

# Common Feedback Platform - CFP

Monthly Camp Cumulative Report | January - July 2024

## Cumulative Data January - July 2024

**168,507** tickets received across 34 sites

**51,960** tickets closed on the spot

**116,547** tickets referred by 6 actors

**50,737** 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	Grand Total
Shelter & NFI	7,148	7,841	6,968	7,419	13,649	11,192	12,219	66,436
Site Development	4,453	4,870	4,646	3,676	5,285	5,974	6,607	35,511
Site Management	2,780	2,965	2,658	1,842	2,515	2,768	3,374	18,902
ID Documents	3,202	2,781	2,119	1,960	2,513	2,414	2,085	17,074
WASH	1,522	1,414	1,653	1,569	1,242	914	833	9,147
Energy & Environment	1,355	1,080	924	885	1,231	1,048	863	7,386
Food Security	771	753	731	561	785	847	1,553	6,001
Protection	207	245	255	566	1,462	1,045	950	4,730
Health	566	526	494	401	491	284	427	3,189
Livelihood						31	31	62
Education	1	20	1	3	2	10	12	49
Nutrition	1	5	5	1	1	5	2	20

## Cumulative Tickets per Month

	January	February	March	April	May	June	July	Grand Total
<b>Total Received</b>	22,006	22,500	20,454	18,883	29,176	26,532	28,956	168,507
<b>Total Closed on the Spot</b>	8,219	7,198	6,284	5,534	7,434	8,085	9,206	51,960
<b>Total Referred</b>	13,787	15,302	14,170	13,349	21,742	18,447	19,750	116,547
<b>Total Replies</b>	8,701	6,097	6,812	8,372	9,773	5,319	5,663	50,737

## Top Tickets Received by Gender

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	6,512	8,747	8	1
Shelter Materials - Request additional materials	5,665	8,339	6	
NFI - Request additional materials	4,557	7,659	8	
Damage to shelter - Shelter damaged by weather	4,693	5,685	3	4
Requested for information	4,798	4,803	2	
Slope Protection (erosion) - Requested	3,643	5,004	1	
Cash for Work - Has not been selected for CFW in long time	1,772	4,570	4	
Slope Protection (erosion) - Damaged, broken, or needs improvement	2,001	4,042		
Cash for Work - Requested CFW	1,240	3,401	3	
LPG Gas - Not enough for family	1,422	2,778	1	
Hill or Slope - Erosion & landslide	1,185	1,839		
Shelter Materials - Missed Distribution	1,290	1,689	1	
Cash for Work - Has not been enrolled	977	1,766	1	
Protection Referral	984	1,344		
SMART Card & Family Attestation - Add New Born	569	734		
Cooking Stove - Broken or not working	146	297		

## 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
<b>Total Received</b>	6,236	7,067	2,284	4,957	4,248	10,008	2,142	3,242	4,127	4,187	5,070	5,755	4,800	3,015	1,788	4,956	1,780	4,593	3,778	6,059	5,619	5,789	4,529	4,321	4,842	7,116	4,971	6,440	5,214	3,598	4,399	14,147	2,987	4,443	168,507
<b>Total Closed on the Spot</b>	1,195	1,178	19	1,713	839	1,647	145	419	650	812	867	451	736	252	9	40	776	476	726	3,159	1,513	1,601	856	1,174	2,802	1,902	1,535	4,405	2,293	2,417	2,032	9,349	1,182	2,790	51,960
<b>Total Referred</b>	5,041	5,889	2,265	3,244	3,409	8,361	1,997	2,823	3,477	3,375	4,203	5,304	4,064	2,763	1,779	4,916	1,004	4,117	3,052	2,900	4,106	4,188	3,673	3,147	2,040	5,214	3,436	2,035	2,921	1,181	2,367	4,798	1,805	1,653	116,547
<b>Total Replies</b>	1,078	113	11	20	459	3,597	31	808	654	134	1,867	354	233	758	49	990	489	1,466	1,514	2,369	2,235	2,971	2,253	2,732	1,658	4,156	2,849	2,175	2,861	1,148	2,213	4,087	1,340	1,065	50,737

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>  
 UNCHR: 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 Overview | July 2024

## Summary for July 2024

**28,956** tickets received across **34** sites

**9,206** tickets closed on the spot\*

**19,750** tickets referred to relevant actors

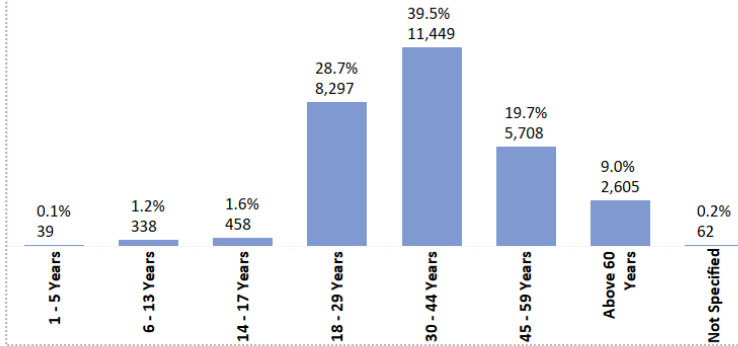
**5,663** responses given by relevant actors

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

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

*\*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 this Month by Age of Beneficiary



## Top Open Tickets this Month

Ticket Description	Female	Male	Other	Not Specified
Shelter Materials - Requested for Shelter Materials	1,519	2,527	1	
Shelter Materials - Request additional materials	740	883		
Damage to shelter - Shelter damaged by weather	492	1,062		
Damage to shelter - Shelter damaged over time	538	380	2	
Retaining wall - Requested	338	507		
Request for Protection Interventions	267	413		
Slope Protection (erosion) - Requested	334	295		
Hill or Slope - Erosion & landslide	167	427		
Request for fresh food enlistm - Request for fresh food	287	261		
Slope Protection (erosion) - Damaged, broken, or needs improve..	153	202		
Cash for Work - Has not been enrolled	87	197		
Retaining wall - Damaged, broken, or needs improvement	93	126		
Treatment - Request for better treatment	91	98		
Relocation & Repatriation - Relocation within camp	97	91		
Change of Registration information - New Registration	60	117		
Request for fresh food enlistm - Requested For Fresh Vegetables	74	81		
Treatment - Need to Health book	45	77		
Shelter Materials - Missed Distribution			1	
Drainage - Blocked or Water logging			1	
General Health Card - Did not receive			1	

## Tickets Received this Month by Camp | AoR

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets	
HCR	Camp 01E	1,246	65	1,181	438	743
	Camp 01W	1,577	186	1,391	85	1,306
	Camp 02E	385	3	382	11	371
	Camp 02W	825	104	721	11	710
	Camp 03	739	169	570	57	513
	Camp 04	1,453	317	1,136	366	770
	Camp 04 Ext.	476	11	465	31	434
	Camp 05	513	81	432	12	420
	Camp 06	618	210	408	41	367
	Camp 07	1,489	94	1,395	28	1,367
	Camp 17	667	445	222	12	210
	Camp 21	603	71	532	72	460
	Camp 26	1,185	123	1,062	43	1,019
	Camp 27	630	78	552	291	261
	Kutupalong RC	576	1	575	49	526
	Nayapara RC	1,118	3	1,115	356	759
	Transit Center	185	5	180	10	170
	Camp 08E	673	44	629	126	503
	Camp 08W	688	54	634	201	433
	IOM	Camp 09	999	590	409	309
Camp 10		927	215	712	494	218
Camp 11		711	273	438	56	382
Camp 12		530	122	408	291	117
Camp 13		452	56	396	16	380
Camp 14		805	517	288	59	229
Camp 15		1,091	429	662	260	402
Camp 16		689	316	373	40	333
Camp 18		906	588	318	298	20
Camp 19		1,098	684	414	490	0
Camp 20		666	394	272	201	71
Camp 20 Ext		737	352	385	310	75
Camp 22		2,364	1,952	412	290	122
Camp 24		517	150	367	151	216
Camp 25		818	504	314	158	156

## Tickets Received this Month by Sector, Camp | AoR

Sector	HCR										IOM																									
	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		
Shelter & NFI	960	955	328	578	347	826	380	303	299	1,210	149	375	930	399	469	701	55	13	30	302	53	97	31	109	53	148	88	228	586	177	237	612	14	177		
Protection	65	60	10	23	58	65	13	21	28	27	26	13	34	11	19	42	13	34	41	40	53	15	17	11	18	52	15	32	25	7	11	8	17	26		
ID Documents	61	185	9	90	52	101	6	21	6	94	11	25	57	63	67	27	11	42	28	93	223	75	63	31	33	47	13	25	33	23	23	299	36	112		
Site Management	41	5	2	33	34	99	55	1	16	4	4	19	41	52	3	3	1	46	7	161	67	122	25	28	277	342	265	140	50	175	306	583	187	180		
Food Security	39	73	9	18	104	69	17	55	38	9	2	17	29	35	14	310	8	9	7	80	74	96	49	8	43	22	16	69	4	42	7	59	49	73		
Site Development	37	269	18	50	116	199		78	215	133	428	111	52	51	2	21	6	482	563	273	428	233	259	238	326	399	237	225	355	197	118	261	132	95		
Health	36	5	7	27	10	22	1	28	15	5	3	17	2	2	2	11	85	13	5	2	5	29	12	3	13	17	6			3	12	27	2			
WASH	5	22	1	6	13	31	3	6	1	6	40	12	38	16		1	3	30	4	15	7	28	63	21	30	26	29	72	24	23	14	108	38	97		
Livelihood	1	1				26						1	1									1														
Education	1											1	1			1									1	5		1								
Nutrition												1	1																							
Energy & Environment		2	1		5	15	1				4	11		1		1	3	4	3	33	16	15	11	6	21	37	9	108	21	22	18	422	17	56		

# Common Feedback Platform - CFP

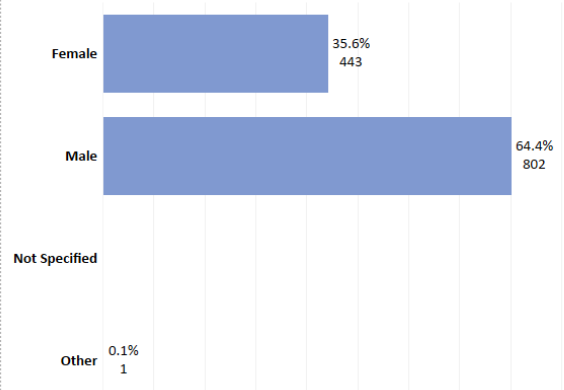
Monthly Camp Report | July 2024 | **Camp 01E**

### Summary for July 2024

- 1,246** tickets received in this camp
- 65** tickets closed on the spot\*
- 1,181** tickets referred to relevant actors
- 438** 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.

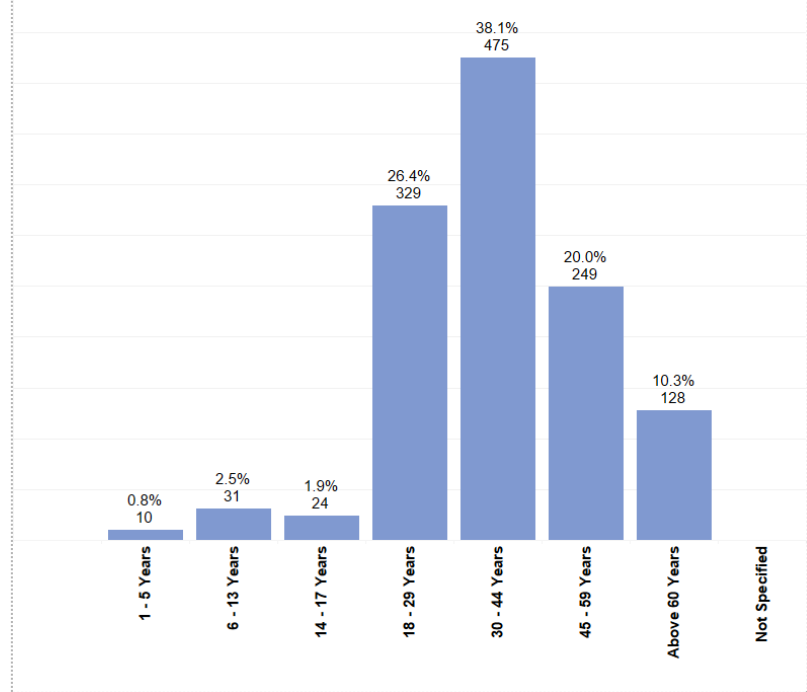
### Tickets received by gender



### Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter Materials - Requested for Shelter Materials	893	0	893	193	700
Shelter Materials - Request additional materials	65	0	65	4	61
Request for Protection Interventions	58	0	58	2	56
Requested for Information	58	58	0	0	0
Treatment - Request for better treatment	30	0	30	1	29
Relocation & Repatriation - Relocation within camp	24	0	24	0	24
Retaining wall - Requested	20	0	20	2	18
Request for fresh food enlistment - Requested For Fresh Vegetables	14	0	14	0	14
Hill or Slope - Erosion & landslide	13	0	13	0	13
Request for fresh food enlistment - Request for fresh food	13	0	13	9	4
Food distributions - Poor quality food items	12	0	12	0	12
Skill Training - Requested	8	7	1	1	0
Complaint against Agency or Staff	7	0	7	0	7
Treatment - Need to Health book	6	0	6	0	6
Cash for Work - Requested CFW	5	0	5	0	5
Bathing Station - Broken or Damaged	4	0	4	0	4
Change of Registration information - New Registration	4	0	4	1	3

### Tickets Received per Age Group



### Tickets Analysis by Sector

	Shelter & NFI	Protection	ID Documents	Site Management	Food Security	Site Development	Health	WASH	Education	Livelihood	Energy & Environment	Nutrition
Tickets Received	960	65	61	41	39	37	36	5	1	1	0	0
Total Closed on the Spot	0	0	55	10	0	0	0	0	0	0	0	0
Total Referred	960	65	6	31	39	37	36	5	1	1	0	0
Total Replies	405	13	4	0	9	2	2	2	0	1	0	0
Open Tickets	555	52	2	31	30	35	34	3	1	0	0	0

### Top Open Tickets this Month

Ticket Description	Count
Shelter Materials - Requested for Shelter Materials	700
Shelter Materials - Request additional materials	61
Request for Protection Interventions	56
Treatment - Request for better treatment	29
Relocation & Repatriation - Relocation within camp	24
Retaining wall - Requested	18
Request for fresh food enlistment - Requested For Fresh Vegetables	14
Hill or Slope - Erosion & landslide	13
Food distributions - Poor quality food items	12
Complaint against Agency or Staff	7
Treatment - Need to Health book	6
Cash for Work - Requested CFW	5
Bathing Station - Broken or Damaged	4
Request for fresh food enlistment - Request for fresh food	4
Retaining wall - Damaged, broken, or needs improvement	4
Change of Registration information - New Registration	3
Not working - Solar supply	2

# Common Feedback Platform - CFP

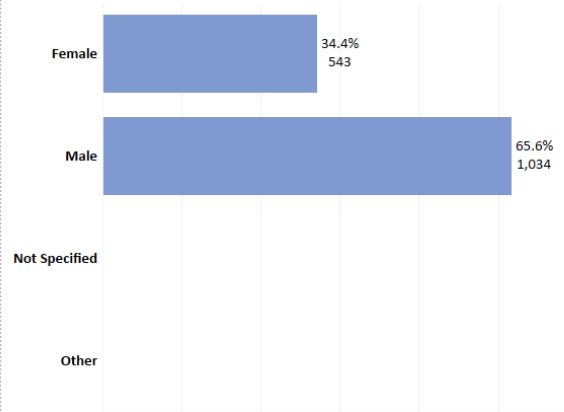
Monthly Camp Report | July 2024 | **Camp 01W**

### Summary for July 2024

- 1,577** tickets received in this camp
- 186** tickets closed on the spot\*
- 1,391** tickets referred to relevant actors
- 85** responses given by relevant actors

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

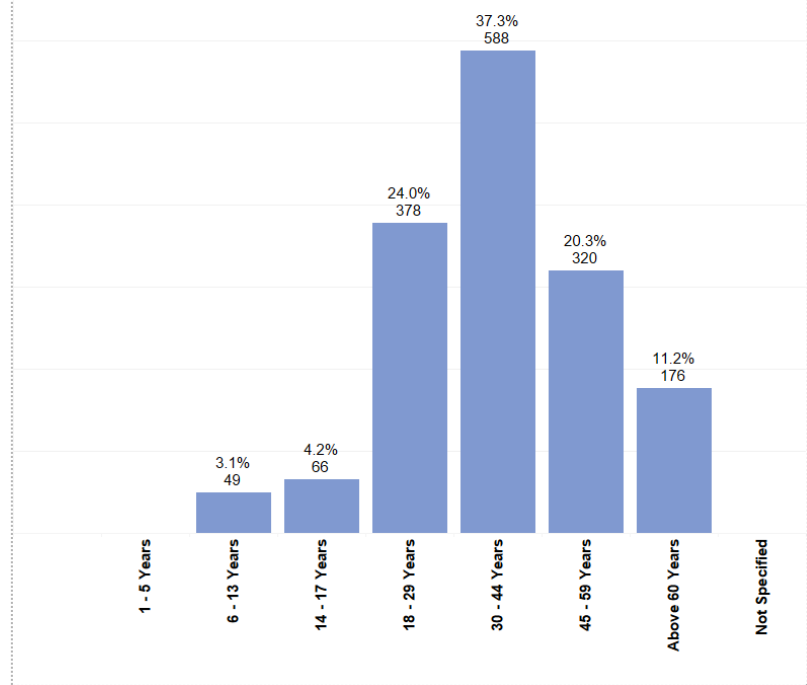
### Tickets received by gender



### 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	777	0	777	4	773
Retaining wall - Requested	252	0	252	0	252
Requested for Information	190	186	4	1	3
Shelter Materials - Requested for Shelter Materials	177	0	177	70	107
Request for Protection Interventions	56	0	56	0	56
Food distributions - Missed Token	40	0	40	1	39
Request for fresh food enlistm - Request for fresh food	24	0	24	2	22
Hill or Slope - Erosion & landslide	17	0	17	0	17
Bathing Station - Broken or Damaged	14	0	14	0	14
Change of Registration information - New Registration	4	0	4	4	0
Complaint against Agency or Staff	4	0	4	2	2
Latrine - Needs cleaning	4	0	4	0	4
Latrine - New toilet requested	4	0	4	0	4
Treatment - Request for better treatment	4	0	4	0	4
Relocation & Repatriation - Relocation within camp	3	0	3	0	3
Cash for Work - Requested CFW	1	0	1	0	1
Community Conflict - Land & shelter extension	1	0	1	0	1

### Tickets Received per Age Group



### Tickets Analysis by Sector

	Shelter & NFI	Site Development	ID Documents	Food Security	Protection	WASH	Health	Site Management	Energy & Environment	Livelihood	Education	Nutrition
Tickets Received	955	269	185	73	60	22	5	5	2	1	0	0
Total Closed on the Spot	0	0	178	8	0	0	0	0	0	0	0	0
Total Referred	955	269	7	65	60	22	5	5	2	1	0	0
Total Replies	74	0	5	3	2	0	0	0	1	0	0	0
Open Tickets	881	269	2	62	58	22	5	5	1	1	0	0

### Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged by weather	773
Retaining wall - Requested	252
Shelter Materials - Requested for Shelter Materials	107
Request for Protection Interventions	56
Food distributions - Missed Token	39
Request for fresh food enlistm - Request for fresh food	22
Hill or Slope - Erosion & landslide	17
Bathing Station - Broken or Damaged	14
Latrine - Needs cleaning	4
Latrine - New toilet requested	4
Treatment - Request for better treatment	4
Relocation & Repatriation - Relocation within camp	3
Requested for Information	3
Complaint against Agency or Staff	2
Cash for Work - Requested CFW	1
Community Conflict - Land & shelter extension	1
LPG Gas - Lost token	1

# Common Feedback Platform - CFP

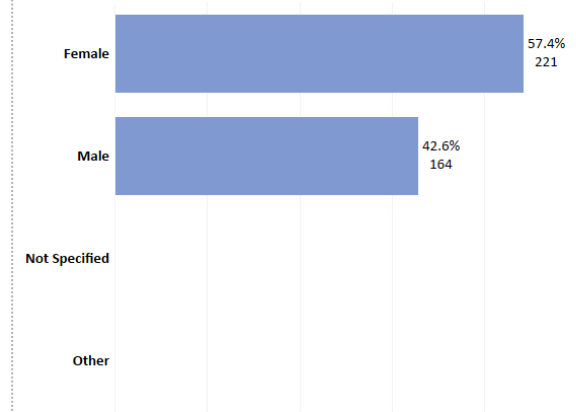
Monthly Camp Report | July 2024 | **Camp 02E**

### Summary for July 2024

- 385** tickets received in this camp
- 3** tickets closed on the spot\*
- 382** tickets referred to relevant actors
- 11** responses given by relevant actors

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

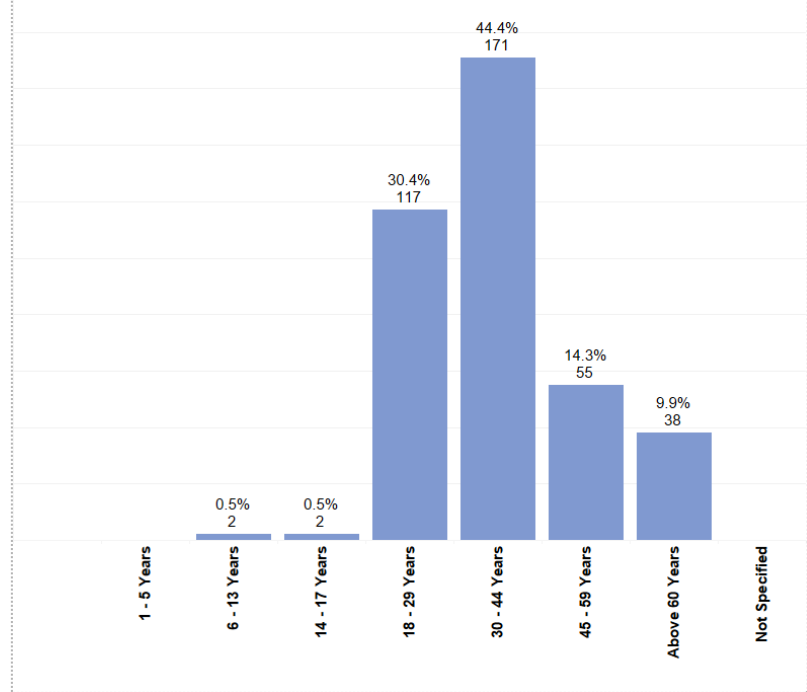
### Tickets received by gender



### 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	306	0	306	0	306
Retaining wall - Requested	18	0	18	0	18
Shelter Materials - Requested for Shelter Materials	17	0	17	0	17
Request for Protection Interventions	10	0	10	0	10
Request for fresh food enlistm - Request for fresh food	9	0	9	7	2
Treatment - Request for better treatment	7	0	7	0	7
Change of Registration Information - New Registration	6	0	6	2	4
Shelter Materials - Request additional materials	4	0	4	0	4
Requested for Information	3	3	0	0	0
Cash for Work - Requested CfW	1	0	1	0	1
Damage to shelter - Shelter damaged by weather	1	0	1	0	1
Latrine - New toilet requested	1	0	1	0	1
LPG Gas - Did not receive cylinder	1	0	1	0	1
Relocation & Repatriation - Relocation within camp	1	0	1	0	1

### Tickets Received per Age Group



### Tickets Analysis by Sector

	Shelter & NFI	Site Development	Protection	Food Security	ID Documents	Health	Site Management	Energy & Environment	WASH	Education	Livelihood	Nutrition
Tickets Received	328	18	10	9	9	7	2	1	1	0	0	0
Total Closed on the Spot	0	0	0	0	3	0	0	0	0	0	0	0
Total Referred	328	18	10	9	6	7	2	1	1	0	0	0
Total Replies	0	0	0	7	4	0	0	0	0	0	0	0
Open Tickets	328	18	10	2	2	7	2	1	1	0	0	0

### Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	306
Retaining wall - Requested	18
Shelter Materials - Requested for Shelter Materials	17
Request for Protection Interventions	10
Treatment - Request for better treatment	7
Change of Registration information - New Registration	4
Shelter Materials - Request additional materials	4
Request for fresh food enlistm - Request for fresh food	2
Cash for Work - Requested CfW	1
Damage to shelter - Shelter damaged by weather	1
Latrine - New toilet requested	1
LPG Gas - Did not receive cylinder	1
Relocation & Repatriation - Relocation within camp	1

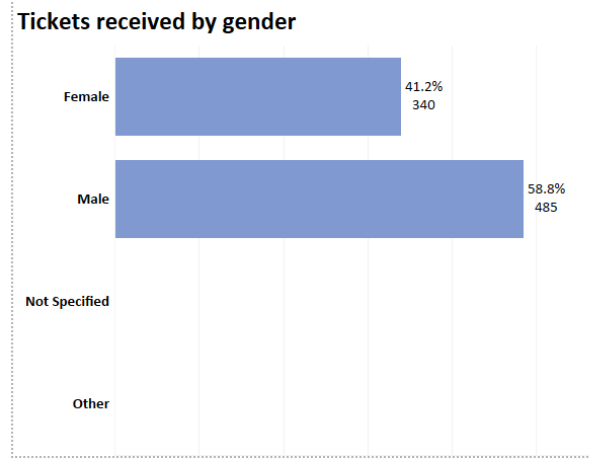
# Common Feedback Platform - CFP

Monthly Camp Report | July 2024 | **Camp 02W**

**Summary for July 2024**

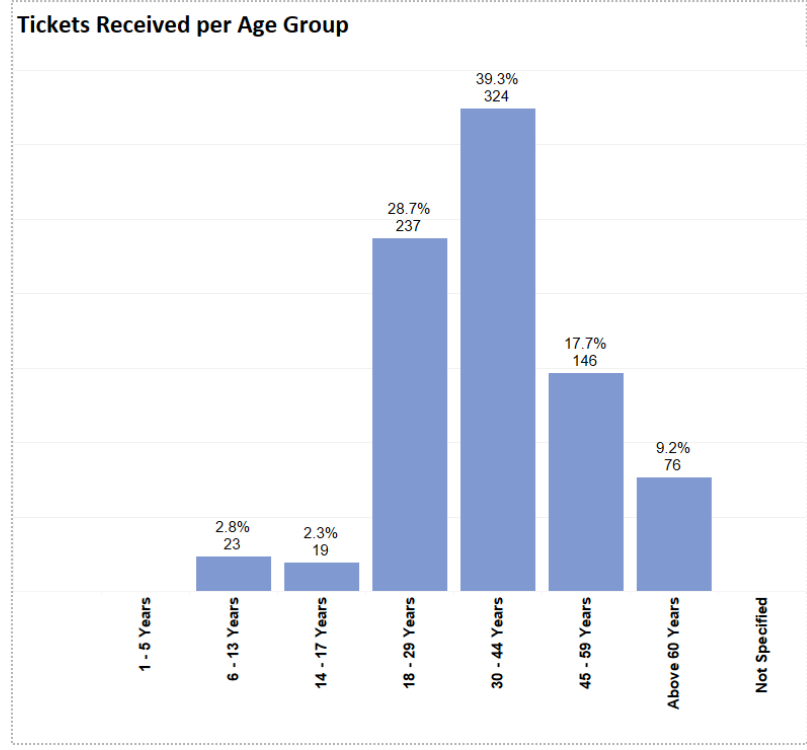
- 825** tickets received in this camp
- 104** tickets closed on the spot\*
- 721** tickets referred to relevant actors
- 11** responses given by relevant actors

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



**Top Tickets this Month**

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter Materials - Request additional materials	345	0	345	1	344
Damage to shelter - Shelter damaged over time	157	0	157	0	157
Requested for Information	92	89	3	0	3
Shelter Materials - Requested for Shelter Materials	50	0	50	0	50
Shelter- Shelter materials needed	26	0	26	0	26
Treatment - Request for better treatment	26	0	26	0	26
Request for Protection Interventions	22	0	22	0	22
Not working - Solar supply	19	0	19	0	19
Retaining wall - Damaged, broken, or needs improvement	15	0	15	0	15
Retaining wall - Requested	15	0	15	0	15
Skill Training - Requested	14	14	0	0	0
Hill or Slope - Erosion & landslide	12	0	12	0	12
Request for fresh food enlistm - Requested For Fresh Vegetables	7	0	7	0	7
SMART Card & Family Attestation - Add New Born	5	0	5	1	4
Change of Registration information - New Registration	4	0	4	0	4
Food distributions - Poor quality food items	4	0	4	0	4
Bathing Station - Broken or Damaged	3	0	3	0	3



**Tickets Analysis by Sector**

	Shelter & NFI	ID Documents	Site Development	Site Management	Health	Protection	Food Security	WASH	Education	Energy & Environment	Livelihood	Nutrition
Tickets Received	578	90	50	33	27	23	18	6	0	0	0	0
Total Closed on the Spot	0	78	8	14	0	0	3	1	0	0	0	0
Total Referred	578	12	42	19	27	23	15	5	0	0	0	0
Total Replies	1	2	0	0	0	1	5	0	0	2	0	0
Open Tickets	577	10	42	19	27	22	10	5	0	0	0	0

**Top Open Tickets this Month**

Ticket Description	Count
Shelter Materials - Request additional materials	344
Damage to shelter - Shelter damaged over time	157
Shelter Materials - Requested for Shelter Materials	50
Shelter- Shelter materials needed	26
Treatment - Request for better treatment	26
Request for Protection Interventions	22
Not working - Solar supply	19
Retaining wall - Damaged, broken, or needs improvement	15
Retaining wall - Requested	15
Hill or Slope - Erosion & landslide	12
Request for fresh food enlistm - Requested For Fresh Vegetables	7
Change of Registration information - New Registration	4
Food distributions - Poor quality food items	4
SMART Card & Family Attestation - Add New Born	4
Bathing Station - Broken or Damaged	3
Requested for Information	3
Bathing Station - Requested	1

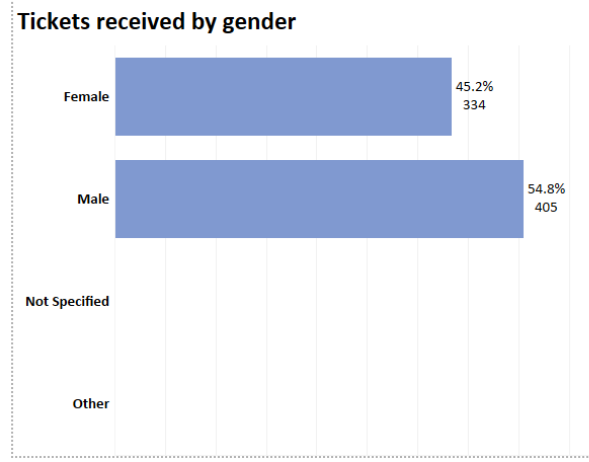
# Common Feedback Platform - CFP

Monthly Camp Report | July 2024 | **Camp 03**

**Summary for July 2024**

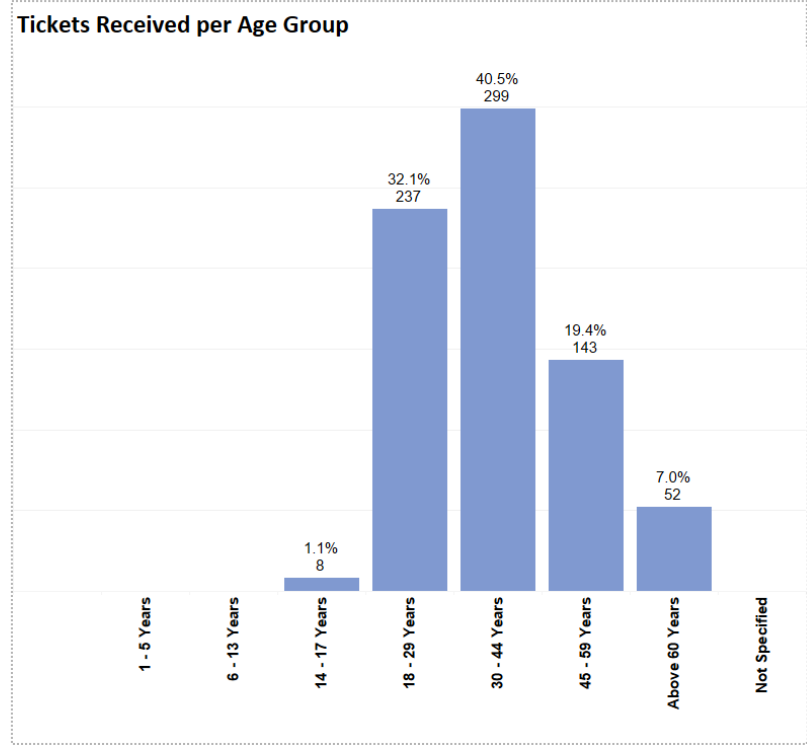
- 739 tickets received in this camp
- 169 tickets closed on the spot\*
- 570 tickets referred to relevant actors
- 57 responses given by relevant actors

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



**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	181	0	181	0	181
Requested for Information	155	155	0	0	0
Shelter Materials - Request additional materials	91	0	91	1	90
Retaining wall - Requested	70	0	70	0	70
Shelter Materials - Requested for Shelter Materials	68	0	68	1	67
Request for Protection Interventions	56	0	56	4	52
Food distributions - Missed Token	21	0	21	0	21
Request for fresh food enlistm - Requested For Fresh Vegetables	20	0	20	6	14
Food distributions - Poor quality food items	13	0	13	0	13
Relocation & Repatriation - Relocation within camp	13	0	13	0	13
Skill Training - Requested	12	12	0	0	0
Request for fresh food enlistm - Request for fresh food	10	0	10	18	0
Bathing Station - Broken or Damaged	8	0	8	1	7
Treatment - Need to Health book	6	0	6	0	6
Change of Registration information - New Registration	4	0	4	1	3
Complaint against Agency or Staff	2	0	2	2	0
Latrine - Needs cleaning	2	0	2	1	1



**Tickets Analysis by Sector**

	Shelter & NFI	Site Development	Food Security	Protection	ID Documents	Site Management	WASH	Health	Energy & Environment	Education	Livelihood	Nutrition
Tickets Received	347	116	104	58	52	34	13	10	5	0	0	0
Total Closed on the Spot	7	46	40	0	48	20	1	4	3	0	0	0
Total Referred	340	70	64	58	4	14	12	6	2	0	0	0
Total Replies	2	0	24	16	9	0	5	0	1	0	0	0
Open Tickets	338	70	40	42	0	14	7	6	1	0	0	0

**Top Open Tickets this Month**

Ticket Description	Count
Damage to shelter - Shelter damaged over time	181
Shelter Materials - Request additional materials	90
Retaining wall - Requested	70
Shelter Materials - Requested for Shelter Materials	67
Request for Protection Interventions	52
Food distributions - Missed Token	21
Request for fresh food enlistm - Requested For Fresh Vegetables	14
Food distributions - Poor quality food items	13
Relocation & Repatriation - Relocation within camp	13
Bathing Station - Broken or Damaged	7
Treatment - Need to Health book	6
Change of Registration information - New Registration	3
Latrine - New toilet requested	2
LPG Gas - Did not receive cylinder	2
Latrine - Needs cleaning	1
Not working - Solar supply	1

# Common Feedback Platform - CFP

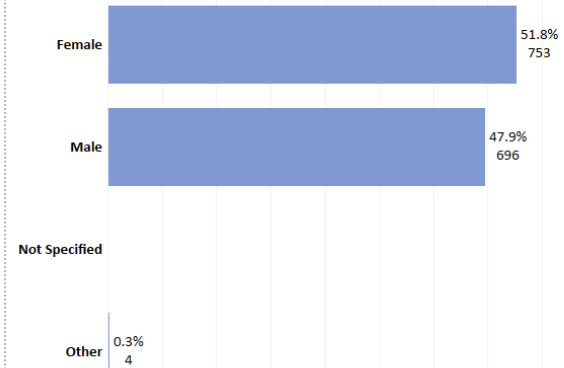
Monthly Camp Report | July 2024 | **Camp 04**

## Summary for July 2024

- 1,453** tickets received in this camp
- 317** tickets closed on the spot\*
- 1,136** tickets referred to relevant actors
- 366** 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.*

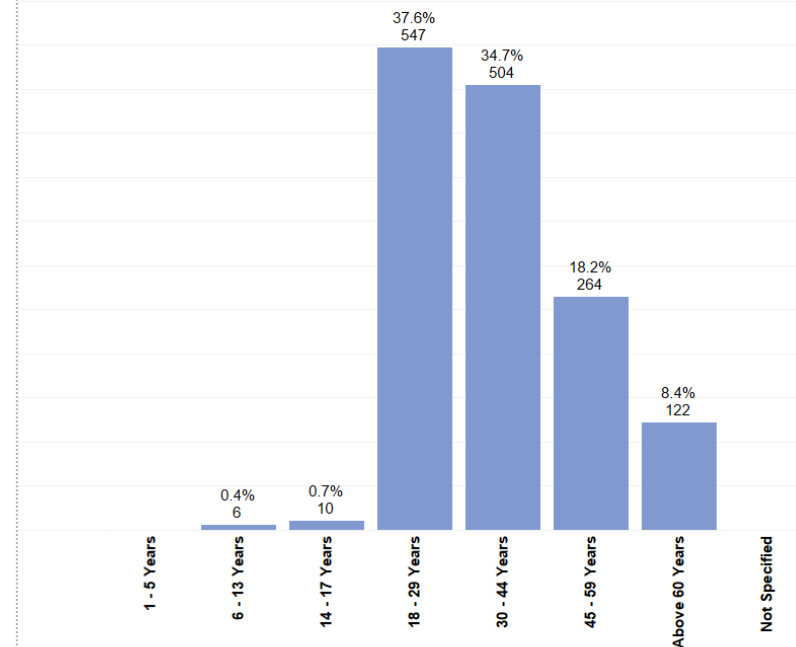
## Tickets received by gender



## 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	408	0	408	79	329
Requested for Information	270	269	1	1	0
Shelter Materials - Request additional materials	186	0	186	34	152
Shelter Materials - Requested for Shelter Materials	182	0	182	10	172
Retaining wall - Requested	81	0	81	0	81
Request for Protection Interventions	64	0	64	14	50
Hill or Slope - Erosion & landslide	40	0	40	0	40
Request for fresh food enlistment - Request for fresh food	33	0	33	41	0
Relocation & Repatriation - Relocation within camp	32	0	32	0	32
Skill Training - Requested	28	26	2	0	2
Food distributions - Poor quality food items	17	0	17	4	13
Change of Registration information - New Registration	14	0	14	0	14
LPG Gas - Did not receive cylinder	12	0	12	0	12
Soap & Hygiene Kit - Not enough	11	11	0	0	0
SMART Card & Family Attestation - Request for individual SMART card	10	0	10	0	10
Food distributions - Missed Token	7	0	7	1	6
Cash for Work - Requested CfW	6	0	6	1	5

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Shelter & NFI	Site Development	ID Documents	Site Management	Food Security	Protection	WASH	Livelihood	Health	Energy & Environment	Education	Nutrition
Tickets Received	826	199	101	99	69	65	31	26	22	15	0	0
Total Closed on the Spot	49	78	71	56	11	0	11	24	14	3	0	0
Total Referred	777	121	30	43	58	65	20	2	8	12	0	0
Total Replies	231	0	9	4	46	68	1	0	0	7	0	0
Open Tickets	546	121	21	39	12	0	19	2	8	5	0	0

## Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	329
Shelter Materials - Requested for Shelter Materials	172
Shelter Materials - Request additional materials	152
Retaining wall - Requested	81
Request for Protection Interventions	50
Hill or Slope - Erosion & landslide	40
Relocation & Repatriation - Relocation within camp	32
Change of Registration information - New Registration	14
Food distributions - Poor quality food items	13
LPG Gas - Did not receive cylinder	12
SMART Card & Family Attestation - Request for individual SMART card	10
Food distributions - Missed Token	6
Treatment - Request for better treatment	6
Bathing Station - Broken or Damaged	5
Cash for Work - Requested CfW	5
Latrine - Needs cleaning	5
Bathing Station - Requested	4



# Common Feedback Platform - CFP

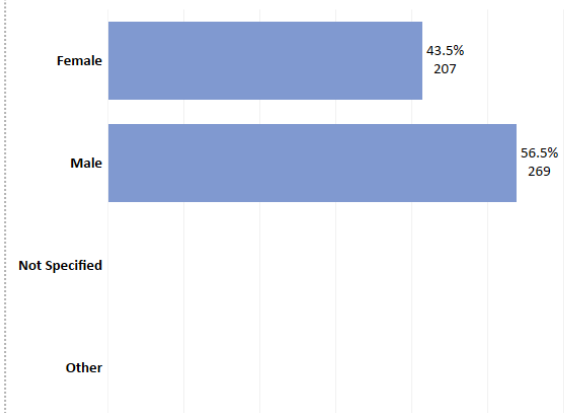
Monthly Camp Report | July 2024 | **Camp 04 Ext.**

## Summary for July 2024

- 476** tickets received in this camp
- 11** tickets closed on the spot\*
- 465** tickets referred to relevant actors
- 31** 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.*

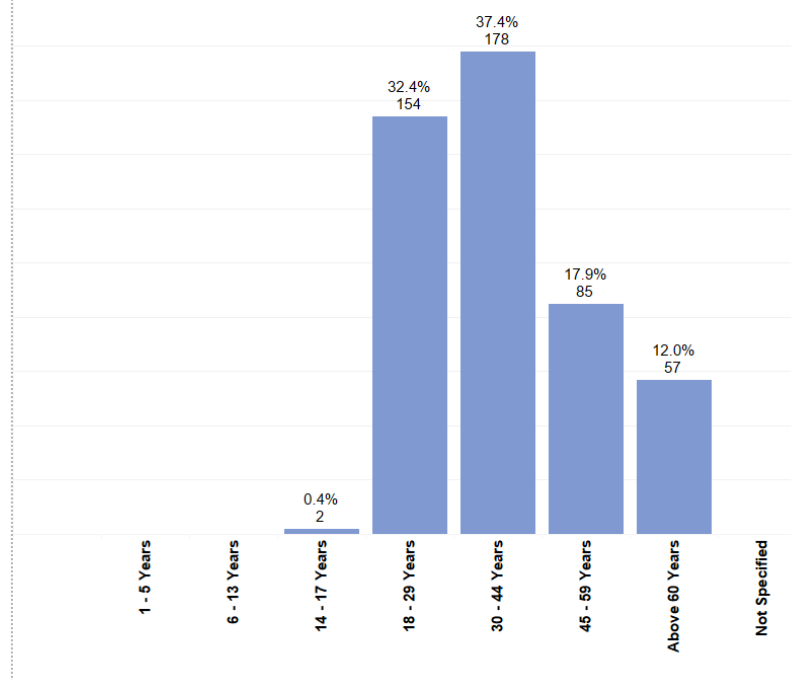
## Tickets received by gender



## Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter Materials - Requested for Shelter Materials	310	0	310	6	304
Damage to shelter - Shelter damaged over time	68	0	68	4	64
Relocation & Repatriation - Relocation within camp	44	0	44	1	43
Request for fresh food enlistment - Request for fresh food	16	0	16	6	10
Request for Protection Interventions	12	0	12	0	12
Requested for Information	11	11	0	0	0
Cash for Work - Requested CFW	4	0	4	2	2
Community Conflict - Land & shelter extension	4	0	4	0	4
Bathing Station - Broken or Damaged	1	0	1	0	1
Complaint against Agency or Staff	1	0	1	2	0
Latrine - Needs cleaning	1	0	1	0	1
LPG Gas - Did not receive cylinder	1	0	1	1	0
Shelter- Shelter materials needed	1	0	1	0	1
Treatment - Need to Health book	1	0	1	0	1
Water tap & Tubewell - Not enough water	1	0	1	0	1

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Shelter & NFI	Site Management	Food Security	Protection	ID Documents	WASH	Energy & Environment	Health	Education	Livelihood	Nutrition	Site Development
Tickets Received	380	55	17	13	6	3	1	1	0	0	0	0
Total Closed on the Spot	1	3	1	0	6	0	0	0	0	0	0	0
Total Referred	379	52	16	13	0	3	1	1	0	0	0	0
Total Replies	10	3	6	4	0	6	2	0	0	0	0	0
Open Tickets	369	49	10	9	0	0	0	1	0	0	0	0

## Top Open Tickets this Month

Ticket Description	Count
Shelter Materials - Requested for Shelter Materials	304
Damage to shelter - Shelter damaged over time	64
Relocation & Repatriation - Relocation within camp	43
Request for Protection Interventions	12
Request for fresh food enlistment - Request for fresh food	10
Community Conflict - Land & shelter extension	4
Cash for Work - Requested CFW	2
Bathing Station - Broken or Damaged	1
Latrine - Needs cleaning	1
Shelter- Shelter materials needed	1
Treatment - Need to Health book	1
Water tap & Tubewell - Not enough water	1

# Common Feedback Platform - CFP

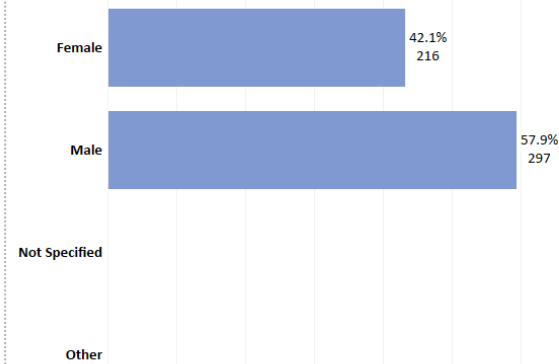
Monthly Camp Report | July 2024 | **Camp 05**

## Summary for July 2024

- 513** tickets received in this camp
- 81** tickets closed on the spot\*
- 432** tickets referred to relevant actors
- 12** 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.

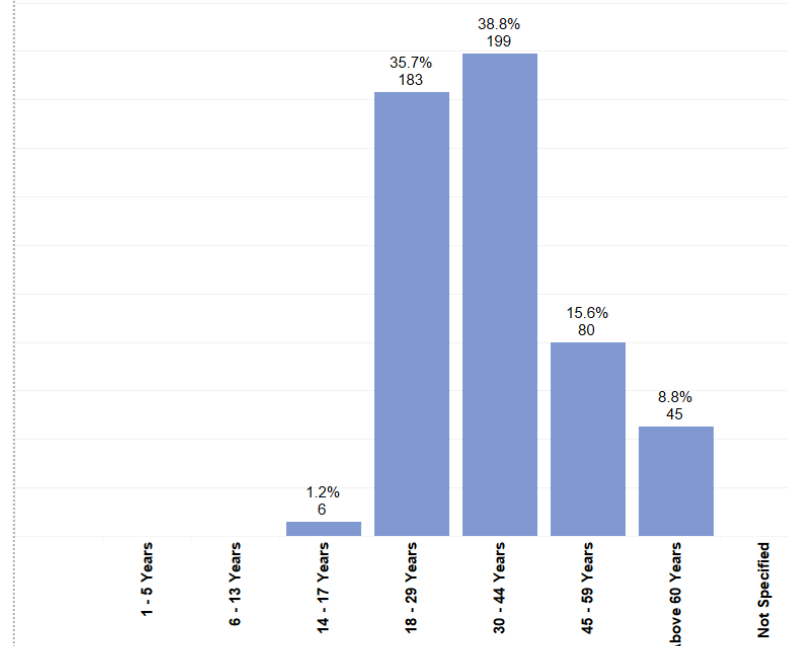
## Tickets received by gender



## Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter Materials - Requested for Shelter Materials	303	0	303	0	303
Requested for Information	76	76	0	0	0
Retaining wall - Requested	35	0	35	0	35
Retaining wall - Damaged, broken, or needs improvement	22	0	22	0	22
Request for Protection Interventions	21	0	21	1	20
Hill or Slope - Erosion & landslide	16	0	16	0	16
Treatment - Request for better treatment	12	0	12	0	12
Request for fresh food enlistment - Request for fresh food	10	0	10	5	5
Change of Registration Information - New Registration	4	0	4	0	4
SCOPE Card - Has not received new SCOPE Card	4	0	4	1	3
Soap & Hygiene Kit - Not enough	3	3	0	0	0
Food distributions - Request for more food each month	2	2	0	0	0

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Shelter & NFI	Site Development	Food Security	Health	ID Documents	Protection	WASH	Site Management	Education	Energy & Environment	Livelihood	Nutrition
Tickets Received	303	78	55	28	21	21	6	1	0	0	0	0
Total Closed on the Spot	0	5	44	16	13	0	3	0	0	0	0	0
Total Referred	303	73	11	12	8	21	3	1	0	0	0	0
Total Replies	0	0	5	0	1	3	1	0	0	2	0	0
Open Tickets	303	73	6	12	7	18	2	1	0	0	0	0

## Top Open Tickets this Month

Ticket Description	Count
Shelter Materials - Requested for Shelter Materials	303
Retaining wall - Requested	35
Retaining wall - Damaged, broken, or needs improvement	22
Request for Protection Interventions	20
Hill or Slope - Erosion & landslide	16
Treatment - Request for better treatment	12
Request for fresh food enlistment - Request for fresh food	5
Change of Registration information - New Registration	4
SCOPE Card - Has not received new SCOPE Card	3
Bathing Station - Broken or Damaged	1
Latrine - Needs cleaning	1
Latrine - New toilet requested	1
Relocation & Repatriation - Relocation within camp	1
Request for fresh food enlistment - Requested For Fresh Vegetables	1

# Common Feedback Platform - CFP

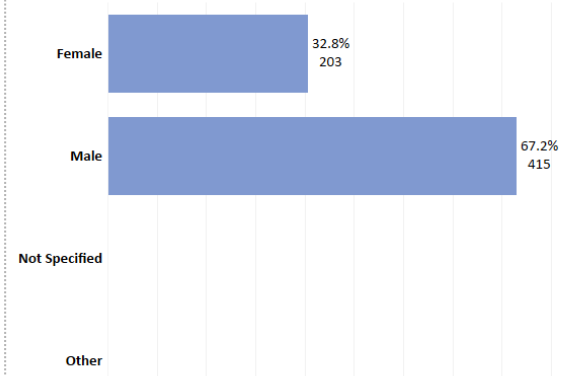
Monthly Camp Report | July 2024 | **Camp 06**

## Summary for July 2024

- 618** tickets received in this camp
- 210** tickets closed on the spot\*
- 408** tickets referred to relevant actors
- 41** 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.

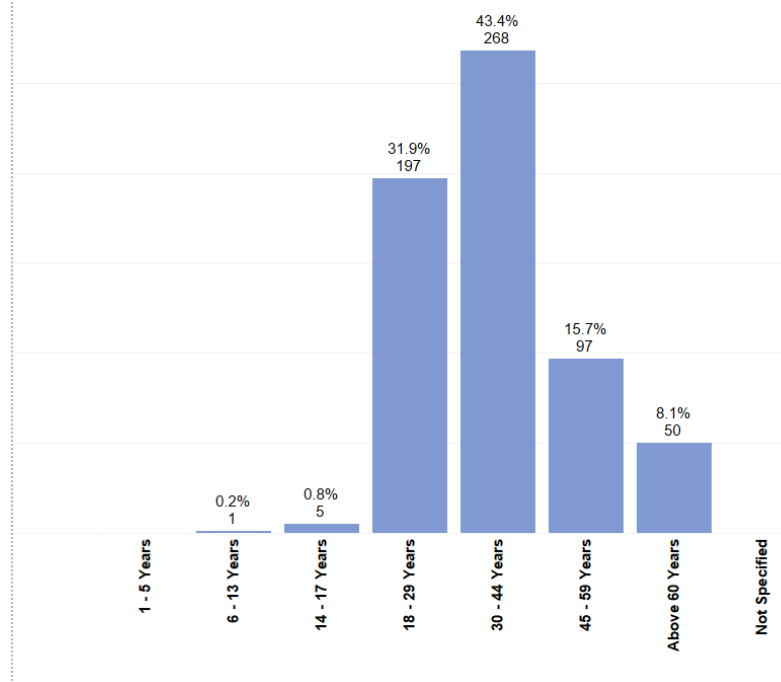
## Tickets received by gender



## Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter Materials - Requested for Shelter Materials	298	0	298	0	298
Requested for Information	209	208	1	0	1
Request for Protection Interventions	26	0	26	5	21
Request for fresh food enlistm - Requested For Fresh Vegetables	18	0	18	11	7
Retaining wall - Requested	18	0	18	0	18
Treatment - Request for better treatment	12	0	12	0	12
Request for fresh food enlistm - Request for fresh food	9	0	9	14	0
Food distributions - Poor quality food items	4	0	4	0	4
Hill or Slope - Erosion & landslide	4	0	4	0	4
Retaining wall - Damaged, broken, or needs improvement	4	0	4	0	4
SCOPE Card - Has not received new SCOPE Card	4	0	4	1	3
Relocation & Repatriation - Relocation within camp	3	0	3	0	3

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Shelter & NFI	Site Development	Food Security	Protection	Site Management	Health	ID Documents	WASH	Education	Energy & Environment	Livelihood	Nutrition
Tickets Received	299	215	38	28	16	15	6	1	0	0	0	0
Total Closed on the Spot	0	189	7	0	12	1	1	0	0	0	0	0
Total Referred	299	26	31	28	4	14	5	1	0	0	0	0
Total Replies	0	0	25	14	0	0	2	0	0	0	0	0
Open Tickets	299	26	6	14	4	14	3	1	0	0	0	0

## Top Open Tickets this Month

Ticket Description	Count
Shelter Materials - Requested for Shelter Materials	298
Request for Protection Interventions	21
Retaining wall - Requested	18
Treatment - Request for better treatment	12
Request for fresh food enlistm - Requested For Fresh Vegetables	7
Food distributions - Poor quality food items	4
Hill or Slope - Erosion & landslide	4
Retaining wall - Damaged, broken, or needs improvement	4
Relocation & Repatriation - Relocation within camp	3
SCOPE Card - Has not received new SCOPE Card	3
Treatment - Need to Health book	2
Bathing Station - Broken or Damaged	1
Change of Registration information - New Registration	1
Complaint against Agency or Staff	1
Requested for Information	1
Shelter- Shelter materials needed	1

# Common Feedback Platform - CFP

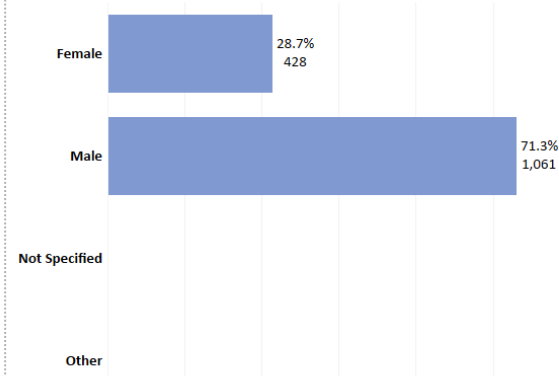
Monthly Camp Report | July 2024 | **Camp 07**

## Summary for July 2024

- 1,489** tickets received in this camp
- 94** tickets closed on the spot\*
- 1,395** tickets referred to relevant actors
- 28** 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.

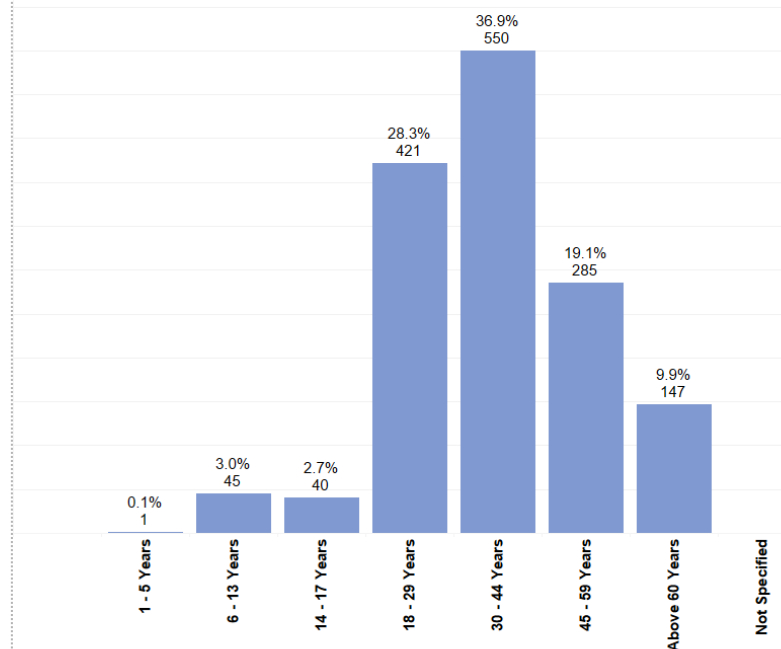
## Tickets received by gender



## 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	832	0	832	5	827
Shelter Materials - Requested for Shelter Materials	378	0	378	1	377
Retaining wall - Requested	98	0	98	0	98
Requested for Information	96	93	3	0	3
Request for Protection Interventions	27	0	27	6	21
Retaining wall - Damaged, broken, or needs improvement	21	0	21	0	21
Hill or Slope - Erosion & landslide	13	0	13	0	13
Request for fresh food enlistment - Request for fresh food	8	0	8	0	8
Bathing Station - Broken or Damaged	2	0	2	0	2
Change of Registration information - New Registration	2	0	2	0	2
Latrine - Needs cleaning	2	0	2	0	2
Relocation & Repatriation - Relocation within camp	2	0	2	0	2
Treatment - Request for better treatment	2	0	2	0	2

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Shelter & NFI	Site Development	ID Documents	Protection	Food Security	WASH	Health	Site Management	Education	Energy & Environment	Livelihood	Nutrition
Tickets Received	1,210	133	94	27	9	6	5	4	1	0	0	0
Total Closed on the Spot	0	1	89	0	1	0	3	0	0	0	0	0
Total Referred	1,210	132	5	27	8	6	2	4	1	0	0	0
Total Replies	13	0	4	10	0	0	0	0	0	1	0	0
Open Tickets	1,197	132	1	17	8	6	2	4	1	0	0	0

## Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged by weather	827
Shelter Materials - Requested for Shelter Materials	377
Retaining wall - Requested	98
Request for Protection Interventions	21
Retaining wall - Damaged, broken, or needs improvement	21
Hill or Slope - Erosion & landslide	13
Request for fresh food enlistment - Request for fresh food	8
Requested for Information	3
Bathing Station - Broken or Damaged	2
Change of Registration information - New Registration	2
Latrine - Needs cleaning	2
Relocation & Repatriation - Relocation within camp	2
Treatment - Request for better treatment	2
Cash for Work - Requested CFW	1
Changes to Education - Secondary education requested	1
Community Conflict - Land & shelter extension	1
Latrine - New toilet requested	1

# Common Feedback Platform - CFP

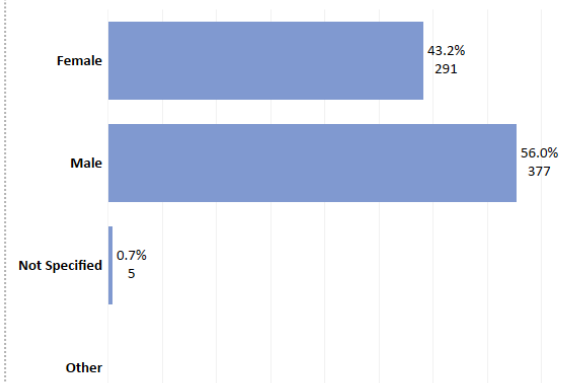
Monthly Camp Report | July 2024 | **Camp 08E**

## Summary for July 2024

- 673** tickets received in this camp
- 44** tickets closed on the spot\*
- 629** tickets referred to relevant actors
- 126** 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.

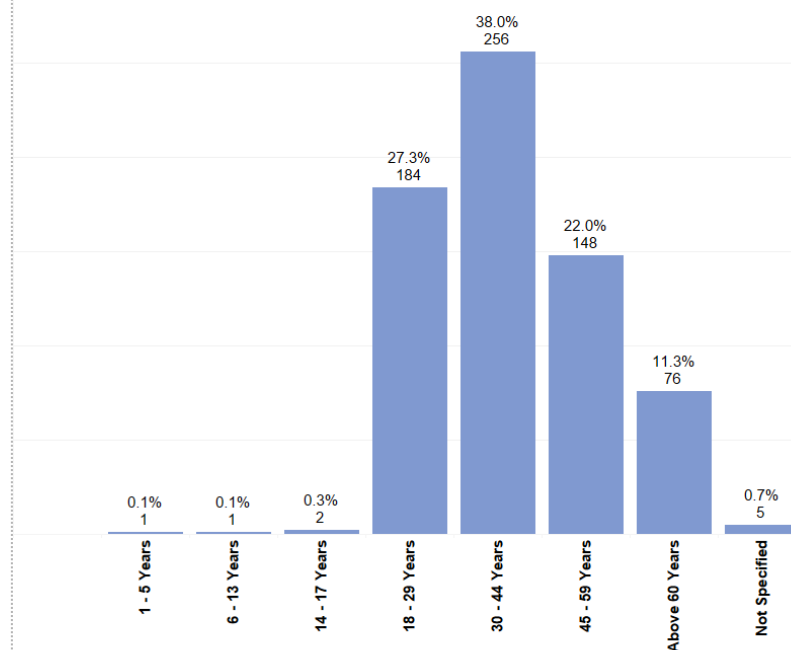
## Tickets received by gender



## Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Requested	196	0	196	8	188
Hill or Slope - Erosion & landslide	158	0	158	0	158
Slope Protection (erosion) - Damaged, broken, or needs improvement	78	0	78	4	74
Community Conflict - Tree Cutting	41	0	41	0	41
Requested for Information	37	37	0	0	0
Request for Protection Interventions	27	0	27	2	25
Drainage - Drain Requested	16	0	16	0	16
Treatment - Need to Health book	12	0	12	0	12
Latrine - Needs cleaning	10	0	10	0	10
Shelter Materials - Missed Distribution	10	0	10	62	0
Stairs - Requested	10	0	10	0	10
Pathway - Requested	9	0	9	1	8
Request for fresh food enlistment - Request for fresh food	8	0	8	4	4
Latrine - Broken	7	0	7	0	7
Latrine - New toilet requested	5	0	5	0	5
Pathway - Damaged, broken, or needs improvement	5	0	5	0	5
Stairs - Damaged, broken, or needs improvement	5	0	5	0	5

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Site Development	Site Management	ID Documents	Protection	WASH	Health	Shelter & NFI	Food Security	Energy & Environment	Education	Livelihood	Nutrition
Tickets Received	482	46	42	34	30	13	13	9	4	0	0	0
Total Closed on the Spot	1	2	35	5	0	1	0	0	0	0	0	0
Total Referred	481	44	7	29	30	12	13	9	4	0	0	0
Total Replies	15	0	4	6	9	4	64	9	15	0	0	0
Open Tickets	466	44	3	23	21	8	0	0	0	0	0	0

## Top Open Tickets this Month

Ticket Description	Count
Slope Protection (erosion) - Requested	188
Hill or Slope - Erosion & landslide	158
Slope Protection (erosion) - Damaged, broken, or needs improvement	74
Community Conflict - Tree Cutting	41
Request for Protection Interventions	25
Drainage - Drain Requested	16
Treatment - Need to Health book	12
Latrine - Needs cleaning	10
Stairs - Requested	10
Pathway - Requested	8
Latrine - Broken	7
Latrine - New toilet requested	5
Pathway - Damaged, broken, or needs improvement	5
Stairs - Damaged, broken, or needs improvement	5
Request for fresh food enlistment - Request for fresh food	4
Relocation & Repatriation - Relocation to another camp	3
Shelter Materials - Requested for Shelter Materials	3

# Common Feedback Platform - CFP

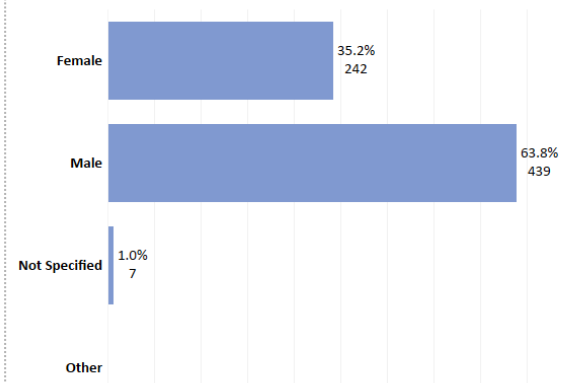
Monthly Camp Report | July 2024 | **Camp 08W**

## Summary for July 2024

- 688** tickets received in this camp
- 54** tickets closed on the spot\*
- 634** tickets referred to relevant actors
- 201** 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.

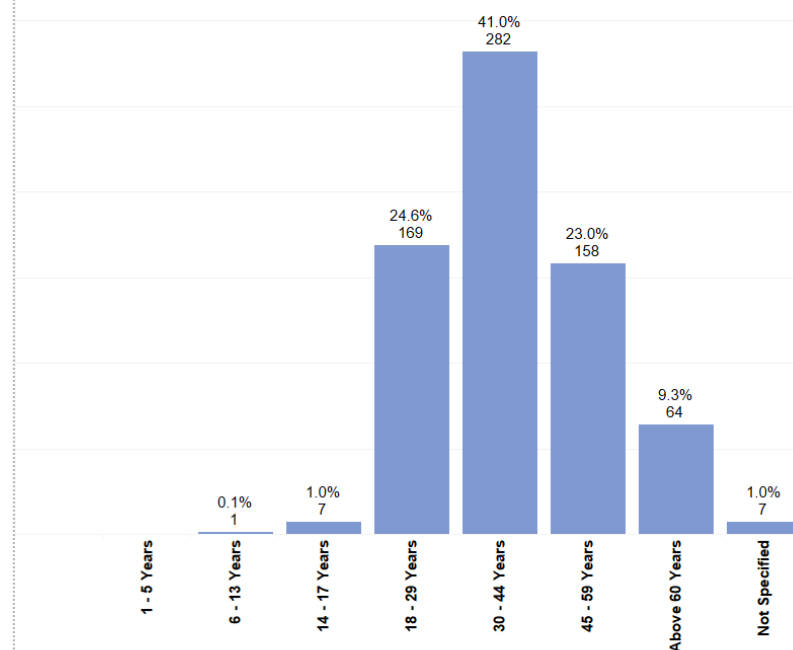
## Tickets received by gender



## Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Requested	255	0	255	139	116
Hill or Slope - Erosion & landslide	249	0	249	0	249
Request for Protection Interventions	33	0	33	2	31
Shelter Materials - Request additional materials	24	24	0	0	0
Requested for Information	20	20	0	0	0
Pathway - Requested	17	0	17	14	3
Drainage - Drain Requested	12	0	12	6	6
Stairs - Requested	10	0	10	6	4
Change of Registration information - New Registration	8	0	8	3	5
Protection Referral (DRC)	7	7	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	7	0	7	5	2
Cash for Work - Payment delayed	6	0	6	0	6
Treatment - Need to Health book	5	0	5	0	5
Lamp post or Street light - Damaged, broken, or needs improvement	4	0	4	0	4
Lamp post or Street light - Requested	4	0	4	0	4
Request for fresh food enlistm - Request for fresh food	4	0	4	6	0
Shelter Materials - Requested for Shelter Materials	4	0	4	0	4

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Site Development	Protection	Shelter & NFI	ID Documents	Food Security	Site Management	Health	WASH	Energy & Environment	Education	Livelihood	Nutrition
Tickets Received	563	41	30	28	7	7	5	4	3	0	0	0
Total Closed on the Spot	0	7	26	19	1	1	0	0	0	0	0	0
Total Referred	563	34	4	9	6	6	5	4	3	0	0	0
Total Replies	171	16	0	4	6	0	0	4	0	0	0	0
Open Tickets	392	18	4	5	0	6	5	0	3	0	0	0

## Top Open Tickets this Month

Ticket Description	Count
Hill or Slope - Erosion & landslide	249
Slope Protection (erosion) - Requested	116
Request for Protection Interventions	31
Cash for Work - Payment delayed	6
Drainage - Drain Requested	6
Change of Registration information - New Registration	5
Treatment - Need to Health book	5
Lamp post or Street light - Damaged, broken, or needs improvement	4
Lamp post or Street light - Requested	4
Shelter Materials - Requested for Shelter Materials	4
Stairs - Requested	4
Pathway - Requested	3
Food distributions - Poor quality food items	2
Pathway - Damaged, broken, or needs improvement	2
Slope Protection (erosion) - Damaged, broken, or needs improvement	2
Bridge - Damaged, broken, or needs improvement	1
Complaint against Agency or Staff	1

# Common Feedback Platform - CFP

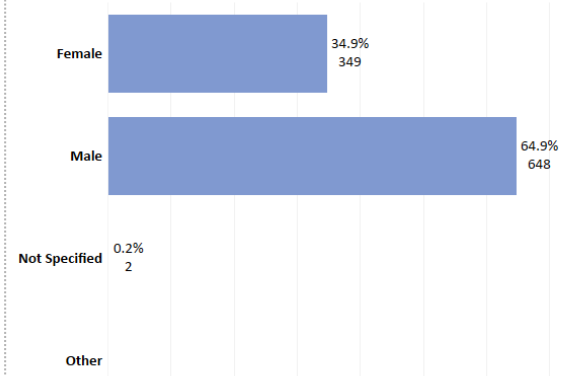
Monthly Camp Report | July 2024 | **Camp 09**

## Summary for July 2024

- 999 tickets received in this camp
- 590 tickets closed on the spot\*
- 409 tickets referred to relevant actors
- 309 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.

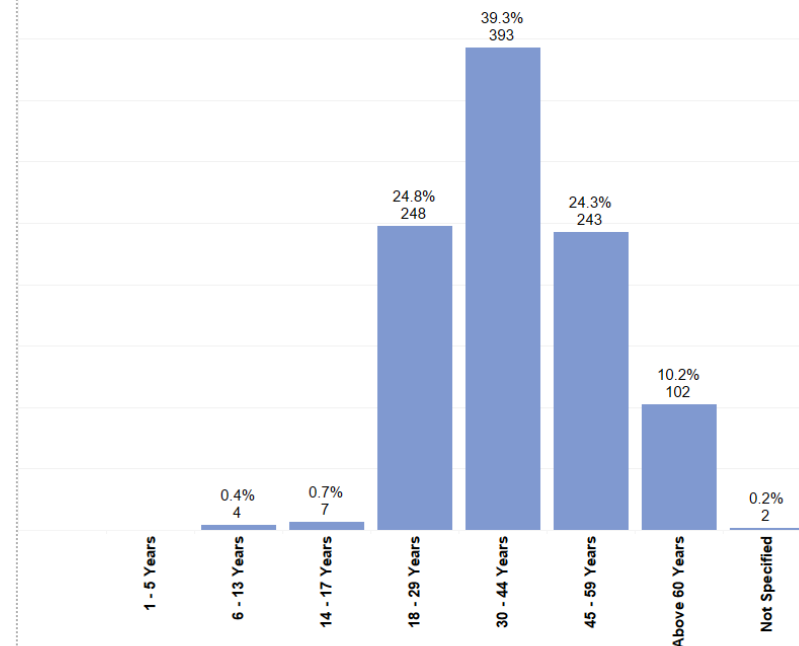
## Tickets received by gender



## Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	191	191	0	0	0
Damage to shelter - Shelter damaged over time	189	189	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	103	0	103	128	0
Shelter Materials - Request additional materials	83	83	0	0	0
Request for fresh food enlistment - Request for fresh food	68	0	68	5	63
Cash for Work - Has not been selected for CfW in long time	65	65	0	0	0
Request for Protection Interventions	38	0	38	8	30
Slope Protection (erosion) - Requested	33	0	33	34	0
Cash for Work - Requested CfW	30	30	0	0	0
Drainage - Drain Requested	26	0	26	27	0
Shelter Materials - Requested for Shelter Materials	25	0	25	0	25
LPG Gas - Not enough for family	20	20	0	0	0
Drainage Cover (Slab) - Requested	15	0	15	19	0
Stairs - Damaged, broken, or needs improvement	15	0	15	7	8
Latrine - Needs desludging	11	0	11	11	0
Pathway - Damaged, broken, or needs improvement	9	0	9	4	5
Food distributions - Request for different items or quantities	7	7	0	0	0

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Shelter & NFI	Site Development	Site Management	ID Documents	Food Security	Protection	Energy & Environment	WASH	Health	Education	Livelihood	Nutrition
Tickets Received	302	273	161	93	80	40	33	15	2	0	0	0
Total Closed on the Spot	273	41	150	87	12	2	23	0	2	0	0	0
Total Referred	29	232	11	6	68	38	10	15	0	0	0	0
Total Replies	10	252	4	2	5	9	0	27	0	0	0	0
Open Tickets	19	0	7	4	63	29	10	0	0	0	0	0

## Top Open Tickets this Month

Ticket Description	Count
Request for fresh food enlistment - Request for fresh food	63
Request for Protection Interventions	30
Shelter Materials - Requested for Shelter Materials	25
Stairs - Damaged, broken, or needs improvement	8
LPG Gas - Did not receive cylinder	5
Pathway - Damaged, broken, or needs improvement	5
Not working - Solar supply	4
Change of Registration information - New Registration	3
Hill or Slope - Erosion & landslide	3
LPG Gas - Lost or stolen cylinder	3
Relocation & Repatriation - Relocation within camp	3
Cooking Stove - Lost or stolen	2
Fence or railing for path or stairs - Requested	2
Bathing Station - Broken or Damaged	1
Bridge - Damaged, broken, or needs improvement	1
Fence or railing for path or stairs - Damaged, broken, or needs improvement	1
Lamp post or Street light - Requested	1

# Common Feedback Platform - CFP

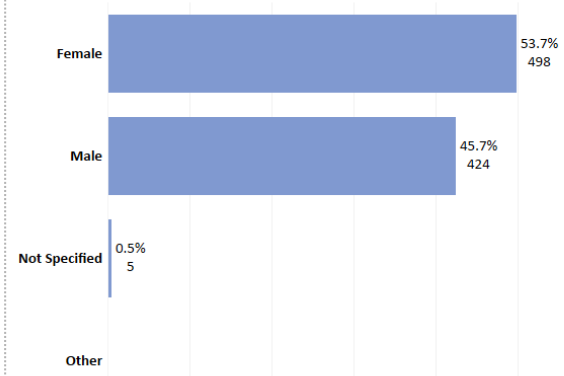
Monthly Camp Report | July 2024 | **Camp 10**

## Summary for July 2024

- 927** tickets received in this camp
- 215** tickets closed on the spot\*
- 712** tickets referred to relevant actors
- 494** 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.

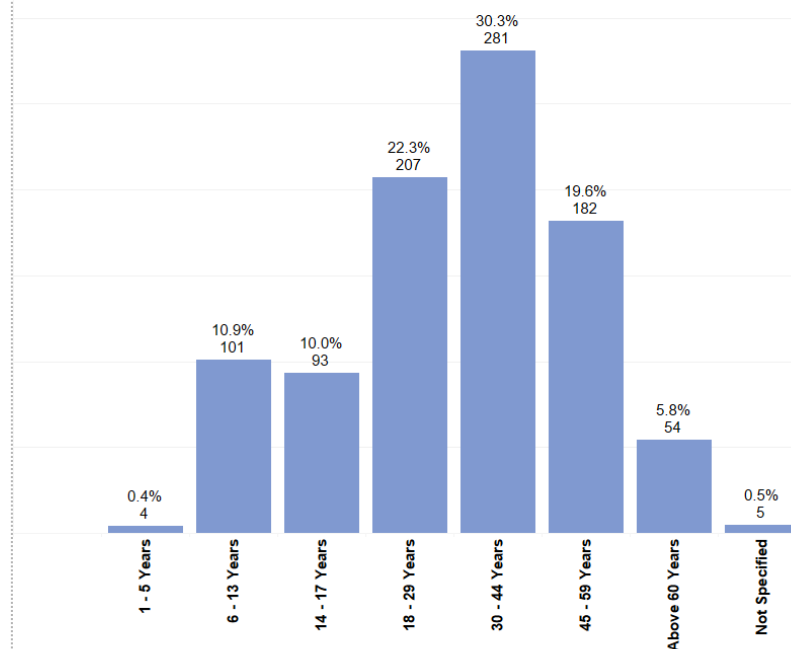
## Tickets received by gender



## Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Requested	233	0	233	296	0
Requested for Information	210	210	0	0	0
Retaining wall - Damaged, broken, or needs improvement	94	0	94	0	94
Cash for Work - Has not been enrolled	57	0	57	1	56
Request for Protection Interventions	48	0	48	1	47
Request for fresh food enlistment - Request for fresh food	41	0	41	7	34
Stairs - Requested	38	0	38	52	0
Shelter Materials - Request additional materials	27	0	27	0	27
Drainage - Drain Requested	24	0	24	16	8
Request for fresh food enlistment - Requested For Fresh Vegetables	21	0	21	0	21
Shelter Number - Requested	17	0	17	0	17
Slope Protection (erosion) - Damaged, broken, or needs improvement	15	0	15	18	0
Food distributions - Poor quality food items	10	0	10	0	10
Community Conflict - Tree Cutting	7	0	7	0	7
LPG Porters - Requested	7	0	7	8	0
Shelter Materials - Missed Distribution	7	0	7	17	0
Change of Registration information - New Registration	6	0	6	0	6

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Site Development	ID Documents	Food Security	Site Management	Protection	Shelter & NFI	Energy & Environment	WASH	Health	Livelihood	Education	Nutrition
Tickets Received	428	223	74	67	53	53	16	7	5	1	0	0
Total Closed on the Spot	0	208	0	1	5	0	0	0	1	0	0	0
Total Referred	428	15	74	66	48	53	16	7	4	1	0	0
Total Replies	408	8	9	1	4	17	14	33	0	0	0	0
Open Tickets	20	7	65	65	44	36	2	0	4	1	0	0

## Top Open Tickets this Month

Ticket Description	Count
Retaining wall - Damaged, broken, or needs improvement	94
Cash for Work - Has not been enrolled	56
Request for Protection Interventions	47
Request for fresh food enlistment - Request for fresh food	34
Shelter Materials - Request additional materials	27
Request for fresh food enlistment - Requested For Fresh Vegetables	21
Shelter Number - Requested	17
Food distributions - Poor quality food items	10
Drainage - Drain Requested	8
Community Conflict - Tree Cutting	7
Change of Registration information - New Registration	6
LPG Gas - Lost token	4
Treatment - Request for better treatment	4
Hill or Slope - Erosion & landslide	3
LPG Gas - Lost or stolen cylinder	3
Bridge - Requested	2
Shelter Materials - Requested for Shelter Materials	2



# Common Feedback Platform - CFP

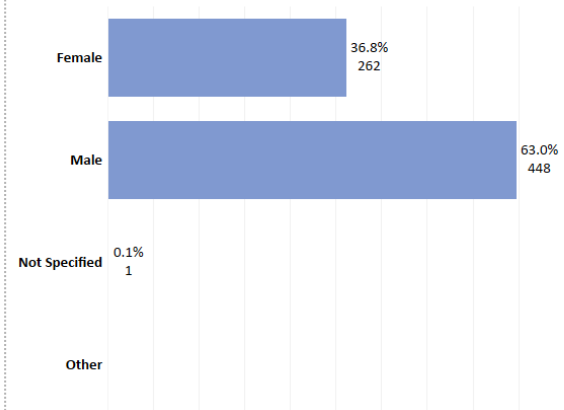
Monthly Camp Report | July 2024 | **Camp 11**

## Summary for July 2024

- 711** tickets received in this camp
- 273** tickets closed on the spot\*
- 438** tickets referred to relevant actors
- 56** 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.

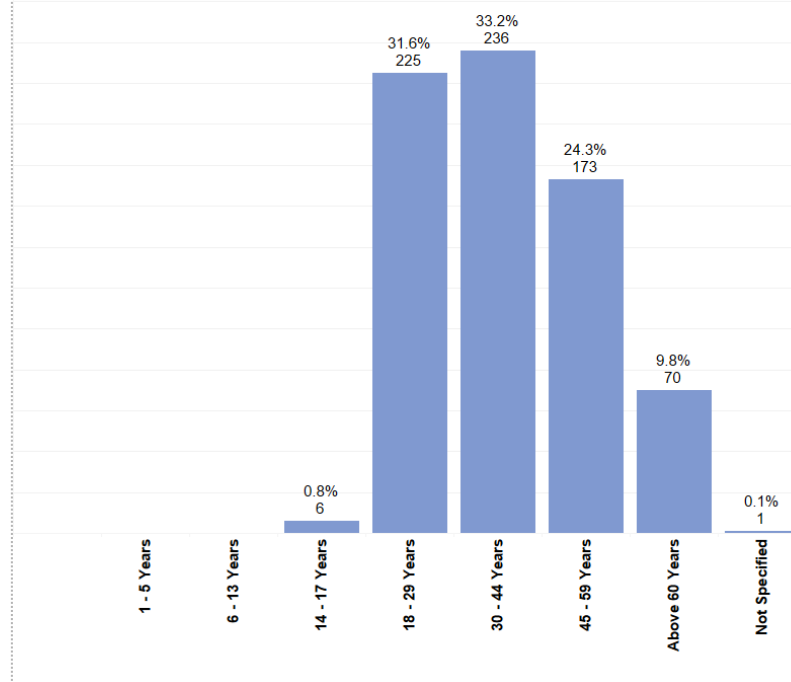
## Tickets received by gender



## Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	110	93	17	0	17
Slope Protection (erosion) - Requested	108	0	108	0	108
Shelter Materials - Request additional materials	64	48	16	0	16
Request for fresh food enlistm - Requested For Fresh Vegetables	55	0	55	0	55
Cash for Work - Has not been selected for CFW in long time	43	43	0	0	0
Cash for Work - Requested CFW	34	34	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	30	0	30	0	30
Drainage - Drain Requested	27	0	27	0	27
Stairs - Requested	21	0	21	0	21
Treatment - Request for better treatment	18	0	18	1	17
Shelter Materials - Received damaged materials	17	17	0	0	0
Retaining wall - Damaged, broken, or needs improvement	16	0	16	0	16
Pathway - Requested	14	0	14	0	14
Request for Protection Interventions	13	0	13	4	9
Cash for Work - Has not been enrolled	8	0	8	0	8
Request for fresh food enlistm - Request for fresh food	8	0	8	2	6
Change of Registration information - New Registration	7	0	7	0	7

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Site Development	Site Management	Shelter & NFI	Food Security	ID Documents	Health	WASH	Energy & Environment	Protection	Education	Livelihood	Nutrition
Tickets Received	233	122	97	96	75	29	28	15	15	1	0	0
Total Closed on the Spot	2	95	71	26	61	9	0	7	1	1	0	0
Total Referred	231	27	26	70	14	20	28	8	14	0	0	0
Total Replies	0	0	8	2	3	2	13	0	28	0	0	0
Open Tickets	231	27	18	68	11	18	15	8	0	0	0	0

## Top Open Tickets this Month

Ticket Description	Count
Slope Protection (erosion) - Requested	108
Request for fresh food enlistm - Requested For Fresh Vegetables	55
Slope Protection (erosion) - Damaged, broken, or needs improvement	30
Drainage - Drain Requested	27
Stairs - Requested	21
Requested for Information	17
Treatment - Request for better treatment	17
Retaining wall - Damaged, broken, or needs improvement	16
Shelter Materials - Request additional materials	16
Pathway - Requested	14
Request for Protection Interventions	9
Cash for Work - Has not been enrolled	8
Change of Registration information - New Registration	7
Community Conflict - Tree Cutting	6
Request for fresh food enlistm - Request for fresh food	6
Drainage Cover (Slab) - Requested	5
Latrine - Needs cleaning	4

# Common Feedback Platform - CFP

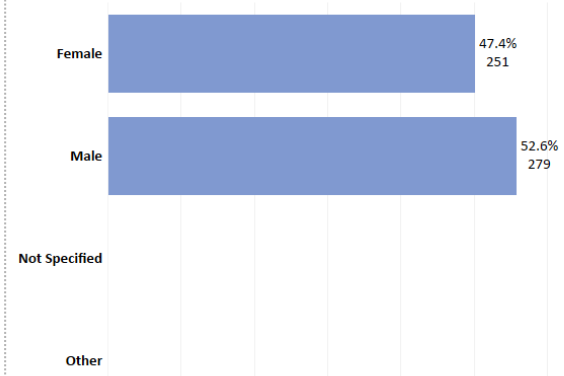
Monthly Camp Report | July 2024 | **Camp 12**

## Summary for July 2024

- 530** tickets received in this camp
- 122** tickets closed on the spot\*
- 408** tickets referred to relevant actors
- 291** 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.

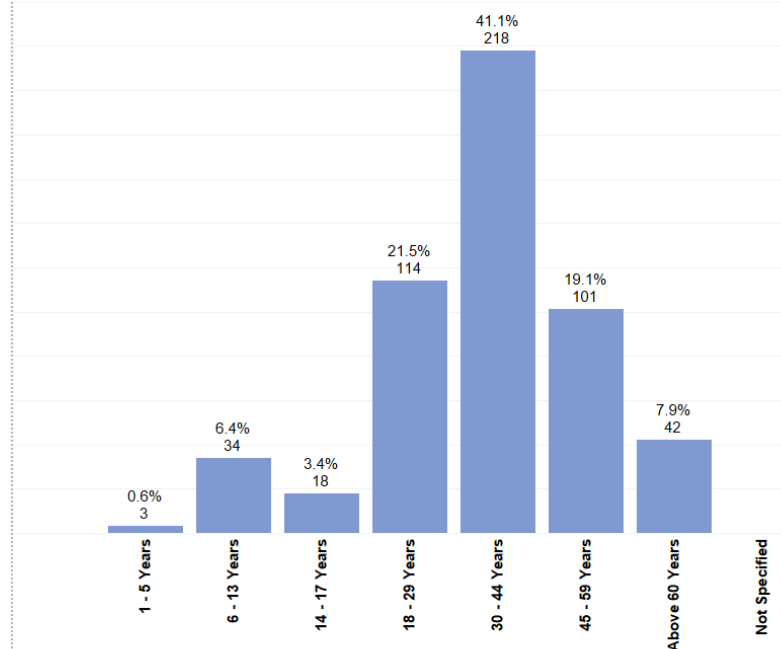
## Tickets received by gender



## Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Requested	126	0	126	127	0
Requested for Information	63	63	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	39	0	39	20	19
Food distributions - Request for more food each month	31	31	0	0	0
Retaining wall - Damaged, broken, or needs improvement	28	0	28	0	28
Stairs - Requested	21	0	21	20	1
Soap & Hygiene Kit - Not enough	20	20	0	0	0
Shelter Materials - Request additional materials	18	0	18	0	18
Request for Protection Interventions	16	0	16	3	13
Drainage - Drain Requested	13	0	13	18	0
Pathway - Requested	13	0	13	16	0
Soap & Hygiene Kit - Did not receive	12	0	12	11	1
Treatment - Request for better treatment	12	0	12	0	12
Shelter Materials - Missed Distribution	10	0	10	31	0
Drainage Cover (Slab) - Requested	9	0	9	8	1
LPG Gas - Did not receive refill	8	0	8	4	4
Latrine - New toilet requested	7	0	7	2	5

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Site Development	ID Documents	WASH	Food Security	Shelter & NFI	Site Management	Protection	Health	Energy & Environment	Education	Livelihood	Nutrition
Tickets Received	259	63	63	49	31	25	17	12	11	0	0	0
Total Closed on the Spot	0	59	20	37	0	6	0	0	0	0	0	0
Total Referred	259	4	43	12	31	19	17	12	11	0	0	0
Total Replies	215	2	24	6	32	0	7	0	5	0	0	0
Open Tickets	44	2	19	6	0	19	10	12	6	0	0	0

## Top Open Tickets this Month

Ticket Description	Count
Retaining wall - Damaged, broken, or needs improvement	28
Slope Protection (erosion) - Damaged, broken, or needs improvement	19
Shelter Materials - Request additional materials	18
Request for Protection Interventions	13
Treatment - Request for better treatment	12
Latrine - Needs cleaning	6
Relocation & Repatriation - Relocation within camp	6
Request for fresh food enlistment - Requested For Fresh Vegetables	6
Community Conflict - Tree Cutting	5
Latrine - New toilet requested	5
LPG Gas - Did not receive refill	4
Bathing Station - Broken or Damaged	3
Community Conflict - Land & shelter extension	3
Latrine - Needs desludging	3
Cash for Work - Has not been enrolled	2
Change of Registration information - New Registration	2
Community Conflict - Waste water & drainage	2

# Common Feedback Platform - CFP

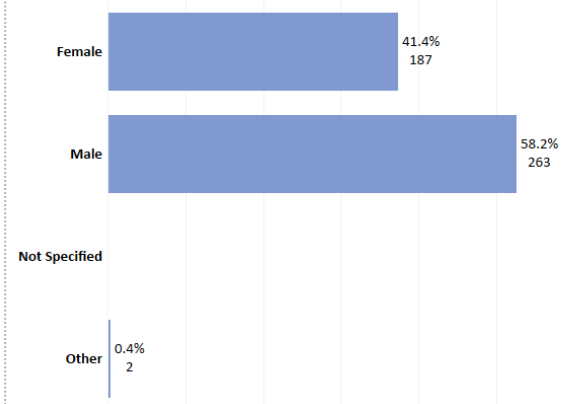
Monthly Camp Report | July 2024 | **Camp 13**

## Summary for July 2024

- 452** tickets received in this camp
- 56** tickets closed on the spot\*
- 396** tickets referred to relevant actors
- 16** 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.

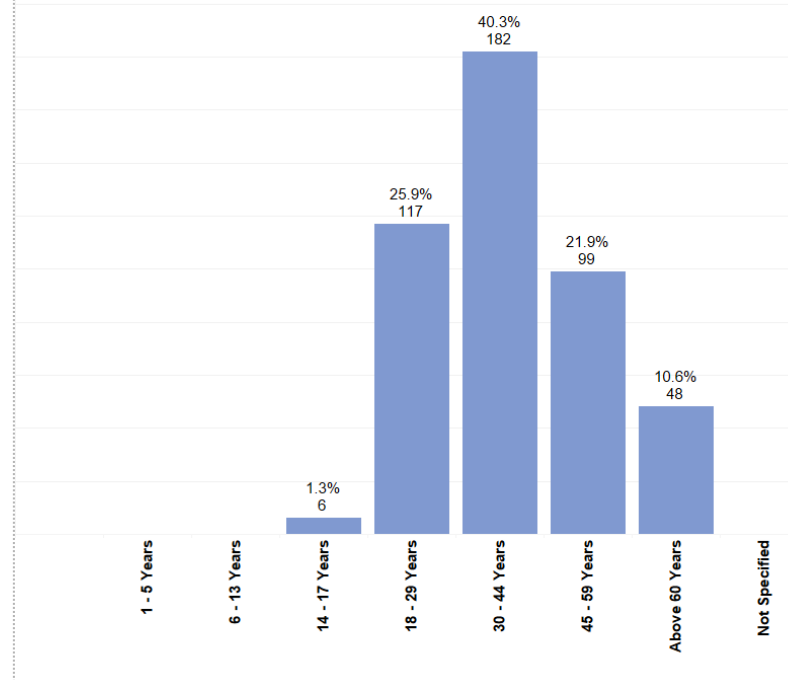
## Tickets received by gender



## Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Damaged, broken, or needs improvement	124	0	124	0	124
Slope Protection (erosion) - Requested	97	0	97	0	97
Shelter Materials - Missed Distribution	86	0	86	0	86
Cash for Work - Requested CfW	18	18	0	0	0
Shelter Materials - Request additional materials	12	12	0	0	0
Request for Protection Interventions	11	0	11	7	4
Cash for Work - Has not been enrolled	9	0	9	0	9
Request for fresh food enlistm - Request for fresh food	8	0	8	0	8
Latrine - Needs desludging	7	0	7	0	7
Drainage Cover (Slab) - Requested	6	0	6	0	6
Soap & Hygiene Kit - Did not receive	6	0	6	0	6
Shelter Plot - Larger plot of land for shelter	5	0	5	0	5
Stairs - Damaged, broken, or needs improvement	5	0	5	0	5
Latrine - Needs cleaning	4	0	4	0	4
Shelter Number - Requested	4	0	4	0	4
SMART Card & Family Attestation - Lost Smart card and family attestation	4	4	0	0	0
SMART Card & Family Attestation - Request for individual SMART card	4	4	0	0	0

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Site Development	Shelter & NFI	ID Documents	Site Management	WASH	Protection	Food Security	Energy & Environment	Education	Health	Livelihood	Nutrition
Tickets Received	238	109	31	28	21	11	8	6	0	0	0	0
Total Closed on the Spot	0	14	24	18	0	0	0	0	0	0	0	0
Total Referred	238	95	7	10	21	11	8	6	0	0	0	0
Total Replies	0	0	4	0	0	12	0	0	0	0	0	0
Open Tickets	238	95	3	10	21	0	8	6	0	0	0	0

## Top Open Tickets this Month

Ticket Description	Count
Slope Protection (erosion) - Damaged, broken, or needs improvement	124
Slope Protection (erosion) - Requested	97
Shelter Materials - Missed Distribution	86
Cash for Work - Has not been enrolled	9
Request for fresh food enlistm - Request for fresh food	8
Latrine - Needs desludging	7
Drainage Cover (Slab) - Requested	6
Soap & Hygiene Kit - Did not receive	6
Shelter Plot - Larger plot of land for shelter	5
Stairs - Damaged, broken, or needs improvement	5
Latrine - Needs cleaning	4
Request for Protection Interventions	4
Shelter Number - Requested	4
LPG Gas - Lost or stolen cylinder	3
Latrine - New toilet requested	2
LPG Gas - Did not receive refill	2
Pathway - Damaged, broken, or needs improvement	2

# Common Feedback Platform - CFP

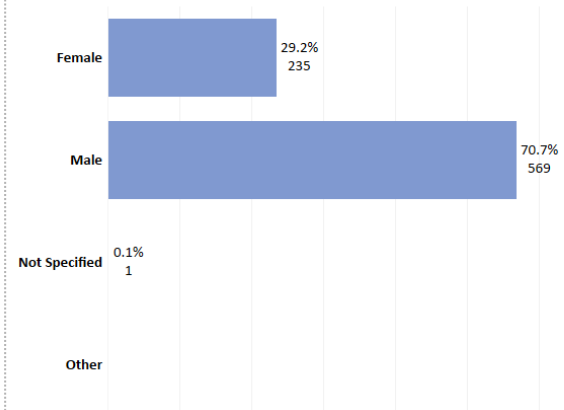
Monthly Camp Report | July 2024 | **Camp 14**

## Summary for July 2024

- 805** tickets received in this camp
- 517** tickets closed on the spot\*
- 288** tickets referred to relevant actors
- 59** 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.

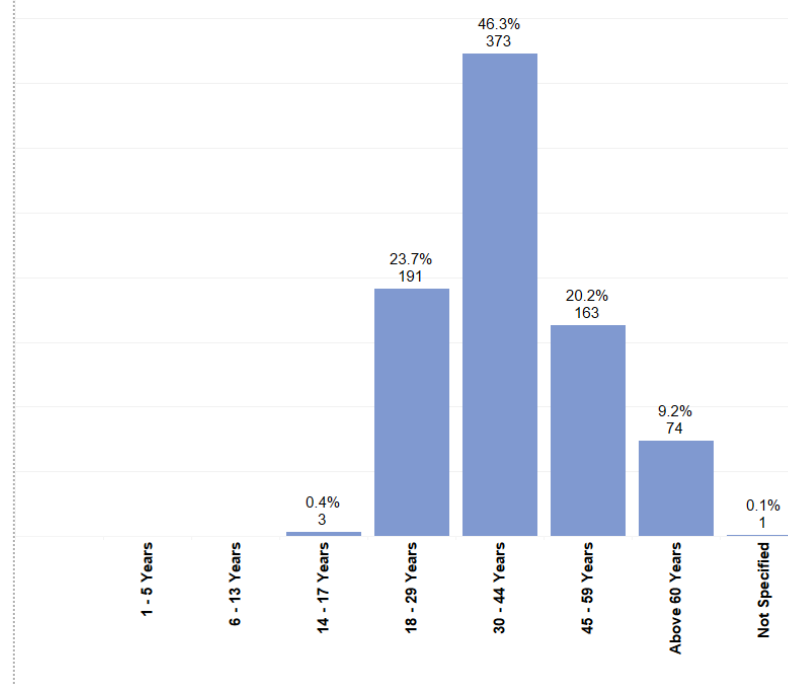
## Tickets received by gender



## 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	159	159	0	0	0
Landslide	138	138	0	0	0
Slope Protection (erosion) - Requested	68	0	68	1	67
Cash for Work - Requested CFW	57	57	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	39	0	39	0	39
NFI - Request additional materials	24	24	0	0	0
Request for fresh food enlistment - Request for fresh food	23	0	23	5	18
Community Conflict - Land & shelter extension	17	0	17	1	16
Pathway - Damaged, broken, or needs improvement	17	0	17	0	17
Request for Protection Interventions	17	0	17	4	13
When is the next Cash for Work payment day?	17	17	0	0	0
When is the next food distribution day? When are the food distribution centr..	15	15	0	0	0
Soap & Hygiene Kit - Not enough	14	14	0	0	0
Cash for Work - Has not been enrolled	13	0	13	2	11
LPG Gas - Not enough for family	10	10	0	0	0
Stairs - Damaged, broken, or needs improvement	10	0	10	0	10
Drainage - Drain Requested	9	0	9	0	9

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Site Development	Site Management	Shelter & NFI	Food Security	ID Documents	WASH	Energy & Environment	Protection	Health	Education	Livelihood	Nutrition
Tickets Received	326	277	53	43	33	30	21	18	3	1	0	0
Total Closed on the Spot	154	238	47	20	22	15	19	1	1	0	0	0
Total Referred	172	39	6	23	11	15	2	17	2	1	0	0
Total Replies	1	4	2	6	3	21	0	22	0	0	0	0
Open Tickets	171	35	4	17	8	0	2	0	2	1	0	0

## Top Open Tickets this Month

Ticket Description	Count
Slope Protection (erosion) - Requested	67
Slope Protection (erosion) - Damaged, broken, or needs improvement	39
Request for fresh food enlistment - Request for fresh food	18
Pathway - Damaged, broken, or needs improvement	17
Community Conflict - Land & shelter extension	16
Request for Protection Interventions	13
Cash for Work - Has not been enrolled	11
Stairs - Damaged, broken, or needs improvement	10
Drainage - Drain Requested	9
Pathway - Requested	9
Change of Registration information - New Registration	7
Community Conflict - Tree Cutting	5
Drainage - Damaged, broken, or needs improvement	5
Stairs - Requested	5
Fence or railing for path or stairs - Damaged, broken, or needs improvement	3
Lamp post or Street light - Damaged, broken, or needs improvement	3
Shelter Materials - Requested for Shelter Materials	3

# Common Feedback Platform - CFP

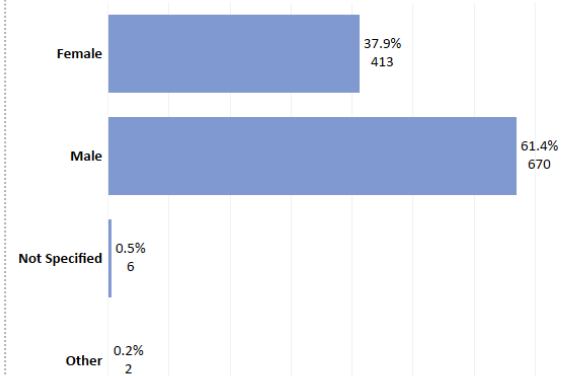
Monthly Camp Report | July 2024 | **Camp 15**

## Summary for July 2024

- 1,091** tickets received in this camp
- 429** tickets closed on the spot\*
- 662** tickets referred to relevant actors
- 260** 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.

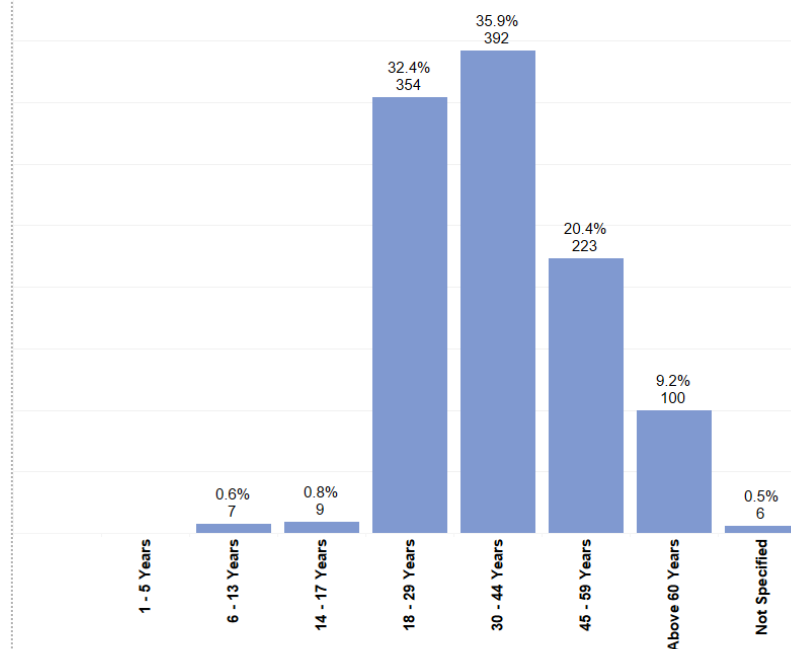
## Tickets received by gender



## Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	261	261	0	0	0
Slope Protection (erosion) - Requested	136	0	136	51	85
Slope Protection (erosion) - Damaged, broken, or needs improvement	131	0	131	80	51
Shelter Materials - Missed Distribution	83	0	83	61	22
Cash for Work - Has not been selected for CFW in long time	69	69	0	0	0
Retaining wall - Requested	60	0	60	0	60
Cash for Work - Has not been enrolled	53	0	53	0	53
Request for Protection Interventions	43	0	43	6	37
Cash for Work - Requested CFW	27	26	1	0	1
NFI - Request additional materials	26	26	0	0	0
Drainage - Drain Requested	17	0	17	7	10
Shelter Number - Requested	15	0	15	0	15
Pathway - Requested	12	0	12	10	2
General Health Card - Did not receive	11	0	11	0	11
Pathway - Damaged, broken, or needs improvement	10	0	10	3	7
Shelter Materials - Request additional materials	10	9	1	0	1
Drainage Cover (Slab) - Requested	7	0	7	3	4

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Site Development	Site Management	Shelter & NFI	Protection	ID Documents	Energy & Environment	WASH	Food Security	Health	Education	Livelihood	Nutrition
Tickets Received	399	342	148	52	47	37	26	22	13	5	0	0
Total Closed on the Spot	8	281	47	6	38	32	1	11	0	5	0	0
Total Referred	391	61	101	46	9	5	25	11	13	0	0	0
Total Replies	166	0	61	7	1	0	23	0	0	0	0	2
Open Tickets	225	61	40	39	8	5	2	11	13	0	0	0

## Top Open Tickets this Month

Ticket Description	Count
Slope Protection (erosion) - Requested	85
Retaining wall - Requested	60
Cash for Work - Has not been enrolled	53
Slope Protection (erosion) - Damaged, broken, or needs improvement	51
Request for Protection Interventions	37
Shelter Materials - Missed Distribution	22
Shelter Number - Requested	15
General Health Card - Did not receive	11
Drainage - Drain Requested	10
Pathway - Damaged, broken, or needs improvement	7
Latrine - New toilet requested	6
Request for fresh food enlistment - Request for fresh food	6
Bathing Station - Requested	5
Change of Registration information - New Registration	5
Drainage - Blocked or Water logging	5
Community Conflict - Land & shelter extension	4
Drainage Cover (Slab) - Requested	4

# Common Feedback Platform - CFP

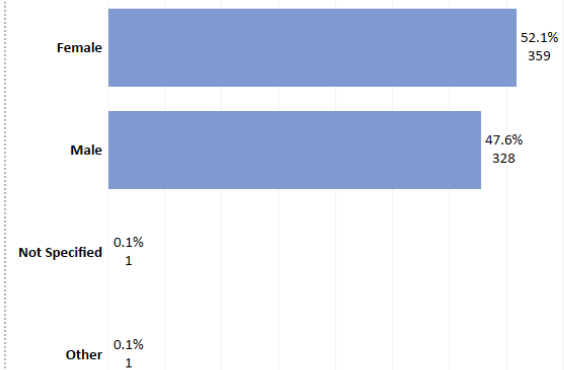
Monthly Camp Report | July 2024 | **Camp 16**

## Summary for July 2024

- 689** tickets received in this camp
- 316** tickets closed on the spot\*
- 373** tickets referred to relevant actors
- 40** 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.

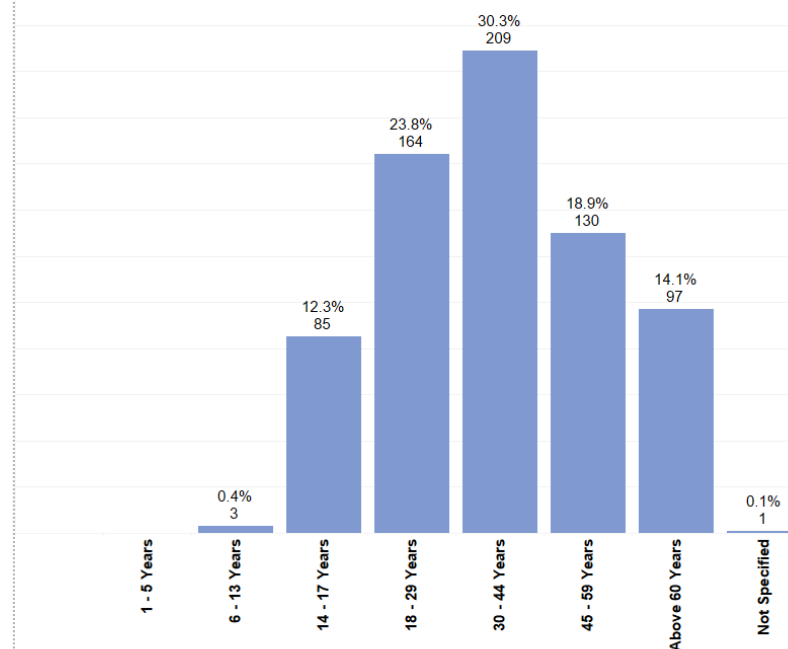
## Tickets received by gender



## Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	240	240	0	0	0
Slope Protection (erosion) - Requested	101	0	101	8	93
Slope Protection (erosion) - Damaged, broken, or needs improvement	69	0	69	7	62
NFI - Request additional materials	44	44	0	0	0
Shelter Materials - Missed Distribution	31	0	31	0	31
Drainage - Drain Requested	16	0	16	1	15
Drainage - Blocked or Water logging	14	0	14	0	14
Request for Protection Interventions	14	0	14	10	4
Cash for Work - Has not been selected for CfW in long time	12	12	0	0	0
Latrine - Needs desludging	12	0	12	0	12
Request for fresh food enlistment - Request for fresh food	12	0	12	0	12
Treatment - Request for better treatment	10	0	10	0	10
Relocation & Repatriation - Relocation to another camp	7	0	7	0	7
Retaining wall - Requested	7	0	7	0	7
Drainage Cover (Slab) - Requested	6	0	6	0	6
Pathway - Damaged, broken, or needs improvement	6	0	6	0	6

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Site Management	Site Development	Shelter & NFI	WASH	Health	Food Security	Protection	ID Documents	Energy & Environment	Education	Livelihood	Nutrition
Tickets Received	265	237	88	29	17	16	15	13	9	0	0	0
Total Closed on the Spot	254	1	49	0	0	1	1	6	4	0	0	0
Total Referred	11	236	39	29	17	15	14	7	5	0	0	0
Total Replies	0	17	0	0	0	0	21	2	0	0	0	0
Open Tickets	11	219	39	29	17	15	0	5	5	0	0	0

## Top Open Tickets this Month

Ticket Description	Count
Slope Protection (erosion) - Requested	93
Slope Protection (erosion) - Damaged, broken, or needs improvement	62
Shelter Materials - Missed Distribution	31
Drainage - Drain Requested	15
Drainage - Blocked or Water logging	14
Latrine - Needs desludging	12
Request for fresh food enlistment - Request for fresh food	12
Treatment - Request for better treatment	10
Relocation & Repatriation - Relocation to another camp	7
Retaining wall - Requested	7
Drainage Cover (Slab) - Requested	6
Pathway - Damaged, broken, or needs improvement	6
Bathing Station - Broken or Damaged	5
Shelter Number - Requested	5
Community Conflict - Waste water & drainage	4
General Health Card - Did not receive	4
LPG Porters - Requested	4

# Common Feedback Platform - CFP

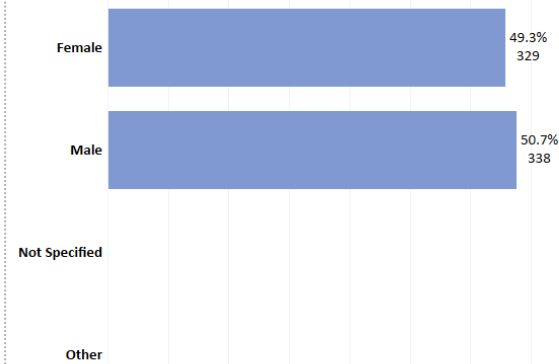
Monthly Camp Report | July 2024 | **Camp 17**

## Summary for July 2024

- 667** tickets received in this camp
- 445** tickets closed on the spot\*
- 222** tickets referred to relevant actors
- 12** 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.

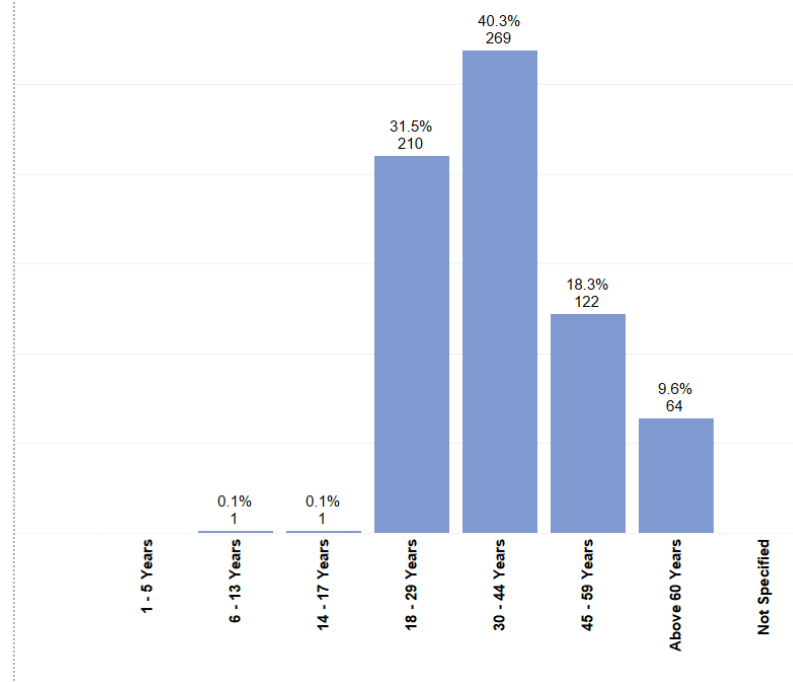
## Tickets received by gender



## Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	406	406	0	0	0
Shelter Materials - Requested for Shelter Materials	84	0	84	0	84
Shelter Materials - Request additional materials	65	0	65	0	65
Soap & Hygiene Kit - Not enough	39	39	0	0	0
Retaining wall - Requested	34	0	34	0	34
Request for Protection Interventions	25	0	25	2	23

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Site Development	Shelter & NFI	WASH	Protection	ID Documents	Energy & Environment	Site Management	Health	Food Security	Education	Livelihood	Nutrition
Tickets Received	428	149	40	26	11	4	4	3	2	0	0	0
Total Closed on the Spot	393	0	39	0	5	4	0	3	1	0	0	0
Total Referred	35	149	1	26	6	0	4	0	1	0	0	0
Total Replies	0	0	0	8	2	1	0	0	1	0	0	0
Open Tickets	35	149	1	18	4	0	4	0	0	0	0	0

## Top Open Tickets this Month

Ticket Description	Count
Shelter Materials - Requested for Shelter Materials	84
Shelter Materials - Request additional materials	65
Retaining wall - Requested	34
Request for Protection Interventions	23
Change of Registration information - New Registration	4
Relocation & Repatriation - Relocation within camp	3
Bathing Station - Requested	1
Community Conflict - Land & shelter extension	1
Hill or Slope - Erosion & landslide	1
Request for fresh food enlistment - Requested For Fresh Vegetables	1

# Common Feedback Platform - CFP

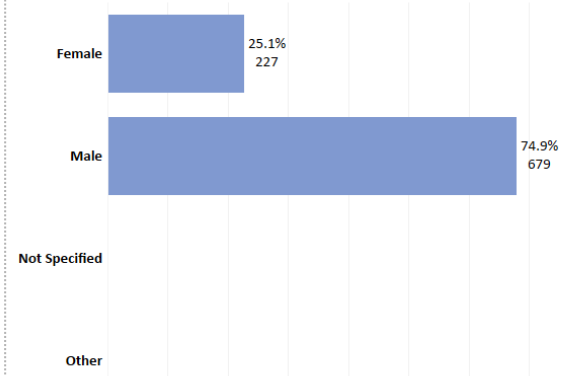
Monthly Camp Report | July 2024 | **Camp 18**

## Summary for July 2024

- 906** tickets received in this camp
- 588** tickets closed on the spot\*
- 318** tickets referred to relevant actors
- 298** 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.

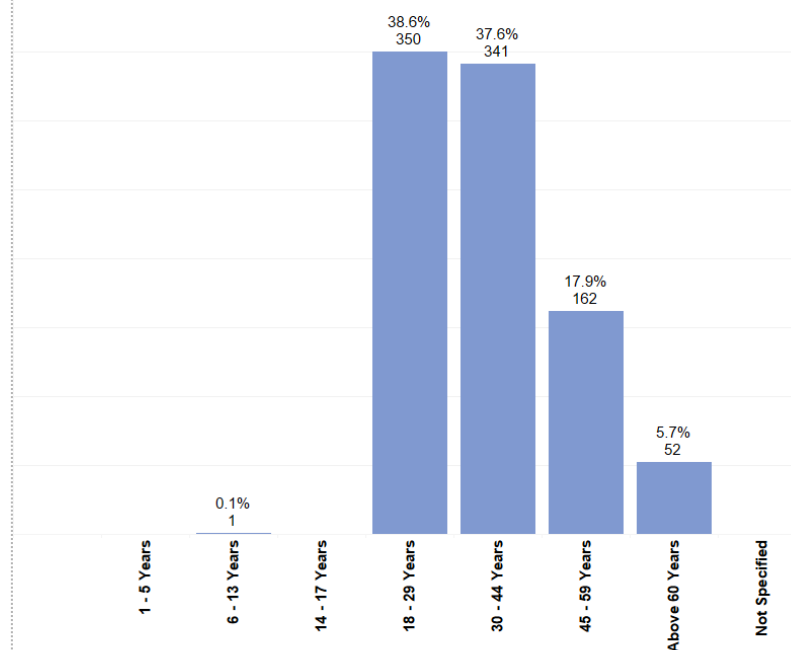
## Tickets received by gender



## Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
NFI - Request additional materials	134	134	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	106	0	106	129	0
Cash for Work - Has not been selected for CFW in long time	86	86	0	0	0
Shelter Materials - Request additional materials	78	78	0	0	0
Slope Protection (erosion) - Requested	63	0	63	95	0
LPG Gas - Not enough for family	53	53	0	0	0
Food distributions - Request for different items or quantities	51	51	0	0	0
Cash for Work - Requested CFW	50	50	0	0	0
Soap & Hygiene Kit - Not enough	38	38	0	0	0
Request for Protection Interventions	31	0	31	10	21
Cooking set (gas & stove) - Broken or not working	23	23	0	0	0
Soap & Hygiene Kit - Additional Requested	22	22	0	0	0
Stairs - Damaged, broken, or needs improvement	22	0	22	18	4
Cooking Stove - Broken or not working	17	17	0	0	0
Change of Registration information - New Registration	10	0	10	1	9
Shelter Kit - Requested (general households)	10	10	0	0	0
Request for fresh food enlistment - Request for fresh food	9	0	9	0	9

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Shelter & NFI	Site Development	Site Management	Energy & Environment	WASH	Food Security	Protection	ID Documents	Health	Education	Livelihood	Nutrition
Tickets Received	228	225	140	108	72	69	32	25	6	1	0	0
Total Closed on the Spot	222	0	136	100	60	58	1	11	0	0	0	0
Total Referred	6	225	4	8	12	11	31	14	6	1	0	0
Total Replies	10	262	0	4	8	0	11	2	0	0	0	1
Open Tickets	0	0	4	4	4	11	20	12	6	1	0	0

## Top Open Tickets this Month

Ticket Description	Count
Request for Protection Interventions	21
Change of Registration information - New Registration	9
Request for fresh food enlistment - Request for fresh food	9
Drainage - Drain Requested	6
Pathway - Damaged, broken, or needs improvement	4
Stairs - Damaged, broken, or needs improvement	4
Latrine - Broken	3
Latrine - Needs desludging	3
Shelter Materials - Requested for Shelter Materials	3
Treatment - Treatment not good quality	3
Cash for Work - Payment delayed	2
Drainage Cover (Slab) - Requested	2
Food Porters - Requested	2
Lamp post or Street light - Requested	2
LPG Porters - Requested	2
Treatment - Need to Health book	2
Bathing Station - Broken or Damaged	1



# Common Feedback Platform - CFP

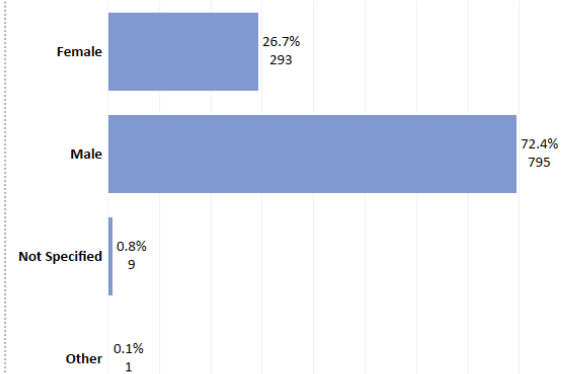
Monthly Camp Report | July 2024 | **Camp 19**

## Summary for July 2024

- 1,098** tickets received in this camp
- 684** tickets closed on the spot\*
- 414** tickets referred to relevant actors
- 490** 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.

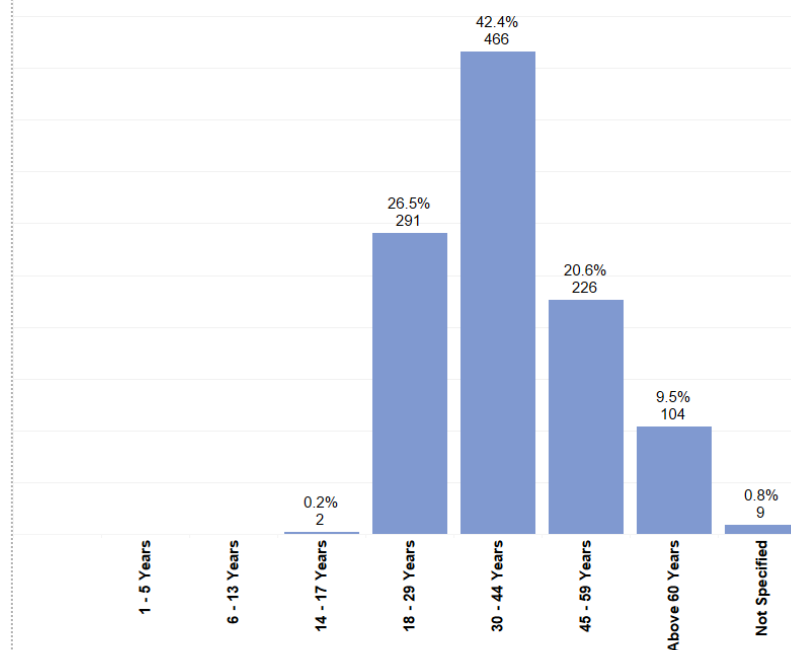
## Tickets received by gender



## Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter Materials - Request additional materials	575	575	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	266	0	266	282	0
Cash for Work - Has not been selected for CFW in long time	45	45	0	0	0
Drainage - Damaged, broken, or needs improvement	22	0	22	33	0
Stairs - Damaged, broken, or needs improvement	17	0	17	24	0
Pathway - Damaged, broken, or needs improvement	16	0	16	10	6
Request for Protection Interventions	16	0	16	8	8
LPG Gas - Not enough for family	12	12	0	0	0
Slope Protection (erosion) - Requested	10	0	10	13	0
Protection Referral (IOM)	8	8	0	0	0
SMART Card & Family Attestation - Add New Born	8	8	0	0	0
SMART Card & Family Attestation - Lost ID Card	6	6	0	0	0
Drainage - Drain Requested	5	0	5	10	0
Soap & Hygiene Kit - Did not receive	5	0	5	22	0
Drainage - Blocked or Water logging	4	0	4	4	0
Latrine - Needs desludging	4	0	4	2	2
SMART Card & Family Attestation - HH requests for vulnerability verification [...]	4	4	0	0	0

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Shelter & NFI	Site Development	Site Management	ID Documents	Protection	WASH	Energy & Environment	Food Security	Education	Health	Livelihood	Nutrition
Tickets Received	586	355	50	33	25	24	21	4	0	0	0	0
Total Closed on the Spot	582	0	47	29	9	0	17	0	0	0	0	0
Total Referred	4	355	3	4	16	24	4	4	0	0	0	0
Total Replies	0	404	4	1	15	59	7	0	0	0	0	0
Open Tickets	4	0	0	3	1	0	0	4	0	0	0	0

## Top Open Tickets this Month

Ticket Description	Count
Request for Protection Interventions	8
Pathway - Damaged, broken, or needs improvement	6
Request for fresh food enlistment - Request for fresh food	3
Latrine - Needs desludging	2
LPG Porters - Requested	2
SCOPE Card - No balance on card	2
Shelter Materials - Missed Distribution	2
Bathing Station - Broken or Damaged	1
Bathing Station - Needs cleaning	1
Bridge - Damaged, broken, or needs improvement	1
Bridge - Requested	1
Change of Registration information - New Registration	1
Food Porters - Requested	1
LPG Gas - Did not receive refill	1
Mosque - Shelter Materials requested	1
Relocation & Repatriation - Relocation within camp	1
SCOPE Card - Has not received new SCOPE Card	1

# Common Feedback Platform - CFP

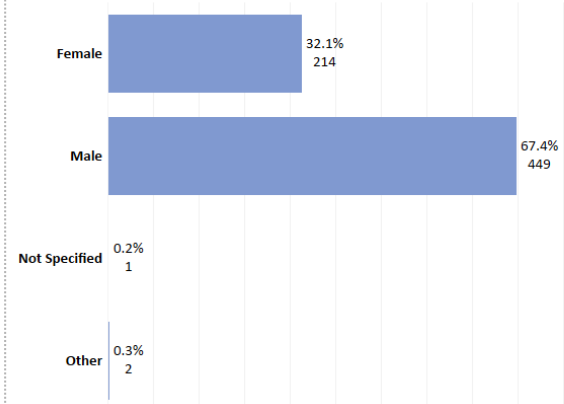
Monthly Camp Report | July 2024 | **Camp 20**

## Summary for July 2024

- 666** tickets received in this camp
- 394** tickets closed on the spot\*
- 272** tickets referred to relevant actors
- 201** 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.

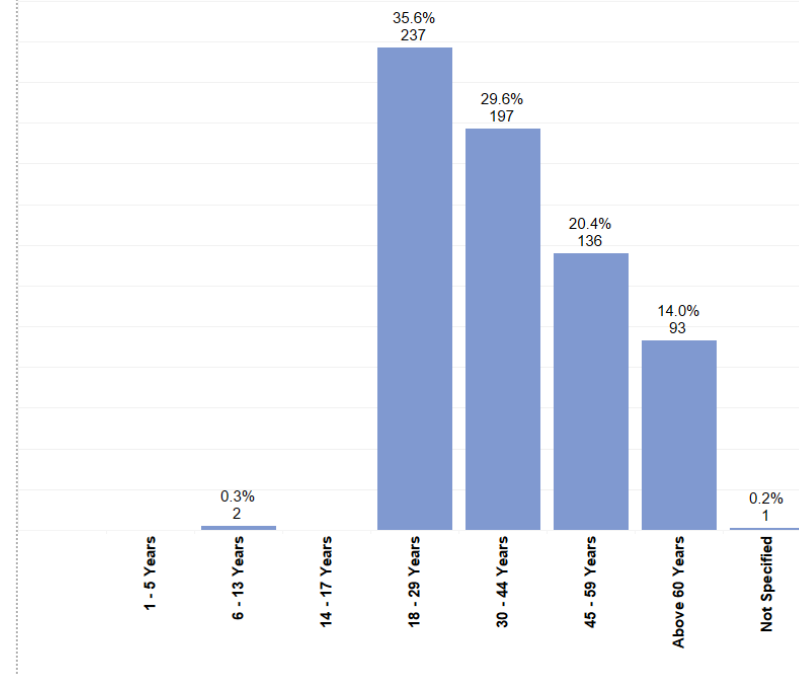
## Tickets received by gender



## Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Cash for Work - Requested CFW	117	117	0	0	0
Damage to shelter - Shelter damaged over time	106	106	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	73	0	73	57	16
Slope Protection (erosion) - Requested	63	0	63	59	4
NFI - Request additional materials	60	60	0	0	0
Cash for Work - Has not been enrolled	43	0	43	16	27
Food distributions - Request for different items or quantities	35	35	0	0	0
Stairs - Damaged, broken, or needs improvement	20	0	20	6	14
Cash for Work - Has not been selected for CFW in long time	14	14	0	0	0
Cooking Stove - Requested	13	13	0	0	0
SMART Card & Family Attestation - Request for individual SMART card	13	13	0	0	0
Soap & Hygiene Kit - Additional Requested	11	11	0	0	0
Pathway - Damaged, broken, or needs improvement	9	0	9	7	2
Soap & Hygiene Kit - Not enough	9	9	0	0	0
Drainage - Damaged, broken, or needs improvement	7	0	7	4	3
Drainage - Blocked or Water logging	6	0	6	4	2
Stairs - Requested	6	0	6	2	4

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Site Development	Shelter & NFI	Site Management	Food Security	ID Documents	WASH	Energy & Environment	Protection	Education	Health	Livelihood	Nutrition
Tickets Received	197	177	175	42	23	23	22	7	0	0	0	0
Total Closed on the Spot	0	171	131	35	20	20	16	1	0	0	0	0
Total Referred	197	6	44	7	3	3	6	6	0	0	0	0
Total Replies	154	6	19	9	1	7	2	3	0	0	0	0
Open Tickets	43	0	25	0	2	0	4	3	0	0	0	0

## Top Open Tickets this Month

Ticket Description	Count
Cash for Work - Has not been enrolled	27
Slope Protection (erosion) - Damaged, broken, or needs improvement	16
Stairs - Damaged, broken, or needs improvement	14
Request for Protection Interventions	4
Slope Protection (erosion) - Requested	4
Stairs - Requested	4
Drainage - Damaged, broken, or needs improvement	3
Request for fresh food enlistm - Request for fresh food	3
Bridge - Damaged, broken, or needs improvement	2
Bridge - Requested	2
Complaint against Agency or Staff	2
Drainage - Blocked or Water logging	2
Pathway - Damaged, broken, or needs improvement	2
Shelter Materials - Missed Distribution	2
Change of Registration information - New Registration	1
Cooking Stove - Lost or stolen	1
Food distributions - Poor quality food items	1

# Common Feedback Platform - CFP

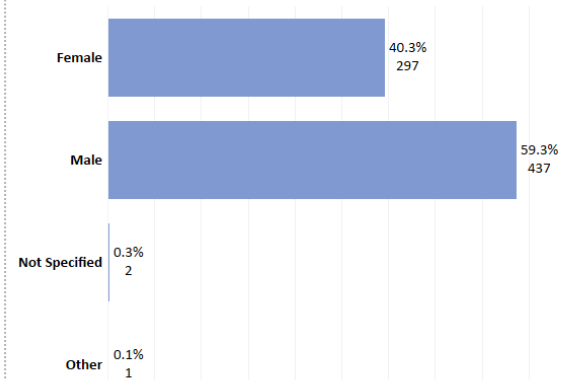
Monthly Camp Report | July 2024 | **Camp 20 Ext**

## Summary for July 2024

- 737** tickets received in this camp
- 352** tickets closed on the spot\*
- 385** tickets referred to relevant actors
- 310** 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.

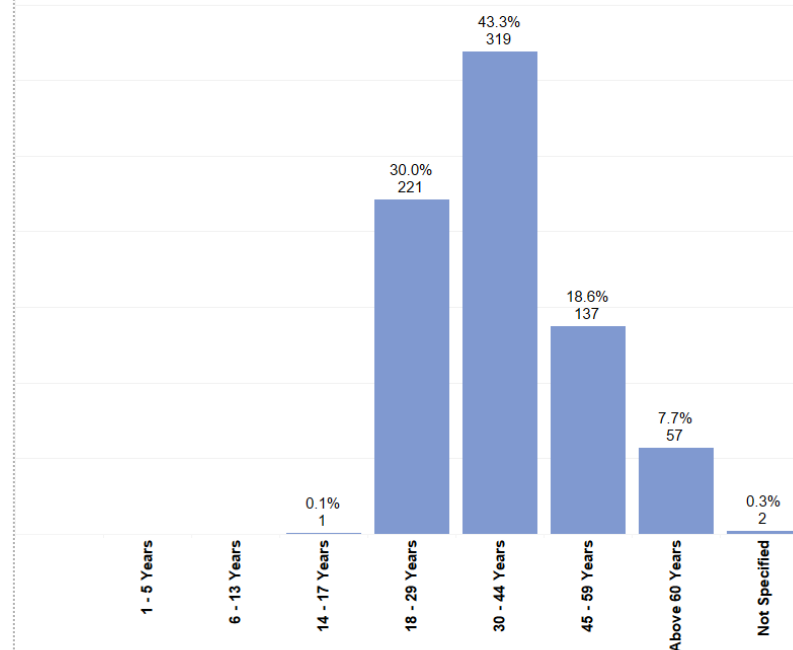
## Tickets received by gender



## 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	189	13
Damage to shelter - Shelter damaged over time	199	199	0	0	0
Cash for Work - Requested CFW	66	66	0	0	0
NFI - Request additional materials	34	34	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	31	0	31	17	14
Cash for Work - Has not been selected for CFW in long time	30	30	0	0	0
Drainage - Damaged, broken, or needs improvement	23	0	23	14	9
Pathway - Damaged, broken, or needs improvement	13	0	13	6	7
Pathway - Requested	13	0	13	12	1
Request for Protection Interventions	9	0	9	3	6
Slope Protection (erosion) - Requested	8	0	8	2	6
Lamp post or Street light - Damaged, broken, or needs improvement	7	0	7	3	4
LPG Porters - Requested	6	0	6	3	3
Request for fresh food enlistment - Request for fresh food	5	0	5	0	5
Stairs - Damaged, broken, or needs improvement	5	0	5	4	1
Drainage - Blocked or Water logging	4	0	4	8	0
Drainage - Drain Requested	4	0	4	1	3

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Site Management	Shelter & NFI	Site Development	ID Documents	Energy & Environment	WASH	Protection	Food Security	Health	Education	Livelihood	Nutrition
Tickets Received	306	237	118	23	18	14	11	7	3	0	0	0
Total Closed on the Spot	96	233	0	14	5	0	2	1	1	0	0	0
Total Referred	210	4	118	9	13	14	9	6	2	0	0	0
Total Replies	199	9	78	4	6	4	10	0	0	0	0	0
Open Tickets	11	0	40	5	7	10	0	6	2	0	0	0

## Top Open Tickets this Month

Ticket Description	Count
Slope Protection (erosion) - Damaged, broken, or needs improvement	14
Cash for Work - Has not been enrolled	13
Drainage - Damaged, broken, or needs improvement	9
Pathway - Damaged, broken, or needs improvement	7
Request for Protection Interventions	6
Slope Protection (erosion) - Requested	6
Request for fresh food enlistment - Request for fresh food	5
Lamp post or Street light - Damaged, broken, or needs improvement	4
Latrine - Needs desludging	4
SCOPE Card - Has not received new SCOPE Card	4
Drainage - Drain Requested	3
LPG Porters - Requested	3
SCOPE Card - No balance on card	3
Water tap - Requested	3
LPG Gas - Lost token	2
Soap & Hygiene Kit - Did not receive	2
Bathing Station - Broken or Damaged	1

# Common Feedback Platform - CFP

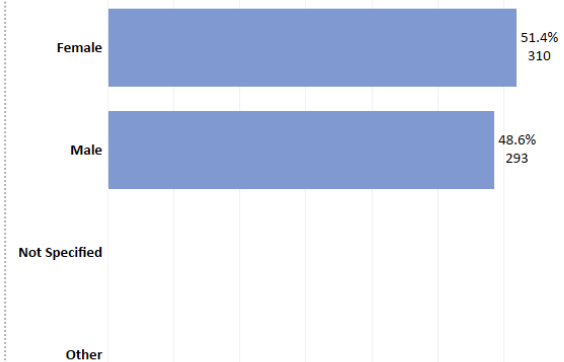
Monthly Camp Report | July 2024 | **Camp 21**

## Summary for July 2024

- 603** tickets received in this camp
- 71** tickets closed on the spot\*
- 532** tickets referred to relevant actors
- 72** 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.

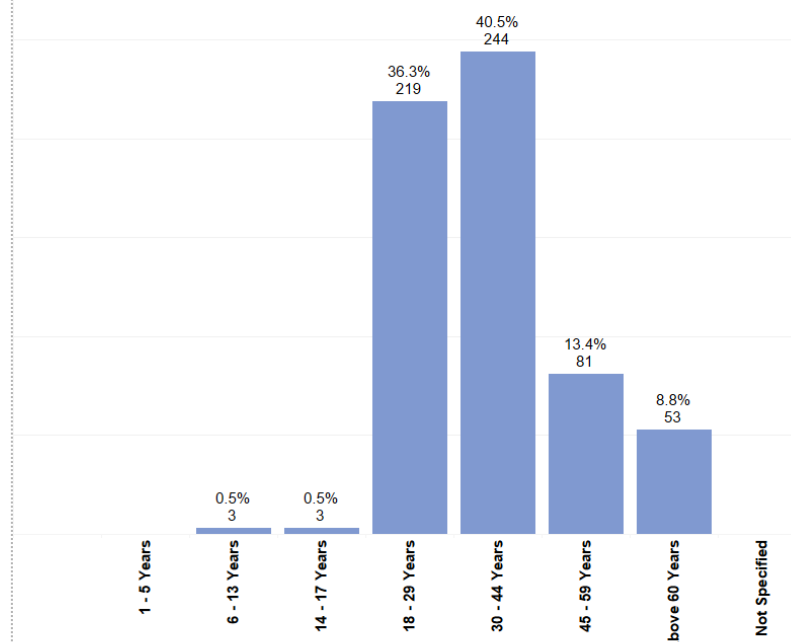
## Tickets received by gender



## Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter Materials - Requested for Shelter Materials	257	0	257	4	253
Shelter Materials - Request additional materials	118	0	118	8	110
Retaining wall - Requested	87	0	87	0	87
Requested for Information	49	46	3	1	2
Request for Protection Interventions	11	0	11	8	3
Treatment - Request for better treatment	8	0	8	0	8
LPG Gas - Not enough for family	7	7	0	0	0
Request for fresh food enlistm - Requested For Fresh Vegetables	7	0	7	3	4
Request for fresh food enlistm - Request for fresh food	7	0	7	15	0
Change of Registration information - New Registration	6	0	6	2	4
Soap & Hygiene Kit - Not enough	6	6	0	0	0
Treatment - Medical referral	6	6	0	0	0
Hill or Slope - Erosion & landslide	5	0	5	0	5
Relocation & Repatriation - Relocation within camp	5	0	5	0	5
Food distributions - Request for different items or quantities	3	3	0	0	0
Skill Training - Requested	3	3	0	0	0
Cash for Work - Requested CfW	2	0	2	0	2

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Shelter & NFI	Site Development	ID Documents	Site Management	Food Security	Health	Protection	WASH	Energy & Environment	Education	Livelihood	Nutrition
Tickets Received	375	111	25	19	17	17	13	12	11	1	1	1
Total Closed on the Spot	0	19	16	9	3	7	0	6	9	0	1	1
Total Referred	375	92	9	10	14	10	13	6	2	1	0	0
Total Replies	12	0	4	1	18	0	24	0	13	0	0	0
Open Tickets	363	92	5	9	0	10	0	6	0	1	0	0

## Top Open Tickets this Month

Ticket Description	Count
Shelter Materials - Requested for Shelter Materials	253
Shelter Materials - Request additional materials	110
Retaining wall - Requested	87
Treatment - Request for better treatment	8
Hill or Slope - Erosion & landslide	5
Relocation & Repatriation - Relocation within camp	5
Change of Registration information - New Registration	4
Request for fresh food enlistm - Requested For Fresh Vegetables	4
Request for Protection Interventions	3
Cash for Work - Requested CfW	2
Complaint against Agency or Staff	2
Latrine - Needs cleaning	2
Requested for Information	2
SCOPE Card - Has not received new SCOPE Card	2
Treatment - Need to Health book	2
Bathing Station - Broken or Damaged	1
Changes to Education - Secondary education requested	1

# Common Feedback Platform - CFP

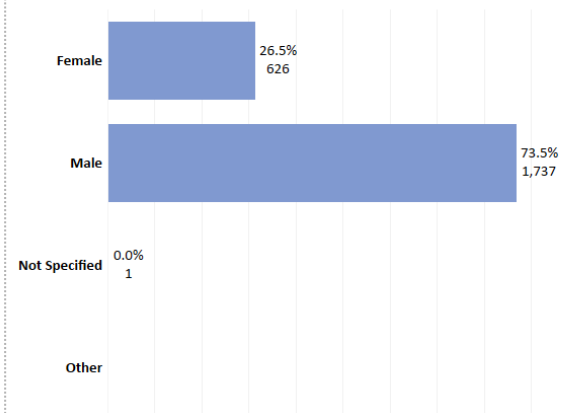
Monthly Camp Report | July 2024 | **Camp 22**

## Summary for July 2024

- 2,364** tickets received in this camp
- 1,952** tickets closed on the spot\*
- 412** tickets referred to relevant actors
- 290** 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.

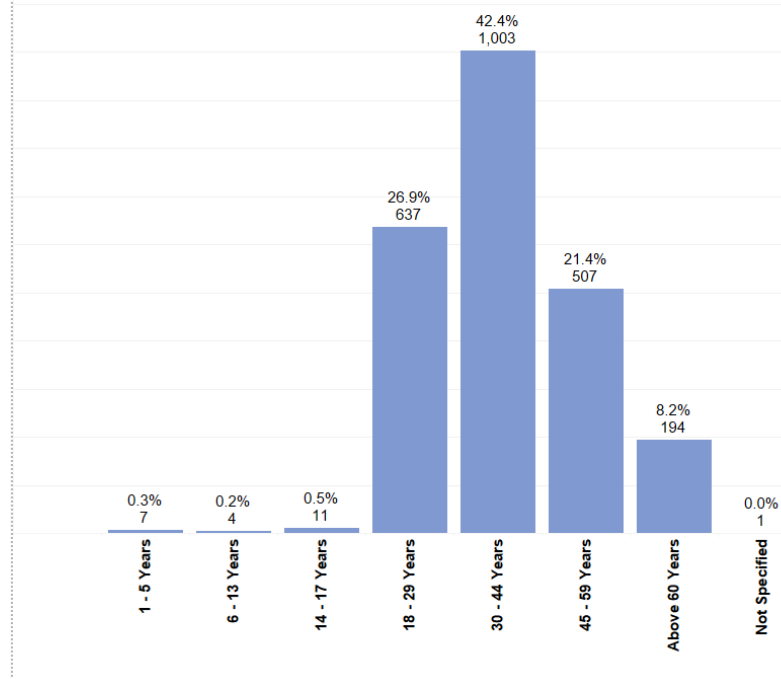
## Tickets received by gender



## Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
NFI - Request additional materials	440	440	0	0	0
Requested for Information	283	283	0	0	0
LPG Gas - Not enough for family	248	248	0	0	0
Cash for Work - Has not been selected for CFW in long time	238	238	0	0	0
Shelter Materials - Request additional materials	165	165	0	0	0
Electricity Supply - Not working	155	0	155	48	107
Cooking Stove - Broken or not working	139	139	0	0	0
SMART Card & Family Attestation - Add New Born	132	132	0	0	0
Cash for Work - Requested CFW	63	63	0	0	0
Farming supplies - Requested	53	53	0	0	0
Soap & Hygiene Kit - Not enough	51	51	0	0	0
SMART Card & Family Attestation - Lost ID Card	45	45	0	0	0
Latrine - Needs desludging	43	0	43	0	43
SMART Card & Family Attestation - Merge and split	32	32	0	0	0
Slope Protection (erosion) - Requested	27	0	27	45	0
Cooking set (gas & stove) - Broken or not working	25	25	0	0	0
SCOPE Card - Family Attestation doesn't match SCOPE	20	0	20	45	0

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Shelter & NFI	Site Management	Energy & Environment	ID Documents	Site Development	WASH	Food Security	Health	Protection	Education	Livelihood	Nutrition
Tickets Received	612	583	422	299	261	108	59	12	8	0	0	0
Total Closed on the Spot	607	428	413	270	128	51	53	1	1	0	0	0
Total Referred	5	155	9	29	133	57	6	11	7	0	0	0
Total Replies	0	48	30	48	156	0	5	0	3	0	0	0
Open Tickets	5	107	0	0	0	57	1	11	4	0	0	0

## Top Open Tickets this Month

Ticket Description	Count
Electricity Supply - Not working	107
Latrine - Needs desludging	43
Treatment - Request for better treatment	11
Latrine - Broken	7
LPG Gas - Did not receive refill	5
Pathway - Damaged, broken, or needs improvement	5
SCOPE Card - Has not received new SCOPE Card	4
Shelter Number - Requested	4
Fence or railing for path or stairs - Requested	3
Food distributions - Household has not received food	3
Complaint against Agency or Staff	2
Drainage Cover (Slab) - Damaged, broken, or needs improvement	2
Latrine - Locked by someone	2
Latrine - New toilet requested	2
Pathway - Requested	2
Request for Protection Interventions	2
Stairs - Damaged, broken, or needs improvement	2

# Common Feedback Platform - CFP

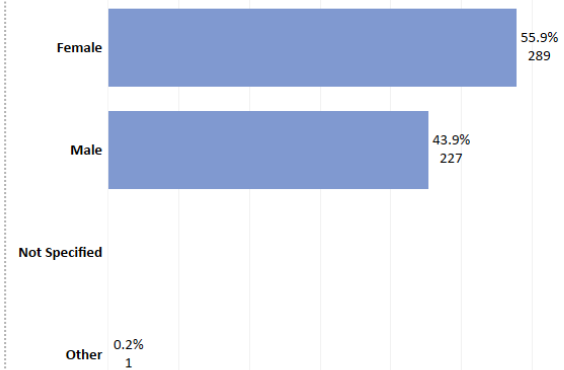
Monthly Camp Report | July 2024 | **Camp 24**

## Summary for July 2024

- 517** tickets received in this camp
- 150** tickets closed on the spot\*
- 367** tickets referred to relevant actors
- 151** 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.

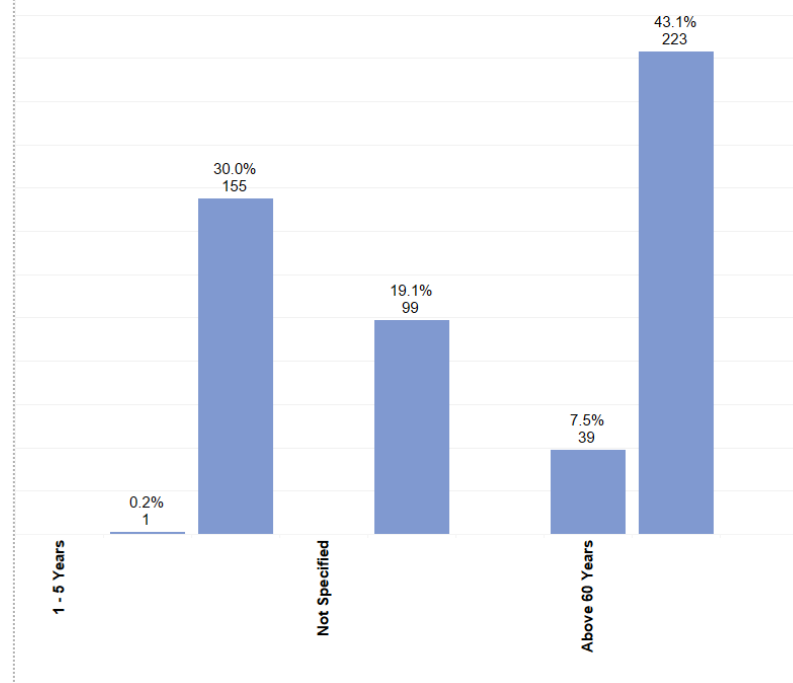
## Tickets received by gender



## 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	104	0	104	0	104
Request for fresh food enlistm - Request for fresh food	49	0	49	9	40
Requested for Information	42	34	8	0	8
Skill Training - Requested	30	30	0	0	0
Cash for Work - Has not been selected for CFW in long time	29	29	0	0	0
Pathway - Requested	27	0	27	22	5
Slope Protection (erosion) - Requested	22	0	22	26	0
Hill or Slope - Erosion & landslide	21	0	21	0	21
Pathway - Damaged, broken, or needs improvement	19	0	19	10	9
Treatment - Medical referral	17	17	0	0	0
Request for Protection Interventions	16	0	16	4	12
Cash for Work - Requested CFW	14	14	0	0	0
Soap & Hygiene Kit - Not enough	14	14	0	0	0
Drainage - Drain Requested	10	0	10	11	0
Latrine - Needs desludging	10	0	10	16	0
Treatment - Request for better treatment	10	0	10	2	8
Community Conflict - Land & shelter extension	9	0	9	0	9

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Site Management	Site Development	Food Security	WASH	ID Documents	Health	Energy & Environment	Protection	Shelter & NFI	Education	Livelihood	Nutrition
Tickets Received	187	132	49	38	36	27	17	17	14	0	0	0
Total Closed on the Spot	73	8	0	14	26	17	9	0	3	0	0	0
Total Referred	114	124	49	24	10	10	8	17	11	0	0	0
Total Replies	0	88	9	19	3	2	1	15	14	0	0	0
Open Tickets	114	36	40	5	7	8	7	2	0	0	0	0

## Top Open Tickets this Month

Ticket Description	Count
Cash for Work - Has not been enrolled	104
Request for fresh food enlistm - Request for fresh food	40
Hill or Slope - Erosion & landslide	21
Request for Protection Interventions	12
Community Conflict - Land & shelter extension	9
Pathway - Damaged, broken, or needs improvement	9
Shelter Materials - Requested for Shelter Materials	9
Requested for Information	8
Treatment - Request for better treatment	8
LPG Gas - Lost token	6
Pathway - Requested	5
Latrine - New toilet requested	4
Drainage Cover (Slab) - Requested	3
Latrine - Broken	3
Drainage - Damaged, broken, or needs improvement	2
Drainage Cover (Slab) - Damaged, broken, or needs improvement	2
Lamp post or Street light - Requested	2

# Common Feedback Platform - CFP

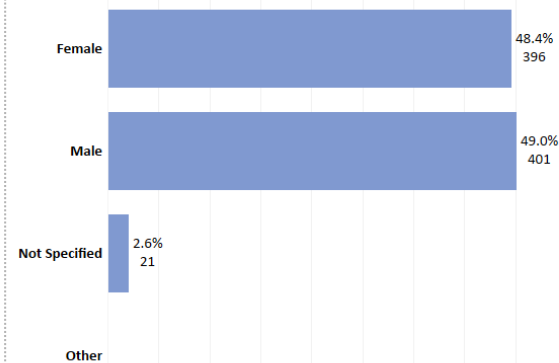
Monthly Camp Report | July 2024 | **Camp 25**

## Summary for July 2024

- 818** tickets received in this camp
- 504** tickets closed on the spot\*
- 314** tickets referred to relevant actors
- 158** 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.

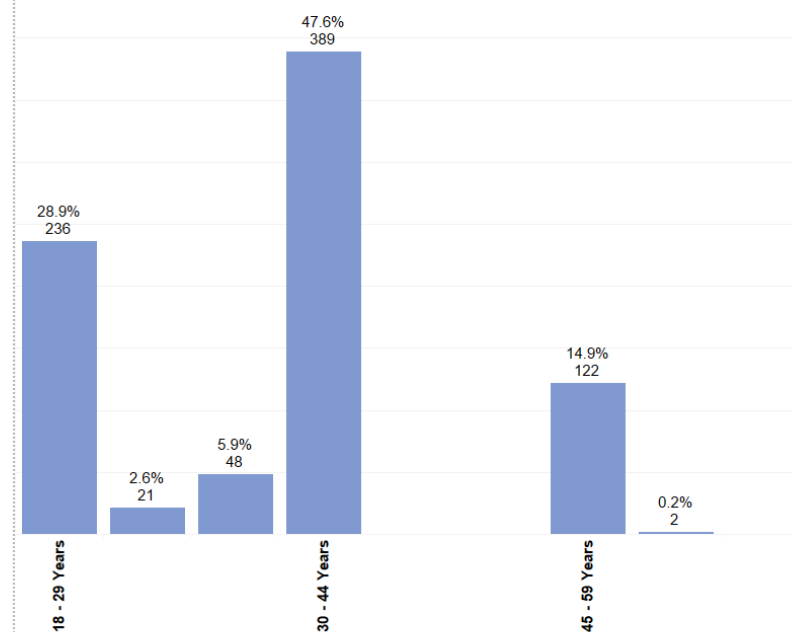
## Tickets received by gender



## Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	151	149	2	0	2
Shelter Materials - Requested for Shelter Materials	107	0	107	0	107
Cash for Work - Has not been selected for CFW in long time	65	65	0	0	0
Soap & Hygiene Kit - Not enough	57	57	0	0	0
Skill Training - Requested	38	38	0	0	0
Cash for Work - Requested CFW	30	4	26	0	26
Pathway - Requested	29	0	29	48	0
Shelter Materials - Request additional materials	24	24	0	0	0
LPG Gas - Not enough for family	23	23	0	0	0
Shelter Number - Requested	23	0	23	0	23
Food distributions - Request for different items or quantities	22	22	0	0	0
Protection Referral (IOM)	21	21	0	0	0
Food distributions - Request for more food each month	17	17	0	0	0
Pathway - Damaged, broken, or needs improvement	17	0	17	6	11
When is the next LPG distribution day?	14	14	0	0	0
Food distributions - Poor quality food items	13	0	13	0	13
Request for fresh food enlistment - Request for fresh food	11	0	11	4	7

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Site Management	Shelter & NFI	ID Documents	WASH	Site Development	Food Security	Energy & Environment	Protection	Health	Education	Livelihood	Nutrition
Tickets Received	180	177	112	97	95	73	56	26	2	0	0	0
Total Closed on the Spot	152	47	107	75	3	49	48	21	2	0	0	0
Total Referred	28	130	5	22	92	24	8	5	0	0	0	0
Total Replies	0	0	2	14	134	4	4	0	0	0	0	0
Open Tickets	28	130	3	8	0	20	4	5	0	0	0	0

## Top Open Tickets this Month

Ticket Description	Count
Shelter Materials - Requested for Shelter Materials	107
Cash for Work - Requested CFW	26
Shelter Number - Requested	23
Food distributions - Poor quality food items	13
Pathway - Damaged, broken, or needs improvement	11
Request for fresh food enlistment - Request for fresh food	7
Request for Protection Interventions	4
Cooking Stove - Did not receive	3
Latrine - Needs desludging	3
Latrine - New toilet requested	3
Stairs - Requested	3
Requested for Information	2
Soap & Hygiene Kit - Did not receive	2
Bathing Station - Broken or Damaged	1
Bridge - Requested	1
Cash for Work - Was charged to enroll or be selected	1
Complaint against Agency or Staff	1

# Common Feedback Platform - CFP

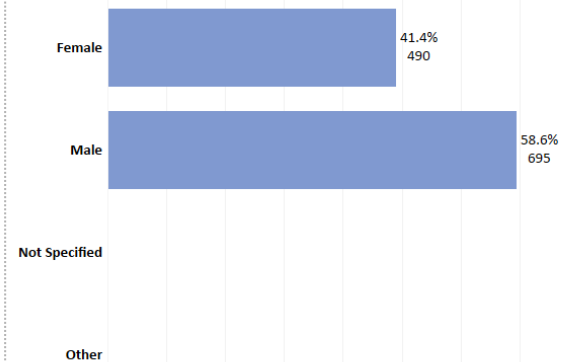
Monthly Camp Report | July 2024 | **Camp 26**

## Summary for July 2024

- 1,185** tickets received in this camp
- 123** tickets closed on the spot\*
- 1,062** tickets referred to relevant actors
- 43** 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.

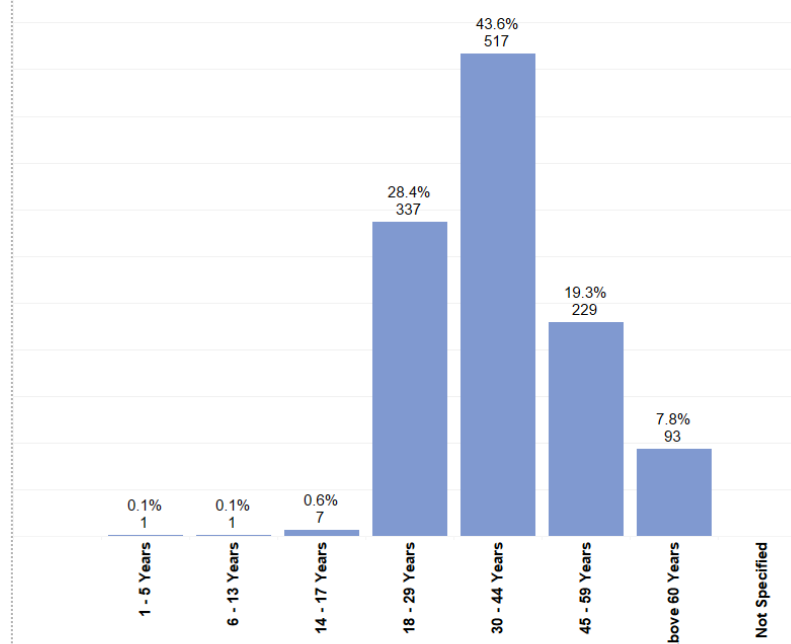
## Tickets received by gender



## Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter Materials - Requested for Shelter Materials	474	0	474	0	474
Shelter Materials - Request additional materials	442	0	442	0	442
Requested for Information	105	99	6	0	6
Retaining wall - Requested	30	0	30	0	30
Request for Protection Interventions	28	0	28	2	26
Skill Training - Requested	17	15	2	0	2
Latrine - New toilet requested	12	0	12	0	12
Latrine - Needs cleaning	11	0	11	0	11
Request for fresh food enlistm - Requested For Fresh Vegetables	11	0	11	0	11
Request for fresh food enlistm - Request for fresh food	10	0	10	4	6
Complaint against Agency or Staff	6	0	6	1	5
Food distributions - Request for different items or quantities	6	6	0	0	0
Relocation & Repatriation - Relocation within camp	6	0	6	0	6
Change of Registration information - New Registration	5	0	5	1	4
Latrine - Broken	4	0	4	0	4
Water tap & Tubewell - Not enough water	4	0	4	0	4
Cash for Work - Requested CfW	3	0	3	0	3

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Shelter & NFI	ID Documents	Site Development	Site Management	WASH	Protection	Food Security	Health	Livelihood	Nutrition	Education	Energy & Environment
Tickets Received	930	57	52	41	38	34	29	2	1	1	0	0
Total Closed on the Spot	14	47	21	30	3	0	8	0	0	0	0	0
Total Referred	916	10	31	11	35	34	21	2	1	1	0	0
Total Replies	0	3	0	0	0	36	4	0	0	0	0	0
Open Tickets	916	7	31	11	35	0	17	2	1	1	0	0

## Top Open Tickets this Month

Ticket Description	Count
Shelter Materials - Requested for Shelter Materials	474
Shelter Materials - Request additional materials	442
Retaining wall - Requested	30
Request for Protection Interventions	26
Latrine - New toilet requested	12
Latrine - Needs cleaning	11
Request for fresh food enlistm - Requested For Fresh Vegetables	11
Relocation & Repatriation - Relocation within camp	6
Request for fresh food enlistm - Request for fresh food	6
Requested for Information	6
Complaint against Agency or Staff	5
Change of Registration information - New Registration	4
Latrine - Broken	4
Water tap & Tubewell - Not enough water	4
Cash for Work - Requested CfW	3
Bathing Station - Broken or Damaged	2
Skill Training - Requested	2



# Common Feedback Platform - CFP

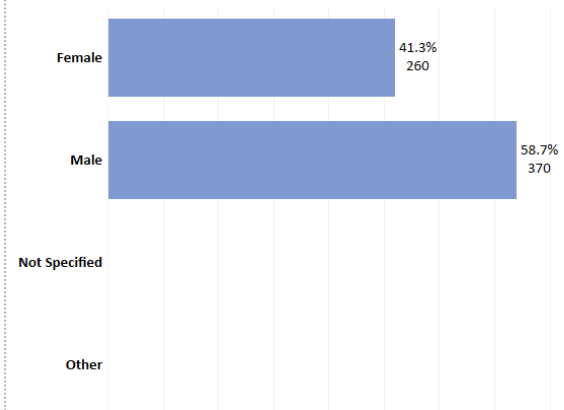
Monthly Camp Report | July 2024 | **Camp 27**

## Summary for July 2024

- 630** tickets received in this camp
- 78** tickets closed on the spot\*
- 552** tickets referred to relevant actors
- 291** 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.

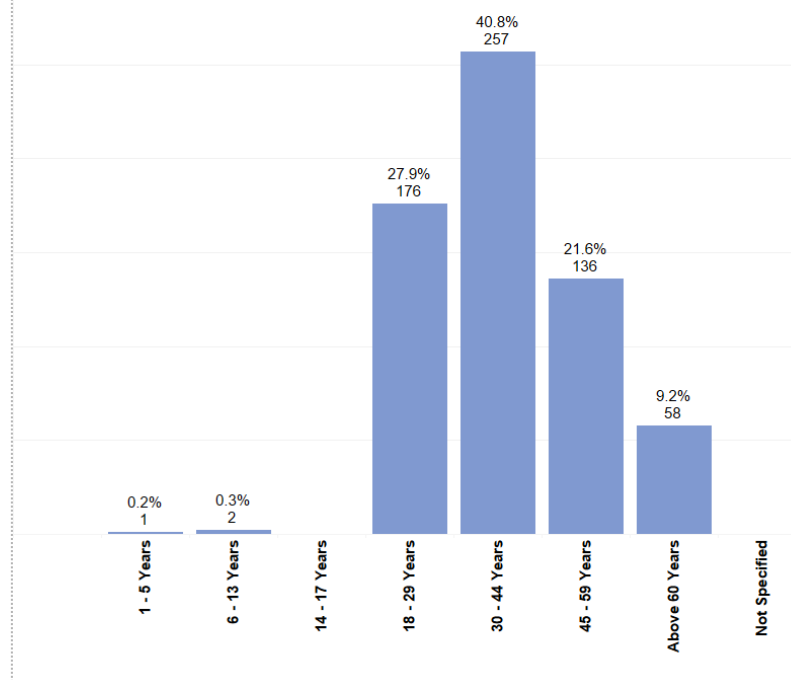
## Tickets received by gender



## Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter Materials - Request additional materials	292	0	292	52	240
Damage to shelter - Shelter damaged by weather	72	0	72	87	0
Requested for Information	65	53	12	1	11
Shelter Materials - Requested for Shelter Materials	34	0	34	24	10
Hill or Slope - Erosion & landslide	33	0	33	0	33
Relocation & Repatriation - Relocation within camp	29	0	29	1	28
Skill Training - Requested	21	21	0	0	0
Retaining wall - Damaged, broken, or needs improvement	18	0	18	4	14
Request for fresh food enlistment - Request for fresh food	12	0	12	4	8
Request for Protection Interventions	10	0	10	2	8
Request for fresh food enlistment - Requested For Fresh Vegetables	9	0	9	0	9
Food distributions - Missed Token	8	0	8	0	8
Latrine - New toilet requested	7	0	7	0	7
Latrine - Needs desludging	4	0	4	0	4
Food distributions - Request for different items or quantities	3	3	0	0	0
Change of Registration information - New Registration	2	0	2	0	2
Latrine - Needs cleaning	2	0	2	0	2

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Shelter & NFI	ID Documents	Site Management	Site Development	Food Security	WASH	Protection	Health	Energy & Environment	Education	Livelihood	Nutrition
Tickets Received	399	63	52	51	35	16	11	2	1	0	0	0
Total Closed on the Spot	1	48	22	0	6	1	0	0	0	0	0	0
Total Referred	398	15	30	51	29	15	11	2	1	0	0	0
Total Replies	242	19	1	4	5	0	15	0	5	0	0	0
Open Tickets	156	0	29	47	24	15	0	2	0	0	0	0

## Top Open Tickets this Month

Ticket Description	Count
Shelter Materials - Request additional materials	240
Hill or Slope - Erosion & landslide	33
Relocation & Repatriation - Relocation within camp	28
Retaining wall - Damaged, broken, or needs improvement	14
Requested for Information	11
Shelter Materials - Requested for Shelter Materials	10
Request for fresh food enlistment - Requested For Fresh Vegetables	9
Food distributions - Missed Token	8
Request for fresh food enlistment - Request for fresh food	8
Request for Protection Interventions	8
Latrine - New toilet requested	7
Latrine - Needs desludging	4
Change of Registration information - New Registration	2
Latrine - Needs cleaning	2
Treatment - Need to Health book	2
Bathing Station - Broken or Damaged	1
Bathing Station - Requested	1

# Common Feedback Platform - CFP

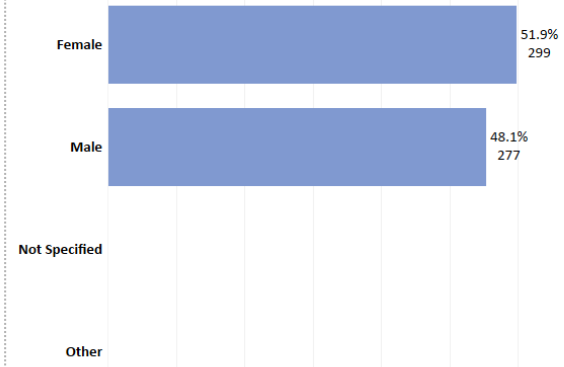
Monthly Camp Report | July 2024 | Kutupalong RC

## Summary for July 2024

- 576 tickets received in this camp
- 1 tickets closed on the spot\*
- 575 tickets referred to relevant actors
- 49 responses given by relevant actors

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

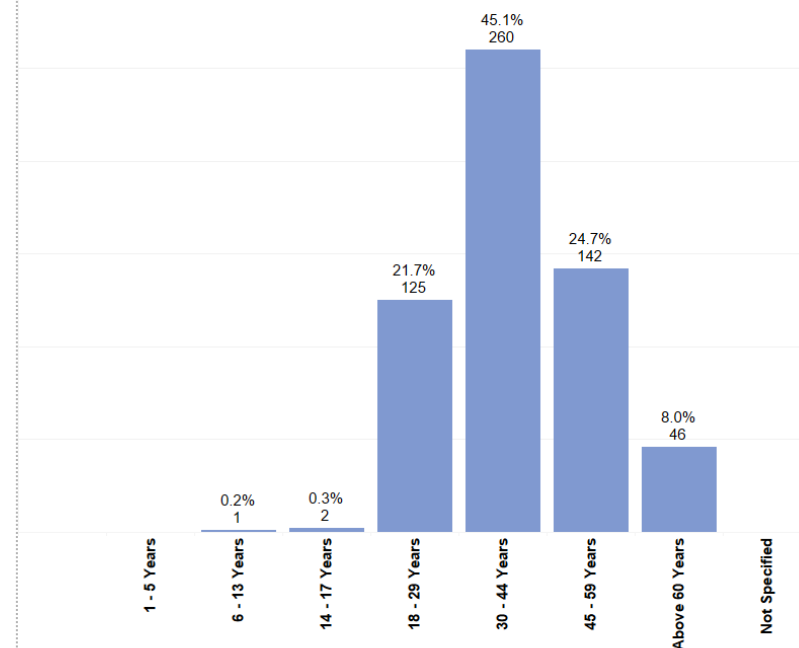
## Tickets received by gender



## 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	457	0	457	0	457
Change of Registration information - New Registration	57	0	57	5	52
Request for Protection Interventions	15	0	15	6	9
Request for fresh food enlistm - Request for fresh food	14	0	14	6	8
Shelter Materials - Requested for Shelter Materials	12	0	12	0	12
SMART Card & Family Attestation - Add New Born	5	0	5	1	4
Complaint against Agency or Staff	4	0	4	0	4
SCOPE Card - Has not received new SCOPE Card	4	0	4	3	1
Retaining wall - Requested	2	0	2	0	2
Cash for Work - Requested CFW	1	0	1	0	1
Not working - Solar supply	1	0	1	0	1
Relocation & Repatriation - Relocation within camp	1	0	1	0	1
Requested for Information	1	1	0	0	0
Treatment - Need to Health book	1	0	1	0	1
Treatment - Request for better treatment	1	0	1	0	1

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Shelter & NFI	ID Documents	Protection	Food Security	Site Management	Health	Site Development	Education	Energy & Environment	Livelihood	Nutrition	WASH
Tickets Received	469	67	19	14	3	2	2	0	0	0	0	0
Total Closed on the Spot	0	1	0	0	0	0	0	0	0	0	0	0
Total Referred	469	66	19	14	3	2	2	0	0	0	0	0
Total Replies	0	34	9	6	0	0	0	0	0	0	0	0
Open Tickets	469	32	10	8	3	2	2	0	0	0	0	0

## Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged by weather	457
Change of Registration information - New Registration	52
Shelter Materials - Requested for Shelter Materials	12
Request for Protection Interventions	9
Request for fresh food enlistm - Request for fresh food	8
Complaint against Agency or Staff	4
SMART Card & Family Attestation - Add New Born	4
Retaining wall - Requested	2
Cash for Work - Requested CFW	1
Not working - Solar supply	1
Relocation & Repatriation - Relocation within camp	1
SCOPE Card - Has not received new SCOPE Card	1
Treatment - Need to Health book	1
Treatment - Request for better treatment	1

# Common Feedback Platform - CFP

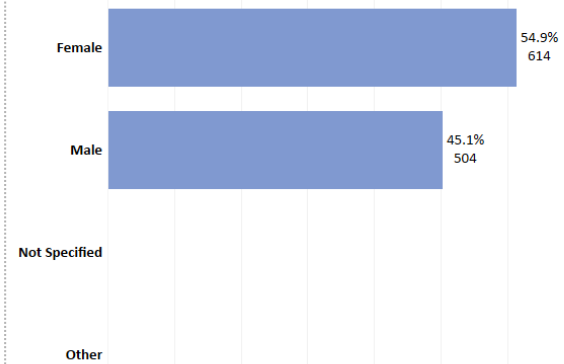
Monthly Camp Report | July 2024 | **Nayapara RC**

## Summary for July 2024

- 1,118** tickets received in this camp
- 3** tickets closed on the spot\*
- 1,115** tickets referred to relevant actors
- 356** 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.

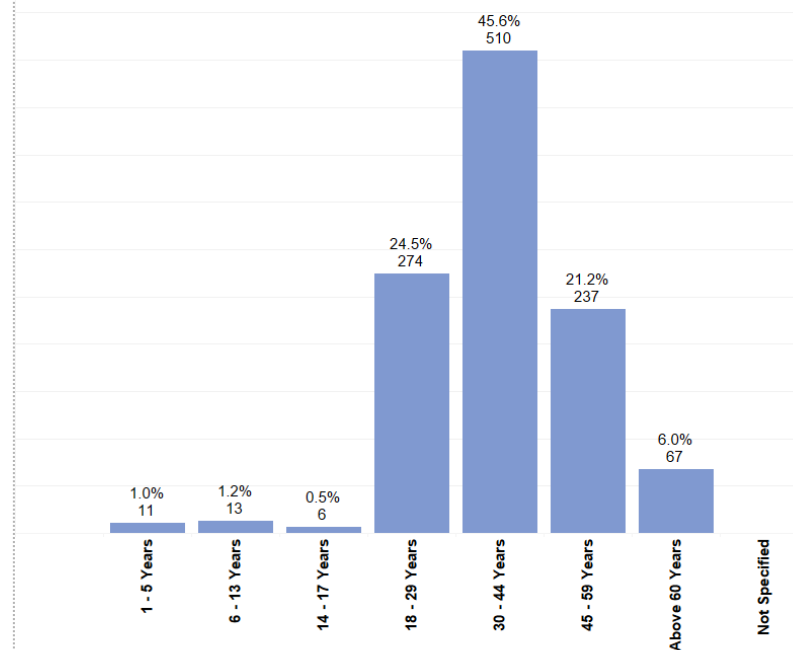
## Tickets received by gender



## Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter Materials - Requested for Shelter Materials	698	0	698	43	655
Request for fresh food enlistm - Request for fresh food	309	0	309	16	293
Request for Protection Interventions	30	0	30	15	15
Change of Registration information - New Registration	25	0	25	4	21
Retaining wall - Requested	20	0	20	0	20
Complaint against Agency or Staff	12	0	12	3	9
Treatment - Request for better treatment	7	0	7	0	7
Relocation & Repatriation - Relocation within camp	3	0	3	0	3
Shelter- Shelter materials needed	3	0	3	0	3
Treatment - Need to Health book	3	0	3	0	3
Requested for Information	2	2	0	0	0
Changes to Education - Secondary education requested	1	0	1	0	1
Latrine - Broken	1	0	1	0	1
LPG Gas - Did not receive cylinder	1	0	1	0	1
SCOPE Card - Has not received new SCOPE Card	1	0	1	1	0
SMART Card & Family Attestation - Add New Born	1	0	1	1	0
Treatment - Medical referral	1	1	0	0	0

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Shelter & NFI	Food Security	Protection	ID Documents	Site Development	Health	Site Management	Education	Energy & Environment	WASH	Livelihood	Nutrition
Tickets Received	701	310	42	27	21	11	3	1	1	1	0	0
Total Closed on the Spot	0	1	0	0	1	1	0	0	0	0	0	0
Total Referred	701	309	42	27	20	10	3	1	1	1	0	0
Total Replies	268	16	56	15	0	0	0	0	1	0	0	0
Open Tickets	433	293	0	12	20	10	3	1	0	1	0	0

## Top Open Tickets this Month

Ticket Description	Count
Shelter Materials - Requested for Shelter Materials	655
Request for fresh food enlistm - Request for fresh food	293
Change of Registration information - New Registration	21
Retaining wall - Requested	20
Request for Protection Interventions	15
Complaint against Agency or Staff	9
Treatment - Request for better treatment	7
Relocation & Repatriation - Relocation within camp	3
Shelter- Shelter materials needed	3
Treatment - Need to Health book	3
Changes to Education - Secondary education requested	1
Latrine - Broken	1
LPG Gas - Did not receive cylinder	1

# Common Feedback Platform - CFP

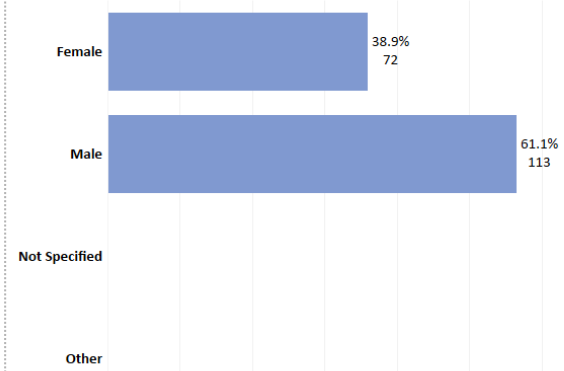
Monthly Camp Report | July 2024 | Transit Center

## Summary for July 2024

- 185** tickets received in this camp
- 5** tickets closed on the spot\*
- 180** 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.

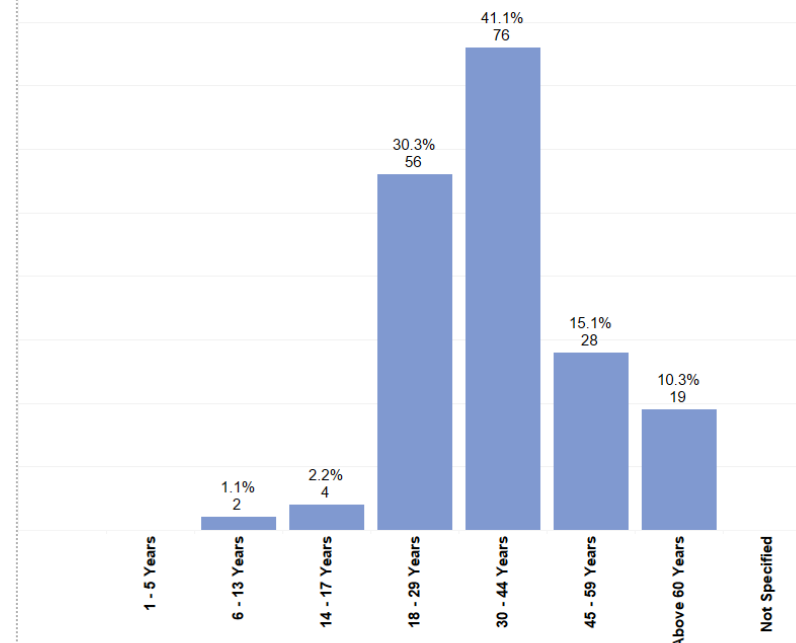
## Tickets received by gender



## Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Treatment - Need to Health book	74	0	74	0	74
Shelter Materials - Request additional materials	54	0	54	0	54
Request for Protection Interventions	11	0	11	5	6
Treatment - Request for better treatment	11	0	11	0	11
Food distributions - Missed Token	8	0	8	0	8
Hill or Slope - Erosion & landslide	6	0	6	0	6
Change of Registration information - New Registration	5	0	5	1	4
Requested for Information	5	5	0	0	0
LPG Gas - Lost token	3	0	3	0	3
Complaint against Agency or Staff	2	0	2	0	2
Latrine - Needs cleaning	2	0	2	0	2
Bathing Station - Broken or Damaged	1	0	1	0	1
Relocation & Repatriation - Relocation within camp	1	0	1	0	1
Shelter Materials - Requested for Shelter Materials	1	0	1	0	1
SMART Card & Family Attestation - Add New Born	1	0	1	0	1

## Tickets Received per Age Group



## Tickets Analysis by Sector

	Health	Shelter & NFI	Protection	ID Documents	Food Security	Site Development	Energy & Environment	WASH	Site Management	Education	Livelihood	Nutrition
Tickets Received	85	55	13	11	8	6	3	3	1	0	0	0
Total Closed on the Spot	0	0	0	5	0	0	0	0	0	0	0	0
Total Referred	85	55	13	6	8	6	3	3	1	0	0	0
Total Replies	0	0	5	5	0	0	0	0	0	0	0	0
Open Tickets	85	55	8	1	8	6	3	3	1	0	0	0

## Top Open Tickets this Month

Ticket Description	Count
Treatment - Need to Health book	74
Shelter Materials - Request additional materials	54
Treatment - Request for better treatment	11
Food distributions - Missed Token	8
Hill or Slope - Erosion & landslide	6
Request for Protection Interventions	6
Change of Registration information - New Registration	4
LPG Gas - Lost token	3
Complaint against Agency or Staff	2
Latrine - Needs cleaning	2
Bathing Station - Broken or Damaged	1
Relocation & Repatriation - Relocation within camp	1
Shelter Materials - Requested for Shelter Materials	1
SMART Card & Family Attestation - Add New Born	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.