ISCG | Rohingya Refugee Response Bangladesh
INTER SECTOR COORDINATION GROUP

Common Feedback Platform - CFP

Monthly Sector Cumulative Report |January - August 2024

Cumulative Data January - August 2024

191,210 tickets received across **34** sites

61,237 tickets closed on the spot

129,973 tickets referred by **6** actors

62,556 responses given by relevant actors

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

Tickets Received each Month per Sector

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

Cumulative Tickets per Month

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

Top Tickets Received by Gender

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	7,545	10,273	9	1
Shelter Materials - Request additional materials	6,171	9,184	7	
Requested for Information	6,817	6,818	2	
Damage to shelter - Shelter damaged by weather	5,838	7,760	3	4
NFI - Request additional materials	4,740	8,192	12	
Slope Protection (erosion) - Requested	4,025	5,573	2	
Cash for Work - Has not been selected for CfW in long time	2,041	5,227	4	
Slope Protection (erosion) - Damaged, broken, or needs improvement	2,324	4,580		
Cash for Work - Requested CfW	1,340	3,728	3	
LPG Gas - Not enough for family	1,509	3,083	1	
Cash for Work - Has not been enrolled	1,187	2,128	1	
Shelter Materials - Missed Distribution	1,383	1,785	1	
Hill or Slope - Erosion & landslide	1,185	1,839		
Protection Referral	984	1,344		
SMART Card & Family Attestation - Add New Born	620	818		
Cooking Stove - Broken or not working	214	410		
SMART Card & Family Attestation - Merge and split	182	222		

Cumulative Tickets by Camp | AOR

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

(HCR columns: Camp 01E through Transit Center; IOM columns: Camp 08E through Camp 25)

CFM Implementers and Data Contributors: IOM UN MIGRATION, UNHCR The UN Refugee Agency, DRC DANISH REFUGEE COUNCIL, care, brac, ACTED, actionaid

CFM Report Designed and Produced by NPM: IOM·OIM NPM THE UN MIGRATION AGENCY

Common Feedback Platform - CFP

Monthly Overview | August 2024

Summary for August 2024

22,703 tickets received across **34** sites
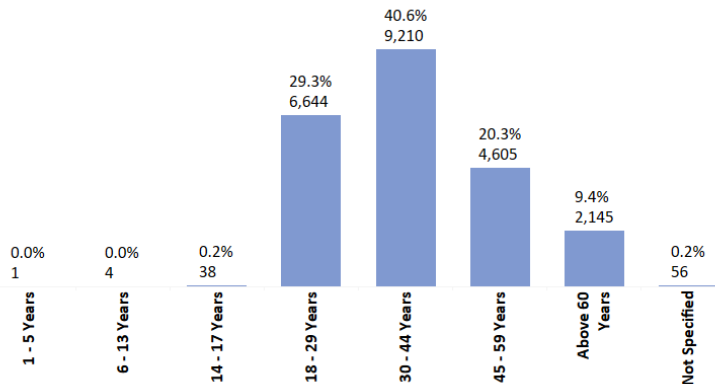
9,277 tickets closed on the spot*

13,426 tickets referred to relevant actors

11,819 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 referrable (see Methodology section at end of report).

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

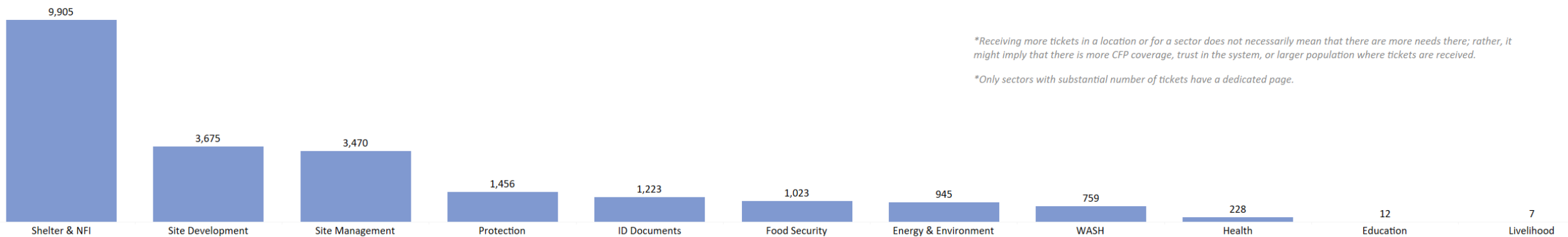## Tickets Received this Month by Age of Beneficiary

Age	Percent	Count
1 - 5 Years	0.0%	1
6 - 13 Years	0.0%	4
14 - 17 Years	0.2%	38
18 - 29 Years	29.3%	6,644
30 - 44 Years	40.6%	9,210
45 - 59 Years	20.3%	4,605
Above 60 Years	9.4%	2,145
Not Specified	0.2%	56

Top Tickets Received this Month

Ticket Description	Female	Male	Other	Not Specified
Requested for Information	2,019	2,015		
Damage to shelter - Shelter damaged by weather	1,145	2,075		
Damage to shelter - Shelter damaged over time	1,033	1,526	1	
Shelter Materials - Request additional materials	506	845	1	
Slope Protection (erosion) - Requested	382	569	1	
Cash for Work - Has not been selected for CfW in long time	269	657		
Slope Protection (erosion) - Damaged, broken, or needs improvement	323	538		
NFI - Request additional materials	183	533	4	
Cash for Work - Has not been enrolled	210	362		
Cash for Work - Requested CfW	100	327		
LPG Gas - Not enough for family	87	305		
Shelter Materials - Missed Distribution	93	96		
Cooking Stove - Broken or not working	68	113		
Stairs - Requested	67	110		
SMART Card & Family Attestation - Add New Born	51	84		
SMART Card & Family Attestation - Lost ID Card	32	48		
SMART Card & Family Attestation - Merge and split	13	21		

Tickets Received this Month by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	1,122	64	1,058	723	335
Camp 01W	885	55	830	780	50
Camp 02E	110	2	108	17	91
Camp 02W	592	62	530	101	429
Camp 03	506	108	398	324	74
Camp 04	1,286	483	803	1,143	0
Camp 04 Ext.	263	43	220	212	8
Camp 05	317	43	274	329	0
Camp 06	529	180	349	176	173
Camp 07	1,202	13	1,189	885	304
Camp 08E	425	157	268	141	127
Camp 08W	558	245	313	203	110
Camp 09	940	613	327	342	0
Camp 10	647	179	468	156	312
Camp 11	599	340	259	47	212
Camp 12	461	222	239	323	0
Camp 13	320	43	277	9	268
Camp 14	957	739	218	373	0
Camp 15	818	448	370	399	0
Camp 16	526	340	186	10	176
Camp 17	571	375	196	13	183
Camp 18	817	553	264	272	0
Camp 19	642	326	316	577	0
Camp 20	482	256	226	329	0
Camp 20 Ext	601	245	356	510	0
Camp 21	406	88	318	317	1
Camp 22	2,134	1,818	316	613	0
Camp 24	1,092	541	551	169	382
Camp 25	633	463	170	125	45
Camp 26	840	191	649	128	521
Camp 27	405	41	364	292	72
Kutupalong RC	677	0	677	1,049	0
Nayapara RC	275	1	274	682	0
Transit Center	65	0	65	50	15

Tickets Received this Month by Sector

Sector	Count
Shelter & NFI	9,905
Site Development	3,675
Site Management	3,470
Protection	1,456
ID Documents	1,223
Food Security	1,023
Energy & Environment	945
WASH	759
Health	228
Education	12
Livelihood	7

*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.

*Only sectors with substantial number of tickets have a dedicated page.

Common Feedback Platform - CFP

Monthly Sector Report | August | Shelter & NFI

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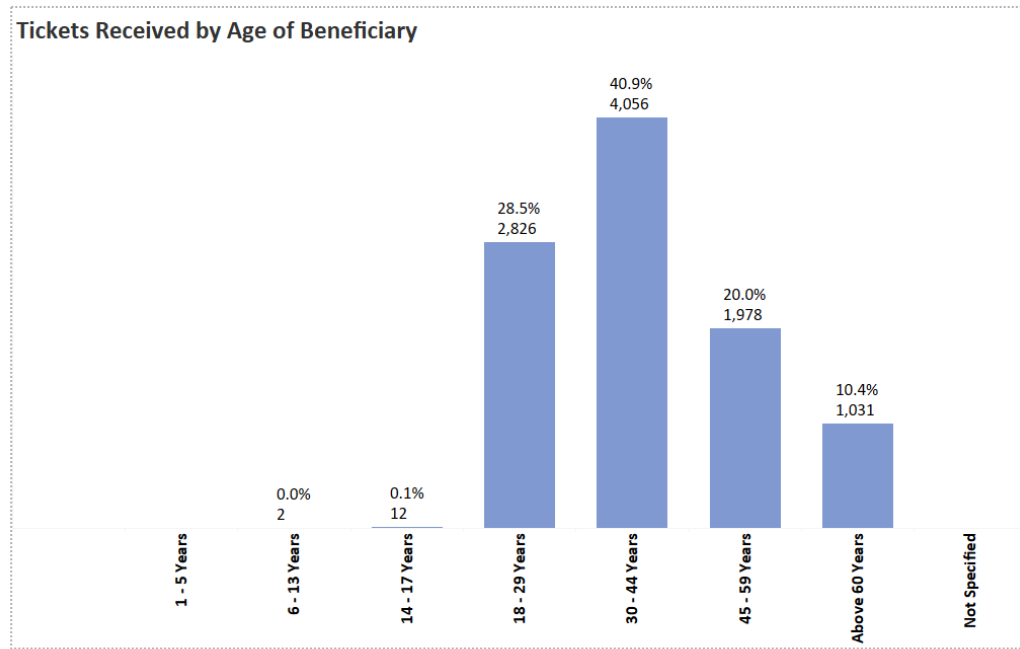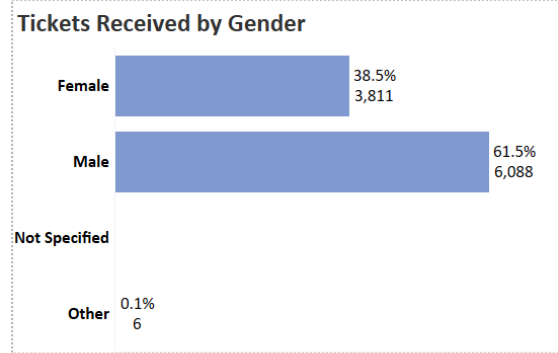### Summary for August 2024

9,905 tickets received across **34** sites

3,527 tickets closed on the spot

6,378 tickets referred to relevant actors

6,254 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

Gender	%	Count
Female	38.5%	3,811
Male	61.5%	6,088
Not Specified		
Other	0.1%	6

Tickets Received by Age of Beneficiary

Age	%	Count
1 - 5 Years	0.0%	2
6 - 13 Years	0.1%	12
14 - 17 Years		
18 - 29 Years	28.5%	2,826
30 - 44 Years	40.9%	4,056
45 - 59 Years	20.0%	1,978
Above 60 Years	10.4%	1,031
Not Specified		

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged by weather	3,220	0	3,220	2,753	467
Damage to shelter - Shelter damaged over time	2,560	392	2,168	1,035	1,133
Requested for Information	1,563	1,563	0	37	0
Shelter Materials - Request additional materials	1,352	690	662	876	0
NFI - Request additional materials	720	720	0	0	0
Shelter Materials - Missed Distribution	189	0	189	86	103
Request for additional room - Request for new room	83	0	83	31	52
field_and_site_managementdistribution_nficoncern_related_to_distribution_entitlement_amount_timing	64	64	0	1	0
Shelter Kit - Requested (general households)	39	39	0	0	0
Shelter Number - Requested	27	0	27	11	16
Shelter Materials - Received damaged materials	26	26	0	0	0
Shelter Materials - Received amount is not enough	15	0	15	3	12
Shelter Destroyed	14	14	0	0	0
When is the next Shelter Materials distribution day	8	8	0	0	0
Shelter Kit - Requested (evicted household)	7	0	7	2	5
field_and_site_managementdistribution_nficoncern_related_to_distribution_modality_facility_quality_location	4	4	0	0	0
NFI - Missed Distribution	3	0	3	0	3

Tickets Received by Camp

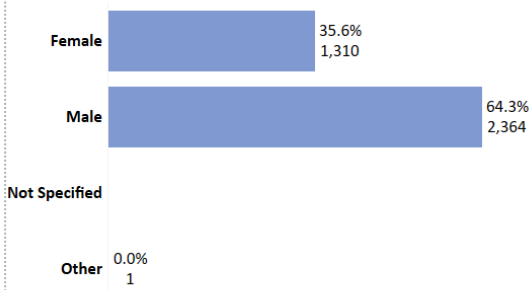|	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	943	12	931	684	247
Camp 01W	541	0	541	689	0
Camp 02E	72	0	72	0	72
Camp 02W	446	30	416	62	354
Camp 03	261	3	258	248	10
Camp 04	734	220	514	1,050	0
Camp 04 Ext.	200	26	174	197	0
Camp 05	172	1	171	224	0
Camp 06	280	58	222	112	110
Camp 07	1,003	0	1,003	848	155
Camp 08E	112	109	3	21	0
Camp 08W	221	216	5	0	5
Camp 09	290	286	4	0	4
Camp 10	150	85	65	19	46
Camp 11	91	83	8	0	8
Camp 12	89	85	4	9	0
Camp 13	124	8	116	0	116
Camp 14	117	109	8	7	1
Camp 15	71	48	23	18	5
Camp 16	64	60	4	0	4
Camp 17	460	338	122	0	122
Camp 18	197	196	1	0	1
Camp 19	224	223	1	3	0
Camp 20	165	154	11	11	0
Camp 20 Ext	130	129	1	6	0
Camp 21	160	0	160	278	0
Camp 22	690	689	1	4	0
Camp 24	125	124	1	7	0
Camp 25	94	85	9	0	9
Camp 26	675	150	525	75	450
Camp 27	309	0	309	240	69
Kutupalong RC	558	0	558	896	0
Nayapara RC	107	0	107	546	0
Transit Center	30	0	30	0	30

Common Feedback Platform - CFP

Monthly Sector Report | August | Site Development
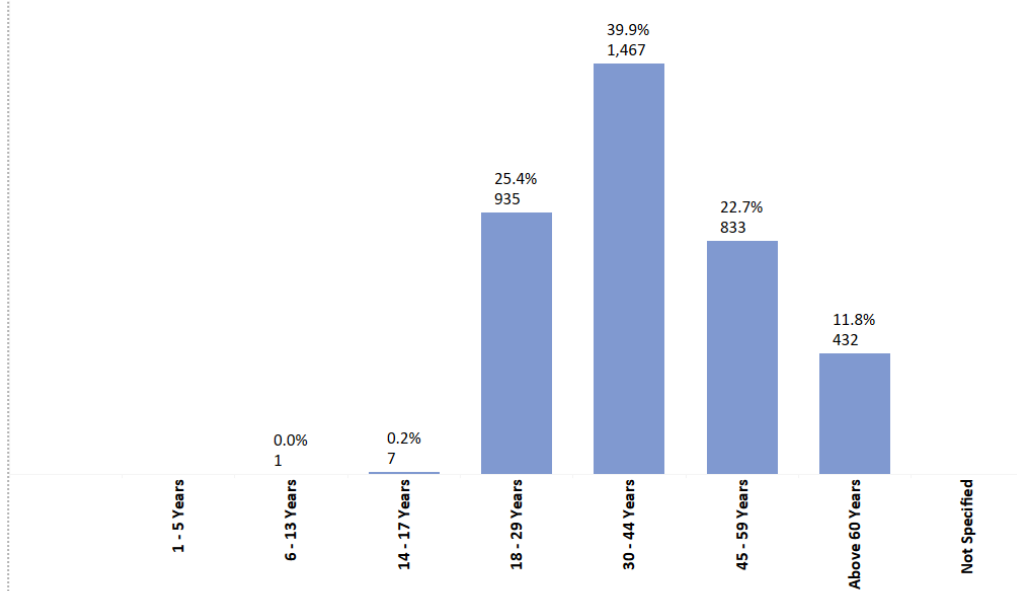
Summary for August 2024

3,675 tickets received across **34** sites

141 tickets closed on the spot

3,534 tickets referred to relevant actors

3,138 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

Gender	Percentage	Count
Female	35.6%	1,310
Male	64.3%	2,364
Not Specified		
Other	0.0%	1

Tickets Received by Age of Beneficiary

Age	Percentage	Count
1 - 5 Years	0.0%	1
6 - 13 Years		
14 - 17 Years	0.2%	7
18 - 29 Years	25.4%	935
30 - 44 Years	39.9%	1,467
45 - 59 Years	22.7%	833
Above 60 Years	11.8%	432
Not Specified		

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Requested	952	0	952	815	137
Slope Protection (erosion) - Damaged, broken, or needs improvement	861	0	861	1,092	0
Pathway - Damaged, broken, or needs improvement	659	0	659	211	448
Pathway - Requested	251	0	251	138	113
Stairs - Damaged, broken, or needs improvement	187	0	187	153	34
Stairs - Requested	177	0	177	117	60
Drainage - Drain Requested	158	0	158	175	0
Landslide	116	116	0	0	0
Drainage - Damaged, broken, or needs improvement	59	0	59	94	0
Drainage Cover (Slab) - Requested	55	0	55	59	0
Slope/Ramp - Damaged, broken, or needs improvement	26	0	26	10	16
Drainage - Blocked or Water logging	24	0	24	30	0
Lamp post or Street light - Damaged, broken, or needs improvement	23	0	23	26	0
Lamp post or Street light - Requested	21	0	21	23	0
Flooding	19	19	0	0	0
Bridge - Damaged, broken, or needs improvement	18	0	18	20	0
Slope/Ramp - Requested	17	0	17	3	14

Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	36	0	36	20	16
Camp 01W	174	0	174	33	141
Camp 02E	11	0	11	0	11
Camp 02W	30	0	30	0	30
Camp 03	42	0	42	0	42
Camp 04	102	0	102	6	96
Camp 04 Ext.	0	0	0	0	0
Camp 05	53	0	53	90	0
Camp 06	53	0	53	8	45
Camp 07	130	0	130	1	129
Camp 08E	182	0	182	0	182
Camp 08W	236	0	236	179	57
Camp 09	238	0	238	298	0
Camp 10	196	0	196	81	115
Camp 11	151	0	151	0	151
Camp 12	135	0	135	240	0
Camp 13	113	0	113	0	113
Camp 14	262	125	137	289	0
Camp 15	219	3	216	295	0
Camp 16	110	0	110	0	110
Camp 17	33	0	33	0	33
Camp 18	171	0	171	248	0
Camp 19	265	0	265	522	0
Camp 20	153	0	153	225	0
Camp 20 Ext	110	0	110	158	0
Camp 21	63	0	63	7	56
Camp 22	132	12	120	276	0
Camp 24	118	1	117	64	53
Camp 25	71	0	71	69	2
Camp 26	35	0	35	2	33
Camp 27	16	0	16	9	7
Kutupalong RC	16	0	16	7	9
Nayapara RC	17	0	17	11	6
Transit Center	2	0	2	0	2

ISCG
INTER SECTOR COORDINATION GROUP

Rohingya Refugee Response
Bangladesh

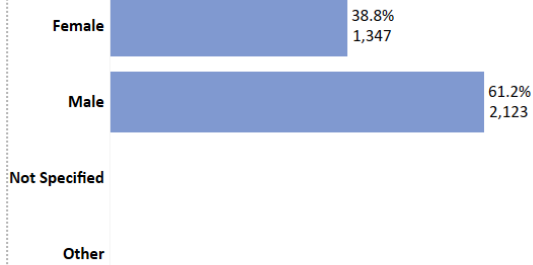# Common Feedback Platform - CFP

Monthly Sector Report | August | Site Management

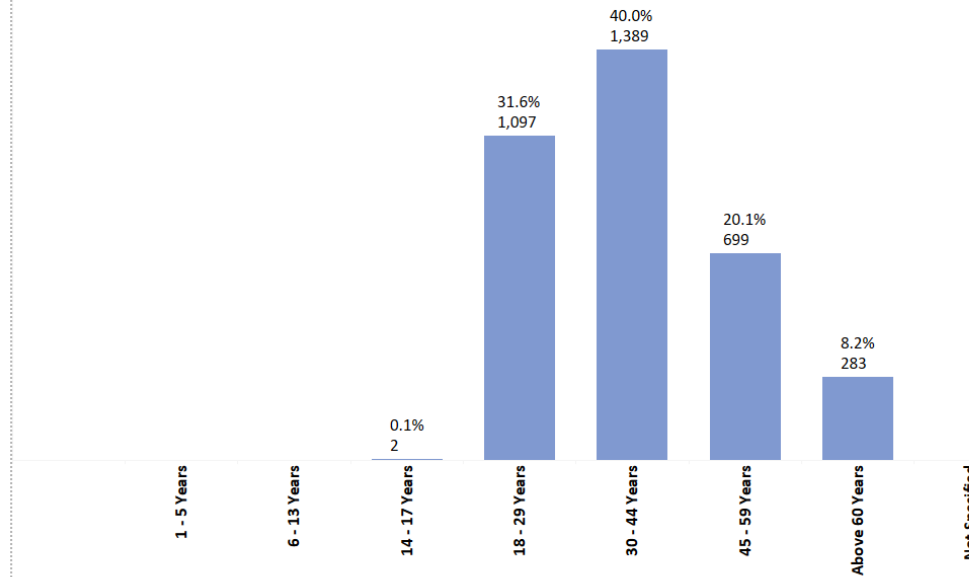## Summary for August 2024

3,470 tickets received across **34** sites

2,687 tickets closed on the spot

783 tickets referred to relevant actors

619 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

- Female: 38.8% 1,347
- Male: 61.2% 2,123
- Not Specified
- Other

Tickets Received by Age of Beneficiary

- 1 - 5 Years
- 6 - 13 Years
- 14 - 17 Years: 0.1% 2
- 18 - 29 Years: 31.6% 1,097
- 30 - 44 Years: 40.0% 1,389
- 45 - 59 Years: 20.1% 699
- Above 60 Years: 8.2% 283
- Not Specified

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	952	952	0	0	0
Cash for Work - Has not been selected for CfW in long time	926	926	0	0	0
Cash for Work - Has not been enrolled	572	0	572	365	207
Cash for Work - Requested CfW	427	427	0	0	0
field_and_site_management	241	241	0	0	0
field_and_site_managementrelocationself_relocation_camp_to_camp	114	114	0	15	0
Electricity Supply - Not working	98	0	98	196	0
Community Conflict - Tree Cutting	50	0	50	5	45
Not working - Solar supply	22	0	22	1	21
When is my next Cash for Work rotation day?	19	18	1	1	0
Cash for Work - Payment delayed	14	0	14	5	9
Community Conflict - Land & shelter extension	9	0	9	17	0
Relocation & Repatriation - Temporary relocation	8	0	8	0	8
field_and_site_managementcamp_management_committee_centerservice_required	4	4	0	0	0
Relocation & Repatriation - Relocation within camp	4	0	4	10	0
Cash for Work - Has received less payment than days worked	2	0	2	1	1
Relocation & Repatriation - Relocation to another camp	2	0	2	0	2

Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	29	27	2	0	2
Camp 01W	7	6	1	0	1
Camp 02E	1	1	0	0	0
Camp 02W	18	15	3	0	3
Camp 03	18	16	2	0	2
Camp 04	138	134	4	0	4
Camp 04 Ext.	15	14	1	0	1
Camp 05	4	4	0	0	0
Camp 06	92	84	8	6	2
Camp 07	2	2	0	0	0
Camp 08E	41	1	40	0	40
Camp 08W	4	0	4	0	4
Camp 09	100	92	8	0	8
Camp 10	67	7	60	0	60
Camp 11	124	117	7	0	7
Camp 12	46	38	8	5	3
Camp 13	34	22	12	0	12
Camp 14	357	336	21	25	0
Camp 15	364	315	49	0	49
Camp 16	272	266	6	0	6
Camp 17	2	2	0	0	0
Camp 18	114	112	2	0	2
Camp 19	56	50	6	0	6
Camp 20	120	79	41	67	0
Camp 20 Ext	290	84	206	293	0
Camp 21	20	20	0	1	0
Camp 22	499	402	97	196	0
Camp 24	396	204	192	5	187
Camp 25	190	190	0	0	0
Camp 26	19	19	0	0	0
Camp 27	27	27	0	20	0
Kutupalong RC	1	0	1	1	0
Nayapara RC	2	1	1	0	1
Transit Center	1	0	1	0	1

Common Feedback Platform - CFP

Monthly Sector Report | August | Protection

Summary for August 2024

1,456 tickets received across **34** sites
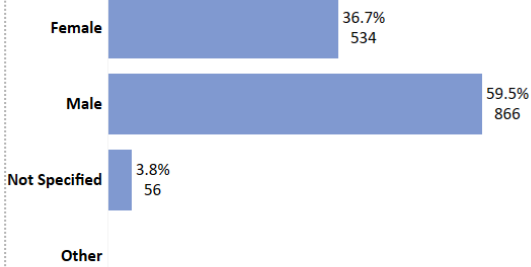
133 tickets closed on the spot

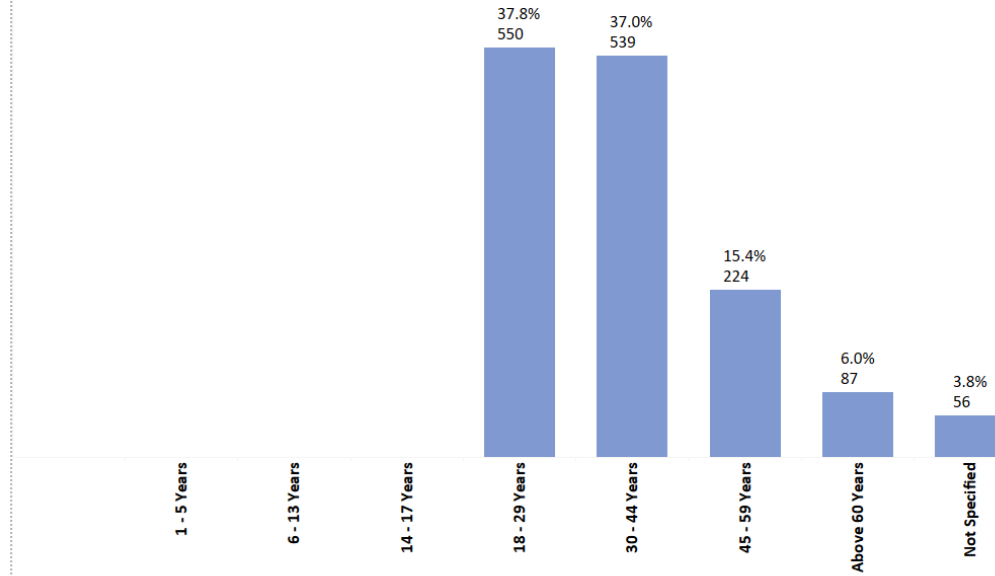**1,323** tickets referred to relevant actors

743 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

- Female 36.7% 534
- Male 59.5% 866
- Not Specified 3.8% 56
- Other

Tickets Received by Age of Beneficiary

Age	Percentage	Count
1 - 5 Years		
6 - 13 Years		
14 - 17 Years		
18 - 29 Years	37.8%	550
30 - 44 Years	37.0%	539
45 - 59 Years	15.4%	224
Above 60 Years	6.0%	87
Not Specified	3.8%	56

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Request for Protection Interventions	1,305	3	1,302	654	648
Requested for Information	72	72	0	0	0
Protection Referral (DRC)	25	25	0	0	0
Complaint against Agency or Staff	24	3	21	23	0
Protection Referral (IOM)	19	19	0	0	0
Protection Referral (UNHCR)	7	7	0	0	0
Women's Friendly Space - Cosmetics requested	2	2	0	0	0
Protection Referral (COAST)	1	1	0	0	0
Protection Referral (Save_The_Children_International)	1	1	0	0	0

Tickets Received by Camp

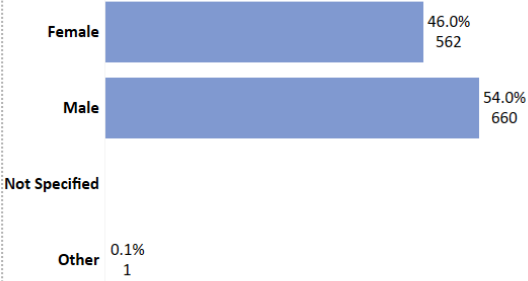|	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	61	3	58	12	46
Camp 01W	56	0	56	25	31
Camp 02E	10	1	9	10	0
Camp 02W	42	0	42	29	13
Camp 03	66	8	58	60	0
Camp 04	136	19	117	65	52
Camp 04 Ext.	21	0	21	11	10
Camp 05	35	2	33	5	28
Camp 06	35	2	33	27	6
Camp 07	42	3	39	27	12
Camp 08E	28	6	22	39	0
Camp 08W	48	12	36	6	30
Camp 09	41	7	34	17	17
Camp 10	55	8	47	14	33
Camp 11	42	21	21	24	0
Camp 12	38	3	35	23	12
Camp 13	14	0	14	4	10
Camp 14	22	2	20	16	4
Camp 15	52	6	46	61	0
Camp 16	20	1	19	8	11
Camp 17	27	0	27	4	23
Camp 18	37	2	35	9	26
Camp 19	17	5	12	14	0
Camp 20	7	1	6	6	0
Camp 20 Ext	6	3	3	7	0
Camp 21	56	0	56	13	43
Camp 22	23	3	20	4	16
Camp 24	119	7	112	19	93
Camp 25	10	8	2	3	0
Camp 26	47	0	47	28	19
Camp 27	15	0	15	6	9
Kutupalong RC	87	0	87	57	30
Nayapara RC	114	0	114	75	39
Transit Center	27	0	27	15	12

Common Feedback Platform - CFP

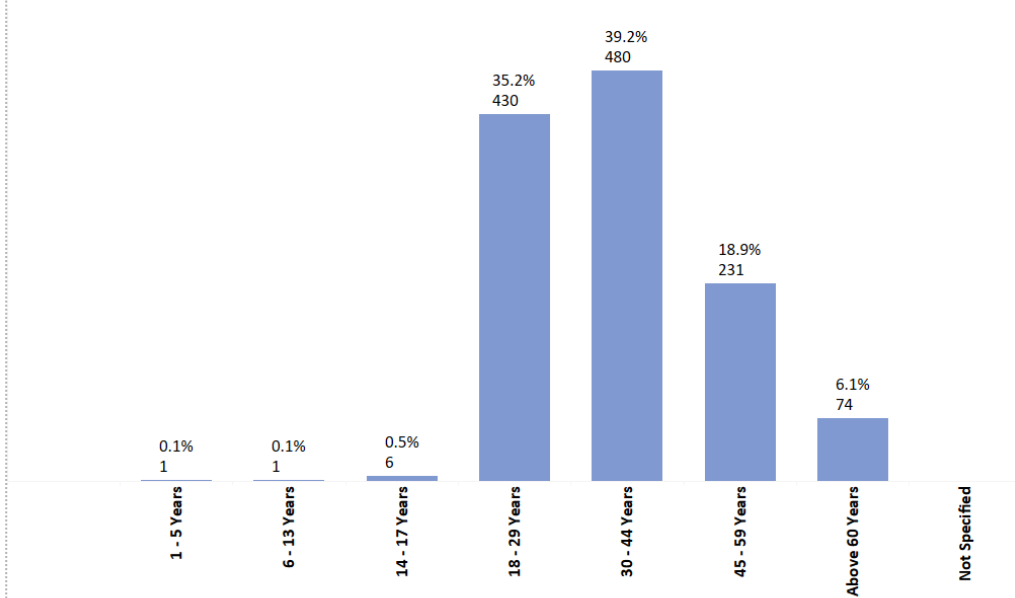## Monthly Sector Report | August | ID Documents

Summary for August 2024

1,223 tickets received across **34** sites

1,093 tickets closed on the spot

130 tickets referred to relevant actors

231 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 Age of Beneficiary

Tickets Received by Gender

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	756	756	0	10	0
SMART Card & Family Attestation - Add New Born	135	135	0	4	0
SMART Card & Family Attestation - Lost ID Card	80	80	0	0	0
SCOPE Card - Family Attestation doesn't match SCOPE	38	0	38	14	24
SMART Card & Family Attestation - Merge and split	34	34	0	0	0
SMART Card & Family Attestation - Request for individual SMART card	32	32	0	0	0
SCOPE Card - Has not received new SCOPE Card	30	0	30	19	11
SCOPE Card - No balance on card	28	0	28	2	26
SCOPE Card - Lost	24	0	24	3	21
SMART Card & Family Attestation - Address Change	17	17	0	0	0
SMART Card & Family Attestation - Biographical Error	13	13	0	0	0
SMART Card & Family Attestation - HH requests for vulnerability verification (e.g., Elderly headed HH, Child headed HH, ..	10	10	0	0	0
SCOPE Card - Damaged	9	0	9	0	9
SMART Card & Family Attestation - HH requests for vulnerability verification (only for HH that includes person with disabi..	4	4	0	0	0
SMART Card & Family Attestation - Marriage case	4	4	0	0	0
SMART Card & Family Attestation - Lost family attestation card	3	3	0	0	0
SMART Card & Family Attestation - Death Case	2	2	0	0	0

Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	24	20	4	1	3
Camp 01W	50	49	1	2	0
Camp 02E	0	0	0	1	0
Camp 02W	13	13	0	4	0
Camp 03	49	49	0	1	0
Camp 04	70	65	5	1	4
Camp 04 Ext.	2	2	0	1	0
Camp 05	5	5	0	1	0
Camp 06	10	8	2	2	0
Camp 07	6	5	1	3	0
Camp 08E	20	14	6	3	3
Camp 08W	19	17	2	9	0
Camp 09	157	154	3	1	2
Camp 10	46	31	15	5	10
Camp 11	87	84	3	2	1
Camp 12	17	3	14	2	12
Camp 13	16	13	3	5	0
Camp 14	44	40	4	1	3
Camp 15	14	13	1	3	0
Camp 16	5	4	1	1	0
Camp 17	0	0	0	0	0
Camp 18	9	8	1	4	0
Camp 19	16	14	2	2	0
Camp 20	4	3	1	1	0
Camp 20 Ext	26	19	7	3	4
Camp 21	12	12	0	3	0
Camp 22	303	260	43	24	19
Camp 24	85	81	4	0	4
Camp 25	82	78	4	2	2
Camp 26	15	15	0	4	0
Camp 27	15	14	1	11	0
Kutupalong RC	1	0	1	87	0
Nayapara RC	1	0	1	37	0
Transit Center	0	0	0	4	0

Common Feedback Platform - CFP

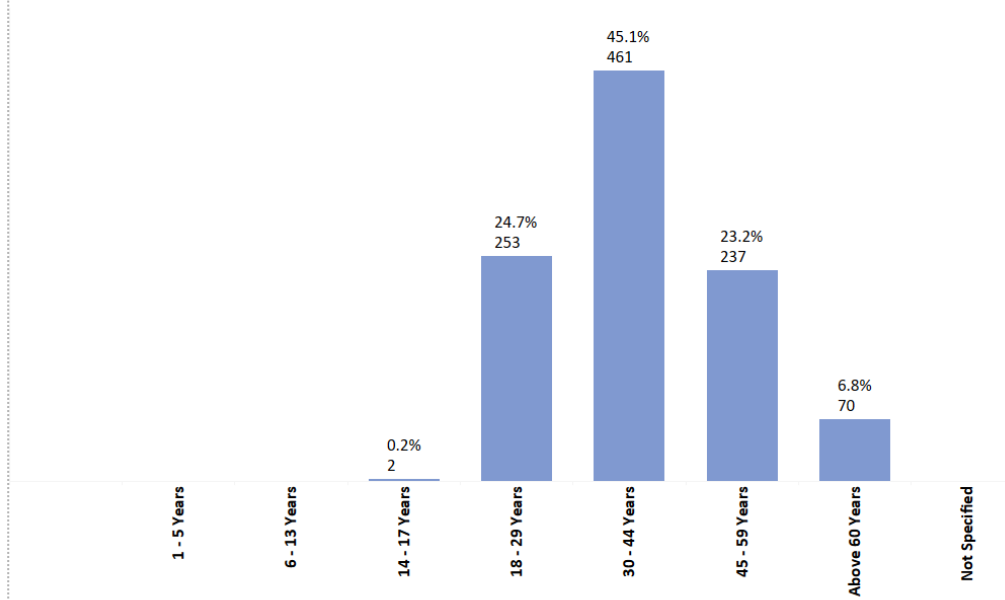## Monthly Sector Report | August | Food Security

Summary for August 2024

1,023 tickets received across **34** sites

421 tickets closed on the spot

602 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 reponses given higher than the referred tickets.

Tickets Received by Gender

- Female: 47.8% — 489
- Male: 52.2% — 534
- Not Specified
- Other

Tickets Received by Age of Beneficiary

- 1 - 5 Years
- 6 - 13 Years
- 14 - 17 Years: 0.2% — 2
- 18 - 29 Years: 24.7% — 253
- 30 - 44 Years: 45.1% — 461
- 45 - 59 Years: 23.2% — 237
- Above 60 Years: 6.8% — 70
- Not Specified

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Request for fresh food enlistment - Request for fresh food	538	0	538	36	502
Requested for Information	256	256	0	0	0
Food distributions - Request for different items or quantities	92	92	0	0	0
Food distributions - Request for more food each month	29	29	0	0	0
Food distributions - Poor quality food items	28	0	28	15	13
When is the next food distribution day? When are the food distribution centres open?	22	22	0	0	0
Food distributions - Household has not received food	20	0	20	5	15
Food Porters - Requested	14	0	14	0	14
Food distributions - Want to purchase more but not allowed	13	13	0	0	0
Farming supplies - Requested	8	8	0	0	0
Food distributions - HH wants someone outside their family to collect food	2	0	2	0	2
Food distributions - Weight was less than stated	1	1	0	0	0

Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	11	1	10	0	10
Camp 01W	36	0	36	6	30
Camp 02E	10	0	10	0	10
Camp 02W	12	3	9	6	3
Camp 03	57	31	26	10	16
Camp 04	54	10	44	7	37
Camp 04 Ext.	23	1	22	3	19
Camp 05	34	24	10	9	1
Camp 06	33	18	15	18	0
Camp 07	5	0	5	0	5
Camp 08E	22	22	0	2	0
Camp 08W	16	0	16	3	13
Camp 09	51	28	23	5	18
Camp 10	83	42	41	9	32
Camp 11	73	26	47	0	47
Camp 12	35	33	2	3	0
Camp 13	6	0	6	0	6
Camp 14	43	36	7	8	0
Camp 15	18	10	8	4	4
Camp 16	10	2	8	1	7
Camp 17	13	0	13	1	12
Camp 18	88	70	18	1	17
Camp 19	4	1	3	0	3
Camp 20	8	7	1	2	0
Camp 20 Ext	4	1	3	0	3
Camp 21	29	2	27	7	20
Camp 22	8	8	0	0	0
Camp 24	91	8	83	22	61
Camp 25	67	36	31	12	19
Camp 26	16	1	15	5	10
Camp 27	16	0	16	2	14
Kutupalong RC	12	0	12	0	12
Nayapara RC	31	0	31	12	19
Transit Center	4	0	4	0	4

Common Feedback Platform - CFP

Monthly Sector Report | August | Energy & Environment

Summary for August 2024

945 tickets received across **34** sites

795 tickets closed on the spot

150 tickets referred to relevant actors

82 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

- Female: 34.1% / 322
- Male: 65.9% / 623
- Not Specified
- Other

Tickets Received by Age of Beneficiary

Age	Percentage	Count
1 - 5 Years		
6 - 13 Years		
14 - 17 Years		
18 - 29 Years	27.4%	259
30 - 44 Years	44.0%	416
45 - 59 Years	22.1%	209
Above 60 Years	6.5%	61
Not Specified		

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
LPG Gas - Not enough for family	392	344	48	0	48
Cooking Stove - Broken or not working	181	181	0	0	0
Cooking set (gas & stove) - Broken or not working	122	122	0	0	0
Requested for Information	96	96	0	0	0
LPG Gas - Did not receive refill	36	0	36	23	13
LPG Porters - Requested	27	0	27	26	1
Cooking set (gas & stove) - Requested	19	19	0	0	0
When is the next LPG distribution day?	17	17	0	0	0
energy_and_environment	11	11	0	0	0
LPG Gas - Lost token	10	0	10	11	0
LPG Gas - Did not receive cylinder	9	0	9	7	2
Cooking Stove - Did not receive	8	0	8	8	0
Cooking Stove - Requested	5	5	0	0	0
LPG Gas - Lost or stolen cylinder	5	0	5	2	3
Pressure Cooker - Did not receive	4	0	4	0	4
Cooking Stove - Lost or stolen	3	0	3	3	0

Tickets Received by Camp

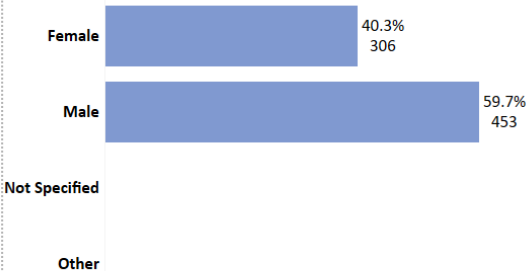|	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	4	0	4	0	4
Camp 01W	2	0	2	0	2
Camp 02E	0	0	0	0	0
Camp 02W	18	1	17	0	17
Camp 03	3	0	3	0	3
Camp 04	3	0	3	0	3
Camp 04 Ext.	0	0	0	0	0
Camp 05	1	1	0	0	0
Camp 06	5	4	1	0	1
Camp 07	0	0	0	0	0
Camp 08E	7	0	7	4	3
Camp 08W	11	0	11	0	11
Camp 09	43	41	2	0	2
Camp 10	17	2	15	13	2
Camp 11	10	5	5	4	1
Camp 12	12	5	7	10	0
Camp 13	3	0	3	0	3
Camp 14	70	64	6	5	1
Camp 15	55	44	11	0	11
Camp 16	9	5	4	0	4
Camp 17	2	1	1	0	1
Camp 18	115	104	11	8	3
Camp 19	35	33	2	3	0
Camp 20	10	6	4	6	0
Camp 20 Ext	17	9	8	13	0
Camp 21	25	25	0	1	0
Camp 22	384	379	5	6	0
Camp 24	32	30	2	2	0
Camp 25	39	36	3	5	0
Camp 26	8	0	8	0	8
Camp 27	1	0	1	1	0
Kutupalong RC	2	0	2	0	2
Nayapara RC	1	0	1	1	0
Transit Center	1	0	1	0	1

Common Feedback Platform - CFP

Monthly Sector Report | August | WASH

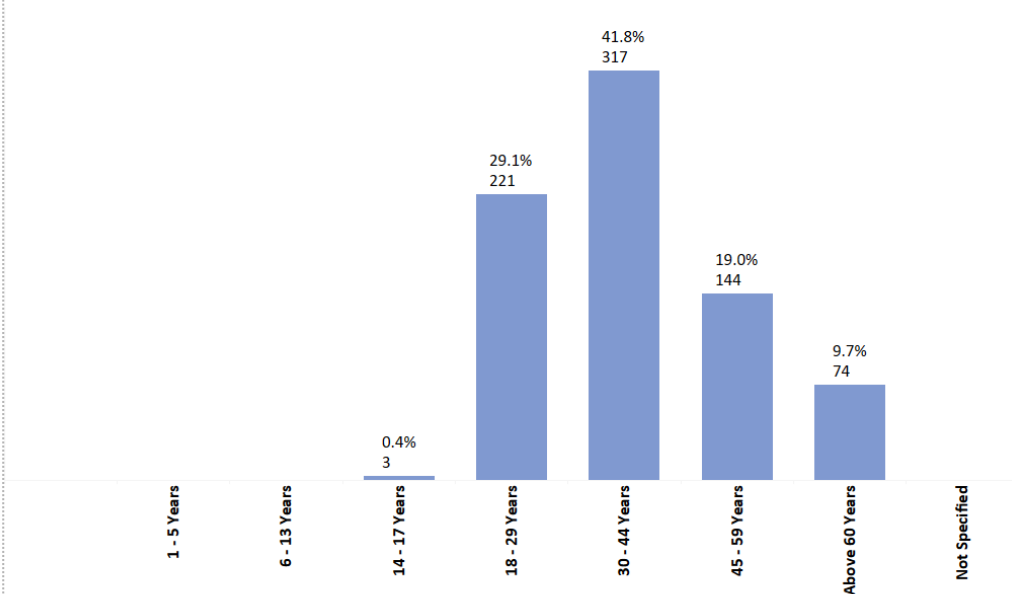### Summary for August 2024

759 tickets received across **34** sites

321 tickets closed on the spot

438 tickets referred to relevant actors

588 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

- Female: 40.3% / 306
- Male: 59.7% / 453
- Not Specified
- Other

Tickets Received by Age of Beneficiary

- 1 - 5 Years
- 6 - 13 Years
- 14 - 17 Years: 0.4% / 3
- 18 - 29 Years: 29.1% / 221
- 30 - 44 Years: 41.8% / 317
- 45 - 59 Years: 19.0% / 144
- Above 60 Years: 9.7% / 74
- Not Specified

Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	6	0	6	5	1
Camp 01W	10	0	10	25	0
Camp 02E	5	0	5	6	0
Camp 02W	9	0	9	0	9
Camp 03	6	0	6	5	1
Camp 04	22	11	11	14	0
Camp 04 Ext.	0	0	0	0	0
Camp 05	1	0	1	0	1
Camp 06	3	0	3	3	0
Camp 07	1	0	1	6	0
Camp 08E	11	3	8	72	0
Camp 08W	2	0	2	6	0
Camp 09	20	5	15	21	0
Camp 10	30	2	28	15	13
Camp 11	16	0	16	17	0
Camp 12	84	55	29	31	0
Camp 13	10	0	10	0	10
Camp 14	42	27	15	19	0
Camp 15	11	0	11	18	0
Camp 16	28	0	28	0	28
Camp 17	33	33	0	8	0
Camp 18	86	61	25	2	23
Camp 19	25	0	25	33	0
Camp 20	15	6	9	11	0
Camp 20 Ext	18	0	18	30	0
Camp 21	13	3	10	7	3
Camp 22	89	59	30	103	0
Camp 24	64	24	40	49	0
Camp 25	76	27	49	33	16
Camp 26	17	5	12	14	0
Camp 27	5	0	5	3	2
Kutupalong RC	0	0	0	1	0
Nayapara RC	1	0	1	0	1
Transit Center	0	0	0	31	0

Top Tickets Received this Month

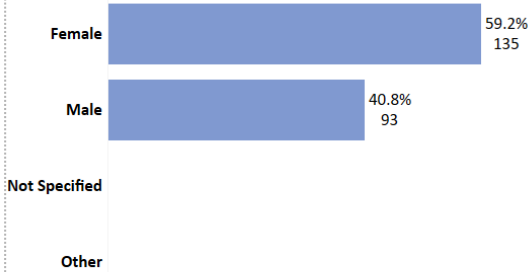| Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	189	189	0	0	0
Latrine - Needs desludging	143	0	143	197	0
Soap & Hygiene Kit - Did not receive	104	0	104	52	52
Soap & Hygiene Kit - Not enough	93	93	0	0	0
Latrine - Broken	48	0	48	50	0
Soap & Hygiene Kit - Additional Requested	35	35	0	0	0
Latrine - New toilet requested	32	0	32	44	0
Bathing Station - Broken or Damaged	17	0	17	39	0
Water tap & Tubewell - Not Working	17	0	17	7	10
Bathing Station - Requested	14	0	14	20	0
Latrine - Latrine not working properly	12	0	11	4	8
Tubewell - Not Working	11	0	11	10	1
Water tap - Requested	11	0	11	13	0
Water tap - Not Working	7	0	7	3	4
Trash Disposal - Trash pick-up needed	4	0	4	4	0
Tubewell - Requested	4	0	4	1	3
Water tap & Tubewell - Water tap & Tubewell - Requesting new facility	4	0	4	1	3

Common Feedback Platform - CFP

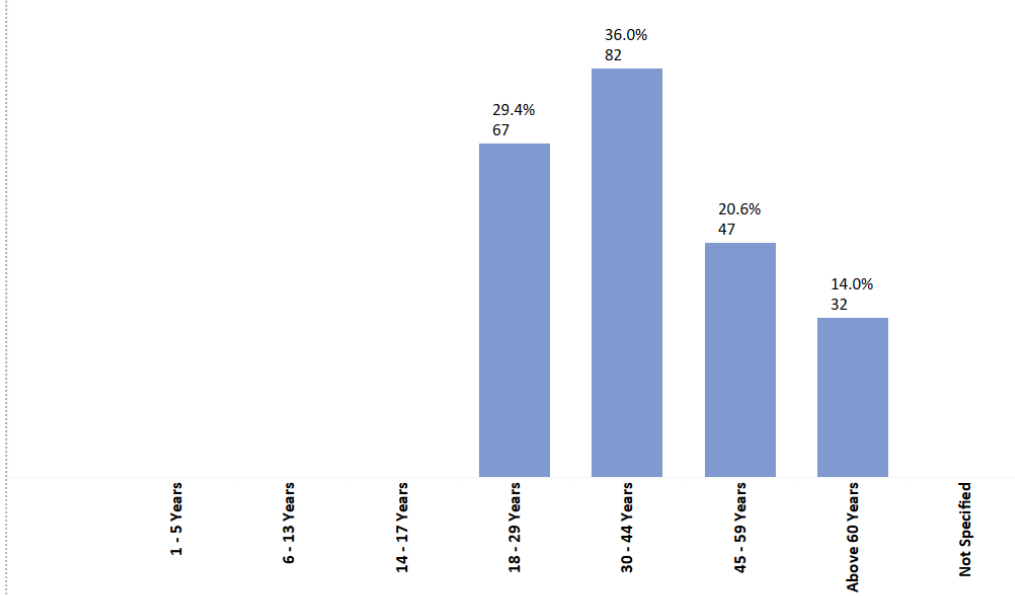## Monthly Sector Report | August | Health

Summary for August 2024

228 tickets received across **34** sites

141 tickets closed on the spot

87 tickets referred to relevant actors

5 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

Female	59.2% 135
Male	40.8% 93
Not Specified	
Other	

Tickets Received by Age of Beneficiary

Age	%	Count
1 - 5 Years		
6 - 13 Years		
14 - 17 Years		
18 - 29 Years	29.4%	67
30 - 44 Years	36.0%	82
45 - 59 Years	20.6%	47
Above 60 Years	14.0%	32
Not Specified		

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	141	141	0	0	0
Treatment - Better treatment	35	0	35	0	35
General Health Card - Did not receive	33	0	33	2	31
Treatment - Waited too long	12	0	12	1	11
General Health Card - Lost, damaged or Stolen	4	0	4	0	4
Treatment - Treatment not good quality	3	0	3	1	2

Tickets Received by Camp

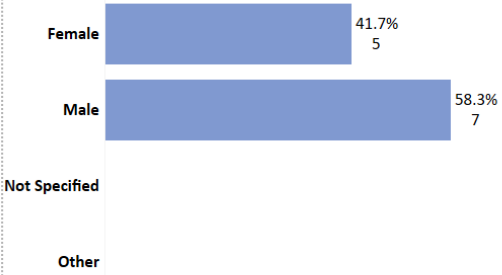|	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	8	1	7	0	7
Camp 01W	9	0	9	0	9
Camp 02E	1	0	1	0	1
Camp 02W	4	0	4	0	4
Camp 03	4	1	3	0	3
Camp 04	26	23	3	0	3
Camp 04 Ext.	2	0	2	0	2
Camp 05	12	6	6	0	6
Camp 06	18	6	12	0	12
Camp 07	12	2	10	0	10
Camp 08E	2	2	0	0	0
Camp 08W	1	0	1	0	1
Camp 09	0	0	0	0	0
Camp 10	3	2	1	0	1
Camp 11	4	3	1	0	1
Camp 12	5	0	5	0	5
Camp 13	0	0	0	0	0
Camp 14	0	0	0	3	0
Camp 15	5	1	4	0	4
Camp 16	8	2	6	0	6
Camp 17	1	1	0	0	0
Camp 18	0	0	0	0	0
Camp 19	0	0	0	0	0
Camp 20	0	0	0	0	0
Camp 20 Ext	0	0	0	0	0
Camp 21	28	26	2	0	2
Camp 22	4	4	0	0	0
Camp 24	58	58	0	1	0
Camp 25	3	2	1	1	0
Camp 26	8	1	7	0	7
Camp 27	1	0	1	0	1
Kutupalong RC	0	0	0	0	0
Nayapara RC	1	0	1	0	1
Transit Center	0	0	0	0	0

Common Feedback Platform - CFP

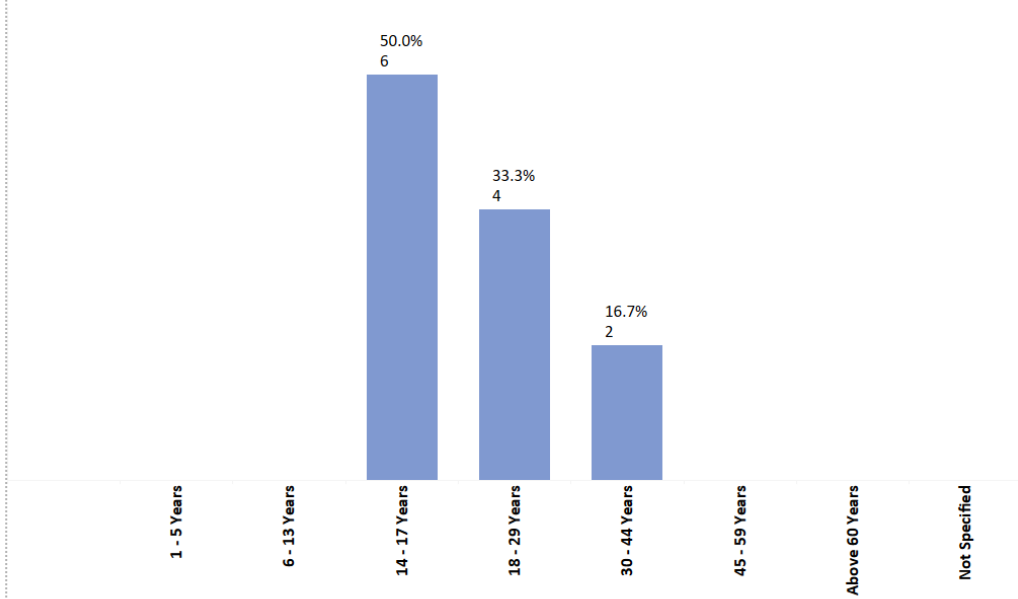## Monthly Sector Report | August | Education

Summary for August 2024

12 tickets received across **34** sites

11 tickets closed on the spot

1 tickets referred to relevant actors

1 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

Gender	%	Count
Female	41.7%	5
Male	58.3%	7
Not Specified		
Other		

Tickets Received by Age of Beneficiary

Age Group	%	Count
1 - 5 Years		
6 - 13 Years		
14 - 17 Years	50.0%	6
18 - 29 Years	33.3%	4
30 - 44 Years	16.7%	2
45 - 59 Years		
Above 60 Years		
Not Specified		

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Changes to Education - Secondary education requested	10	9	1	1	0
Requested for Information	2	2	0	0	0

Tickets Received by Camp

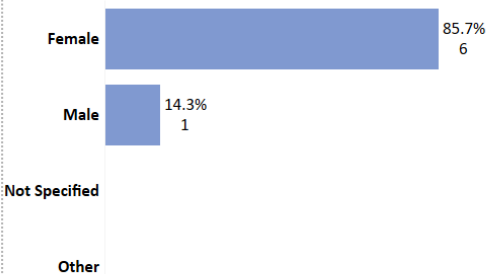|	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	0	0	0	1	0
Camp 01W	0	0	0	0	0
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	0	0	0	0	0
Camp 04	0	0	0	0	0
Camp 04 Ext.	0	0	0	0	0
Camp 05	0	0	0	0	0
Camp 06	0	0	0	0	0
Camp 07	0	0	0	0	0
Camp 08E	0	0	0	0	0
Camp 08W	0	0	0	0	0
Camp 09	0	0	0	0	0
Camp 10	0	0	0	0	0
Camp 11	1	1	0	0	0
Camp 12	0	0	0	0	0
Camp 13	0	0	0	0	0
Camp 14	0	0	0	0	0
Camp 15	9	8	1	0	1
Camp 16	0	0	0	0	0
Camp 17	0	0	0	0	0
Camp 18	0	0	0	0	0
Camp 19	0	0	0	0	0
Camp 20	0	0	0	0	0
Camp 20 Ext	0	0	0	0	0
Camp 21	0	0	0	0	0
Camp 22	0	0	0	0	0
Camp 24	2	2	0	0	0
Camp 25	0	0	0	0	0
Camp 26	0	0	0	0	0
Camp 27	0	0	0	0	0
Kutupalong RC	0	0	0	0	0
Nayapara RC	0	0	0	0	0
Transit Center	0	0	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | August | Livelihood
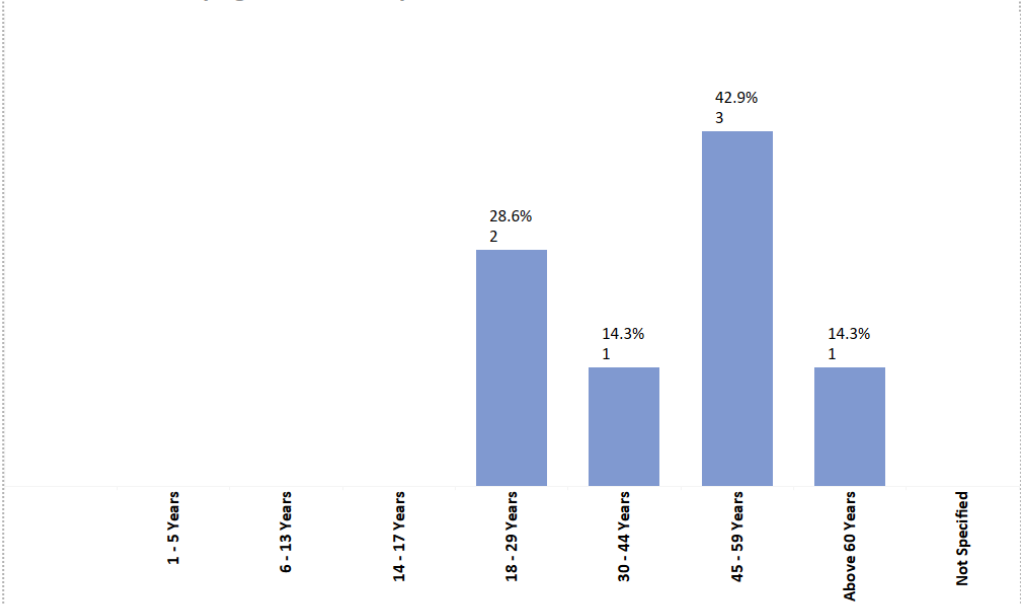
Summary for August 2024

7 tickets received across **34** sites

7 tickets closed on the spot

0 tickets referred to relevant actors

0 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

- Female: 85.7% / 6
- Male: 14.3% / 1
- Not Specified
- Other

Tickets Received by Age of Beneficiary

- 1 - 5 Years
- 6 - 13 Years
- 14 - 17 Years
- 18 - 29 Years: 28.6% / 2
- 30 - 44 Years: 14.3% / 1
- 45 - 59 Years: 42.9% / 3
- Above 60 Years: 14.3% / 1
- Not Specified

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	7	7	0	0	0

Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	0	0	0	0	0
Camp 01W	0	0	0	0	0
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	0	0	0	0	0
Camp 04	1	1	0	0	0
Camp 04 Ext.	0	0	0	0	0
Camp 05	0	0	0	0	0
Camp 06	0	0	0	0	0
Camp 07	1	1	0	0	0
Camp 08E	0	0	0	0	0
Camp 08W	0	0	0	0	0
Camp 09	0	0	0	0	0
Camp 10	0	0	0	0	0
Camp 11	0	0	0	0	0
Camp 12	0	0	0	0	0
Camp 13	0	0	0	0	0
Camp 14	0	0	0	0	0
Camp 15	0	0	0	0	0
Camp 16	0	0	0	0	0
Camp 17	0	0	0	0	0
Camp 18	0	0	0	0	0
Camp 19	0	0	0	0	0
Camp 20	0	0	0	0	0
Camp 20 Ext	0	0	0	0	0
Camp 21	0	0	0	0	0
Camp 22	2	2	0	0	0
Camp 24	2	2	0	0	0
Camp 25	1	1	0	0	0
Camp 26	0	0	0	0	0
Camp 27	0	0	0	0	0
Kutupalong RC	0	0	0	0	0
Nayapara RC	0	0	0	0	0
Transit Center	0	0	0	0	0

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 referrable, 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.