Replies	112	6	8	27	18	0	2	0	3	0	0
Open Tickets	110	2	45	6	0	12	0	1	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Shelter Materials - Request additional materials	76
Damage to shelter - Shelter damaged by weather	63
Pathway - Requested	30
Damage to shelter - Shelter damaged over time	26
Pathway - Damaged, broken, or needs improvement	15
Treatment - Better treatment	9
Request for fresh food enlistment - Request for fresh food	8
Request for Protection Interventions	7
Relocation & Repatriation - Temporary relocation	5
General Health Card - Did not receive	3
Not working - Solar supply	3
Slope Protection (erosion) - Requested	2
Latrine - New toilet requested	1
LPG Gas - Not enough for family	1
Request for additional room - Request for new room	1
Stairs - Damaged, broken, or needs improvement	1

Common Feedback Platform - CFP

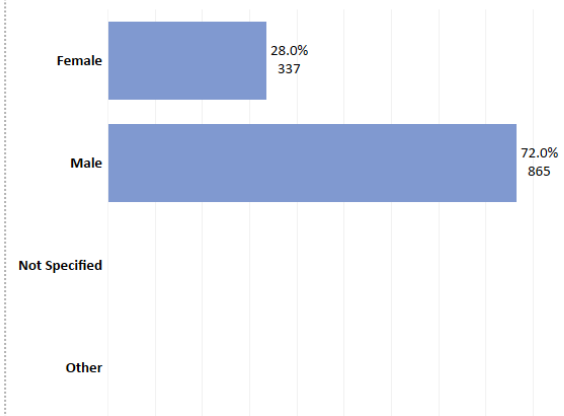
Monthly Camp Report | August 2024 | **Camp 07**

Summary for August 2024

- 1,202** tickets received in this camp
- 13** tickets closed on the spot*
- 1,189** tickets referred to relevant actors
- 885** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

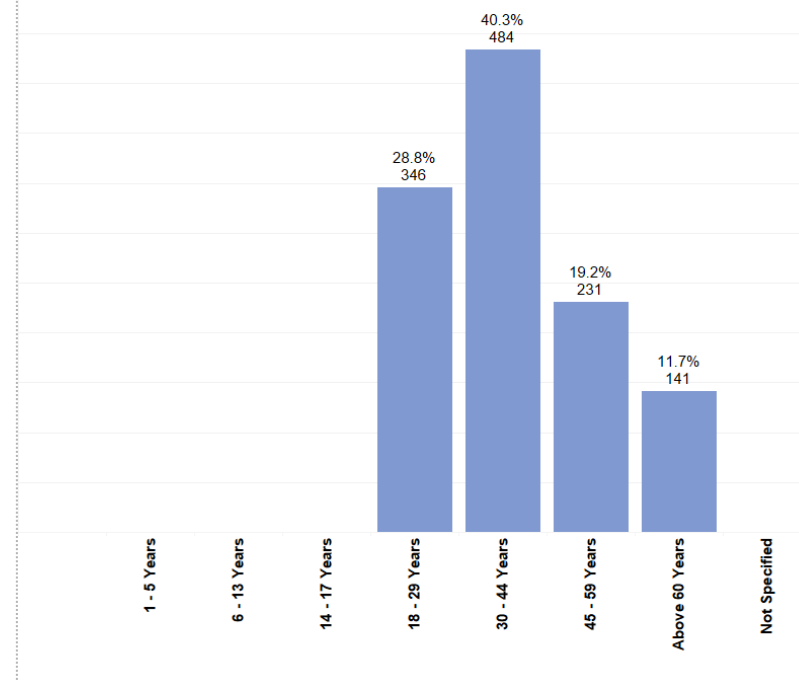
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged by weather	772	0	772	629	143
Damage to shelter - Shelter damaged over time	221	0	221	91	130
Stairs - Damaged, broken, or needs improvement	50	0	50	0	50
Request for Protection Interventions	39	0	39	26	13
Stairs - Requested	37	0	37	0	37
Pathway - Damaged, broken, or needs improvement	33	0	33	0	33
Requested for Information	12	12	0	1	0
Treatment - Better treatment	10	0	10	0	10
Shelter Materials - Request additional materials	7	0	7	10	0
Pathway - Requested	5	0	5	0	5
Request for fresh food enlistment - Request for fresh food	5	0	5	0	5
Slope/Ramp - Requested	4	0	4	0	4
Request for additional room - Request for new room	3	0	3	2	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Protection	Health	ID Documents	Food Security	Site Management	Livelihood	WASH	Education	Energy & Environment
Tickets Received	1,003	130	42	12	6	5	2	1	1	0	0
Total Closed on the Spot	0	0	3	2	5	0	2	1	0	0	0
Total Referred	1,003	130	39	10	1	5	0	0	1	0	0
Total Replies	848	1	27	0	3	0	0	0	6	0	0
Open Tickets	155	129	12	10	0	5	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged by weather	143
Damage to shelter - Shelter damaged over time	130
Stairs - Damaged, broken, or needs improvement	50
Stairs - Requested	37
Pathway - Damaged, broken, or needs improvement	33
Request for Protection Interventions	13
Treatment - Better treatment	10
Pathway - Requested	5
Request for fresh food enlistment - Request for fresh food	5
Slope/Ramp - Requested	4
Request for additional room - Request for new room	1
SCOPE Card - Has not received new SCOPE Card	1
Slope/Ramp - Damaged, broken, or needs improvement	1

Common Feedback Platform - CFP

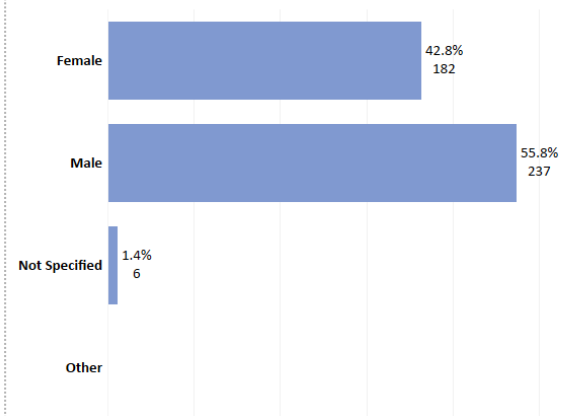
Monthly Camp Report | August 2024 | **Camp 08E**

Summary for August 2024

- 425** tickets received in this camp
- 157** tickets closed on the spot*
- 268** tickets referred to relevant actors
- 141** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

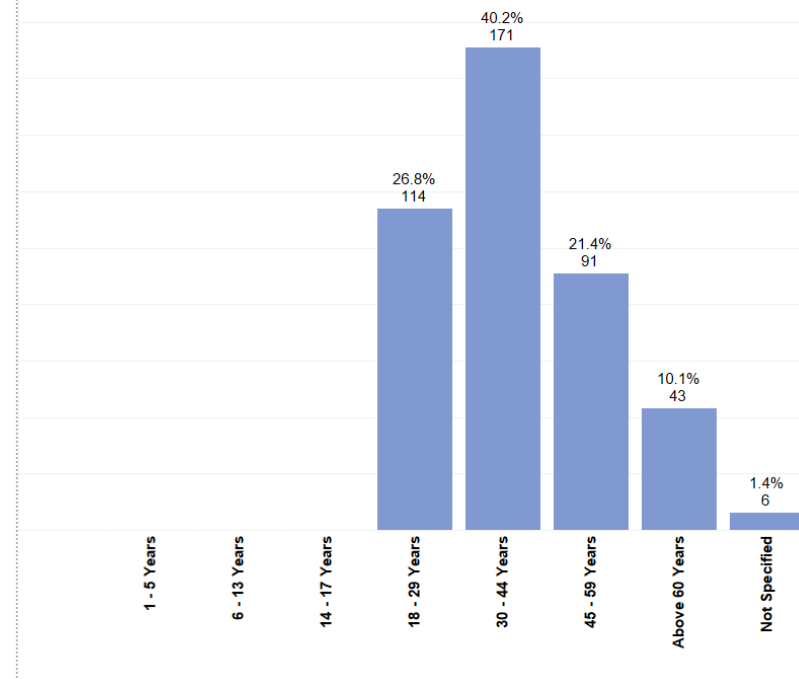
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	150	150	0	0	0
Slope Protection (erosion) - Requested	95	0	95	0	95
Slope Protection (erosion) - Damaged, broken, or needs improvement	52	0	52	0	52
Community Conflict - Tree Cutting	40	0	40	0	40
Request for Protection Interventions	22	0	22	24	0
Stairs - Requested	10	0	10	0	10
Drainage - Drain Requested	7	0	7	0	7
LPG Gas - Did not receive refill	6	0	6	2	4
Pathway - Requested	6	0	6	0	6
Protection Referral (DRC)	6	6	0	0	0
Pathway - Damaged, broken, or needs improvement	4	0	4	0	4
Latrine - Needs desludging	3	0	3	7	0
Latrine - New toilet requested	3	0	3	5	0
SCOPE Card - Lost	3	0	3	0	3
Stairs - Damaged, broken, or needs improvement	3	0	3	0	3
Drainage - Damaged, broken, or needs improvement	2	0	2	0	2
SCOPE Card - Has not received new SCOPE Card	2	0	2	0	2

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Shelter & NFI	Site Management	Protection	Food Security	ID Documents	WASH	Energy & Environment	Health	Education	Livelihood
Tickets Received	182	112	41	28	22	20	11	7	2	0	0
Total Closed on the Spot	0	109	1	6	22	14	3	0	2	0	0
Total Referred	182	3	40	22	0	6	8	7	0	0	0
Total Replies	0	21	0	39	2	3	72	4	0	0	0
Open Tickets	182	0	40	0	0	3	0	3	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Slope Protection (erosion) - Requested	95
Slope Protection (erosion) - Damaged, broken, or needs improvement	52
Community Conflict - Tree Cutting	40
Stairs - Requested	10
Drainage - Drain Requested	7
Pathway - Requested	6
LPG Gas - Did not receive refill	4
Pathway - Damaged, broken, or needs improvement	4
SCOPE Card - Lost	3
Stairs - Damaged, broken, or needs improvement	3
Drainage - Damaged, broken, or needs improvement	2
SCOPE Card - Has not received new SCOPE Card	2
Damage to shelter - Shelter damaged by weather	1
Drainage Cover (Slab) - Requested	1
Fence or railing for path or stairs - Requested	1
Lamp post or Street light - Damaged, broken, or needs improvement	1
LPG Gas - Lost token	1

Common Feedback Platform - CFP

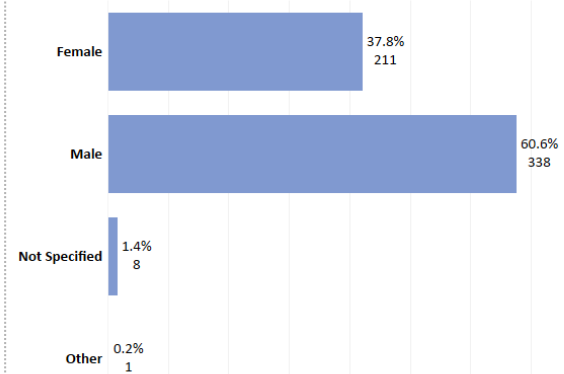
Monthly Camp Report | August 2024 | **Camp 08W**

Summary for August 2024

- 558** tickets received in this camp
- 245** tickets closed on the spot*
- 313** tickets referred to relevant actors
- 203** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

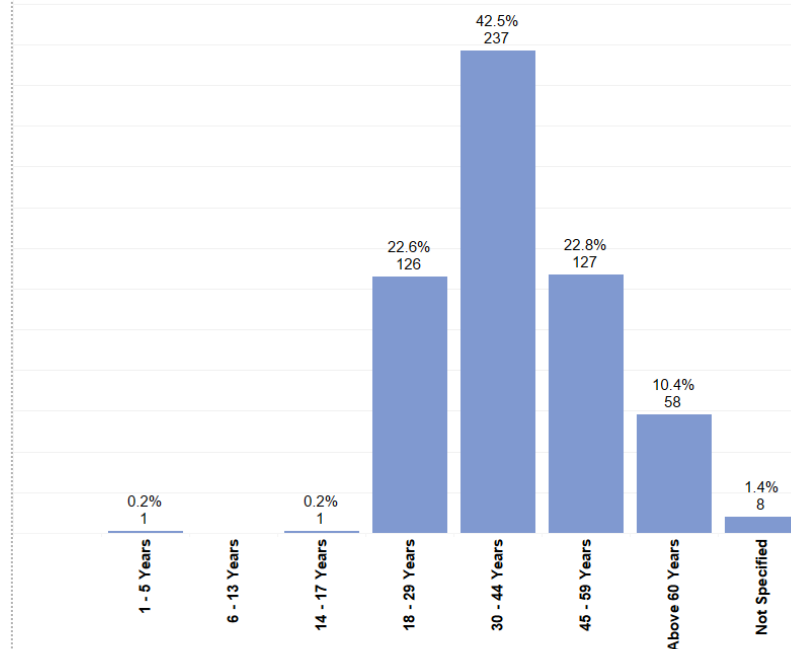
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	211	211	0	0	0
Slope Protection (erosion) - Requested	148	0	148	142	6
Request for Protection Interventions	36	0	36	6	30
Slope Protection (erosion) - Damaged, broken, or needs improvement	28	0	28	3	25
Shelter Materials - Request additional materials	17	17	0	0	0
Lamp post or Street light - Requested	16	0	16	3	13
Request for fresh food enlistment - Request for fresh food	16	0	16	3	13
Stairs - Requested	15	0	15	7	8
Drainage - Drain Requested	11	0	11	6	5
Pathway - Requested	8	0	8	14	0
Protection Referral (DRC)	8	8	0	0	0
Stairs - Damaged, broken, or needs improvement	7	0	7	0	7
Damage to shelter - Shelter damaged by weather	5	0	5	0	5
Shelter Materials - Received damaged materials	5	5	0	0	0
LPG Gas - Not enough for family	3	0	3	0	3
Not working - Solar supply	3	0	3	0	3
Pressure Cooker - Did not receive	3	0	3	0	3

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Shelter & NFI	Protection	ID Documents	Food Security	Energy & Environment	Site Management	WASH	Health	Education	Livelihood
Tickets Received	236	221	48	19	16	11	4	2	1	0	0
Total Closed on the Spot	0	216	12	17	0	0	0	0	0	0	0
Total Referred	236	5	36	2	16	11	4	2	1	0	0
Total Replies	179	0	6	9	3	0	0	6	0	0	0
Open Tickets	57	5	30	0	13	11	4	0	1	0	0

Top Open Tickets this Month

Ticket Description	Count
Request for Protection Interventions	30
Slope Protection (erosion) - Damaged, broken, or needs improvement	25
Lamp post or Street light - Requested	13
Request for fresh food enlistment - Request for fresh food	13
Stairs - Requested	8
Stairs - Damaged, broken, or needs improvement	7
Slope Protection (erosion) - Requested	6
Damage to shelter - Shelter damaged by weather	5
Drainage - Drain Requested	5
LPG Gas - Not enough for family	3
Not working - Solar supply	3
Pressure Cooker - Did not receive	3
Cooking Stove - Did not receive	2
LPG Gas - Did not receive cylinder	2
SCOPE Card - Lost	2
Cash for Work - Payment delayed	1
Damaged Community Facility - Damaged, broken, or needs improvement	1

Common Feedback Platform - CFP

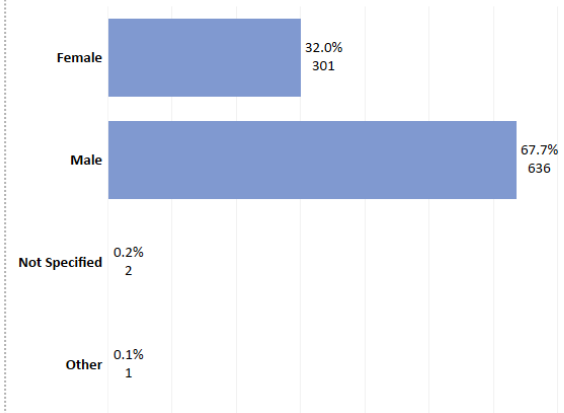
Monthly Camp Report | August 2024 | **Camp 09**

Summary for August 2024

- 940** tickets received in this camp
- 613** tickets closed on the spot*
- 327** tickets referred to relevant actors
- 342** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

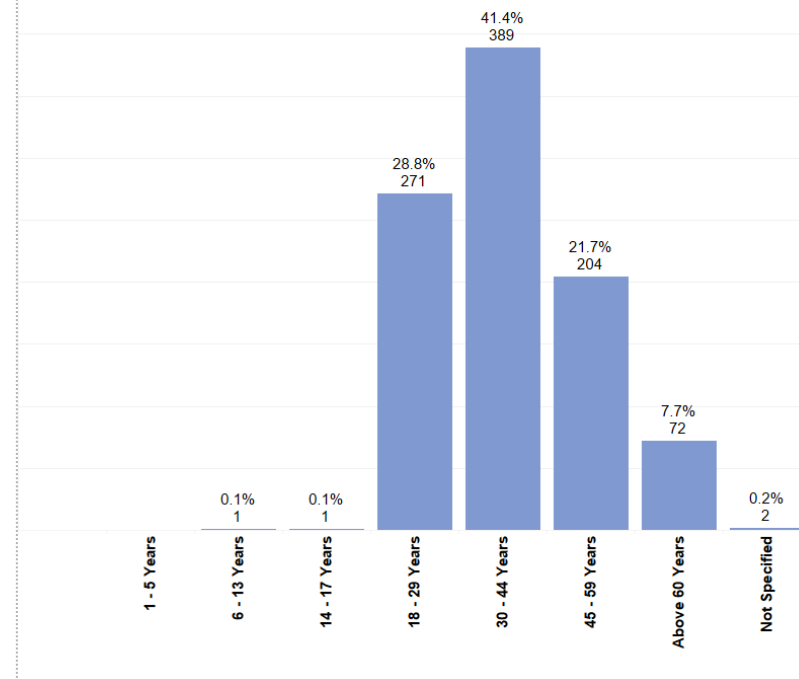
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	303	303	0	0	0
Damage to shelter - Shelter damaged over time	128	128	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	110	0	110	138	0
Shelter Materials - Request additional materials	69	69	0	0	0
Cash for Work - Has not been selected for CFW in long time	58	58	0	0	0
LPG Gas - Not enough for family	36	36	0	0	0
Request for Protection Interventions	34	0	34	16	18
Slope Protection (erosion) - Requested	30	0	30	43	0
Stairs - Damaged, broken, or needs improvement	26	0	26	28	0
Drainage - Drain Requested	24	0	24	34	0
Request for fresh food enlistment - Request for fresh food	23	0	23	1	22
Cash for Work - Requested CFW	11	11	0	0	0
Pathway - Damaged, broken, or needs improvement	9	0	9	8	1
Pathway - Requested	9	0	9	8	1
Stairs - Requested	8	0	8	12	0
Latrine - Needs desludging	7	0	7	13	0
Drainage Cover (Slab) - Requested	6	0	6	7	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	ID Documents	Site Management	Food Security	Energy & Environment	Protection	WASH	Education	Health	Livelihood
Tickets Received	290	238	157	100	51	43	41	20	0	0	0
Total Closed on the Spot	286	0	154	92	28	41	7	5	0	0	0
Total Referred	4	238	3	8	23	2	34	15	0	0	0
Total Replies	0	298	1	0	5	0	17	21	0	0	0
Open Tickets	4	0	2	8	18	2	17	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Request for fresh food enlistment - Request for fresh food	22
Request for Protection Interventions	18
Community Conflict - Tree Cutting	4
Shelter Number - Requested	3
Not working - Solar supply	2
SCOPE Card - Damaged	2
Soap & Hygiene Kit - Did not receive	2
Bridge - Requested	1
Cash for Work - Payment delayed	1
Community Conflict - Waste water & drainage	1
Cooking Stove - Did not receive	1
Damage to shelter - Shelter damaged by weather	1
Lamp post or Street light - Damaged, broken, or needs improvement	1
LPG Gas - Lost or stolen cylinder	1
Pathway - Damaged, broken, or needs improvement	1
Pathway - Requested	1
Relocation & Repatriation - Temporary relocation	1

Common Feedback Platform - CFP

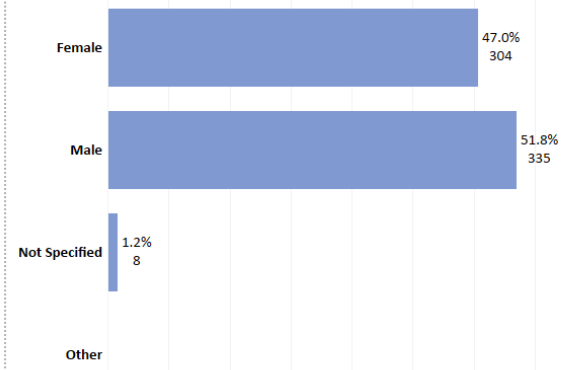
Monthly Camp Report | August 2024 | **Camp 10**

Summary for August 2024

- 647** tickets received in this camp
- 179** tickets closed on the spot*
- 468** tickets referred to relevant actors
- 156** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

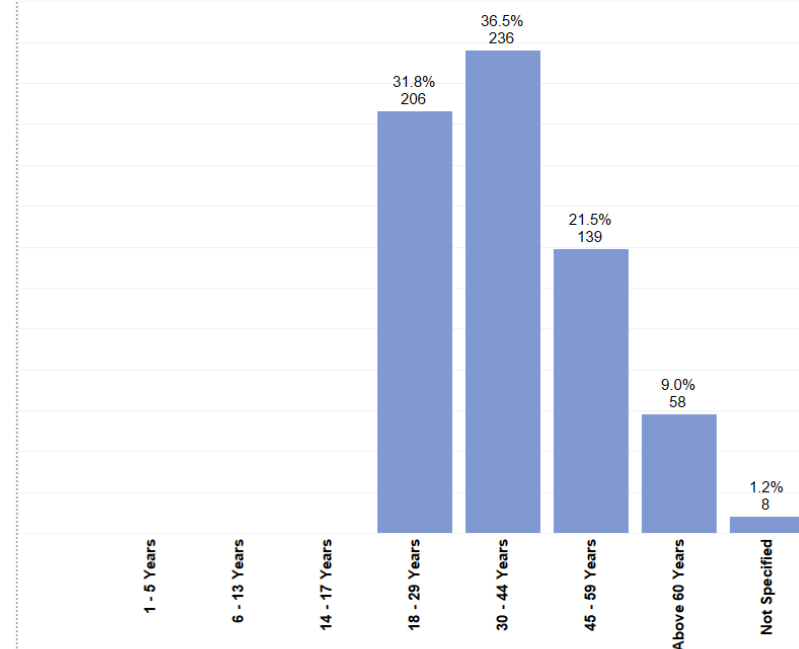
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	171	171	0	0	0
Slope Protection (erosion) - Requested	140	0	140	56	84
Cash for Work - Has not been enrolled	58	0	58	0	58
Shelter Materials - Missed Distribution	51	0	51	18	33
Request for Protection Interventions	47	0	47	13	34
Request for fresh food enlistment - Request for fresh food	38	0	38	1	37
Stairs - Requested	31	0	31	12	19
Soap & Hygiene Kit - Did not receive	16	0	16	4	12
Drainage - Drain Requested	9	0	9	6	3
SCOPE Card - No balance on card	9	0	9	0	9
Protection Referral (DRC)	8	8	0	0	0
Damage to shelter - Shelter damaged over time	7	0	7	0	7
LPG Porters - Requested	6	0	6	7	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	4	0	4	1	3
Slope/Ramp - Damaged, broken, or needs improvement	4	0	4	0	4
Food Porters - Requested	3	0	3	0	3
Latrine - Needs desludging	3	0	3	3	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Shelter & NFI	Food Security	Site Management	Protection	ID Documents	WASH	Energy & Environment	Health	Education	Livelihood
Tickets Received	196	150	83	67	55	46	30	17	3	0	0
Total Closed on the Spot	0	85	42	7	8	31	2	2	2	0	0
Total Referred	196	65	41	60	47	15	28	15	1	0	0
Total Replies	81	19	9	0	14	5	15	13	0	0	0
Open Tickets	115	46	32	60	33	10	13	2	1	0	0

Top Open Tickets this Month

Ticket Description	Count
Slope Protection (erosion) - Requested	84
Cash for Work - Has not been enrolled	58
Request for fresh food enlistment - Request for fresh food	37
Request for Protection Interventions	34
Shelter Materials - Missed Distribution	33
Stairs - Requested	19
Soap & Hygiene Kit - Did not receive	12
SCOPE Card - No balance on card	9
Damage to shelter - Shelter damaged over time	7
Slope/Ramp - Damaged, broken, or needs improvement	4
Drainage - Drain Requested	3
Food Porters - Requested	3
Slope Protection (erosion) - Damaged, broken, or needs improvement	3
Damage to shelter - Shelter damaged by weather	2
Lamp post or Street light - Requested	2
LPG Gas - Did not receive cylinder	2
LPG Gas - Lost or stolen cylinder	2

Common Feedback Platform - CFP

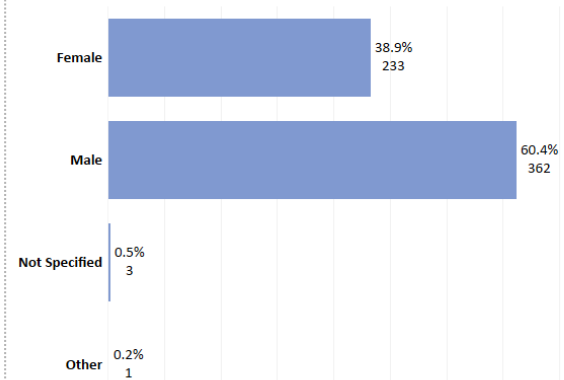
Monthly Camp Report | August 2024 | **Camp 11**

Summary for August 2024

- 599 tickets received in this camp
- 340 tickets closed on the spot*
- 259 tickets referred to relevant actors
- 47 responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

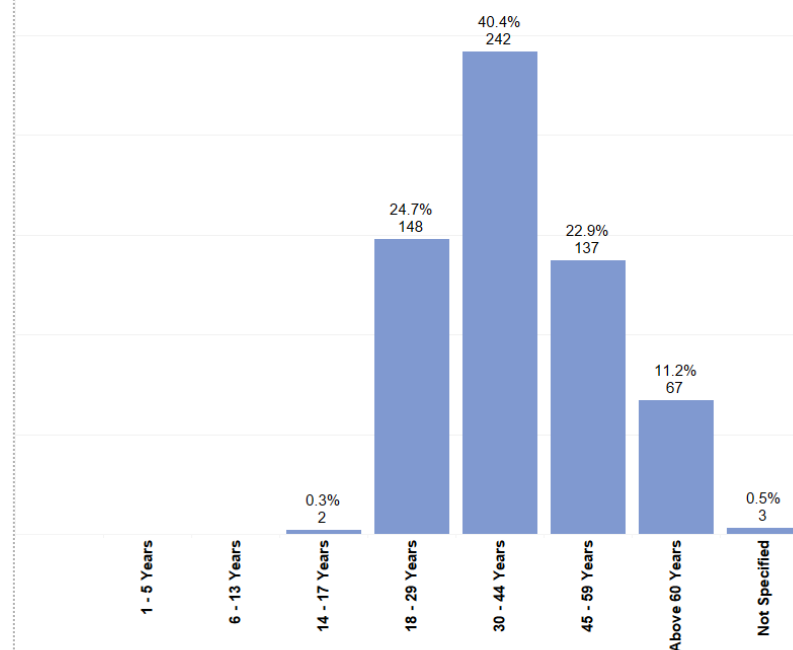
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	144	144	0	0	0
Slope Protection (erosion) - Requested	79	0	79	0	79
Cash for Work - Has not been selected for CFW in long time	69	69	0	0	0
Request for fresh food enlistment - Request for fresh food	47	0	47	0	47
Shelter Materials - Request additional materials	41	41	0	0	0
Cash for Work - Requested CFW	34	34	0	0	0
Request for Protection Interventions	21	0	21	22	0
Shelter Materials - Received damaged materials	17	17	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	16	0	16	0	16
Drainage - Drain Requested	13	0	13	0	13
Pathway - Requested	13	0	13	0	13
Stairs - Requested	11	0	11	0	11
Soap & Hygiene Kit - Did not receive	9	0	9	4	5
Slope/Ramp - Damaged, broken, or needs improvement	7	0	7	0	7
Damage to shelter - Shelter damaged over time	6	6	0	0	0
SMART Card & Family Attestation - Request for individual SMART card	6	6	0	0	0
Cash for Work - Has not been enrolled	5	0	5	0	5

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Site Management	Shelter & NFI	ID Documents	Food Security	Protection	WASH	Energy & Environment	Health	Education	Livelihood
Tickets Received	151	124	91	87	73	42	16	10	4	1	0
Total Closed on the Spot	0	117	83	84	26	21	0	5	3	1	0
Total Referred	151	7	8	3	47	21	16	5	1	0	0
Total Replies	0	0	0	2	0	24	17	4	0	0	0
Open Tickets	151	7	8	1	47	0	0	1	1	0	0

Top Open Tickets this Month

Ticket Description	Count
Slope Protection (erosion) - Requested	79
Request for fresh food enlistment - Request for fresh food	47
Slope Protection (erosion) - Damaged, broken, or needs improvement	16
Drainage - Drain Requested	13
Pathway - Requested	13
Stairs - Requested	11
Slope/Ramp - Damaged, broken, or needs improvement	7
Cash for Work - Has not been enrolled	5
Soap & Hygiene Kit - Did not receive	5
Drainage Cover (Slab) - Requested	4
Shelter Number - Requested	4
Bridge - Damaged, broken, or needs improvement	3
Clearing and levelling ground - Requested	3
Damage to shelter - Shelter damaged by weather	3
Latrine - Broken	3
SCOPE Card - Damaged	2
Bathing Station - Requested	1

Common Feedback Platform - CFP

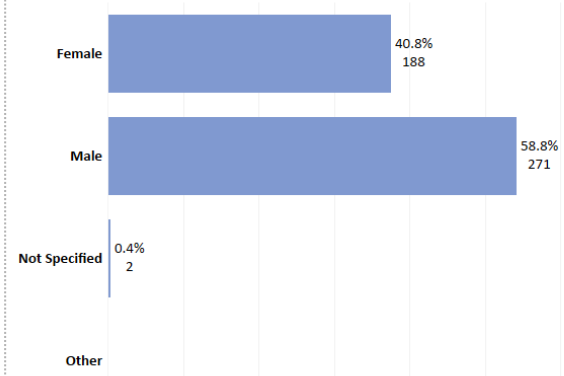
Monthly Camp Report | August 2024 | **Camp 12**

Summary for August 2024

- 461** tickets received in this camp
- 222** tickets closed on the spot*
- 239** tickets referred to relevant actors
- 323** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

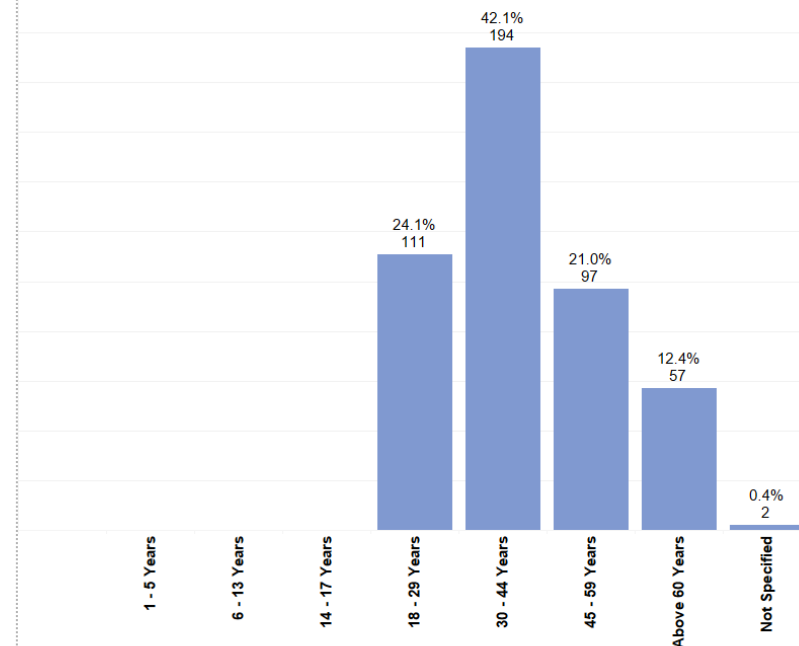
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	197	197	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	47	0	47	59	0
Slope Protection (erosion) - Requested	40	0	40	113	0
Request for Protection Interventions	35	0	35	19	16
field_and_site_management	20	20	0	0	0
Drainage - Drain Requested	15	0	15	15	0
Soap & Hygiene Kit - Did not receive	12	0	12	6	6
Stairs - Requested	12	0	12	19	0
SCOPE Card - No balance on card	10	0	10	1	9
Latrine - Needs desludging	7	0	7	6	1
Pathway - Requested	7	0	7	11	0
Latrine - Broken	5	0	5	4	1
Treatment - Better treatment	5	0	5	0	5
Community Conflict - Tree Cutting	4	0	4	2	2
LPG Gas - Did not receive refill	4	0	4	6	0
Cash for Work - Has not been enrolled	3	0	3	2	1
Drainage Cover (Slab) - Requested	3	0	3	9	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Shelter & NFI	WASH	Site Management	Protection	Food Security	ID Documents	Energy & Environment	Health	Education	Livelihood
Tickets Received	135	89	84	46	38	35	17	12	5	0	0
Total Closed on the Spot	0	85	55	38	3	33	3	5	0	0	0
Total Referred	135	4	29	8	35	2	14	7	5	0	0
Total Replies	240	9	31	5	23	3	2	10	0	0	0
Open Tickets	0	0	0	3	12	0	12	0	5	0	0

Top Open Tickets this Month

Ticket Description	Count
Request for Protection Interventions	16
SCOPE Card - No balance on card	9
Soap & Hygiene Kit - Did not receive	6
Treatment - Better treatment	5
Community Conflict - Tree Cutting	2
LPG Gas - Not enough for family	2
SCOPE Card - Has not received new SCOPE Card	2
SCOPE Card - Lost	2
BDRCS Shelter Survey - Not Included	1
Cash for Work - Has not been enrolled	1
Cash for Work - Payment delayed	1
Community Conflict - Waste water & drainage	1
Damage to shelter - Shelter damaged by weather	1
Drainage - Damaged, broken, or needs improvement	1
Food Porters - Requested	1
Latrine - Broken	1
Latrine - Needs desludging	1

Common Feedback Platform - CFP

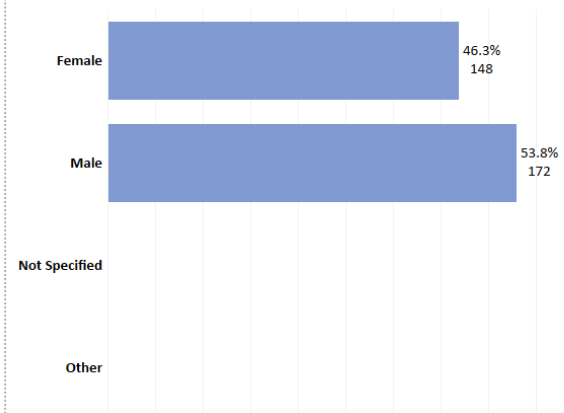
Monthly Camp Report | August 2024 | **Camp 13**

Summary for August 2024

- 320** tickets received in this camp
- 43** tickets closed on the spot*
- 277** tickets referred to relevant actors
- 9** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

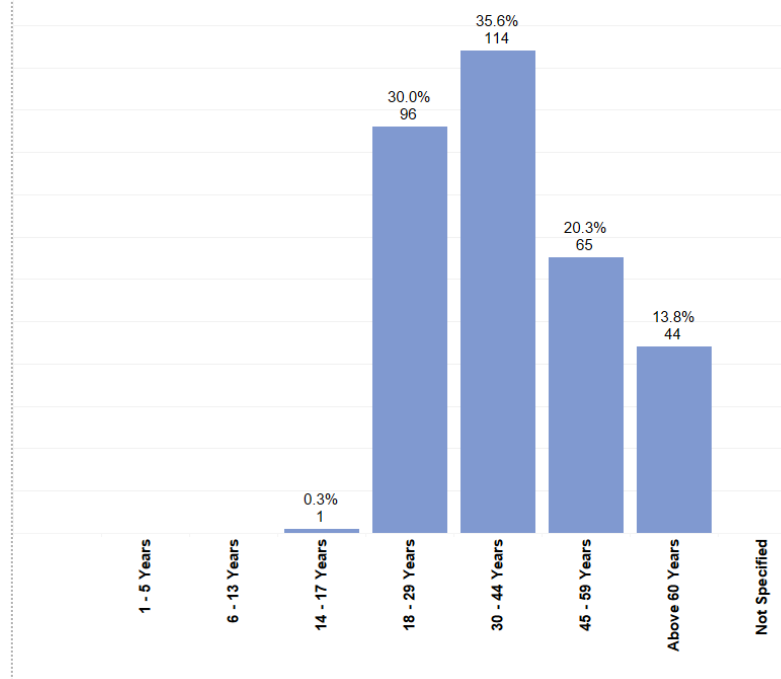
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter Materials - Missed Distribution	111	0	111	0	111
Slope Protection (erosion) - Damaged, broken, or needs improvement	61	0	61	0	61
Slope Protection (erosion) - Requested	41	0	41	0	41
Cash for Work - Requested CFW	22	22	0	0	0
Request for Protection Interventions	14	0	14	4	10
Cash for Work - Has not been enrolled	11	0	11	0	11
Request for fresh food enlistment - Request for fresh food	6	0	6	0	6
Shelter Materials - Request additional materials	6	6	0	0	0
Shelter Number - Requested	4	0	4	0	4
SMART Card & Family Attestation - Address Change	4	4	0	0	0
Latrine - Broken	3	0	3	0	3
LPG Gas - Did not receive refill	3	0	3	0	3
SMART Card & Family Attestation - Lost ID Card	3	3	0	0	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Site Management	ID Documents	Protection	WASH	Food Security	Energy & Environment	Education	Health	Livelihood
Tickets Received	124	113	34	16	14	10	6	3	0	0	0
Total Closed on the Spot	8	0	22	13	0	0	0	0	0	0	0
Total Referred	116	113	12	3	14	10	6	3	0	0	0
Total Replies	0	0	0	5	4	0	0	0	0	0	0
Open Tickets	116	113	12	0	10	10	6	3	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Shelter Materials - Missed Distribution	111
Slope Protection (erosion) - Damaged, broken, or needs improvement	61
Slope Protection (erosion) - Requested	41
Cash for Work - Has not been enrolled	11
Request for Protection Interventions	10
Request for fresh food enlistment - Request for fresh food	6
Shelter Number - Requested	4
Latrine - Broken	3
LPG Gas - Did not receive refill	3
Drainage - Damaged, broken, or needs improvement	2
Drainage Cover (Slab) - Requested	2
Latrine - Needs cleaning	2
Latrine - New toilet requested	2
Pathway - Damaged, broken, or needs improvement	2
SCOPE Card - Damaged	2
Stairs - Damaged, broken, or needs improvement	2
Bridge - Requested	1

Common Feedback Platform - CFP

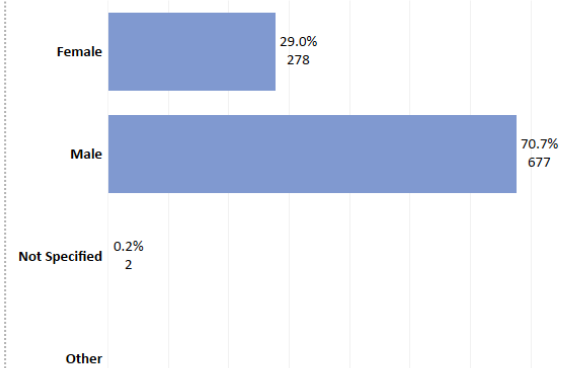
Monthly Camp Report | August 2024 | **Camp 14**

Summary for August 2024

- 957** tickets received in this camp
- 739** tickets closed on the spot*
- 218** tickets referred to relevant actors
- 373** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

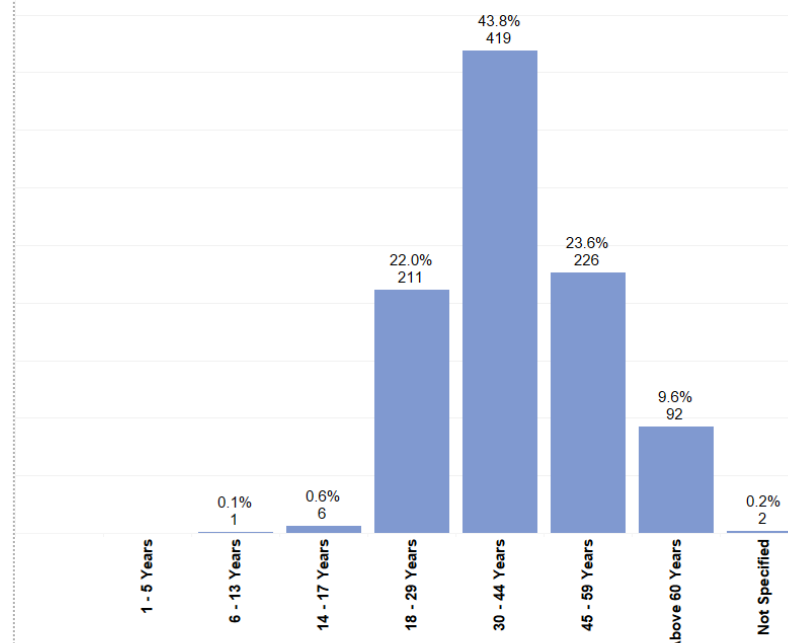
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Cash for Work - Has not been selected for CFW in long time	260	260	0	0	0
Landslide	110	110	0	0	0
NFI - Request additional materials	64	64	0	0	0
Cash for Work - Requested CFW	62	62	0	0	0
LPG Gas - Not enough for family	46	46	0	0	0
Slope Protection (erosion) - Requested	46	0	46	100	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	35	0	35	78	0
Shelter Materials - Request additional materials	23	23	0	0	0
Soap & Hygiene Kit - Not enough	23	23	0	0	0
Request for Protection Interventions	20	0	20	15	5
When is the next food distribution day? When are the food distribution centr...	17	17	0	0	0
Drainage - Drain Requested	16	0	16	27	0
Cash for Work - Has not been enrolled	14	0	14	12	2
SMART Card & Family Attestation - Lost ID Card	13	13	0	0	0
Food distributions - Request for different items or quantities	12	12	0	0	0
SMART Card & Family Attestation - Request for individual SMART card	11	11	0	0	0
Pathway - Damaged, broken, or needs improvement	10	0	10	23	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	Site Development	Shelter & NFI	Energy & Environment	ID Documents	Food Security	WASH	Protection	Education	Health	Livelihood
Tickets Received	357	262	117	70	44	43	42	22	0	0	0
Total Closed on the Spot	336	125	109	64	40	36	27	2	0	0	0
Total Referred	21	137	8	6	4	7	15	20	0	0	0
Total Replies	25	289	7	5	1	8	19	16	0	3	0
Open Tickets	0	0	1	1	3	0	0	4	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Request for fresh food enlistment - Request for fresh food	6
Request for Protection Interventions	5
SCOPE Card - Lost	3
Cash for Work - Has not been enrolled	2
Community Conflict - Waste water & drainage	2
Damage to shelter - Shelter damaged by weather	2
Clearing and levelling ground - Requested	1
Community Conflict - Latrine	1
Damaged Community Facility - Damaged, broken, or needs improvement	1
Food distributions - Poor quality food items	1
Latrine - New toilet requested	1
LPG Gas - Did not receive refill	1
LPG Gas - Lost token	1
Relocation & Repatriation - Relocation within camp	1
SCOPE Card - Has not received new SCOPE Card	1
Shelter Plot - New plot of land for shelter	1

Common Feedback Platform - CFP

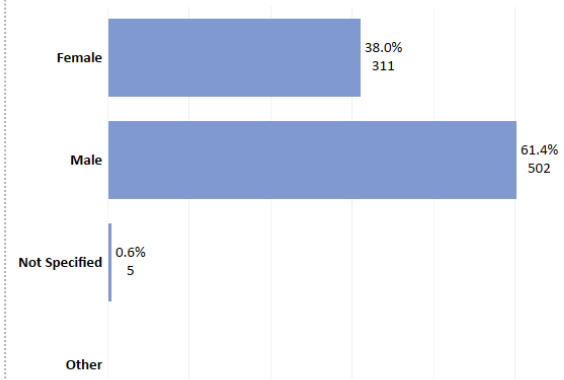
Monthly Camp Report | August 2024 | **Camp 15**

Summary for August 2024

- 818** tickets received in this camp
- 448** tickets closed on the spot*
- 370** tickets referred to relevant actors
- 399** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

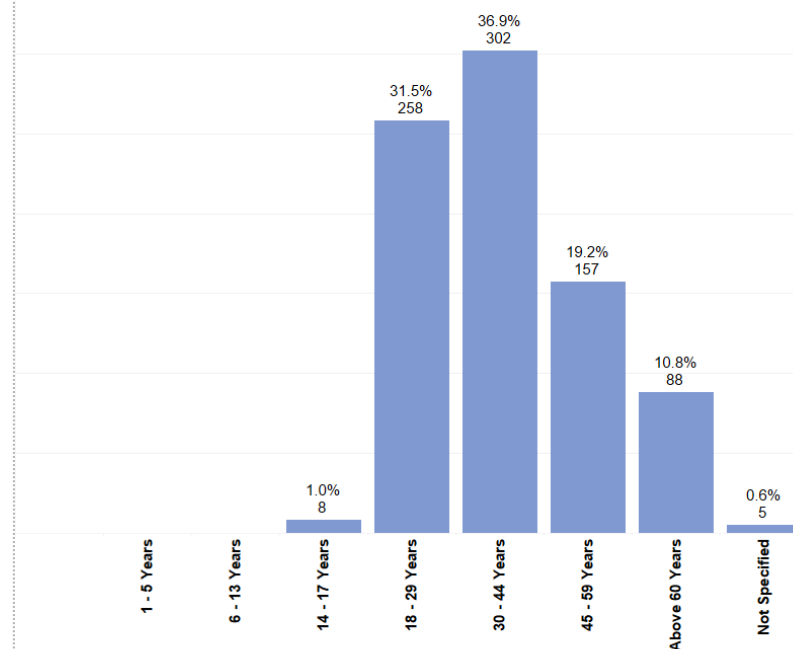
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	304	304	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	85	0	85	114	0
Slope Protection (erosion) - Requested	85	0	85	115	0
Cash for Work - Has not been selected for CFW in long time	68	68	0	0	0
Cash for Work - Has not been enrolled	47	0	47	0	47
Request for Protection Interventions	45	0	45	31	14
Cash for Work - Requested CFW	18	18	0	0	0
Shelter Materials - Missed Distribution	14	0	14	18	0
Shelter Materials - Request additional materials	13	13	0	0	0
Drainage - Drain Requested	12	0	12	20	0
NFI - Request additional materials	11	11	0	0	0
Pathway - Damaged, broken, or needs improvement	10	0	10	12	0
Pathway - Requested	10	0	10	15	0
Changes to Education - Secondary education requested	9	8	1	0	1
LPG Gas - Not enough for family	8	8	0	0	0
Request for fresh food enlistment - Request for fresh food	7	0	7	0	7
LPG Gas - Did not receive refill	6	0	6	0	6

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	Site Development	Shelter & NFI	Energy & Environment	Protection	Food Security	ID Documents	WASH	Education	Health	Livelihood
Tickets Received	364	219	71	55	52	18	14	11	9	5	0
Total Closed on the Spot	315	3	48	44	6	10	13	0	8	1	0
Total Referred	49	216	23	11	46	8	1	11	1	4	0
Total Replies	0	295	18	0	61	4	3	18	0	0	0
Open Tickets	49	0	5	11	0	4	0	0	1	4	0

Top Open Tickets this Month

Ticket Description	Count
Cash for Work - Has not been enrolled	47
Request for Protection Interventions	14
Request for fresh food enlistment - Request for fresh food	7
LPG Gas - Did not receive refill	6
Drainage Cover (Slab) - Requested	5
Shelter Number - Requested	5
General Health Card - Did not receive	3
LPG Gas - Lost token	3
NFI - Missed Distribution	3
Lamp post or Street light - Damaged, broken, or needs improvement	2
Stairs - Damaged, broken, or needs improvement	2
Bathing Station - Broken or Damaged	1
Changes to Education - Secondary education requested	1
Community Conflict - Land & shelter extension	1
Community Conflict - Latrine	1
Damage to shelter - Shelter damaged by weather	1
Food distributions - Poor quality food items	1

Common Feedback Platform - CFP

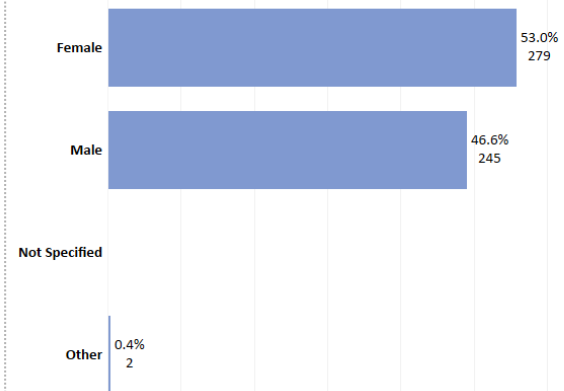
Monthly Camp Report | August 2024 | **Camp 16**

Summary for August 2024

- 526** tickets received in this camp
- 340** tickets closed on the spot*
- 186** tickets referred to relevant actors
- 10** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

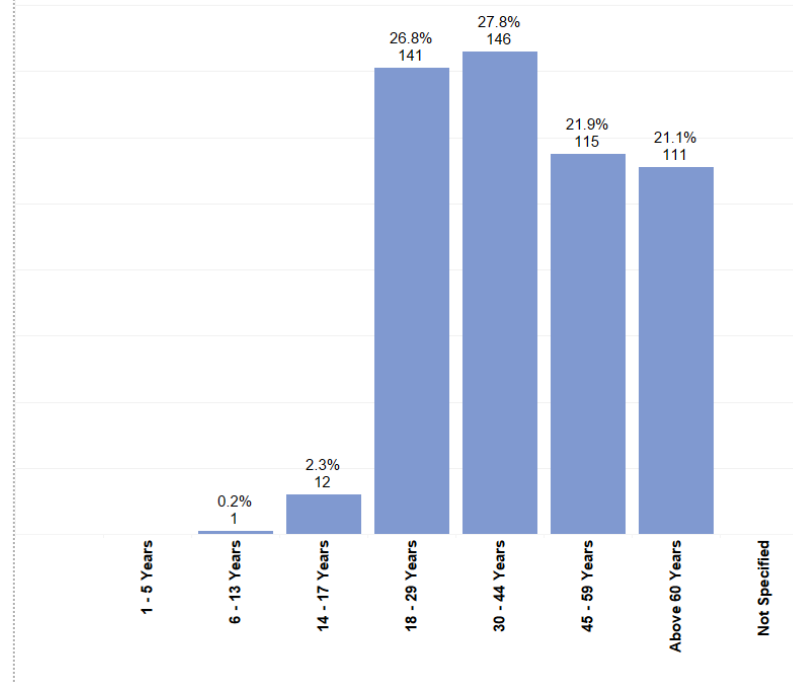
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	251	251	0	0	0
NFI - Request additional materials	59	59	0	0	0
Slope Protection (erosion) - Requested	59	0	59	0	59
Slope Protection (erosion) - Damaged, broken, or needs improvement	23	0	23	0	23
Cash for Work - Has not been selected for CfW in long time	22	22	0	0	0
Request for Protection Interventions	19	0	19	8	11
Latrine - Needs desludging	13	0	13	0	13
Request for fresh food enlistment - Request for fresh food	7	0	7	0	7
Drainage - Blocked or Water logging	6	0	6	0	6

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	Site Development	Shelter & NFI	WASH	Protection	Food Security	Energy & Environment	Health	ID Documents	Education	Livelihood
Tickets Received	272	110	64	28	20	10	9	8	5	0	0
Total Closed on the Spot	266	0	60	0	1	2	5	2	4	0	0
Total Referred	6	110	4	28	19	8	4	6	1	0	0
Total Replies	0	0	0	0	8	1	0	0	1	0	0
Open Tickets	6	110	4	28	11	7	4	6	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Slope Protection (erosion) - Requested	59
Slope Protection (erosion) - Damaged, broken, or needs improvement	23
Latrine - Needs desludging	13
Request for Protection Interventions	11
Request for fresh food enlistment - Request for fresh food	7
Drainage - Blocked or Water logging	6
Pathway - Requested	5
Drainage Cover (Slab) - Requested	4
Latrine - Broken	4
LPG Porters - Requested	4
Pathway - Damaged, broken, or needs improvement	4
Drainage - Damaged, broken, or needs improvement	3
Drainage - Drain Requested	3
General Health Card - Lost, damaged or Stolen	3
Shelter Materials - Missed Distribution	3
Water tap - Not Working	3
Bathing Station - Broken or Damaged	2

Common Feedback Platform - CFP

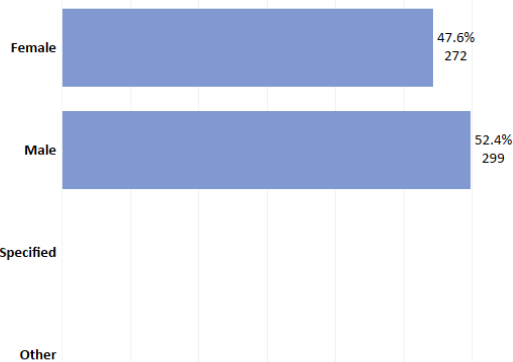
Monthly Camp Report | August 2024 | **Camp 17**

Summary for August 2024

- 571** tickets received in this camp
- 375** tickets closed on the spot*
- 196** tickets referred to relevant actors
- 13** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

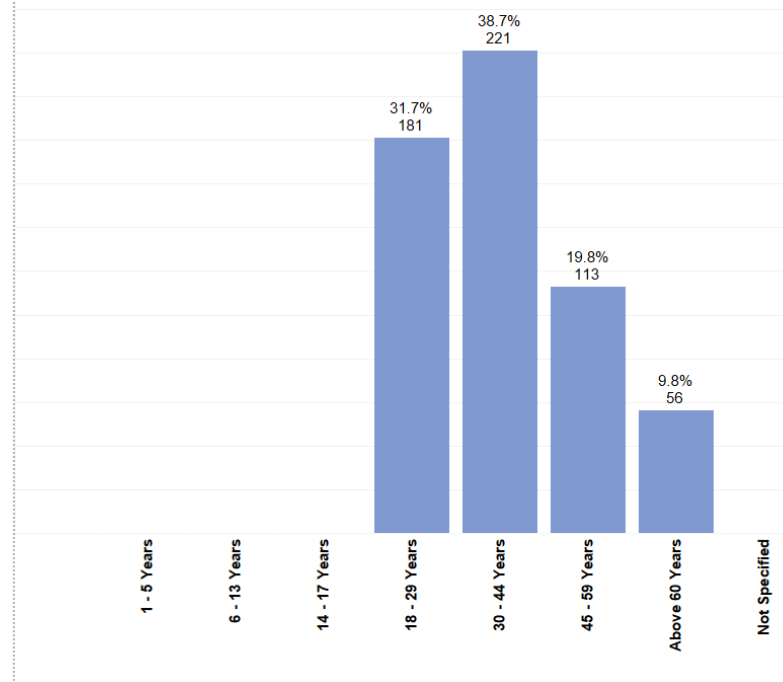
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	373	373	0	0	0
Damage to shelter - Shelter damaged by weather	69	0	69	0	69
Damage to shelter - Shelter damaged over time	32	0	32	0	32
Pathway - Damaged, broken, or needs improvement	31	0	31	0	31
Request for Protection Interventions	26	0	26	4	22
Shelter Materials - Request additional materials	17	0	17	0	17
Request for fresh food enlistment - Request for fresh food	12	0	12	1	11

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	WASH	Protection	Food Security	Energy & Environment	Site Management	Health	Education	ID Documents	Livelihood
Tickets Received	460	33	33	27	13	2	2	1	0	0	0
Total Closed on the Spot	338	0	33	0	0	1	2	1	0	0	0
Total Referred	122	33	0	27	13	1	0	0	0	0	0
Total Replies	0	0	8	4	1	0	0	0	0	0	0
Open Tickets	122	33	0	23	12	1	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged by weather	69
Damage to shelter - Shelter damaged over time	32
Pathway - Damaged, broken, or needs improvement	31
Request for Protection Interventions	22
Shelter Materials - Request additional materials	17
Request for fresh food enlistment - Request for fresh food	11
Request for additional room - Request for new room	3
Complaint against Agency or Staff	1
Food Porters - Requested	1
LPG Gas - Not enough for family	1
Pathway - Requested	1
Shelter Materials - Received amount is not enough	1
Stairs - Requested	1

Common Feedback Platform - CFP

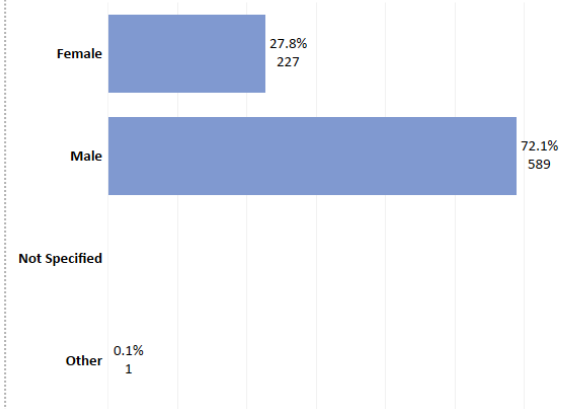
Monthly Camp Report | August 2024 | **Camp 18**

Summary for August 2024

- 817** tickets received in this camp
- 553** tickets closed on the spot*
- 264** tickets referred to relevant actors
- 272** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

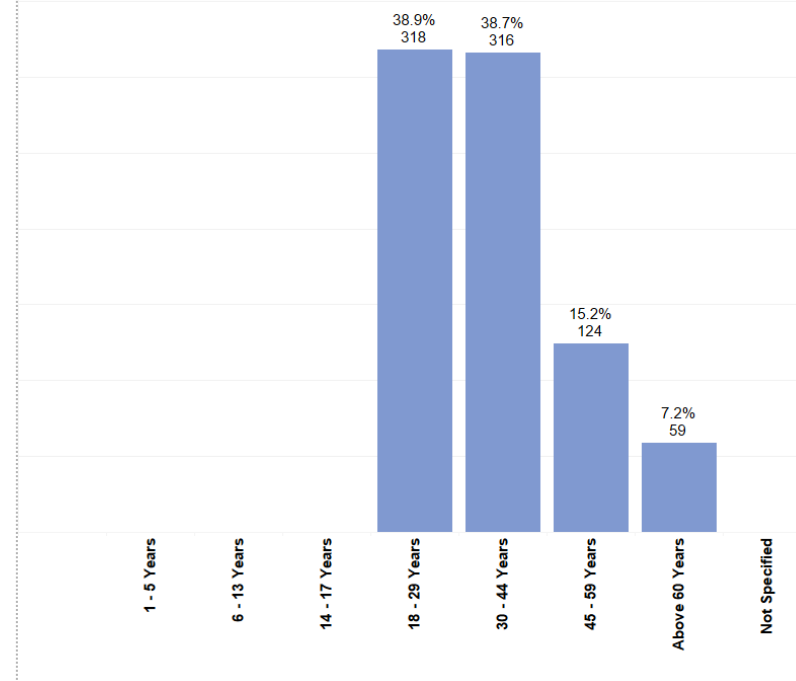
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
NFI - Request additional materials	109	109	0	0	0
Cooking set (gas & stove) - Broken or not working	83	83	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	80	0	80	104	0
Cash for Work - Has not been selected for CFW in long time	66	66	0	0	0
Food distributions - Request for different items or quantities	64	64	0	0	0
Slope Protection (erosion) - Requested	54	0	54	79	0
Shelter Materials - Request additional materials	51	51	0	0	0
Cash for Work - Requested CFW	46	46	0	0	0
Soap & Hygiene Kit - Not enough	37	37	0	0	0
Shelter Kit - Requested (general households)	36	36	0	0	0
Request for Protection Interventions	35	0	35	8	27
Soap & Hygiene Kit - Additional Requested	24	24	0	0	0
Request for fresh food enlistment - Request for fresh food	17	0	17	0	17
Latrine - Needs desludging	12	0	12	2	10
Cooking Stove - Broken or not working	11	11	0	0	0
LPG Porters - Requested	10	0	10	6	4
Stairs - Damaged, broken, or needs improvement	10	0	10	20	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Energy & Environment	Site Management	Food Security	WASH	Protection	ID Documents	Education	Health	Livelihood
Tickets Received	197	171	115	114	88	86	37	9	0	0	0
Total Closed on the Spot	196	0	104	112	70	61	2	8	0	0	0
Total Referred	1	171	11	2	18	25	35	1	0	0	0
Total Replies	0	248	8	0	1	2	9	4	0	0	0
Open Tickets	1	0	3	2	17	23	26	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Request for Protection Interventions	27
Request for fresh food enlistment - Request for fresh food	17
Latrine - Needs desludging	10
Bathing Station - Broken or Damaged	4
Latrine - Broken	4
LPG Porters - Requested	4
Tubewell - Not Working	3
Bridge - Damaged, broken, or needs improvement	2
Water tap - Poor quality water	2
Cash for Work - Payment delayed	1
Community Conflict - Tree Cutting	1
Food Porters - Requested	1
SCOPE Card - Has not received new SCOPE Card	1
Shelter Number - Requested	1

Common Feedback Platform - CFP

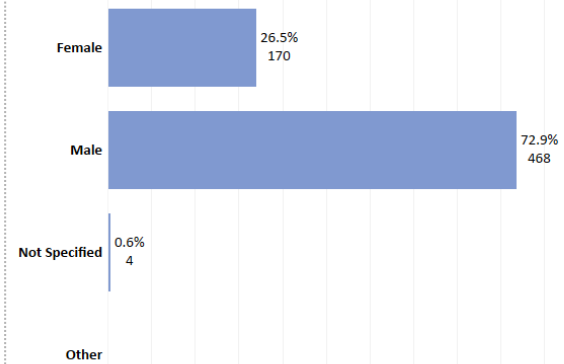
Monthly Camp Report | August 2024 | **Camp 19**

Summary for August 2024

- 642** tickets received in this camp
- 326** tickets closed on the spot*
- 316** tickets referred to relevant actors
- 577** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

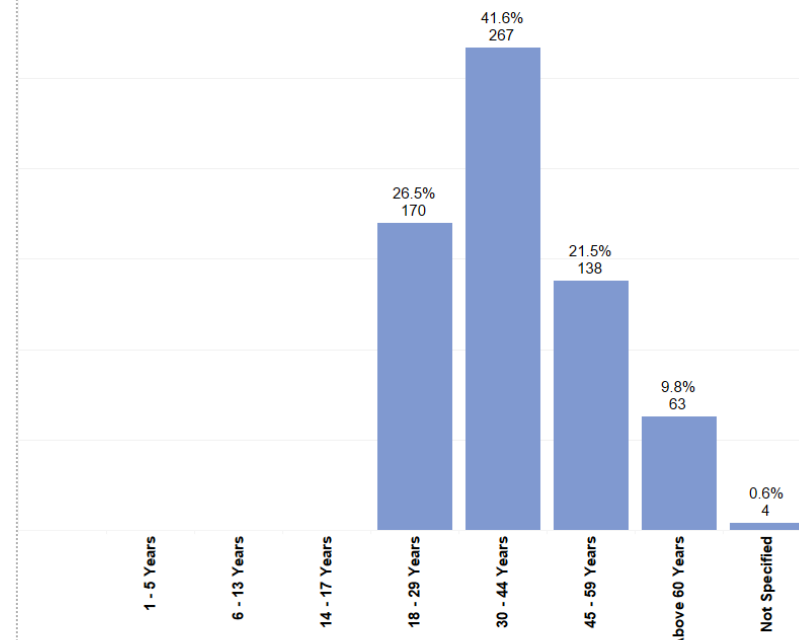
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter Materials - Request additional materials	219	219	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	210	0	210	402	0
Cash for Work - Has not been selected for CFW in long time	48	48	0	0	0
LPG Gas - Not enough for family	27	27	0	0	0
Drainage - Damaged, broken, or needs improvement	18	0	18	31	0
Request for Protection Interventions	12	0	12	14	0
Soap & Hygiene Kit - Did not receive	10	0	10	6	4
Stairs - Damaged, broken, or needs improvement	9	0	9	23	0
Pathway - Damaged, broken, or needs improvement	7	0	7	17	0
Cash for Work - Payment delayed	6	0	6	0	6
Drainage - Blocked or Water logging	5	0	5	6	0
Latrine - Needs desludging	5	0	5	7	0
Protection Referral (IOM)	4	4	0	0	0
SMART Card & Family Attestation - Lost ID Card	4	4	0	0	0
Bathing Station - Broken or Damaged	3	0	3	6	0
Cooking Stove - Broken or not working	3	3	0	0	0
Lamp post or Street light - Damaged, broken, or needs improvement	3	0	3	4	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Shelter & NFI	Site Management	Energy & Environment	WASH	Protection	ID Documents	Food Security	Education	Health	Livelihood
Tickets Received	265	224	56	35	25	17	16	4	0	0	0
Total Closed on the Spot	0	223	50	33	0	5	14	1	0	0	0
Total Referred	265	1	6	2	25	12	2	3	0	0	0
Total Replies	522	3	0	3	33	14	2	0	0	0	0
Open Tickets	0	0	6	0	0	0	0	3	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Cash for Work - Payment delayed	6
Soap & Hygiene Kit - Did not receive	4
Food distributions - Poor quality food items	2
LPG Gas - Lost token	2
SCOPE Card - No balance on card	2
Fence or railing for path or stairs - Requested	1
Request for fresh food enlistment - Request for fresh food	1
Shelter Number - Requested	1

Common Feedback Platform - CFP

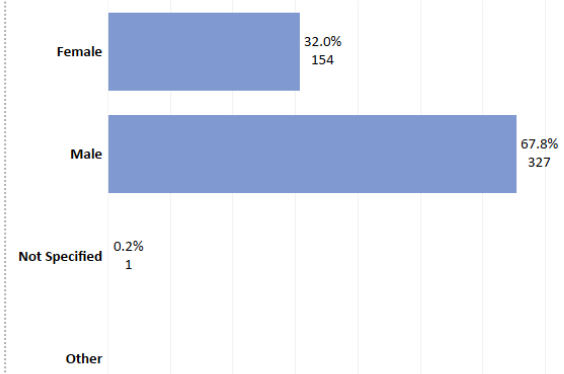
Monthly Camp Report | August 2024 | **Camp 20**

Summary for August 2024

- 482** tickets received in this camp
- 256** tickets closed on the spot*
- 226** tickets referred to relevant actors
- 329** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

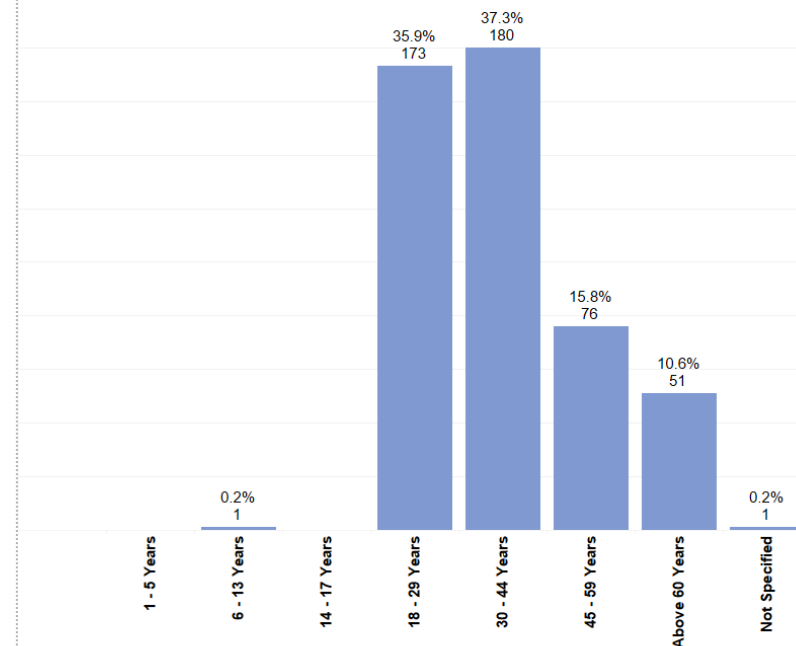
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	132	132	0	0	0
Cash for Work - Requested CfW	69	69	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	68	0	68	96	0
Cash for Work - Has not been enrolled	39	0	39	65	0
Slope Protection (erosion) - Requested	35	0	35	56	0
Stairs - Damaged, broken, or needs improvement	29	0	29	37	0
NFI - Request additional materials	22	22	0	0	0
Cash for Work - Has not been selected for CfW in long time	10	10	0	0	0
Stairs - Requested	8	0	8	8	0
Food distributions - Request for different items or quantities	7	7	0	0	0
Shelter Kit - Requested (evicted household)	7	0	7	2	5
Pathway - Damaged, broken, or needs improvement	6	0	6	10	0
Request for Protection Interventions	6	0	6	6	0
Cooking Stove - Requested	4	4	0	0	0
Shelter Materials - Missed Distribution	4	0	4	9	0
Soap & Hygiene Kit - Additional Requested	3	3	0	0	0
Soap & Hygiene Kit - Did not receive	3	0	3	3	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Site Management	WASH	Energy & Environment	Food Security	Protection	ID Documents	Education	Health	Livelihood
Tickets Received	165	153	120	15	10	8	7	4	0	0	0
Total Closed on the Spot	154	0	79	6	6	7	1	3	0	0	0
Total Referred	11	153	41	9	4	1	6	1	0	0	0
Total Replies	11	225	67	11	6	2	6	1	0	0	0
Open Tickets	0	0	0	0	0	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Shelter Kit - Requested (evicted household)	5
Drainage Cover (Slab) - Damaged, broken, or needs improvement	1
Request for fresh food enlistment - Request for fresh food	1
SCOPE Card - Lost	1
Water tap - Requested	1

Common Feedback Platform - CFP

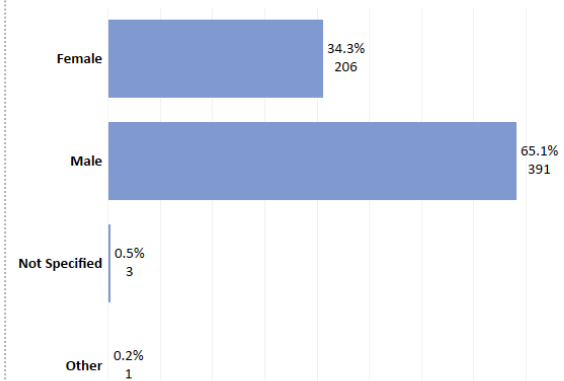
Monthly Camp Report | August 2024 | **Camp 20 Ext**

Summary for August 2024

- 601** tickets received in this camp
- 245** tickets closed on the spot*
- 356** tickets referred to relevant actors
- 510** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

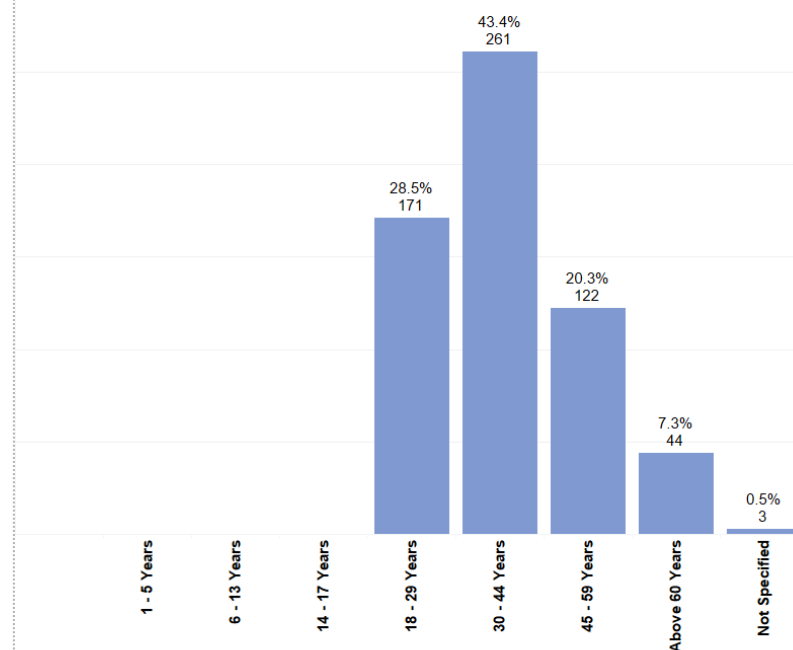
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Cash for Work - Has not been enrolled	202	0	202	286	0
Damage to shelter - Shelter damaged over time	117	117	0	0	0
Cash for Work - Requested CFW	71	71	0	0	0
Drainage - Damaged, broken, or needs improvement	19	0	19	33	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	19	0	19	36	0
Pathway - Requested	15	0	15	15	0
Pathway - Damaged, broken, or needs improvement	14	0	14	19	0
Cash for Work - Has not been selected for CFW in long time	13	13	0	0	0
NFI - Request additional materials	12	12	0	0	0
Slope Protection (erosion) - Requested	11	0	11	15	0
Cooking Stove - Broken or not working	7	7	0	0	0
SMART Card & Family Attestation - Request for individual SMART card	7	7	0	0	0
Soap & Hygiene Kit - Did not receive	7	0	7	7	0
Drainage - Drain Requested	6	0	6	7	0
Lamp post or Street light - Damaged, broken, or needs improvement	6	0	6	6	0
SMART Card & Family Attestation - HH requests for vulnerability verification (e.g., Elderly headed HH, Child headed HH, Woman Headed HH, HH includes ..	6	6	0	0	0
Stairs - Requested	5	0	5	8	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	Shelter & NFI	Site Development	ID Documents	WASH	Energy & Environment	Protection	Food Security	Education	Health	Livelihood
Tickets Received	290	130	110	26	18	17	6	4	0	0	0
Total Closed on the Spot	84	129	0	19	0	9	3	1	0	0	0
Total Referred	206	1	110	7	18	8	3	3	0	0	0
Total Replies	293	6	158	3	30	13	7	0	0	0	0
Open Tickets	0	0	0	4	0	0	0	3	0	0	0

Top Open Tickets this Month

Ticket Description	Count
SCOPE Card - No balance on card	4
Drainage Cover (Slab) - Damaged, broken, or needs improvement	2
LPG Gas - Did not receive refill	2
Request for fresh food enlistment - Request for fresh food	2
Bridge - Requested	1
Food distributions - HH wants someone outside their family to collect food	1
SCOPE Card - Damaged	1

Common Feedback Platform - CFP

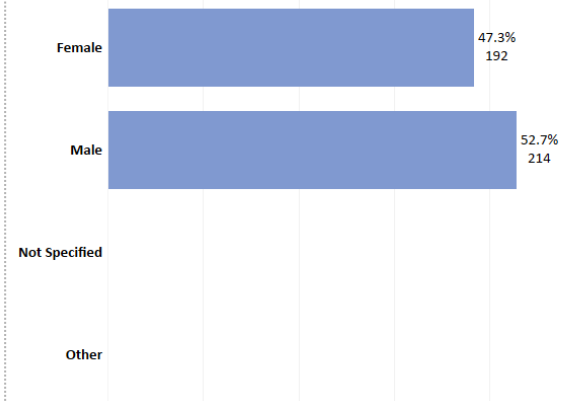
Monthly Camp Report | August 2024 | **Camp 21**

Summary for August 2024

- 406** tickets received in this camp
- 88** tickets closed on the spot*
- 318** tickets referred to relevant actors
- 317** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

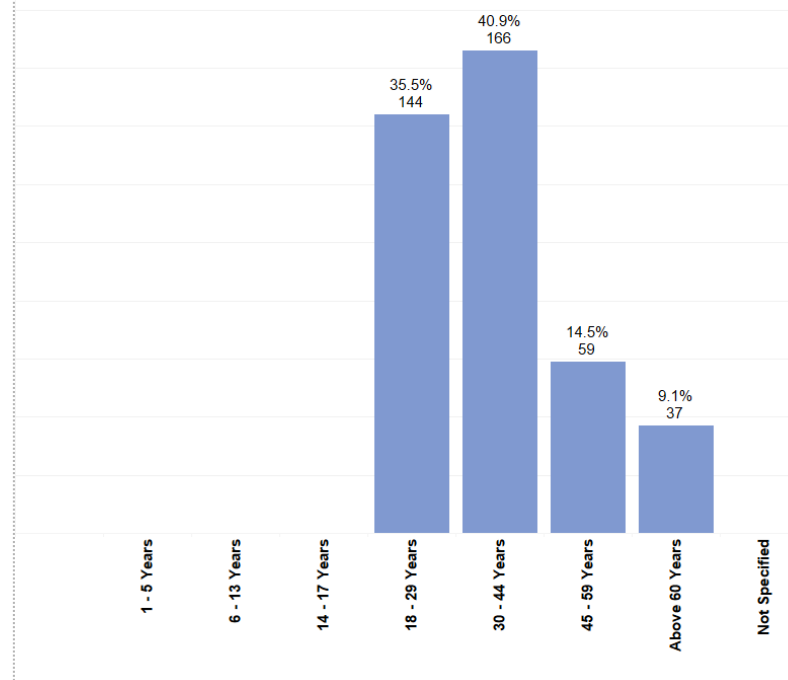
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	128	0	128	54	74
Requested for Information	73	73	0	0	0
Pathway - Damaged, broken, or needs improvement	56	0	56	0	56
Request for Protection Interventions	56	0	56	12	44
Damage to shelter - Shelter damaged by weather	27	0	27	2	25
Request for fresh food enlistment - Request for fresh food	21	0	21	6	15
energy_and_environment	8	8	0	0	0
field_and_site_management	6	6	0	0	0
Slope Protection (erosion) - Requested	6	0	6	0	6
Latrine - Latrine not working properly	4	0	4	2	2
Bathing Station - Requested	3	0	3	1	2
Food Porters - Requested	3	0	3	0	3
Shelter Materials - Received amount is not enough	3	0	3	0	3
Food distributions - Household has not received food	2	0	2	0	2
Shelter Materials - Request additional materials	2	0	2	62	0
Water tap & Tubewell - Water tap & Tubewell - Requesting new facility	2	0	2	0	2
field_and_site_managementrelocationself_relocation_camp_to_camp	1	1	0	0	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Protection	Food Security	Health	Energy & Environment	Site Management	WASH	ID Documents	Education	Livelihood
Tickets Received	160	63	56	29	28	25	20	13	12	0	0
Total Closed on the Spot	0	0	0	2	26	25	20	3	12	0	0
Total Referred	160	63	56	27	2	0	0	10	0	0	0
Total Replies	278	7	13	7	0	1	1	7	3	0	0
Open Tickets	0	56	43	20	2	0	0	3	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	74
Pathway - Damaged, broken, or needs improvement	56
Request for Protection Interventions	44
Damage to shelter - Shelter damaged by weather	25
Request for fresh food enlistment - Request for fresh food	15
Slope Protection (erosion) - Requested	6
Food Porters - Requested	3
Shelter Materials - Received amount is not enough	3
Bathing Station - Requested	2
Food distributions - Household has not received food	2
Latrine - Latrine not working properly	2
Water tap & Tubewell - Water tap & Tubewell - Requesting new facility	2
Food distributions - Poor quality food items	1
General Health Card - Did not receive	1
Stairs - Damaged, broken, or needs improvement	1
Treatment - Waited too long	1

Common Feedback Platform - CFP

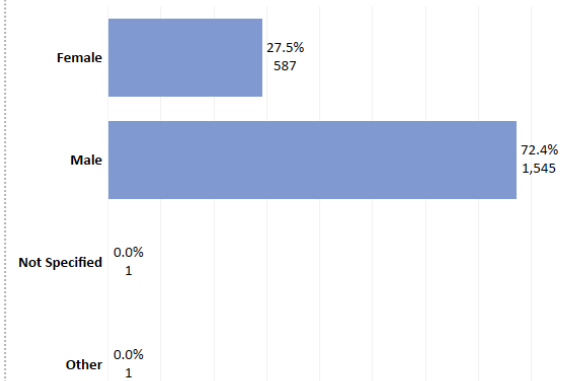
Monthly Camp Report | August 2024 | **Camp 22**

Summary for August 2024

- 2,134** tickets received in this camp
- 1,818** tickets closed on the spot*
- 316** tickets referred to relevant actors
- 613** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

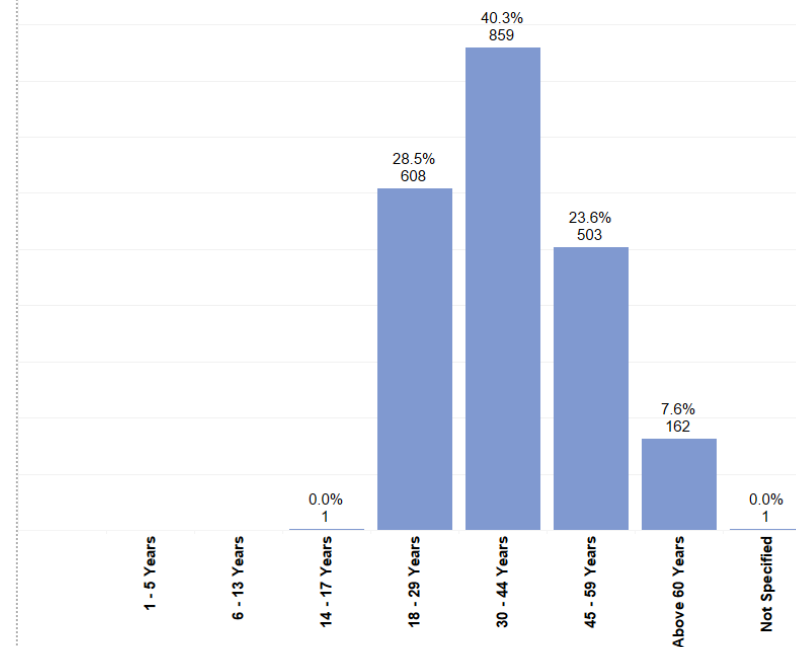
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
NFI - Request additional materials	388	388	0	0	0
Requested for Information	294	294	0	0	0
Shelter Materials - Request additional materials	230	230	0	0	0
Cash for Work - Has not been selected for CFW in long time	216	216	0	0	0
LPG Gas - Not enough for family	200	200	0	0	0
Cooking Stove - Broken or not working	147	147	0	0	0
SMART Card & Family Attestation - Add New Born	112	112	0	0	0
Electricity Supply - Not working	97	0	97	196	0
Cash for Work - Requested CFW	61	61	0	0	0
SMART Card & Family Attestation - Lost ID Card	52	52	0	0	0
SCOPE Card - Family Attestation doesn't match SCOPE	38	0	38	14	24
Cooking set (gas & stove) - Broken or not working	32	32	0	0	0
SMART Card & Family Attestation - Merge and split	29	29	0	0	0
Latrine - Needs desludging	23	0	23	82	0
Pathway - Damaged, broken, or needs improvement	22	0	22	36	0
Request for Protection Interventions	20	0	20	2	18
Slope Protection (erosion) - Requested	17	0	17	56	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Management	Energy & Environment	ID Documents	Site Development	WASH	Protection	Food Security	Health	Livelihood	Education
Tickets Received	690	499	384	303	132	89	23	8	4	2	0
Total Closed on the Spot	689	402	379	260	12	59	3	8	4	2	0
Total Referred	1	97	5	43	120	30	20	0	0	0	0
Total Replies	4	196	6	24	276	103	4	0	0	0	0
Open Tickets	0	0	0	19	0	0	16	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
SCOPE Card - Family Attestation doesn't match SCOPE	24
Request for Protection Interventions	18
Drainage - Blocked or Water logging	2
Cooking Stove - Did not receive	1
Damage to shelter - Shelter damaged by weather	1
SCOPE Card - HH did not receive correct amount of food based on Family Attestation	1
SCOPE Card - Lost	1

Common Feedback Platform - CFP

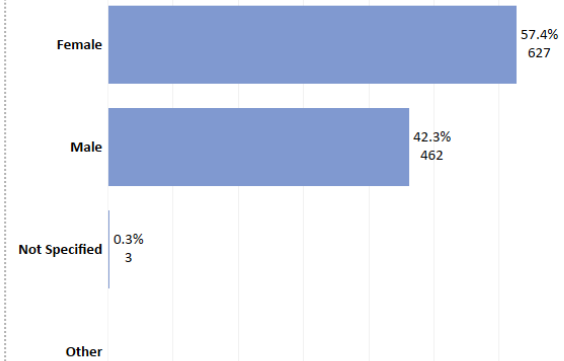
Monthly Camp Report | August 2024 | **Camp 24**

Summary for August 2024

- 1,092** tickets received in this camp
- 541** tickets closed on the spot*
- 551** tickets referred to relevant actors
- 169** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

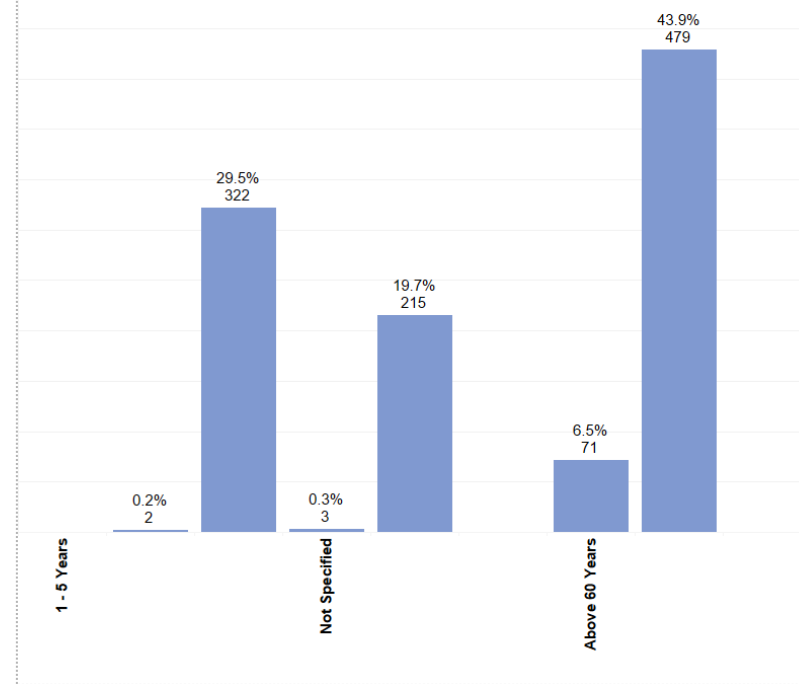
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	373	373	0	0	0
Cash for Work - Has not been enrolled	191	0	191	0	191
Request for Protection Interventions	112	0	112	18	94
Request for fresh food enlistment - Request for fresh food	82	0	82	10	72
field_and_site_management	77	77	0	0	0
NFI - Request additional materials	34	34	0	0	0
Latrine - Needs desludging	32	0	32	35	0
Pathway - Requested	32	0	32	18	14
Cash for Work - Has not been selected for CFW in long time	30	30	0	0	0
Pathway - Damaged, broken, or needs improvement	28	0	28	7	21
Slope Protection (erosion) - Requested	23	0	23	11	12
Cash for Work - Requested CFW	20	20	0	0	0
Drainage - Drain Requested	11	0	11	6	5
Drainage Cover (Slab) - Requested	8	0	8	5	3
Stairs - Requested	7	0	7	4	3
Soap & Hygiene Kit - Did not receive	5	0	5	3	2
Drainage - Damaged, broken, or needs improvement	3	0	3	4	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	Shelter & NFI	Protection	Site Development	Food Security	ID Documents	WASH	Health	Energy & Environment	Education	Livelihood
Tickets Received	396	125	119	118	91	85	64	58	32	2	2
Total Closed on the Spot	204	124	7	1	8	81	24	58	30	2	2
Total Referred	192	1	112	117	83	4	40	0	2	0	0
Total Replies	5	7	19	64	22	0	49	1	2	0	0
Open Tickets	187	0	93	53	61	4	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Cash for Work - Has not been enrolled	191
Request for Protection Interventions	94
Request for fresh food enlistment - Request for fresh food	72
Pathway - Damaged, broken, or needs improvement	21
Pathway - Requested	14
Slope Protection (erosion) - Requested	12
Drainage - Drain Requested	5
Drainage Cover (Slab) - Requested	3
SCOPE Card - Has not received new SCOPE Card	3
Stairs - Requested	3
Soap & Hygiene Kit - Did not receive	2
Cash for Work - Was charged to enroll or be selected	1
Food distributions - Household has not received food	1
SCOPE Card - Lost	1
Stairs - Damaged, broken, or needs improvement	1

Common Feedback Platform - CFP

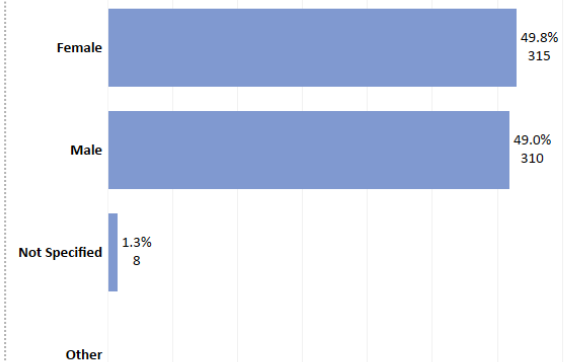
Monthly Camp Report | August 2024 | **Camp 25**

Summary for August 2024

- 633** tickets received in this camp
- 463** tickets closed on the spot*
- 170** tickets referred to relevant actors
- 125** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

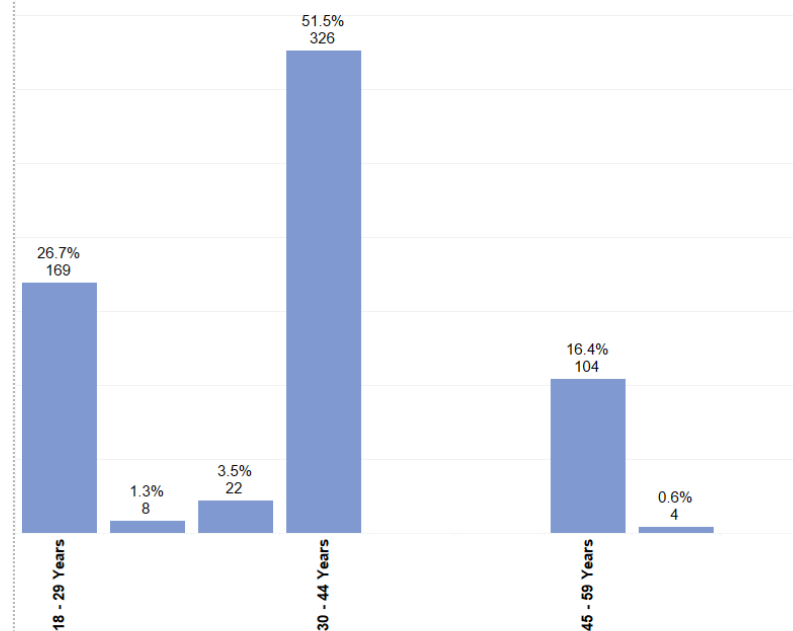
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	165	165	0	0	0
Cash for Work - Has not been selected for CFW in long time	66	66	0	0	0
field_and_site_management	60	60	0	0	0
Soap & Hygiene Kit - Did not receive	35	0	35	16	19
Shelter Materials - Request additional materials	28	21	7	0	7
LPG Gas - Not enough for family	21	21	0	0	0
Soap & Hygiene Kit - Not enough	19	19	0	0	0
Food distributions - Poor quality food items	17	0	17	5	12
NFI - Request additional materials	16	16	0	0	0
Food distributions - Request for more food each month	15	15	0	0	0
Pathway - Damaged, broken, or needs improvement	15	0	15	15	0
Slope Protection (erosion) - Requested	15	0	15	15	0
Request for fresh food enlistment - Request for fresh food	14	0	14	1	13
Pathway - Requested	13	0	13	12	1
Food distributions - Want to purchase more but not allowed	11	11	0	0	0
Cash for Work - Requested CFW	10	10	0	0	0
Drainage - Drain Requested	10	0	10	7	3

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	Shelter & NFI	ID Documents	WASH	Site Development	Food Security	Energy & Environment	Protection	Health	Livelihood	Education
Tickets Received	190	94	82	76	71	67	39	10	3	1	0
Total Closed on the Spot	190	85	78	27	0	36	36	8	2	1	0
Total Referred	0	9	4	49	71	31	3	2	1	0	0
Total Replies	0	0	2	33	69	12	5	3	1	0	0
Open Tickets	0	9	2	16	2	19	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Soap & Hygiene Kit - Did not receive	19
Request for fresh food enlistment - Request for fresh food	13
Food distributions - Poor quality food items	12
Shelter Materials - Request additional materials	7
Drainage - Drain Requested	3
Latrine - Broken	2
SCOPE Card - Lost	2
SCOPE Card - No balance on card	2
Damage to shelter - Shelter damaged by weather	1
Drainage Cover (Slab) - Requested	1
LPG Gas - Did not receive cylinder	1
Pathway - Requested	1
Request for Protection Interventions	1
Shelter Number - Requested	1

Common Feedback Platform - CFP

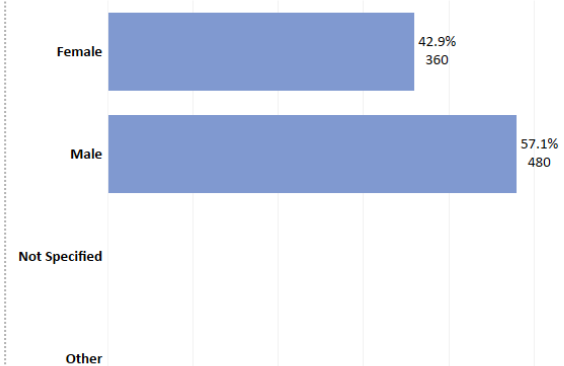
Monthly Camp Report | August 2024 | **Camp 26**

Summary for August 2024

- 840** tickets received in this camp
- 191** tickets closed on the spot*
- 649** tickets referred to relevant actors
- 128** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

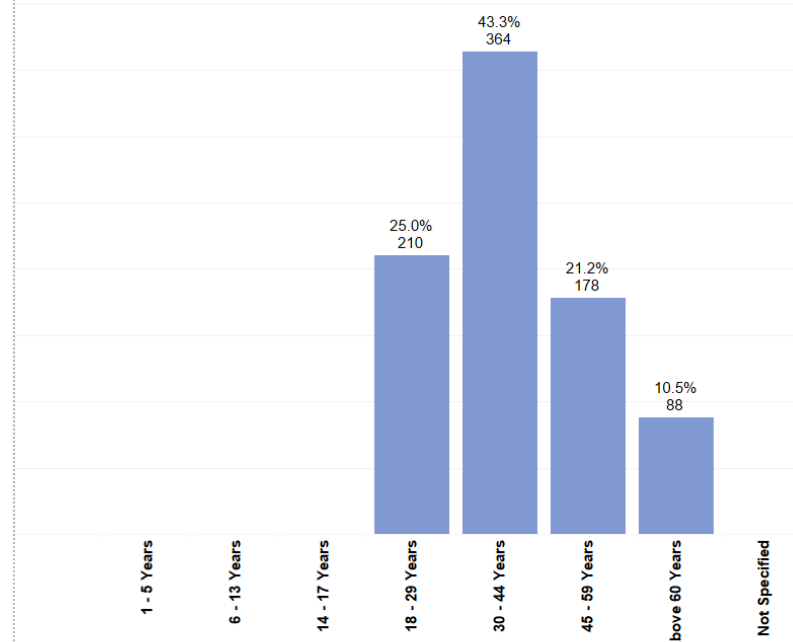
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	491	0	491	35	456
Requested for Information	175	175	0	0	0
Request for Protection Interventions	47	0	47	26	21
Damage to shelter - Shelter damaged by weather	28	0	28	12	16
Pathway - Damaged, broken, or needs improvement	16	0	16	1	15
field_and_site_management	15	15	0	0	0
Request for fresh food enlistment - Request for fresh food	14	0	14	0	14
Pathway - Requested	11	0	11	1	10
LPG Gas - Not enough for family	8	0	8	0	8
Slope Protection (erosion) - Requested	8	0	8	0	8
General Health Card - Did not receive	7	0	7	0	7
Latrine - New toilet requested	6	0	6	0	6
Latrine - Needs desludging	5	0	5	6	0
Request for additional room - Request for new room	3	0	3	0	3
Shelter Materials - Request additional materials	2	0	2	15	0
Bathing Station - Requested	1	0	1	2	0
field_and_site_managementdistribution_nfconcern_related_to_distribution..	1	1	0	0	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Protection	Site Development	Site Management	WASH	Food Security	ID Documents	Energy & Environment	Health	Education	Livelihood
Tickets Received	675	47	35	19	17	16	15	8	8	0	0
Total Closed on the Spot	150	0	0	19	5	1	15	0	1	0	0
Total Referred	525	47	35	0	12	15	0	8	7	0	0
Total Replies	75	28	2	0	14	5	4	0	0	0	0
Open Tickets	450	19	33	0	0	10	0	8	7	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	456
Request for Protection Interventions	21
Damage to shelter - Shelter damaged by weather	16
Pathway - Damaged, broken, or needs improvement	15
Request for fresh food enlistment - Request for fresh food	14
Pathway - Requested	10
LPG Gas - Not enough for family	8
Slope Protection (erosion) - Requested	8
General Health Card - Did not receive	7
Latrine - New toilet requested	6
Request for additional room - Request for new room	3
Food distributions - Poor quality food items	1
Shelter Materials - Received amount is not enough	1

Common Feedback Platform - CFP

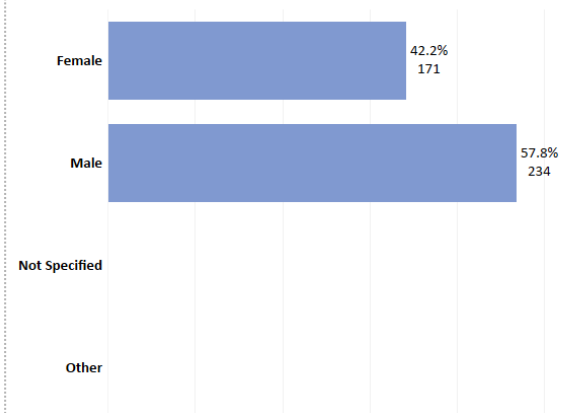
Monthly Camp Report | August 2024 | **Camp 27**

Summary for August 2024

- 405** tickets received in this camp
- 41** tickets closed on the spot*
- 364** tickets referred to relevant actors
- 292** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

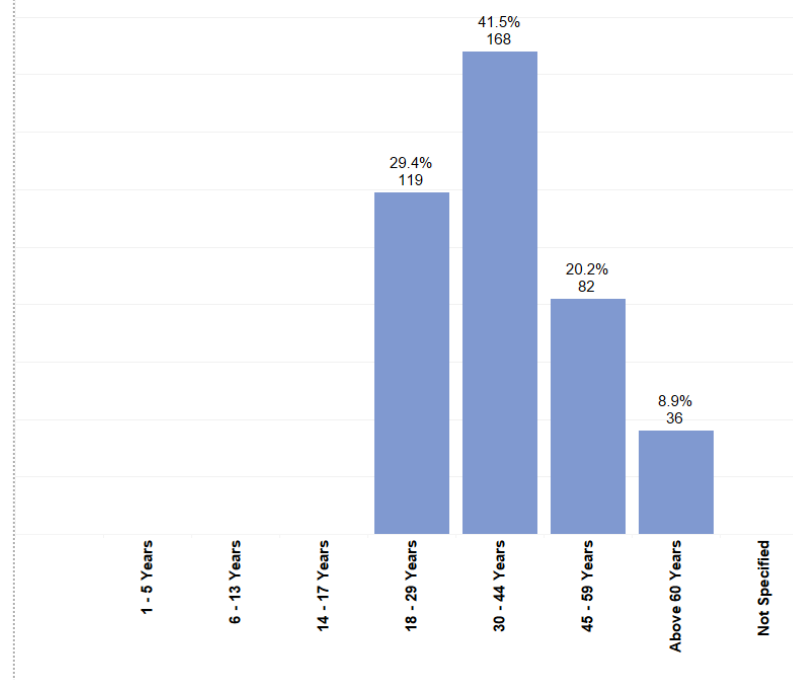
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	296	0	296	135	161
field_and_site_managementrelocationself_relocation_camp_to_camp	17	17	0	15	0
Pathway - Requested	16	0	16	0	16
Request for Protection Interventions	15	0	15	6	9
Requested for Information	15	15	0	5	0
Request for fresh food enlistment - Request for fresh food	12	0	12	0	12
field_and_site_management	8	8	0	0	0
Damage to shelter - Shelter damaged by weather	7	0	7	28	0
Food distributions - Household has not received food	4	0	4	0	4
Bathing Station - Broken or Damaged	3	0	3	0	3
Request for additional room - Request for new room	3	0	3	0	3
Latrine - Latrine not working properly	2	0	2	0	2
Shelter Materials - Request additional materials	2	0	2	63	0
field_and_site_managementcamp_management_committee_centerservice_...	1	1	0	0	0
General Health Card - Did not receive	1	0	1	0	1
LPG Gas - Not enough for family	1	0	1	0	1
SCOPE Card - Lost	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Management	Food Security	Site Development	ID Documents	Protection	WASH	Energy & Environment	Health	Education	Livelihood
Tickets Received	309	27	16	16	15	15	5	1	1	0	0
Total Closed on the Spot	0	27	0	0	14	0	0	0	0	0	0
Total Referred	309	0	16	16	1	15	5	1	1	0	0
Total Replies	240	20	2	9	11	6	3	1	0	0	0
Open Tickets	69	0	14	7	0	9	2	0	1	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	161
Pathway - Requested	16
Request for fresh food enlistment - Request for fresh food	12
Request for Protection Interventions	9
Food distributions - Household has not received food	4
Bathing Station - Broken or Damaged	3
Request for additional room - Request for new room	3
Latrine - Latrine not working properly	2
General Health Card - Did not receive	1
LPG Gas - Not enough for family	1
SCOPE Card - Lost	1

Common Feedback Platform - CFP

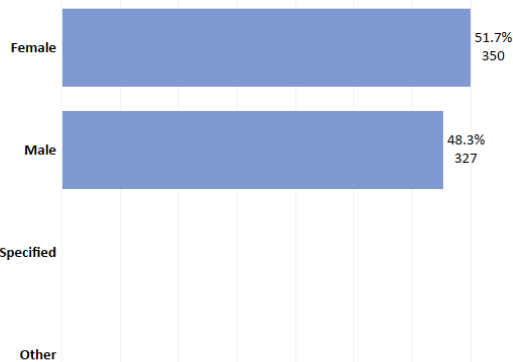
Monthly Camp Report | August 2024 | Kutupalong RC

Summary for August 2024

- 677** tickets received in this camp
- 0** tickets closed on the spot*
- 677** tickets referred to relevant actors
- 1,049** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

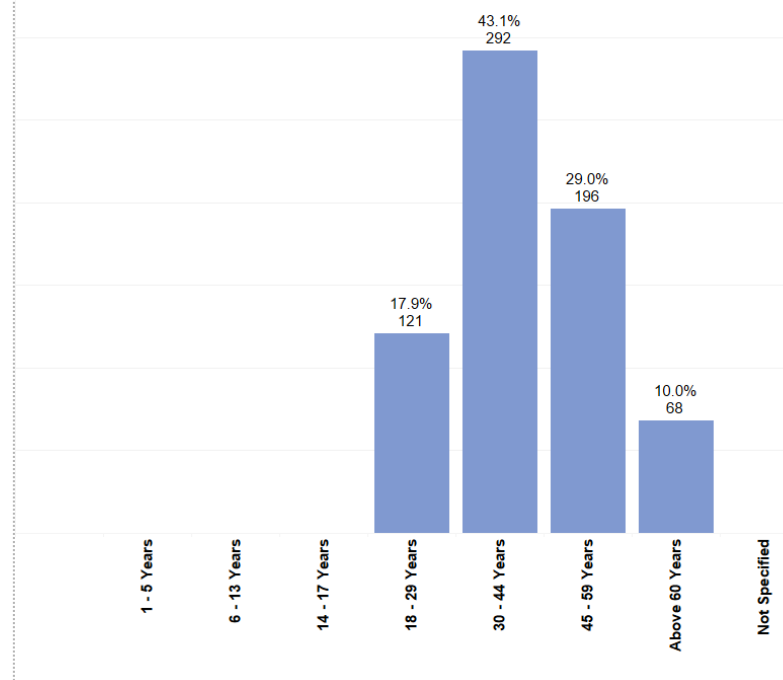
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter Materials - Request additional materials	417	0	417	410	7
Damage to shelter - Shelter damaged by weather	123	0	123	457	0
Request for Protection Interventions	85	0	85	54	31
Request for additional room - Request for new room	17	0	17	17	0
Request for fresh food enlistment - Request for fresh food	11	0	11	0	11
Slope/Ramp - Requested	9	0	9	3	6
Slope/Ramp - Damaged, broken, or needs improvement	4	0	4	0	4
Complaint against Agency or Staff	2	0	2	3	0
LPG Gas - Not enough for family	2	0	2	0	2
Stairs - Requested	2	0	2	1	1
Damage to shelter - Shelter damaged over time	1	0	1	0	1
Food distributions - Household has not received food	1	0	1	0	1
Not working - Solar supply	1	0	1	0	1
Pathway - Requested	1	0	1	1	0
SCOPE Card - Lost	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Protection	Site Development	Food Security	Energy & Environment	ID Documents	Site Management	Education	Health	Livelihood	WASH
Tickets Received	558	87	16	12	2	1	1	0	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	558	87	16	12	2	1	1	0	0	0	0
Total Replies	896	57	7	0	0	87	1	0	0	0	1
Open Tickets	0	30	9	12	2	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Request for Protection Interventions	31
Request for fresh food enlistment - Request for fresh food	11
Shelter Materials - Request additional materials	7
Slope/Ramp - Requested	6
Slope/Ramp - Damaged, broken, or needs improvement	4
LPG Gas - Not enough for family	2
Damage to shelter - Shelter damaged over time	1
Food distributions - Household has not received food	1
Not working - Solar supply	1
SCOPE Card - Lost	1
Stairs - Requested	1

Common Feedback Platform - CFP

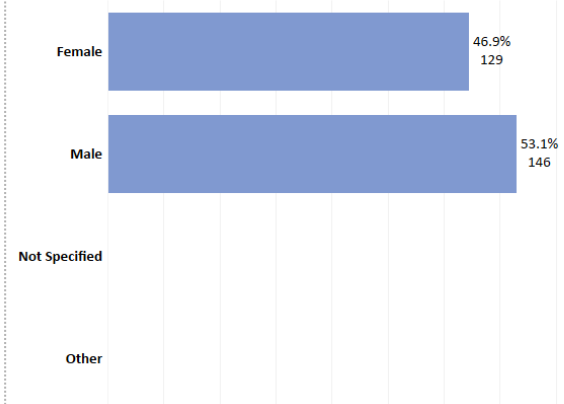
Monthly Camp Report | August 2024 | **Nayapara RC**

Summary for August 2024

- 275** tickets received in this camp
- 1** tickets closed on the spot*
- 274** tickets referred to relevant actors
- 682** responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

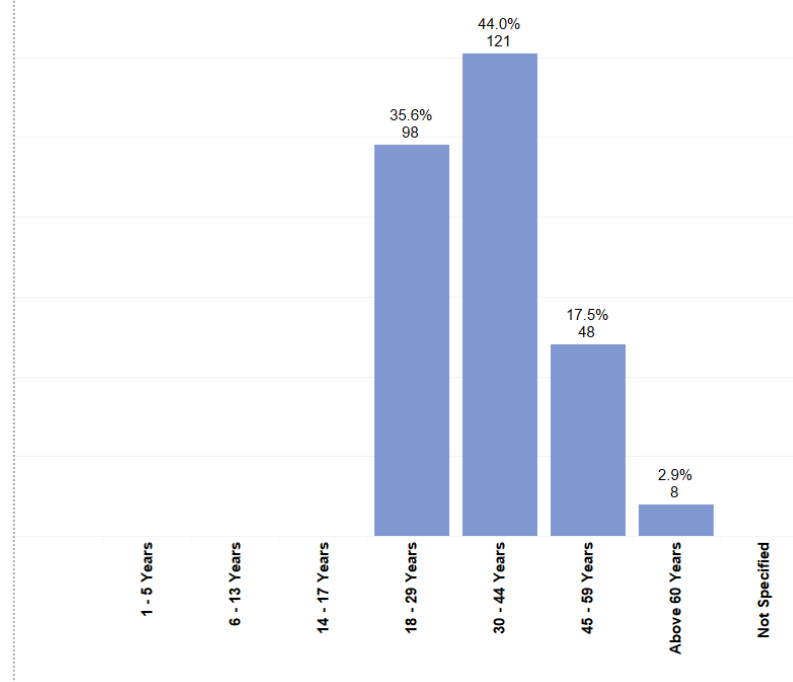
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Request for Protection Interventions	112	0	112	73	39
Damage to shelter - Shelter damaged by weather	106	0	106	173	0
Request for fresh food enlistment - Request for fresh food	28	0	28	0	28
Pathway - Damaged, broken, or needs improvement	13	0	13	8	5
Complaint against Agency or Staff	2	0	2	1	1
Food distributions - Household has not received food	2	0	2	0	2
Pathway - Requested	2	0	2	0	2
Stairs - Damaged, broken, or needs improvement	2	0	2	2	0
Damage to shelter - Shelter damaged over time	1	0	1	3	0
field_and_site_managementrelocationself_relocation_camp_to_camp	1	1	0	0	0
Food Porters - Requested	1	0	1	0	1
LPG Gas - Not enough for family	1	0	1	0	1
Relocation & Repatriation - Temporary relocation	1	0	1	0	1
SCOPE Card - Has not received new SCOPE Card	1	0	1	0	1
Treatment - Waited too long	1	0	1	0	1
Water tap & Tubewell - Not Working	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Protection	Shelter & NFI	Food Security	Site Development	Site Management	Energy & Environment	Health	ID Documents	WASH	Education	Livelihood
Tickets Received	114	107	31	17	2	1	1	1	1	0	0
Total Closed on the Spot	0	0	0	0	1	0	0	0	0	0	0
Total Referred	114	107	31	17	1	1	1	1	1	0	0
Total Replies	75	546	12	11	0	1	0	37	0	0	0
Open Tickets	39	0	19	6	1	0	1	0	1	0	0

Top Open Tickets this Month

Ticket Description	Count
Request for Protection Interventions	39
Request for fresh food enlistment - Request for fresh food	28
Pathway - Damaged, broken, or needs improvement	5
Food distributions - Household has not received food	2
Pathway - Requested	2
Complaint against Agency or Staff	1
Food Porters - Requested	1
LPG Gas - Not enough for family	1
Relocation & Repatriation - Temporary relocation	1
SCOPE Card - Has not received new SCOPE Card	1
Treatment - Waited too long	1
Water tap & Tubewell - Not Working	1

Common Feedback Platform - CFP

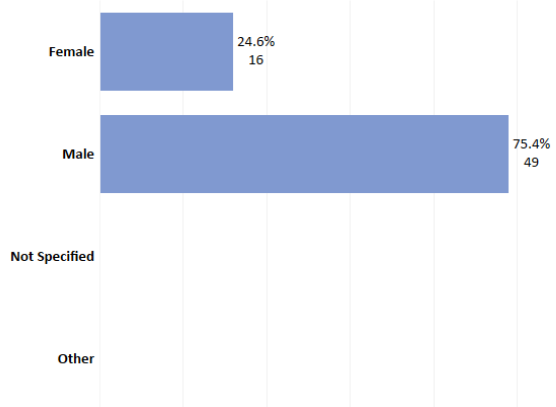
Monthly Camp Report | August 2024 | Transit Center

Summary for August 2024

- 65 tickets received in this camp
- 0 tickets closed on the spot*
- 65 tickets referred to relevant actors
- 50 responses given by relevant actors

*Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.

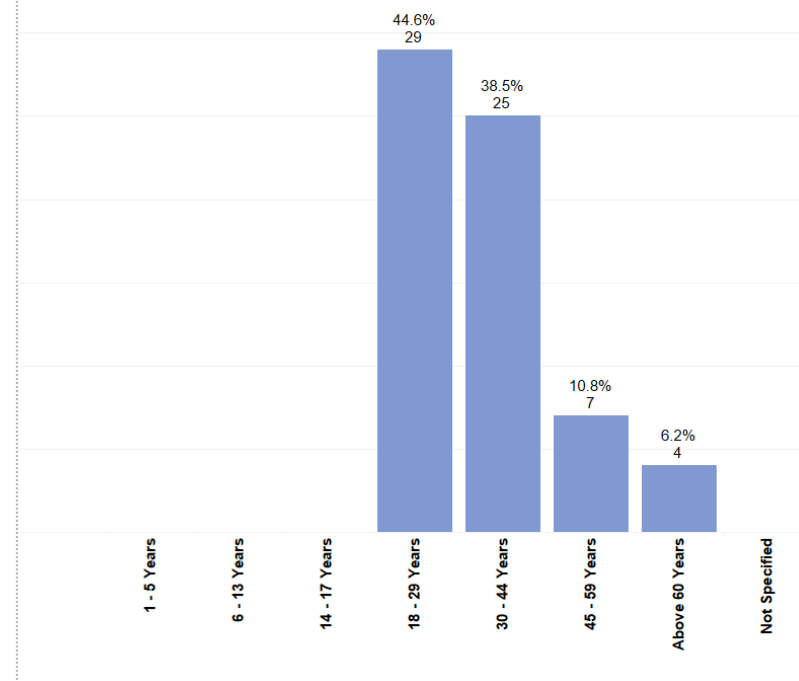
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Request for Protection Interventions	25	0	25	15	10
Shelter Materials - Request additional materials	19	0	19	0	19
Request for additional room - Request for new room	10	0	10	0	10
Food distributions - Poor quality food items	3	0	3	0	3
Complaint against Agency or Staff	2	0	2	0	2
Pathway - Damaged, broken, or needs improvement	2	0	2	0	2
Damage to shelter - Shelter damaged over time	1	0	1	0	1
LPG Gas - Not enough for family	1	0	1	0	1
Not working - Solar supply	1	0	1	0	1
Request for fresh food enlistment - Request for fresh food	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Protection	Food Security	Site Development	Energy & Environment	Site Management	Education	Health	ID Documents	Livelihood	WASH
Tickets Received	30	27	4	2	1	1	0	0	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	30	27	4	2	1	1	0	0	0	0	0
Total Replies	0	15	0	0	0	0	0	0	4	0	31
Open Tickets	30	12	4	2	1	1	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Shelter Materials - Request additional materials	19
Request for additional room - Request for new room	10
Request for Protection Interventions	10
Food distributions - Poor quality food items	3
Complaint against Agency or Staff	2
Pathway - Damaged, broken, or needs improvement	2
Damage to shelter - Shelter damaged over time	1
LPG Gas - Not enough for family	1
Not working - Solar supply	1
Request for fresh food enlistment - Request for fresh food	1

Common Feedback Platform - CFP

About the Common Feedback Platform

The Common Feedback Platform (CFP) is a joint inter-agency report that consolidates community feedback from the Cox's Bazar Rohingya response in Bangladesh. Through Complaints and Feedback Mechanisms (CFMs), affected communities share challenges regarding programs and services, and the anonymized data is compiled monthly.

The CFP supports Accountability to Affected Populations (MP) and informs programming by improving complaint management through harmonized referral standards, developed with key actors and updated to remain relevant. Site Management (SM) agencies and partners refer data to sectors and service providers. CFP reports reflect data from specific CFMs and may not represent the overall needs or satisfaction of Rohingya in camps. More tickets in a location may indicate better CFM coverage, trust, or larger population, not necessarily greater needs.

IOM Methodology and Definitions:

Methodology: The CFM ([Zite Manager](#)) adheres to the principle that communities can access one CFM to share all types of concerns (regardless of sector or actor), and that feedback loops are always closed. Thus, every ticket that is received is referred to the appropriate service provider to respond to the issue within 60 days (otherwise it expires and the complainant is informed that the partner failed to answer in time). The CFM then goes back and replies to the affected person, regardless of outcome.

Feedback is collected through trained enumerators (gender-balanced Bangladeshi staff and Rohingya volunteers) at static desks or through mobile teams who conduct regular outreach at the block level to ensure access to vulnerable persons. Each piece of feedback is submitted through a mobile phone application that generates a "ticket" with a unique tracking number. If referable, tickets are referred through Site Management via the camp Sector Focal Point system, who coordinate with their partners and relevant organizations to resolve issues. Beneficiaries then receive replies to their issues after an update is available.

Consent to share personal information with organizations responsible 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.*

Definitions

- **Ticket:** A piece of community feedback generated so beneficiaries can ask questions, report complaints, share feedback, and request assistance through referral, action, and response.

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

- If the ticket can be resolved without referral.

- If the ticket is an emergency or sensitive issues. 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 general ticket type will be recorded, *but no personal data or case details are collected (age and gender is "not specified")*.

- If the ticket is not referable because of the nature of the request. Depending on the capacity and processes of responding actors, some tickets cannot be received by the service provider. Therefore, a pre-determined message is shared with the complainant to explain why. All sectors and organizations were consulted to identify these ticket types.

- **Resolved/Unresolved:** When the complainant is given the opportunity to share their opinion on the response given. 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. Regardless, the feedback loop is considered closed once beneficiaries receive an update and report their satisfaction. Resolution rate is not currently visualized or calculated in the CFP reports (contact IOM directly to receive this data).

UNCHR Methodology and Definitions:

Methodology: The ticket management process is done according to the type of query:

o **Complaints** trigger an automatic referral within the system. The ticket is directed to the appropriate focal point depending on the nature of the complaint (SEA, complaint against staff/partner or report of refugee fraud) for assessment and action in line with the relevant SOPs.

o **Feedback:** These inquiries are automatically closed in the system upon receipt, once the Intake form is submitted, if they typically do not require further action beyond acknowledgment and recording the feedback from individuals. However, for negative feedback, the data is analyzed and shared with the focal persons on a monthly basis.

o **Request for information:** These enquiries are automatically closed in the system after the provision of the requested information found in the library of Frequently Asked Questions (FAQs). If the information is not available in the FAQs, these queries are recorded as a request for humanitarian assistance or for protection intervention depending on their nature.

o **Requests for Humanitarian Services:** These queries trigger an automatic referral within the system. The ticket is directed to the relevant focal point depending on the sector and the nature of the query for assessment and action. The ticket can only be closed after action has been taken according to the CAIPP SOPs for that sector.

o **Requests for Protection interventions:** These queries trigger an automatic referral within the system. The ticket is directed to the appropriate Protection focal point to take action. Once action has been taken, the ticket is closed in line with CAIPP SOPs. Some actions may require case management, in which case the ticket is closed in CAIPP, and case management is recorded in proGres (not CAIPP).

This structured approach ensures that each query is processed efficiently, and appropriate action is taken by the relevant focal point before the ticket is closed.

Definitions

A ticket is considered closed when action has been taken i.e. when requests for information have been effectively answered and information provided; and for complaints, requests for assistance or other queries when these have been effectively followed up on by the focal point in charge, as per the relevant sectoral SOPs. The closure of a ticket is different from the resolution of a case in the context of case management, which may take place at a later stage.

Types of queries:

o **Complaints:** Concerns raised by refugees regarding service delivery or grievances, typically seeking a resolution or correction. Complaints can involve significant concerns such as safety, health, and well-being. They arise when there is a perceived failure to deliver promised aid, breaches of rights, or unethical behavior by staff or volunteers, requiring immediate attention.

o **Feedback:** General comments on services or operations that provide insights or observations to help improve the effectiveness, efficiency, or appropriateness of humanitarian interventions. Typically constructive, feedback can range from appreciative to critical. It focuses less on immediate rectification and more on long-term improvement, not always requiring immediate action.

o **Request for Humanitarian Service:** Requests for specific assistance such as food, shelter, WASH or medical aid and others.

o **Request for Information:** Inquiries seeking details about services, processes, or rights.

o **Request for Protection Interventions:** Requests related to the provision of protection services such as legal aid or interventions to protect from and/or respond to harm.