

Common Feedback Platform - CFP

Monthly Camp Cumulative Report | January - October 2024

Cumulative Data January - October 2024

237,297 tickets received across **34** sites

77,488 tickets closed on the spot

159,809 tickets referred by **6** actors

76,282 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	October	Grand Total
Shelter & NFI	7,148	7,841	6,968	7,419	13,649	11,192	12,219	9,905	9,842	7,685	93,868
Site Development	4,453	4,870	4,646	3,676	5,285	5,974	6,607	3,675	3,968	4,159	47,313
Site Management	2,780	2,965	2,658	1,842	2,515	2,768	3,374	3,470	4,321	2,912	29,605
ID Documents	3,202	2,781	2,119	1,960	2,513	2,414	2,085	1,223	1,607	695	20,599
WASH	1,522	1,414	1,653	1,569	1,242	914	833	759	1,099	819	11,824
Energy & Environment	1,355	1,080	924	885	1,231	1,048	863	945	1,337	1,230	10,898
Food Security	771	753	731	561	785	847	1,553	1,023	1,775	1,811	10,610
Protection	207	245	255	566	1,462	284	950	1,456	1,858	341	8,385
Health	566	526	494	401	491	284	427	228	485	95	3,997
Education	1	20	1	3	2	10	12	12	13	12	86
Livelihood						31	31	7	13		82
Nutrition	1	5	5	1	1	5	2		2	8	30

Cumulative Tickets per Month

	January	February	March	April	May	June	July	August	September	October	Grand Total
Total Received	22,006	22,500	20,454	18,883	29,176	26,532	28,956	22,703	26,320	19,767	237,297
Total Closed on the Spot	8,219	7,198	6,284	5,534	7,434	8,085	9,206	9,277	10,970	5,281	77,488
Total Referred	13,787	15,302	14,170	13,349	21,742	18,447	19,750	13,426	15,350	14,486	159,809
Total Replies	8,701	6,097	6,812	8,372	9,773	5,319	5,663	11,819	7,318	6,408	76,282

Top Tickets Received by Gender

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	10,885	14,117	9	1
Requested for Information	9,748	9,821	2	
Damage to shelter - Shelter damaged by weather	7,510	10,352	3	4
Shelter Materials - Request additional materials	6,479	9,988	7	
NFI - Request additional materials	5,139	9,562	12	
Slope Protection (erosion) - Requested	4,804	6,711	4	
Cash for Work - Has not been selected for CFW in long time	2,669	7,082	4	
Slope Protection (erosion) - Damaged, broken, or needs improvement	3,018	5,938		
Cash for Work - Requested CFW	1,631	4,671	4	
LPG Gas - Not enough for family	1,786	3,866	1	
Cash for Work - Has not been enrolled	1,645	3,066	1	
Shelter Materials - Missed Distribution	1,664	2,148	1	
Hill or Slope - Erosion & landslide	1,185	1,839		
SMART Card & Family Attestation - Add New Born	739	1,060		
Cooking Stove - Broken or not working	363	668		
SMART Card & Family Attestation - Merge and split	241	261		

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	9,731	10,271	3,227	6,998	6,094	13,345	2,747	4,439	5,561	6,751	6,430	6,851	7,391	4,244	3,290	6,261	2,125	5,924	5,134	8,537	7,665	7,604	6,175	5,730	7,714	9,644	6,499	9,142	7,415	4,821	6,273	20,904	6,101	6,259	237,297
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	889	1,051	4,607	1,902	2,480	1,518	1,324	4,937	3,150	2,220	6,341	3,300	3,122	2,892	14,836	2,290	4,030	77,488
Total Referred	8,383	8,881	3,204	5,020	4,951	10,498	2,535	3,863	4,412	5,914	4,689	6,119	6,097	3,913	3,279	6,205	1,194	5,035	4,083	3,930	5,763	5,124	4,657	4,406	2,777	6,494	4,279	2,801	4,115	1,699	3,381	6,068	3,811	2,229	159,809
Total Replies	2,234	1,805	83	443	1,098	5,305	366	1,392	961	1,536	1,936	854	703	1,584	1,847	1,959	572	1,740	2,023	3,345	3,437	3,175	3,045	3,360	2,360	5,214	3,084	2,845	4,260	1,705	3,187	5,238	2,063	1,523	76,282

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 Camp Report | October 2024 | Camp 01E

Summary for October 2024

1,045 tickets received in this camp

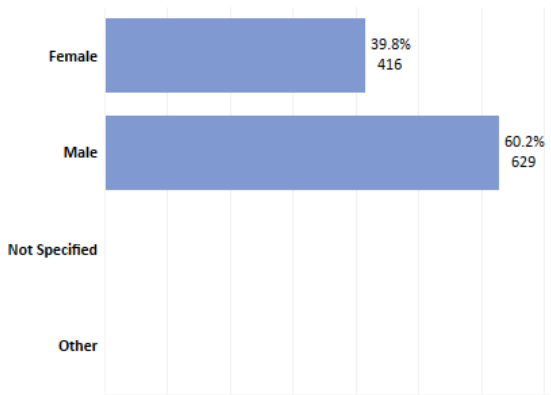
0 tickets closed on the spot*

1,045 tickets referred to relevant actors

33 responses given by relevant actors

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

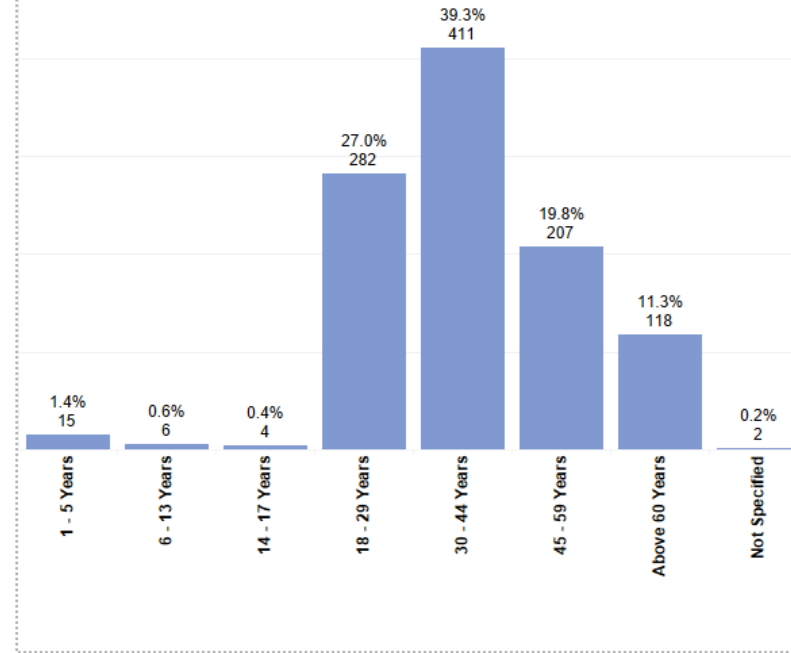
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	474	0	474	9	465
Damage to shelter - Shelter damaged by weather	365	0	365	10	355
Request for fresh food enlistment - Request for fresh food	74	0	74	0	74
Pathway - Damaged, broken, or needs improvement	19	0	19	0	19
Shelter Materials - Request additional materials	18	0	18	0	18
General Health Card - Did not receive	17	0	17	0	17
Slope Protection (erosion) - Requested	12	0	12	0	12
Stairs - Damaged, broken, or needs improvement	12	0	12	0	12
Protection Referral (UNHCR)	11	0	11	5	6
LPG Gas - Not enough for family	8	0	8	0	8
Not working - Solar supply	7	0	7	0	7
Shelter Materials - Received amount is not enough	7	0	7	2	5
Latrine - Latrine not working properly	4	0	4	3	1
Request for additional room - Request for new room	4	0	4	0	4
Food Porters - Requested	2	0	2	0	2
Pathway - Requested	2	0	2	0	2
Bathing Station - Broken or Damaged	1	0	1	1	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Food Security	Site Development	Health	Protection	Energy & Environment	WASH	Site Management	ID Documents	Education	Nutrition
Tickets Received	868	77	47	18	11	8	8	7	1	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	868	77	47	18	11	8	8	7	1	0	0
Total Replies	21	0	0	0	5	0	7	0	0	0	0
Open Tickets	847	77	47	18	6	8	1	7	1	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	465
Damage to shelter - Shelter damaged by weather	355
Request for fresh food enlistment - Request for fresh food	74
Pathway - Damaged, broken, or needs improvement	19
Shelter Materials - Request additional materials	18
General Health Card - Did not receive	17
Slope Protection (erosion) - Requested	12
Stairs - Damaged, broken, or needs improvement	12
LPG Gas - Not enough for family	8
Not working - Solar supply	7
Protection Referral (UNHCR)	6
Shelter Materials - Received amount is not enough	5
Request for additional room - Request for new room	4
Food Porters - Requested	2
Pathway - Requested	2
Drainage - Blocked or Water logging	1
Food distributions - Household has not received food	1

Common Feedback Platform - CFP

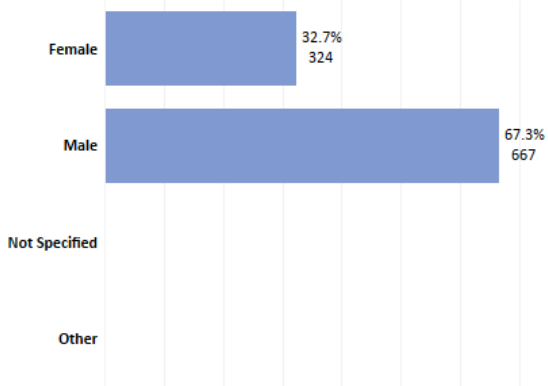
Monthly Camp Report | October 2024 | **Camp 01W**

Summary for October 2024

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

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

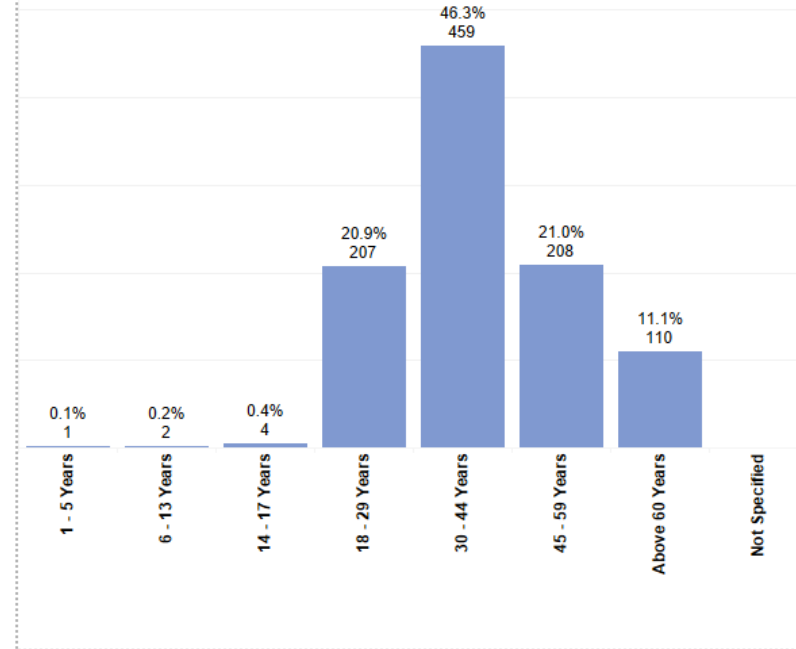
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged by weather	675	0	675	112	563
Pathway - Damaged, broken, or needs improvement	124	0	124	0	124
Request for fresh food enlistment - Request for fresh food	66	0	66	0	66
Damage to shelter - Shelter damaged over time	26	0	26	9	17
Shelter Materials - Request additional materials	25	0	25	0	25
Slope/Ramp - Damaged, broken, or needs improvement	18	0	18	0	18
Protection Referral (UNHCR)	8	0	8	4	4
Food distributions - Household has not received food	6	0	6	1	5
General Health Card - Did not receive	6	0	6	0	6
Pathway - Requested	6	0	6	0	6
Request for additional room - Request for new room	5	0	5	0	5
SCOPE Card - Lost	5	0	5	2	3
LPG Gas - Not enough for family	4	0	4	0	4
Water tap & Tubewell - Requesting new facility	3	0	3	2	1
Food Porters - Requested	2	0	2	1	1
Stairs - Damaged, broken, or needs improvement	2	0	2	0	2
Treatment - Waited too long	2	0	2	0	2

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Food Security	Health	Protection	WASH	ID Documents	Energy & Environment	Nutrition	Education	Site Management
Tickets Received	732	152	74	8	8	7	5	4	1	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	732	152	74	8	8	7	5	4	1	0	0
Total Replies	121	1	2	0	4	4	2	0	0	0	0
Open Tickets	611	151	72	8	4	3	3	4	1	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged by weather	563
Pathway - Damaged, broken, or needs improvement	124
Request for fresh food enlistment - Request for fresh food	66
Shelter Materials - Request additional materials	25
Slope/Ramp - Damaged, broken, or needs improvement	18
Damage to shelter - Shelter damaged over time	17
General Health Card - Did not receive	6
Pathway - Requested	6
Food distributions - Household has not received food	5
Request for additional room - Request for new room	5
LPG Gas - Not enough for family	4
Protection Referral (UNHCR)	4
SCOPE Card - Lost	3
Stairs - Damaged, broken, or needs improvement	2
Treatment - Waited too long	2
Bathing Station - Broken or Damaged	1
Bathing Station - Requested	1

Common Feedback Platform - CFP

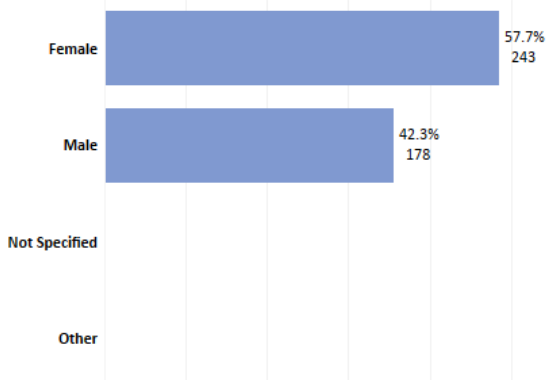
Monthly Camp Report | October 2024 | Camp 02E

Summary for October 2024

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

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

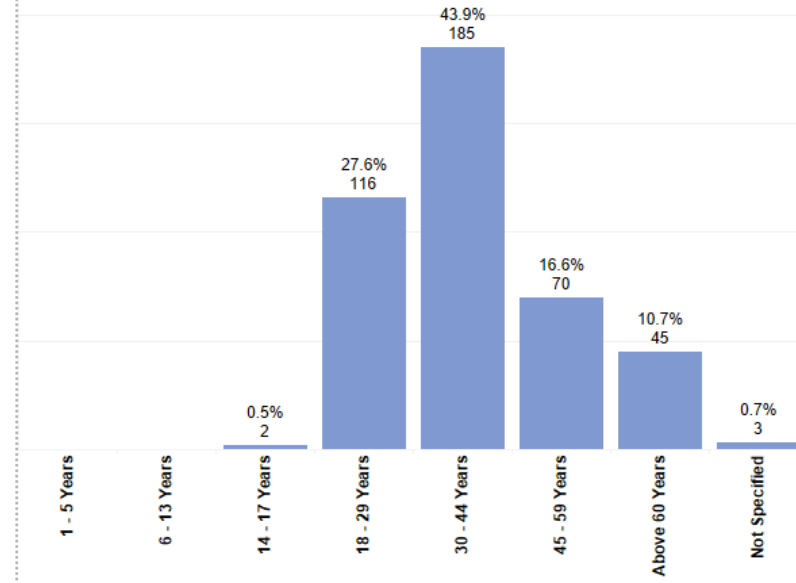
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	309	0	309	7	302
Damage to shelter - Shelter damaged by weather	51	0	51	0	51
Pathway - Damaged, broken, or needs improvement	38	0	38	3	35
Request for fresh food enlistment - Request for fresh food	11	0	11	0	11
Protection Referral (UNHCR)	3	0	3	2	1
Request for additional room - Request for new room	3	0	3	0	3
Bathing Station - Requested	1	0	1	0	1
Latrine - Needs desludging	1	0	1	1	0
LPG Gas - Not enough for family	1	0	1	0	1
Shelter Materials - Received amount is not enough	1	0	1	1	0
Water tap - Poor quality water	1	0	1	0	1
Water tap & Tubewell - Requesting new facility	1	0	1	1	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Food Security	WASH	Protection	Energy & Environment	Education	Health	ID Documents	Nutrition	Site Management
Tickets Received	364	38	11	4	3	1	0	0	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	364	38	11	4	3	1	0	0	0	0	0
Total Replies	8	3	0	2	2	0	0	0	0	0	0
Open Tickets	356	35	11	2	1	1	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	302
Damage to shelter - Shelter damaged by weather	51
Pathway - Damaged, broken, or needs improvement	35
Request for fresh food enlistment - Request for fresh food	11
Request for additional room - Request for new room	3
Bathing Station - Requested	1
LPG Gas - Not enough for family	1
Protection Referral (UNHCR)	1
Water tap - Poor quality water	1

Common Feedback Platform - CFP

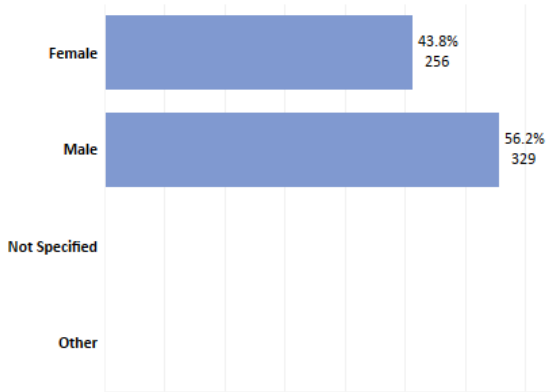
Monthly Camp Report | October 2024 | **Camp 02W**

Summary for October 2024

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

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

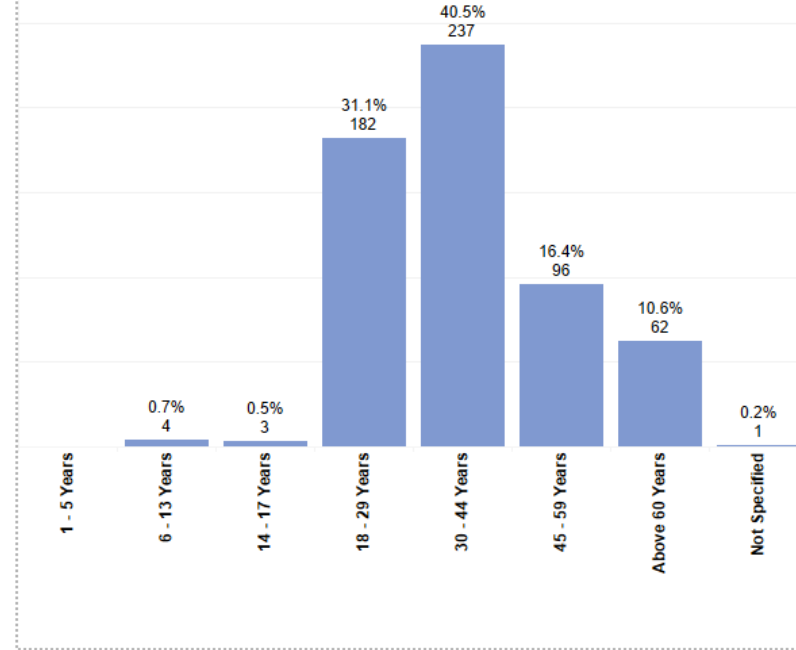
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	433	0	433	177	256
Damage to shelter - Shelter damaged by weather	94	0	94	53	41
LPG Gas - Not enough for family	20	0	20	0	20
Request for fresh food enlistment - Request for fresh food	16	0	16	0	16
Pathway - Damaged, broken, or needs improvement	7	0	7	7	0
Protection Referral (UNHCR)	5	0	5	4	1
Drainage - Blocked or Water logging	2	0	2	0	2
Pathway - Requested	2	0	2	2	0
Stairs - Damaged, broken, or needs improvement	2	0	2	2	0
Bridge - Requested	1	0	1	1	0
Request for additional room - Request for new room	1	0	1	0	1
Shelter Materials - Request additional materials	1	0	1	0	1
Water tap & Tubewell - Not Working	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Energy & Environment	Food Security	Site Development	Protection	WASH	Education	Health	ID Documents	Nutrition	Site Management
Tickets Received	529	20	16	14	5	1	0	0	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	529	20	16	14	5	1	0	0	0	0	0
Total Replies	230	0	0	12	4	0	0	0	0	0	0
Open Tickets	299	20	16	2	1	1	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	256
Damage to shelter - Shelter damaged by weather	41
LPG Gas - Not enough for family	20
Request for fresh food enlistment - Request for fresh food	16
Drainage - Blocked or Water logging	2
Protection Referral (UNHCR)	1
Request for additional room - Request for new room	1
Shelter Materials - Request additional materials	1
Water tap & Tubewell - Not Working	1

Common Feedback Platform - CFP

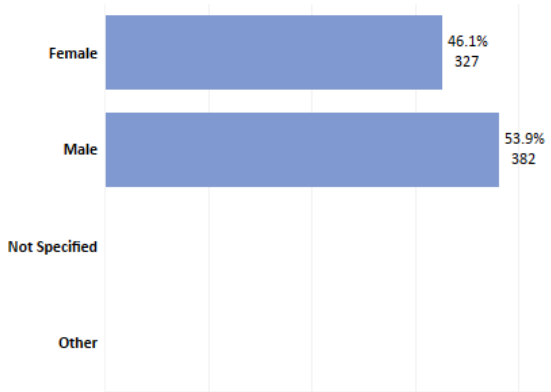
Monthly Camp Report | October 2024 | Camp 03

Summary for October 2024

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

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

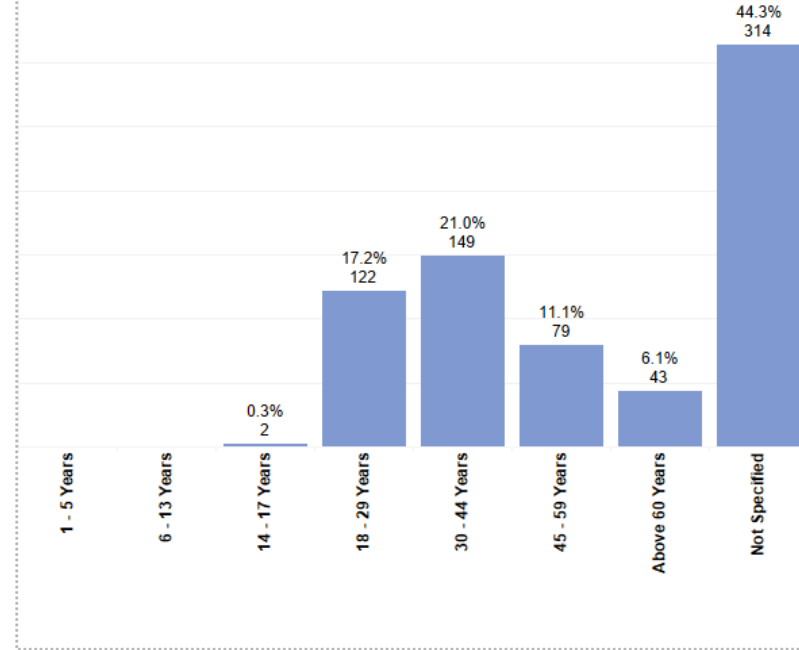
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	445	0	445	71	374
Request for fresh food enlistment - Request for fresh food	60	0	60	8	52
Pathway - Damaged, broken, or needs improvement	57	0	57	0	57
Damage to shelter - Shelter damaged by weather	52	0	52	8	44
Protection Referral (UNHCR)	33	0	33	13	20
Request for additional room - Request for new room	10	0	10	0	10
Shelter Materials - Request additional materials	6	0	6	0	6
Drainage - Blocked or Water logging	5	0	5	0	5
General Health Card - Did not receive	4	0	4	0	4
Latrine - Needs desludging	4	0	4	4	0
LPG Gas - Not enough for family	4	0	4	0	4
Pathway - Requested	4	0	4	0	4
Food Porters - Requested	3	0	3	0	3
Latrine - New toilet requested	3	0	3	0	3
Stairs - Damaged, broken, or needs improvement	3	0	3	0	3
Water tap & Tubewell - Not Working	3	0	3	2	1
Latrine - Latrine not working properly	2	0	2	0	2

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Food Security	Protection	WASH	Health	Energy & Environment	ID Documents	Site Management	Education	Nutrition
Tickets Received	514	72	64	33	14	5	4	2	1	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	514	72	64	33	14	5	4	2	1	0	0
Total Replies	79	0	8	13	6	0	0	0	0	0	0
Open Tickets	435	72	56	20	8	5	4	2	1	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	374
Pathway - Damaged, broken, or needs improvement	57
Request for fresh food enlistment - Request for fresh food	52
Damage to shelter - Shelter damaged by weather	44
Protection Referral (UNHCR)	20
Request for additional room - Request for new room	10
Shelter Materials - Request additional materials	6
Drainage - Blocked or Water logging	5
General Health Card - Did not receive	4
LPG Gas - Not enough for family	4
Pathway - Requested	4
Food Porters - Requested	3
Latrine - New toilet requested	3
Stairs - Damaged, broken, or needs improvement	3
Latrine - Latrine not working properly	2
Bathing Station - Broken or Damaged	1
Bathing Station - Requested	1

Common Feedback Platform - CFP

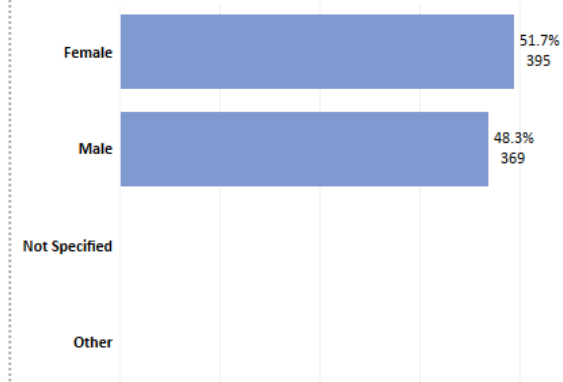
Monthly Camp Report | October 2024 | Camp 04

Summary for October 2024

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

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

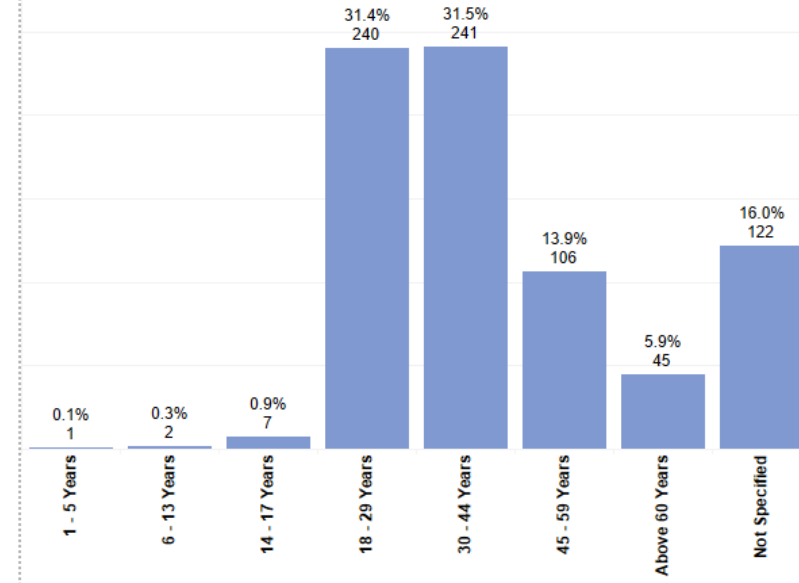
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	456	0	456	307	149
Pathway - Damaged, broken, or needs improvement	106	0	106	12	94
Request for fresh food enlistment - Request for fresh food	90	0	90	12	78
Damage to shelter - Shelter damaged by weather	36	0	36	23	13
Request for additional room - Request for new room	26	0	26	22	4
Protection Referral (UNHCR)	10	0	10	9	1
LPG Gas - Not enough for family	7	0	7	0	7
Pathway - Requested	5	0	5	0	5
General Health Card - Did not receive	4	0	4	0	4
Latrine - New toilet requested	4	0	4	1	3
Bathing Station - Requested	3	0	3	1	2
Electricity Supply - Not working	3	0	3	0	3
Food Porters - Requested	2	0	2	0	2
SCOPE Card - Has not received new SCOPE Card	2	0	2	0	2
Stairs - Damaged, broken, or needs improvement	2	0	2	0	2
Drainage - Blocked or Water logging	1	0	1	0	1
Latrine - Latrine not working properly	1	0	1	1	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Food Security	Protection	WASH	Energy & Environment	Health	ID Documents	Site Management	Education	Nutrition
Tickets Received	519	115	92	10	10	7	5	3	3	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	519	115	92	10	10	7	5	3	3	0	0
Total Replies	353	12	12	9	4	0	0	0	0	0	0
Open Tickets	166	103	80	1	6	7	5	3	3	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	149
Pathway - Damaged, broken, or needs improvement	94
Request for fresh food enlistment - Request for fresh food	78
Damage to shelter - Shelter damaged by weather	13
LPG Gas - Not enough for family	7
Pathway - Requested	5
General Health Card - Did not receive	4
Request for additional room - Request for new room	4
Electricity Supply - Not working	3
Latrine - New toilet requested	3
Bathing Station - Requested	2
Food Porters - Requested	2
SCOPE Card - Has not received new SCOPE Card	2
Stairs - Damaged, broken, or needs improvement	2
Drainage - Blocked or Water logging	1
Protection Referral (UNHCR)	1
SCOPE Card - Lost	1

Common Feedback Platform - CFP

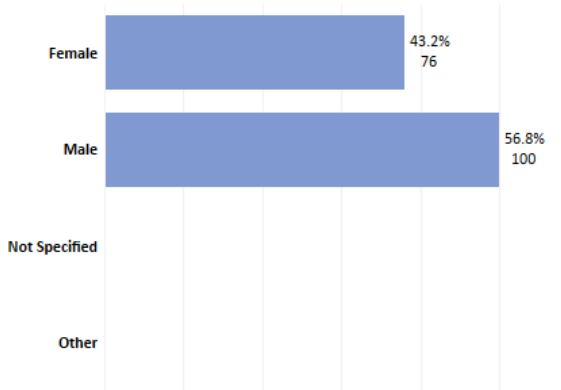
Monthly Camp Report | October 2024 | **Camp 04 Ext.**

Summary for October 2024

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

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

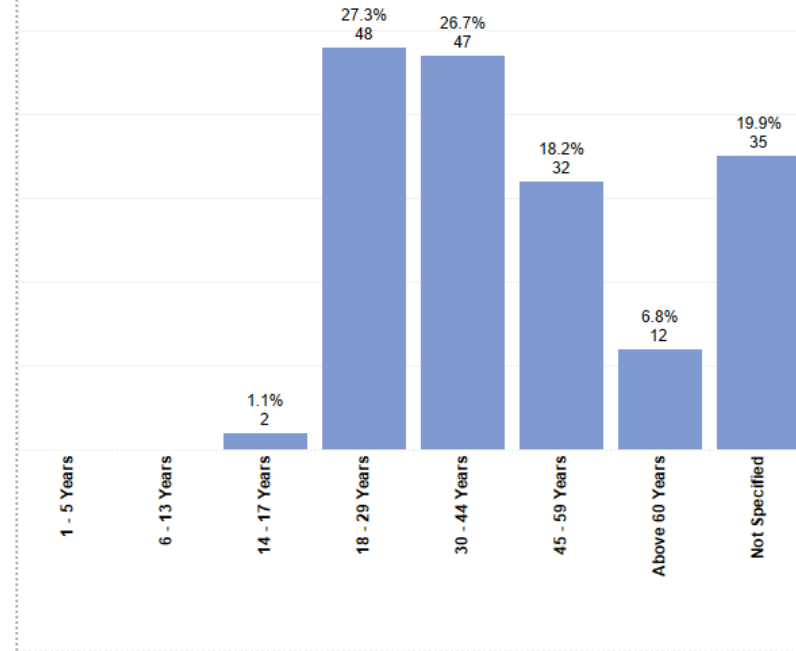
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	109	0	109	36	73
Request for fresh food enlistment - Request for fresh food	22	0	22	0	22
Damage to shelter - Shelter damaged by weather	18	0	18	5	13
Request for additional room - Request for new room	12	0	12	5	7
LPG Gas - Not enough for family	8	0	8	0	8
Protection Referral (UNHCR)	3	0	3	3	0
Food distributions - Household has not received food	1	0	1	0	1
General Health Card - Did not receive	1	0	1	0	1
Latrine - New toilet requested	1	0	1	0	1
Relocation & Repatriation - Temporary relocation	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Food Security	Energy & Environment	Protection	Health	Site Management	WASH	Education	ID Documents	Nutrition	Site Development
Tickets Received	139	23	8	3	1	1	1	0	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	139	23	8	3	1	1	1	0	0	0	0
Total Replies	46	0	0	3	0	0	0	0	0	0	0
Open Tickets	93	23	8	0	1	1	1	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	73
Request for fresh food enlistment - Request for fresh food	22
Damage to shelter - Shelter damaged by weather	13
LPG Gas - Not enough for family	8
Request for additional room - Request for new room	7
Food distributions - Household has not received food	1
General Health Card - Did not receive	1
Latrine - New toilet requested	1
Relocation & Repatriation - Temporary relocation	1

Common Feedback Platform - CFP

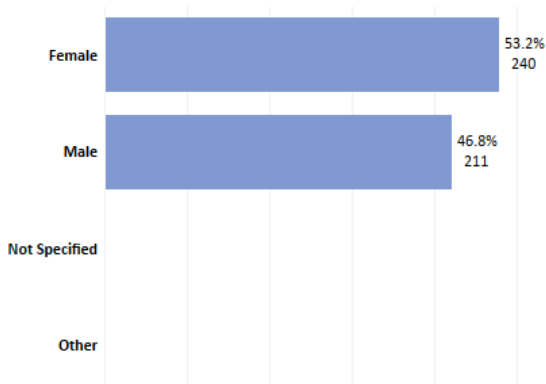
Monthly Camp Report | October 2024 | Camp 05

Summary for October 2024

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

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

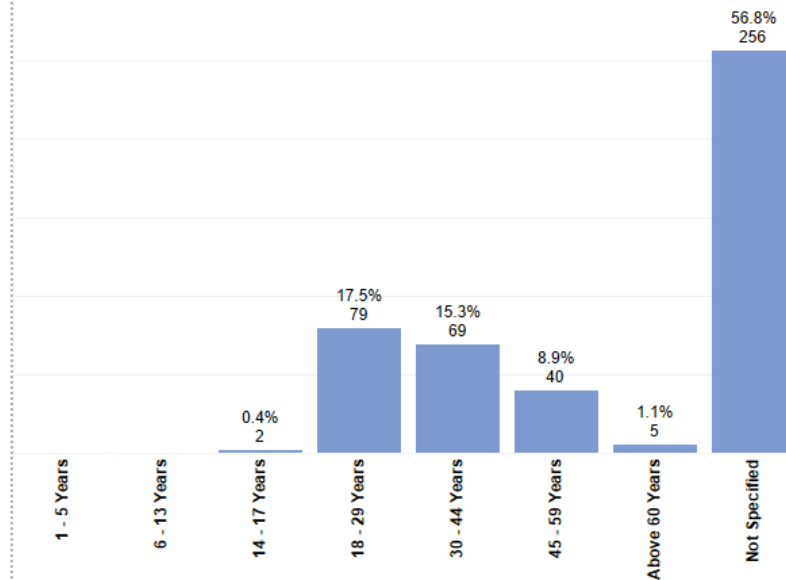
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	205	0	205	94	111
Pathway - Damaged, broken, or needs improvement	100	0	100	0	100
Request for fresh food enlistment - Request for fresh food	29	0	29	0	29
Stairs - Requested	27	0	27	0	27
Water tap & Tubewell - Requesting new facility	25	0	25	17	8
Pathway - Requested	15	0	15	0	15
Damage to shelter - Shelter damaged by weather	9	0	9	4	5
Bathing Station - Broken or Damaged	5	0	5	3	2
Bathing Station - Requested	5	0	5	0	5
Protection Referral (UNHCR)	5	0	5	0	5
Water tap & Tubewell - Not Working	5	0	5	3	2
Not working - Solar supply	4	0	4	0	4
Request for additional room - Request for new room	4	0	4	2	2
Stairs - Damaged, broken, or needs improvement	4	0	4	0	4
Latrine - New toilet requested	3	0	3	1	2
Treatment - Waited too long	2	0	2	0	2

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	WASH	Food Security	Protection	Site Management	Health	Education	Energy & Environment	ID Documents	Nutrition
Tickets Received	218	147	46	29	5	4	2	0	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	218	147	46	29	5	4	2	0	0	0	0
Total Replies	100	0	27	0	0	0	0	0	0	0	0
Open Tickets	118	147	19	29	5	4	2	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	111
Pathway - Damaged, broken, or needs improvement	100
Request for fresh food enlistment - Request for fresh food	29
Stairs - Requested	27
Pathway - Requested	15
Water tap & Tubewell - Requesting new facility	8
Bathing Station - Requested	5
Damage to shelter - Shelter damaged by weather	5
Protection Referral (UNHCR)	5
Not working - Solar supply	4
Stairs - Damaged, broken, or needs improvement	4
Bathing Station - Broken or Damaged	2
Latrine - New toilet requested	2
Request for additional room - Request for new room	2
Treatment - Waited too long	2
Water tap & Tubewell - Not Working	2
Drainage - Blocked or Water logging	1

Common Feedback Platform - CFP

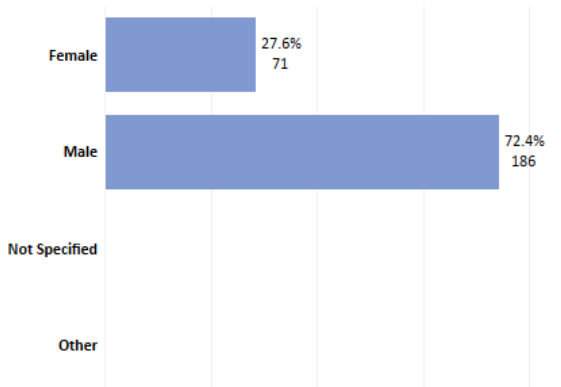
Monthly Camp Report | October 2024 | Camp 06

Summary for October 2024

- 257 tickets received in this camp
- 0 tickets closed on the spot*
- 257 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.

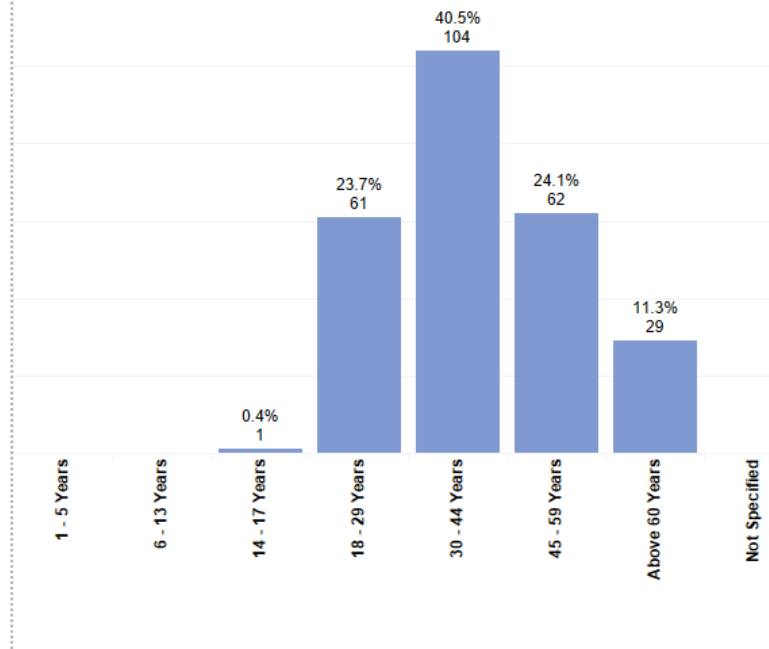
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter Materials - Request additional materials	96	0	96	2	94
Pathway - Requested	49	0	49	1	48
Damage to shelter - Shelter damaged over time	26	0	26	0	26
Request for fresh food enlistment - Request for fresh food	23	0	23	6	17
LPG Gas - Not enough for family	16	0	16	0	16
Pathway - Damaged, broken, or needs improvement	11	0	11	1	10
Relocation & Repatriation - Temporary relocation	6	0	6	6	0
Damage to shelter - Shelter damaged by weather	4	0	4	0	4
Request for additional room - Request for new room	4	0	4	1	3
Protection Referral (UNHCR)	3	0	3	2	1
SCOPE Card - Lost	3	0	3	2	1
Stairs - Damaged, broken, or needs improvement	3	0	3	0	3

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Food Security	Energy & Environment	Site Management	WASH	ID Documents	Protection	Health	Education	Nutrition
Tickets Received	131	67	25	16	6	4	3	3	2	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	131	67	25	16	6	4	3	3	2	0	0
Total Replies	4	3	8	0	6	0	2	2	0	0	0
Open Tickets	127	64	17	16	0	4	1	1	2	0	0

Top Open Tickets this Month

Ticket Description	Count
Shelter Materials - Request additional materials	94
Pathway - Requested	48
Damage to shelter - Shelter damaged over time	26
Request for fresh food enlistment - Request for fresh food	17
LPG Gas - Not enough for family	16
Pathway - Damaged, broken, or needs improvement	10
Damage to shelter - Shelter damaged by weather	4
Request for additional room - Request for new room	3
Stairs - Damaged, broken, or needs improvement	3
Drainage - Blocked or Water logging	2
General Health Card - Did not receive	2
Latrine - New toilet requested	2
Bridge - Requested	1
Latrine - Latrine not working properly	1
Protection Referral (UNHCR)	1
SCOPE Card - Lost	1
Water tap - Poor quality water	1

Common Feedback Platform - CFP

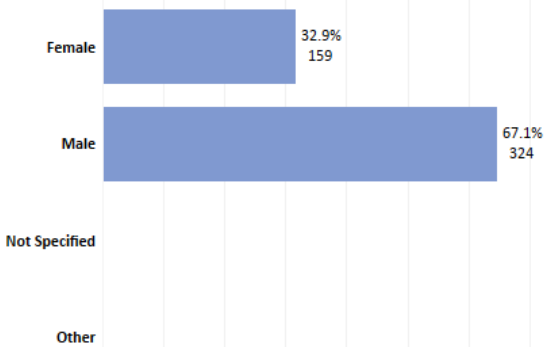
Monthly Camp Report | October 2024 | Camp 07

Summary for October 2024

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

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

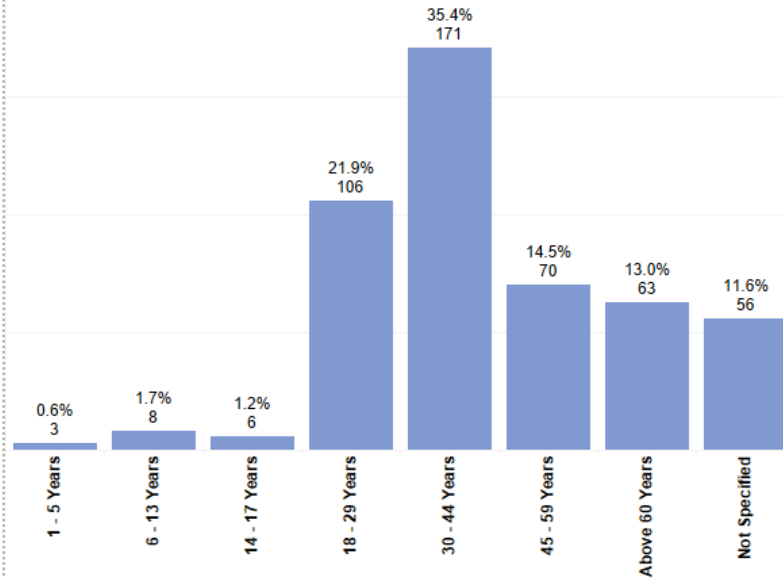
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	227	0	227	81	146
Damage to shelter - Shelter damaged by weather	122	0	122	56	66
Request for fresh food enlistment - Request for fresh food	59	0	59	16	43
Stairs - Damaged, broken, or needs improvement	29	0	29	15	14
Stairs - Requested	14	0	14	5	9
Pathway - Damaged, broken, or needs improvement	9	0	9	3	6
Protection Referral (UNHCR)	8	0	8	8	0
Shelter Materials - Request additional materials	4	0	4	0	4
Treatment - Waited too long	4	0	4	0	4
Slope/Ramp - Damaged, broken, or needs improvement	2	0	2	0	2
Slope/Ramp - Requested	2	0	2	2	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Food Security	Site Development	Protection	Health	Energy & Environment	Site Management	Education	ID Documents	Nutrition	WASH
Tickets Received	353	59	57	8	4	1	1	0	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	353	59	57	8	4	1	1	0	0	0	0
Total Replies	137	16	26	8	0	1	0	0	0	0	0
Open Tickets	216	43	31	0	4	0	1	0	0	0	0

Top Open Tickets this Month

Ticket Description	Open Tickets
Damage to shelter - Shelter damaged over time	146
Damage to shelter - Shelter damaged by weather	66
Request for fresh food enlistment - Request for fresh food	43
Stairs - Damaged, broken, or needs improvement	14
Stairs - Requested	9
Pathway - Damaged, broken, or needs improvement	6
Shelter Materials - Request additional materials	4
Treatment - Waited too long	4
Slope/Ramp - Damaged, broken, or needs improvement	2
Not working - Solar supply	1

Common Feedback Platform - CFP

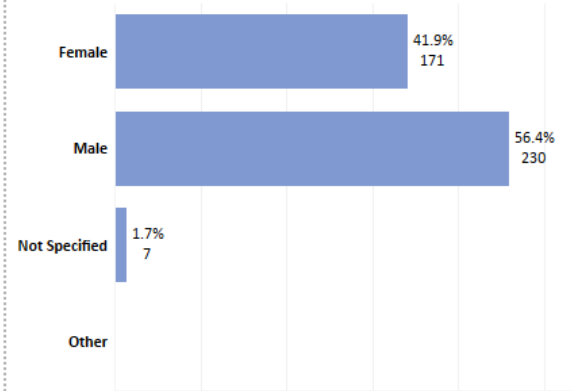
Monthly Camp Report | October 2024 | **Camp 08E**

Summary for October 2024

- 408** tickets received in this camp
- 8** tickets closed on the spot*
- 400** tickets referred to relevant actors
- 80** responses given by relevant actors

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

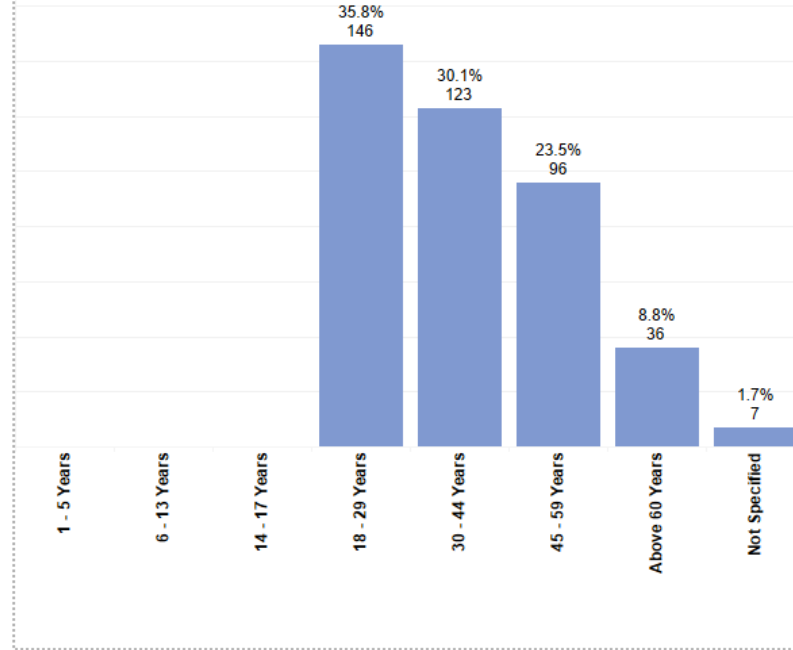
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Requested	96	0	96	11	85
Cash for Work - Has not been enrolled	61	0	61	4	57
Slope Protection (erosion) - Damaged, broken, or needs improvement	56	0	56	5	51
Drainage - Drain Requested	24	0	24	0	24
Request for fresh food enlistment - Request for fresh food	23	0	23	0	23
Stairs - Requested	21	0	21	1	20
Food distributions - Missed Token	14	0	14	11	3
Community Conflict - Tree Cutting	13	0	13	14	0
Cooking Stove - Did not receive	11	0	11	2	9
SCOPE Card - Has not received new SCOPE Card	11	0	11	0	11
LPG Gas - Did not receive cylinder	10	0	10	3	7
Pathway - Requested	9	0	9	1	8
Food distributions - Household has not received food	8	0	8	0	8
Protection Referral (DRC)	7	7	0	0	0
Latrine - New toilet requested	5	0	5	2	3
Protection Referral (UNHCR)	5	0	5	4	1
LPG Gas - Did not receive refill	4	0	4	6	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Site Management	Food Security	Energy & Environment	WASH	ID Documents	Protection	Shelter & NFI	Education	Health	Nutrition
Tickets Received	219	75	47	27	14	13	12	1	0	0	0
Total Closed on the Spot	0	0	0	1	0	0	7	0	0	0	0
Total Referred	219	75	47	26	14	13	5	1	0	0	0
Total Replies	21	20	13	13	9	0	4	0	0	0	0
Open Tickets	198	55	34	13	5	13	1	1	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Slope Protection (erosion) - Requested	85
Cash for Work - Has not been enrolled	57
Slope Protection (erosion) - Damaged, broken, or needs improvement	51
Drainage - Drain Requested	24
Request for fresh food enlistment - Request for fresh food	23
Stairs - Requested	20
SCOPE Card - Has not received new SCOPE Card	11
Cooking Stove - Did not receive	9
Food distributions - Household has not received food	8
Pathway - Requested	8
LPG Gas - Did not receive cylinder	7
Food distributions - Missed Token	3
Lamp post or Street light - Requested	3
Latrine - New toilet requested	3
Bathing Station - Requested	2
Drainage Cover (Slab) - Requested	2
Pathway - Damaged, broken, or needs improvement	2

Common Feedback Platform - CFP

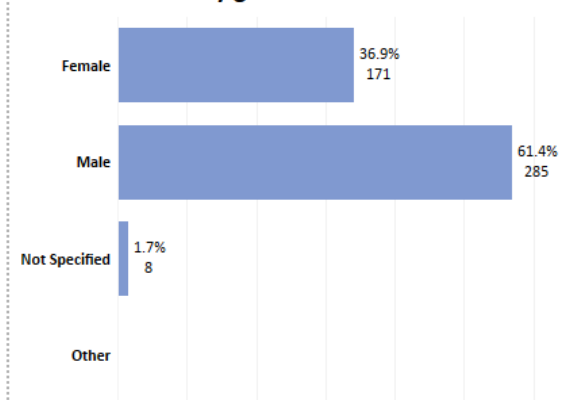
Monthly Camp Report | October 2024 | **Camp 08W**

Summary for October 2024

- 464** tickets received in this camp
- 10** tickets closed on the spot*
- 454** tickets referred to relevant actors
- 178** responses given by relevant actors

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

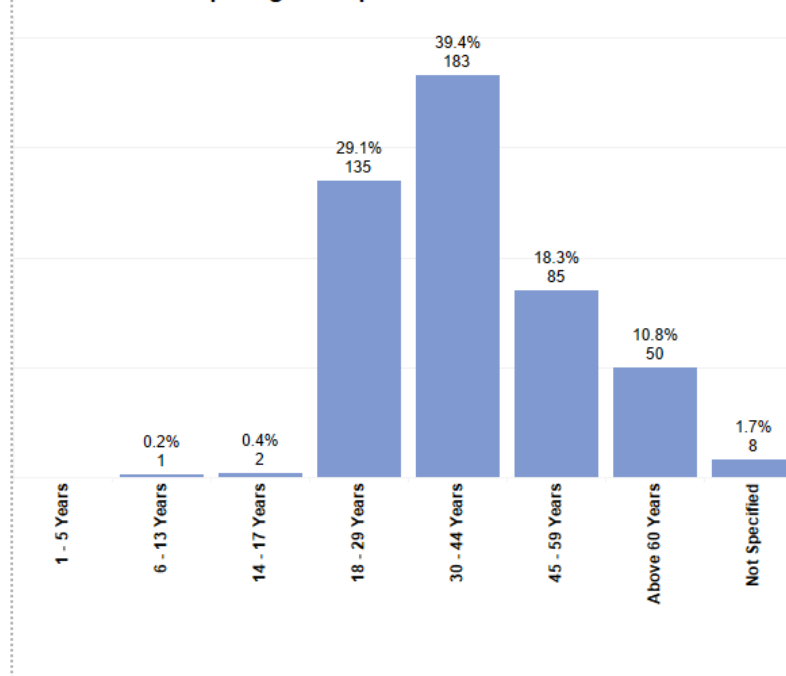
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
LPG Gas - Not enough for family	120	0	120	0	120
Slope Protection (erosion) - Requested	115	0	115	87	28
Request for fresh food enlistment - Request for fresh food	42	0	42	0	42
Slope Protection (erosion) - Damaged, broken, or needs improvement	26	0	26	27	0
Stairs - Requested	21	0	21	14	7
Pathway - Requested	20	0	20	7	13
Drainage - Drain Requested	17	0	17	5	12
Cooking Stove - Did not receive	13	0	13	1	12
LPG Gas - Did not receive cylinder	13	0	13	0	13
Lamp post or Street light - Requested	11	0	11	14	0
Protection Referral (DRC)	8	8	0	0	0
Water tap & Tubewell - Requesting new facility	7	0	7	1	6
Food distributions - Household has not received food	6	0	6	2	4
Protection Referral (UNHCR)	6	0	6	0	6
Food distributions - HH wants someone outside their family to collect food	5	0	5	0	5
Lamp post or Street light - Damaged, broken, or needs improvement	5	0	5	2	3
Water tap - Requested	4	0	4	0	4

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Energy & Environment	Food Security	WASH	Protection	Shelter & NFI	ID Documents	Education	Health	Nutrition	Site Management
Tickets Received	223	151	54	15	14	5	2	0	0	0	0
Total Closed on the Spot	0	0	0	0	8	2	0	0	0	0	0
Total Referred	223	151	54	15	6	3	2	0	0	0	0
Total Replies	169	1	2	3	0	0	2	0	0	0	1
Open Tickets	54	150	52	12	6	3	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Open Tickets
LPG Gas - Not enough for family	120
Request for fresh food enlistment - Request for fresh food	42
Slope Protection (erosion) - Requested	28
LPG Gas - Did not receive cylinder	13
Pathway - Requested	13
Cooking Stove - Did not receive	12
Drainage - Drain Requested	12
Stairs - Requested	7
Protection Referral (UNHCR)	6
Water tap & Tubewell - Requesting new facility	6
Food distributions - HH wants someone outside their family to collect food	5
Food distributions - Household has not received food	4
Water tap - Requested	4
Lamp post or Street light - Damaged, broken, or needs improvement	3
LPG Gas - Did not receive refill	2
LPG Gas - Lost or stolen cylinder	2
Pathway - Damaged, broken, or needs improvement	2

Common Feedback Platform - CFP

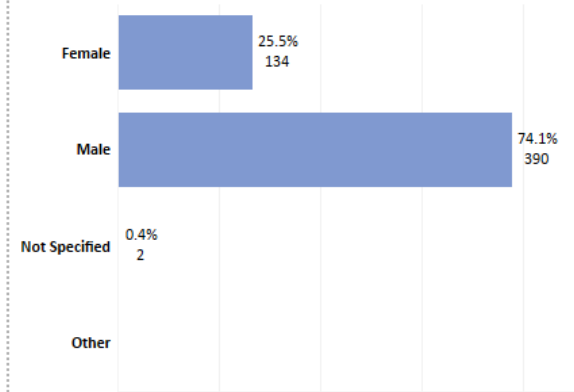
Monthly Camp Report | October 2024 | **Camp 09**

Summary for October 2024

- 526** tickets received in this camp
- 217** tickets closed on the spot*
- 309** tickets referred to relevant actors
- 247** responses given by relevant actors

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

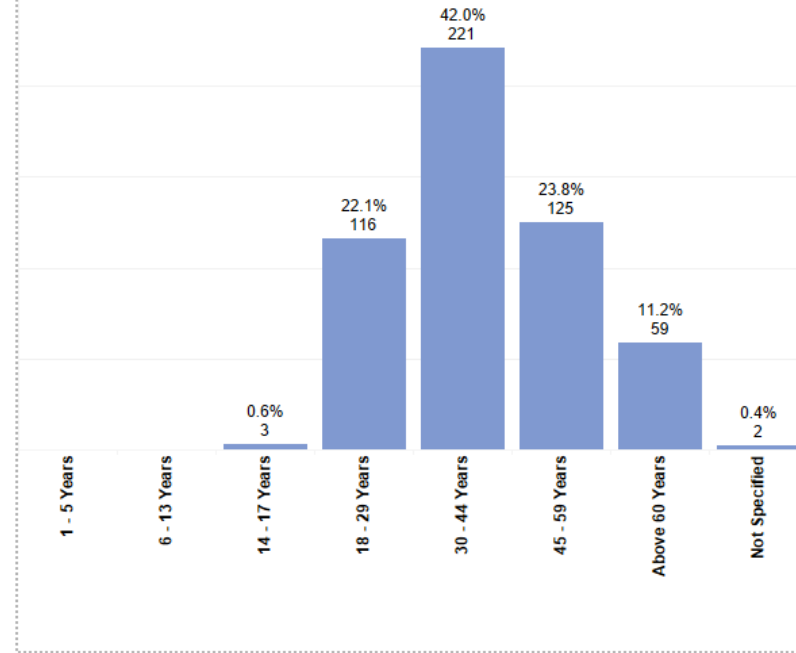
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Damaged, broken, or needs improvement	88	0	88	85	3
Damage to shelter - Shelter damaged over time	69	69	0	0	0
Cash for Work - Has not been selected for CFW in long time	43	43	0	0	0
Drainage - Drain Requested	40	0	40	33	7
LPG Gas - Not enough for family	40	40	0	0	0
Request for fresh food enlistment - Request for fresh food	28	0	28	0	28
Slope Protection (erosion) - Requested	26	0	26	22	4
Cash for Work - Requested CFW	25	25	0	0	0
Stairs - Damaged, broken, or needs improvement	24	0	24	21	3
Drainage Cover (Slab) - Requested	13	0	13	10	3
Shelter Materials - Request additional materials	13	13	0	0	0
Stairs - Requested	12	0	12	10	2
Bridge - Damaged, broken, or needs improvement	11	0	11	12	0
Pathway - Requested	10	0	10	14	0
Latrine - Needs desludging	9	0	9	8	1
NFI - Request additional materials	8	8	0	0	0
Shelter Materials - Missed Distribution	8	0	8	4	4

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Shelter & NFI	Site Management	Energy & Environment	Food Security	WASH	ID Documents	Protection	Education	Health	Nutrition
Tickets Received	243	105	68	43	31	20	9	7	0	0	0
Total Closed on the Spot	0	93	68	42	3	3	6	2	0	0	0
Total Referred	243	12	0	1	28	17	3	5	0	0	0
Total Replies	220	7	2	1	0	13	0	4	0	0	0
Open Tickets	23	5	0	0	28	4	3	1	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Request for fresh food enlistment - Request for fresh food	28
Drainage - Drain Requested	7
Soap & Hygiene Kit - Did not receive	5
Shelter Materials - Missed Distribution	4
Slope Protection (erosion) - Requested	4
Drainage Cover (Slab) - Requested	3
Slope Protection (erosion) - Damaged, broken, or needs improvement	3
Stairs - Damaged, broken, or needs improvement	3
Drainage - Blocked or Water logging	2
Drainage - Damaged, broken, or needs improvement	2
SCOPE Card - Lost	2
Shelter Number - Requested	2
Stairs - Requested	2
Fence or railing for path or stairs - Damaged, broken, or needs improvement	1
Fence or railing for path or stairs - Requested	1
Latrine - Needs desludging	1
Protection Referral (UNHCR)	1

Common Feedback Platform - CFP

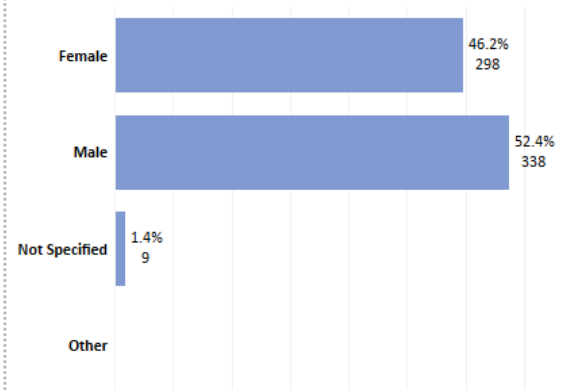
Monthly Camp Report | October 2024 | **Camp 10**

Summary for October 2024

- 645** tickets received in this camp
- 12** tickets closed on the spot*
- 633** tickets referred to relevant actors
- 491** responses given by relevant actors

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

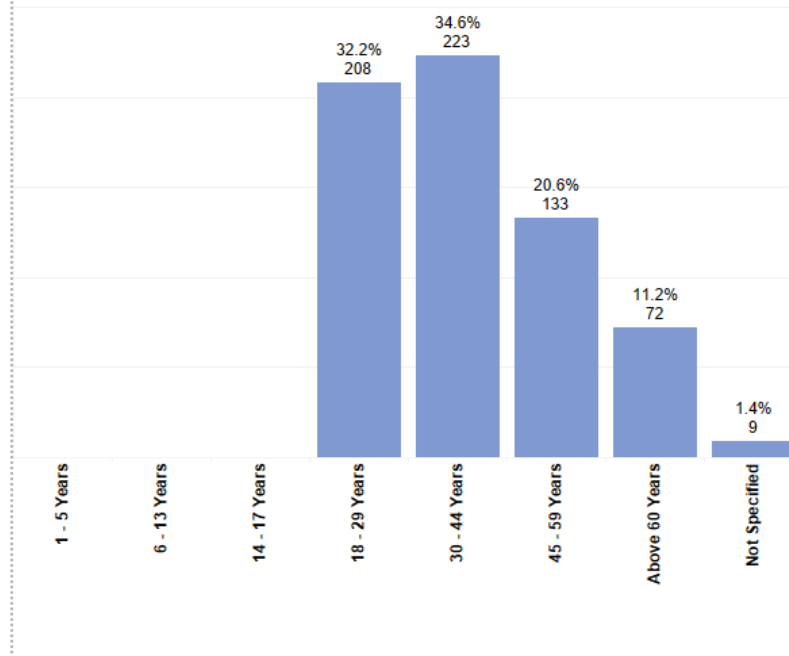
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter Materials - Missed Distribution	188	0	188	81	107
Slope Protection (erosion) - Requested	185	0	185	208	0
Cash for Work - Has not been enrolled	42	0	42	57	0
Shelter Number - Requested	35	0	35	2	33
Stairs - Requested	22	0	22	37	0
Request for fresh food enlistment - Request for fresh food	19	0	19	0	19
Drainage - Drain Requested	17	0	17	11	6
LPG Porters - Requested	17	0	17	15	2
Soap & Hygiene Kit - Did not receive	17	0	17	16	1
SCOPE Card - Has not received new SCOPE Card	8	0	8	1	7
Latrine - New toilet requested	7	0	7	2	5
Protection Referral (DRC)	7	7	0	0	0
SCOPE Card - No balance on card	7	0	7	5	2
Drainage - Blocked or Water logging	6	0	6	4	2
Drainage Cover (Slab) - Requested	6	0	6	5	1
How to receive shelter upgradation material from IOM instead of receiving...	6	1	5	0	5
Slope Protection (erosion) - Damaged, broken, or needs improvement	6	0	6	10	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Shelter & NFI	Site Management	WASH	Food Security	Energy & Environment	ID Documents	Protection	Education	Health	Nutrition
Tickets Received	254	234	49	30	24	22	22	10	0	0	0
Total Closed on the Spot	0	2	0	0	0	0	1	9	0	0	0
Total Referred	254	232	49	30	24	22	21	1	0	0	0
Total Replies	287	89	58	25	0	24	7	1	0	0	0
Open Tickets	0	143	0	5	24	0	14	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Shelter Materials - Missed Distribution	107
Shelter Number - Requested	33
Request for fresh food enlistment - Request for fresh food	19
SCOPE Card - Has not received new SCOPE Card	7
Drainage - Drain Requested	6
How to receive shelter upgradation material from IOM instead of receiving constructed shelter from...	5
Latrine - New toilet requested	5
SCOPE Card - Damaged	5
Community Conflict - Tree Cutting	4
Food Porters - Requested	4
Cash for Work - Payment delayed	2
Drainage - Blocked or Water logging	2
LPG Porters - Requested	2
SCOPE Card - No balance on card	2
Water tap - Requested	2
Drainage - Damaged, broken, or needs improvement	1
Drainage Cover (Slab) - Requested	1

Common Feedback Platform - CFP

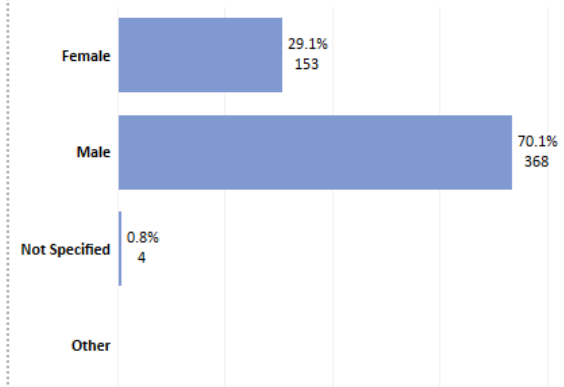
Monthly Camp Report | October 2024 | **Camp 11**

Summary for October 2024

- 525** tickets received in this camp
- 162** tickets closed on the spot*
- 363** tickets referred to relevant actors
- 102** responses given by relevant actors

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

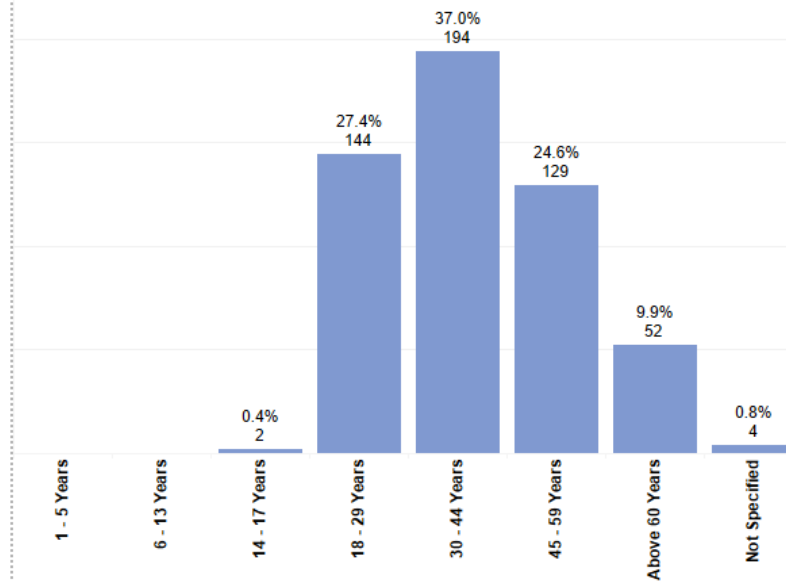
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Requested	88	0	88	28	60
Request for fresh food enlistment - Request for fresh food	66	0	66	6	60
Cash for Work - Has not been selected for CFW in long time	60	60	0	0	0
Cash for Work - Requested CFW	54	54	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	48	0	48	7	41
Stairs - Requested	26	0	26	3	23
Cash for Work - Has not been enrolled	22	0	22	7	15
Drainage - Drain Requested	20	0	20	6	14
Pathway - Requested	17	0	17	4	13
LPG Gas - Did not receive cylinder	13	0	13	5	8
Shelter Materials - Request additional materials	12	12	0	0	0
Damage to shelter - Shelter damaged over time	11	11	0	0	0
Drainage Cover (Slab) - Requested	10	0	10	3	7
Protection Referral (UNHCR)	6	0	6	6	0
SMART Card & Family Attestation - Add New Born	6	6	0	0	0
Soap & Hygiene Kit - Did not receive	6	0	6	4	2
Shelter Number - Requested	5	0	5	2	3

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Site Management	Food Security	Shelter & NFI	Energy & Environment	ID Documents	WASH	Protection	Education	Health	Nutrition
Tickets Received	223	141	70	32	19	15	13	10	1	1	0
Total Closed on the Spot	1	114	2	27	2	12	0	4	0	0	0
Total Referred	222	27	68	5	17	3	13	6	1	1	0
Total Replies	53	7	9	2	10	0	14	6	0	1	0
Open Tickets	169	20	59	3	7	3	0	0	1	0	0

Top Open Tickets this Month

Ticket Description	Count
Request for fresh food enlistment - Request for fresh food	60
Slope Protection (erosion) - Requested	60
Slope Protection (erosion) - Damaged, broken, or needs improvement	41
Stairs - Requested	23
Cash for Work - Has not been enrolled	15
Drainage - Drain Requested	14
Pathway - Requested	13
LPG Gas - Did not receive cylinder	8
Drainage Cover (Slab) - Requested	7
Drainage - Damaged, broken, or needs improvement	3
Pathway - Damaged, broken, or needs improvement	3
Shelter Number - Requested	3
Stairs - Damaged, broken, or needs improvement	3
When is my next Cash for Work rotation day?	3
Cooking Stove - Did not receive	2
Drainage - Blocked or Water logging	2
SCOPE Card - Has not received new SCOPE Card	2

Common Feedback Platform - CFP

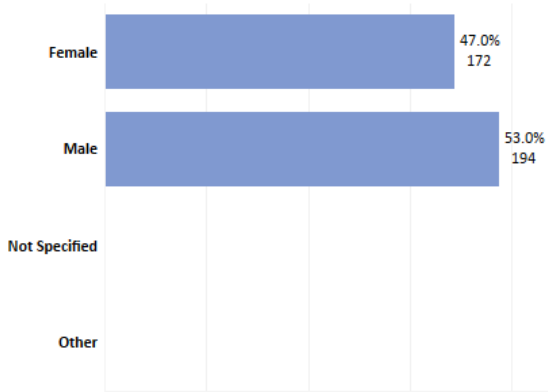
Monthly Camp Report | October 2024 | **Camp 12**

Summary for October 2024

- 366** tickets received in this camp
- 6** tickets closed on the spot*
- 360** tickets referred to relevant actors
- 259** responses given by relevant actors

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

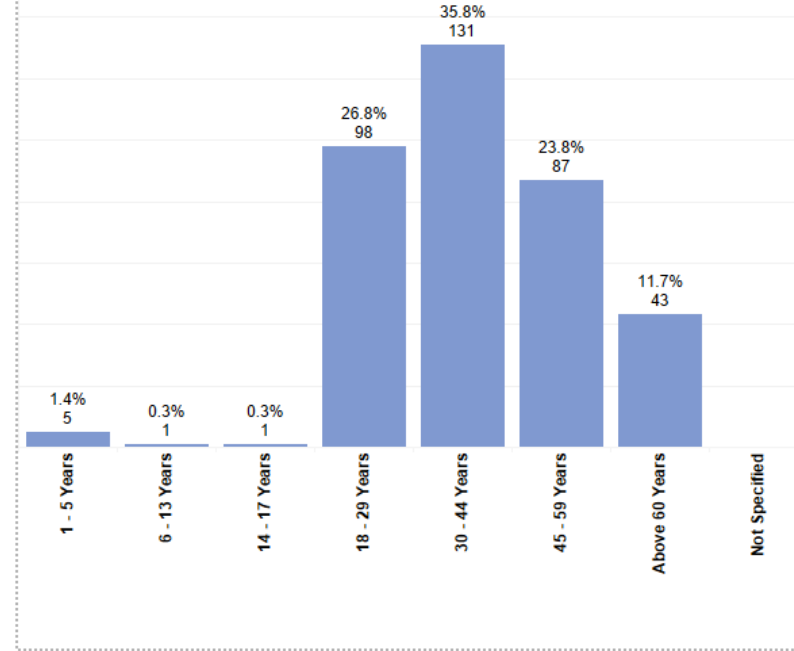
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Requested	99	0	99	70	29
Slope Protection (erosion) - Damaged, broken, or needs improvement	32	0	32	57	0
Soap & Hygiene Kit - Did not receive	26	0	26	10	16
Shelter Materials - Missed Distribution	25	0	25	3	22
Drainage - Drain Requested	22	0	22	21	1
LPG Gas - Did not receive refill	18	0	18	10	8
Request for fresh food enlistment - Request for fresh food	17	0	17	1	16
Stairs - Requested	13	0	13	14	0
Cash for Work - Has not been enrolled	10	0	10	8	2
Protection Referral (UNHCR)	9	0	9	4	5
Food distributions - Household has not received food	8	0	8	5	3
Latrine - New toilet requested	8	0	8	1	7
Pathway - Requested	8	0	8	6	2
LPG Gas - Did not receive cylinder	7	0	7	1	6
Drainage Cover (Slab) - Requested	6	0	6	6	0
Latrine - Broken	6	0	6	5	1
Cooking Stove - Did not receive	5	0	5	0	5

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	WASH	Energy & Environment	Shelter & NFI	Food Security	Site Management	ID Documents	Protection	Health	Nutrition	Education
Tickets Received	197	51	34	27	25	12	9	9	1	1	0
Total Closed on the Spot	0	0	3	2	0	0	1	0	0	0	0
Total Referred	197	51	31	25	25	12	8	9	1	1	0
Total Replies	189	27	14	3	7	11	3	4	0	1	0
Open Tickets	8	24	17	22	18	1	5	5	1	0	0

Top Open Tickets this Month

Ticket Description	Count
Slope Protection (erosion) - Requested	29
Shelter Materials - Missed Distribution	22
Request for fresh food enlistment - Request for fresh food	16
Soap & Hygiene Kit - Did not receive	16
LPG Gas - Did not receive refill	8
Latrine - New toilet requested	7
LPG Gas - Did not receive cylinder	6
Cooking Stove - Did not receive	5
Protection Referral (UNHCR)	5
Fence or railing for path or stairs - Requested	3
Food distributions - Household has not received food	3
Cash for Work - Has not been enrolled	2
Lamp post or Street light - Damaged, broken, or needs improvement	2
Pathway - Requested	2
SCOPE Card - Lost	2
SCOPE Card - No balance on card	2
Tubewell - Not Working	2

Common Feedback Platform - CFP

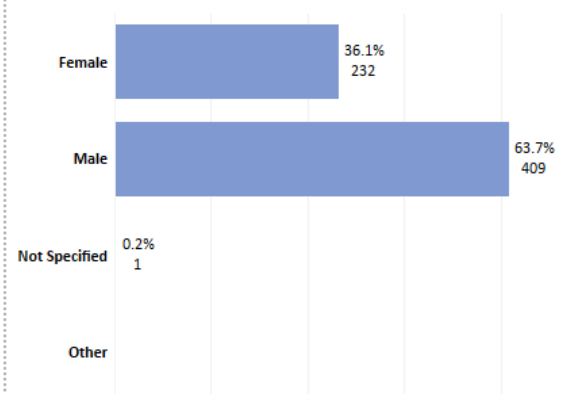
Monthly Camp Report | October 2024 | Camp 13

Summary for October 2024

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

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

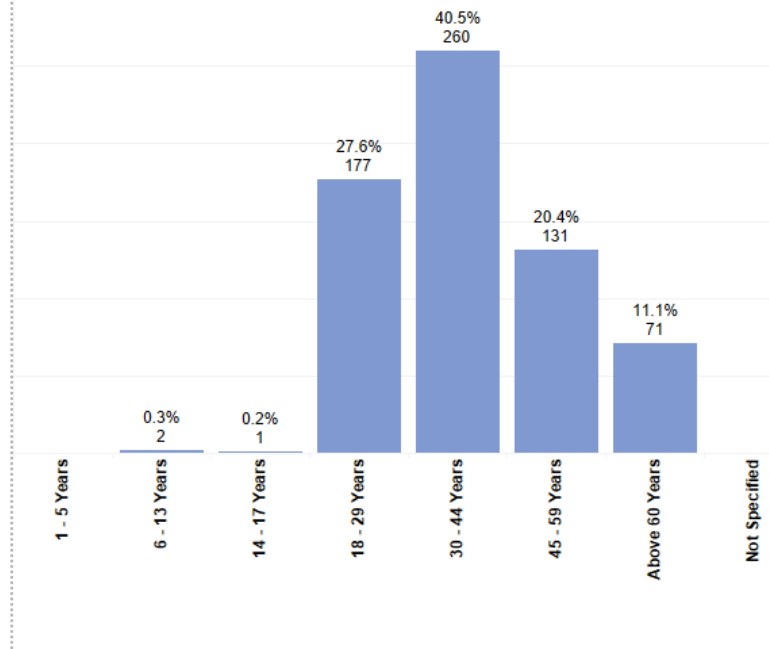
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Damaged, broken, or needs improvement	194	0	194	177	17
Shelter Materials - Missed Distribution	104	0	104	79	25
Slope Protection (erosion) - Requested	75	0	75	66	9
NFI - Missed Distribution	37	0	37	5	32
Cash for Work - Requested CFW	18	18	0	0	0
Damage to shelter - Shelter damaged over time	16	16	0	0	0
Pathway - Damaged, broken, or needs improvement	15	0	15	9	6
Stairs - Damaged, broken, or needs improvement	15	0	15	7	8
Latrine - New toilet requested	14	0	14	0	14
Cash for Work - Has not been enrolled	11	0	11	3	8
Request for fresh food enlistment - Request for fresh food	11	0	11	0	11
Protection Referral (UNHCR)	10	0	10	9	1
Latrine - Broken	9	0	9	2	7
Stairs - Requested	9	0	9	6	3
Pathway - Requested	7	0	7	3	4
Drainage Cover (Slab) - Requested	6	0	6	8	0
Lamp post or Street light - Requested	6	0	6	3	3

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Shelter & NFI	WASH	Site Management	ID Documents	Food Security	Protection	Energy & Environment	Education	Health	Nutrition
Tickets Received	348	171	36	33	26	11	10	7	0	0	0
Total Closed on the Spot	0	21	0	20	19	0	0	5	0	0	0
Total Referred	348	150	36	13	7	11	10	2	0	0	0
Total Replies	290	86	4	3	2	0	9	3	0	0	0
Open Tickets	58	64	32	10	5	11	1	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
NFI - Missed Distribution	32
Shelter Materials - Missed Distribution	25
Slope Protection (erosion) - Damaged, broken, or needs improvement	17
Latrine - New toilet requested	14
Request for fresh food enlistment - Request for fresh food	11
Slope Protection (erosion) - Requested	9
Cash for Work - Has not been enrolled	8
Stairs - Damaged, broken, or needs improvement	8
Latrine - Broken	7
Pathway - Damaged, broken, or needs improvement	6
Lamp post or Street light - Damaged, broken, or needs improvement	4
Pathway - Requested	4
Shelter Number - Requested	4
Lamp post or Street light - Requested	3
SCOPE Card - No balance on card	3
Shelter Kit - Requested (evicted household)	3
Stairs - Requested	3

Common Feedback Platform - CFP

Monthly Camp Report | October 2024 | **Camp 14**

Summary for October 2024

1,081 tickets received in this camp

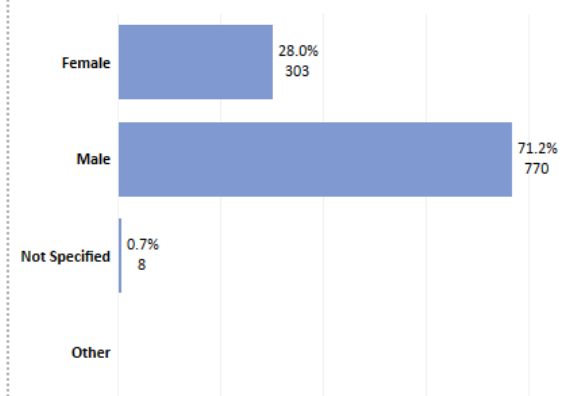
797 tickets closed on the spot*

284 tickets referred to relevant actors

161 responses given by relevant actors

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

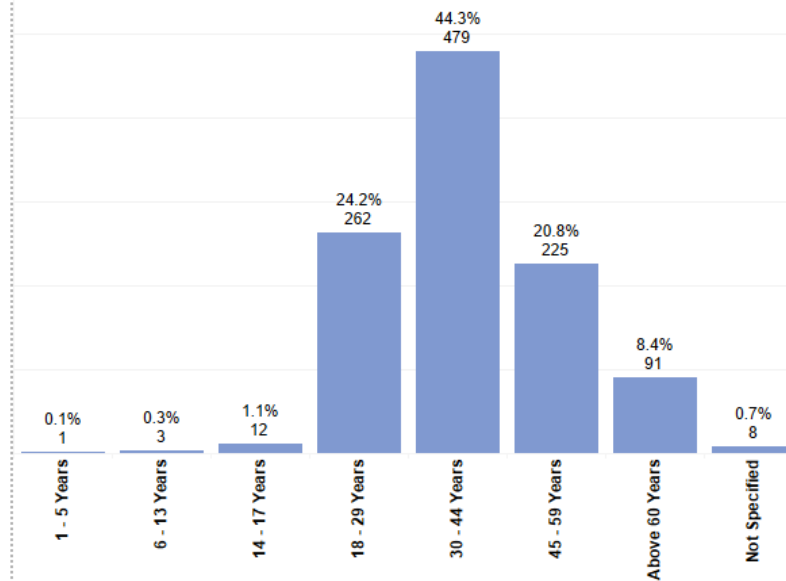
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Cash for Work - Has not been selected for CFW in long time	310	310	0	0	0
Cash for Work - Requested CFW	92	92	0	0	0
NFI - Request additional materials	78	78	0	0	0
Slope Protection (erosion) - Requested	58	0	58	30	28
LPG Gas - Not enough for family	54	54	0	0	0
Shelter Number - Requested	37	0	37	12	25
Soap & Hygiene Kit - Not enough	37	37	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	36	0	36	21	15
Request for fresh food enlistment - Request for fresh food	25	0	25	0	25
SMART Card & Family Attestation - Lost ID Card	25	25	0	0	0
Cash for Work - Has not been enrolled	21	0	21	29	0
Stairs - Damaged, broken, or needs improvement	18	0	18	1	17
SMART Card & Family Attestation - Request for individual SMART card	16	16	0	0	0
SMART Card & Family Attestation - Add New Member	15	15	0	0	0
Damage to shelter - Shelter damaged over time	14	14	0	0	0
Drainage - Drain Requested	12	0	12	0	12
Shelter Materials - Request additional materials	12	12	0	0	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	Site Development	Shelter & NFI	ID Documents	Energy & Environment	WASH	Food Security	Protection	Health	Nutrition	Education
Tickets Received	443	182	161	92	73	65	45	13	3	3	1
Total Closed on the Spot	417	20	124	85	70	52	19	8	1	1	0
Total Referred	26	162	37	7	3	13	26	5	2	2	1
Total Replies	45	73	14	2	4	17	2	0	3	0	1
Open Tickets	0	89	23	5	0	0	24	5	0	2	0

Top Open Tickets this Month

Ticket Description	Count
Slope Protection (erosion) - Requested	28
Request for fresh food enlistment - Request for fresh food	25
Shelter Number - Requested	25
Stairs - Damaged, broken, or needs improvement	17
Slope Protection (erosion) - Damaged, broken, or needs improvement	15
Drainage - Drain Requested	12
Stairs - Requested	7
Pathway - Damaged, broken, or needs improvement	5
Protection Referral (UNHCR)	5
Community Conflict - Waste water & drainage	2
Fence or railing for path or stairs - Damaged, broken, or needs improvement	2
Latrine - New toilet requested	2
Nutrition Assistance - Did not receive distribution	2
SCOPE Card - Lost	2
SCOPE Card - No balance on card	2
Bathing Station - Requested	1
Drainage Cover (Slab) - Requested	1

Common Feedback Platform - CFP

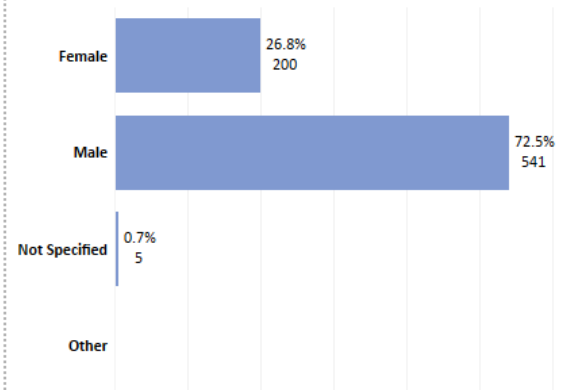
Monthly Camp Report | October 2024 | **Camp 15**

Summary for October 2024

- 746** tickets received in this camp
- 247** tickets closed on the spot*
- 499** tickets referred to relevant actors
- 436** responses given by relevant actors

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

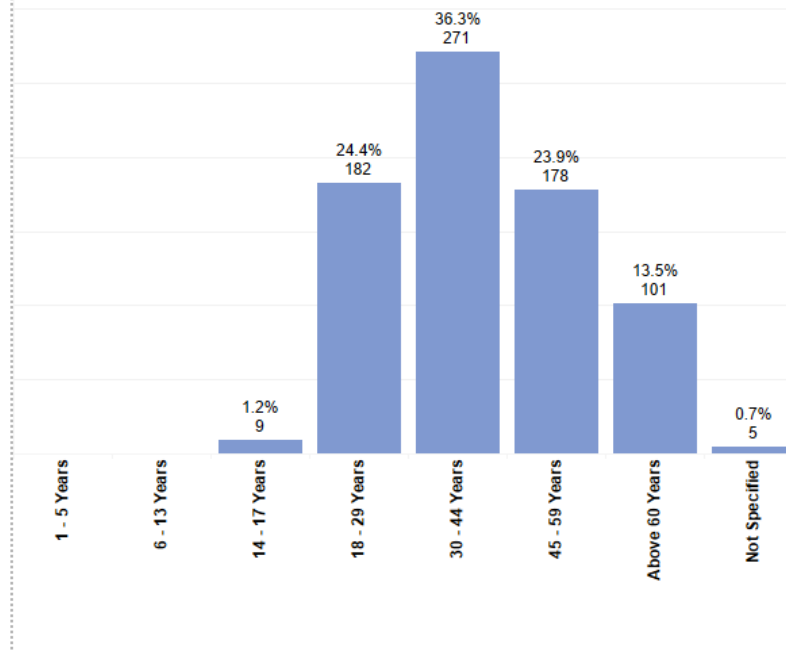
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Damaged, broken, or needs improvement	121	0	121	77	44
Cash for Work - Has not been selected for CFW in long time	119	119	0	0	0
Cash for Work - Has not been enrolled	89	0	89	135	0
Slope Protection (erosion) - Requested	85	0	85	83	2
Cash for Work - Requested CFW	51	51	0	0	0
Request for fresh food enlistment - Request for fresh food	30	0	30	0	30
NFI - Request additional materials	22	22	0	0	0
Drainage - Drain Requested	20	0	20	11	9
Shelter Materials - Missed Distribution	18	0	18	17	1
Pathway - Damaged, broken, or needs improvement	15	0	15	7	8
Protection Referral (UNHCR)	13	4	9	0	9
Shelter Number - Requested	13	0	13	13	0
Pathway - Requested	11	0	11	12	0
Stairs - Requested	10	0	10	6	4
Changes to Education - Secondary education requested	8	7	1	0	1
Drainage - Blocked or Water logging	8	0	8	0	8
Drainage Cover (Slab) - Requested	7	0	7	2	5

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Site Management	Shelter & NFI	Food Security	ID Documents	WASH	Protection	Energy & Environment	Health	Education	Nutrition
Tickets Received	296	264	69	31	21	19	16	12	10	8	0
Total Closed on the Spot	3	172	37	1	18	0	7	2	0	7	0
Total Referred	293	92	32	30	3	19	9	10	10	1	0
Total Replies	203	136	33	0	2	15	0	28	19	0	0
Open Tickets	90	0	0	30	1	4	9	0	0	1	0

Top Open Tickets this Month

Ticket Description	Count
Slope Protection (erosion) - Damaged, broken, or needs improvement	44
Request for fresh food enlistment - Request for fresh food	30
Drainage - Drain Requested	9
Protection Referral (UNHCR)	9
Drainage - Blocked or Water logging	8
Pathway - Damaged, broken, or needs improvement	8
Drainage Cover (Slab) - Requested	5
Drainage - Damaged, broken, or needs improvement	4
Stairs - Requested	4
General Health Card - Fully filled up	3
Lamp post or Street light - Damaged, broken, or needs improvement	3
Bathing Station - Broken or Damaged	2
Slope Protection (erosion) - Requested	2
Stairs - Damaged, broken, or needs improvement	2
Tubewell - Not Working	2
Bathing Station - Requested	1
Cash for Work - Has received less payment than days worked	1

Common Feedback Platform - CFP

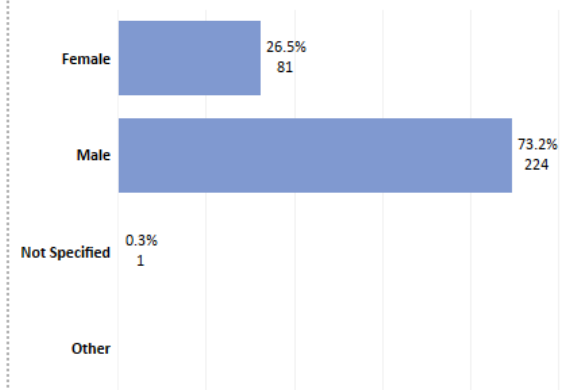
Monthly Camp Report | October 2024 | **Camp 16**

Summary for October 2024

- 306** tickets received in this camp
- 8** tickets closed on the spot*
- 298** 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.

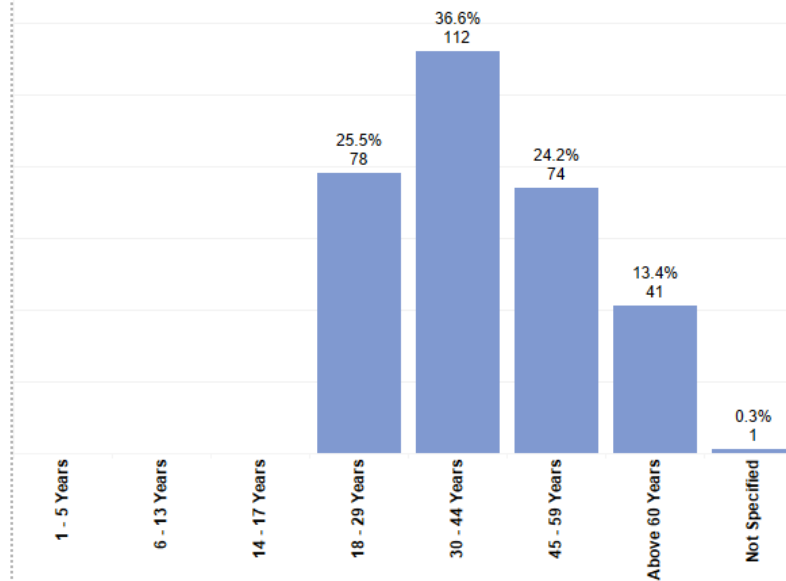
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Requested	71	0	71	42	29
Slope Protection (erosion) - Damaged, broken, or needs improvement	45	0	45	30	15
Shelter Number - Requested	24	0	24	0	24
Shelter Materials - Missed Distribution	18	0	18	0	18
Cash for Work - Has not been enrolled	17	0	17	1	16
Drainage - Drain Requested	16	0	16	2	14
Request for fresh food enlistment - Request for fresh food	12	0	12	0	12
Pathway - Requested	11	0	11	6	5
Latrine - Broken	8	0	8	11	0
Drainage Cover (Slab) - Requested	7	0	7	0	7
General Health Card - Lost, damaged or Stolen	6	0	6	4	2
Pathway - Damaged, broken, or needs improvement	6	0	6	3	3
Stairs - Damaged, broken, or needs improvement	6	0	6	1	5

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Shelter & NFI	WASH	Site Management	Energy & Environment	Food Security	Health	Protection	ID Documents	Education	Nutrition
Tickets Received	176	46	24	20	13	12	10	4	1	0	0
Total Closed on the Spot	0	1	0	1	5	0	0	1	0	0	0
Total Referred	176	45	24	19	8	12	10	3	1	0	0
Total Replies	91	0	48	2	11	0	12	0	1	0	0
Open Tickets	85	45	0	17	0	12	0	3	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Slope Protection (erosion) - Requested	29
Shelter Number - Requested	24
Shelter Materials - Missed Distribution	18
Cash for Work - Has not been enrolled	16
Slope Protection (erosion) - Damaged, broken, or needs improvement	15
Drainage - Drain Requested	14
Request for fresh food enlistment - Request for fresh food	12
Drainage Cover (Slab) - Requested	7
Drainage - Damaged, broken, or needs improvement	5
Pathway - Requested	5
Stairs - Damaged, broken, or needs improvement	5
Pathway - Damaged, broken, or needs improvement	3
Protection Referral (UNHCR)	3
Shelter Number - Needs to be changed	3
Stairs - Requested	3
Community Conflict - Waste water & drainage	2
General Health Card - Lost, damaged or Stolen	2

Common Feedback Platform - CFP

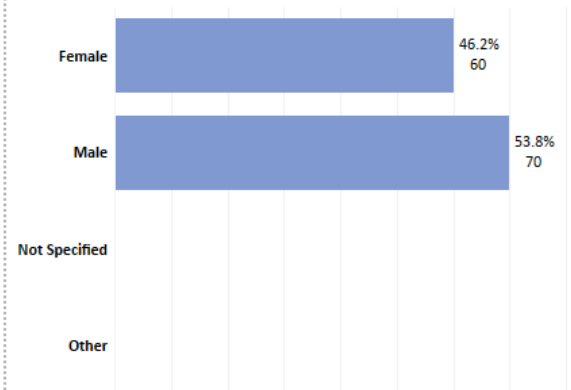
Monthly Camp Report | October 2024 | **Camp 17**

Summary for October 2024

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

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

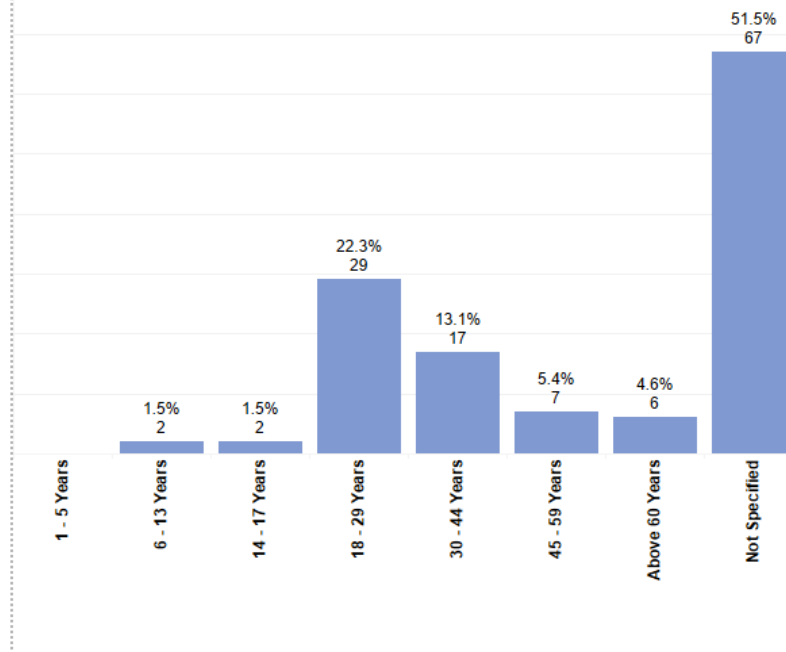
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	37	0	37	4	33
Request for fresh food enlistment - Request for fresh food	19	0	19	0	19
Damage to shelter - Shelter damaged by weather	16	0	16	3	13
Pathway - Damaged, broken, or needs improvement	15	0	15	13	2
Request for additional room - Request for new room	15	0	15	4	11
Shelter Materials - Request additional materials	6	0	6	1	5

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Food Security	WASH	Protection	Health	Site Management	Education	Energy & Environment	ID Documents	Nutrition
Tickets Received	74	20	19	10	5	1	1	0	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	74	20	19	10	5	1	1	0	0	0	0
Total Replies	12	16	0	0	2	0	0	0	0	0	0
Open Tickets	62	4	19	10	3	1	1	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	33
Request for fresh food enlistment - Request for fresh food	19
Damage to shelter - Shelter damaged by weather	13
Request for additional room - Request for new room	11
Latrine - New toilet requested	5
Shelter Materials - Request additional materials	5
Water tap & Tubewell - Not Working	4
Protection Referral (UNHCR)	3
Pathway - Damaged, broken, or needs improvement	2
Bathing Station - Requested	1
Drainage - Blocked or Water logging	1
General Health Card - Did not receive	1
Relocation & Repatriation - Temporary relocation	1
Stairs - Requested	1

Common Feedback Platform - CFP

Monthly Camp Report | October 2024 | **Camp 18**

Summary for October 2024

1,021 tickets received in this camp

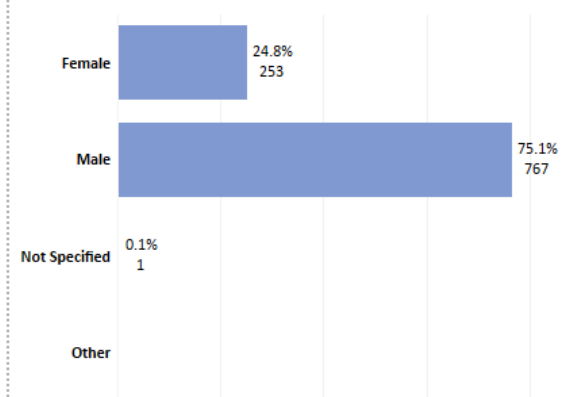
766 tickets closed on the spot*

255 tickets referred to relevant actors

232 responses given by relevant actors

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

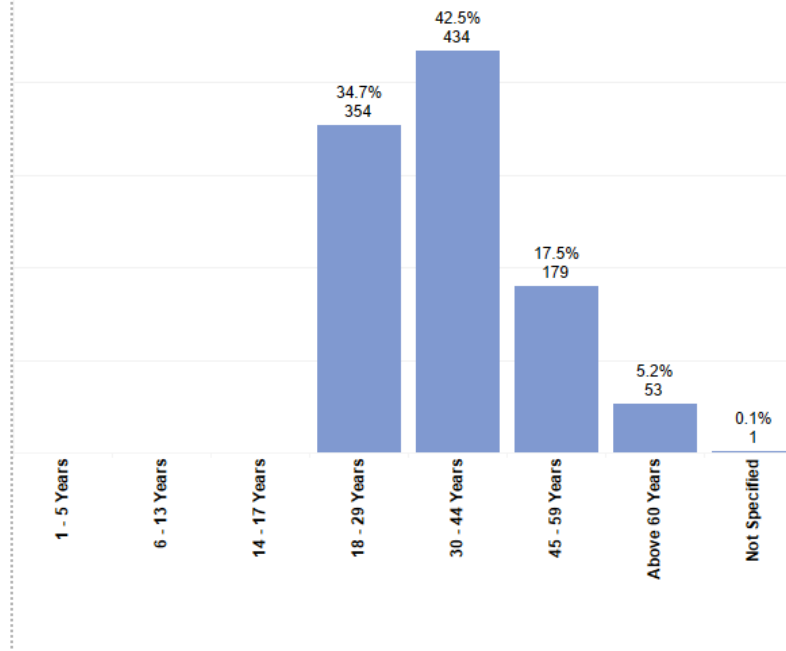
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Cash for Work - Has not been selected for CFW in long time	179	179	0	0	0
NFI - Request additional materials	135	135	0	0	0
Cooking set (gas & stove) - Broken or not working	84	84	0	0	0
Food distributions - Request for different items or quantities	70	70	0	0	0
Soap & Hygiene Kit - Not enough	59	59	0	0	0
Slope Protection (erosion) - Requested	48	0	48	63	0
Shelter Materials - Request additional materials	40	40	0	0	0
Cash for Work - Has not been enrolled	39	0	39	0	39
Cash for Work - Requested CFW	36	36	0	0	0
Cooking set (gas & stove) - Requested	33	33	0	0	0
Shelter Kit - Requested (general households)	32	32	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	30	0	30	72	0
Cooking Stove - Broken or not working	25	25	0	0	0
Request for fresh food enlistment - Request for fresh food	22	0	22	0	22
Soap & Hygiene Kit - Additional Requested	21	21	0	0	0
Stairs - Damaged, broken, or needs improvement	17	0	17	24	0
When is the next LPG distribution day?	15	15	0	0	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	Shelter & NFI	Energy & Environment	Site Development	Food Security	WASH	ID Documents	Protection	Health	Education	Nutrition
Tickets Received	257	219	174	135	104	99	21	7	5	0	0
Total Closed on the Spot	217	208	166	0	80	81	11	3	0	0	0
Total Referred	40	11	8	135	24	18	10	4	5	0	0
Total Replies	2	10	7	202	1	6	2	1	1	0	0
Open Tickets	38	1	1	0	23	12	8	3	4	0	0

Top Open Tickets this Month

Ticket Description	Count
Cash for Work - Has not been enrolled	39
Request for fresh food enlistment - Request for fresh food	22
SCOPE Card - Has not received new SCOPE Card	6
Latrine - Needs desludging	4
Shelter Number - Requested	4
Treatment - Treatment not good quality	4
Drainage - Drain Requested	3
Protection Referral (LINHCR)	3
Soap & Hygiene Kit - Did not receive	3
Drainage Cover (Slab) - Damaged, broken, or needs improvement	2
Latrine - New toilet requested	2
LPG Porters - Requested	2
Cash for Work - Has received less payment than days worked	1
Clearing and levelling ground - Requested	1
Community Conflict - Waste water & drainage	1
Cooking Stove - Did not receive	1
Drainage Cover (Slab) - Requested	1

Common Feedback Platform - CFP

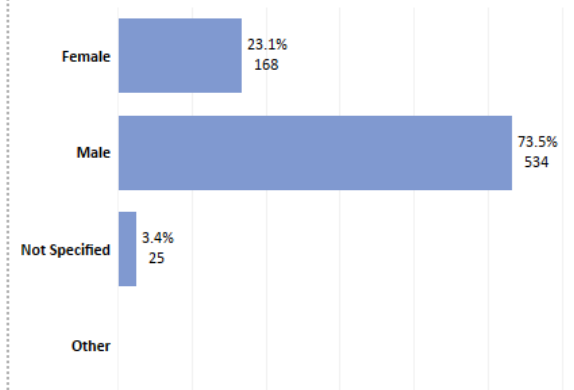
Monthly Camp Report | October 2024 | **Camp 19**

Summary for October 2024

- 727** tickets received in this camp
- 337** tickets closed on the spot*
- 390** tickets referred to relevant actors
- 470** responses given by relevant actors

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

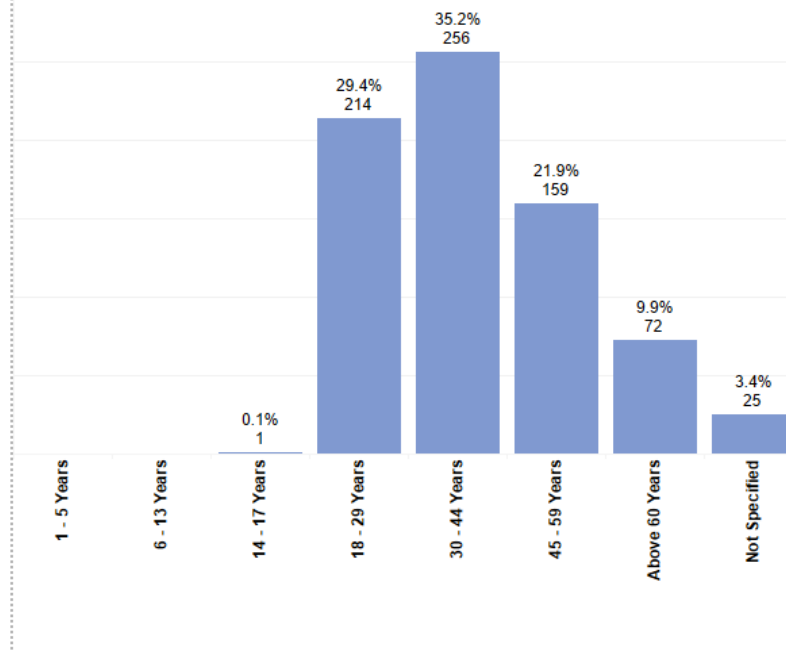
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Damaged, broken, or needs improvement	244	0	244	292	0
Cash for Work - Has not been selected for CFW in long time	125	125	0	0	0
Shelter Materials - Request additional materials	62	62	0	0	0
NFI - Request additional materials	42	42	0	0	0
Stairs - Damaged, broken, or needs improvement	26	0	26	24	2
Protection Referral (IOM)	24	24	0	0	0
Drainage - Damaged, broken, or needs improvement	22	0	22	27	0
Cash for Work - Requested CFW	15	15	0	0	0
LPG Gas - Not enough for family	13	13	0	0	0
Pathway - Damaged, broken, or needs improvement	13	0	13	14	0
SMART Card & Family Attestation - Request for individual SMART card	11	11	0	0	0
SMART Card & Family Attestation - Lost ID Card	9	9	0	0	0
Soap & Hygiene Kit - Did not receive	9	0	9	21	0
Latrine - Broken	8	0	8	6	2
Latrine - New toilet requested	8	0	8	2	6
Slope Protection (erosion) - Requested	8	0	8	5	3
Latrine - Needs desludging	6	0	6	3	3

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Site Management	Shelter & NFI	ID Documents	WASH	Protection	Energy & Environment	Food Security	Nutrition	Education	Health
Tickets Received	331	147	106	43	37	30	29	3	1	0	0
Total Closed on the Spot	0	142	104	39	0	25	25	1	1	0	0
Total Referred	331	5	2	4	37	5	4	2	0	0	0
Total Replies	391	15	3	1	52	4	4	0	0	0	0
Open Tickets	0	0	0	3	0	1	0	2	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Latrine - New toilet requested	6
Latrine - Needs desludging	3
SCOPE Card - Has not received new SCOPE Card	3
Slope Protection (erosion) - Requested	3
Latrine - Broken	2
Request for fresh food enlistment - Request for fresh food	2
Stairs - Damaged, broken, or needs improvement	2
Drainage - Drain Requested	1
Lamp post or Street light - Stolen	1
LPG Gas - Did not receive cylinder	1
Protection Referral (UNHCR)	1
SCOPE Card - Fingerprint scan is not working	1

Common Feedback Platform - CFP

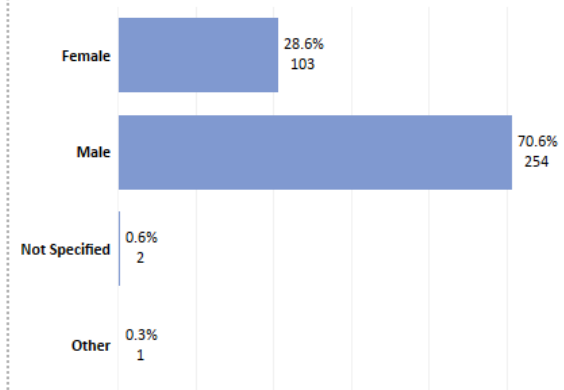
Monthly Camp Report | October 2024 | **Camp 20**

Summary for October 2024

- 360** tickets received in this camp
- 224** tickets closed on the spot*
- 136** tickets referred to relevant actors
- 85** responses given by relevant actors

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

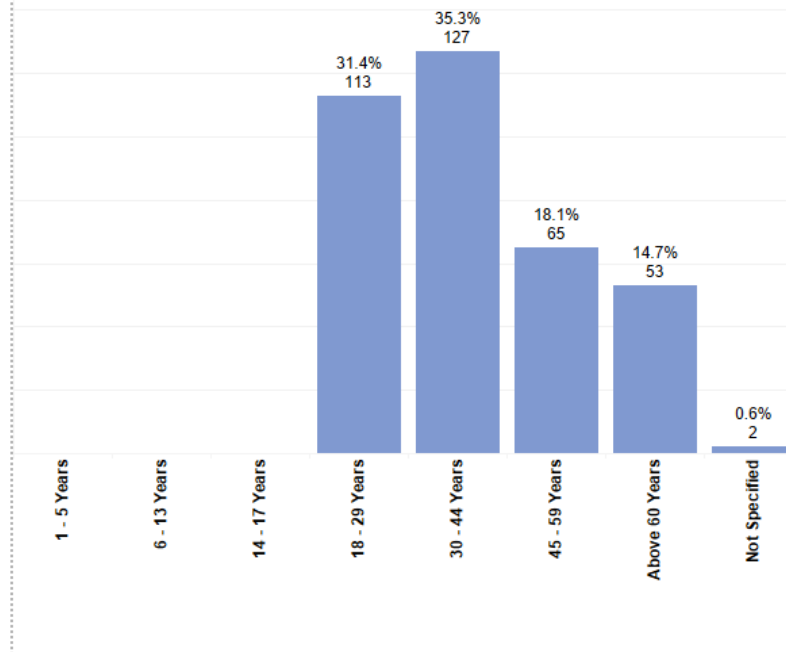
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Cash for Work - Requested CFW	99	99	0	0	0
Cash for Work - Has not been enrolled	55	0	55	20	35
NFI - Request additional materials	49	49	0	0	0
SMART Card & Family Attestation - Request for individual SMART card	18	18	0	0	0
Stairs - Damaged, broken, or needs improvement	15	0	15	6	9
Slope Protection (erosion) - Damaged, broken, or needs improvement	12	0	12	10	2
Slope Protection (erosion) - Requested	11	0	11	11	0
Soap & Hygiene Kit - Additional Requested	10	10	0	0	0
Cash for Work - Has not been selected for CFW in long time	9	9	0	0	0
Damage to shelter - Shelter damaged over time	7	7	0	0	0
SCOPE Card - Has not received new SCOPE Card	7	0	7	0	7
Soap & Hygiene Kit - Not enough	6	6	0	0	0
Request for fresh food enlistment - Request for fresh food	5	0	5	0	5
SMART Card & Family Attestation - Add New Born	5	5	0	0	0
SMART Card & Family Attestation - Lost ID Card	5	5	0	0	0
Cooking Stove - Requested	4	4	0	0	0
Pathway - Damaged, broken, or needs improvement	4	0	4	6	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	Shelter & NFI	Site Development	ID Documents	WASH	Energy & Environment	Food Security	Protection	Education	Health	Nutrition
Tickets Received	163	59	55	44	19	10	5	5	0	0	0
Total Closed on the Spot	108	57	0	37	16	4	0	2	0	0	0
Total Referred	55	2	55	7	3	6	5	3	0	0	0
Total Replies	20	9	42	0	9	2	0	3	0	0	0
Open Tickets	35	0	13	7	0	4	5	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Cash for Work - Has not been enrolled	35
Stairs - Damaged, broken, or needs improvement	9
SCOPE Card - Has not received new SCOPE Card	7
Request for fresh food enlistment - Request for fresh food	5
LPG Gas - Did not receive refill	3
Stairs - Requested	3
Slope Protection (erosion) - Damaged, broken, or needs improvement	2
Cooking Stove - Lost or stolen	1
Drainage - Drain Requested	1
Drainage Cover (Slab) - Damaged, broken, or needs improvement	1
Lamp post or Street light - Requested	1
Shelter Number - Requested	1

Common Feedback Platform - CFP

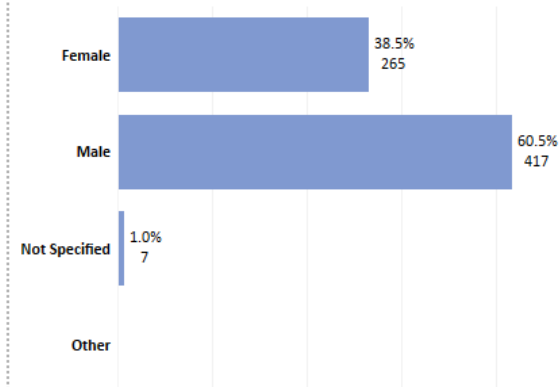
Monthly Camp Report | October 2024 | **Camp 20 Ext**

Summary for October 2024

- 689** tickets received in this camp
- 356** tickets closed on the spot*
- 333** tickets referred to relevant actors
- 328** responses given by relevant actors

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

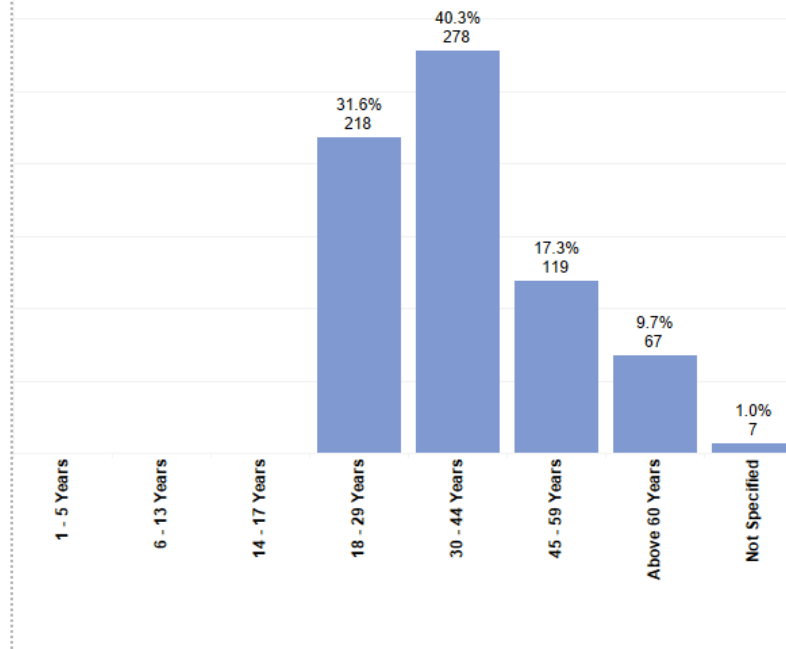
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Cash for Work - Has not been enrolled	174	0	174	214	0
Cash for Work - Has not been selected for CFW in long time	139	139	0	0	0
Cash for Work - Requested CFW	114	114	0	0	0
Drainage - Damaged, broken, or needs improvement	31	0	31	18	13
Pathway - Damaged, broken, or needs improvement	24	0	24	18	6
NFI - Request additional materials	23	23	0	0	0
Bridge - Damaged, broken, or needs improvement	13	0	13	8	5
Damage to shelter - Shelter damaged over time	13	13	0	0	0
Pathway - Requested	11	0	11	14	0
SMART Card & Family Attestation - Lost ID Card	11	11	0	0	0
SMART Card & Family Attestation - Request for individual SMART card	11	11	0	0	0
Cooking set (gas & stove) - Requested	10	10	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	10	0	10	12	0
Soap & Hygiene Kit - Not enough	8	8	0	0	0
LPG Gas - Did not receive refill	7	0	7	6	1
Request for fresh food enlistment - Request for fresh food	7	0	7	0	7
SMART Card & Family Attestation - HH requests for vulnerability verificati.	7	7	0	0	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	Site Development	ID Documents	Shelter & NFI	Energy & Environment	WASH	Food Security	Protection	Education	Health	Nutrition
Tickets Received	430	112	43	38	22	21	12	10	1	0	0
Total Closed on the Spot	253	0	39	36	13	8	0	7	0	0	0
Total Referred	177	112	4	2	9	13	12	3	1	0	0
Total Replies	214	87	0	5	9	9	0	3	1	0	0
Open Tickets	0	25	4	0	0	4	12	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Drainage - Damaged, broken, or needs improvement	13
Request for fresh food enlistment - Request for fresh food	7
Pathway - Damaged, broken, or needs improvement	6
Bridge - Damaged, broken, or needs improvement	5
Lamp post or Street light - Damaged, broken, or needs improvement	5
SCOPE Card - Has not received new SCOPE Card	4
Soap & Hygiene Kit - Did not receive	4
Food distributions - HH wants someone outside their family to collect food	3
Cash for Work - Has received less payment than days worked	1
Community Conflict - Land & shelter extension	1
Community Conflict - Tree Cutting	1
Community Conflict - Waste water & drainage	1
Drainage - Drain Requested	1
Fence or railing for path or stairs - Damaged, broken, or needs improvement	1
Food distributions - Household has not received food	1
Food Porters - Requested	1
Lamp post or Street light - Requested	1

Common Feedback Platform - CFP

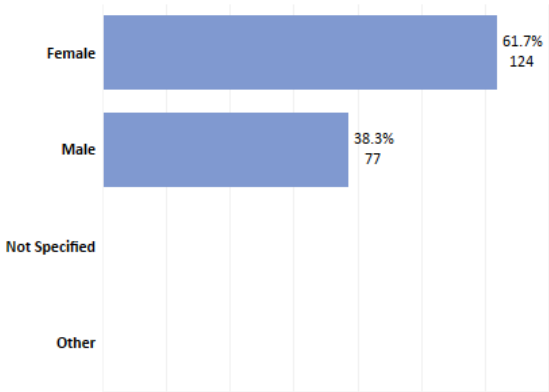
Monthly Camp Report | October 2024 | **Camp 21**

Summary for October 2024

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

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

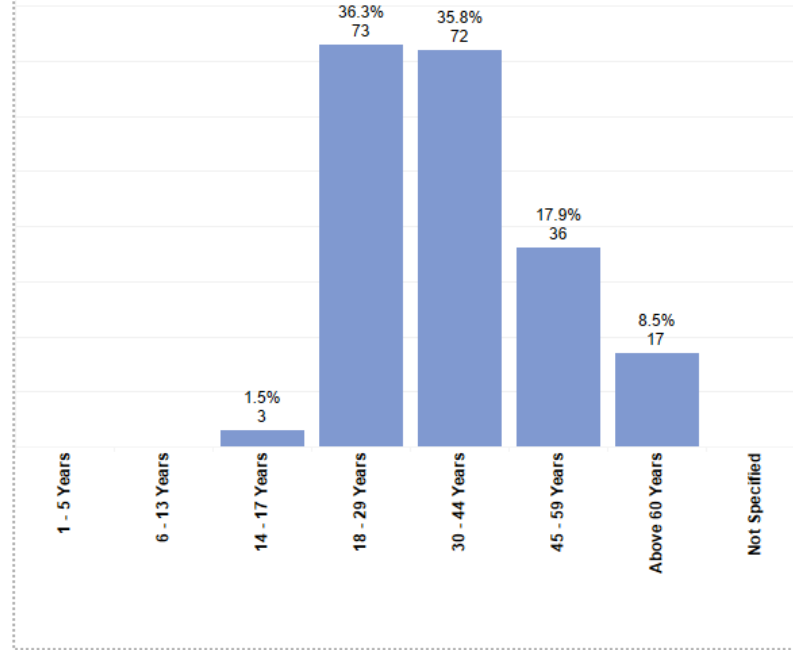
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	90	0	90	66	24
Damage to shelter - Shelter damaged by weather	32	0	32	23	9
Pathway - Damaged, broken, or needs improvement	23	0	23	4	19
Request for fresh food enlistment - Request for fresh food	23	0	23	19	4
Water tap & Tubewell - Requesting new facility	6	0	6	4	2
Latrine - New toilet requested	4	0	4	3	1
Shelter Materials - Request additional materials	4	0	4	2	2
Stairs - Damaged, broken, or needs improvement	4	0	4	0	4
General Health Card - Did not receive	3	0	3	0	3
Latrine - Needs desludging	2	0	2	2	0
Protection Referral (UNHCR)	2	0	2	1	1
Drainage - Blocked or Water logging	1	0	1	0	1
Food distributions - Household has not received food	1	0	1	0	1
Latrine - Latrine not working properly	1	0	1	0	1
Nutrition Assistance - Requested	1	0	1	0	1
Request for additional room - Request for new room	1	0	1	0	1
Shelter Materials - Received amount is not enough	1	0	1	1	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Food Security	WASH	Health	Protection	Nutrition	Education	Energy & Environment	ID Documents	Site Management
Tickets Received	128	29	24	14	3	2	1	0	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	128	29	24	14	3	2	1	0	0	0	0
Total Replies	92	4	19	10	0	1	0	0	0	0	0
Open Tickets	36	25	5	4	3	1	1	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	24
Pathway - Damaged, broken, or needs improvement	19
Damage to shelter - Shelter damaged by weather	9
Request for fresh food enlistment - Request for fresh food	4
Stairs - Damaged, broken, or needs improvement	4
General Health Card - Did not receive	3
Shelter Materials - Request additional materials	2
Water tap & Tubewell - Requesting new facility	2
Drainage - Blocked or Water logging	1
Food distributions - Household has not received food	1
Latrine - Latrine not working properly	1
Latrine - New toilet requested	1
Nutrition Assistance - Requested	1
Protection Referral (UNHCR)	1
Request for additional room - Request for new room	1
Slope Protection (erosion) - Requested	1

Common Feedback Platform - CFP

Monthly Camp Report | October 2024 | **Camp 22**

Summary for October 2024

2,126 tickets received in this camp

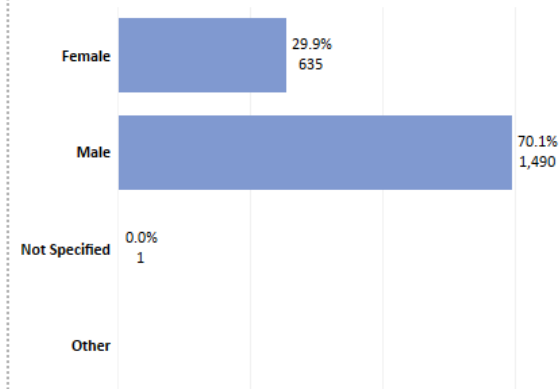
1,630 tickets closed on the spot*

496 tickets referred to relevant actors

323 responses given by relevant actors

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

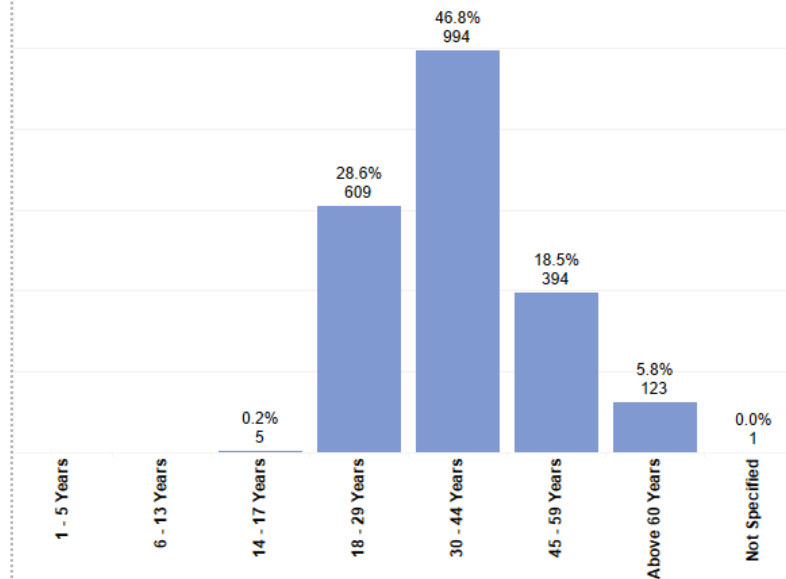
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
NFI - Request additional materials	475	475	0	0	0
LPG Gas - Not enough for family	233	233	0	0	0
Cash for Work - Has not been selected for CFW in long time	212	212	0	0	0
Cooking Stove - Broken or not working	163	163	0	0	0
Electricity Supply - Not working	139	0	139	11	128
Request for fresh food enlistment - Request for fresh food	133	0	133	117	16
SMART Card & Family Attestation - Add New Born	129	129	0	0	0
Cash for Work - Requested CFW	99	99	0	0	0
Shelter Materials - Request additional materials	93	93	0	0	0
Farming supplies - Requested	81	81	0	0	0
SMART Card & Family Attestation - Lost ID Card	60	60	0	0	0
SCOPE Card - Family Attestation doesn't match SCOPE	47	0	47	113	0
Cooking Stove - Did not receive	28	0	28	15	13
SCOPE Card - Has not received new SCOPE Card	27	0	27	5	22
SMART Card & Family Attestation - Merge and split	27	27	0	0	0
Soap & Hygiene Kit - Not enough	20	20	0	0	0
Pathway - Damaged, broken, or needs improvement	18	0	18	6	12

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Energy & Environment	Site Management	ID Documents	Food Security	Site Development	WASH	Protection	Education	Health	Nutrition
Tickets Received	572	453	450	311	214	84	39	3	0	0	0
Total Closed on the Spot	568	413	311	236	81	0	20	1	0	0	0
Total Referred	4	40	139	75	133	84	19	2	0	0	0
Total Replies	0	20	11	118	117	29	27	1	0	0	0
Open Tickets	4	20	128	0	16	55	0	1	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Electricity Supply - Not working	128
SCOPE Card - Has not received new SCOPE Card	22
Request for fresh food enlistment - Request for fresh food	16
Drainage Cover (Slab) - Requested	14
Cooking Stove - Did not receive	13
Pathway - Damaged, broken, or needs improvement	12
LPG Gas - Did not receive refill	9
Pathway - Requested	5
Slope Protection (erosion) - Damaged, broken, or needs improvement	5
Drainage - Drain Requested	4
Shelter Number - Requested	4
Slope Protection (erosion) - Requested	4
Drainage Cover (Slab) - Damaged, broken, or needs improvement	3
Fence or railing for path or stairs - Damaged, broken, or needs improvement	3
Stairs - Damaged, broken, or needs improvement	3
Bridge - Damaged, broken, or needs improvement	2
Latrine - New toilet requested	2

Common Feedback Platform - CFP

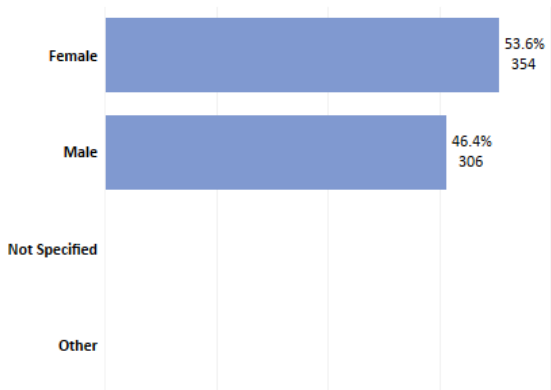
Monthly Camp Report | October 2024 | **Camp 24**

Summary for October 2024

- 660** tickets received in this camp
- 94** tickets closed on the spot*
- 566** tickets referred to relevant actors
- 234** responses given by relevant actors

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

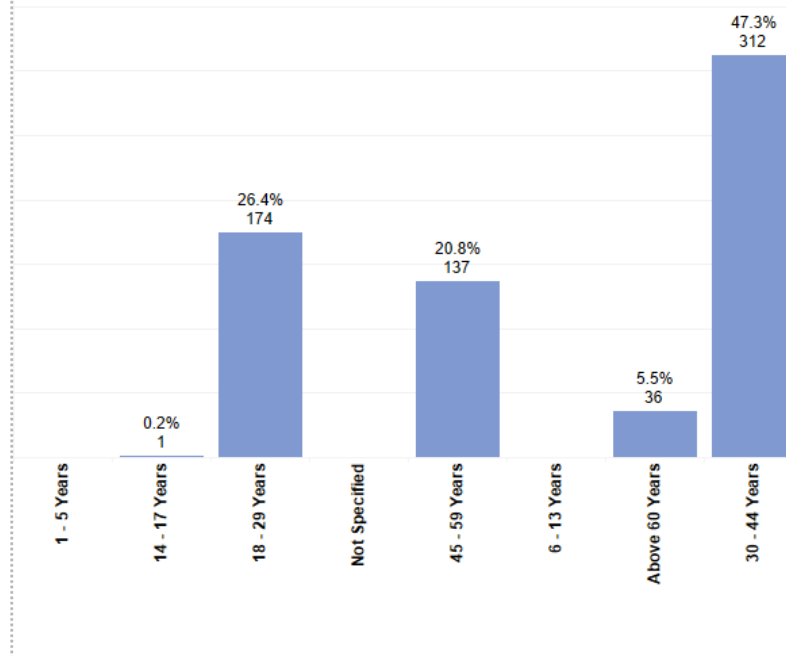
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Request for fresh food enlistment - Request for fresh food	240	0	240	0	240
Cash for Work - Has not been enrolled	160	0	160	76	84
Cash for Work - Has not been selected for CFW in long time	46	46	0	0	0
NFI - Request additional materials	33	33	0	0	0
Latrine - Needs desludging	31	0	31	27	4
Pathway - Requested	27	0	27	33	0
Drainage - Drain Requested	17	0	17	14	3
Pathway - Damaged, broken, or needs improvement	17	0	17	25	0
Protection Referral (UNHCR)	16	0	16	4	12
Cash for Work - Requested CFW	15	15	0	0	0
Drainage Cover (Slab) - Requested	15	0	15	12	3
Drainage - Damaged, broken, or needs improvement	7	0	7	6	1
Latrine - Broken	7	0	7	5	2
Stairs - Damaged, broken, or needs improvement	4	0	4	5	0
Drainage - Blocked or Water logging	3	0	3	2	1
Drainage Cover (Slab) - Damaged, broken, or needs improvement	3	0	3	1	2
Lamp post or Street light - Damaged, broken, or needs improvement	2	0	2	2	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Food Security	Site Management	Site Development	WASH	Shelter & NFI	Protection	Energy & Environment	ID Documents	Education	Health	Nutrition
Tickets Received	240	221	101	44	34	16	3	1	0	0	0
Total Closed on the Spot	0	61	0	0	33	0	0	0	0	0	0
Total Referred	240	160	101	44	1	16	3	1	0	0	0
Total Replies	0	76	114	37	0	4	1	2	0	0	0
Open Tickets	240	84	0	7	1	12	2	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Request for fresh food enlistment - Request for fresh food	240
Cash for Work - Has not been enrolled	84
Protection Referral (UNHCR)	12
Latrine - Needs desludging	4
Drainage - Drain Requested	3
Drainage Cover (Slab) - Requested	3
Drainage Cover (Slab) - Damaged, broken, or needs improvement	2
Latrine - Broken	2
Soap & Hygiene Kit - Did not receive	2
Cooking Stove - Did not receive	1
Drainage - Blocked or Water logging	1
Drainage - Damaged, broken, or needs improvement	1
LPG Gas - Did not receive cylinder	1
Shelter Materials - Missed Distribution	1
Water tap - Requested	1

Common Feedback Platform - CFP

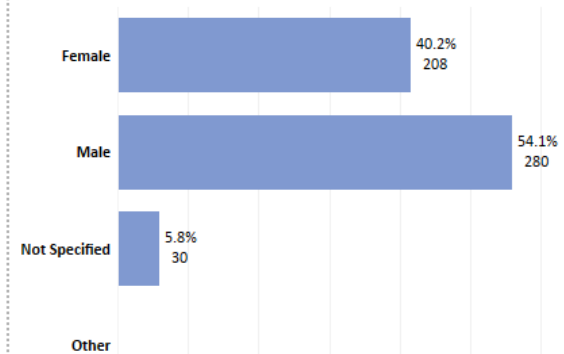
Monthly Camp Report | October 2024 | **Camp 25**

Summary for October 2024

- 518** tickets received in this camp
- 342** tickets closed on the spot*
- 176** tickets referred to relevant actors
- 153** responses given by relevant actors

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

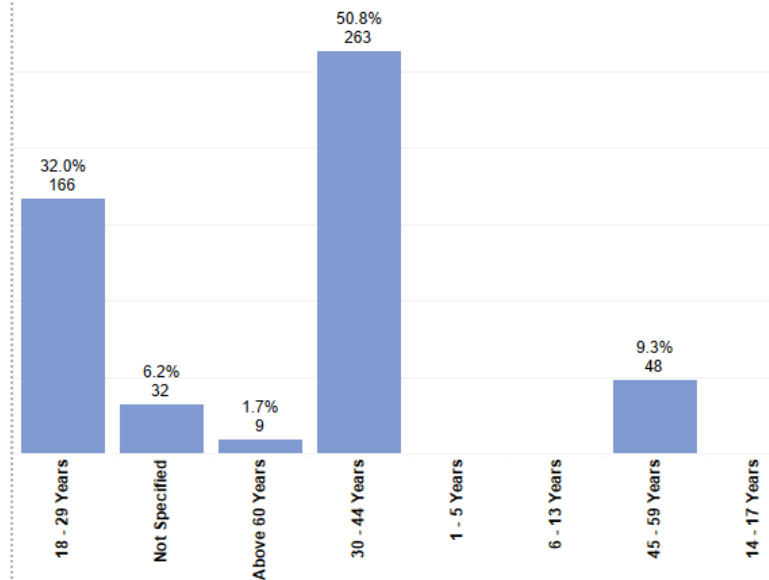
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Cash for Work - Has not been selected for CFW in long time	84	84	0	0	0
NFI - Request additional materials	49	49	0	0	0
Soap & Hygiene Kit - Not enough	40	40	0	0	0
LPG Gas - Not enough for family	31	31	0	0	0
Request for fresh food enlistment - Request for fresh food	31	0	31	0	31
Protection Referral (IOM)	30	30	0	0	0
Food distributions - Request for more food each month	26	26	0	0	0
Pathway - Requested	24	0	24	22	2
Soap & Hygiene Kit - Did not receive	18	0	18	19	0
Soap & Hygiene Kit - Additional Requested	16	16	0	0	0
Drainage - Drain Requested	13	0	13	16	0
Latrine - Broken	13	0	13	7	6
Cash for Work - Requested CFW	12	12	0	0	0
Latrine - New toilet requested	11	0	11	9	2
When is the next hygiene kit distribution day?	11	11	0	0	0
Food distributions - Want to purchase more but not allowed	9	9	0	0	0
Slope Protection (erosion) - Requested	8	0	8	10	0

Tickets Received per Age Group



Tickets Analysis by Sector

	WASH	Site Management	Food Security	Site Development	Energy & Environment	Shelter & NFI	Protection	ID Documents	Education	Health	Nutrition
Tickets Received	121	104	77	77	52	51	30	6	0	0	0
Total Closed on the Spot	67	103	46	0	46	50	30	0	0	0	0
Total Referred	54	1	31	77	6	1	0	6	0	0	0
Total Replies	47	0	1	90	5	3	0	7	0	0	0
Open Tickets	7	1	30	0	1	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Request for fresh food enlistment - Request for fresh food	31
Latrine - Broken	6
Lamp post or Street light - Requested	2
Latrine - New toilet requested	2
LPG Gas - Did not receive refill	2
Pathway - Requested	2
Bridge - Requested	1
Cash for Work - Has not been enrolled	1
Drainage Cover (Slab) - Damaged, broken, or needs improvement	1
Latrine - Needs desludging	1
SCOPE Card - Has not received new SCOPE Card	1
SCOPE Card - Lost	1
Water tap - Requested	1

Common Feedback Platform - CFP

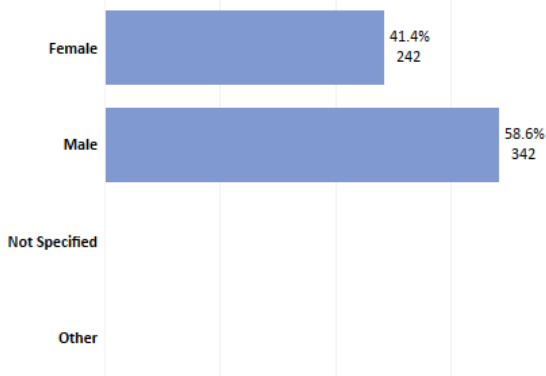
Monthly Camp Report | October 2024 | **Camp 26**

Summary for October 2024

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

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

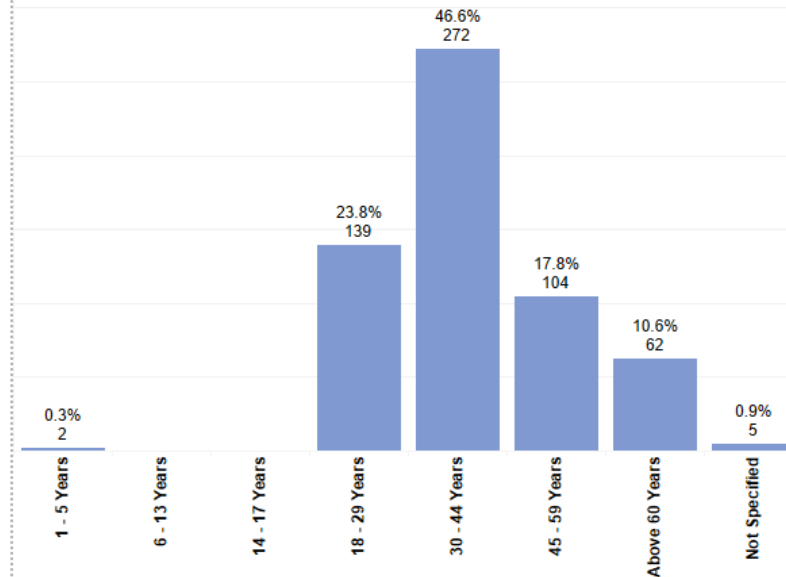
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	477	0	477	228	249
Request for fresh food enlistment - Request for fresh food	39	0	39	0	39
Pathway - Requested	19	0	19	2	17
Protection Referral (UNHCR)	13	0	13	5	8
General Health Card - Did not receive	7	0	7	2	5
Latrine - Needs desludging	6	0	6	0	6
Latrine - Latrine not working properly	5	0	5	0	5
Damage to shelter - Shelter damaged by weather	3	0	3	2	1
Latrine - New toilet requested	3	0	3	0	3
LPG Gas - Not enough for family	2	0	2	0	2
Pathway - Damaged, broken, or needs improvement	2	0	2	0	2
Bridge - Requested	1	0	1	0	1
Cash for Work - Payment delayed	1	0	1	0	1
Changes to Education - Secondary education requested	1	0	1	0	1
Drainage - Blocked or Water logging	1	0	1	0	1
Nutrition Assistance - Did not receive distribution	1	0	1	0	1
Request for additional room - Request for new room	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Food Security	Site Development	WASH	Protection	Health	Energy & Environment	Education	Nutrition	Site Management	ID Documents
Tickets Received	481	39	24	14	13	8	2	1	1	1	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	481	39	24	14	13	8	2	1	1	1	0
Total Replies	230	0	2	0	5	2	0	0	0	0	0
Open Tickets	251	39	22	14	8	6	2	1	1	1	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	249
Request for fresh food enlistment - Request for fresh food	39
Pathway - Requested	17
Protection Referral (UNHCR)	8
Latrine - Needs desludging	6
General Health Card - Did not receive	5
Latrine - Latrine not working properly	5
Latrine - New toilet requested	3
LPG Gas - Not enough for family	2
Pathway - Damaged, broken, or needs improvement	2
Bridge - Requested	1
Cash for Work - Payment delayed	1
Changes to Education - Secondary education requested	1
Damage to shelter - Shelter damaged by weather	1
Drainage - Blocked or Water logging	1
Nutrition Assistance - Did not receive distribution	1
Request for additional room - Request for new room	1

Common Feedback Platform - CFP

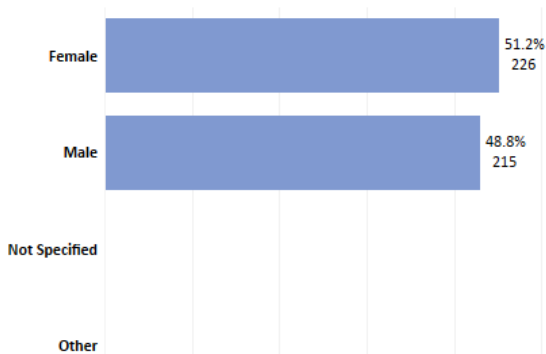
Monthly Camp Report | October 2024 | **Camp 27**

Summary for October 2024

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

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

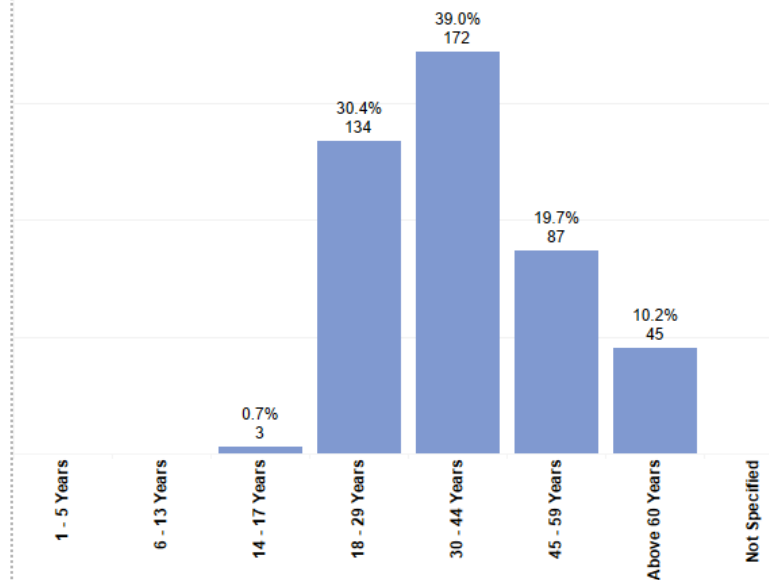
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	282	0	282	8	274
Request for fresh food enlistment - Request for fresh food	49	0	49	4	45
Pathway - Requested	25	0	25	15	10
Slope Protection (erosion) - Requested	13	0	13	9	4
Not working - Solar supply	10	0	10	0	10
LPG Gas - Not enough for family	7	0	7	1	6
Pathway - Damaged, broken, or needs improvement	6	0	6	5	1
Drainage - Blocked or Water logging	5	0	5	5	0
General Health Card - Did not receive	5	0	5	4	1
Latrine - Latrine not working properly	5	0	5	3	2
Latrine - Needs desludging	5	0	5	4	1
Protection Referral (UNHCR)	5	0	5	1	4
Request for additional room - Request for new room	5	0	5	0	5
Bathing Station - Locked by someone	3	0	3	1	2
Bridge - Requested	3	0	3	2	1
Bathing Station - Broken or Damaged	2	0	2	0	2
Food distributions - Household has not received food	2	0	2	2	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Food Security	WASH	Site Management	Energy & Environment	Health	Protection	Education	ID Documents	Nutrition
Tickets Received	288	56	52	18	10	7	5	5	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	288	56	52	18	10	7	5	5	0	0	0
Total Replies	8	37	7	8	0	1	4	1	0	0	0
Open Tickets	280	19	45	10	10	6	1	4	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	274
Request for fresh food enlistment - Request for fresh food	45
Not working - Solar supply	10
Pathway - Requested	10
LPG Gas - Not enough for family	6
Request for additional room - Request for new room	5
Protection Referral (UNHCR)	4
Slope Protection (erosion) - Requested	4
Bathing Station - Broken or Damaged	2
Bathing Station - Locked by someone	2
Latrine - Latrine not working properly	2
Bridge - Requested	1
Damage to shelter - Shelter damaged by weather	1
General Health Card - Did not receive	1
Latrine - Locked by someone	1
Latrine - Needs desludging	1
Latrine - New toilet requested	1

Common Feedback Platform - CFP

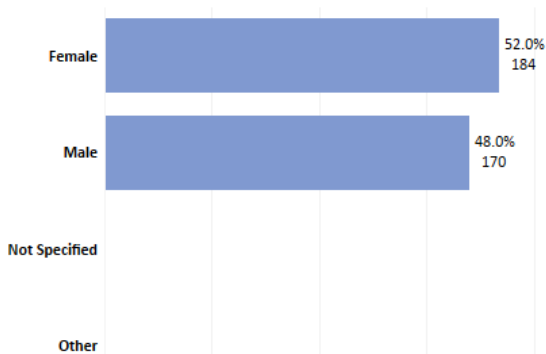
Monthly Camp Report | October 2024 | Kutupalong RC

Summary for October 2024

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

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

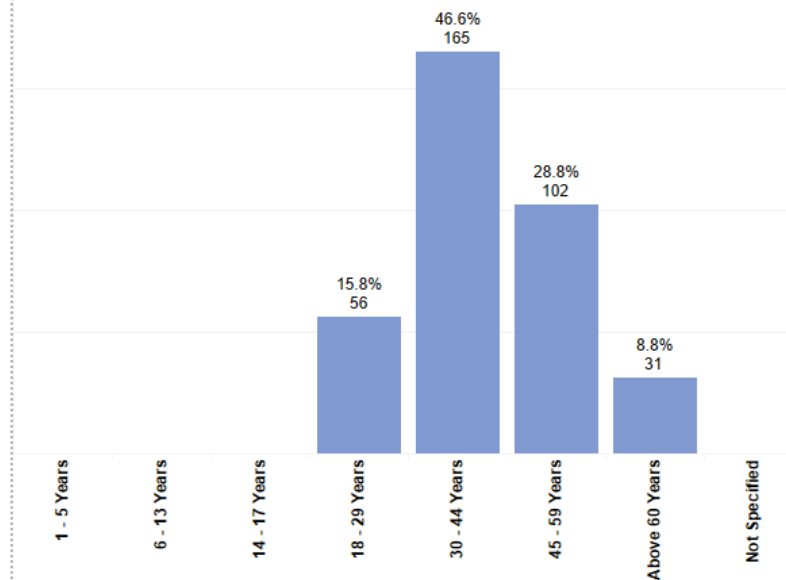
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged by weather	292	0	292	239	53
Slope/Ramp - Requested	29	0	29	8	21
Damage to shelter - Shelter damaged over time	13	0	13	5	8
Protection Referral (UNHCR)	5	0	5	5	0
Slope/Ramp - Damaged, broken, or needs improvement	3	0	3	0	3
Food distributions - Household has not received food	2	0	2	0	2
Pathway - Damaged, broken, or needs improvement	2	0	2	0	2
Pathway - Requested	2	0	2	1	1
Request for fresh food enlistment - Request for fresh food	2	0	2	1	1
General Health Card - Did not receive	1	0	1	0	1
Request for additional room - Request for new room	1	0	1	0	1
SCOPE Card - Has not received new SCOPE Card	1	0	1	0	1
SCOPE Card - Lost	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Protection	Food Security	ID Documents	Health	Education	Energy & Environment	Nutrition	Site Management	WASH
Tickets Received	306	36	5	4	2	1	0	0	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	306	36	5	4	2	1	0	0	0	0	0
Total Replies	244	9	5	1	0	0	0	0	0	0	0
Open Tickets	62	27	0	3	2	1	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged by weather	53
Slope/Ramp - Requested	21
Damage to shelter - Shelter damaged over time	8
Slope/Ramp - Damaged, broken, or needs improvement	3
Food distributions - Household has not received food	2
Pathway - Damaged, broken, or needs improvement	2
General Health Card - Did not receive	1
Pathway - Requested	1
Request for additional room - Request for new room	1
Request for fresh food enlistment - Request for fresh food	1
SCOPE Card - Has not received new SCOPE Card	1
SCOPE Card - Lost	1

Common Feedback Platform - CFP

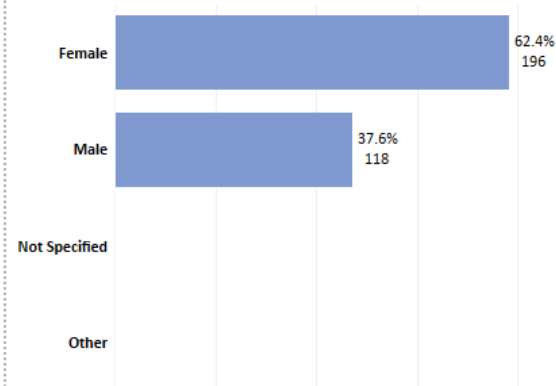
Monthly Camp Report | October 2024 | **Nayapara RC**

Summary for October 2024

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

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

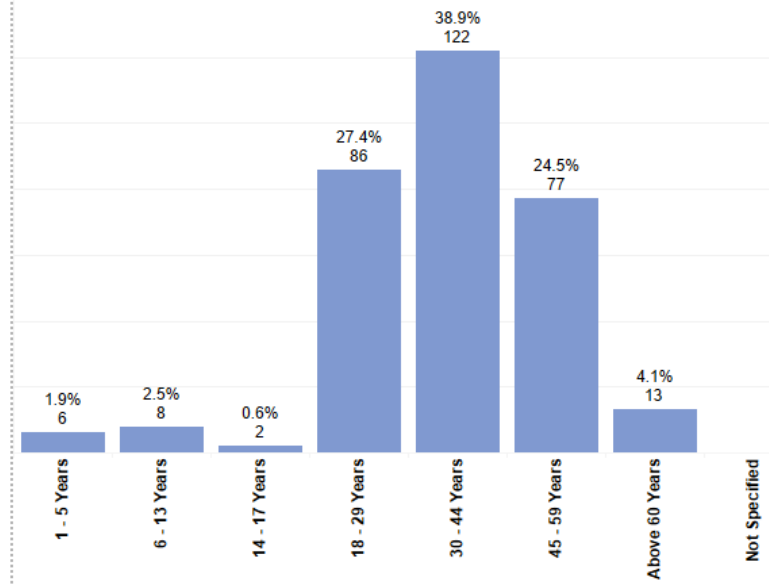
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Request for fresh food enlistment - Request for fresh food	193	0	193	1	192
Damage to shelter - Shelter damaged over time	66	0	66	1	65
Pathway - Damaged, broken, or needs improvement	23	0	23	16	7
Protection Referral (UNHCR)	11	0	11	9	2
Pressure Cooker - Did not receive	5	0	5	0	5
Slope/Ramp - Requested	4	0	4	1	3
Food distributions - Household has not received food	3	0	3	0	3
LPG Gas - Not enough for family	3	0	3	1	2
Damage to shelter - Shelter damaged by weather	2	0	2	0	2
Latrine - New toilet requested	1	0	1	0	1
Slope/Ramp - Damaged, broken, or needs improvement	1	0	1	1	0
Stairs - Damaged, broken, or needs improvement	1	0	1	1	0
Treatment - Waited too long	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Food Security	Shelter & NFI	Site Development	Protection	Energy & Environment	Health	WASH	Education	ID Documents	Nutrition	Site Management
Tickets Received	196	68	29	11	8	1	1	0	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	196	68	29	11	8	1	1	0	0	0	0
Total Replies	1	1	19	9	1	0	0	0	0	0	0
Open Tickets	195	67	10	2	7	1	1	0	0	0	0

Top Open Tickets this Month

Ticket Description	Open Tickets
Request for fresh food enlistment - Request for fresh food	192
Damage to shelter - Shelter damaged over time	65
Pathway - Damaged, broken, or needs improvement	7
Pressure Cooker - Did not receive	5
Food distributions - Household has not received food	3
Slope/Ramp - Requested	3
Damage to shelter - Shelter damaged by weather	2
LPG Gas - Not enough for family	2
Protection Referral (UNHCR)	2
Latrine - New toilet requested	1
Treatment - Waited too long	1

Common Feedback Platform - CFP

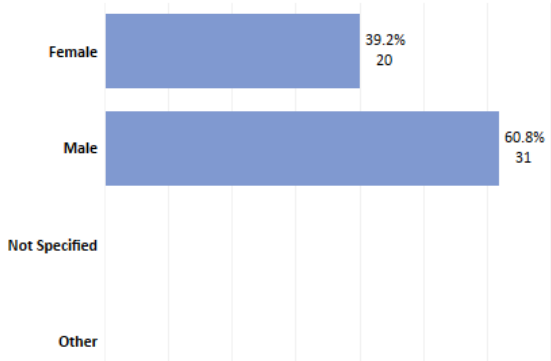
Monthly Camp Report | October 2024 | **Transit Center**

Summary for October 2024

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

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

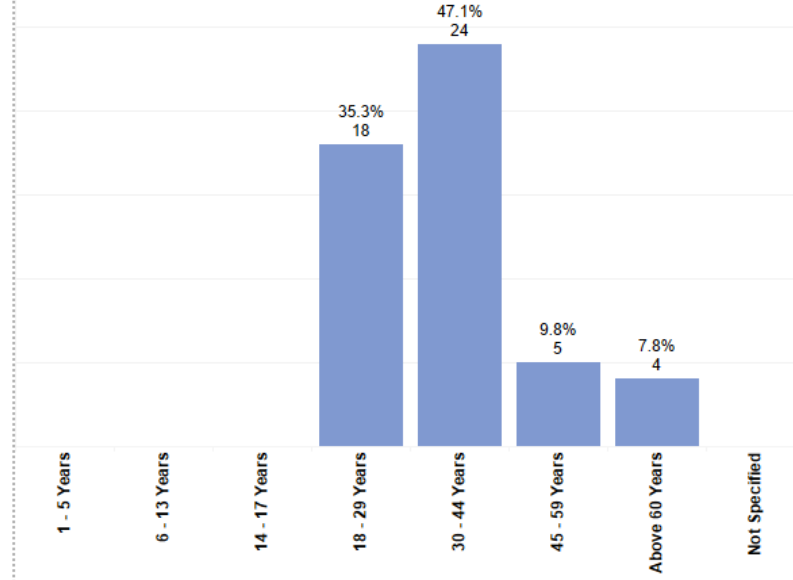
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter Materials - Request additional materials	29	0	29	0	29
Request for additional room - Request for new room	12	0	12	0	12
Protection Referral (UNHCR)	5	0	5	3	2
Shelter Materials - Received amount is not enough	2	0	2	0	2
Food distributions - Poor quality food items	1	0	1	0	1
Request for fresh food enlistment - Request for fresh food	1	0	1	0	1
Treatment - Waited too long	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Protection	Food Security	Health	Education	Energy & Environment	ID Documents	Nutrition	Site Development	Site Management	WASH
Tickets Received	43	5	2	1	0	0	0	0	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	43	5	2	1	0	0	0	0	0	0	0
Total Replies	0	3	0	0	0	0	0	0	0	0	0
Open Tickets	43	2	2	1	0	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Shelter Materials - Request additional materials	29
Request for additional room - Request for new room	12
Protection Referral (UNHCR)	2
Shelter Materials - Received amount is not enough	2
Food distributions - Poor quality food items	1
Request for fresh food enlistment - Request for fresh food	1
Treatment - Waited too long	1

Common Feedback Platform - CFP

About the Common Feedback Platform

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