

Common Feedback Platform - CFP

Monthly Camp Cumulative Report | January - November 2024

Cumulative Data January - November 2024

254,290 tickets received across **34** sites
82,458 tickets closed on the spot
171,832 tickets referred by **6** actors
85,120 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	November	Grand Total
Shelter & NFI	7,148	7,841	6,968	7,419	13,649	11,192	12,219	9,905	9,842	7,685	6,866	100,734
Site Development	4,453	4,870	4,646	3,676	5,285	5,974	6,607	3,675	3,968	4,159	3,727	51,040
Site Management	2,780	2,965	2,658	1,842	2,515	2,768	3,374	3,470	4,321	2,912	2,722	32,327
ID Documents	3,202	2,781	2,119	1,960	2,513	2,414	2,085	1,223	1,607	695	647	21,246
WASH	1,522	1,414	1,653	1,569	1,242	914	833	759	1,099	819	653	12,477
Energy & Environment	1,355	1,080	924	885	1,231	1,048	863	945	1,337	1,230	1,113	12,011
Food Security	771	753	731	561	785	847	1,553	1,023	1,775	1,811	862	11,472
Protection	207	245	255	566	1,462	1,045	950	1,456	1,858	341	275	8,660
Health	566	526	494	401	491	284	427	228	485	95	107	4,104
Education	1	20	1	3	2	10	12	12	13	12	18	104
Livelihood						31	31	7	13	13		82
Nutrition	1	5	5	1	1	5	2		2	8	3	33

Cumulative Tickets per Month

	January	February	March	April	May	June	July	August	September	October	November	Grand Total
Total Received	22,006	22,500	20,454	18,883	29,176	26,532	28,956	22,703	26,320	19,767	16,993	254,290
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	4,970	82,458
Total Referred	13,787	15,302	14,170	13,349	21,742	18,447	19,750	13,426	15,350	14,486	12,023	171,832
Total Replies	8,701	6,097	6,812	8,372	9,773	5,319	5,663	11,819	7,318	6,442	8,804	85,120

Top Tickets Received by Gender

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	12,877	16,257	9	1
Requested for information	9,748	9,821	2	
Damage to shelter - Shelter damaged by weather	7,773	10,791	3	4
Shelter Materials - Request additional materials	6,596	10,295	7	
NFI - Request additional materials	5,357	10,381	12	
Slope Protection (erosion) - Requested	5,247	7,329	6	
Cash for Work - Has not been selected for CFW in long time	2,989	7,870	6	
Slope Protection (erosion) - Damaged, broken, or needs improvement	3,331	6,487		
Cash for Work - Requested CFW	1,836	5,221	4	
LPG Gas - Not enough for family	1,926	4,244	1	
Cash for Work - Has not been enrolled	1,865	3,371	1	
Shelter Materials - Missed Distribution	1,772	2,293	1	
Hill or Slope - Erosion & landslide	1,185	1,839		
SMART Card & Family Attestation - Add New Born	800	1,141		
Cooking Stove - Broken or not working	406	775		
SMART Card & Family Attestation - Merge and split	252	270		

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	10,404	10,800	4,039	7,404	6,510	13,682	2,831	4,790	5,934	7,520	6,554	6,967	8,180	4,549	3,440	6,362	2,195	6,351	5,452	9,007	8,110	7,964	6,530	6,399	8,813	10,345	6,737	10,116	8,029	5,482	6,882	22,545	6,733	6,634	254,290
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	903	1,059	4,802	1,909	2,587	1,521	1,397	5,773	3,425	2,224	6,981	3,615	3,668	3,279	16,003	2,452	4,261	82,458
Total Referred	9,056	9,410	4,016	5,426	5,367	10,835	2,619	4,214	4,785	6,683	4,813	6,235	6,886	4,218	3,429	6,306	1,264	5,448	4,393	4,205	6,201	5,377	5,009	5,002	3,040	6,920	4,513	3,135	4,414	1,814	3,603	6,542	4,281	2,373	171,832
Total Replies	2,330	2,041	520	572	1,153	5,748	385	1,614	1,054	1,724	1,961	944	1,099	2,091	1,986	2,138	576	2,069	2,213	3,620	3,948	3,441	3,401	3,858	2,502	5,695	3,417	3,051	4,641	1,855	3,674	5,697	2,471	1,631	85,120

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

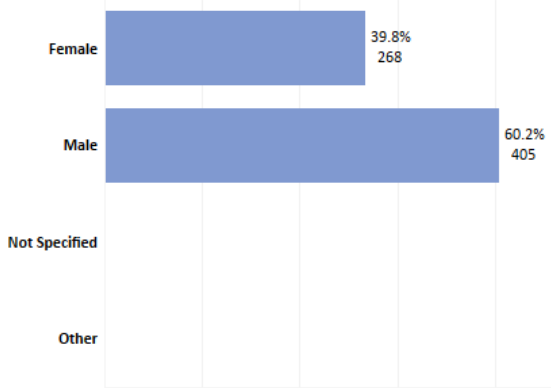
Monthly Camp Report | November 2024 | **Camp 01E**

Summary for November 2024

- 673** tickets received in this camp
- 0** tickets closed on the spot*
- 673** tickets referred to relevant actors
- 96** 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.

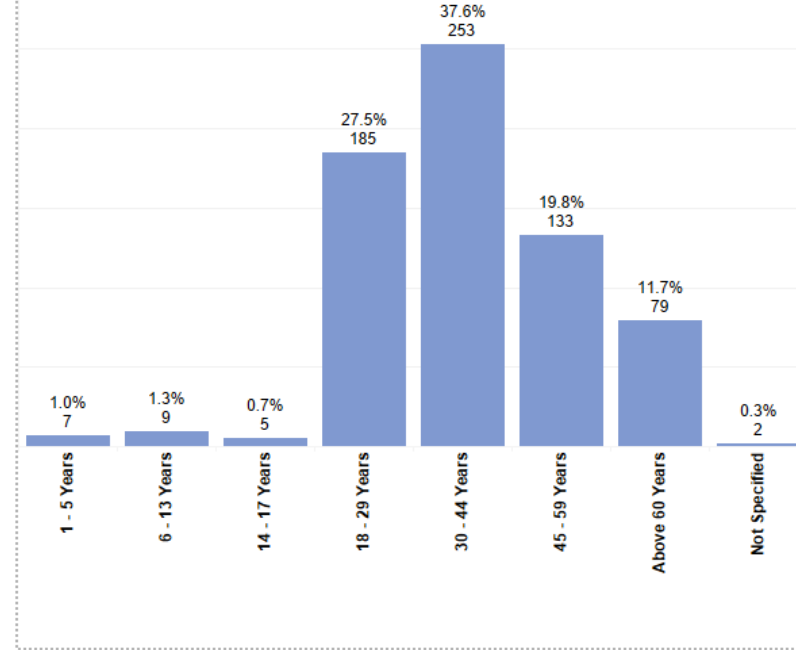
Tickets received by gender



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	358	0	358	41	317
Damage to shelter - Shelter damaged by weather	139	0	139	38	101
Request for fresh food enlistment - Request for fresh food	30	0	30	0	30
Slope Protection (erosion) - Requested	29	0	29	2	27
General Health Card - Did not receive	22	0	22	0	22
Shelter Materials - Request additional materials	19	0	19	1	18
Pathway - Damaged, broken, or needs improvement	17	0	17	2	15
Protection Referral (UNHCR)	14	0	14	4	10
LPG Gas - Not enough for family	13	0	13	0	13
Request for additional room - Request for new room	5	0	5	0	5
Pathway - Requested	4	0	4	0	4
Not working - Solar supply	3	0	3	0	3
Food distributions - Household has not received food	2	0	2	0	2
Latrine - New toilet requested	2	0	2	2	0
SCOPE Card - Lost	2	0	2	0	2
Stairs - Damaged, broken, or needs improvement	2	0	2	1	1
Stairs - Requested	2	0	2	1	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Food Security	Health	Protection	Energy & Environment	WASH	Site Management	ID Documents	Education	Nutrition
Tickets Received	522	56	33	22	14	13	6	5	2	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	522	56	33	22	14	13	6	5	2	0	0
Total Replies	80	6	0	0	4	0	6	0	0	0	0
Open Tickets	442	50	33	22	10	13	0	5	2	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	317
Damage to shelter - Shelter damaged by weather	101
Request for fresh food enlistment - Request for fresh food	30
Slope Protection (erosion) - Requested	27
General Health Card - Did not receive	22
Shelter Materials - Request additional materials	18
Pathway - Damaged, broken, or needs improvement	15
LPG Gas - Not enough for family	13
Protection Referral (UNHCR)	10
Request for additional room - Request for new room	5
Pathway - Requested	4
Not working - Solar supply	3
Food distributions - Household has not received food	2
SCOPE Card - Lost	2
Bridge - Requested	1
Cash for Work - Has received less payment than days worked	1
Cash for Work - Payment delayed	1

Common Feedback Platform - CFP

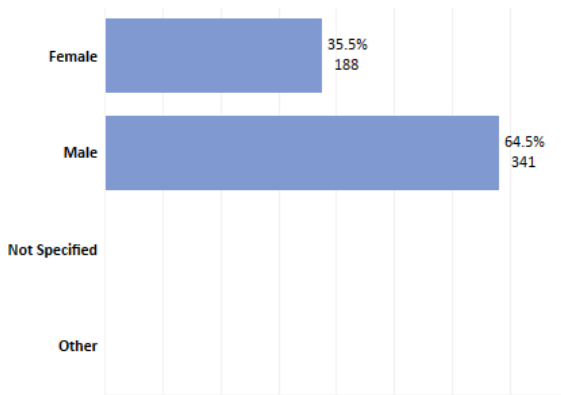
Monthly Camp Report | November 2024 | **Camp 01W**

Summary for November 2024

- 529** tickets received in this camp
- 0** tickets closed on the spot*
- 529** tickets referred to relevant actors
- 236** 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.

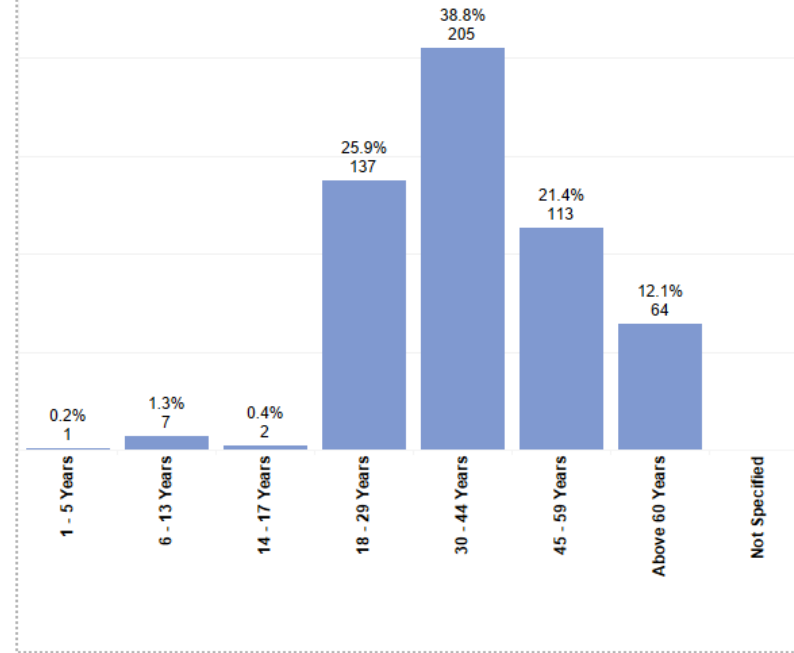
Tickets received by gender



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	316	0	316	159	157
Pathway - Damaged, broken, or needs improvement	52	0	52	30	22
Request for fresh food enlistment - Request for fresh food	40	0	40	0	40
Damage to shelter - Shelter damaged over time	33	0	33	13	20
Shelter Materials - Request additional materials	24	0	24	4	20
Treatment - Waited too long	13	0	13	0	13
Protection Referral (UNHCR)	12	0	12	2	10
Food distributions - Household has not received food	5	0	5	4	1
Request for additional room - Request for new room	5	0	5	0	5
Slope/Ramp - Damaged, broken, or needs improvement	5	0	5	9	0
General Health Card - Did not receive	3	0	3	0	3
LPG Gas - Not enough for family	3	0	3	0	3
Pathway - Requested	3	0	3	6	0
Cash for Work - Has received less payment than days worked	2	0	2	0	2
Latrine - Needs desludging	2	0	2	2	0
SCOPE Card - Has not received new SCOPE Card	2	0	2	0	2
SCOPE Card - Lost	2	0	2	2	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Food Security	Health	Protection	WASH	ID Documents	Energy & Environment	Site Management	Education	Nutrition
Tickets Received	378	63	45	16	12	6	4	3	2	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	378	63	45	16	12	6	4	3	2	0	0
Total Replies	176	46	5	0	2	5	2	0	0	0	0
Open Tickets	202	17	40	16	10	1	2	3	2	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged by weather	157
Request for fresh food enlistment - Request for fresh food	40
Pathway - Damaged, broken, or needs improvement	22
Damage to shelter - Shelter damaged over time	20
Shelter Materials - Request additional materials	20
Treatment - Waited too long	13
Protection Referral (UNHCR)	10
Request for additional room - Request for new room	5
General Health Card - Did not receive	3
LPG Gas - Not enough for family	3
Cash for Work - Has received less payment than days worked	2
SCOPE Card - Has not received new SCOPE Card	2
Slope Protection (erosion) - Requested	2
Food distributions - Household has not received food	1
Latrine - Latrine not working properly	1
Latrine - New toilet requested	1
Water tap - Poor quality water	1

Common Feedback Platform - CFP

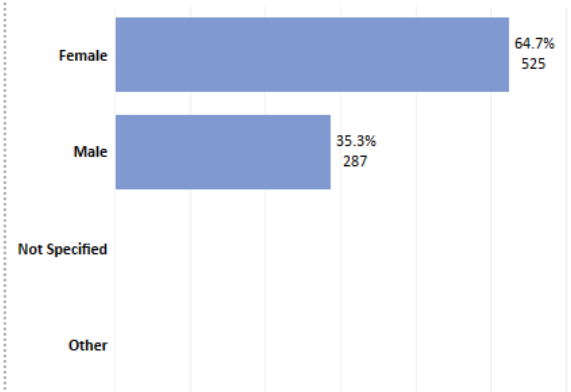
Monthly Camp Report | November 2024 | **Camp 02E**

Summary for November 2024

- 812** tickets received in this camp
- 0** tickets closed on the spot*
- 812** tickets referred to relevant actors
- 437** 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.

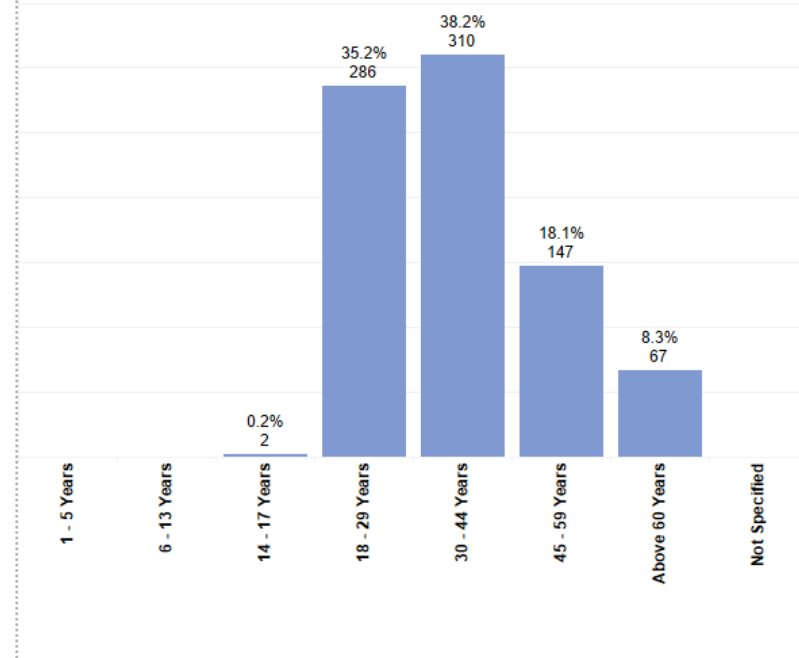
Tickets received by gender



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	771	0	771	335	436
Pathway - Damaged, broken, or needs improvement	19	0	19	41	0
Protection Referral (UNHCR)	6	0	6	5	1
Damage to shelter - Shelter damaged by weather	5	0	5	41	0
Food Porters - Requested	2	0	2	0	2
Request for additional room - Request for new room	2	0	2	2	0
Drainage - Blocked or Water logging	1	0	1	0	1
Food distributions - Household has not received food	1	0	1	0	1
Latrine - Needs desludging	1	0	1	1	0
Request for fresh food enlistment - Request for fresh food	1	0	1	9	0
Shelter Materials - Request additional materials	1	0	1	0	1
Stairs - Requested	1	0	1	1	0
Water tap & Tubewell - Requesting new facility	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Protection	Food Security	WASH	Education	Energy & Environment	Health	ID Documents	Nutrition	Site Management
Tickets Received	779	21	6	4	2	0	0	0	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	779	21	6	4	2	0	0	0	0	0	0
Total Replies	378	42	5	9	3	0	0	0	0	0	0
Open Tickets	401	0	1	0	0	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	436
Food Porters - Requested	2
Drainage - Blocked or Water logging	1
Food distributions - Household has not received food	1
Protection Referral (UNHCR)	1
Shelter Materials - Request additional materials	1
Water tap & Tubewell - Requesting new facility	1

Common Feedback Platform - CFP

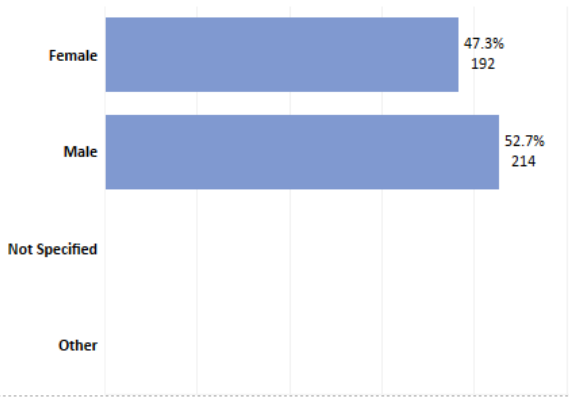
Monthly Camp Report | November 2024 | **Camp 02W**

Summary for November 2024

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

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

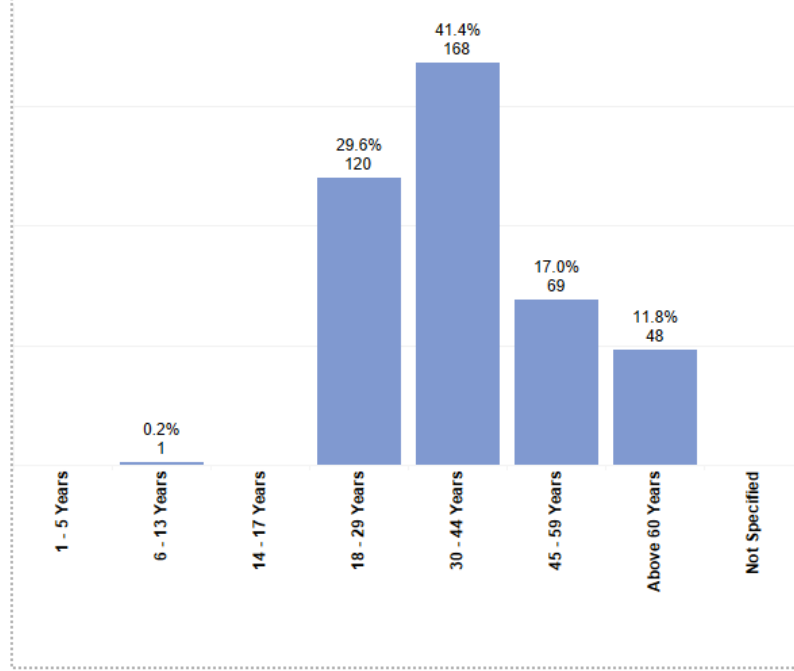
Tickets received by gender



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	279	0	279	82	197
Damage to shelter - Shelter damaged by weather	73	0	73	15	58
LPG Gas - Not enough for family	14	0	14	0	14
Shelter Materials - Received amount is not enough	13	0	13	1	12
Protection Referral (UNHCR)	6	0	6	7	0
Request for fresh food enlistment - Request for fresh food	6	0	6	13	0
Pathway - Damaged, broken, or needs improvement	4	0	4	4	0
Stairs - Requested	2	0	2	1	1
Water tap & Tubewell - Not Working	2	0	2	0	2
Drainage - Blocked or Water logging	1	0	1	0	1
Food Porters - Requested	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
Not working - Solar supply	1	0	1	0	1
Shelter Materials - Request additional materials	1	0	1	1	0
Treatment - Waited too long	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Energy & Environment	Food Security	Site Development	Protection	WASH	Health	Site Management	Education	ID Documents	Nutrition
Tickets Received	366	14	7	7	6	3	2	1	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	366	14	7	7	6	3	2	1	0	0	0
Total Replies	99	0	13	5	7	0	0	0	0	0	0
Open Tickets	267	14	0	2	0	3	2	1	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	197
Damage to shelter - Shelter damaged by weather	58
LPG Gas - Not enough for family	14
Shelter Materials - Received amount is not enough	12
Water tap & Tubewell - Not Working	2
Drainage - Blocked or Water logging	1
Food Porters - Requested	1
General Health Card - Did not receive	1
Latrine - New toilet requested	1
Not working - Solar supply	1
Stairs - Requested	1
Treatment - Waited too long	1

Common Feedback Platform - CFP

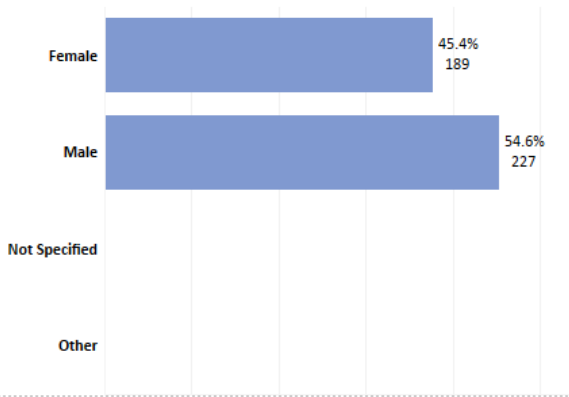
Monthly Camp Report | November 2024 | **Camp 03**

Summary for November 2024

- 416** tickets received in this camp
- 0** tickets closed on the spot*
- 416** tickets referred to relevant actors
- 55** 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.

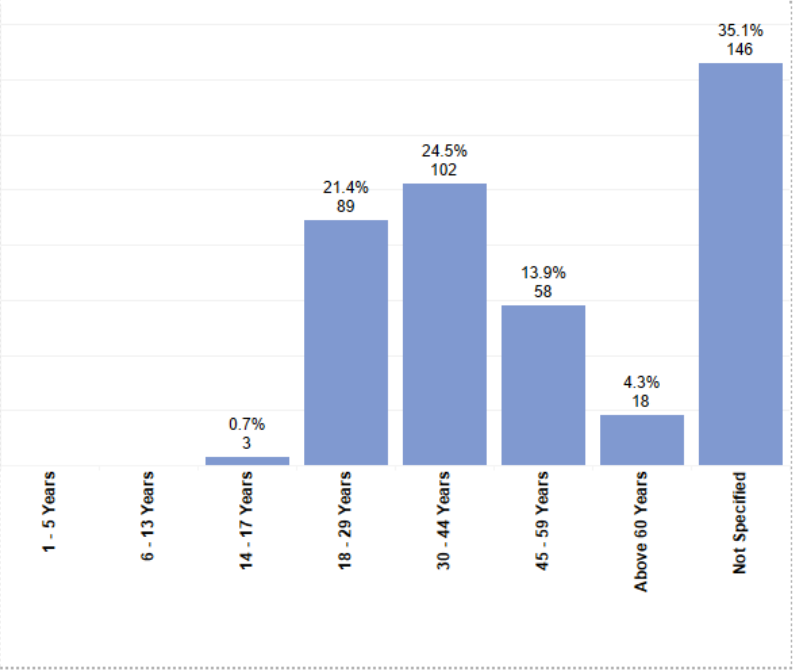
Tickets received by gender



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	287	0	287	36	251
Pathway - Damaged, broken, or needs improvement	33	0	33	0	33
Damage to shelter - Shelter damaged by weather	12	0	12	4	8
Protection Referral (UNHCR)	12	0	12	6	6
Request for fresh food enlistment - Request for fresh food	12	0	12	2	10
Request for additional room - Request for new room	9	0	9	1	8
LPG Gas - Not enough for family	8	0	8	0	8
Shelter Materials - Request additional materials	8	0	8	3	5
Drainage - Blocked or Water logging	7	0	7	0	7
General Health Card - Did not receive	6	0	6	0	6
Pathway - Requested	5	0	5	0	5
Latrine - Needs desludging	3	0	3	0	3
Water tap & Tubewell - Not Working	3	0	3	2	1
Food distributions - Household has not received food	2	0	2	0	2
Relocation & Repatriation - Temporary relocation	2	0	2	0	2
Stairs - Damaged, broken, or needs improvement	2	0	2	0	2
Changes to Education - Secondary education requested	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Food Security	Protection	Energy & Environment	WASH	Health	Site Management	Education	ID Documents	Nutrition
Tickets Received	317	47	15	12	8	8	6	2	1	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	317	47	15	12	8	8	6	2	1	0	0
Total Replies	44	0	2	6	0	3	0	0	0	0	0
Open Tickets	273	47	13	6	8	5	6	2	1	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	251
Pathway - Damaged, broken, or needs improvement	33
Request for fresh food enlistment - Request for fresh food	10
Damage to shelter - Shelter damaged by weather	8
LPG Gas - Not enough for family	8
Request for additional room - Request for new room	8
Drainage - Blocked or Water logging	7
General Health Card - Did not receive	6
Protection Referral (UNHCR)	6
Pathway - Requested	5
Shelter Materials - Request additional materials	5
Latrine - Needs desludging	3
Food distributions - Household has not received food	2
Relocation & Repatriation - Temporary relocation	2
Stairs - Damaged, broken, or needs improvement	2
Changes to Education - Secondary education requested	1
Food Porters - Requested	1

Common Feedback Platform - CFP

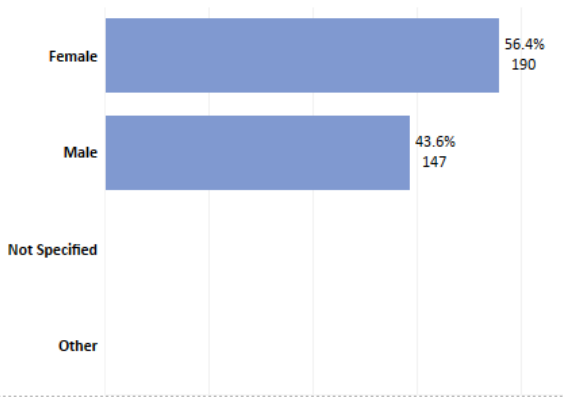
Monthly Camp Report | November 2024 | **Camp 04**

Summary for November 2024

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

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

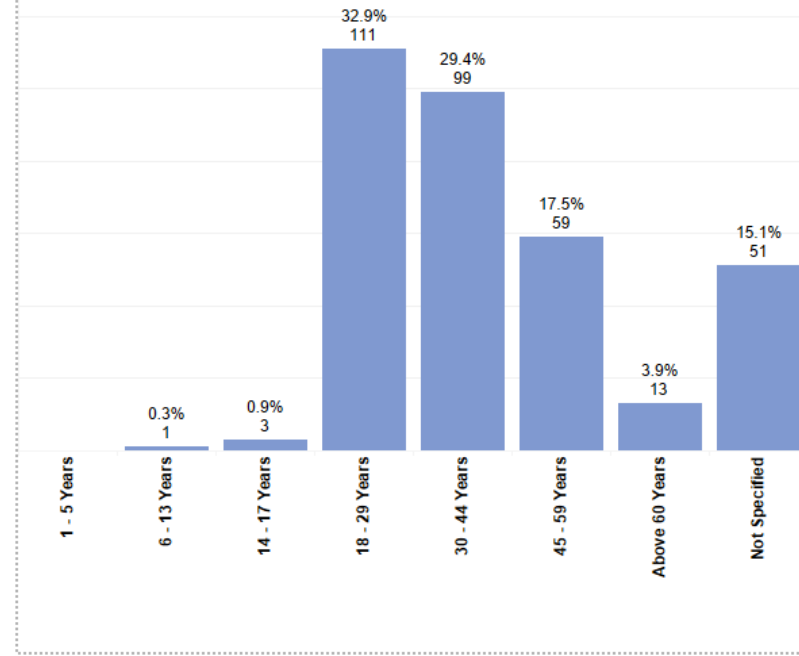
Tickets received by gender



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	187	0	187	267	0
Request for fresh food enlistment - Request for fresh food	71	0	71	19	52
Pathway - Damaged, broken, or needs improvement	23	0	23	100	0
Request for additional room - Request for new room	17	0	17	18	0
LPG Gas - Not enough for family	11	0	11	0	11
Protection Referral (UNHCR)	10	0	10	7	3
Damage to shelter - Shelter damaged by weather	5	0	5	9	0
Shelter Materials - Request additional materials	3	0	3	2	1
General Health Card - Did not receive	2	0	2	0	2
Latrine - New toilet requested	2	0	2	3	0
Cash for Work - Has received less payment than days worked	1	0	1	0	1
Food distributions - Household has not received food	1	0	1	0	1
Latrine - Needs desludging	1	0	1	0	1
Not working - Solar supply	1	0	1	0	1
Pathway - Requested	1	0	1	2	0
SCOPE Card - Has not received new SCOPE Card	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Food Security	Site Development	Energy & Environment	Protection	WASH	Health	Site Management	ID Documents	Education	Nutrition
Tickets Received	212	72	24	11	10	3	2	2	1	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	212	72	24	11	10	3	2	2	1	0	0
Total Replies	296	19	103	0	7	6	0	0	0	0	0
Open Tickets	0	53	0	11	3	0	2	2	1	0	0

Top Open Tickets this Month

Ticket Description	Count
Request for fresh food enlistment - Request for fresh food	52
LPG Gas - Not enough for family	11
Protection Referral (UNHCR)	3
General Health Card - Did not receive	2
Cash for Work - Has received less payment than days worked	1
Food distributions - Household has not received food	1
Latrine - Needs desludging	1
Not working - Solar supply	1
SCOPE Card - Has not received new SCOPE Card	1
Shelter Materials - Request additional materials	1

Common Feedback Platform - CFP

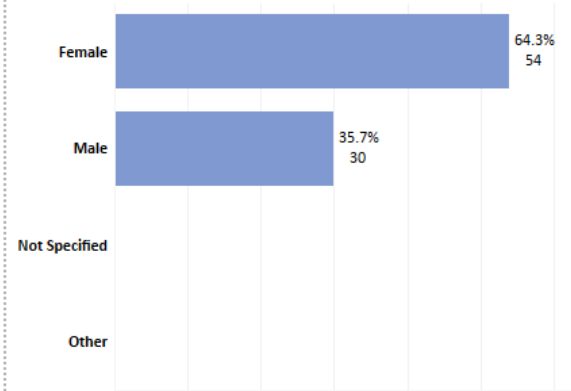
Monthly Camp Report | November 2024 | **Camp 04 Ext.**

Summary for November 2024

- 84** tickets received in this camp
- 0** tickets closed on the spot*
- 84** tickets referred to relevant actors
- 19** 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.*

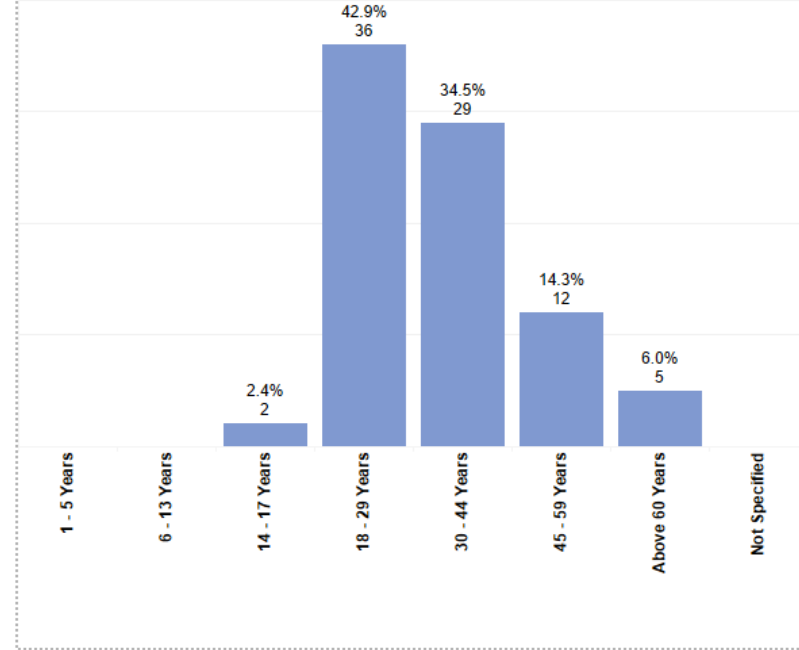
Tickets received by gender



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	53	0	53	14	39
Request for additional room - Request for new room	13	0	13	3	10
Request for fresh food enlistment - Request for fresh food	7	0	7	0	7
LPG Gas - Not enough for family	4	0	4	0	4
General Health Card - Did not receive	3	0	3	0	3
Damage to shelter - Shelter damaged by weather	1	0	1	2	0
Latrine - New toilet requested	1	0	1	0	1
Nutrition Assistance - Did not receive distribution	1	0	1	0	1
Protection Referral (UNHCR)	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Food Security	Energy & Environment	Health	Nutrition	Protection	WASH	Education	ID Documents	Site Development	Site Management
Tickets Received	67	7	4	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	67	7	4	3	1	1	1	0	0	0	0
Total Replies	19	0	0	0	0	0	0	0	0	0	0
Open Tickets	48	7	4	3	1	1	1	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	39
Request for additional room - Request for new room	10
Request for fresh food enlistment - Request for fresh food	7
LPG Gas - Not enough for family	4
General Health Card - Did not receive	3
Latrine - New toilet requested	1
Nutrition Assistance - Did not receive distribution	1
Protection Referral (UNHCR)	1

Common Feedback Platform - CFP

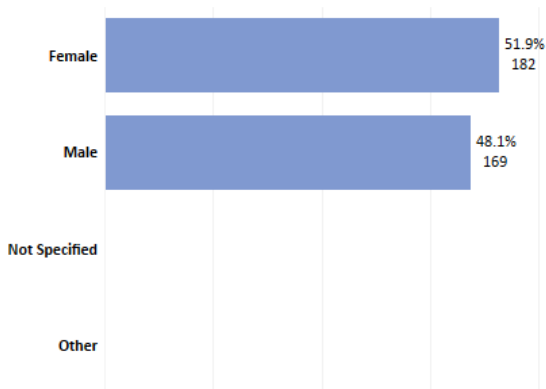
Monthly Camp Report | November 2024 | **Camp 05**

Summary for November 2024

- 351** tickets received in this camp
- 0** tickets closed on the spot*
- 351** tickets referred to relevant actors
- 222** 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.*

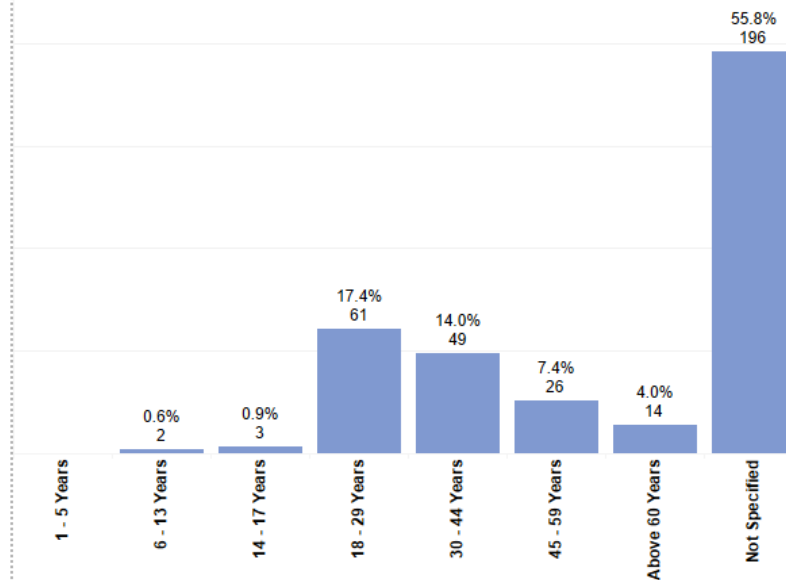
Tickets received by gender



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	238	0	238	66	172
Pathway - Damaged, broken, or needs improvement	22	0	22	94	0
Request for fresh food enlistment - Request for fresh food	19	0	19	0	19
Stairs - Requested	16	0	16	23	0
Pathway - Requested	9	0	9	13	0
Water tap & Tubewell - Requesting new facility	9	0	9	4	5
Not working - Solar supply	7	0	7	3	4
Latrine - New toilet requested	5	0	5	1	4
Protection Referral (UNHCR)	5	0	5	3	2
Bathing Station - Requested	4	0	4	3	1
Stairs - Damaged, broken, or needs improvement	4	0	4	4	0
Damage to shelter - Shelter damaged by weather	3	0	3	3	0
Shelter Materials - Received amount is not enough	3	0	3	0	3
Drainage - Blocked or Water logging	2	0	2	0	2
Request for additional room - Request for new room	2	0	2	2	0
Water tap - Poor quality water	2	0	2	1	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	WASH	Food Security	Site Management	Protection	Education	Energy & Environment	Health	ID Documents	Nutrition
Tickets Received	247	53	20	19	7	5	0	0	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	247	53	20	19	7	5	0	0	0	0	0
Total Replies	71	134	11	0	3	3	0	0	0	0	0
Open Tickets	176	0	9	19	4	2	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	172
Request for fresh food enlistment - Request for fresh food	19
Water tap & Tubewell - Requesting new facility	5
Latrine - New toilet requested	4
Not working - Solar supply	4
Shelter Materials - Received amount is not enough	3
Drainage - Blocked or Water logging	2
Protection Referral (UNHCR)	2
Bathing Station - Requested	1
Shelter Materials - Request additional materials	1
Water tap - Poor quality water	1

Common Feedback Platform - CFP

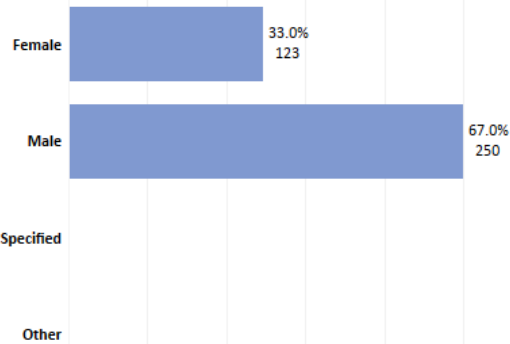
Monthly Camp Report | November 2024 | **Camp 06**

Summary for November 2024

- 373** tickets received in this camp
- 0** tickets closed on the spot*
- 373** tickets referred to relevant actors
- 93** 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.

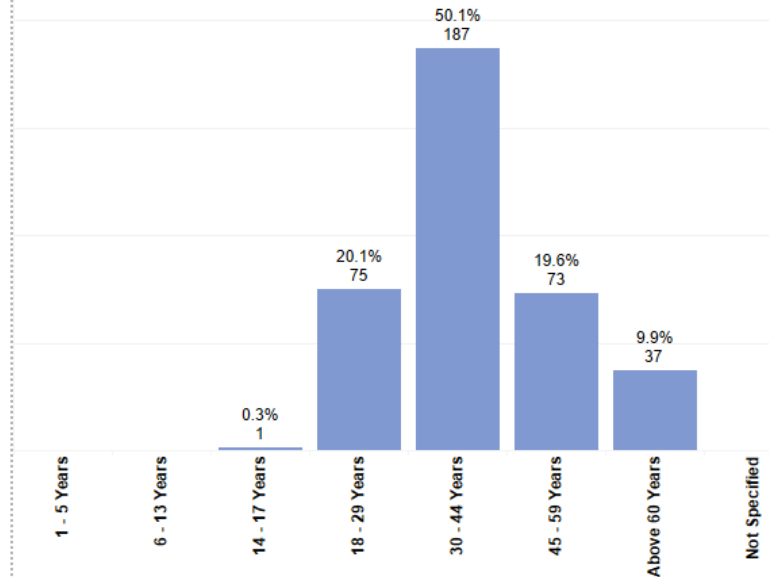
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter Materials - Request additional materials	193	0	193	46	147
Damage to shelter - Shelter damaged over time	60	0	60	6	54
LPG Gas - Not enough for family	31	0	31	0	31
Pathway - Requested	29	0	29	20	9
Pathway - Damaged, broken, or needs improvement	27	0	27	7	20
Request for fresh food enlistment - Request for fresh food	15	0	15	0	15
Relocation & Repatriation - Temporary relocation	9	0	9	8	1
Drainage - Blocked or Water logging	4	0	4	0	4

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Energy & Environment	Food Security	Site Management	Health	Protection	Education	ID Documents	Nutrition	WASH
Tickets Received	255	60	31	15	9	2	1	0	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	255	60	31	15	9	2	1	0	0	0	0
Total Replies	54	29	0	0	8	0	1	0	1	0	0
Open Tickets	201	31	31	15	1	2	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Shelter Materials - Request additional materials	147
Damage to shelter - Shelter damaged over time	54
LPG Gas - Not enough for family	31
Pathway - Damaged, broken, or needs improvement	20
Request for fresh food enlistment - Request for fresh food	15
Pathway - Requested	9
Drainage - Blocked or Water logging	4
General Health Card - Did not receive	2
Relocation & Repatriation - Temporary relocation	1

Common Feedback Platform - CFP

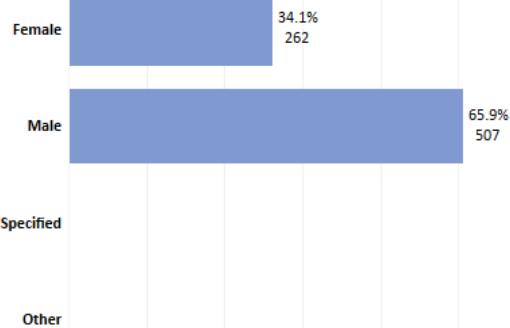
Monthly Camp Report | November 2024 | **Camp 07**

Summary for November 2024

- 769** tickets received in this camp
- 0** tickets closed on the spot*
- 769** 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.*

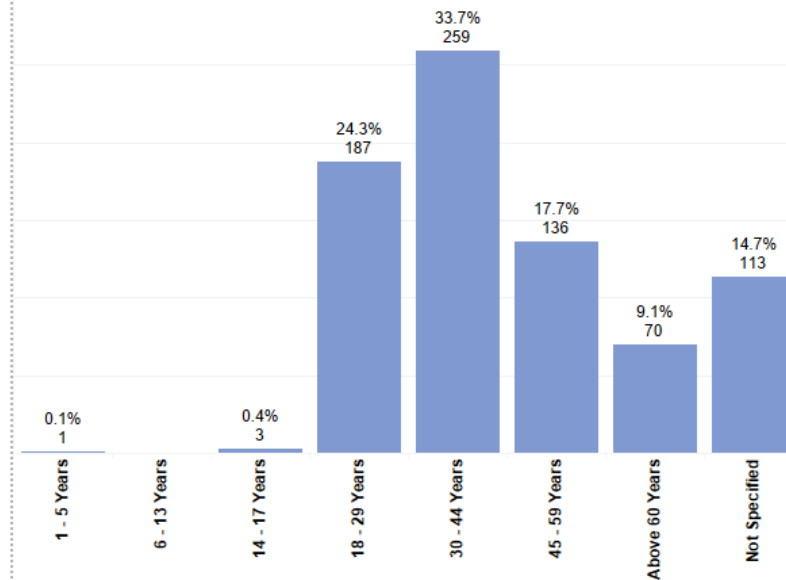
Tickets received by gender



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	591	0	591	116	475
Damage to shelter - Shelter damaged by weather	79	0	79	44	35
Stairs - Damaged, broken, or needs improvement	28	0	28	8	20
Request for fresh food enlistment - Request for fresh food	26	0	26	7	19
Treatment - Waited too long	10	0	10	0	10
Protection Referral (UNHCR)	9	0	9	3	6
Shelter Materials - Request additional materials	6	0	6	4	2
Stairs - Requested	4	0	4	4	0
Drainage - Blocked or Water logging	3	0	3	0	3
Pathway - Damaged, broken, or needs improvement	3	0	3	1	2
Slope/Ramp - Damaged, broken, or needs improvement	3	0	3	1	2
Latrine - New toilet requested	2	0	2	0	2
Request for additional room - Request for new room	2	0	2	0	2
SCOPE Card - Has not received new SCOPE Card	2	0	2	0	2

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Food Security	Health	Protection	ID Documents	WASH	Education	Energy & Environment	Nutrition	Site Management
Tickets Received	678	41	27	10	9	2	2	0	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	678	41	27	10	9	2	2	0	0	0	0
Total Replies	164	14	7	0	3	0	0	0	0	0	0
Open Tickets	514	27	20	10	6	2	2	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	475
Damage to shelter - Shelter damaged by weather	35
Stairs - Damaged, broken, or needs improvement	20
Request for fresh food enlistment - Request for fresh food	19
Treatment - Waited too long	10
Protection Referral (UNHCR)	6
Drainage - Blocked or Water logging	3
Latrine - New toilet requested	2
Pathway - Damaged, broken, or needs improvement	2
Request for additional room - Request for new room	2
SCOPE Card - Has not received new SCOPE Card	2
Shelter Materials - Request additional materials	2
Slope/Ramp - Damaged, broken, or needs improvement	2
Food distributions - Household has not received food	1

Common Feedback Platform - CFP

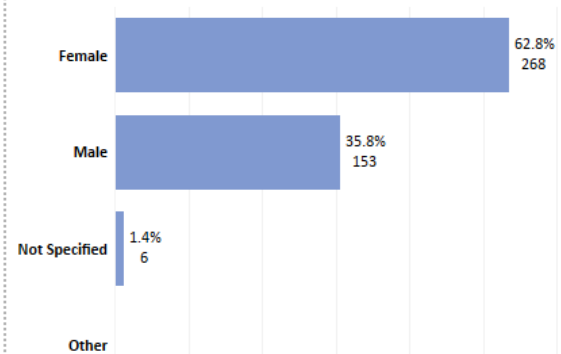
Monthly Camp Report | November 2024 | **Camp 08E**

Summary for November 2024

- 427** tickets received in this camp
- 14** tickets closed on the spot*
- 413** tickets referred to relevant actors
- 329** 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.

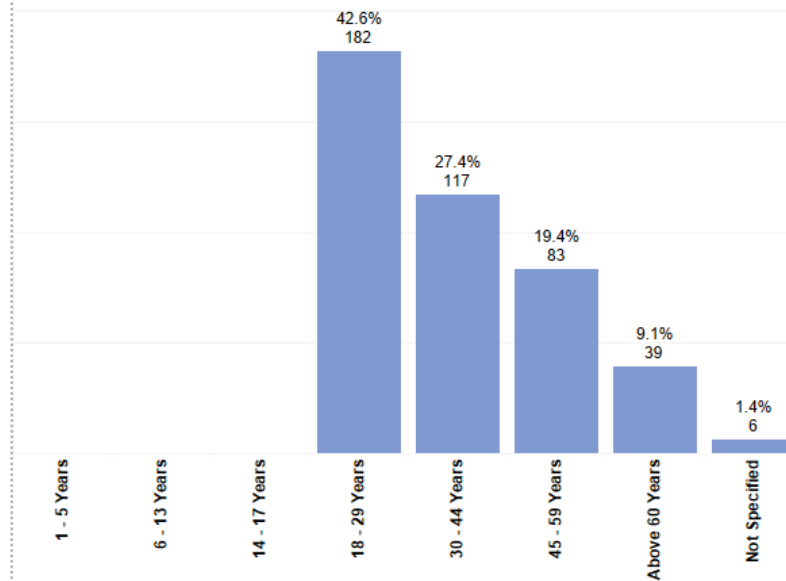
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Requested	108	0	108	104	4
Slope Protection (erosion) - Damaged, broken, or needs improvement	44	0	44	70	0
Cash for Work - Has not been enrolled	28	0	28	6	22
Drainage - Drain Requested	27	0	27	25	2
Cooking Stove - Did not receive	22	0	22	10	12
LPG Gas - Did not receive cylinder	21	0	21	8	13
SCOPE Card - Has not received new SCOPE Card	21	0	21	6	15
Food distributions - Household has not received food	20	0	20	9	11
Stairs - Requested	20	0	20	23	0
Food distributions - Missed Token	15	0	15	14	1
Pathway - Requested	14	0	14	11	3
Request for fresh food enlistment - Request for fresh food	11	0	11	9	2
Community Conflict - Tree Cutting	8	0	8	0	8
Bathing Station - Requested	6	0	6	2	4
Protection Referral (DRC)	6	6	0	0	0
Cash for Work - Has not been selected for CFW in long time	5	5	0	0	0
LPG Gas - Did not receive refill	5	0	5	2	3

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Energy & Environment	Food Security	Site Management	WASH	ID Documents	Protection	Shelter & NFI	Education	Health	Nutrition
Tickets Received	228	55	46	44	22	21	8	3	0	0	0
Total Closed on the Spot	0	1	0	7	0	0	6	0	0	0	0
Total Referred	228	54	46	37	22	21	2	3	0	0	0
Total Replies	248	20	35	8	10	7	1	0	0	0	0
Open Tickets	0	34	11	29	12	14	1	3	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Cash for Work - Has not been enrolled	22
SCOPE Card - Has not received new SCOPE Card	15
LPG Gas - Did not receive cylinder	13
Cooking Stove - Did not receive	12
Food distributions - Household has not received food	11
Community Conflict - Tree Cutting	8
Bathing Station - Requested	4
Slope Protection (erosion) - Requested	4
Water tap - Requested	4
Damage to shelter - Shelter damaged over time	3
Latrine - Needs desludging	3
LPG Gas - Did not receive refill	3
LPG Porters - Requested	3
Pathway - Requested	3
Drainage - Drain Requested	2
LPG Gas - Lost token	2
Request for fresh food enlistment - Request for fresh food	2

Common Feedback Platform - CFP

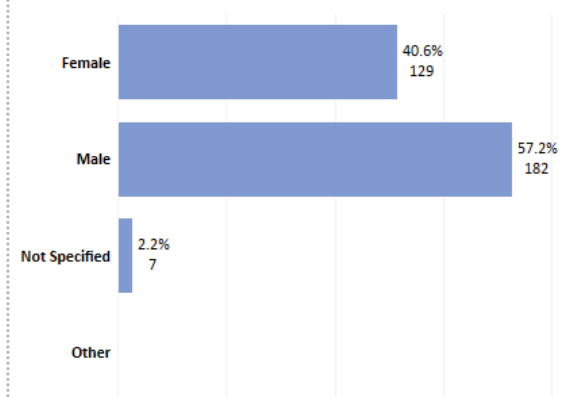
Monthly Camp Report | November 2024 | **Camp 08W**

Summary for November 2024

- 318** tickets received in this camp
- 8** tickets closed on the spot*
- 310** tickets referred to relevant actors
- 190** 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.*

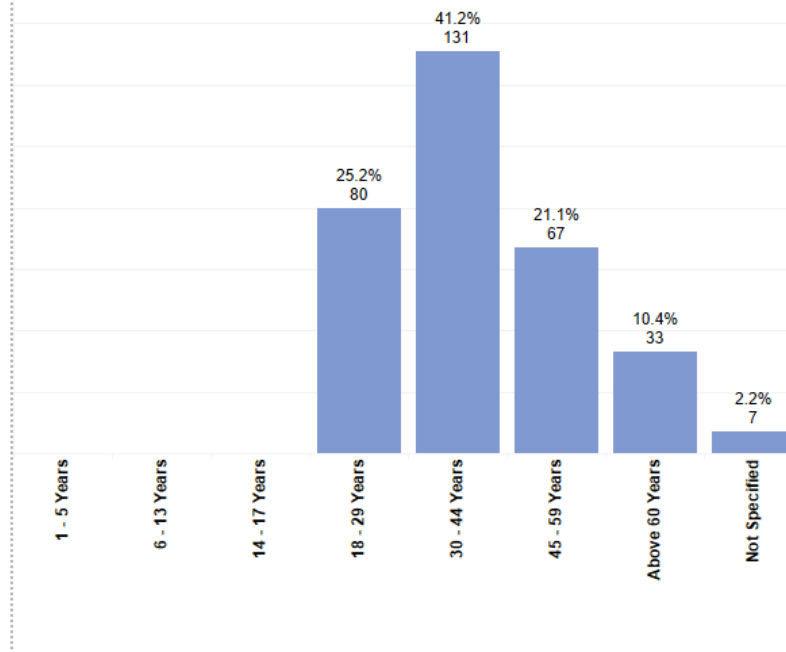
Tickets received by gender



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	55	33
LPG Gas - Not enough for family	57	0	57	0	57
Slope Protection (erosion) - Damaged, broken, or needs improvement	32	0	32	19	13
Stairs - Requested	19	0	19	9	10
Pathway - Requested	18	0	18	7	11
Request for fresh food enlistment - Request for fresh food	14	0	14	20	0
Cooking Stove - Did not receive	12	0	12	16	0
Lamp post or Street light - Requested	12	0	12	2	10
LPG Gas - Did not receive cylinder	12	0	12	15	0
Drainage - Drain Requested	7	0	7	8	0
Food distributions - Household has not received food	7	0	7	8	0
Latrine - New toilet requested	7	0	7	1	6
Protection Referral (DRC)	7	7	0	0	0
Stairs - Damaged, broken, or needs improvement	5	0	5	2	3
Damage to shelter - Shelter damaged by weather	3	0	3	0	3
Food Porters - Requested	3	0	3	0	3
Lamp post or Street light - Damaged, broken, or needs improvement	3	0	3	4	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Energy & Environment	Food Security	WASH	Protection	Shelter & NFI	Education	Health	ID Documents	Nutrition	Site Management
Tickets Received	184	81	26	13	9	5	0	0	0	0	0
Total Closed on the Spot	0	0	0	0	7	1	0	0	0	0	0
Total Referred	184	81	26	13	2	4	0	0	0	0	0
Total Replies	110	36	33	9	0	1	0	0	1	0	0
Open Tickets	74	45	0	4	2	3	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
LPG Gas - Not enough for family	57
Slope Protection (erosion) - Requested	33
Slope Protection (erosion) - Damaged, broken, or needs improvement	13
Pathway - Requested	11
Lamp post or Street light - Requested	10
Stairs - Requested	10
Latrine - New toilet requested	6
Damage to shelter - Shelter damaged by weather	3
Food Porters - Requested	3
Latrine - Broken	3
Stairs - Damaged, broken, or needs improvement	3
Protection Referral (UNHCR)	2
Latrine - Latrine not working properly	1
Request for additional room - Request for new room	1
Water tap & Tubewell - Requesting new facility	1

Common Feedback Platform - CFP

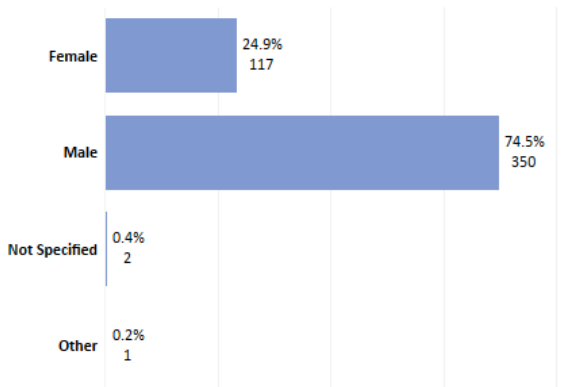
Monthly Camp Report | November 2024 | **Camp 09**

Summary for November 2024

- 470** tickets received in this camp
- 195** tickets closed on the spot*
- 275** tickets referred to relevant actors
- 275** 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.

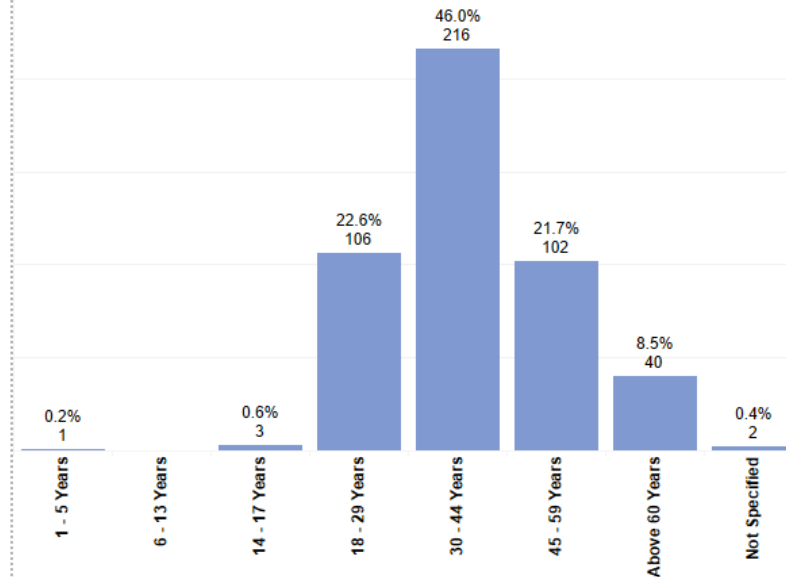
Tickets received by gender



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	93	0	93	99	0
Damage to shelter - Shelter damaged over time	79	79	0	0	0
LPG Gas - Not enough for family	61	61	0	0	0
Slope Protection (erosion) - Requested	32	0	32	30	2
Cash for Work - Has not been selected for CFW in long time	25	25	0	0	0
Stairs - Damaged, broken, or needs improvement	22	0	22	25	0
Drainage - Drain Requested	16	0	16	22	0
Shelter Materials - Missed Distribution	14	0	14	0	14
Protection Referral (UNHCR)	12	0	12	1	11
Shelter Materials - Request additional materials	12	12	0	0	0
Drainage - Damaged, broken, or needs improvement	10	0	10	10	0
Drainage Cover (Slab) - Requested	9	0	9	12	0
Stairs - Requested	9	0	9	13	0
Request for fresh food enlistment - Request for fresh food	7	0	7	0	7
Cash for Work - Requested CFW	6	6	0	0	0
NFI - Request additional materials	6	6	0	0	0
Pathway - Requested	6	0	6	5	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Shelter & NFI	Energy & Environment	Site Management	Protection	WASH	Food Security	Health	ID Documents	Education	Nutrition
Tickets Received	224	114	65	32	14	11	8	1	1	0	0
Total Closed on the Spot	0	97	62	31	2	0	1	1	1	0	0
Total Referred	224	17	3	1	12	11	7	0	0	0	0
Total Replies	246	6	3	2	1	15	0	0	2	0	0
Open Tickets	0	11	0	0	11	0	7	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Shelter Materials - Missed Distribution	14
Protection Referral (UNHCR)	11
Request for fresh food enlistment - Request for fresh food	7
Lamp post or Street light - Damaged, broken, or needs improvement	2
Slope Protection (erosion) - Requested	2
Water tap - Not Working	2
Community Conflict - Waste water & drainage	1
Drainage - Blocked or Water logging	1
Food Porters - Porter did not take food to shelter	1
Lamp post or Street light - Solar panel needs cleaning	1
Latrine - New toilet requested	1
LPG Porters - Requested	1
Pathway - Requested	1
Trash Disposal - Trash pick-up needed	1

Common Feedback Platform - CFP

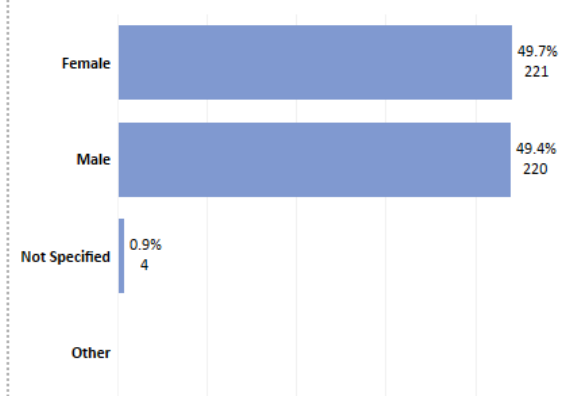
Monthly Camp Report | November 2024 | **Camp 10**

Summary for November 2024

- 445** tickets received in this camp
- 7** tickets closed on the spot*
- 438** tickets referred to relevant actors
- 511** 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.

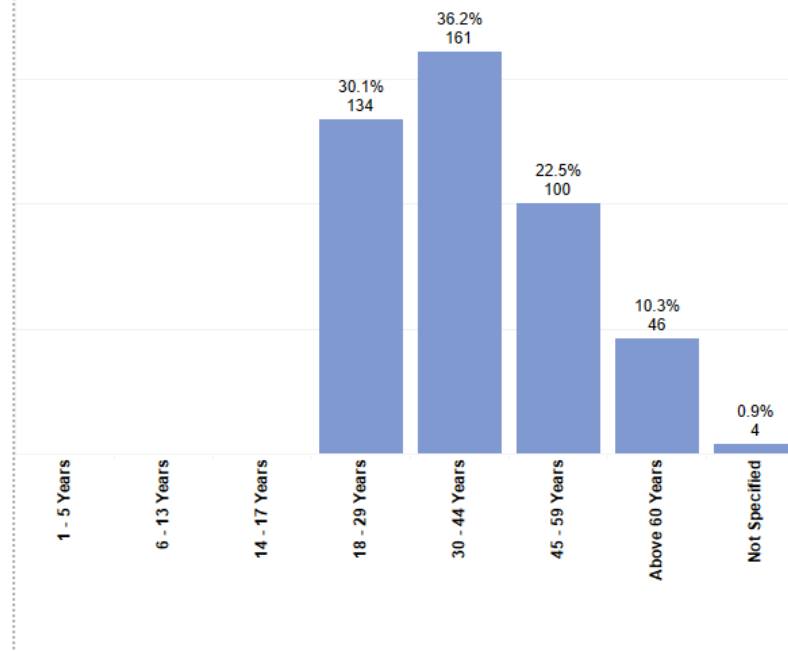
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Requested	174	0	174	137	37
Shelter Materials - Missed Distribution	85	0	85	162	0
Stairs - Requested	31	0	31	26	5
Drainage - Drain Requested	25	0	25	16	9
Cash for Work - Has not been enrolled	20	0	20	51	0
Request for fresh food enlistment - Request for fresh food	9	0	9	1	8
Soap & Hygiene Kit - Did not receive	8	0	8	20	0
Shelter Number - Requested	7	0	7	11	0
LPG Porters - Requested	6	0	6	8	0
Bridge - Requested	5	0	5	4	1
Drainage - Blocked or Water logging	5	0	5	4	1
Latrine - Broken	5	0	5	2	3
SCOPE Card - Has not received new SCOPE Card	5	0	5	9	0
Drainage - Damaged, broken, or needs improvement	4	0	4	0	4
Protection Referral (DRC)	4	4	0	0	0
SCOPE Card - No balance on card	4	0	4	13	0
Water tap - Requested	4	0	4	6	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Shelter & NFI	Site Management	WASH	ID Documents	Energy & Environment	Food Security	Protection	Education	Health	Nutrition
Tickets Received	258	93	23	23	15	14	11	7	1	0	0
Total Closed on the Spot	0	1	0	0	1	1	0	4	0	0	0
Total Referred	258	92	23	23	14	13	11	3	1	0	0
Total Replies	198	177	56	36	24	11	7	2	0	0	0
Open Tickets	60	0	0	0	0	2	4	1	1	0	0

Top Open Tickets this Month

Ticket Description	Count
Slope Protection (erosion) - Requested	37
Drainage - Drain Requested	9
Request for fresh food enlistment - Request for fresh food	8
Stairs - Requested	5
Drainage - Damaged, broken, or needs improvement	4
Latrine - Broken	3
Cash for Work - Payment delayed	2
Pathway - Requested	2
SCOPE Card - Damaged	2
Bridge - Damaged, broken, or needs improvement	1
Bridge - Requested	1
Cooking Stove - Did not receive	1
Drainage - Blocked or Water logging	1
Drainage Cover (Slab) - Requested	1
Education-Tertiary Education requested	1
Fence or railing for path or stairs - Damaged, broken, or needs improvement	1
Fence or railing for path or stairs - Requested	1

Common Feedback Platform - CFP

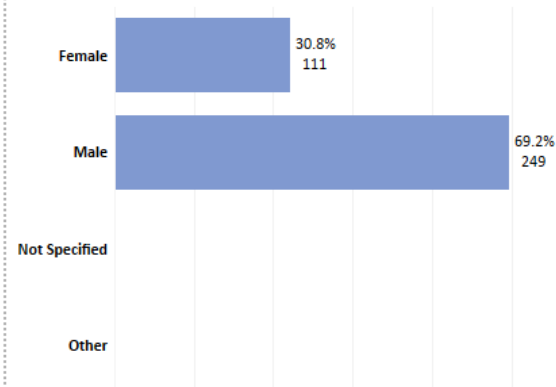
Monthly Camp Report | November 2024 | **Camp 11**

Summary for November 2024

- 360** tickets received in this camp
- 107** tickets closed on the spot*
- 253** tickets referred to relevant actors
- 266** 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.

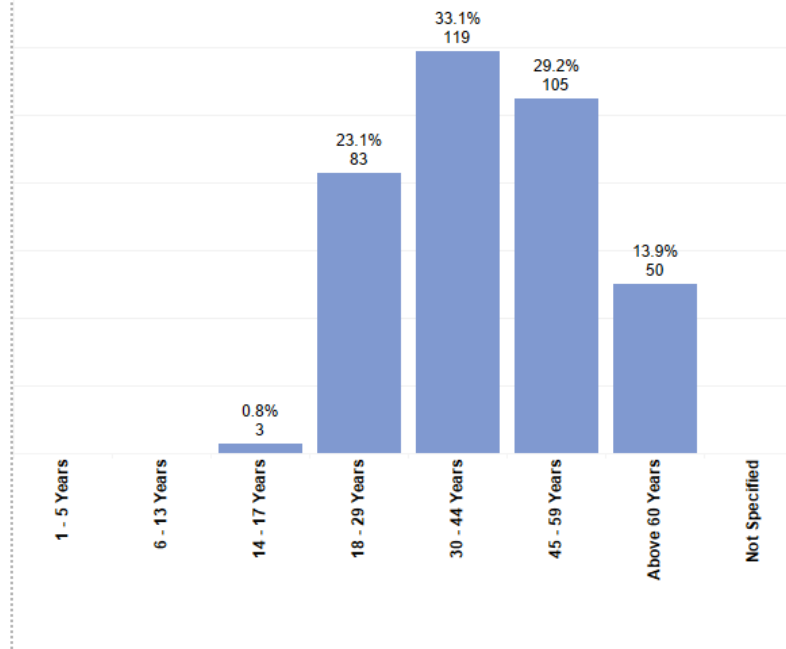
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Requested	80	0	80	80	0
Cash for Work - Has not been selected for CFW in long time	61	61	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	40	0	40	29	11
Stairs - Requested	29	0	29	18	11
Drainage - Drain Requested	20	0	20	17	3
Shelter Materials - Request additional materials	14	14	0	0	0
Cash for Work - Has not been enrolled	13	0	13	31	0
Cash for Work - Requested CFW	13	13	0	0	0
Drainage Cover (Slab) - Requested	7	0	7	4	3
LPG Gas - Did not receive cylinder	7	0	7	11	0
Food distributions - Request for more food each month	6	6	0	0	0
Pathway - Requested	6	0	6	23	0
Protection Referral (UNHCR)	6	0	6	4	2
Request for fresh food enlistment - Request for fresh food	5	0	5	12	0
Food distributions - Household has not received food	4	0	4	4	0
LPG Gas - Did not receive refill	4	0	4	1	3
SCOPE Card - Lost	4	0	4	0	4

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Site Management	Food Security	Shelter & NFI	Energy & Environment	ID Documents	WASH	Protection	Health	Education	Nutrition
Tickets Received	193	90	18	18	17	9	8	6	1	0	0
Total Closed on the Spot	0	74	9	16	4	3	1	0	0	0	0
Total Referred	193	16	9	2	13	6	7	6	1	0	0
Total Replies	179	35	16	7	14	2	7	4	2	0	0
Open Tickets	14	0	0	0	0	4	0	2	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Slope Protection (erosion) - Damaged, broken, or needs improvement	11
Stairs - Requested	11
SCOPE Card - Lost	4
Drainage - Drain Requested	3
Drainage Cover (Slab) - Requested	3
Lamp post or Street light - Damaged, broken, or needs improvement	3
LPG Gas - Did not receive refill	3
Bridge - Requested	2
Protection Referral (UNHCR)	2
Cash for Work - Payment delayed	1
Cash for Work - Was charged to enroll or be selected	1
Clearing and levelling ground - Requested	1
Drainage - Blocked or Water logging	1
Lamp post or Street light - Requested	1
LPG Porters - Requested	1
SCOPE Card - Fingerprint scan is not working	1
Treatment - Treatment not good quality	1

Common Feedback Platform - CFP

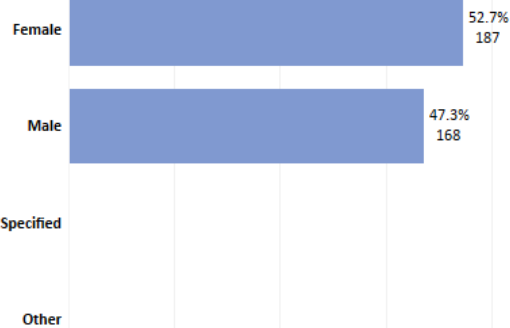
Monthly Camp Report | November 2024 | **Camp 12**

Summary for November 2024

- 355** tickets received in this camp
- 3** tickets closed on the spot*
- 352** tickets referred to relevant actors
- 356** responses given by relevant actors

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

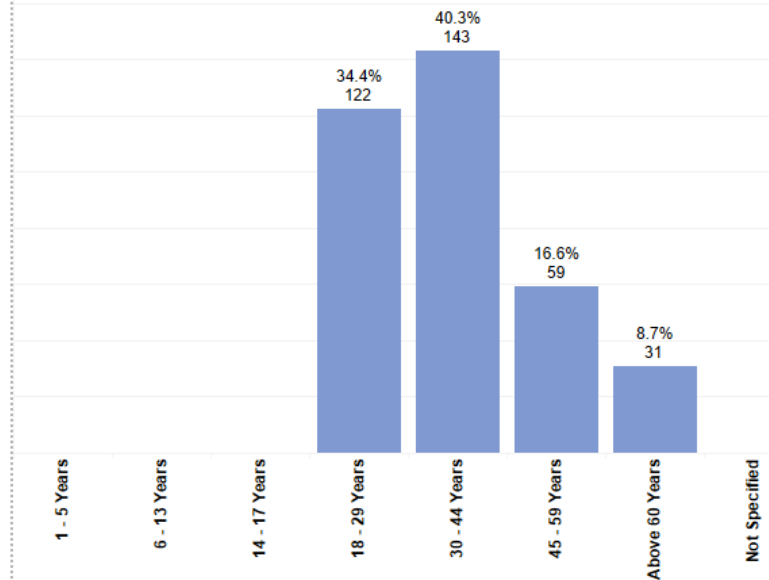
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Requested	113	0	113	112	1
Shelter Materials - Missed Distribution	56	0	56	23	33
Soap & Hygiene Kit - Did not receive	25	0	25	37	0
Drainage - Drain Requested	24	0	24	25	0
Stairs - Requested	20	0	20	20	0
LPG Gas - Did not receive refill	17	0	17	12	5
Food distributions - Household has not received food	16	0	16	15	1
Slope Protection (erosion) - Damaged, broken, or needs improvement	12	0	12	21	0
Pathway - Requested	11	0	11	7	4
Latrine - New toilet requested	7	0	7	11	0
LPG Gas - Did not receive cylinder	6	0	6	2	4
Community Conflict - Land & shelter extension	5	0	5	3	2
Drainage Cover (Slab) - Requested	5	0	5	7	0
Latrine - Needs desludging	5	0	5	3	2
Protection Referral (UNHCR)	3	0	3	3	0
Tubewell - Not Working	3	0	3	3	0
Cash for Work - Has not been enrolled	2	0	2	9	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Shelter & NFI	WASH	Energy & Environment	Food Security	Site Management	ID Documents	Protection	Education	Health	Nutrition
Tickets Received	195	56	44	28	16	9	3	3	1	0	0
Total Closed on the Spot	0	0	0	3	0	0	0	0	0	0	0
Total Referred	195	56	44	25	16	9	3	3	1	0	0
Total Replies	208	23	63	16	23	12	8	3	0	0	0
Open Tickets	0	33	0	9	0	0	0	0	1	0	0

Top Open Tickets this Month

Ticket Description	Count
Shelter Materials - Missed Distribution	33
LPG Gas - Did not receive refill	5
LPG Gas - Did not receive cylinder	4
Pathway - Requested	4
Community Conflict - Land & shelter extension	2
Latrine - Needs desludging	2
Community Conflict - Latrine	1
Community Conflict - Tree Cutting	1
Education-Tertiary Education requested	1
Food distributions - Household has not received food	1
Lamp post or Street light - Requested	1
Lamp post or Street light - Stolen	1
Pathway - Damaged, broken, or needs improvement	1
Relocation & Repatriation - Relocation to another camp	1
SCOPE Card - Family Attestation doesn't match SCOPE	1
SCOPE Card - Lost	1
Slope Protection (erosion) - Requested	1

Common Feedback Platform - CFP

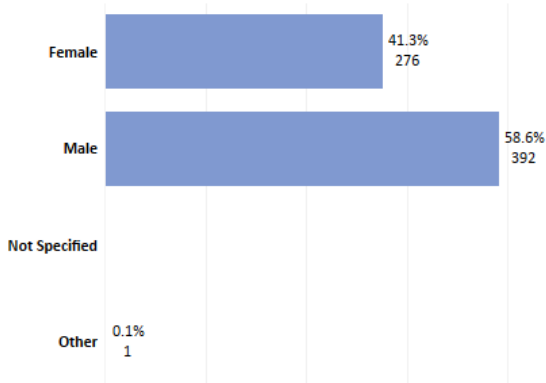
Monthly Camp Report | November 2024 | **Camp 13**

Summary for November 2024

- 669** tickets received in this camp
- 73** tickets closed on the spot*
- 596** tickets referred to relevant actors
- 498** 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.

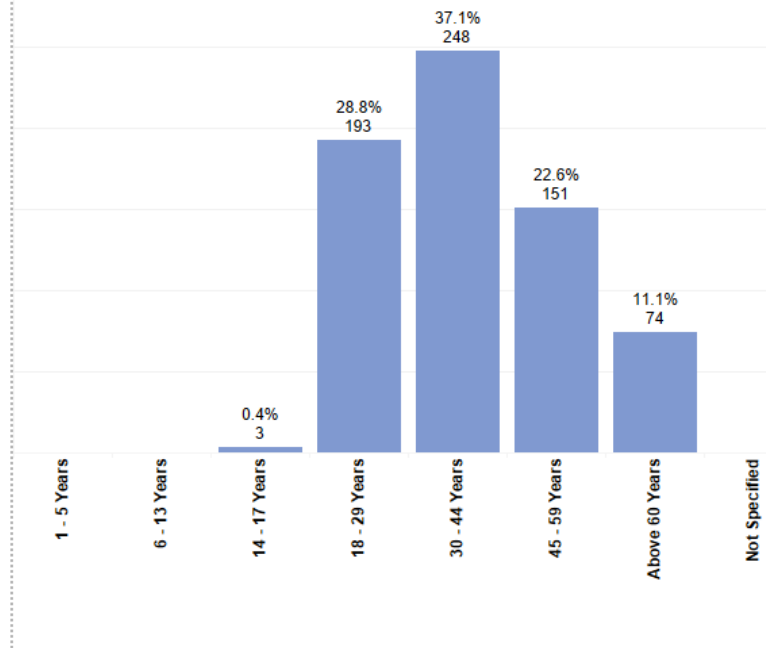
Tickets received by gender



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	165	0	165	223	0
Slope Protection (erosion) - Requested	105	0	105	95	10
Shelter Materials - Missed Distribution	78	0	78	32	46
Cash for Work - Requested CFW	35	35	0	0	0
NFI - Missed Distribution	33	0	33	3	30
Shelter Number - Requested	16	0	16	9	7
Pathway - Damaged, broken, or needs improvement	14	0	14	20	0
Stairs - Damaged, broken, or needs improvement	14	0	14	20	0
Damage to shelter - Shelter damaged over time	13	13	0	0	0
Latrine - New toilet requested	12	0	12	5	7
Pathway - Requested	12	0	12	9	3
Drainage - Drain Requested	11	0	11	6	5
Soap & Hygiene Kit - Did not receive	11	0	11	2	9
Drainage - Blocked or Water logging	10	0	10	2	8
Drainage Cover (Slab) - Requested	8	0	8	6	2
LPG Gas - Did not receive refill	8	0	8	0	8
Protection Referral (UNHCR)	8	0	8	8	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Shelter & NFI	WASH	Site Management	ID Documents	Energy & Environment	Protection	Food Security	Education	Health	Nutrition
Tickets Received	367	148	65	47	19	13	8	2	0	0	0
Total Closed on the Spot	0	20	1	37	9	5	0	1	0	0	0
Total Referred	367	128	64	10	10	8	8	1	0	0	0
Total Replies	411	44	18	10	6	1	8	0	0	0	0
Open Tickets	0	84	46	0	4	7	0	1	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Shelter Materials - Missed Distribution	46
NFI - Missed Distribution	30
Slope Protection (erosion) - Requested	10
Soap & Hygiene Kit - Did not receive	9
Drainage - Blocked or Water logging	8
LPG Gas - Did not receive refill	8
Latrine - New toilet requested	7
Shelter Number - Requested	7
Tubewell - Not Working	7
Bathing Station - Requested	6
Bridge - Damaged, broken, or needs improvement	5
Drainage - Drain Requested	5
Latrine - Needs desludging	5
SCOPE Card - Has not received new SCOPE Card	5
Bathing Station - Broken or Damaged	4
SCOPE Card - Lost	4
Drainage Cover (Slab) - Damaged, broken, or needs improvement	3

Common Feedback Platform - CFP

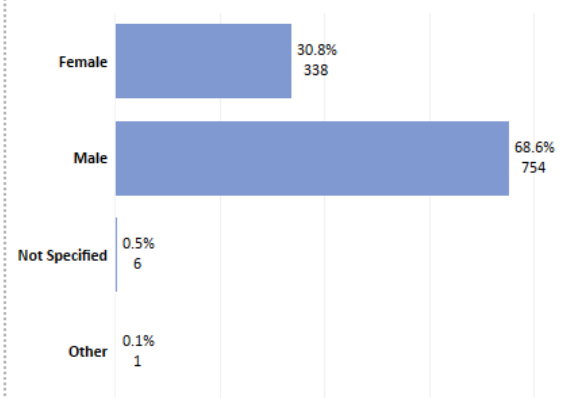
Monthly Camp Report | November 2024 | **Camp 14**

Summary for November 2024

- 1,099** tickets received in this camp
- 836** tickets closed on the spot*
- 263** tickets referred to relevant actors
- 142** responses given by relevant actors

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

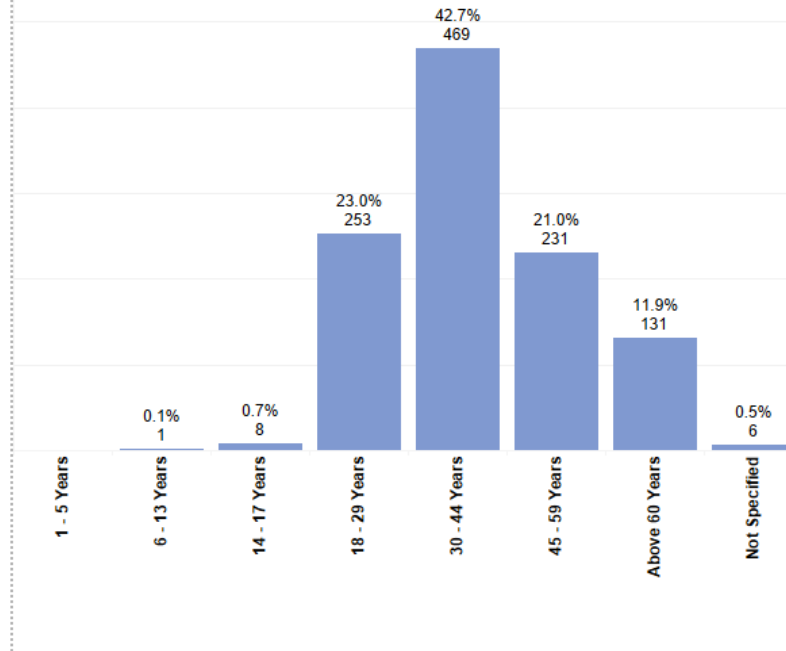
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Cash for Work - Has not been selected for CFW in long time	302	302	0	0	0
NFI - Request additional materials	94	94	0	0	0
Cash for Work - Requested CFW	83	83	0	0	0
Slope Protection (erosion) - Requested	74	0	74	25	49
When will my Site Development issue be prioritized for resolving?	65	64	1	0	1
LPG Gas - Not enough for family	52	52	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	42	0	42	15	27
Shelter Number - Requested	36	0	36	33	3
Drainage - Drain Requested	25	0	25	7	18
SMART Card & Family Attestation - Request for individual SMART card	25	25	0	0	0
Soap & Hygiene Kit - Not enough	21	21	0	0	0
Food distributions - Request for different items or quantities	19	19	0	0	0
SMART Card & Family Attestation - Add New Born	17	17	0	0	0
When is my next Cash for Work rotation day?	17	17	0	0	0
SMART Card & Family Attestation - Lost ID Card	14	14	0	0	0
When is the next LPG distribution day?	14	14	0	0	0
When is the next Shelter Materials distribution day	12	12	0	0	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	Site Development	Shelter & NFI	ID Documents	Energy & Environment	Food Security	WASH	Protection	Education	Health	Nutrition
Tickets Received	426	250	179	82	78	38	37	7	1	1	0
Total Closed on the Spot	409	71	139	76	77	33	25	6	0	0	0
Total Referred	17	179	40	6	1	5	12	1	1	1	0
Total Replies	14	70	33	5	1	0	10	6	1	0	2
Open Tickets	3	109	7	1	0	5	2	0	0	1	0

Top Open Tickets this Month

Ticket Description	Count
Slope Protection (erosion) - Requested	49
Slope Protection (erosion) - Damaged, broken, or needs improvement	27
Drainage - Drain Requested	18
Request for fresh food enlistment - Request for fresh food	5
Stairs - Damaged, broken, or needs improvement	5
Community Conflict - Land & shelter extension	4
Fence or railing for path or stairs - Damaged, broken, or needs improvement	4
Drainage Cover (Slab) - Damaged, broken, or needs improvement	3
Pathway - Damaged, broken, or needs improvement	3
Shelter Number - Requested	3
Latrine - New toilet requested	2
Pathway - Requested	2
SCOPE Card - Has not received new SCOPE Card	2
Shelter Number - Needs to be changed	2
Stairs - Requested	2
Bridge - Damaged, broken, or needs improvement	1
Cash for Work - Was charged to enroll or be selected	1

Common Feedback Platform - CFP

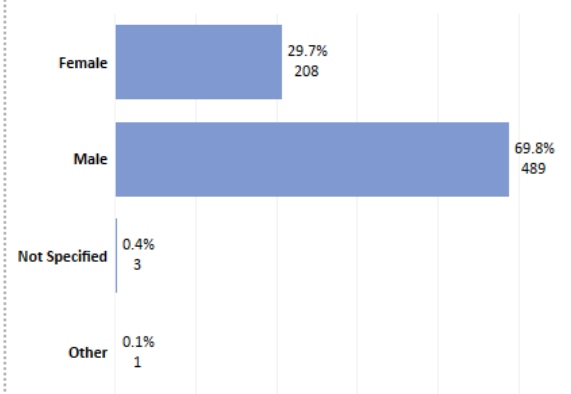
Monthly Camp Report | November 2024 | **Camp 15**

Summary for November 2024

- 701** tickets received in this camp
- 275** tickets closed on the spot*
- 426** tickets referred to relevant actors
- 481** responses given by relevant actors

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

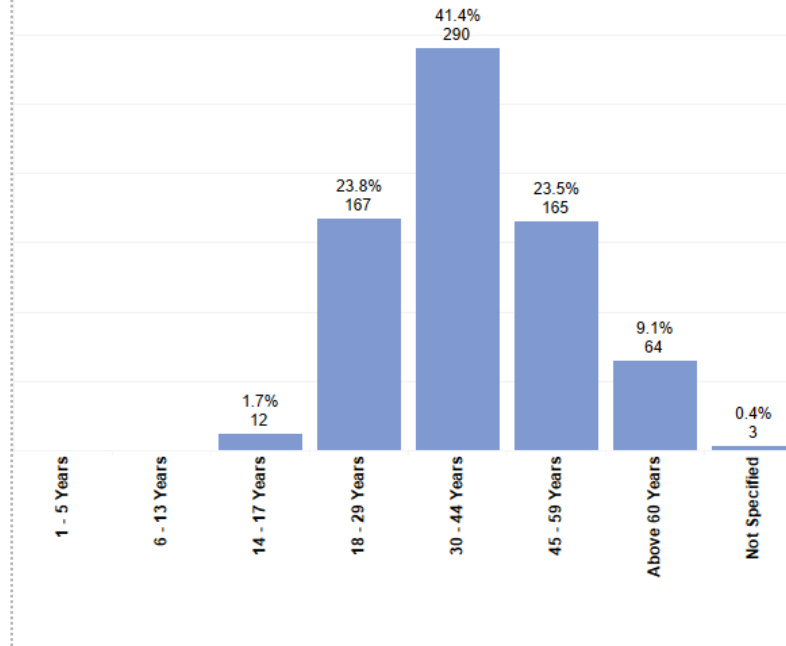
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Cash for Work - Has not been selected for CFW in long time	127	127	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	121	0	121	188	0
Slope Protection (erosion) - Requested	83	0	83	139	0
Cash for Work - Requested CFW	61	61	0	0	0
Cash for Work - Has not been enrolled	49	0	49	0	49
NFI - Request additional materials	39	39	0	0	0
Request for fresh food enlistment - Request for fresh food	22	0	22	0	22
Drainage - Drain Requested	18	0	18	28	0
Pathway - Damaged, broken, or needs improvement	16	0	16	15	1
Pathway - Requested	12	0	12	19	0
Changes to Education - Secondary education requested	11	11	0	1	0
General Health Card - Did not receive	10	0	10	0	10
Shelter Number - Requested	9	0	9	0	9
Stairs - Requested	9	0	9	8	1
Shelter Materials - Missed Distribution	8	0	8	21	0
Protection Referral (UNHCR)	7	1	6	1	5
Drainage Cover (Slab) - Requested	6	0	6	14	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Site Management	Shelter & NFI	Food Security	ID Documents	Health	Protection	Education	WASH	Energy & Environment	Nutrition
Tickets Received	289	245	60	26	17	15	14	12	12	11	0
Total Closed on the Spot	2	189	43	1	16	0	3	11	1	9	0
Total Referred	287	56	17	25	1	15	11	1	11	2	0
Total Replies	444	3	21	1	3	2	6	1	0	0	0
Open Tickets	0	53	0	24	0	13	5	0	11	2	0

Top Open Tickets this Month

Ticket Description	Count
Cash for Work - Has not been enrolled	49
Request for fresh food enlistment - Request for fresh food	22
General Health Card - Did not receive	10
Shelter Number - Requested	9
Protection Referral (UNHCR)	5
Latrine - Broken	4
When is my next Cash for Work rotation day?	3
Food distributions - Household has not received food	2
General Health Card - Lost, damaged or Stolen	2
Latrine - Needs cleaning	2
Latrine - New toilet requested	2
When will my Site Development issue be prioritized for resolving?	2
Bathing Station - Broken or Damaged	1
Bridge - Damaged, broken, or needs improvement	1
Cash for Work - Payment delayed	1
Community Conflict - Land & shelter extension	1
Community Conflict - Waste water & drainage	1

Common Feedback Platform - CFP

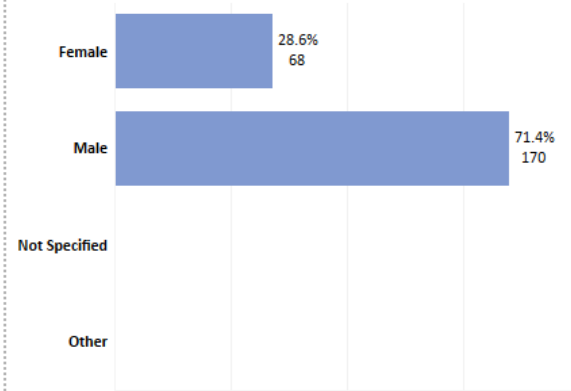
Monthly Camp Report | November 2024 | **Camp 16**

Summary for November 2024

- 238** tickets received in this camp
- 4** tickets closed on the spot*
- 234** tickets referred to relevant actors
- 333** 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.

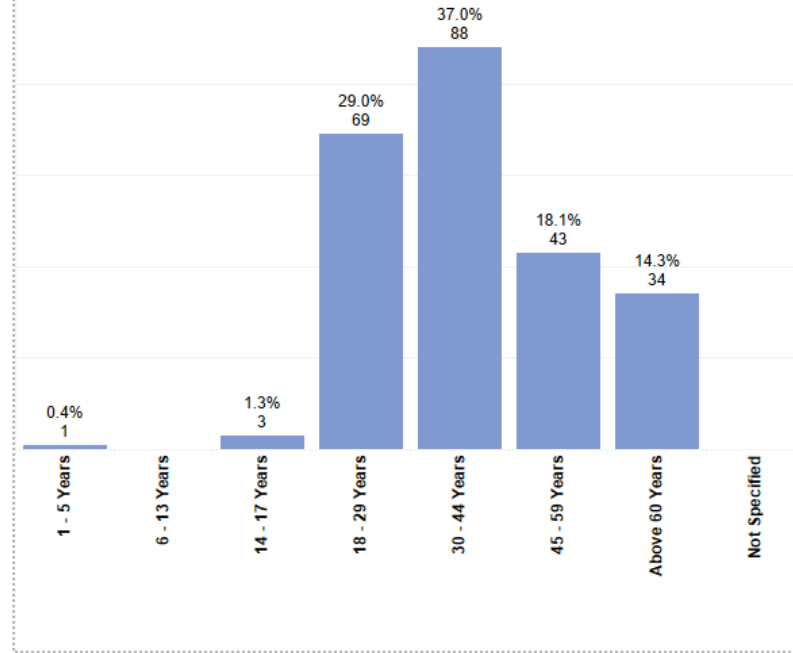
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Requested	68	0	68	101	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	43	0	43	83	0
Drainage - Drain Requested	17	0	17	21	0
Cash for Work - Has not been enrolled	12	0	12	28	0
Pathway - Requested	12	0	12	8	4
Shelter Number - Requested	12	0	12	7	5
Drainage Cover (Slab) - Requested	10	0	10	4	6
Pathway - Damaged, broken, or needs improvement	8	0	8	5	3
Stairs - Damaged, broken, or needs improvement	7	0	7	9	0
Stairs - Requested	7	0	7	5	2
Latrine - Needs desludging	6	0	6	1	5
Shelter Materials - Missed Distribution	6	0	6	28	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Shelter & NFI	Site Management	WASH	Health	Energy & Environment	Food Security	ID Documents	Protection	Education	Nutrition
Tickets Received	176	21	13	12	6	4	4	1	1	0	0
Total Closed on the Spot	0	0	1	0	0	2	0	1	0	0	0
Total Referred	176	21	12	12	6	2	4	0	1	0	0
Total Replies	248	37	31	3	1	1	7	1	4	0	0
Open Tickets	0	0	0	9	5	1	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Drainage Cover (Slab) - Requested	6
Latrine - Needs desludging	5
Shelter Number - Requested	5
Pathway - Requested	4
General Health Card - Lost, damaged or Stolen	3
Pathway - Damaged, broken, or needs improvement	3
General Health Card - Fully filled up	2
Shelter Number - Needs to be changed	2
Stairs - Requested	2
Tubewell - Not Working	2
Bathing Station - Broken or Damaged	1
Lamp post or Street light - Requested	1
LPG Gas - Did not receive refill	1
Water tap - Not Working	1

Common Feedback Platform - CFP

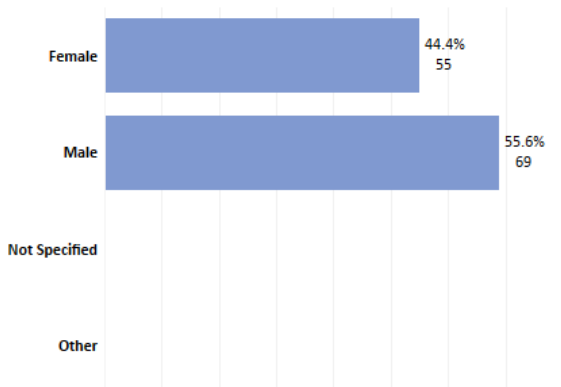
Monthly Camp Report | November 2024 | **Camp 17**

Summary for November 2024

- 124** tickets received in this camp
- 0** tickets closed on the spot*
- 124** 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.*

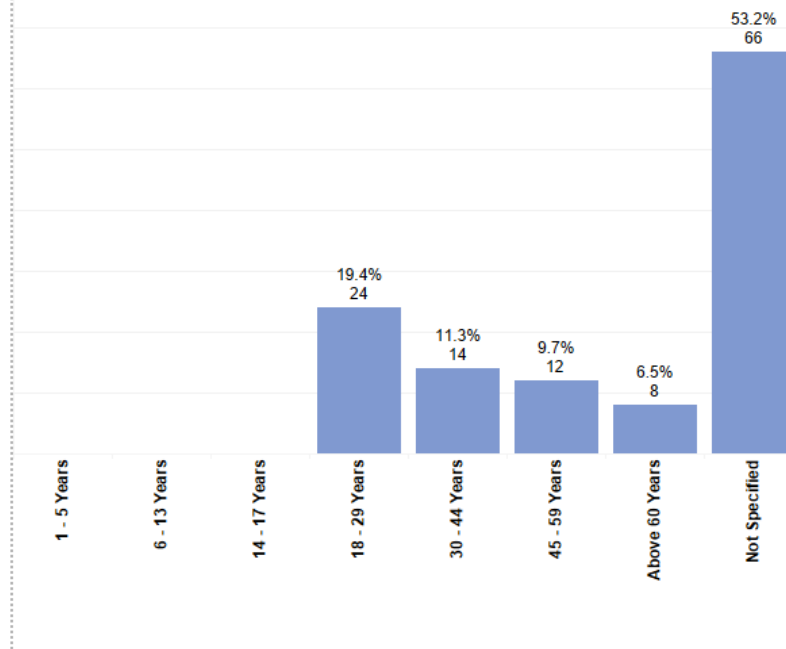
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged by weather	46	0	46	2	44
Damage to shelter - Shelter damaged over time	34	0	34	13	21
Pathway - Damaged, broken, or needs improvement	15	0	15	0	15
Request for fresh food enlistment - Request for fresh food	8	0	8	0	8
Request for additional room - Request for new room	7	0	7	4	3
Protection Referral (UNHCR)	6	0	6	4	2

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Food Security	Protection	Health	WASH	Energy & Environment	Education	ID Documents	Nutrition	Site Management
Tickets Received	87	16	9	6	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	87	16	9	6	3	2	1	0	0	0	0
Total Replies	20	0	0	4	0	0	0	0	0	0	1
Open Tickets	67	16	9	2	3	2	1	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged by weather	44
Damage to shelter - Shelter damaged over time	21
Pathway - Damaged, broken, or needs improvement	15
Request for fresh food enlistment - Request for fresh food	8
General Health Card - Did not receive	3
Request for additional room - Request for new room	3
Protection Referral (UNHCR)	2
Bathing Station - Requested	1
Food Porters - Requested	1
Latrine - New toilet requested	1
LPG Gas - Not enough for family	1
Stairs - Requested	1

Common Feedback Platform - CFP

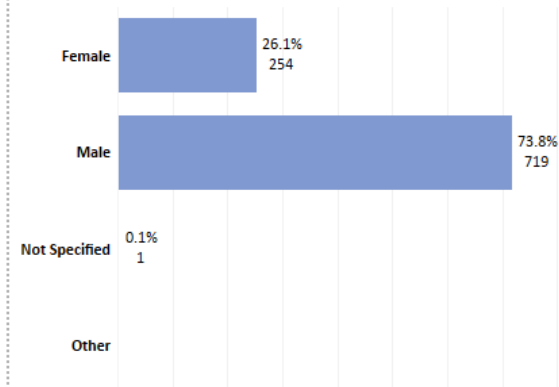
Monthly Camp Report | November 2024 | **Camp 18**

Summary for November 2024

- 974** tickets received in this camp
- 640** tickets closed on the spot*
- 334** tickets referred to relevant actors
- 206** responses given by relevant actors

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

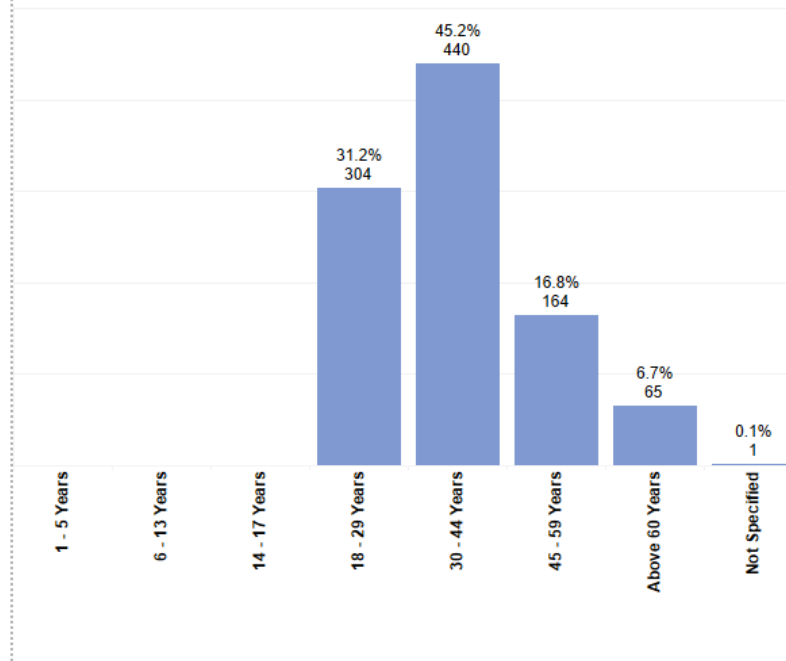
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
NFI - Request additional materials	148	148	0	0	0
Cash for Work - Has not been selected for CFW in long time	89	89	0	0	0
Cooking set (gas & stove) - Broken or not working	75	75	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	69	0	69	42	27
Food distributions - Request for different items or quantities	68	68	0	0	0
Soap & Hygiene Kit - Not enough	57	57	0	0	0
Cash for Work - Has not been enrolled	54	0	54	27	27
Slope Protection (erosion) - Requested	52	0	52	37	15
When is the next LPG distribution day?	39	39	0	0	0
Cash for Work - Requested CFW	29	29	0	0	0
Shelter Materials - Request additional materials	29	29	0	0	0
Stairs - Damaged, broken, or needs improvement	29	0	29	19	10
Shelter Kit - Requested (general households)	23	23	0	0	0
Soap & Hygiene Kit - Additional Requested	19	19	0	0	0
Cooking set (gas & stove) - Requested	17	17	0	0	0
Cooking Stove - Broken or not working	15	15	0	0	0
Drainage - Blocked or Water logging	15	0	15	0	15

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Shelter & NFI	Site Management	Energy & Environment	WASH	Food Security	ID Documents	Health	Protection	Education	Nutrition
Tickets Received	213	209	176	158	112	80	18	4	4	0	0
Total Closed on the Spot	0	200	121	148	87	78	4	1	1	0	0
Total Referred	213	9	55	10	25	2	14	3	3	0	0
Total Replies	129	1	28	11	17	8	11	0	1	0	0
Open Tickets	84	8	27	0	8	0	3	3	2	0	0

Top Open Tickets this Month

Ticket Description	Count
Cash for Work - Has not been enrolled	27
Slope Protection (erosion) - Damaged, broken, or needs improvement	27
Drainage - Blocked or Water logging	15
Slope Protection (erosion) - Requested	15
Stairs - Damaged, broken, or needs improvement	10
Lamp post or Street light - Requested	8
Water tap - Requested	6
Latrine - New toilet requested	5
SCOPE Card - Has not received new SCOPE Card	5
Shelter Kit - Requested (new arrival)	4
Stairs - Requested	4
Shelter Number - Requested	3
Bathing Station - Broken or Damaged	2
Bridge - Damaged, broken, or needs improvement	2
Fence or railing for path or stairs - Damaged, broken, or needs improvement	2
Lamp post or Street light - Damaged, broken, or needs improvement	2
Pathway - Requested	2

Common Feedback Platform - CFP

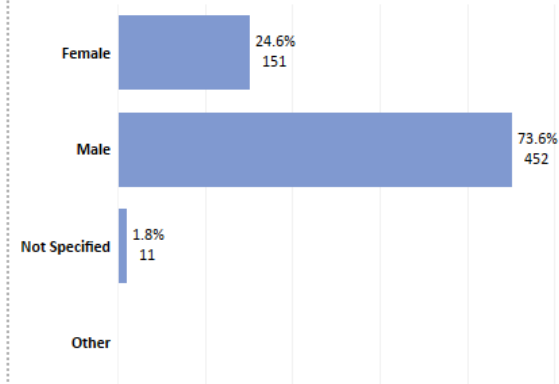
Monthly Camp Report | November 2024 | **Camp 19**

Summary for November 2024

- 614** tickets received in this camp
- 315** tickets closed on the spot*
- 299** tickets referred to relevant actors
- 381** 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.

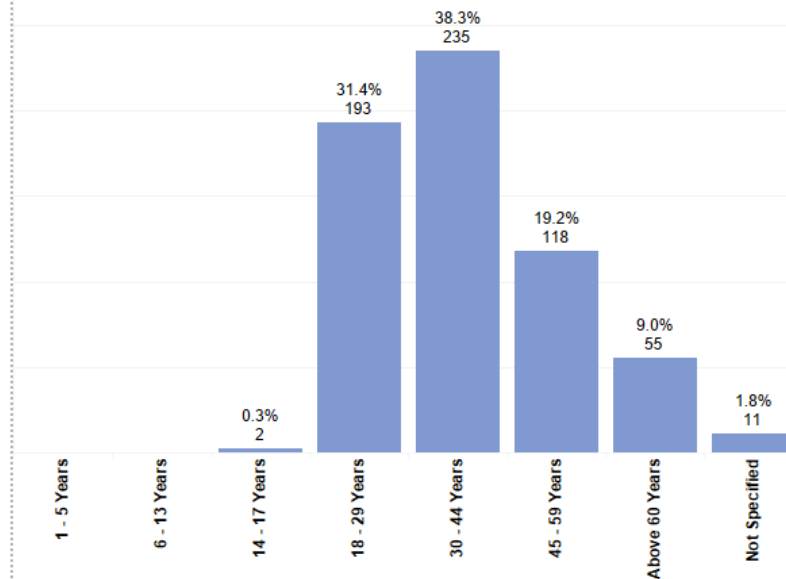
Tickets received by gender



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	162	0	162	232	0
Cash for Work - Has not been selected for CFW in long time	107	107	0	0	0
NFI - Request additional materials	90	90	0	0	0
Shelter Materials - Request additional materials	35	35	0	0	0
Drainage - Damaged, broken, or needs improvement	28	0	28	29	0
Stairs - Damaged, broken, or needs improvement	19	0	19	27	0
Cash for Work - Requested CFW	16	16	0	0	0
Cash for Work - Has not been enrolled	11	0	11	11	0
Protection Referral (IOM)	11	11	0	0	0
SMART Card & Family Attestation - Request for individual SMART card	11	11	0	0	0
LPG Gas - Not enough for family	10	10	0	0	0
SMART Card & Family Attestation - Lost ID Card	10	10	0	0	0
Cash for Work - Payment delayed	6	0	6	0	6
Pathway - Damaged, broken, or needs improvement	6	0	6	12	0
Drainage - Drain Requested	5	0	5	5	0
Drainage Cover (Slab) - Damaged, broken, or needs improvement	5	0	5	4	1
SMART Card & Family Attestation - Address Change	5	5	0	0	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Site Management	Shelter & NFI	ID Documents	Energy & Environment	WASH	Protection	Food Security	Health	Education	Nutrition
Tickets Received	239	140	130	35	33	20	15	1	1	0	0
Total Closed on the Spot	0	123	126	33	21	0	11	0	1	0	0
Total Referred	239	17	4	2	12	20	4	1	0	0	0
Total Replies	322	11	3	2	1	38	3	1	0	0	0
Open Tickets	0	6	1	0	11	0	1	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Cash for Work - Payment delayed	6
LPG Gas - Lost token	4
LPG Gas - Did not receive cylinder	3
LPG Porters - Requested	3
Bathing Station - Requested	2
Fence or railing for path or stairs - Damaged, broken, or needs improvement	2
LPG Gas - Did not receive refill	2
Bathing Station - Broken or Damaged	1
Drainage Cover (Slab) - Damaged, broken, or needs improvement	1
Drainage Cover (Slab) - Requested	1
Lamp post or Street light - Stolen	1
Protection Referral (UNHCR)	1
Request for fresh food enlistment - Request for fresh food	1
SCOPE Card - Fingerprint scan is not working	1
Shelter Number - Requested	1
Tubewell - Not Working	1

Common Feedback Platform - CFP

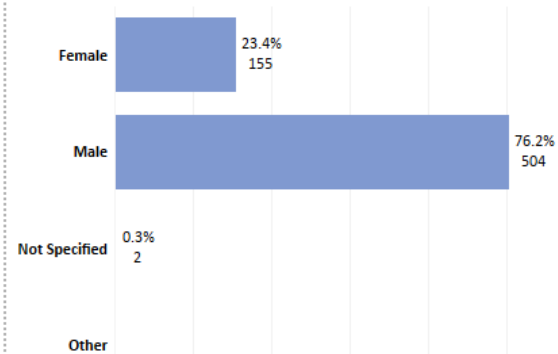
Monthly Camp Report | November 2024 | **Camp 20**

Summary for November 2024

- 661** tickets received in this camp
- 546** tickets closed on the spot*
- 115** tickets referred to relevant actors
- 150** responses given by relevant actors

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

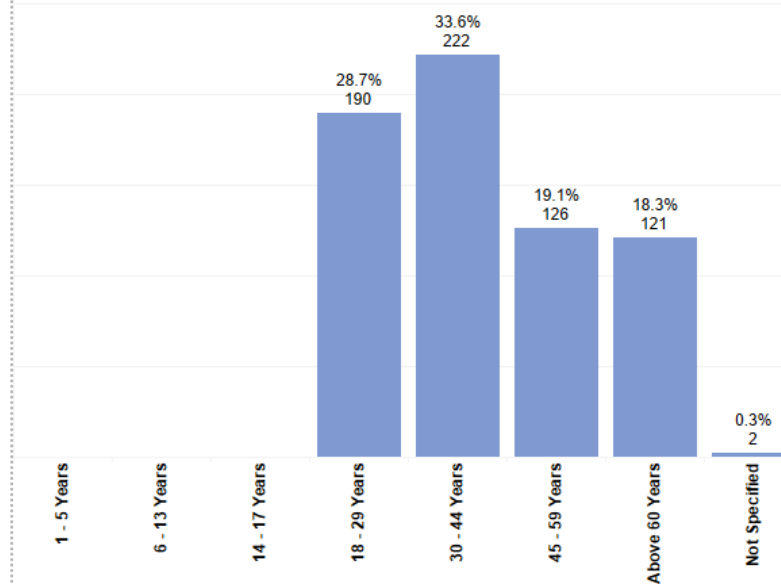
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Cash for Work - Requested CFW	218	218	0	0	0
NFI - Request additional materials	140	140	0	0	0
SMART Card & Family Attestation - Request for individual SMART card	34	34	0	0	0
SMART Card & Family Attestation - Add New Member	28	28	0	0	0
Cash for Work - Has not been selected for CFW in long time	26	26	0	0	0
SMART Card & Family Attestation - Add New Born	26	26	0	0	0
Stairs - Damaged, broken, or needs improvement	22	0	22	26	0
Cooking Stove - Requested	21	21	0	0	0
Cash for Work - Has not been enrolled	17	0	17	50	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	17	0	17	19	0
Soap & Hygiene Kit - Not enough	16	16	0	0	0
Soap & Hygiene Kit - Additional Requested	15	15	0	0	0
Cooking Stove - Broken or not working	12	12	0	0	0
Slope Protection (erosion) - Requested	11	0	11	11	0
Stairs - Requested	7	0	7	8	0
Pathway - Damaged, broken, or needs improvement	6	0	6	4	2
Shelter Number - Requested	4	0	4	0	4

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	Shelter & NFI	ID Documents	Site Development	Energy & Environment	WASH	Protection	Food Security	Education	Health	Nutrition
Tickets Received	261	145	95	71	41	39	5	4	0	0	0
Total Closed on the Spot	244	141	93	0	35	31	2	0	0	0	0
Total Referred	17	4	2	71	6	8	3	4	0	0	0
Total Replies	54	0	7	75	9	3	1	1	0	0	0
Open Tickets	0	4	0	0	0	5	2	3	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Shelter Number - Requested	4
Drainage - Blocked or Water logging	2
Pathway - Damaged, broken, or needs improvement	2
Protection Referral (UNHCR)	2
Request for fresh food enlistment - Request for fresh food	2
Water tap - Not Working	2
Water tap - Requested	2
Bridge - Damaged, broken, or needs improvement	1
Food distributions - Household has not received food	1
Latrine - Needs cleaning	1
Pathway - Requested	1
SCOPE Card - HH wants to change the people who can collect food or LPG	1
Soap & Hygiene Kit - Did not receive	1
Water tap - Not enough water	1

Common Feedback Platform - CFP

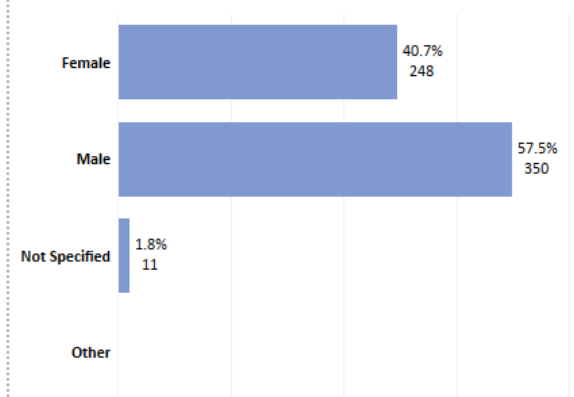
Monthly Camp Report | November 2024 | **Camp 20 Ext**

Summary for November 2024

- 609** tickets received in this camp
- 387** tickets closed on the spot*
- 222** tickets referred to relevant actors
- 487** responses given by relevant actors

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

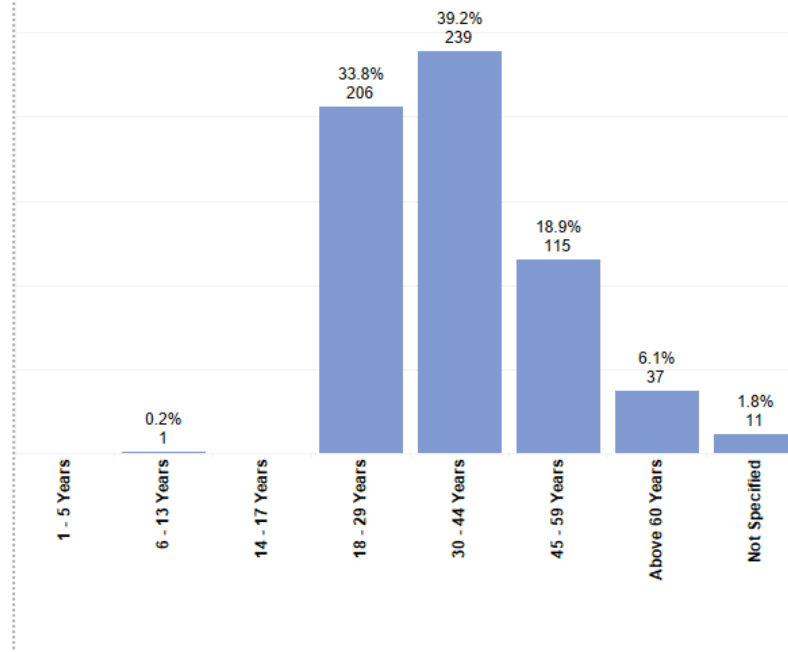
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Cash for Work - Requested CFW	167	167	0	0	0
Cash for Work - Has not been selected for CFW in long time	85	85	0	0	0
Cash for Work - Has not been enrolled	82	0	82	264	0
SMART Card & Family Attestation - Request for individual SMART card	42	42	0	0	0
NFI - Request additional materials	32	32	0	0	0
Drainage - Damaged, broken, or needs improvement	29	0	29	49	0
SMART Card & Family Attestation - Add New Born	19	19	0	0	0
Pathway - Damaged, broken, or needs improvement	18	0	18	34	0
Bridge - Damaged, broken, or needs improvement	14	0	14	20	0
Cooking set (gas & stove) - Requested	11	11	0	0	0
Protection Referral (IOM)	10	10	0	0	0
Lamp post or Street light - Damaged, broken, or needs improvement	8	0	8	8	0
LPG Porters - Requested	6	0	6	4	2
Slope Protection (erosion) - Damaged, broken, or needs improvement	6	0	6	17	0
Lamp post or Street light - Requested	5	0	5	3	2
Pathway - Requested	5	0	5	11	0
SCOPE Card - Has not received new SCOPE Card	5	0	5	9	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	Site Development	ID Documents	Shelter & NFI	Energy & Environment	Protection	Food Security	WASH	Health	Education	Nutrition
Tickets Received	338	101	83	37	23	12	9	5	1	0	0
Total Closed on the Spot	252	0	75	34	13	11	0	2	0	0	0
Total Referred	86	101	8	3	10	1	9	3	1	0	0
Total Replies	270	166	14	2	14	1	6	12	2	0	0
Open Tickets	0	0	0	1	0	0	3	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Request for fresh food enlistment - Request for fresh food	3
Lamp post or Street light - Requested	2
LPG Porters - Requested	2
Shelter Materials - Missed Distribution	2
Drainage Cover (Slab) - Requested	1
Food distributions - Household has not received food	1
Food Porters - Requested	1
Latrine - Needs desludging	1
Water tap - Not Working	1

Common Feedback Platform - CFP

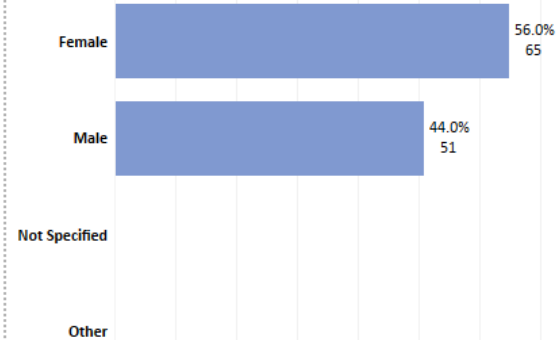
Monthly Camp Report | November 2024 | **Camp 21**

Summary for November 2024

- 116** tickets received in this camp
- 0** tickets closed on the spot*
- 116** tickets referred to relevant actors
- 89** 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.

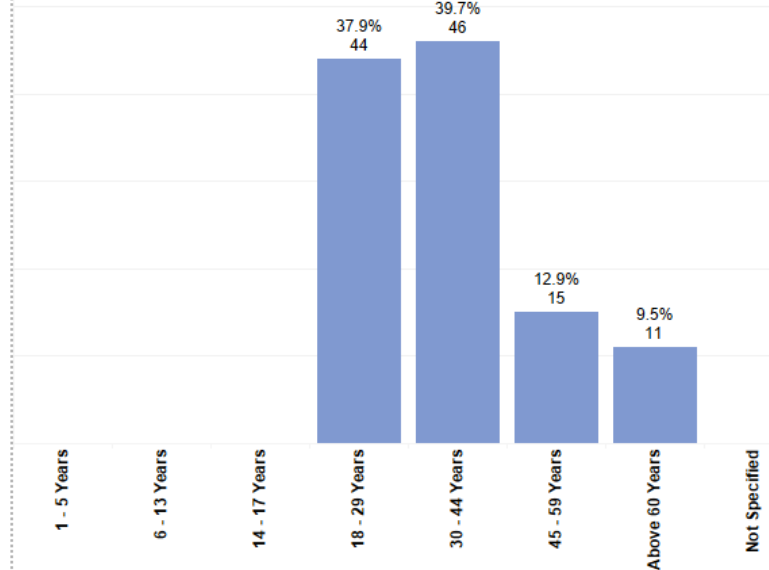
Tickets received by gender



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	53	0	53	32	21
Pathway - Damaged, broken, or needs improvement	15	0	15	11	4
Damage to shelter - Shelter damaged by weather	12	0	12	10	2
Water tap & Tubewell - Requesting new facility	8	0	8	10	0
Cash for Work - Payment delayed	4	0	4	0	4
Drainage - Blocked or Water logging	3	0	3	2	1
Request for additional room - Request for new room	3	0	3	3	0
Request for fresh food enlistment - Request for fresh food	3	0	3	7	0
Protection Referral (UNHCR)	2	0	2	0	2
SCOPE Card - Lost	2	0	2	2	0
Slope Protection (erosion) - Requested	2	0	2	1	1
Bathing Station - Broken or Damaged	1	0	1	1	0
Cash for Work - Has received less payment than days worked	1	0	1	0	1
Education-Tertiary Education requested	1	0	1	0	1
Food Porters - Requested	1	0	1	1	0
Not working - Solar supply	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	Site Development	WASH	Site Management	Food Security	ID Documents	Protection	Education	Energy & Environment	Health	Nutrition
Tickets Received	69	20	10	7	4	3	2	1	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	69	20	10	7	4	3	2	1	0	0	0
Total Replies	47	18	14	0	8	2	0	0	0	0	0
Open Tickets	22	2	0	7	0	1	2	1	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	21
Cash for Work - Payment delayed	4
Pathway - Damaged, broken, or needs improvement	4
Damage to shelter - Shelter damaged by weather	2
Protection Referral (UNHCR)	2
Cash for Work - Has received less payment than days worked	1
Drainage - Blocked or Water logging	1
Education-Tertiary Education requested	1
Not working - Solar supply	1
Relocation & Repatriation - Temporary relocation	1
SCOPE Card - Has not received new SCOPE Card	1
Slope Protection (erosion) - Requested	1

Common Feedback Platform - CFP

Monthly Camp Report | November 2024 | **Camp 22**

Summary for November 2024

1,641 tickets received in this camp

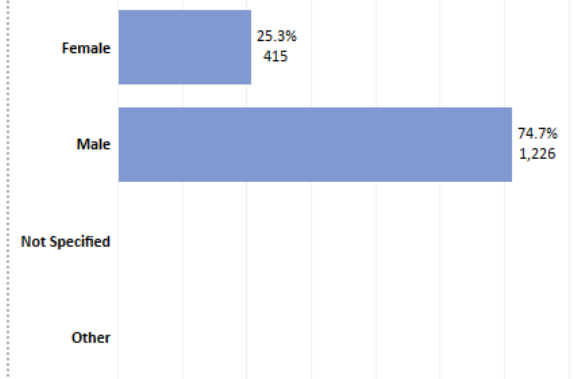
1,167 tickets closed on the spot*

474 tickets referred to relevant actors

459 responses given by relevant actors

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

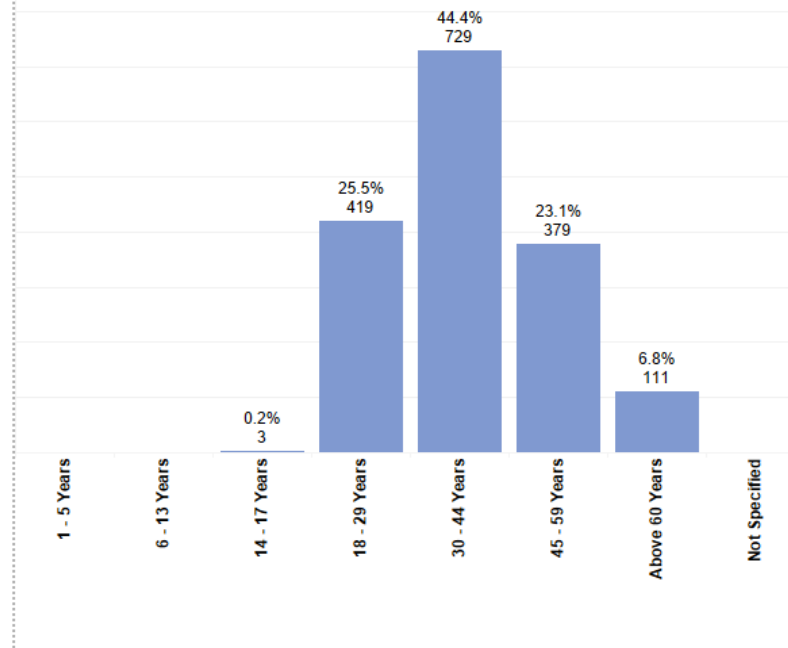
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
NFI - Request additional materials	399	399	0	0	0
LPG Gas - Not enough for family	210	210	0	0	0
Electricity Supply - Not working	198	0	198	121	77
Cash for Work - Has not been selected for CFW in long time	170	170	0	0	0
Cooking Stove - Broken or not working	109	109	0	0	0
SCOPE Card - Family Attestation doesn't match SCOPE	76	0	76	92	0
SMART Card & Family Attestation - Add New Born	71	71	0	0	0
Farming supplies - Requested	58	58	0	0	0
Cash for Work - Requested CFW	51	51	0	0	0
Request for fresh food enlistment - Request for fresh food	51	0	51	67	0
SMART Card & Family Attestation - Lost ID Card	35	35	0	0	0
Shelter Materials - Request additional materials	18	18	0	0	0
Drainage Cover (Slab) - Requested	17	0	17	15	2
Pathway - Damaged, broken, or needs improvement	17	0	17	11	6
Soap & Hygiene Kit - Not enough	17	17	0	0	0
Slope Protection (erosion) - Requested	14	0	14	15	0
Pathway - Requested	10	0	10	7	3

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Management	Energy & Environment	ID Documents	Food Security	Site Development	WASH	Protection	Education	Health	Nutrition
Tickets Received	423	419	338	217	111	92	37	3	1	0	0
Total Closed on the Spot	417	221	324	130	58	0	17	0	0	0	0
Total Referred	6	198	14	87	53	92	20	3	1	0	0
Total Replies	14	121	33	113	69	85	20	4	0	0	0
Open Tickets	0	77	0	0	0	7	0	0	1	0	0

Top Open Tickets this Month

Ticket Description	Count
Electricity Supply - Not working	77
Pathway - Damaged, broken, or needs improvement	6
Drainage - Damaged, broken, or needs improvement	4
Bathing Station - Requested	3
Pathway - Requested	3
Drainage Cover (Slab) - Requested	2
Lamp post or Street light - Damaged, broken, or needs improvement	2
Lamp post or Street light - Requested	2
Shelter Materials - Missed Distribution	2
Water tap - Not Working	2
Bathing Station - Broken or Damaged	1
Drainage - Blocked or Water logging	1
Drainage Cover (Slab) - Damaged, broken, or needs improvement	1
Education-Tertiary Education requested	1
Latrine - New toilet requested	1
NFI - Missed Distribution	1
SCOPE Card - Lost	1

Common Feedback Platform - CFP

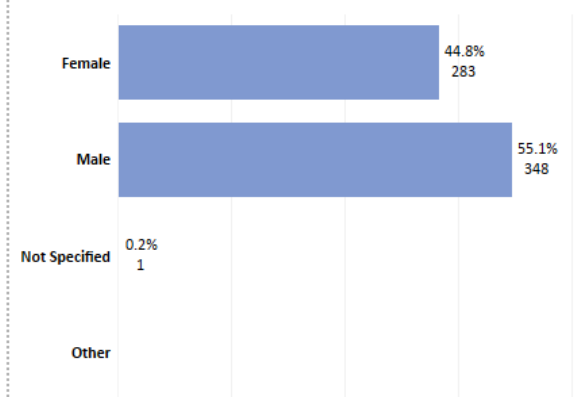
Monthly Camp Report | November 2024 | **Camp 24**

Summary for November 2024

- 632** tickets received in this camp
- 162** tickets closed on the spot*
- 470** tickets referred to relevant actors
- 408** 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.

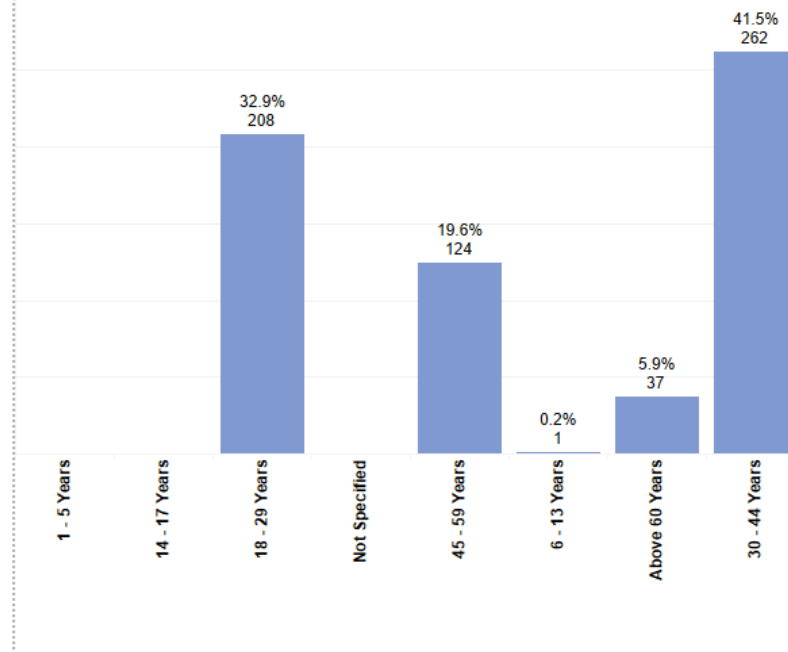
Tickets received by gender



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	220	0	220	257	0
Request for fresh food enlistment - Request for fresh food	101	0	101	17	84
Cash for Work - Requested CFW	68	68	0	0	0
NFI - Request additional materials	52	52	0	0	0
Cash for Work - Has not been selected for CFW in long time	42	42	0	0	0
Latrine - Needs desludging	17	0	17	23	0
Protection Referral (UNHCR)	17	0	17	12	5
Pathway - Damaged, broken, or needs improvement	13	0	13	17	0
Pathway - Requested	13	0	13	16	0
Drainage - Drain Requested	12	0	12	15	0
Cooking Stove - Did not receive	9	0	9	1	8
Lamp post or Street light - Damaged, broken, or needs improvement	9	0	9	6	3
Lamp post or Street light - Requested	9	0	9	3	6
LPG Gas - Did not receive cylinder	8	0	8	1	7
SCOPE Card - Has not received new SCOPE Card	8	0	8	6	2
Soap & Hygiene Kit - Did not receive	8	0	8	1	7
Drainage Cover (Slab) - Damaged, broken, or needs improvement	5	0	5	7	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	Food Security	Site Development	Shelter & NFI	WASH	Energy & Environment	Protection	ID Documents	Nutrition	Education	Health
Tickets Received	330	101	73	52	31	18	17	9	1	0	0
Total Closed on the Spot	110	0	0	52	0	0	0	0	0	0	0
Total Referred	220	101	73	0	31	18	17	9	1	0	0
Total Replies	258	17	82	1	28	2	12	7	1	0	0
Open Tickets	0	84	0	0	3	16	5	2	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Request for fresh food enlistment - Request for fresh food	84
Cooking Stove - Did not receive	8
LPG Gas - Did not receive cylinder	7
Soap & Hygiene Kit - Did not receive	7
Lamp post or Street light - Requested	6
Protection Referral (UNHCR)	5
Lamp post or Street light - Damaged, broken, or needs improvement	3
Latrine - New toilet requested	3
SCOPE Card - Has not received new SCOPE Card	2
LPG Gas - Lost or stolen cylinder	1
Water tap - Requested	1

Common Feedback Platform - CFP

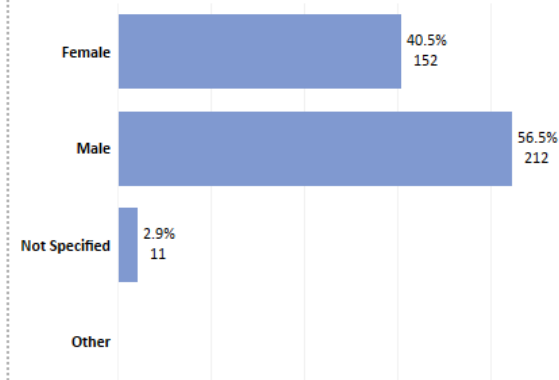
Monthly Camp Report | November 2024 | **Camp 25**

Summary for November 2024

- 375** tickets received in this camp
- 231** tickets closed on the spot*
- 144** tickets referred to relevant actors
- 108** responses given by relevant actors

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

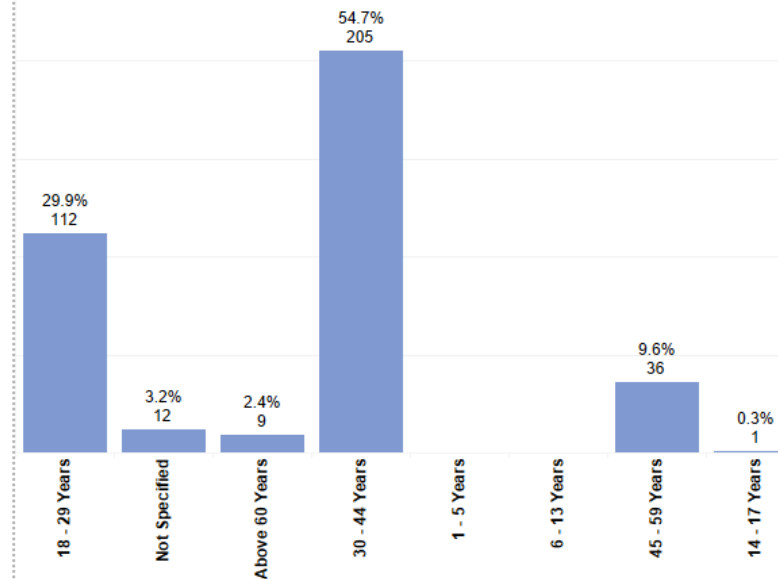
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Cash for Work - Has not been selected for CFW in long time	68	68	0	0	0
NFI - Request additional materials	36	36	0	0	0
Food distributions - Request for more food each month	27	27	0	0	0
LPG Gas - Not enough for family	23	23	0	0	0
Pathway - Damaged, broken, or needs improvement	19	0	19	8	11
Soap & Hygiene Kit - Not enough	19	19	0	0	0
Pathway - Requested	16	0	16	16	0
Drainage - Drain Requested	15	0	15	12	3
Request for fresh food enlistment - Request for fresh food	15	0	15	3	12
Slope Protection (erosion) - Requested	15	0	15	8	7
Protection Referral (IOM)	11	11	0	0	0
Drainage - Damaged, broken, or needs improvement	8	0	8	2	6
Food distributions - Want to purchase more but not allowed	8	8	0	0	0
Soap & Hygiene Kit - Additional Requested	7	7	0	0	0
Cash for Work - Requested CFW	6	6	0	0	0
LPG Gas - Did not receive refill	6	0	6	1	5
Slope Protection (erosion) - Damaged, broken, or needs improvement	6	0	6	3	3

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Site Management	Food Security	WASH	Energy & Environment	Shelter & NFI	Protection	ID Documents	Education	Health	Nutrition
Tickets Received	93	78	58	48	41	38	12	7	0	0	0
Total Closed on the Spot	0	78	42	31	32	36	11	1	0	0	0
Total Referred	93	0	16	17	9	2	1	6	0	0	0
Total Replies	65	3	3	27	1	1	0	8	0	0	0
Open Tickets	28	0	13	0	8	1	1	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Request for fresh food enlistment - Request for fresh food	12
Pathway - Damaged, broken, or needs improvement	11
Slope Protection (erosion) - Requested	7
Drainage - Damaged, broken, or needs improvement	6
LPG Gas - Did not receive refill	5
Drainage - Drain Requested	3
Slope Protection (erosion) - Damaged, broken, or needs improvement	3
Bathing Station - Requested	2
Cooking Stove - Did not receive	2
Drainage - Blocked or Water logging	2
Stairs - Requested	2
Food distributions - Household has not received food	1
LPG Gas - Did not receive cylinder	1
Protection Referral (UNHCR)	1
SCOPE Card - Lost	1
Shelter Number - Requested	1
Trash Disposal - Trash pick-up needed	1

Common Feedback Platform - CFP

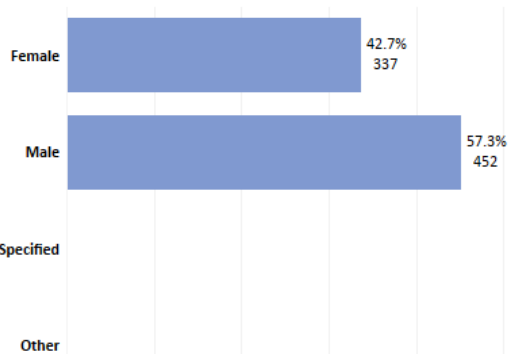
Monthly Camp Report | November 2024 | **Camp 26**

Summary for November 2024

- 789** tickets received in this camp
- 0** tickets closed on the spot*
- 789** tickets referred to relevant actors
- 395** 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.

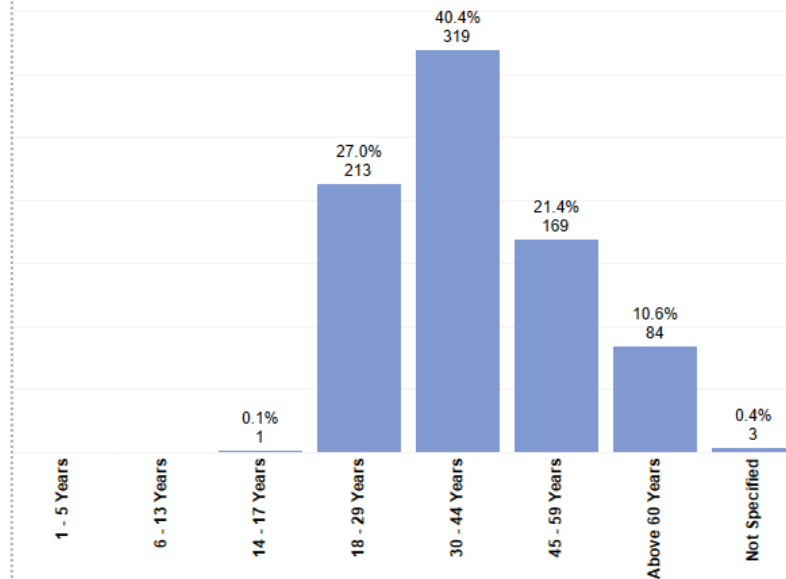
Tickets received by gender



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	738	0	738	322	416
Protection Referral (UNHCR)	13	0	13	7	6
General Health Card - Did not receive	6	0	6	4	2
Latrine - Latrine not working properly	6	0	6	1	5
Request for fresh food enlistment - Request for fresh food	6	0	6	33	0
Latrine - New toilet requested	4	0	4	2	2
Damage to shelter - Shelter damaged by weather	3	0	3	0	3
Latrine - Needs desludging	3	0	3	0	3
Bathing Station - Broken or Damaged	2	0	2	0	2
LPG Gas - Not enough for family	2	0	2	0	2
Not working - Solar supply	2	0	2	0	2
Food distributions - Household has not received food	1	0	1	1	0
Food Porters - Requested	1	0	1	1	0
Pathway - Requested	1	0	1	18	0
SCOPE Card - Lost	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	WASH	Protection	Food Security	Health	Energy & Environment	Site Management	ID Documents	Site Development	Education	Nutrition
Tickets Received	741	15	13	8	6	2	2	1	1	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	741	15	13	8	6	2	2	1	1	0	0
Total Replies	322	3	7	35	4	0	0	0	23	1	0
Open Tickets	419	12	6	0	2	2	2	1	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	416
Protection Referral (UNHCR)	6
Latrine - Latrine not working properly	5
Damage to shelter - Shelter damaged by weather	3
Latrine - Needs desludging	3
Bathing Station - Broken or Damaged	2
General Health Card - Did not receive	2
Latrine - New toilet requested	2
LPG Gas - Not enough for family	2
Not working - Solar supply	2
SCOPE Card - Lost	1

Common Feedback Platform - CFP

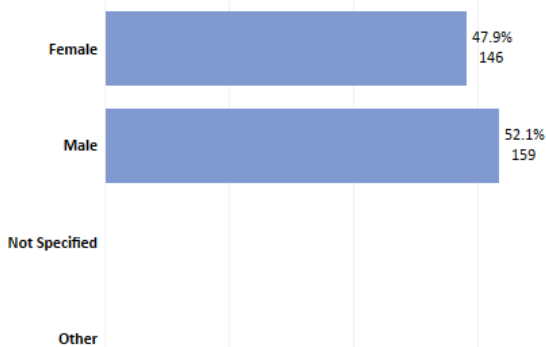
Monthly Camp Report | November 2024 | **Camp 27**

Summary for November 2024

- 305** tickets received in this camp
- 0** tickets closed on the spot*
- 305** tickets referred to relevant actors
- 492** 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.

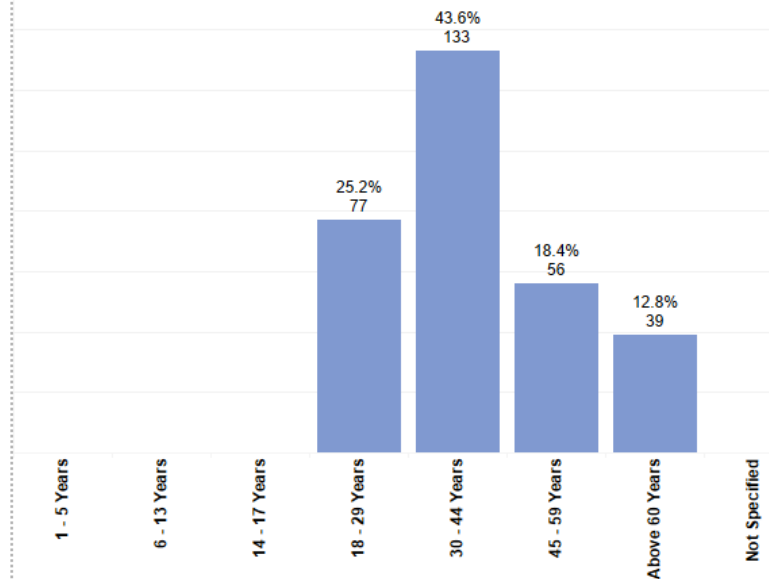
Tickets received by gender



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	209	0	209	423	0
Latrine - Needs desludging	13	0	13	7	6
Not working - Solar supply	13	0	13	0	13
Pathway - Damaged, broken, or needs improvement	12	0	12	2	10
Request for fresh food enlistment - Request for fresh food	12	0	12	30	0
Bathing Station - Requested	9	0	9	1	8
LPG Gas - Not enough for family	8	0	8	0	8
Latrine - Latrine not working properly	5	0	5	2	3
Drainage - Blocked or Water logging	4	0	4	4	0
Latrine - New toilet requested	4	0	4	0	4
General Health Card - Did not receive	3	0	3	1	2
Protection Referral (UNHCR)	3	0	3	5	0
Request for additional room - Request for new room	3	0	3	6	0
Slope Protection (erosion) - Requested	2	0	2	2	0
Slope/Ramp - Requested	2	0	2	0	2
Food distributions - Household has not received food	1	0	1	1	0
Pathway - Requested	1	0	1	2	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	WASH	Site Development	Food Security	Site Management	Energy & Environment	Health	Protection	ID Documents	Education	Nutrition
Tickets Received	212	31	21	13	13	8	3	3	1	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	212	31	21	13	13	8	3	3	1	0	0
Total Replies	430	14	10	31	0	0	1	5	1	0	0
Open Tickets	0	17	11	0	13	8	2	0	0	0	0

Top Open Tickets this Month

Ticket Description	Open Tickets
Not working - Solar supply	13
Pathway - Damaged, broken, or needs improvement	10
Bathing Station - Requested	8
LPG Gas - Not enough for family	8
Latrine - Needs desludging	6
Latrine - New toilet requested	4
Latrine - Latrine not working properly	3
General Health Card - Did not receive	2
Slope/Ramp - Requested	2

Common Feedback Platform - CFP

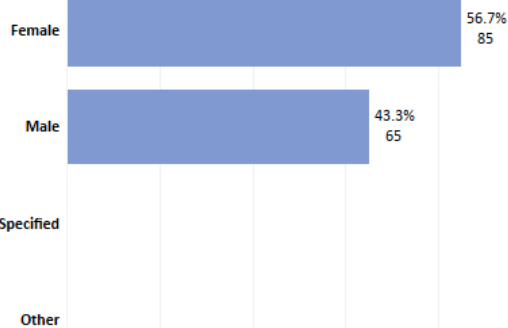
Monthly Camp Report | November 2024 | Kutupalong RC

Summary for November 2024

- 150** tickets received in this camp
- 0** tickets closed on the spot*
- 150** tickets referred to relevant actors
- 139** 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.

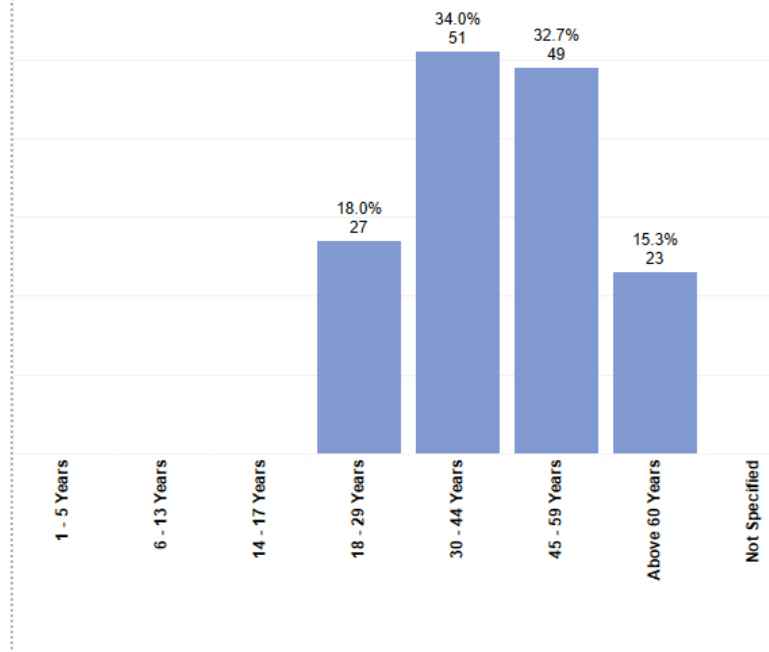
Tickets received by gender



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	111	0	111	36	75
Slope/Ramp - Requested	16	0	16	37	0
Protection Referral (UNHCR)	9	0	9	0	9
Slope/Ramp - Damaged, broken, or needs improvement	5	0	5	6	0
Damage to shelter - Shelter damaged by weather	2	0	2	53	0
Pathway - Requested	2	0	2	3	0
Request for fresh food enlistment - Request for fresh food	2	0	2	0	2
Pathway - Damaged, broken, or needs improvement	1	0	1	3	0
Request for additional room - Request for new room	1	0	1	1	0
Water tap & Tubewell - Not Working	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Protection	Food Security	WASH	Education	Energy & Environment	Health	ID Documents	Nutrition	Site Management
Tickets Received	114	24	9	2	1	0	0	0	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	114	24	9	2	1	0	0	0	0	0	0
Total Replies	90	49	0	0	0	0	0	0	0	0	0
Open Tickets	24	0	9	2	1	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	75
Protection Referral (UNHCR)	9
Request for fresh food enlistment - Request for fresh food	2
Water tap & Tubewell - Not Working	1

Common Feedback Platform - CFP

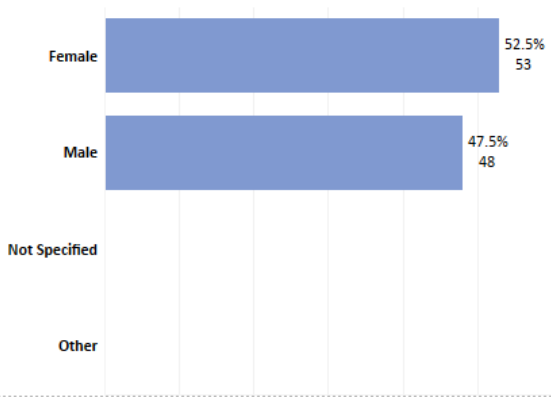
Monthly Camp Report | November 2024 | **Nayapara RC**

Summary for November 2024

- 101** tickets received in this camp
- 0** tickets closed on the spot*
- 101** tickets referred to relevant actors
- 179** 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.

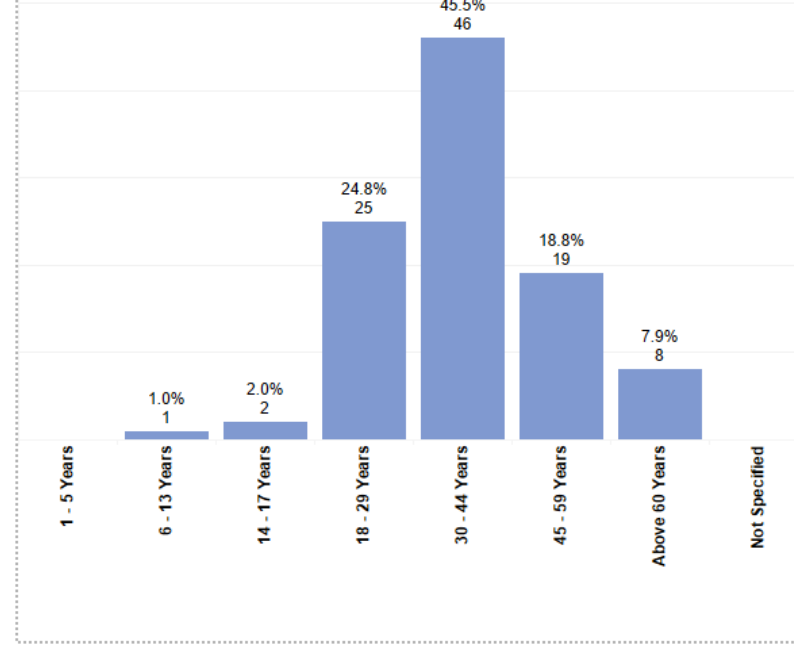
Tickets received by gender



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	31	0	31	95	0
Pathway - Damaged, broken, or needs improvement	21	0	21	23	0
Request for fresh food enlistment - Request for fresh food	19	0	19	35	0
Protection Referral (UNHCR)	16	0	16	13	3
Damage to shelter - Shelter damaged by weather	2	0	2	4	0
Drainage - Blocked or Water logging	2	0	2	0	2
Request for additional room - Request for new room	2	0	2	2	0
Treatment - Waited too long	2	0	2	0	2
Bathing Station - Requested	1	0	1	1	0
Latrine - Needs desludging	1	0	1	1	0
Nutrition Assistance - Requested	1	0	1	0	1
SCOPE Card - Lost	1	0	1	0	1
Shelter Materials - Request additional materials	1	0	1	1	0
Water tap & Tubewell - Requesting new facility	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Food Security	Protection	WASH	Health	ID Documents	Nutrition	Education	Energy & Environment	Site Management
Tickets Received	36	23	19	16	3	2	1	1	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	36	23	19	16	3	2	1	1	0	0	0
Total Replies	102	26	35	13	3	0	0	0	0	0	0
Open Tickets	0	0	0	3	0	2	1	1	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Protection Referral (UNHCR)	3
Drainage - Blocked or Water logging	2
Treatment - Waited too long	2
Nutrition Assistance - Requested	1
SCOPE Card - Lost	1
Water tap & Tubewell - Requesting new facility	1

Common Feedback Platform - CFP

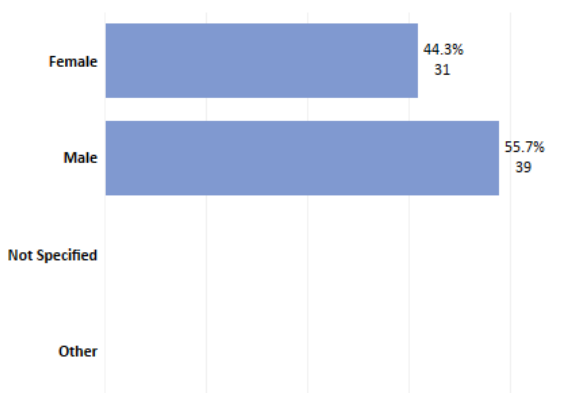
Monthly Camp Report | November 2024 | **Transit Center**

Summary for November 2024

- 70 tickets received in this camp
- 0 tickets closed on the spot*
- 70 tickets referred to relevant actors
- 4 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.*

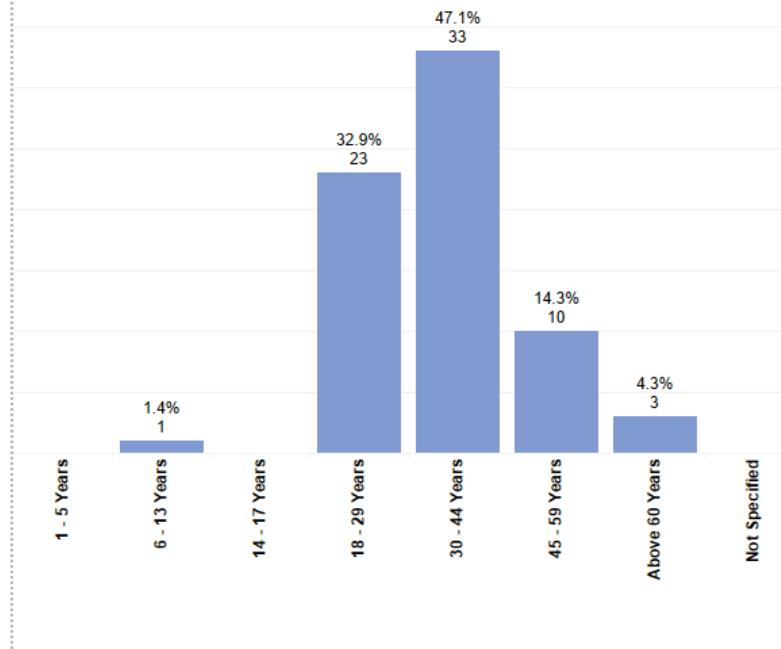
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter Materials - Request additional materials	41	0	41	0	41
Request for additional room - Request for new room	11	0	11	0	11
Protection Referral (UNHCR)	5	0	5	4	1
Food distributions - Poor quality food items	4	0	4	0	4
Shelter Materials - Received amount is not enough	3	0	3	0	3
Pathway - Damaged, broken, or needs improvement	2	0	2	0	2
Latrine - Latrine not working properly	1	0	1	0	1
Not working - Solar supply	1	0	1	0	1
Slope/Ramp - Damaged, broken, or needs improvement	1	0	1	0	1
Stairs - Damaged, broken, or needs improvement	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Protection	Food Security	Site Development	Site Management	WASH	Education	Energy & Environment	Health	ID Documents	Nutrition
Tickets Received	55	5	4	4	1	1	0	0	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0
Total Referred	55	5	4	4	1	1	0	0	0	0	0
Total Replies	0	4	0	0	0	0	0	0	0	0	0
Open Tickets	55	1	4	4	1	1	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Shelter Materials - Request additional materials	41
Request for additional room - Request for new room	11
Food distributions - Poor quality food items	4
Shelter Materials - Received amount is not enough	3
Pathway - Damaged, broken, or needs improvement	2
Latrine - Latrine not working properly	1
Not working - Solar supply	1
Protection Referral (UNHCR)	1
Slope/Ramp - Damaged, broken, or needs improvement	1
Stairs - Damaged, broken, or needs improvement	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.