Common Feedback Platform - CFP

Monthly Sector Cumulative Report | January - July 2024

ISCG | Rohingya Refugee Response Bangladesh
INTER SECTOR COORDINATION GROUP

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 reponses 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
Total Received	22,006	22,500	20,454	18,883	29,176	26,532	28,956	168,507
Total Closed on the Spot	8,219	7,198	6,284	5,534	7,434	8,085	9,206	51,960
Total Referred	13,787	15,302	14,170	13,349	21,742	18,447	19,750	116,547
Total Replies	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		
SMART Card & Family Attestation - Merge and split	169	201		

Cumulative Tickets by Camp | AOR

	HCR																	IOM																Grand Total
	Camp 01E	Camp 01W	Camp 02E	Camp 02W	Camp 03	Camp 04	Camp 04 Ext.	Camp 05	Camp 06	Camp 07	Camp 17	Camp 21	Camp 26	Camp 27	Kutupalong RC	Nayapara RC	Transit Center	Camp 08E	Camp 08W	Camp 09	Camp 10	Camp 11	Camp 12	Camp 13	Camp 14	Camp 15	Camp 16	Camp 18	Camp 19	Camp 20	Camp 20 Ext	Camp 22	Camp 24	Camp 25	
Total Received	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
Total Closed on the Spot	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
Total Referred	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
Total Replies	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: IOM UN MIGRATION, UNHCR The UN Refugee Agency, DRC DANISH REFUGEE COUNCIL, care, brac, ACTED, act:onaid

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

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 ticke 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

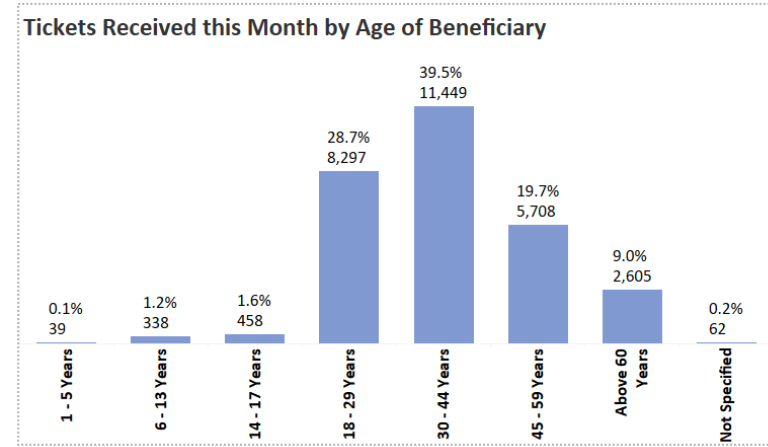**28,956** tickets received across **34** sites

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 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.
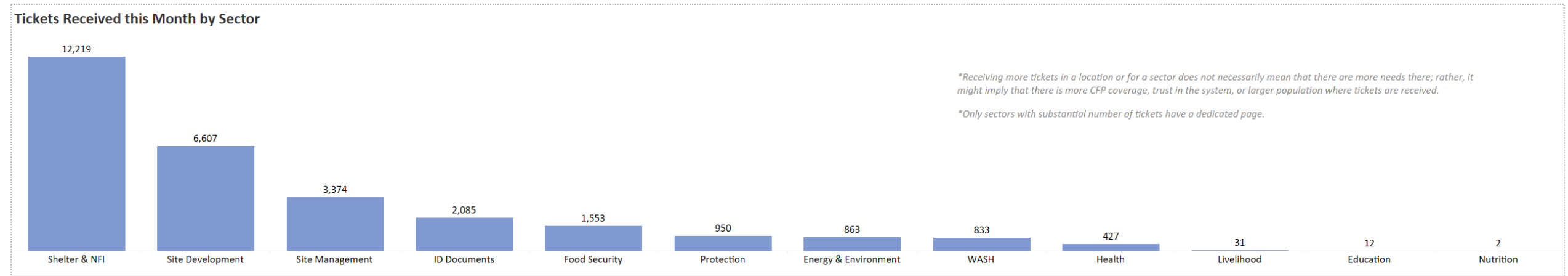
Tickets Received this Month by Age of Beneficiary

- 1 - 5 Years: 0.1% / 39
- 6 - 13 Years: 1.2% / 338
- 14 - 17 Years: 1.6% / 458
- 18 - 29 Years: 28.7% / 8,297
- 30 - 44 Years: 39.5% / 11,449
- 45 - 59 Years: 19.7% / 5,708
- Above 60 Years: 9.0% / 2,605
- Not Specified: 0.2% / 62

Top Tickets Received this Month

Ticket Description	Female	Male	Other	Not Specified
Requested for Information	1,768	1,633	2	
Shelter Materials - Request additional materials	1,081	1,674	1	
Damage to shelter - Shelter damaged by weather	776	1,363		
Damage to shelter - Shelter damaged over time	803	819	3	
Slope Protection (erosion) - Requested	693	864		
Slope Protection (erosion) - Damaged, broken, or needs improvement	371	771		
Cash for Work - Has not been selected for CfW in long time	230	625		
NFI - Request additional materials	198	579		
Cash for Work - Requested CfW	148	387	1	
Cash for Work - Has not been enrolled	162	330		
LPG Gas - Not enough for family	87	302		
Shelter Materials - Missed Distribution	113	126	1	
SMART Card & Family Attestation - Add New Born	80	112		
Cooking Stove - Broken or not working	74	100		
Stairs - Requested	54	92		
SMART Card & Family Attestation - Lost ID Card	23	46		
SMART Card & Family Attestation - Merge and split	15	23		

Tickets Received this Month by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
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 08E	673	44	629	126	503
Camp 08W	688	54	634	201	433
Camp 09	999	590	409	309	100
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 17	667	445	222	12	210
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 21	603	71	532	72	460
Camp 22	2,364	1,952	412	290	122
Camp 24	517	150	367	151	216
Camp 25	818	504	314	158	156
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

Tickets Received this Month by Sector

- Shelter & NFI: 12,219
- Site Development: 6,607
- Site Management: 3,374
- ID Documents: 2,085
- Food Security: 1,553
- Protection: 950
- Energy & Environment: 863
- WASH: 833
- Health: 427
- Livelihood: 31
- Education: 12
- Nutrition: 2

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 | July | Shelter & NFI
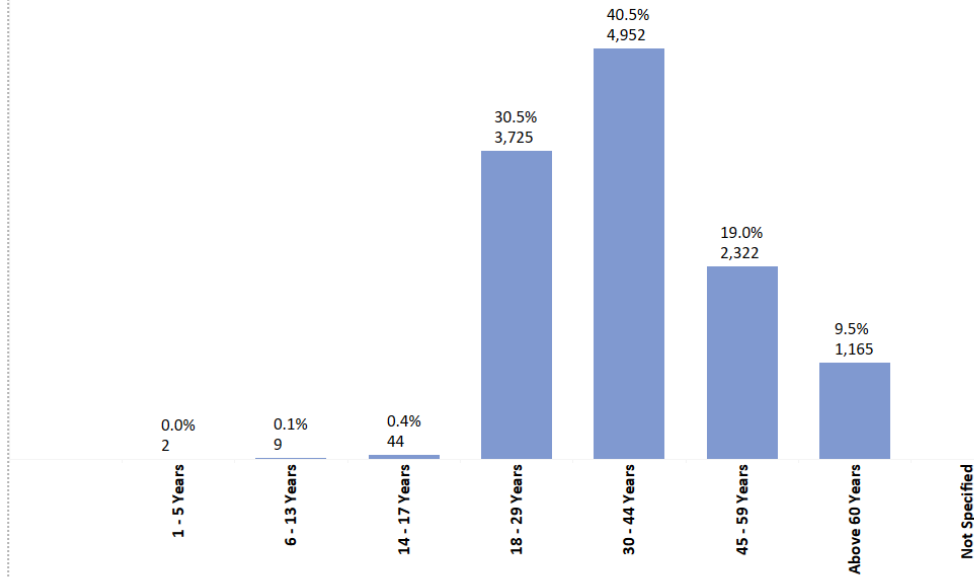
Summary for July 2024

12,219	tickets received across **34** sites
2,464	tickets closed on the spot
9,755	tickets referred to relevant actors
1,491	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 38.7% 4,729
Male 61.2% 7,483
Not Specified
Other 0.1% 7

Tickets Received by Age of Beneficiary

- 1 - 5 Years: 0.0% 2
- 6 - 13 Years: 0.1% 9
- 14 - 17 Years: 0.4% 44
- 18 - 29 Years: 30.5% 3,725
- 30 - 44 Years: 40.5% 4,952
- 45 - 59 Years: 19.0% 2,322
- Above 60 Years: 9.5% 1,165
- Not Specified

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter Materials - Requested for Shelter Materials	4,399	0	4,399	352	4,047
Shelter Materials - Request additional materials	2,756	1,032	1,724	101	1,623
Damage to shelter - Shelter damaged by weather	2,139	0	2,139	585	1,554
Damage to shelter - Shelter damaged over time	1,625	505	1,120	200	920
NFI - Request additional materials	777	777	0	0	0
Shelter Materials - Missed Distribution	240	0	240	198	42
Shelter Number - Requested	81	0	81	14	67
Requested for Information	72	72	0	1	0
Shelter- Shelter materials needed	36	0	36	0	36
Shelter Materials - Received damaged materials	22	22	0	0	0
Shelter Destroyed	13	13	0	0	0
When is the next Shelter Materials distribution day	12	12	0	1	0
Shelter Kit - Requested (general households)	11	11	0	0	0
NFI - Received damaged materials	9	9	0	0	0
Shelter Plot - Larger plot of land for shelter	5	0	5	0	5
NFI - Missed Distribution	4	0	4	1	3
Shelter Materials - Received poor quality materials	4	4	0	0	0

Tickets Received by Camp

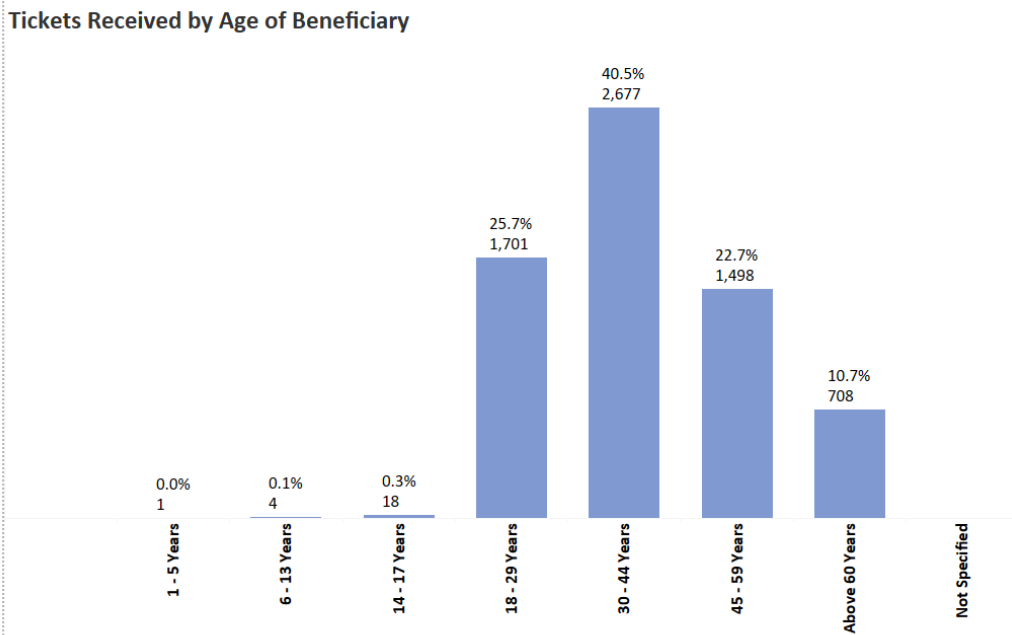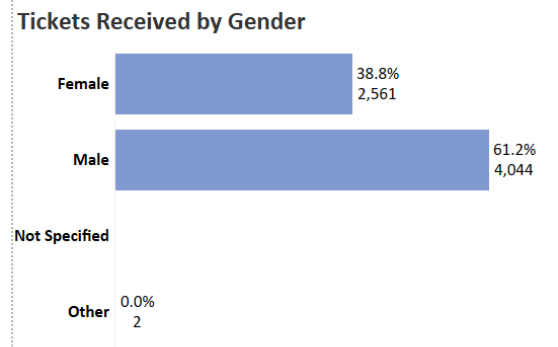|	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	960	0	960	405	555
Camp 01W	955	0	955	74	881
Camp 02E	328	0	328	0	328
Camp 02W	578	0	578	1	577
Camp 03	347	7	340	2	338
Camp 04	826	49	777	231	546
Camp 04 Ext.	380	1	379	10	369
Camp 05	303	0	303	0	303
Camp 06	299	0	299	0	299
Camp 07	1,210	0	1,210	13	1,197
Camp 08E	13	0	13	64	0
Camp 08W	30	26	4	0	4
Camp 09	302	273	29	10	19
Camp 10	53	0	53	17	36
Camp 11	97	71	26	8	18
Camp 12	31	0	31	32	0
Camp 13	109	14	95	0	95
Camp 14	53	47	6	2	4
Camp 15	148	47	101	61	40
Camp 16	88	49	39	0	39
Camp 17	149	0	149	0	149
Camp 18	228	222	6	10	0
Camp 19	586	582	4	0	4
Camp 20	177	171	6	6	0
Camp 20 Ext	237	233	4	9	0
Camp 21	375	0	375	12	363
Camp 22	612	607	5	0	5
Camp 24	14	3	11	14	0
Camp 25	177	47	130	0	130
Camp 26	930	14	916	0	916
Camp 27	399	1	398	242	156
Kutupalong RC	469	0	469	0	469
Nayapara RC	701	0	701	268	433
Transit Center	55	0	55	0	55

Common Feedback Platform - CFP

Monthly Sector Report | July | Site Development

Summary for July 2024

6,607 tickets received across **34** sites

1,107 tickets closed on the spot

5,500 tickets referred to relevant actors

2,527 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	Percent	Count
Female	38.8%	2,561
Male	61.2%	4,044
Not Specified	0.0%	2
Other	0.0%	2

Tickets Received by Age of Beneficiary

Age	Percent	Count
1 - 5 Years	0.0%	1
6 - 13 Years	0.1%	4
14 - 17 Years	0.3%	18
18 - 29 Years	25.7%	1,701
30 - 44 Years	40.5%	2,677
45 - 59 Years	22.7%	1,498
Above 60 Years	10.7%	708
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	1,557	0	1,557	929	628
Slope Protection (erosion) - Damaged, broken, or needs improvement	1,142	0	1,142	787	355
Requested for Information	930	929	1	0	1
Retaining wall - Requested	847	0	847	2	845
Hill or Slope - Erosion & landslide	594	0	594	0	594
Retaining wall - Damaged, broken, or needs improvement	223	0	223	4	219
Drainage - Drain Requested	213	0	213	133	80
Pathway - Requested	178	0	178	160	18
Pathway - Damaged, broken, or needs improvement	151	0	151	61	90
Stairs - Requested	146	0	146	121	25
Landslide	144	144	0	0	0
Stairs - Damaged, broken, or needs improvement	121	0	121	70	51
Drainage - Damaged, broken, or needs improvement	81	0	81	72	9
Drainage Cover (Slab) - Requested	81	0	81	78	3
Drainage - Blocked or Water logging	47	0	47	28	19
Lamp post or Street light - Damaged, broken, or needs improvement	32	0	32	20	12
Flooding	24	24	0	0	0

Tickets Received by Camp

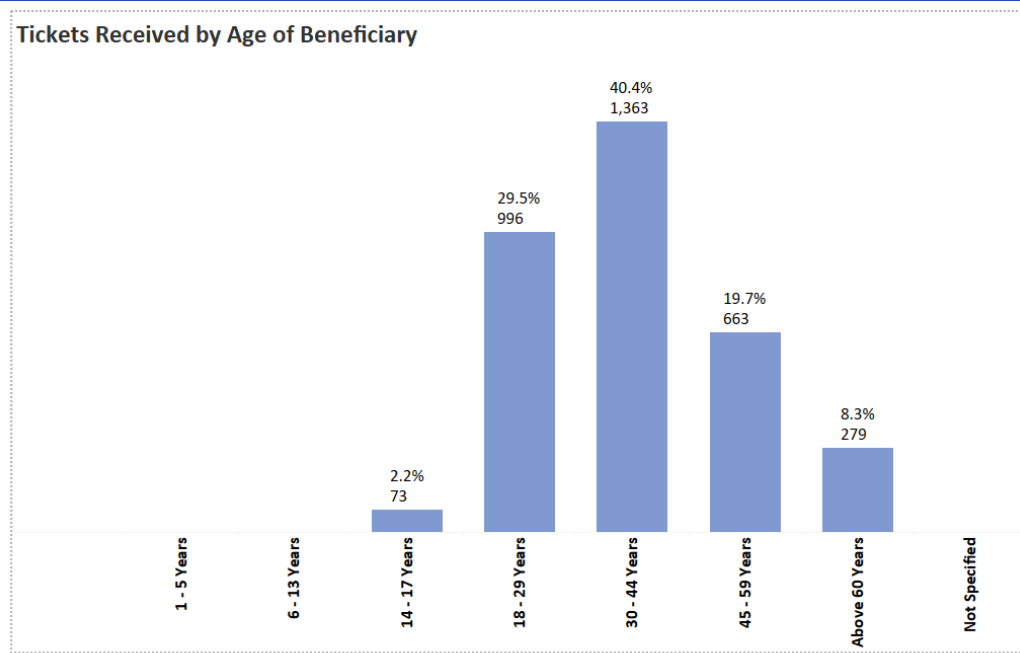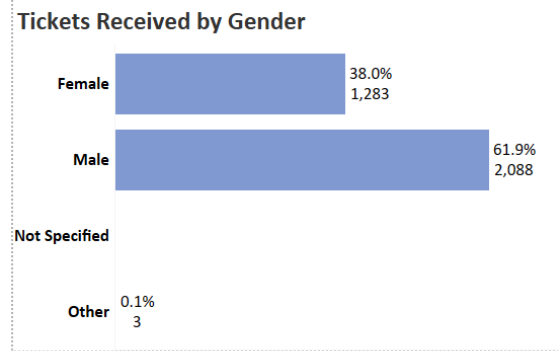|	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	37	0	37	2	35
Camp 01W	269	0	269	0	269
Camp 02E	18	0	18	0	18
Camp 02W	50	8	42	0	42
Camp 03	116	46	70	0	70
Camp 04	199	78	121	0	121
Camp 04 Ext.	0	0	0	0	0
Camp 05	78	5	73	0	73
Camp 06	215	189	26	0	26
Camp 07	133	1	132	0	132
Camp 08E	482	1	481	15	466
Camp 08W	563	0	563	171	392
Camp 09	273	41	232	252	0
Camp 10	428	0	428	408	20
Camp 11	233	2	231	0	231
Camp 12	259	0	259	215	44
Camp 13	238	0	238	0	238
Camp 14	326	154	172	1	171
Camp 15	399	8	391	166	225
Camp 16	237	1	236	17	219
Camp 17	428	393	35	0	35
Camp 18	225	0	225	262	0
Camp 19	355	0	355	404	0
Camp 20	197	0	197	154	43
Camp 20 Ext	118	0	118	78	40
Camp 21	111	19	92	0	92
Camp 22	261	128	133	156	0
Camp 24	132	8	124	88	36
Camp 25	95	3	92	134	0
Camp 26	52	21	31	0	31
Camp 27	51	0	51	4	47
Kutupalong RC	2	0	2	0	2
Nayapara RC	21	1	20	0	20
Transit Center	6	0	6	0	6

Common Feedback Platform - CFP

Monthly Sector Report | July | Site Management

Summary for July 2024

3,374 tickets received across **34** sites

2,285 tickets closed on the spot

1,089 tickets referred to relevant actors

288 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 — 38.0% / 1,283
- Male — 61.9% / 2,088
- Not Specified
- Other — 0.1% / 3

Tickets Received by Age of Beneficiary

Age	Percentage / Count
1 - 5 Years	
6 - 13 Years	
14 - 17 Years	2.2% / 73
18 - 29 Years	29.5% / 996
30 - 44 Years	40.4% / 1,363
45 - 59 Years	19.7% / 663
Above 60 Years	8.3% / 279
Not Specified	

Top Tickets Received this Month

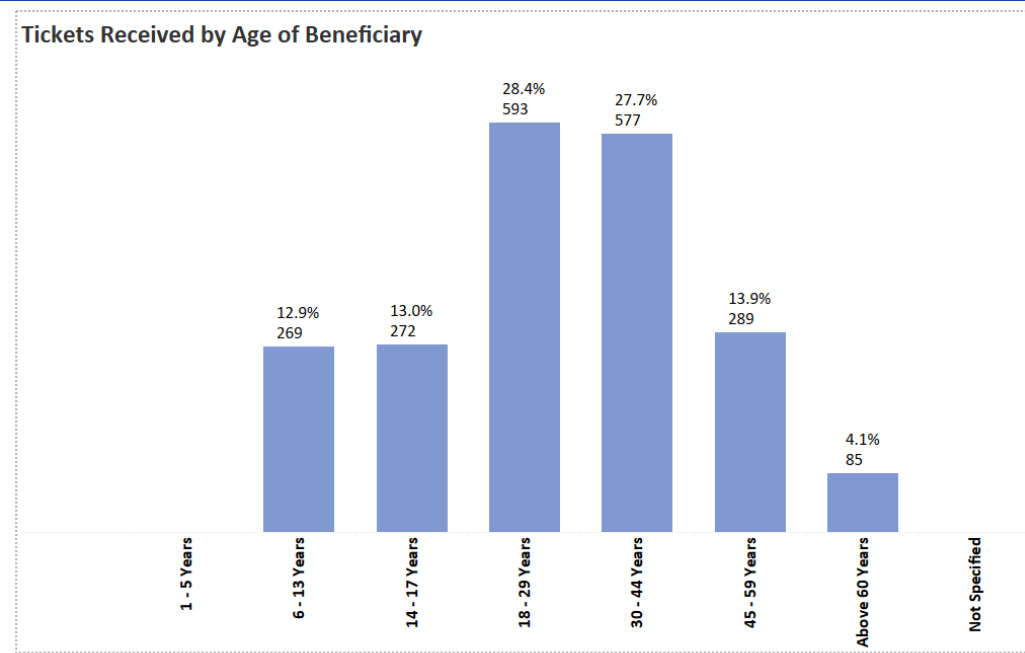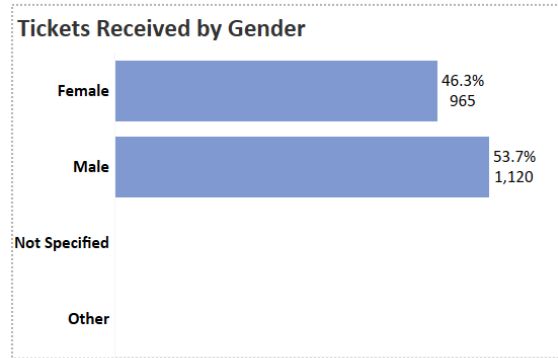| Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Cash for Work - Has not been selected for CfW in long time	855	855	0	0	0
Requested for Information	753	745	8	1	7
Cash for Work - Requested CfW	536	485	51	3	48
Cash for Work - Has not been enrolled	492	0	492	208	284
Relocation & Repatriation - Relocation within camp	190	0	190	2	188
Skill Training - Requested	174	174	0	0	0
Electricity Supply - Not working	155	0	155	49	106
Community Conflict - Tree Cutting	70	0	70	3	67
Community Conflict - Land & shelter extension	52	0	52	10	42
Not working - Solar supply	35	0	35	2	33
Cash for Work - Payment delayed	20	0	20	8	12
When is the next Cash for Work payment day?	17	17	0	0	0
Relocation & Repatriation - Relocation to another camp	11	0	11	0	11
When is my next Cash for Work rotation day?	9	9	0	0	0
Cash for Work - Has received less payment than days worked	3	0	3	0	3
Cash for Work - Was charged to enroll or be selected	2	0	2	1	1

Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	41	10	31	0	31
Camp 01W	5	0	5	0	5
Camp 02E	2	0	2	0	2
Camp 02W	33	14	19	0	19
Camp 03	34	20	14	0	14
Camp 04	99	56	43	4	39
Camp 04 Ext.	55	3	52	3	49
Camp 05	1	0	1	0	1
Camp 06	16	12	4	0	4
Camp 07	4	0	4	0	4
Camp 08E	46	2	44	0	44
Camp 08W	7	1	6	0	6
Camp 09	161	150	11	4	7
Camp 10	67	1	66	1	65
Camp 11	122	95	27	0	27
Camp 12	25	6	19	0	19
Camp 13	28	18	10	0	10
Camp 14	277	238	39	4	35
Camp 15	342	281	61	0	61
Camp 16	265	254	11	0	11
Camp 17	4	0	4	0	4
Camp 18	140	136	4	0	4
Camp 19	50	47	3	4	0
Camp 20	175	131	44	19	25
Camp 20 Ext	306	96	210	199	11
Camp 21	19	9	10	1	9
Camp 22	583	428	155	48	107
Camp 24	187	73	114	0	114
Camp 25	180	152	28	0	28
Camp 26	41	30	11	0	11
Camp 27	52	22	30	1	29
Kutupalong RC	3	0	3	0	3
Nayapara RC	3	0	3	0	3
Transit Center	1	0	1	0	1

Common Feedback Platform - CFP

Monthly Sector Report | July | ID Documents

Summary for July 2024

2,085	tickets received across **34** sites
1,700	tickets closed on the spot
385	tickets referred to relevant actors
216	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	46.3%	965
Male	53.7%	1,120
Not Specified		
Other		

Tickets Received by Age of Beneficiary

Age Group	Percentage	Count
1 - 5 Years		
6 - 13 Years	12.9%	269
14 - 17 Years	13.0%	272
18 - 29 Years	28.4%	593
30 - 44 Years	27.7%	577
45 - 59 Years	13.9%	289
Above 60 Years	4.1%	85
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	1,364	1,326	38	2	36
Change of Registration information - New Registration	209	0	209	32	177
SMART Card & Family Attestation - Add New Born	192	165	27	6	21
SMART Card & Family Attestation - Lost ID Card	69	69	0	0	0
SCOPE Card - Has not received new SCOPE Card	47	0	47	24	23
SMART Card & Family Attestation - Request for individual SMART card	45	35	10	0	10
SMART Card & Family Attestation - Merge and split	38	38	0	0	0
SCOPE Card - Family Attestation doesn't match SCOPE	20	0	20	46	0
SMART Card & Family Attestation - Biographical Error	16	16	0	0	0
SCOPE Card - No balance on card	15	0	15	1	14
SCOPE Card - Lost	14	0	14	4	10
SMART Card & Family Attestation - Address Change	13	13	0	0	0
SMART Card & Family Attestation - HH requests for vulnerability verification (e.g., Elderly headed HH, Child headed HH, ..	9	9	0	0	0
SMART Card & Family Attestation - HH requests for vulnerability verification (only for HH that includes person with disabi..	9	9	0	0	0
SMART Card & Family Attestation - Add New Member	6	6	0	0	0
SMART Card & Family Attestation - Lost family attestation card	6	6	0	0	0
SMART Card & Family Attestation - Lost Smart card and family attestation	6	6	0	0	0

Tickets Received by Camp

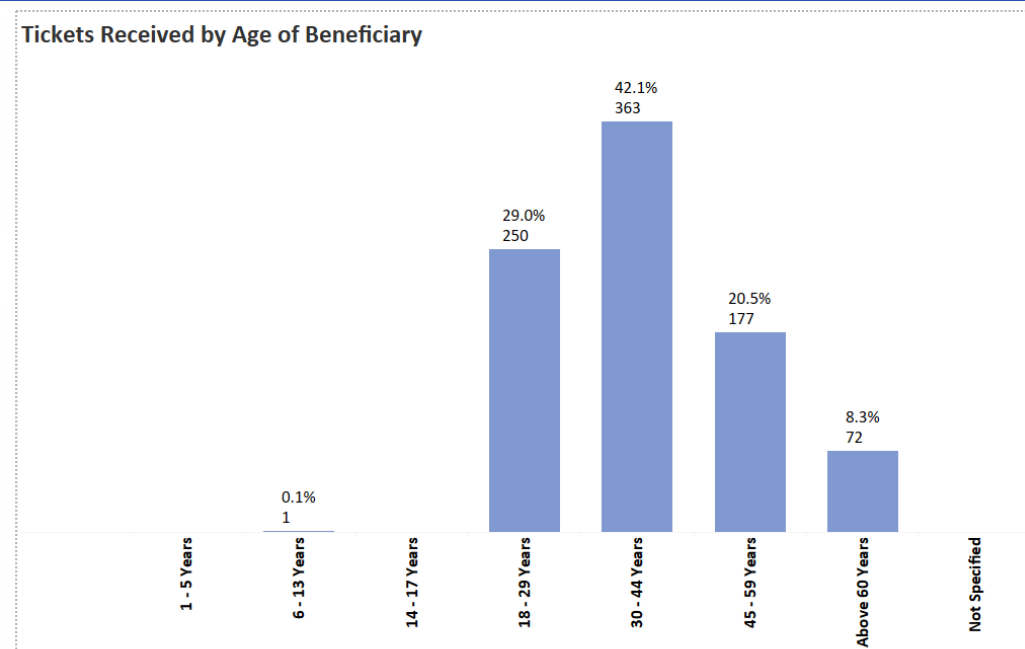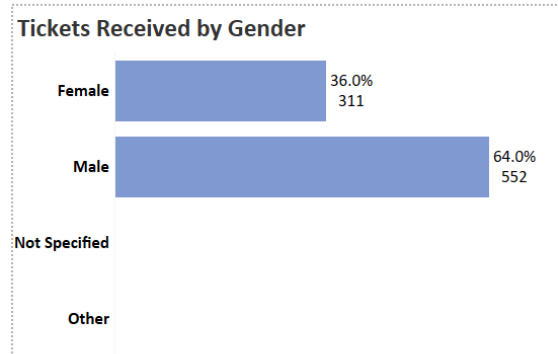|	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	61	55	6	4	2
Camp 01W	185	178	7	5	2
Camp 02E	9	3	6	4	2
Camp 02W	90	78	12	2	10
Camp 03	52	48	4	9	0
Camp 04	101	71	30	9	21
Camp 04 Ext.	6	6	0	0	0
Camp 05	21	13	8	1	7
Camp 06	6	1	5	2	3
Camp 07	94	89	5	4	1
Camp 08E	42	35	7	4	3
Camp 08W	28	19	9	4	5
Camp 09	93	87	6	2	4
Camp 10	223	208	15	8	7
Camp 11	75	61	14	3	11
Camp 12	63	59	4	2	2
Camp 13	31	24	7	4	3
Camp 14	33	22	11	3	8
Camp 15	47	38	9	1	8
Camp 16	13	6	7	2	5
Camp 17	11	5	6	2	4
Camp 18	25	11	14	2	12
Camp 19	33	29	4	1	3
Camp 20	23	20	3	1	2
Camp 20 Ext	23	14	9	4	5
Camp 21	25	16	9	4	5
Camp 22	299	270	29	48	0
Camp 24	36	26	10	3	7
Camp 25	112	107	5	2	3
Camp 26	57	47	10	3	7
Camp 27	63	48	15	19	0
Kutupalong RC	67	1	66	34	32
Nayapara RC	27	0	27	15	12
Transit Center	11	5	6	5	1

Common Feedback Platform - CFP

Monthly Sector Report | July | Energy & Environment

Summary for July 2024

863 tickets received across **34** sites

712 tickets closed on the spot

151 tickets referred to relevant actors

124 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		36.0% 311
Male		64.0% 552
Not Specified		
Other		

Tickets Received by Age of Beneficiary

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	389	389	0	4	0
Cooking Stove - Broken or not working	174	174	0	0	0
Cooking set (gas & stove) - Broken or not working	53	53	0	0	0
Requested for Information	52	45	7	0	7
LPG Gas - Did not receive cylinder	32	0	32	9	23
LPG Porters - Requested	31	0	31	19	12
LPG Gas - Did not receive refill	26	0	26	13	13
LPG Gas - Lost token	22	0	22	9	13
When is the next LPG distribution day?	20	20	0	0	0
Cooking Stove - Requested	17	17	0	0	0
LPG Gas - Lost or stolen cylinder	15	0	15	13	2
Cooking set (gas & stove) - Requested	14	14	0	0	0
Cooking Stove - Did not receive	11	0	11	11	0
Cooking Stove - Lost or stolen	7	0	7	15	0

Tickets Received by Camp

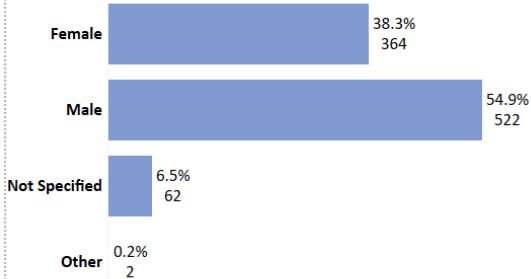|	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	0	0	0	0	0
Camp 01W	2	0	2	1	1
Camp 02E	1	0	1	0	1
Camp 02W	0	0	0	2	0
Camp 03	5	3	2	1	1
Camp 04	15	3	12	7	5
Camp 04 Ext.	1	0	1	2	1
Camp 05	0	0	0	2	0
Camp 06	0	0	0	0	0
Camp 07	0	0	0	1	0
Camp 08E	4	0	4	15	0
Camp 08W	3	0	3	0	3
Camp 09	33	23	10	0	10
Camp 10	16	0	16	14	2
Camp 11	15	7	8	0	8
Camp 12	11	0	11	5	6
Camp 13	6	0	6	0	6
Camp 14	21	19	2	0	2
Camp 15	37	32	5	0	5
Camp 16	9	4	5	0	5
Camp 17	4	4	0	1	0
Camp 18	108	100	8	4	4
Camp 19	21	17	4	7	0
Camp 20	22	16	6	2	4
Camp 20 Ext	18	5	13	6	7
Camp 21	11	9	2	13	0
Camp 22	422	413	9	30	0
Camp 24	17	9	8	1	7
Camp 25	56	48	8	4	4
Camp 26	0	0	0	0	0
Camp 27	1	0	1	5	0
Kutupalong RC	0	0	0	0	0
Nayapara RC	1	0	1	1	0
Transit Center	3	0	3	0	3

Common Feedback Platform - CFP

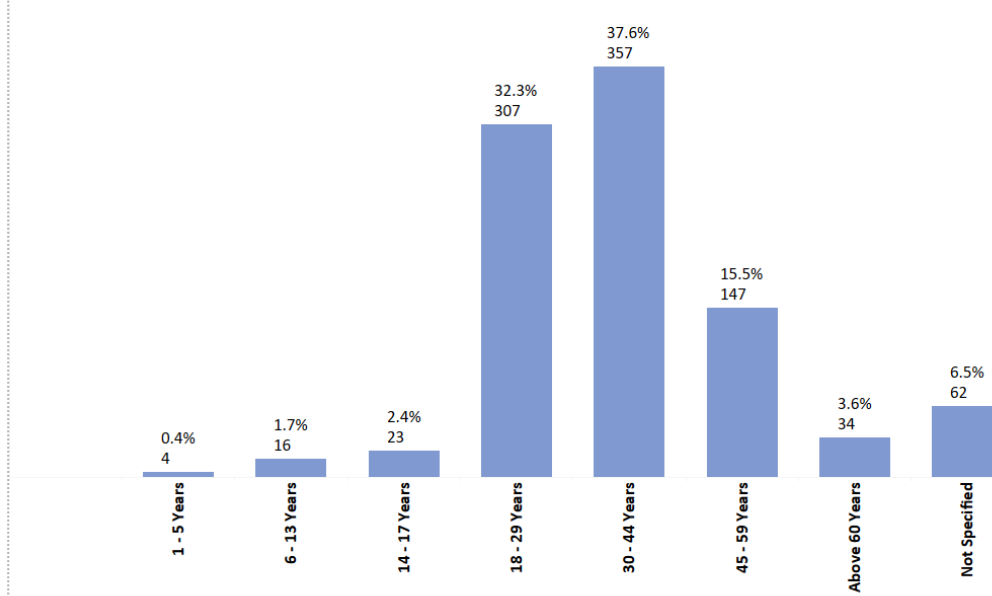**Monthly Sector Report | July | Protection**

Summary for July 2024

950 tickets received across **34** sites

63 tickets closed on the spot

887 tickets referred to relevant actors

473 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	38.3%	364
Male	54.9%	522
Not Specified	6.5%	62
Other	0.2%	2

Tickets Received by Age of Beneficiary

Age	Percentage	Count
1 - 5 Years	0.4%	4
6 - 13 Years	1.7%	16
14 - 17 Years	2.4%	23
18 - 29 Years	32.3%	307
30 - 44 Years	37.6%	357
45 - 59 Years	15.5%	147
Above 60 Years	3.6%	34
Not Specified	6.5%	62

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Request for Protection Interventions	827	0	827	147	680
Complaint against Agency or Staff	65	5	60	16	44
Protection Referral (IOM)	33	33	0	0	0
Protection Referral (DRC)	16	16	0	0	0
Protection Referral (UNHCR)	4	4	0	0	0
Protection Referral (BRAC)	2	2	0	0	0
Protection Referral (NRC)	2	2	0	0	0
Women's Friendly Space - Cosmetics requested	1	1	0	0	0

Tickets Received by Camp

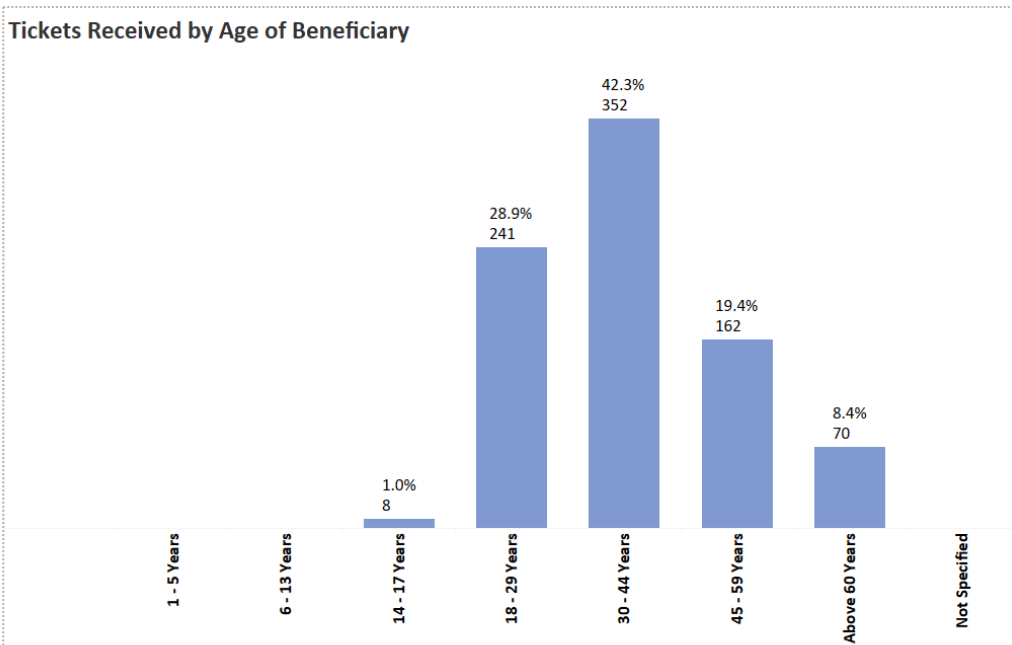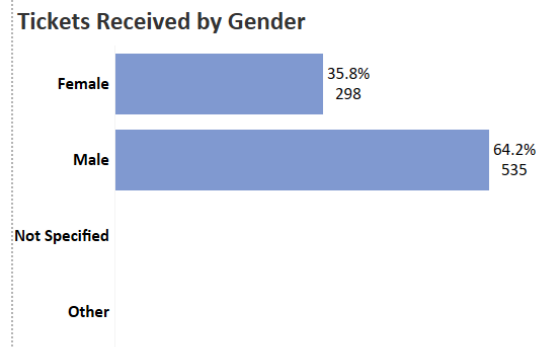|	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	65	0	65	13	52
Camp 01W	60	0	60	2	58
Camp 02E	10	0	10	0	10
Camp 02W	23	0	23	1	22
Camp 03	58	0	58	16	42
Camp 04	65	0	65	68	0
Camp 04 Ext.	13	0	13	4	9
Camp 05	21	0	21	3	18
Camp 06	28	0	28	14	14
Camp 07	27	0	27	10	17
Camp 08E	34	5	29	6	23
Camp 08W	41	7	34	16	18
Camp 09	40	2	38	9	29
Camp 10	53	5	48	4	44
Camp 11	15	1	14	28	0
Camp 12	17	0	17	7	10
Camp 13	11	0	11	12	0
Camp 14	18	1	17	22	0
Camp 15	52	6	46	7	39
Camp 16	15	1	14	21	0
Camp 17	26	0	26	8	18
Camp 18	32	1	31	11	20
Camp 19	25	9	16	15	1
Camp 20	7	1	6	3	3
Camp 20 Ext	11	2	9	10	0
Camp 21	13	0	13	24	0
Camp 22	8	1	7	3	4
Camp 24	17	0	17	15	2
Camp 25	26	21	5	0	5
Camp 26	34	0	34	36	0
Camp 27	11	0	11	15	0
Kutupalong RC	19	0	19	9	10
Nayapara RC	42	0	42	56	0
Transit Center	13	0	13	5	8

Common Feedback Platform - CFP

Monthly Sector Report | July | WASH

Summary for July 2024

833 tickets received across **34** sites

321 tickets closed on the spot
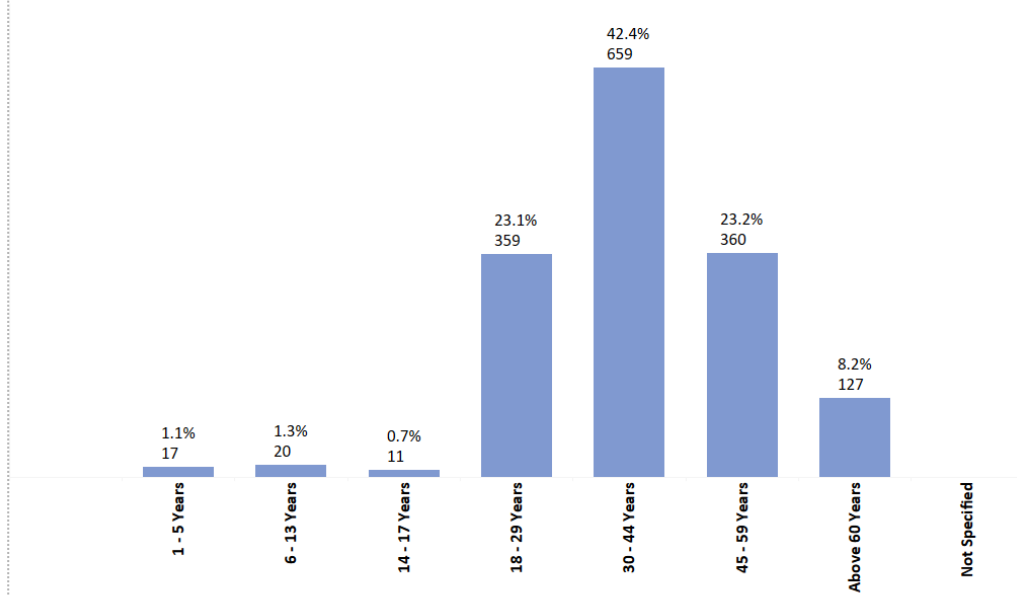
512 tickets referred to relevant actors

280 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 — 35.8% / 298
- Male — 64.2% / 535
- Not Specified
- Other

Tickets Received by Age of Beneficiary

- 1 - 5 Years
- 6 - 13 Years
- 14 - 17 Years — 1.0% / 8
- 18 - 29 Years — 28.9% / 241
- 30 - 44 Years — 42.3% / 352
- 45 - 59 Years — 19.4% / 162
- Above 60 Years — 8.4% / 70
- Not Specified

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Soap & Hygiene Kit - Not enough	269	269	0	0	0
Latrine - Needs desludging	130	0	130	60	70
Latrine - New toilet requested	76	0	76	18	58
Bathing Station - Broken or Damaged	71	0	71	11	60
Latrine - Needs cleaning	62	0	62	5	57
Latrine - Broken	50	0	50	39	11
Soap & Hygiene Kit - Additional Requested	45	45	0	0	0
Soap & Hygiene Kit - Did not receive	45	0	45	57	0
Water tap & Tubewell - Not enough water	21	0	21	1	20
Bathing Station - Requested	20	0	20	7	13
Water tap - Requested	12	0	12	28	0
Tubewell - Not Working	9	0	9	21	0
When is the next hygiene kit distribution day?	7	7	0	0	0
Water tap - Not enough water	5	0	5	5	0
Trash Disposal - Trash pick-up needed	3	0	3	2	1
Bathing Station - Needs cleaning	2	0	2	0	2
Latrine - Locked by someone	2	0	2	0	2

Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	5	0	5	2	3
Camp 01W	22	0	22	0	22
Camp 02E	1	0	1	0	1
Camp 02W	6	1	5	0	5
Camp 03	13	1	12	5	7
Camp 04	31	11	20	1	19
Camp 04 Ext.	3	0	3	6	0
Camp 05	6	3	3	1	2
Camp 06	1	0	1	0	1
Camp 07	6	0	6	0	6
Camp 08E	30	0	30	9	21
Camp 08W	4	0	4	4	0
Camp 09	15	0	15	27	0
Camp 10	7	0	7	33	0
Camp 11	28	0	28	13	15
Camp 12	63	20	43	24	19
Camp 13	21	0	21	0	21
Camp 14	30	15	15	21	0
Camp 15	26	1	25	23	2
Camp 16	29	0	29	0	29
Camp 17	40	39	1	0	1
Camp 18	72	60	12	8	4
Camp 19	24	0	24	59	0
Camp 20	23	20	3	7	0
Camp 20 Ext	14	0	14	4	10
Camp 21	12	6	6	0	6
Camp 22	108	51	57	0	57
Camp 24	38	14	24	19	5
Camp 25	97	75	22	14	8
Camp 26	38	3	35	0	35
Camp 27	16	1	15	0	15
Kutupalong RC	0	0	0	0	0
Nayapara RC	1	0	1	0	1
Transit Center	3	0	3	0	3

Common Feedback Platform - CFP

Monthly Sector Report | July | Food Security

Summary for July 2024

1,553 tickets received across **34** sites

438 tickets closed on the spot

1,115 tickets referred to relevant actors

250 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

Female		48.1% 747
Male		51.9% 806
Not Specified		
Other		

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Request for fresh food enlistm - Request for fresh food	747	0	747	199	548
Request for fresh food enlistm - Requesed For Fresh Vegetables	176	0	176	21	155
Food distributions - Request for different items or quantities	152	152	0	0	0
Requested for Information	151	145	6	0	6
Food distributions - Missed Token	85	0	85	6	79
Food distributions - Poor quality food items	80	0	80	5	75
Food distributions - Request for more food each month	60	60	0	0	0
Farming supplies - Requested	54	54	0	0	0
When is the next food distribution day? When are the food distribution centres open?	18	18	0	0	0
Food distributions - Household has not received food	15	0	15	14	1
Food distributions - Want to purchase more but not allowed	9	9	0	0	0
Food Porters - Requested	5	0	5	4	1
Food distributions - HH wants someone outside their family to collect food	1	0	1	0	1

Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	39	0	39	9	30
Camp 01W	73	8	65	3	62
Camp 02E	9	0	9	7	2
Camp 02W	18	3	15	5	10
Camp 03	104	40	64	24	40
Camp 04	69	11	58	46	12
Camp 04 Ext.	17	1	16	6	10
Camp 05	55	44	11	5	6
Camp 06	38	7	31	25	6
Camp 07	9	1	8	0	8
Camp 08E	9	0	9	9	0
Camp 08W	7	1	6	6	0
Camp 09	80	12	68	5	63
Camp 10	74	0	74	9	65
Camp 11	96	26	70	2	68
Camp 12	49	37	12	6	6
Camp 13	8	0	8	0	8
Camp 14	43	20	23	6	17
Camp 15	22	11	11	0	11
Camp 16	16	1	15	0	15
Camp 17	2	1	1	1	0
Camp 18	69	58	11	0	11
Camp 19	4	0	4	0	4
Camp 20	42	35	7	9	0
Camp 20 Ext	7	1	6	0	6
Camp 21	17	3	14	18	0
Camp 22	59	53	6	5	1
Camp 24	49	0	49	9	40
Camp 25	73	49	24	4	20
Camp 26	29	8	21	4	17
Camp 27	35	6	29	5	24
Kutupalong RC	14	0	14	6	8
Nayapara RC	310	1	309	16	293
Transit Center	8	0	8	0	8

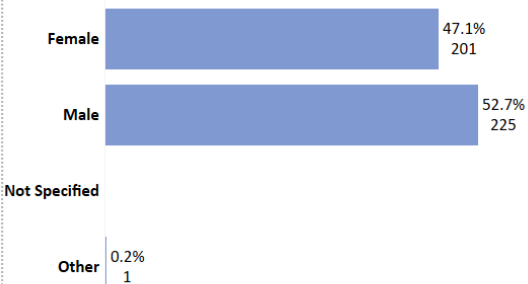# Common Feedback Platform - CFP

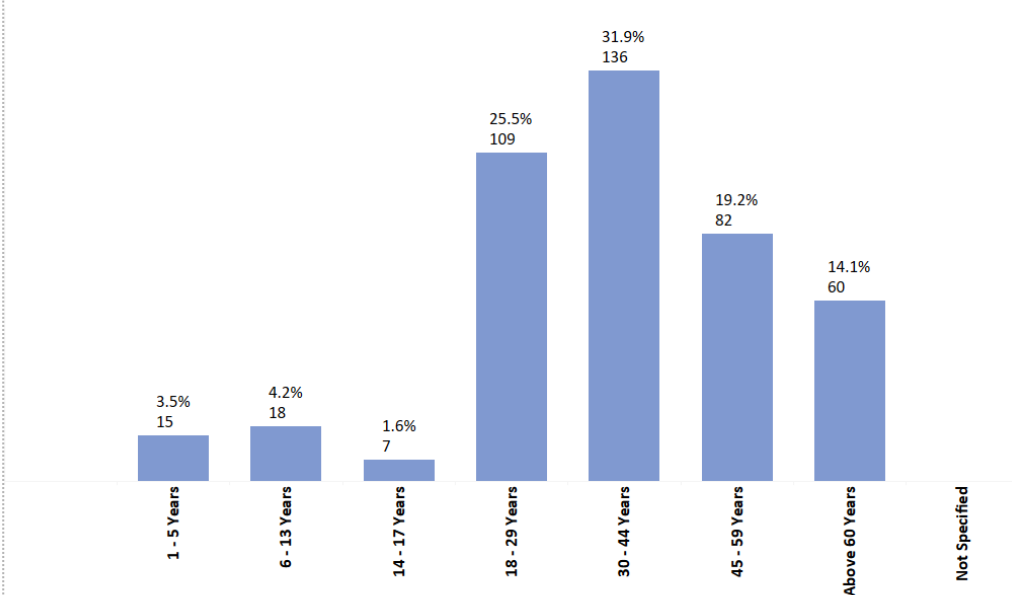## Monthly Sector Report | July | Health

Summary for July 2024

427 tickets received across **34** sites

84 tickets closed on the spot

343 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 reponses given higher than the referred tickets.

Tickets Received by Gender

- Female: 47.1% 201
- Male: 52.7% 225
- Not Specified
- Other: 0.2% 1

Tickets Received by Age of Beneficiary

- 1 - 5 Years: 3.5% 15
- 6 - 13 Years: 4.2% 18
- 14 - 17 Years: 1.6% 7
- 18 - 29 Years: 25.5% 109
- 30 - 44 Years: 31.9% 136
- 45 - 59 Years: 19.2% 82
- Above 60 Years: 14.1% 60
- Not Specified

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Treatment - Request for better treatment	193	0	193	4	189
Treatment - Need to Health book	122	0	122	0	122
Requested for Information	55	55	0	0	0
Treatment - Medical referral	27	27	0	5	0
General Health Card - Did not receive	16	0	16	0	16
Treatment - Treatment not good quality	7	0	7	1	6
General Health Card - Lost, damaged or Stolen	3	0	3	0	3
Birth Information Note/Certificate - Did not receive	1	0	1	0	1
Medical	1	1	0	0	0
Treatment - Permission to travel outside camp for healthcare	1	1	0	0	0
Treatment - Waited too long	1	0	1	0	1

Tickets Received by Camp

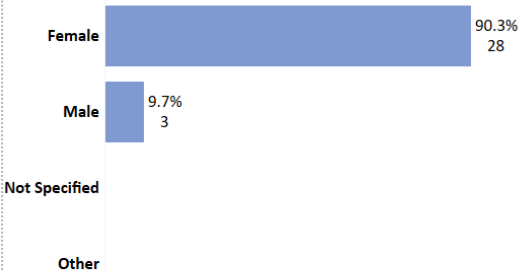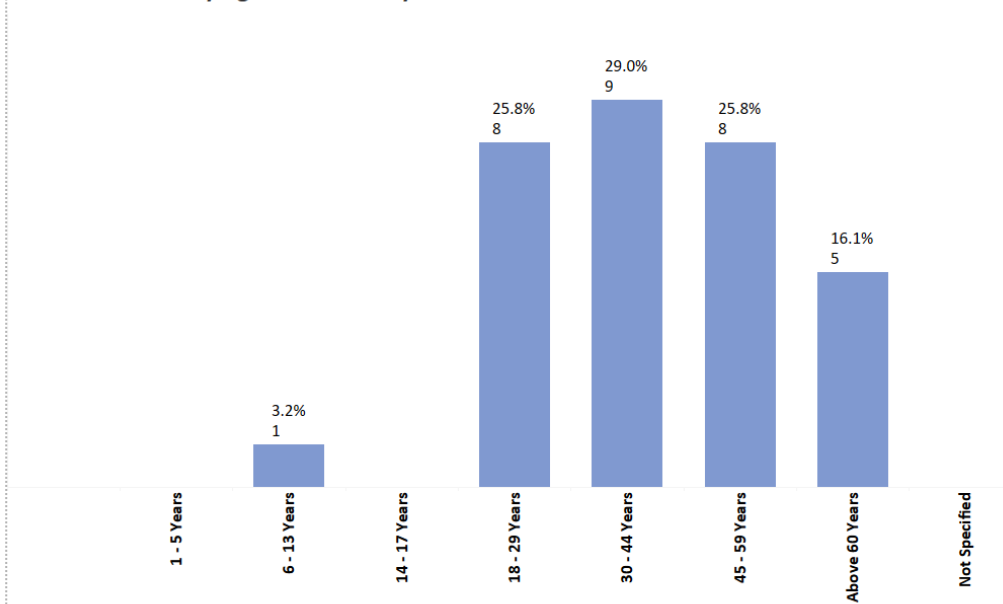|	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	36	0	36	2	34
Camp 01W	5	0	5	0	5
Camp 02E	7	0	7	0	7
Camp 02W	27	0	27	0	27
Camp 03	10	4	6	0	6
Camp 04	22	14	8	0	8
Camp 04 Ext.	1	0	1	0	1
Camp 05	28	16	12	0	12
Camp 06	15	1	14	0	14
Camp 07	5	3	2	0	2
Camp 08E	13	1	12	4	8
Camp 08W	5	0	5	0	5
Camp 09	2	2	0	0	0
Camp 10	5	1	4	0	4
Camp 11	29	9	20	2	18
Camp 12	12	0	12	0	12
Camp 13	0	0	0	0	0
Camp 14	3	1	2	0	2
Camp 15	13	0	13	0	13
Camp 16	17	0	17	0	17
Camp 17	3	3	0	0	0
Camp 18	6	0	6	0	6
Camp 19	0	0	0	0	0
Camp 20	0	0	0	0	0
Camp 20 Ext	3	1	2	0	2
Camp 21	17	7	10	0	10
Camp 22	12	1	11	0	11
Camp 24	27	17	10	2	8
Camp 25	2	2	0	0	0
Camp 26	2	0	2	0	2
Camp 27	2	0	2	0	2
Kutupalong RC	2	0	2	0	2
Nayapara RC	11	1	10	0	10
Transit Center	85	0	85	0	85

Common Feedback Platform - CFP

Monthly Sector Report | July | Livelihood

Summary for July 2024

31   tickets received across **34** sites

25   tickets closed on the spot

6   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

Female — 90.3% / 28
Male — 9.7% / 3
Not Specified
Other

Tickets Received by Age of Beneficiary

Age	Percentage	Count
1 - 5 Years		
6 - 13 Years	3.2%	1
14 - 17 Years		
18 - 29 Years	25.8%	8
30 - 44 Years	29.0%	9
45 - 59 Years	25.8%	8
Above 60 Years	16.1%	5
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	25	25	0	0	0
Skill Training - Requested	6	0	6	1	5

Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	1	0	1	1	0
Camp 01W	1	0	1	0	1
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	0	0	0	0	0
Camp 04	26	24	2	0	2
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	1	0	1	0	1
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	1	1	0	0	0
Camp 22	0	0	0	0	0
Camp 24	0	0	0	0	0
Camp 25	0	0	0	0	0
Camp 26	1	0	1	0	1
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

ISCG | Rohingya Refugee Response Bangladesh
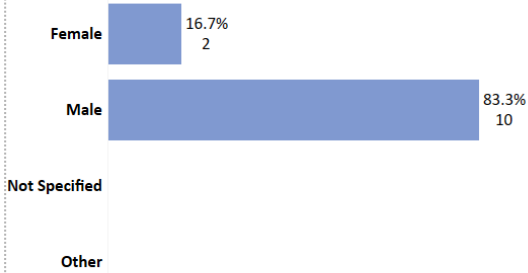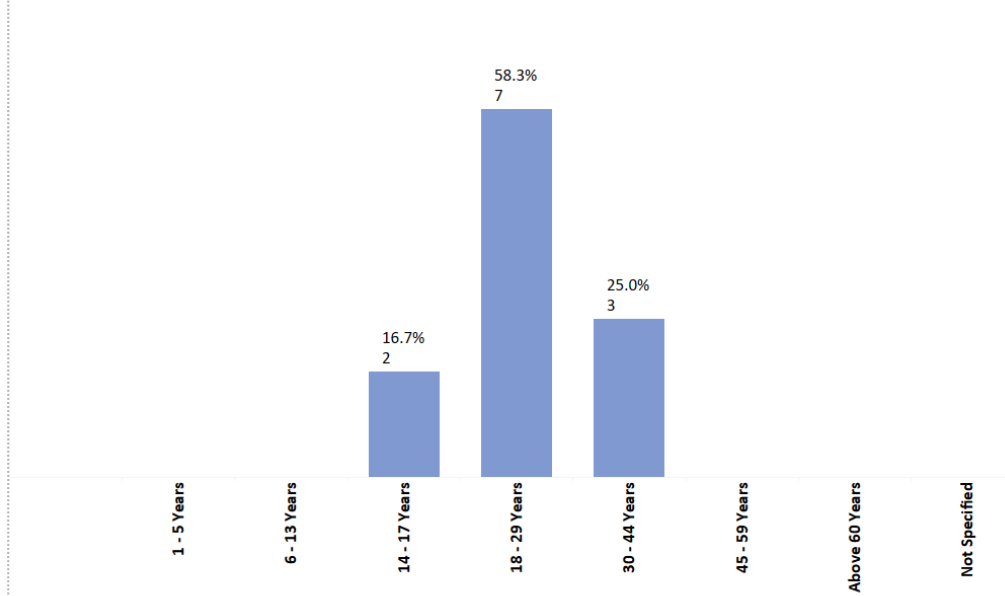INTER SECTOR COORDINATION GROUP

Common Feedback Platform - CFP

Monthly Sector Report | July | Education

Summary for July 2024

12 tickets received across **34** sites

6 tickets closed on the spot

6 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: 16.7% / 2
- Male: 83.3% / 10
- Not Specified
- Other

Tickets Received by Age of Beneficiary

- 1 - 5 Years
- 6 - 13 Years
- 14 - 17 Years: 16.7% / 2
- 18 - 29 Years: 58.3% / 7
- 30 - 44 Years: 25.0% / 3
- 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	12	6	6	0	6

Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	1	0	1	0	1
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	1	0	1	0	1
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	1	0	1	0	1
Camp 15	5	5	0	0	0
Camp 16	0	0	0	0	0
Camp 17	0	0	0	0	0
Camp 18	1	0	1	0	1
Camp 19	0	0	0	0	0
Camp 20	0	0	0	0	0
Camp 20 Ext	0	0	0	0	0
Camp 21	1	0	1	0	1
Camp 22	0	0	0	0	0
Camp 24	0	0	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	1	0	1	0	1
Transit Center	0	0	0	0	0

Common Feedback Platform - CFP

ISCG | **Rohingya Refugee Response** Bangladesh
INTER SECTOR COORDINATION GROUP

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.