

Common Feedback Platform - CFP

Monthly Sector Cumulative Report | January - September 2024

Cumulative Data January - September 2024

217,530 tickets received across **34** sites
72,207 tickets closed on the spot
145,323 tickets referred by **6** actors
69,874 responses given by relevant actors

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

Tickets Received each Month per Sector

Sector	January	February	March	April	May	June	July	August	September	Grand Total
Shelter & NFI	7,148	7,841	6,968	7,419	13,649	11,192	12,219	9,905	9,842	86,183
Site Development	4,453	4,870	4,646	3,676	5,285	5,974	6,607	3,675	3,968	43,154
Site Management	2,780	2,965	2,658	1,842	2,515	2,768	3,374	3,470	4,321	26,693
ID Documents	3,202	2,781	2,119	1,960	2,513	2,414	2,085	1,223	1,607	19,904
WASH	1,522	1,414	1,653	1,569	1,242	914	833	759	1,099	11,005
Energy & Environment	1,355	1,080	924	885	1,231	1,048	863	945	1,337	9,668
Food Security	771	753	731	561	785	847	1,553	1,023	1,775	8,799
Protection	207	245	255	566	1,462	1,045	950	1,456	1,858	8,044
Health	566	526	494	401	491	284	427	228	485	3,902
Livelihood						31	31	7	13	82
Education	1	20	1	3	2	10	12	12	13	74
Nutrition	1	5	5	1	1	5	2		2	22

Cumulative Tickets per Month

	January	February	March	April	May	June	July	August	September	Grand Total
Total Received	22,006	22,500	20,454	18,883	29,176	26,532	28,956	22,703	26,320	217,530
Total Closed on the Spot	8,219	7,198	6,284	5,534	7,434	8,085	9,206	9,277	10,970	72,207
Total Referred	13,787	15,302	14,170	13,349	21,742	18,447	19,750	13,426	15,350	145,323
Total Replies	8,701	6,097	6,812	8,372	9,773	5,319	5,663	11,819	7,318	69,874

Top Tickets Received by Gender

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	9,129	12,067	9	1
Requested for Information	9,748	9,821	2	
Damage to shelter - Shelter damaged by weather	6,828	9,260	3	4
Shelter Materials - Request additional materials	6,367	9,664	7	
NFI - Request additional materials	4,930	8,856	12	
Slope Protection (erosion) - Requested	4,419	6,081	4	
Cash for Work - Has not been selected for CFW in long time	2,323	6,101	4	
Slope Protection (erosion) - Damaged, broken, or needs improvement	2,687	5,308		
Cash for Work - Requested CFW	1,482	4,191	3	
LPG Gas - Not enough for family	1,636	3,439	1	
Cash for Work - Has not been enrolled	1,409	2,600	1	
Shelter Materials - Missed Distribution	1,505	1,944		
Hill or Slope - Erosion & landslide	1,185	1,839		
Protection Referral	984	1,344		
SMART Card & Family Attestation - Add New Born	683	949		
Cooking Stove - Broken or not working	297	531		
SMART Card & Family Attestation - Merge and split	210	246		

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	8,686	9,280	2,806	6,413	5,385	12,581	2,571	3,988	5,304	6,268	6,300	6,650	6,807	3,803	2,936	5,947	2,074	5,516	4,670	8,011	7,020	7,079	5,809	5,088	6,633	8,898	6,193	8,121	6,688	4,461	5,584	18,778	5,441	5,741	217,530
Total Closed on the Spot	1,348	1,390	23	1,978	1,143	2,847	212	576	1,149	837	1,741	732	1,294	331	11	56	931	881	1,041	4,390	1,890	2,318	1,512	1,259	4,140	2,903	2,212	5,575	2,963	2,898	2,536	13,206	2,196	3,688	72,207
Total Referred	7,338	7,890	2,783	4,435	4,242	9,734	2,359	3,412	4,155	5,431	4,559	5,918	5,513	3,472	2,925	5,891	1,143	4,635	3,629	3,621	5,130	4,761	4,297	3,829	2,493	5,995	3,981	2,546	3,725	1,563	3,048	5,572	3,245	2,053	145,323
Total Replies	2,201	1,671	68	197	992	4,915	317	1,265	936	1,348	1,906	728	464	1,518	1,588	1,928	569	1,660	1,845	3,098	2,946	3,073	2,786	2,963	2,199	4,778	2,919	2,613	3,790	1,620	2,859	4,915	1,829	1,370	69,874

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 | September 2024

Summary for September 2024

26,320 tickets received across **34** sites

10,970 tickets closed on the spot*

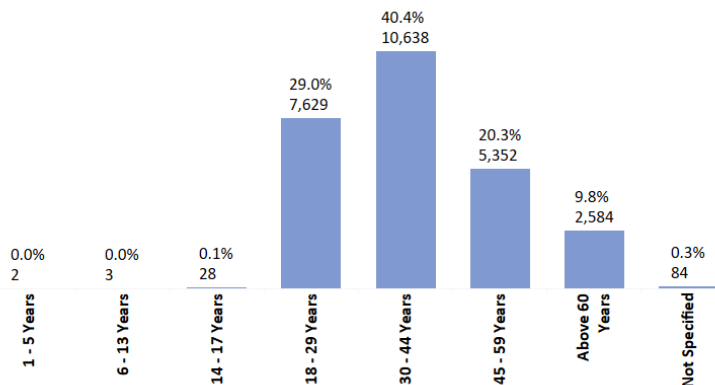
15,350 tickets referred to relevant actors

7,318 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).*

**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



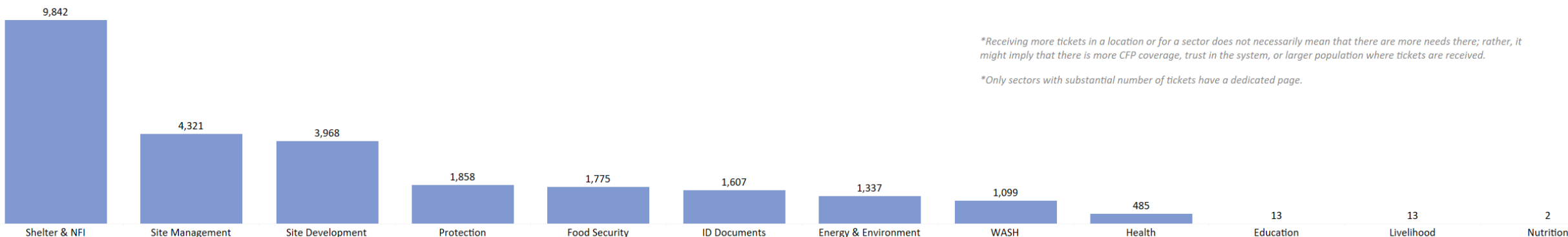
Top Tickets Received this Month

Ticket Description	Female	Male	Other	Not Specified
Requested for Information	2,931	3,003		
Damage to shelter - Shelter damaged over time	1,584	1,794		
Damage to shelter - Shelter damaged by weather	990	1,500		
Cash for Work - Has not been selected for CFW in long time	282	874		
Slope Protection (erosion) - Damaged, broken, or needs improvement	363	728		
Slope Protection (erosion) - Requested	394	508	2	
NFI - Request additional materials	190	664		
Cash for Work - Has not been enrolled	222	472		
Shelter Materials - Request additional materials	196	480		
Cash for Work - Requested CFW	142	463		
LPG Gas - Not enough for family	127	356		
Shelter Materials - Missed Distribution	122	159		
Stairs - Requested	86	146		
Cooking Stove - Broken or not working	83	121		
SMART Card & Family Attestation - Add New Born	63	131		
SMART Card & Family Attestation - Lost ID Card	29	55		
SMART Card & Family Attestation - Merge and split	28	24		

Tickets Received this Month by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	1,328	89	1,239	400	839
Camp 01W	1,328	157	1,171	778	393
Camp 02E	412	2	410	40	370
Camp 02W	864	203	661	76	585
Camp 03	631	196	435	209	226
Camp 04	1,287	717	570	175	395
Camp 04 Ext.	166	24	142	74	68
Camp 05	429	114	315	128	187
Camp 06	648	319	329	106	223
Camp 07	879	12	867	329	538
Camp 08E	498	248	250	53	197
Camp 08W	334	70	264	128	136
Camp 09	1,012	618	394	387	7
Camp 10	754	198	556	555	1
Camp 11	691	377	314	55	259
Camp 12	819	434	385	210	175
Camp 13	447	42	405	222	183
Camp 14	834	599	235	168	67
Camp 15	964	553	411	223	188
Camp 16	696	337	359	60	299
Camp 17	659	499	160	26	134
Camp 18	864	617	247	166	81
Camp 19	832	344	488	352	136
Camp 20	381	225	156	143	13
Camp 20 Ext	584	259	325	136	189
Camp 21	489	193	296	57	239
Camp 22	2,497	2,039	458	215	243
Camp 24	1,362	473	889	320	569
Camp 25	665	435	230	180	50
Camp 26	1,167	367	800	103	697
Camp 27	383	38	345	468	0
Kutupalong RC	471	2	469	490	0
Nayapara RC	716	15	701	256	445
Transit Center	229	155	74	30	44

Tickets Received this Month by Sector



**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

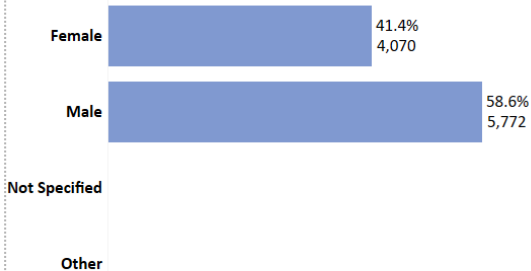
Monthly Sector Report | September 2024 | Shelter & NFI

Summary for September 2024

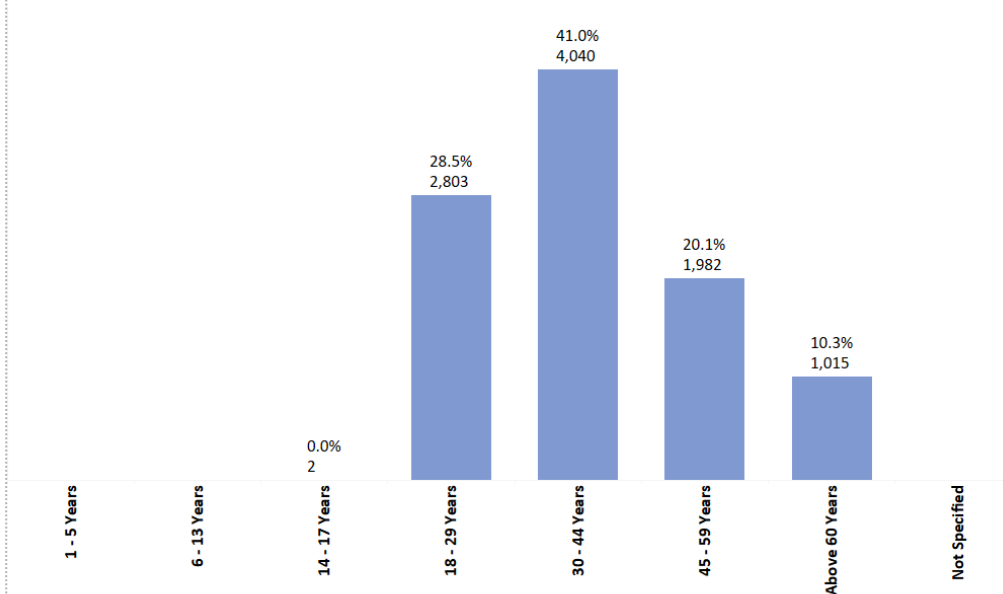
9,842 tickets received across **34** sites
3,445 tickets closed on the spot
6,397 tickets referred to relevant actors
2,819 responses given by relevant actors

**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



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	1,069	1	1,068	337	731
Camp 01W	755	16	739	677	62
Camp 02E	367	0	367	19	348
Camp 02W	649	102	547	15	532
Camp 03	295	35	260	131	129
Camp 04	743	400	343	55	288
Camp 04 Ext.	87	0	87	45	42
Camp 05	248	3	245	64	181
Camp 06	244	61	183	42	141
Camp 07	610	0	610	303	307
Camp 08E	122	122	0	5	0
Camp 08W	55	53	2	0	2
Camp 09	217	212	5	3	2
Camp 10	258	79	179	130	49
Camp 11	61	56	5	7	0
Camp 12	125	121	4	4	0
Camp 13	106	20	86	142	0
Camp 14	106	102	4	1	3
Camp 15	106	71	35	49	0
Camp 16	34	9	25	17	8
Camp 17	467	399	68	0	68
Camp 18	219	204	15	5	10
Camp 19	105	103	2	0	2
Camp 20	93	83	10	7	3
Camp 20 Ext	80	75	5	1	4
Camp 21	180	4	176	3	173
Camp 22	771	763	8	0	8
Camp 24	81	81	0	0	0
Camp 25	54	51	3	0	3
Camp 26	824	219	605	17	588
Camp 27	246	0	246	397	0
Kutupalong RC	318	0	318	307	11
Nayapara RC	98	0	98	36	62
Transit Center	49	0	49	0	49

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 over time	3,378	221	3,157	546	2,611
Damage to shelter - Shelter damaged by weather	2,490	0	2,490	1,616	874
Requested for Information	1,913	1,913	0	1	0
NFI - Request additional materials	854	854	0	0	0
Shelter Materials - Request additional materials	676	408	268	163	105
Shelter Materials - Missed Distribution	281	0	281	343	0
Request for additional room - Request for new room	83	0	83	8	75
Shelter Number - Requested	56	0	56	5	51
Shelter Kit - Requested (general households)	38	38	0	0	0
Shelter Materials - Received amount is not enough	17	0	17	1	16
Shelter Kit - Requested (evicted household)	15	0	15	8	7
NFI - Missed Distribution	11	0	11	7	4
Shelter Porters - Requested	10	0	10	3	7
Shelter Kit - Requested (new arrival)	5	0	5	4	1
Shelter Materials - Received damaged materials	5	5	0	0	0
NFI - Received damaged materials	3	3	0	0	0
Shelter Destroyed	2	2	0	0	0

Common Feedback Platform - CFP

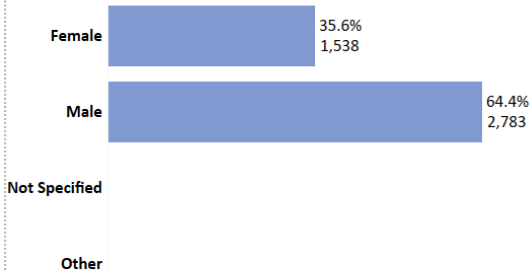
Monthly Sector Report | September 2024 | Site Management

Summary for September 2024

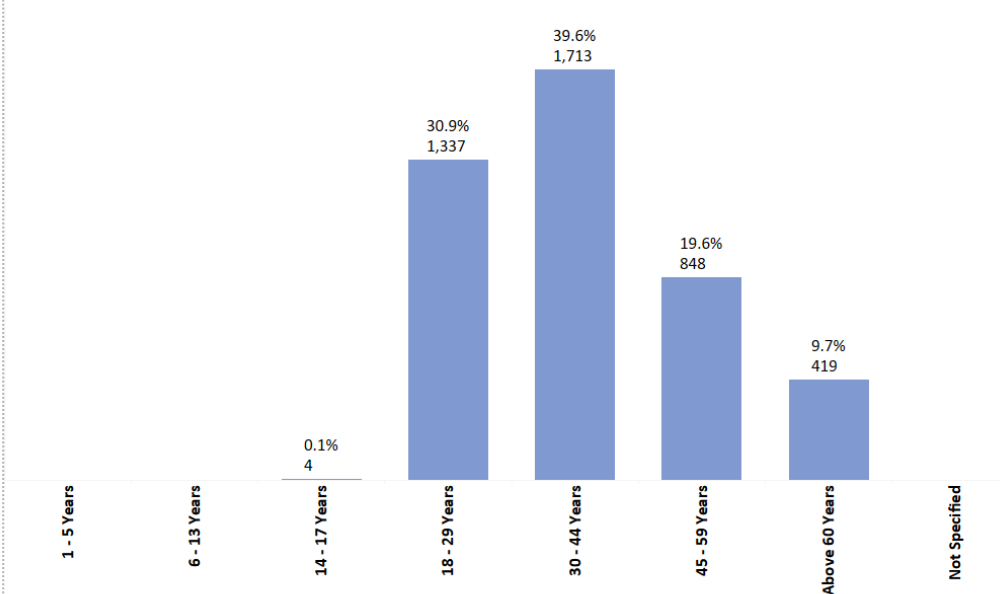
4,321 tickets received across **34** sites
3,452 tickets closed on the spot
869 tickets referred to relevant actors
130 responses given by relevant actors

**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



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	33	31	2	3	0
Camp 01W	22	20	2	1	1
Camp 02E	1	1	0	0	0
Camp 02W	48	44	4	12	0
Camp 03	25	23	2	1	1
Camp 04	185	185	0	1	0
Camp 04 Ext.	18	15	3	1	2
Camp 05	2	2	0	0	0
Camp 06	168	160	8	15	0
Camp 07	0	0	0	1	0
Camp 08E	40	24	16	3	13
Camp 08W	0	0	0	5	0
Camp 09	157	153	4	6	0
Camp 10	48	0	48	1	47
Camp 11	201	188	13	5	8
Camp 12	175	168	7	0	7
Camp 13	11	10	1	0	1
Camp 14	339	321	18	23	0
Camp 15	471	382	89	0	89
Camp 16	340	303	37	0	37
Camp 17	11	11	0	1	0
Camp 18	159	159	0	0	0
Camp 19	136	129	7	0	7
Camp 20	140	112	28	7	21
Camp 20 Ext	332	142	190	24	166
Camp 21	47	45	2	4	0
Camp 22	515	410	105	0	105
Camp 24	460	185	275	0	275
Camp 25	191	188	3	0	3
Camp 26	38	35	3	3	0
Camp 27	7	6	1	13	0
Kutupalong RC	0	0	0	0	0
Nayapara RC	1	0	1	0	1
Transit Center	0	0	0	0	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	1,675	1,675	0	10	0
Cash for Work - Has not been selected for CFW in long time	1,156	1,156	0	0	0
Cash for Work - Has not been enrolled	694	0	694	46	648
Cash for Work - Requested CFW	605	605	0	1	0
Electricity Supply - Not working	107	0	107	0	107
Cash for Work - Payment delayed	15	0	15	8	7
Community Conflict - Tree Cutting	15	0	15	6	9
Not working - Solar supply	13	0	13	12	1
When is my next Cash for Work rotation day?	11	11	0	0	0
Relocation & Repatriation - Temporary relocation	8	0	8	12	0
Slope/Ramp - Damaged, broken, or needs improvement	5	0	5	2	3
Community Conflict - Land & shelter extension	4	0	4	8	0
Cash for Work - Was charged to enroll or be selected	3	0	3	1	2
Relocation & Repatriation - Relocation to another camp	3	0	3	4	0
Relocation & Repatriation - Repatriation to Myanmar	3	3	0	0	0
Relocation & Repatriation - Relocation within camp	2	0	2	7	0
Skill Training - Requested	2	2	0	0	0

Common Feedback Platform - CFP

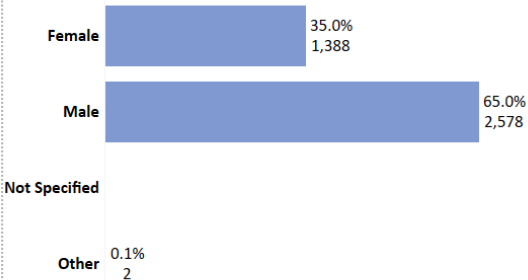
Monthly Sector Report | September 2024 | Site Development

Summary for September 2024

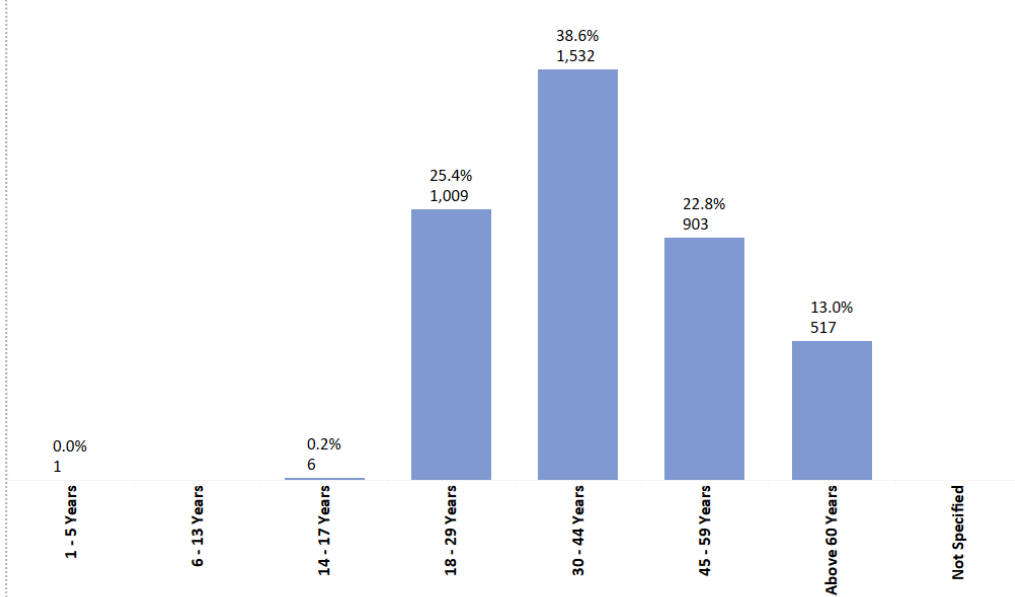
3,968 tickets received across **34** sites
42 tickets closed on the spot
3,926 tickets referred to relevant actors
2,431 responses given by relevant actors

**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



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	41	0	41	26	15
Camp 01W	175	0	175	30	145
Camp 02E	21	0	21	2	19
Camp 02W	21	0	21	0	21
Camp 03	22	0	22	0	22
Camp 04	53	0	53	13	40
Camp 04 Ext.	0	0	0	0	0
Camp 05	31	0	31	39	0
Camp 06	59	0	59	5	54
Camp 07	122	0	122	0	122
Camp 08E	181	0	181	11	170
Camp 08W	213	0	213	95	118
Camp 09	297	0	297	342	0
Camp 10	222	0	222	373	0
Camp 11	186	1	185	8	177
Camp 12	185	0	185	160	25
Camp 13	268	0	268	57	211
Camp 14	155	40	115	93	22
Camp 15	196	0	196	141	55
Camp 16	187	0	187	0	187
Camp 17	23	0	23	0	23
Camp 18	154	0	154	87	67
Camp 19	400	0	400	317	83
Camp 20	94	0	94	110	0
Camp 20 Ext	93	0	93	82	11
Camp 21	55	0	55	1	54
Camp 22	120	1	119	142	0
Camp 24	129	0	129	184	0
Camp 25	95	0	95	83	12
Camp 26	52	0	52	0	52
Camp 27	25	0	25	2	23
Kutupalong RC	43	0	43	28	15
Nayapara RC	49	0	49	0	49
Transit Center	1	0	1	0	1

Top Tickets Received 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	1,091	0	1,091	689	402
Slope Protection (erosion) - Requested	904	0	904	669	235
Pathway - Damaged, broken, or needs improvement	623	0	623	220	403
Pathway - Requested	279	0	279	143	136
Stairs - Requested	232	0	232	126	106
Drainage - Drain Requested	196	0	196	162	34
Stairs - Damaged, broken, or needs improvement	195	0	195	100	95
Drainage - Damaged, broken, or needs improvement	93	0	93	69	24
Drainage Cover (Slab) - Requested	82	0	82	76	6
Lamp post or Street light - Requested	45	0	45	21	24
Slope/Ramp - Requested	44	0	44	23	21
Landslide	34	34	0	0	0
Bridge - Damaged, broken, or needs improvement	25	0	25	17	8
Lamp post or Street light - Damaged, broken, or needs improvement	22	0	22	22	0
Drainage - Blocked or Water logging	18	0	18	15	3
Bridge - Requested	17	0	17	8	9
Slope/Ramp - Damaged, broken, or needs improvement	15	0	15	5	10

Common Feedback Platform - CFP

Monthly Sector Report | September 2024 | Protection

Summary for September 2024

1,858 tickets received across **34** sites

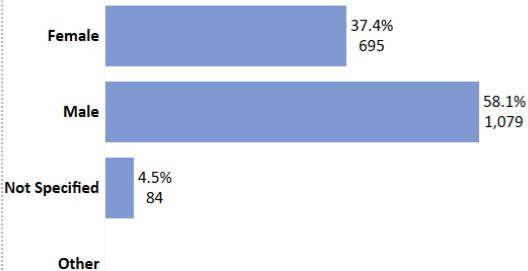
188 tickets closed on the spot

1,670 tickets referred to relevant actors

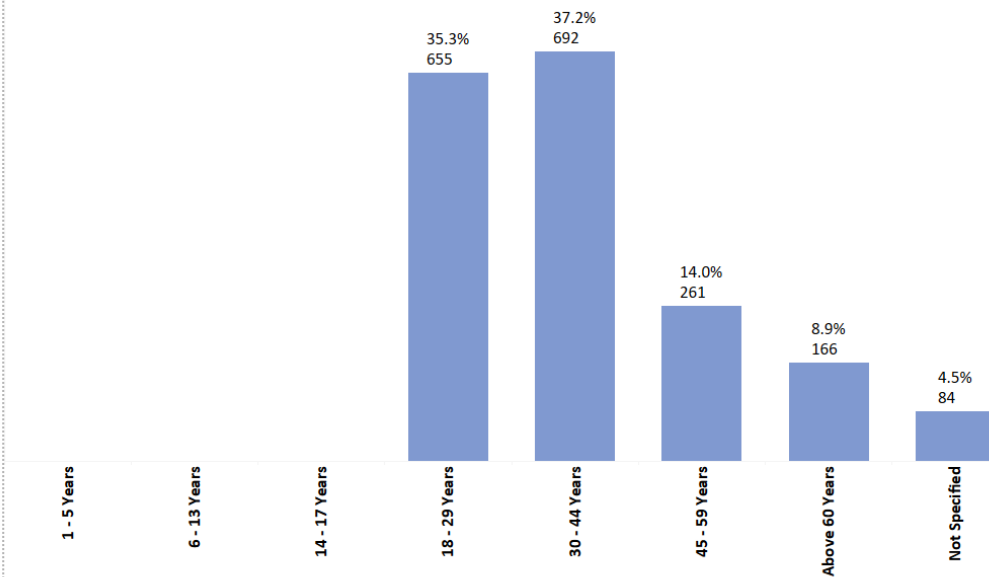
701 responses given by relevant actors

**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



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	68	0	68	25	43
Camp 01W	166	0	166	32	134
Camp 02E	18	0	18	8	10
Camp 02W	41	2	39	17	22
Camp 03	108	11	97	34	63
Camp 04	116	20	96	32	64
Camp 04 Ext.	32	0	32	14	18
Camp 05	34	7	27	7	20
Camp 06	24	0	24	31	0
Camp 07	81	0	81	21	60
Camp 08E	26	11	15	5	10
Camp 08W	28	8	20	12	8
Camp 09	42	2	40	11	29
Camp 10	43	12	31	5	26
Camp 11	43	26	17	4	13
Camp 12	32	0	32	3	29
Camp 13	22	0	22	17	5
Camp 14	47	0	47	32	15
Camp 15	44	6	38	6	32
Camp 16	30	2	28	14	14
Camp 17	55	0	55	11	44
Camp 18	30	4	26	10	16
Camp 19	49	32	17	12	5
Camp 20	9	0	9	5	4
Camp 20 Ext	11	6	5	5	0
Camp 21	34	3	31	4	27
Camp 22	14	3	11	3	8
Camp 24	316	26	290	45	245
Camp 25	5	3	2	1	1
Camp 26	49	4	45	19	26
Camp 27	13	0	13	6	7
Kutupalong RC	82	0	82	94	0
Nayapara RC	127	0	127	129	0
Transit Center	19	0	19	27	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Request for Protection Interventions	1,644	4	1,640	668	972
Requested for Information	97	97	0	0	0
Protection Referral (IOM)	42	42	0	0	0
Complaint against Agency or Staff	32	2	30	9	21
Protection Referral (DRC)	32	32	0	0	0
Protection Referral (UNHCR)	6	6	0	0	0
Women's Friendly Space - Cosmetics requested	3	3	0	0	0
Protection Referral (Action_Aid)	1	1	0	0	0
Protection Referral (DSS)	1	1	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | September 2024 | **Food Security**

Summary for September 2024

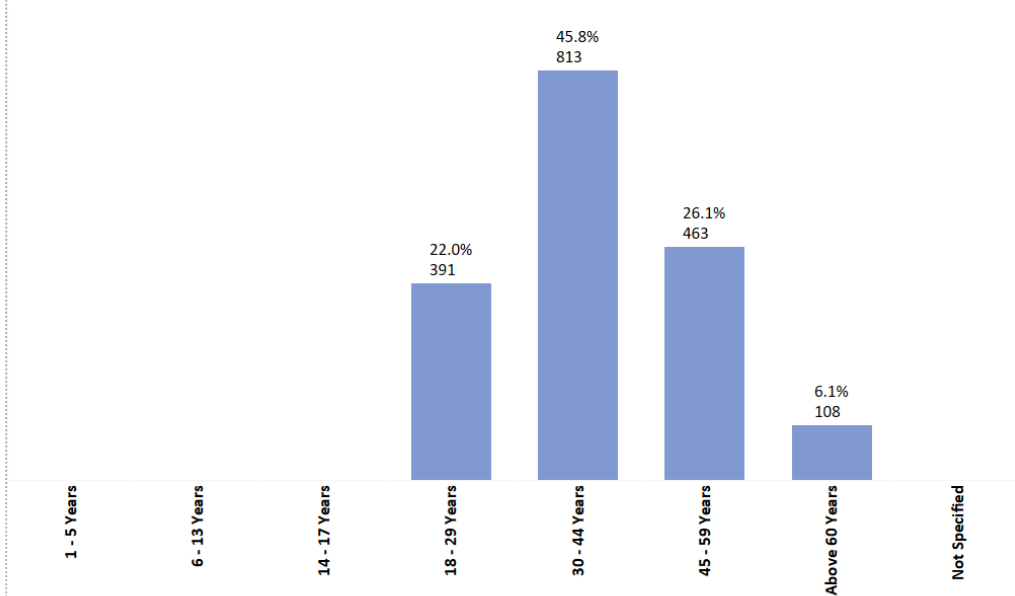
1,775 tickets received across **34** sites
567 tickets closed on the spot
1,208 tickets referred to relevant actors
422 responses given by relevant actors

**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



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	26	5	21	1	20
Camp 01W	74	31	43	6	37
Camp 02E	5	1	4	11	0
Camp 02W	25	1	24	22	2
Camp 03	87	52	35	33	2
Camp 04	80	28	52	51	1
Camp 04 Ext.	17	1	16	11	5
Camp 05	47	43	4	12	0
Camp 06	62	22	40	3	37
Camp 07	19	0	19	0	19
Camp 08E	37	21	16	4	12
Camp 08W	15	0	15	6	9
Camp 09	47	20	27	0	27
Camp 10	78	58	20	3	17
Camp 11	116	40	76	1	75
Camp 12	58	38	20	3	17
Camp 13	6	0	6	0	6
Camp 14	40	12	28	4	24
Camp 15	23	5	18	0	18
Camp 16	41	12	29	2	27
Camp 17	14	3	11	13	0
Camp 18	73	54	19	8	11
Camp 19	3	0	3	2	1
Camp 20	2	0	2	5	0
Camp 20 Ext	10	0	10	3	7
Camp 21	16	10	6	21	0
Camp 22	54	40	14	8	6
Camp 24	143	3	140	34	106
Camp 25	92	56	36	27	9
Camp 26	32	7	25	30	0
Camp 27	12	2	10	25	0
Kutupalong RC	21	0	21	7	14
Nayapara RC	395	0	395	66	329
Transit Center	5	2	3	0	3

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	1,127	0	1,127	177	950
Requested for Information	386	386	0	0	0
Food distributions - Request for different items or quantities	69	69	0	0	0
Food distributions - Request for more food each month	55	55	0	0	0
Farming supplies - Requested	38	38	0	0	0
Food distributions - Household has not received food	35	0	35	12	23
Food Porters - Requested	23	0	23	6	17
Food distributions - Want to purchase more but not allowed	15	15	0	0	0
Food distributions - Missed Token	11	0	11	34	0
Food distributions - Poor quality food items	8	0	8	30	0
When is the next food distribution day? When are the food distribution centres open?	4	4	0	0	0
Food distributions - HH wants someone outside their family to collect food	3	0	3	0	3
Food distributions - Distribution delayed	1	0	1	0	1

Common Feedback Platform - CFP

Monthly Sector Report | September 2024 | ID Documents

Summary for September 2024

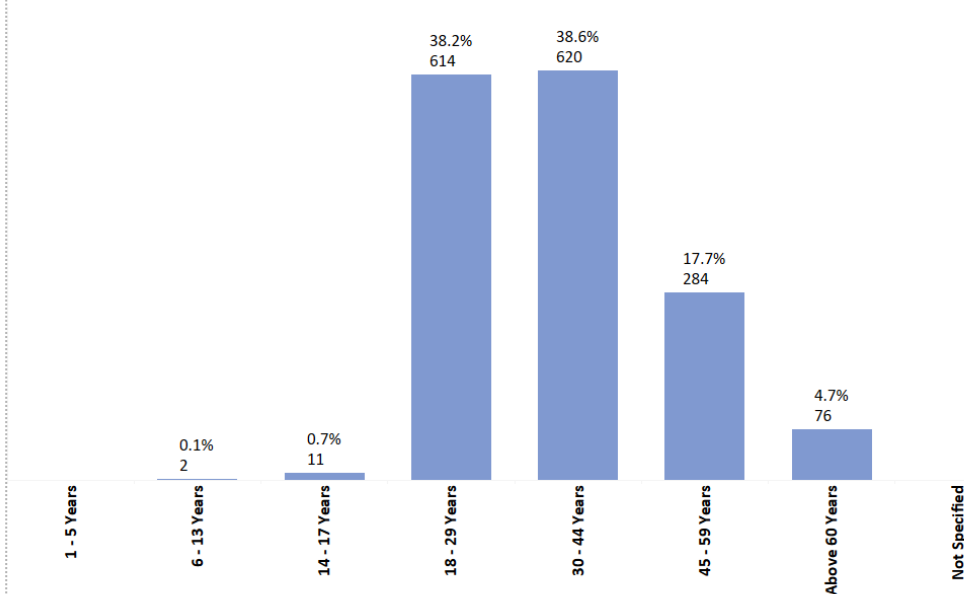
1,607 tickets received across **34** sites
1,375 tickets closed on the spot
232 tickets referred to relevant actors
186 responses given by relevant actors

**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



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	48	47	1	0	1
Camp 01W	76	73	3	0	3
Camp 02E	0	0	0	0	0
Camp 02W	37	37	0	2	0
Camp 03	67	67	0	1	0
Camp 04	47	47	0	3	0
Camp 04 Ext.	7	7	0	1	0
Camp 05	9	9	0	0	0
Camp 06	16	16	0	3	0
Camp 07	7	7	0	1	0
Camp 08E	25	23	2	4	0
Camp 08W	9	8	1	1	0
Camp 09	151	149	2	3	0
Camp 10	57	40	17	7	10
Camp 11	65	63	2	4	0
Camp 12	34	29	5	3	2
Camp 13	14	12	2	2	0
Camp 14	49	46	3	2	1
Camp 15	23	21	2	6	0
Camp 16	7	6	1	0	1
Camp 17	5	5	0	0	0
Camp 18	21	15	6	3	3
Camp 19	46	44	2	2	0
Camp 20	17	15	2	1	1
Camp 20 Ext	28	22	6	1	5
Camp 21	29	27	2	0	2
Camp 22	483	324	159	45	114
Camp 24	128	126	2	1	1
Camp 25	43	35	8	2	6
Camp 26	22	20	2	1	1
Camp 27	31	29	2	13	0
Kutupalong RC	0	0	0	52	0
Nayapara RC	1	1	0	19	0
Transit Center	5	5	0	3	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	907	907	0	7	0
SMART Card & Family Attestation - Add New Born	194	194	0	6	0
SCOPE Card - Family Attestation doesn't match SCOPE	143	0	143	40	103
SMART Card & Family Attestation - Lost ID Card	84	84	0	0	0
SMART Card & Family Attestation - Request for individual SMART card	54	54	0	0	0
SMART Card & Family Attestation - Merge and split	52	52	0	0	0
SCOPE Card - Has not received new SCOPE Card	36	0	36	15	21
SCOPE Card - No balance on card	27	0	27	9	18
SMART Card & Family Attestation - Biographical Error	25	25	0	0	0
SMART Card & Family Attestation - Address Change	18	18	0	0	0
SCOPE Card - Lost	16	0	16	8	8
SMART Card & Family Attestation - HH requests for vulnerability verification (e.g., Elderly headed HH, Child headed HH, Woman Headed HH, H..)	16	16	0	0	0
SCOPE Card - Damaged	7	0	7	3	4
SMART Card & Family Attestation - Lost Smart card and family attestation	7	7	0	0	0
SMART Card & Family Attestation - HH requests for vulnerability verification (only for HH that includes person with disability)	6	6	0	0	0
SMART Card & Family Attestation - Add New Member	5	5	0	0	0
SCOPE Card - HH wants to change the people who can collect food or LPG	2	0	2	0	2

Common Feedback Platform - CFP

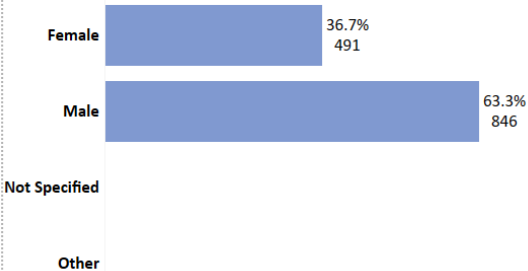
Monthly Sector Report | September 2024 | Energy & Environment

Summary for September 2024

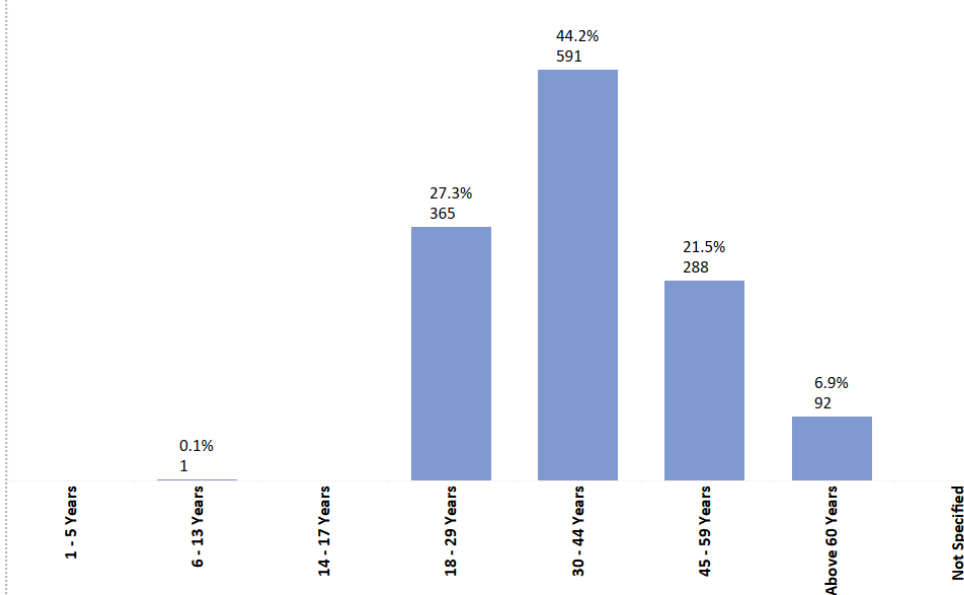
1,337 tickets received across **34** sites
1,042 tickets closed on the spot
295 tickets referred to relevant actors
165 responses given by relevant actors

**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



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	18	1	17	1	16
Camp 01W	12	7	5	7	0
Camp 02E	0	0	0	0	0
Camp 02W	23	4	19	4	15
Camp 03	5	1	4	1	3
Camp 04	11	7	4	3	1
Camp 04 Ext.	2	0	2	0	2
Camp 05	28	26	2	0	2
Camp 06	52	50	2	4	0
Camp 07	0	0	0	2	0
Camp 08E	10	0	10	10	0
Camp 08W	9	0	9	8	1
Camp 09	70	69	1	1	0
Camp 10	10	0	10	10	0
Camp 11	6	0	6	3	3
Camp 12	21	2	19	11	8
Camp 13	0	0	0	4	0
Camp 14	56	53	3	2	1
Camp 15	69	53	16	0	16
Camp 16	8	3	5	9	0
Camp 17	16	14	2	1	1
Camp 18	122	109	13	16	0
Camp 19	44	36	8	6	2
Camp 20	13	8	5	7	0
Camp 20 Ext	21	11	10	12	0
Camp 21	78	75	3	5	0
Camp 22	444	423	21	14	7
Camp 24	34	28	6	8	0
Camp 25	63	52	11	12	0
Camp 26	20	10	10	1	9
Camp 27	39	0	39	0	39
Kutupalong RC	4	0	4	2	2
Nayapara RC	29	0	29	1	28
Transit Center	0	0	0	0	0

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	483	402	81	5	76
Requested for Information	275	275	0	17	0
Cooking Stove - Broken or not working	204	204	0	0	0
Cooking set (gas & stove) - Broken or not working	130	130	0	0	0
Pressure Cooker - Did not receive	62	0	62	0	62
LPG Gas - Did not receive refill	57	0	57	51	6
Cooking Stove - Did not receive	24	0	24	12	12
LPG Gas - Lost or stolen cylinder	19	0	19	15	4
LPG Porters - Requested	19	0	19	32	0
Cooking set (gas & stove) - Requested	14	14	0	0	0
LPG Gas - Lost token	13	0	13	8	5
Cooking Stove - Lost or stolen	12	0	12	11	1
When is the next LPG distribution day?	10	10	0	0	0
LPG Gas - Did not receive cylinder	8	0	8	10	0
Cooking Stove - Requested	7	7	0	0	0

Common Feedback Platform - CFP

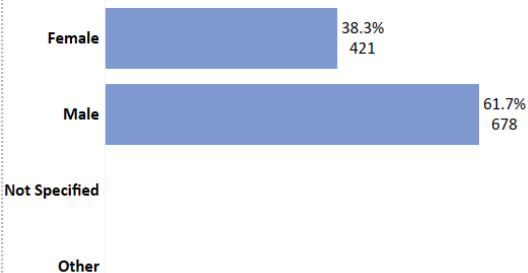
Monthly Sector Report | September 2024 | WASH

Summary for September 2024

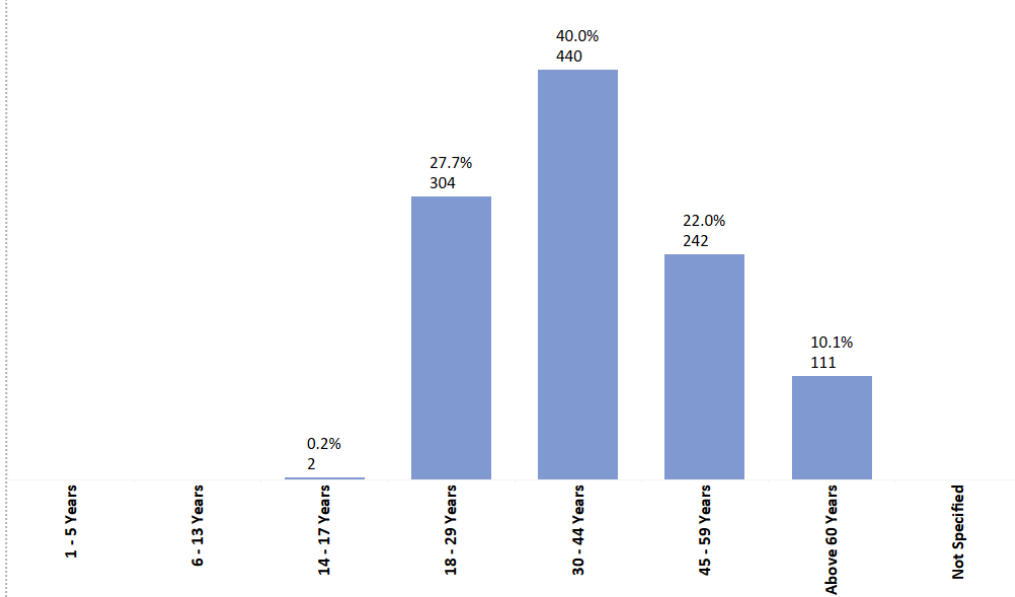
- 1,099** tickets received across **34** sites
- 489** tickets closed on the spot
- 610** tickets referred to relevant actors
- 383** responses given by relevant actors

**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



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	7	0	7	6	1
Camp 01W	27	0	27	24	3
Camp 02E	0	0	0	0	0
Camp 02W	4	0	4	3	1
Camp 03	10	0	10	7	3
Camp 04	23	5	18	9	9
Camp 04 Ext.	0	0	0	1	0
Camp 05	5	0	5	5	0
Camp 06	8	1	7	0	7
Camp 07	6	0	6	0	6
Camp 08E	40	30	10	11	0
Camp 08W	5	1	4	0	4
Camp 09	25	7	18	20	0
Camp 10	35	6	29	25	4
Camp 11	8	0	8	23	0
Camp 12	176	76	100	26	74
Camp 13	20	0	20	0	20
Camp 14	39	25	14	10	4
Camp 15	8	3	5	0	5
Camp 16	38	0	38	0	38
Camp 17	53	52	1	0	1
Camp 18	84	71	13	35	0
Camp 19	49	0	49	13	36
Camp 20	13	7	6	1	5
Camp 20 Ext	7	3	4	8	0
Camp 21	28	9	19	17	2
Camp 22	91	70	21	3	18
Camp 24	52	5	47	48	0
Camp 25	122	50	72	55	17
Camp 26	104	67	37	19	18
Camp 27	10	1	9	12	0
Kutupalong RC	1	0	1	0	1
Nayapara RC	0	0	0	2	0
Transit Center	1	0	1	0	1

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	318	318	0	0	0
Soap & Hygiene Kit - Not enough	140	140	0	0	0
Latrine - Needs desludging	137	0	137	106	31
Bathing Station - Locked by someone	120	0	120	6	114
Soap & Hygiene Kit - Did not receive	107	0	107	92	15
Latrine - Broken	60	0	60	41	19
Latrine - New toilet requested	46	0	46	34	12
Water tap & Tubewell - Requesting new facility	29	0	29	13	16
Soap & Hygiene Kit - Additional Requested	27	27	0	0	0
Bathing Station - Requested	26	0	26	20	6
Bathing Station - Broken or Damaged	16	0	16	12	4
Tubewell - Not Working	15	0	15	13	2
Water tap - Requested	14	0	14	6	8
Water tap & Tubewell - Not Working	13	0	13	8	5
Latrine - Latrine not working properly	8	0	8	11	0
Water tap - Not enough water	5	0	5	1	4
When is the next hygiene kit distribution day?	4	4	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | September 2024 | Health

Summary for September 2024

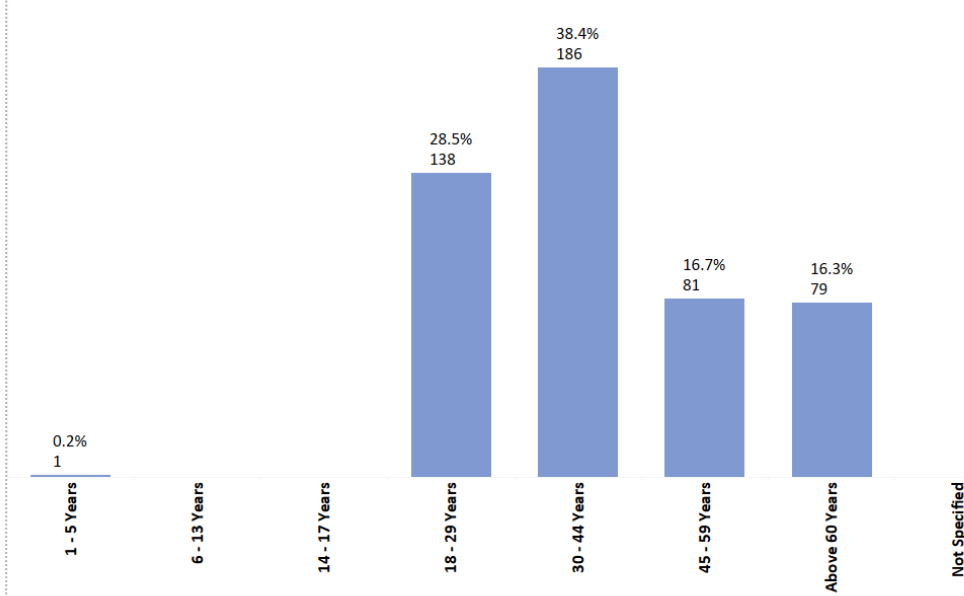
- 485** tickets received across **34** sites
- 346** tickets closed on the spot
- 139** tickets referred to relevant actors
- 44** responses given by relevant actors

**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



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	18	4	14	0	14
Camp 01W	21	10	11	0	11
Camp 02E	0	0	0	0	0
Camp 02W	15	12	3	0	3
Camp 03	9	4	5	0	5
Camp 04	25	22	3	0	3
Camp 04 Ext.	3	1	2	0	2
Camp 05	25	24	1	1	0
Camp 06	15	9	6	3	3
Camp 07	33	4	29	0	29
Camp 08E	17	17	0	0	0
Camp 08W	0	0	0	1	0
Camp 09	6	6	0	0	0
Camp 10	2	2	0	0	0
Camp 11	5	3	2	0	2
Camp 12	13	0	13	0	13
Camp 13	0	0	0	0	0
Camp 14	3	0	3	0	3
Camp 15	17	5	12	20	0
Camp 16	11	2	9	18	0
Camp 17	15	15	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	2	0	2	0	2
Camp 21	22	20	2	0	2
Camp 22	5	5	0	0	0
Camp 24	14	14	0	0	0
Camp 25	0	0	0	0	0
Camp 26	23	3	20	1	19
Camp 27	0	0	0	0	0
Kutupalong RC	2	2	0	0	0
Nayapara RC	14	14	0	0	0
Transit Center	149	148	1	0	1

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	346	346	0	0	0
General Health Card - Did not receive	72	0	72	28	44
Treatment - Better treatment	42	0	42	0	42
Treatment - Waited too long	16	0	16	0	16
General Health Card - Fully filled up	4	0	4	0	4
General Health Card - Lost, damaged or Stolen	3	0	3	8	0
Treatment - Treatment not good quality	1	0	1	3	0
Why medicine is not provided for Jaundice?	1	0	1	0	1

Common Feedback Platform - CFP

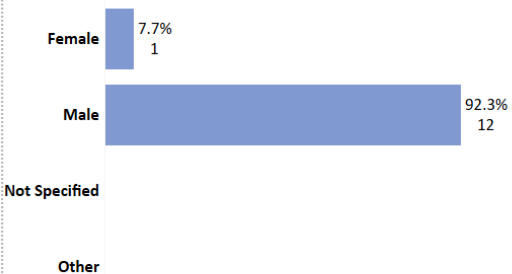
Monthly Sector Report | September 2024 | Education

Summary for September 2024

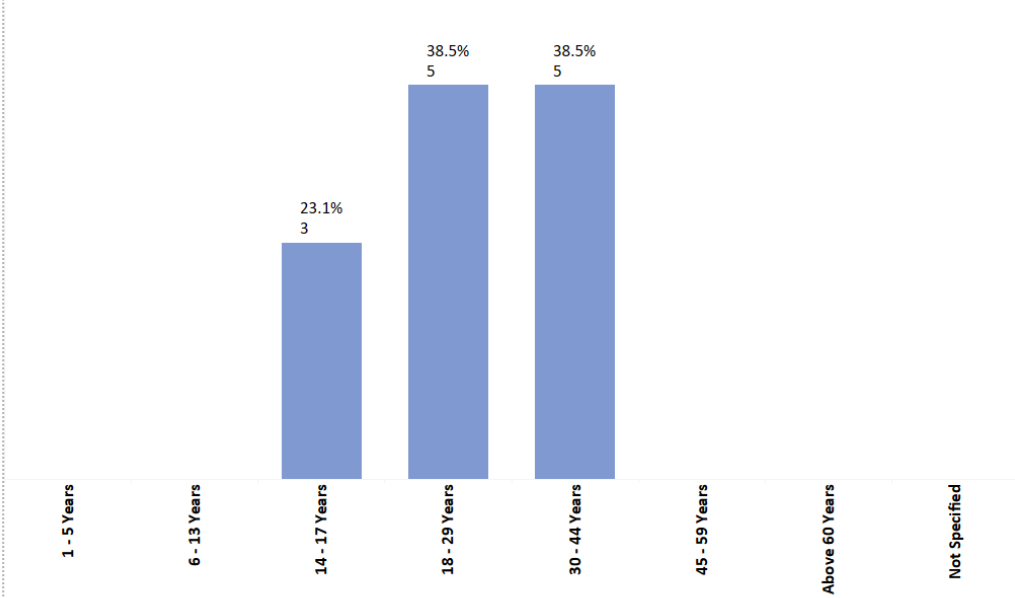
- 13** tickets received across **34** sites
- 11** tickets closed on the spot
- 2** tickets referred to relevant actors
- 12** responses given by relevant actors

**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



Tickets Received by Age of Beneficiary



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	2	2	0	0	0
Camp 04	1	0	1	1	0
Camp 04 Ext.	0	0	0	1	0
Camp 05	0	0	0	0	0
Camp 06	0	0	0	0	0
Camp 07	1	1	0	1	0
Camp 08E	0	0	0	0	0
Camp 08W	0	0	0	0	0
Camp 09	0	0	0	1	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	1	0
Camp 15	7	7	0	1	0
Camp 16	0	0	0	0	0
Camp 17	0	0	0	0	0
Camp 18	0	0	0	1	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	2	0
Camp 22	0	0	0	0	0
Camp 24	0	0	0	0	0
Camp 25	0	0	0	0	0
Camp 26	2	1	1	1	0
Camp 27	0	0	0	0	0
Kutupalong RC	0	0	0	0	0
Nayapara RC	0	0	0	1	0
Transit Center	0	0	0	0	0

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	8	7	1	8	0
Requested for Information	4	4	0	0	0
Education-Tertiary Education requested	1	0	1	2	0

Common Feedback Platform - CFP

Monthly Sector Report | September 2024 | **Livelihood**

Summary for September 2024

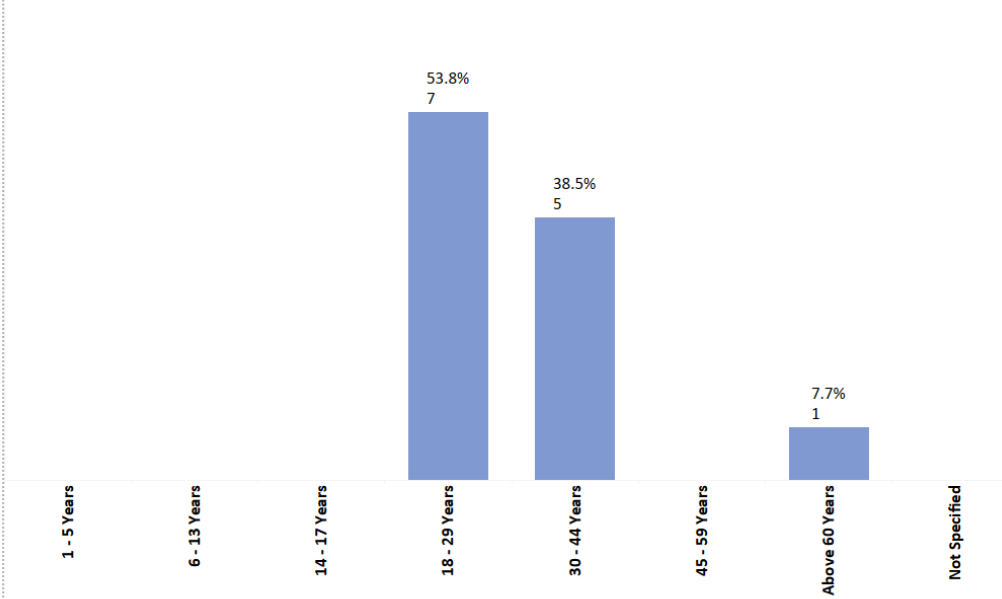
- 13** tickets received across **34** sites
- 13** tickets closed on the spot
- 0** tickets referred to relevant actors
- 25** responses given by relevant actors

**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



Tickets Received by Age of Beneficiary



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	1	0
Camp 02E	0	0	0	0	0
Camp 02W	1	1	0	1	0
Camp 03	1	1	0	1	0
Camp 04	3	3	0	7	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	1	1	0	1	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	1	1	0	1	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	5	5	0	0	0
Camp 25	0	0	0	0	0
Camp 26	1	1	0	11	0
Camp 27	0	0	0	0	0
Kutupalong RC	0	0	0	0	0
Nayapara RC	0	0	0	2	0
Transit Center	0	0	0	0	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Requested for Information	13	13	0	3	0

Common Feedback Platform - CFP

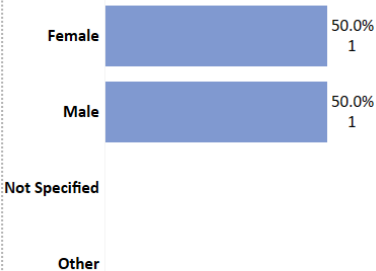
Monthly Sector Report | September 2024 | **Nutrition**

Summary for September 2024

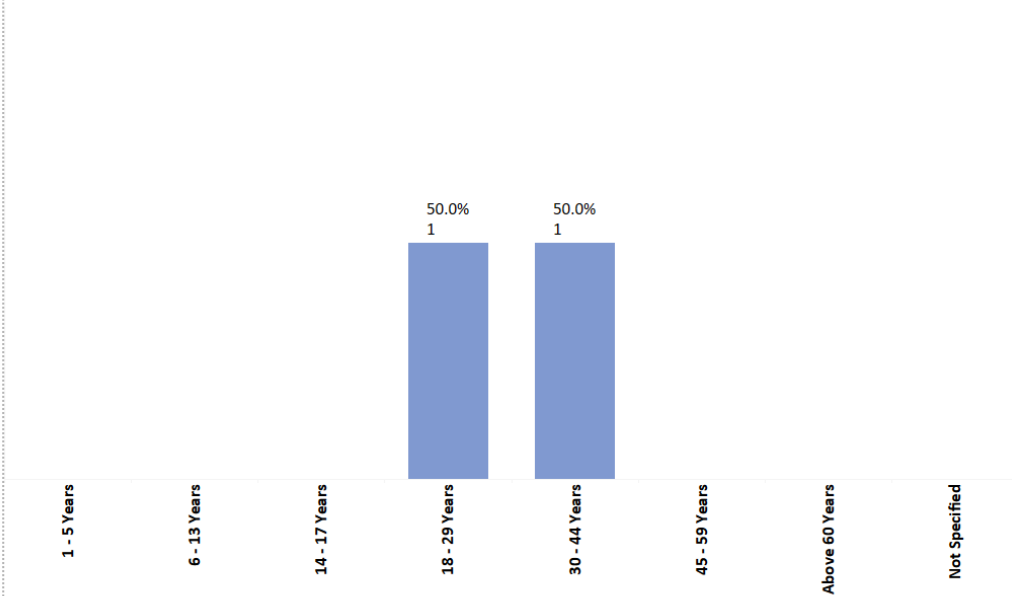
- 2 tickets received across 34 sites
- 0 tickets closed on the spot
- 2 tickets referred to relevant actors
- 0 responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



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	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	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	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	2	0	2	0	2
Transit Center	0	0	0	0	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Nutrition Assistance - Requested	2	0	2	0	2

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.