

Common Feedback Platform - CFP

Monthly Camp Cumulative Report | January - December 2024

Cumulative Data January - December 2024

287,097 tickets received across **34** sites

100,606 tickets closed on the spot

186,491 tickets referred by **6** actors

98,434 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	December	Grand Total
Education	1	20	1	3	2	10	12	12	13	12	18	22	126
Energy & Environment	1,355	1,080	924	885	1,231	1,048	863	945	1,337	1,230	1,113	2,314	14,325
Food Security	771	753	731	561	785	847	1,553	1,023	1,775	1,811	862	785	12,257
Health	566	526	494	401	491	284	427	228	485	95	107	801	4,905
ID Documents	3,202	2,781	2,119	1,960	2,513	2,414	2,085	1,223	1,607	695	647	3,423	24,669
Livelihood						31	31	7	13			254	336
Nutrition	1	5	5	1	1	5	2		2	8	3	368	401
Protection	207	245	255	566	1,462	1,045	950	1,456	1,858	341	275	2,628	11,288
Shelter & NFI	7,148	7,841	6,968	7,419	13,649	11,192	12,219	9,905	9,842	7,685	6,866	8,556	109,290
Site Development	4,453	4,870	4,646	3,676	5,285	5,974	6,607	3,675	3,968	4,159	3,727	4,340	55,380
Site Management	2,780	2,965	2,658	1,842	2,515	2,768	3,374	3,470	4,321	2,912	2,722	7,340	39,667
WASH	1,522	1,414	1,653	1,569	1,242	914	833	759	1,099	819	653	1,976	14,453

Cumulative Tickets per Month

	January	February	March	April	May	June	July	August	September	October	November	December	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	32,807	287,097
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	18,148	100,606
Total Referred	13,787	15,302	14,170	13,349	21,742	18,447	19,750	13,426	15,350	14,486	12,023	14,659	186,491
Total Replies	8,701	6,097	6,812	8,372	9,773	5,319	5,663	11,819	7,318	6,442	8,804	13,314	98,434

Top Tickets Received by Gender

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	13,673	17,167	9	1
Damage to shelter - Shelter damaged by weather	8,232	11,641	3	5
Requested for Information	9,748	9,821	2	
Shelter Materials - Request additional materials	6,753	10,667	7	
NFI - Request additional materials	5,560	11,219	12	
Slope Protection (erosion) - Requested	5,717	7,991	6	
Cash for Work - Has not been selected for CFW in long time	3,304	8,762	6	
Slope Protection (erosion) - Damaged, broken, or needs improvement	3,732	7,208	2	
Cash for Work - Requested CFW	2,050	5,779	4	
LPG Gas - Not enough for family	2,252	5,054	1	1
Cash for Work - Has not been enrolled	2,075	3,724	1	
Shelter Materials - Missed Distribution	1,926	2,449	1	
Hill or Slope - Erosion & landslide	1,185	1,839		
SMART Card & Family Attestation - Add New Born	867	1,244		
Cooking Stove - Broken or not working	445	884		
SMART Card & Family Attestation - Merge and split	255	274		

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	11,003	14,923	4,257	7,964	7,642	16,088	2,930	5,642	6,916	7,780	7,920	7,604	9,121	5,718	3,688	6,665	2,409	7,117	6,084	9,862	8,929	8,793	7,254	7,133	9,847	12,047	7,730	11,051	8,771	6,097	7,566	24,943	8,030	7,573	287,097
Total Closed on the Spot	1,449	2,293	35	2,235	1,851	4,927	231	1,170	1,664	874	2,968	1,218	1,685	810	12	112	931	1,163	1,362	5,328	2,270	3,037	1,765	1,445	6,552	4,512	2,925	7,605	3,957	4,173	3,772	17,976	3,240	5,059	100,606
Total Referred	9,554	12,630	4,222	5,729	5,791	11,161	2,699	4,472	5,252	6,906	4,952	6,386	7,436	4,908	3,676	6,553	1,478	5,954	4,722	4,534	6,659	5,756	5,489	5,688	3,295	7,535	4,805	3,446	4,814	1,924	3,794	6,967	4,790	2,514	186,491
Total Replies	3,020	3,370	1,445	763	2,112	5,907	505	1,911	1,620	2,486	2,199	1,013	2,078	2,398	2,089	2,262	586	2,623	2,480	3,911	4,481	3,727	3,765	4,537	2,804	6,010	3,538	3,337	4,962	1,951	3,811	6,081	2,856	1,796	98,434

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

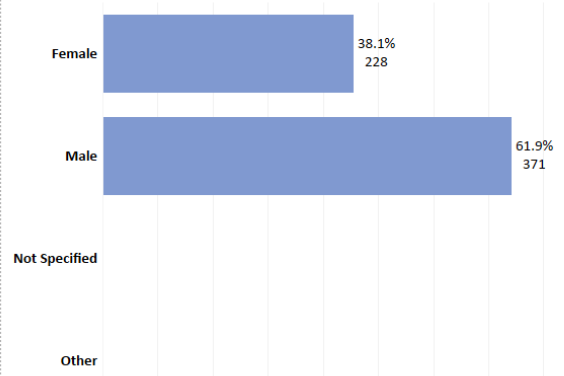
Monthly Camp Report | December 2024 | **Camp 01E**

Summary for December 2024

- 599** tickets received in this camp
- 101** tickets closed on the spot*
- 498** tickets referred to relevant actors
- 690** responses given by relevant actors

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

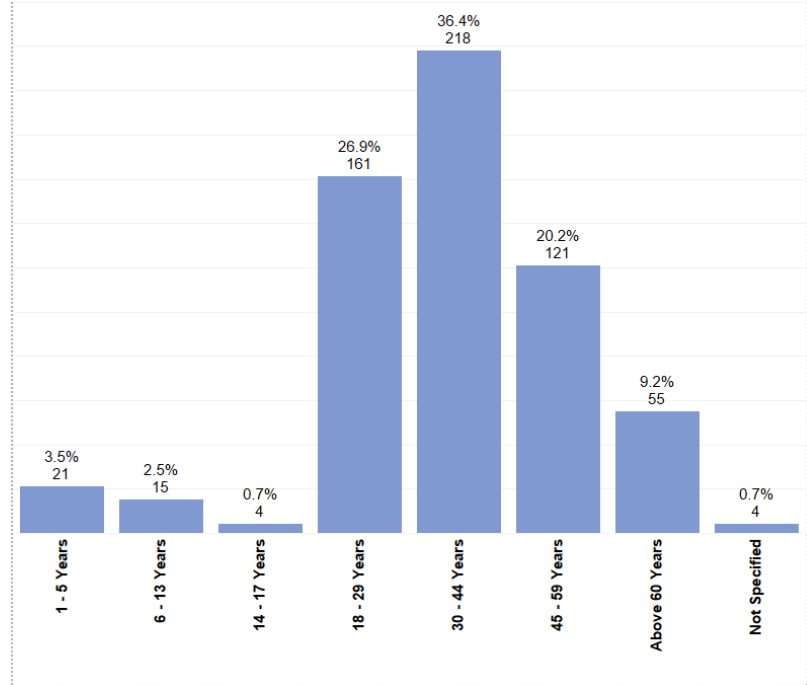
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	186	0	186	390	0
Damage to shelter - Shelter damaged by weather	64	0	64	151	0
Protection - Request for information	45	44	1	0	1
Protection - Registration requests by unregistered individuals	32	0	32	0	32
Relocation & Repatriation - Relocation within camp	28	0	28	0	28
Registration - Request for information	24	24	0	0	0
Site Management - Request for information	21	10	11	0	11
Pathway - Damaged, broken, or needs improvement	20	0	20	32	0
Health - Request for information	19	17	2	0	2
Shelter Materials - Request additional materials	17	0	17	30	0
Slope Protection (erosion) - Requested	16	0	16	28	0
Request for additional room - Request for new room	13	0	13	12	1
Request for fresh food enlistment - Request for fresh food	11	0	11	0	11
General Health Card - Did not receive	9	0	9	0	9
LPG Gas - Not enough for family	9	0	9	0	9
Drainage - Blocked or Water logging	8	0	8	0	8
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	8	0	8	0	8

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Protection	Site Management	Site Development	Health	ID Documents	Food Security	Energy & Environment	Education	Nutrition	WASH	Livelihood
Tickets Received	293	108	61	50	30	24	21	9	1	1	1	0
Total Closed on the Spot	0	48	11	0	17	24	0	0	0	1	0	0
Total Referred	293	60	50	50	13	0	21	9	1	0	1	0
Total Replies	588	30	0	69	0	0	0	0	1	0	2	0
Open Tickets	0	30	50	0	13	0	21	9	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Protection - Registration requests by unregistered individuals	32
Relocation & Repatriation - Relocation within camp	28
Request for fresh food enlistment - Request for fresh food	11
Site Management - Request for information	11
General Health Card - Did not receive	9
LPG Gas - Not enough for family	9
Drainage - Blocked or Water logging	8
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	8
Site Management - Feedback	7
Food Security - Issue with distribution item	4
Protection - Enquiry or update related to an existing resettlement case	4
Food Porters - Requested	3
Food distributions - Household has not received food	2
Health - Request for information	2
Protection - Another issue involving violence toward someone including psychological abuse and neglect	2
Shelter & NFI - NFI Concern related to distribution modality facility quality location	2
Cash for Work - Payment delayed	1

Common Feedback Platform - CFP

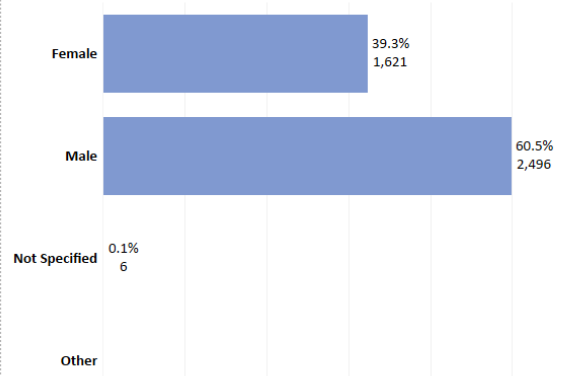
Monthly Camp Report | December 2024 | **Camp 01W**

Summary for December 2024

- 4,123** tickets received in this camp
- 903** tickets closed on the spot*
- 3,220** tickets referred to relevant actors
- 1,329** responses given by relevant actors

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

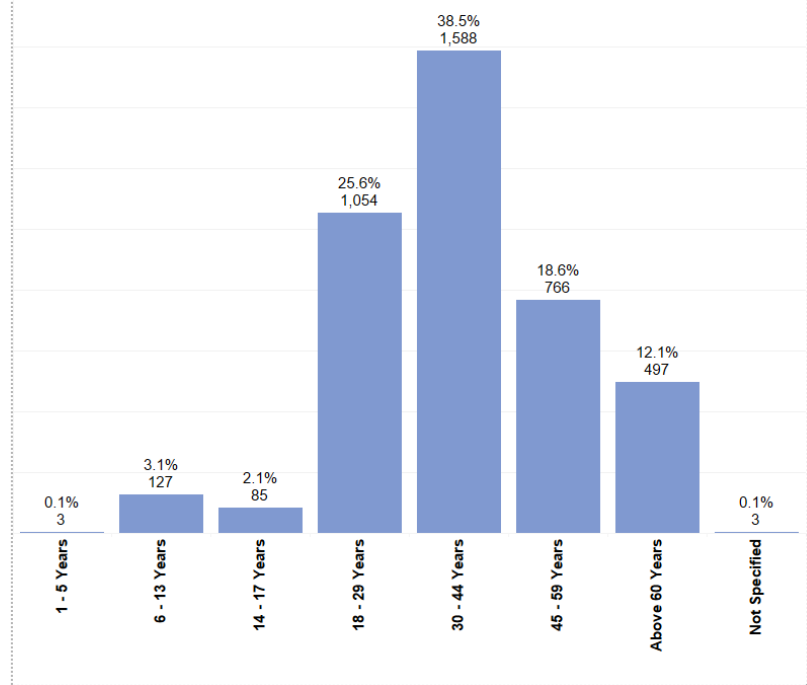
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged by weather	1,118	0	1,118	943	175
Registration - Request for information	803	713	90	0	90
LPG Gas - Not enough for family	557	0	557	0	557
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	419	0	419	0	419
Food Security - Issue with distribution item	375	0	375	0	375
Request for additional room - Request for new room	299	0	299	14	285
Pathway - Damaged, broken, or needs improvement	113	0	113	200	0
Protection - Request for information	95	95	0	0	0
Site Management - Request for information	58	57	1	0	1
General Health Card - Did not receive	39	0	39	1	38
Damage to shelter - Shelter damaged over time	34	0	34	40	0
Pressure Cooker - Did not receive	20	0	20	0	20
Feedback - Shelter & NFI	15	15	0	6	0
Food distributions - Household has not received food	14	0	14	0	14
Request for fresh food enlistment - Request for fresh food	14	0	14	9	5
Health - Request for information	13	10	3	0	3
Protection - Another issue involving violence toward someone including psyc..	12	0	12	6	6

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	ID Documents	Energy & Environment	Food Security	Protection	Site Development	Site Management	Health	WASH	Nutrition	Education	Livelihood
Tickets Received	1,907	808	578	407	131	131	70	61	23	5	2	0
Total Closed on the Spot	16	713	0	0	97	0	60	11	1	4	1	0
Total Referred	1,891	95	578	407	34	131	10	50	22	1	1	0
Total Replies	1,038	0	0	9	25	229	1	1	26	0	0	0
Open Tickets	853	95	578	398	9	0	9	49	0	1	1	0

Top Open Tickets this Month

Ticket Description	Count
LPG Gas - Not enough for family	557
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	419
Food Security - Issue with distribution item	375
Request for additional room - Request for new room	285
Damage to shelter - Shelter damaged by weather	175
Registration - Request for information	90
General Health Card - Did not receive	38
Pressure Cooker - Did not receive	20
Food distributions - Household has not received food	14
Shelter & NFI - NFI Concern related to distribution modality facility quality location	11
Protection - Another issue involving violence toward someone including psychological abuse and neglect	6
Relocation & Repatriation - Relocation within camp	5
Request for fresh food enlistment - Request for fresh food	5
Drainage - Blocked or Water logging	4
Health - Assessment of medical conditions required	4
Food distributions - HH wants someone outside their family to collect food	3
Health - Request for information	3

Common Feedback Platform - CFP

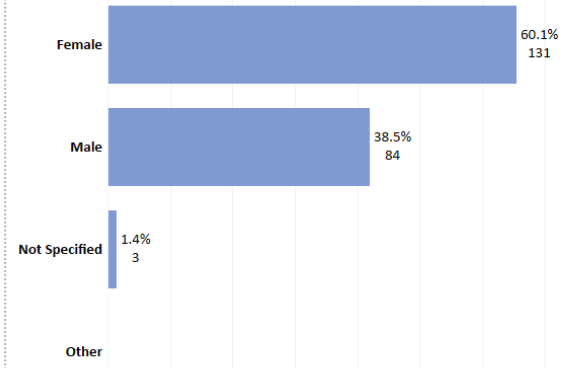
Monthly Camp Report | December 2024 | **Camp 02E**

Summary for December 2024

- 218** tickets received in this camp
- 12** tickets closed on the spot*
- 206** tickets referred to relevant actors
- 925** 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.*

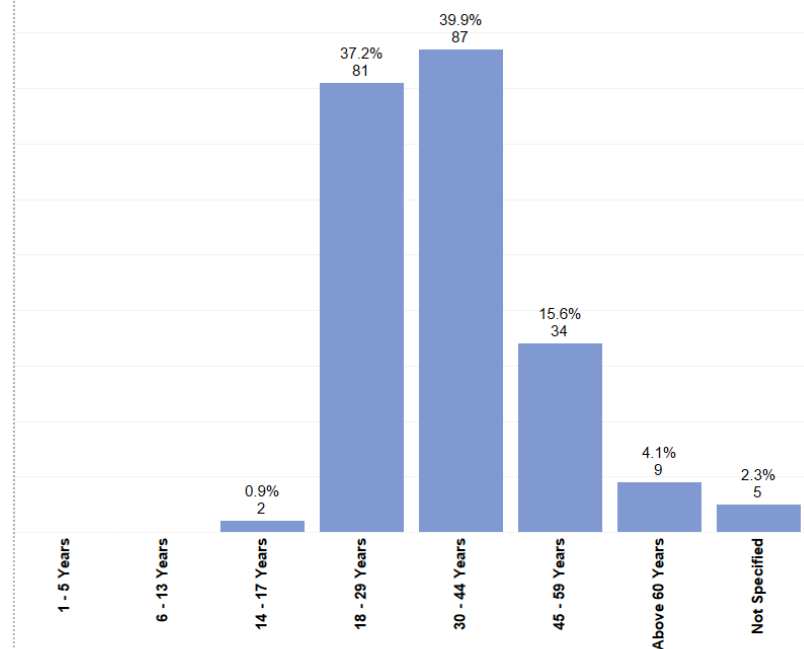
Tickets received by gender



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	154	0	154	872	0
Relocation & Repatriation - Relocation within camp	9	0	9	0	9
Pathway - Damaged, broken, or needs improvement	7	0	7	19	0
Protection - Request for information	4	4	0	0	0
Latrine - New toilet requested	3	0	3	1	2
Nutrition Assistance - Did not receive distribution	3	0	3	0	3
Protection - Enquiry or update related to an existing resettlement case	3	0	3	0	3
Protection - Registration requests by unregistered individuals	3	0	3	0	3
Registration - Request for information	3	3	0	0	0
Damage to shelter - Shelter damaged by weather	2	0	2	16	0
Feedback - Protection	2	2	0	0	0
Health - Assessment of medical conditions required	2	0	2	0	2
Protection - Exploitation	2	0	2	2	0
Protection - Extortion	2	0	2	2	0
When will be solar lights distributed?	2	0	2	0	2
Drainage - Blocked or Water logging	1	0	1	0	1
Education-Tertiary Education requested	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Protection	Site Development	Site Management	WASH	Nutrition	Health	ID Documents	Food Security	Education	Energy & Environment	Livelihood
Tickets Received	159	20	11	9	5	4	3	3	2	1	1	0
Total Closed on the Spot	1	6	0	0	0	1	1	3	0	0	0	0
Total Referred	158	14	11	9	5	3	2	0	2	1	1	0
Total Replies	893	8	20	0	1	0	0	0	3	0	0	0
Open Tickets	0	6	0	9	4	3	2	0	0	1	1	0

Top Open Tickets this Month

Ticket Description	Count
Relocation & Repatriation - Relocation within camp	9
Nutrition Assistance - Did not receive distribution	3
Protection - Enquiry or update related to an existing resettlement case	3
Protection - Registration requests by unregistered individuals	3
Health - Assessment of medical conditions required	2
Latrine - New toilet requested	2
When will be solar lights distributed?	2
Drainage - Blocked or Water logging	1
Education-Tertiary Education requested	1
Food Porters - Requested	1
Food Security - Issue with collector	1
LPG Gas - Not enough for family	1
Protection - Forced recruitment in an armed group	1
Shelter & NFI - NFI Concern related to distribution modality facility quality location	1
WASH - Bathing Station requesting privacy fence	1
Water tap & Tubewell - Water tap & Tubewell - Requesting new facility	1

Common Feedback Platform - CFP

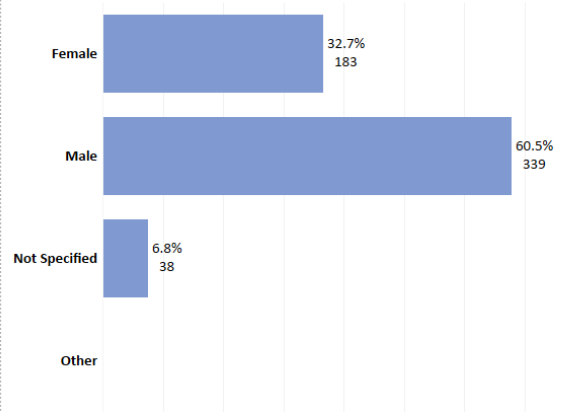
Monthly Camp Report | December 2024 | **Camp 02W**

Summary for December 2024

- 560** tickets received in this camp
- 257** tickets closed on the spot*
- 303** tickets referred to relevant actors
- 191** 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.*

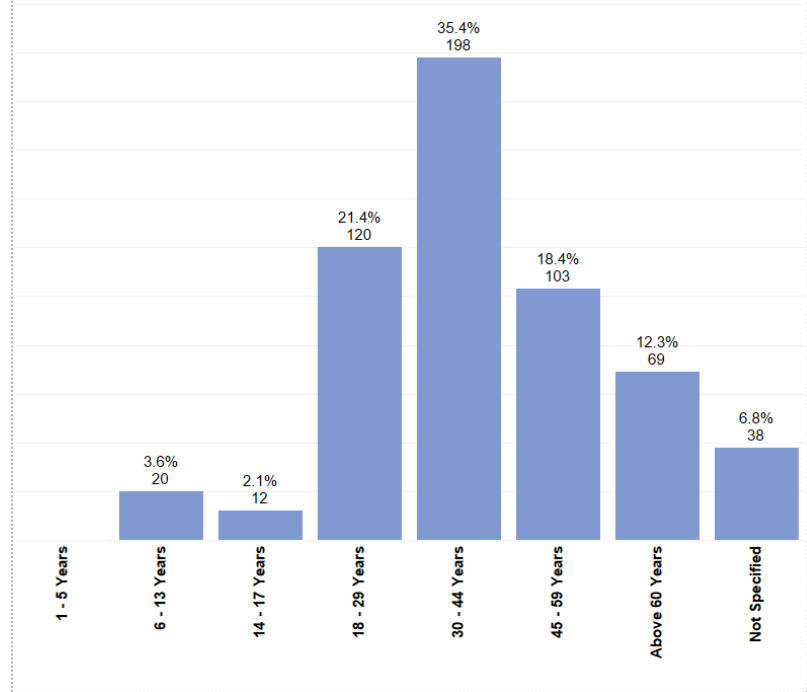
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Site Management - Feedback	110	78	32	0	32
Registration - Request for information	98	88	10	0	10
Shelter & NFI - Request for information	69	69	0	0	0
Damage to shelter - Shelter damaged over time	53	0	53	105	0
Shelter & NFI - NFI Concern related to distribution modality facility quality location	51	0	51	0	51
Damage to shelter - Shelter damaged by weather	35	0	35	56	0
LPG Gas - Not enough for family	27	0	27	0	27
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	22	0	22	0	22
Shelter Materials - Received amount is not enough	14	0	14	10	4
Site Management - Request for information	12	12	0	0	0
Protection - Enquiry or update related to an existing resettlement case	7	0	7	0	7
Protection - Another issue involving violence toward someone including psych..	5	0	5	3	2
Protection - Registration requests by unregistered individuals	5	0	5	0	5
Feedback - Shelter & NFI	4	4	0	0	0
Health - Assessment of medical conditions required	4	0	4	0	4
Protection - Assaulted or Abused beaten cut wounded	4	0	4	4	0
Relocation & Repatriation - Relocation within camp	4	0	4	0	4

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Management	ID Documents	Protection	Energy & Environment	Site Development	Health	WASH	Food Security	Nutrition	Education	Livelihood
Tickets Received	250	127	100	34	32	6	5	4	1	1	0	0
Total Closed on the Spot	73	90	88	1	2	0	0	2	0	1	0	0
Total Referred	177	37	12	33	30	6	5	2	1	0	0	0
Total Replies	172	1	0	13	0	5	0	0	0	0	0	0
Open Tickets	5	36	12	20	30	1	5	2	1	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Shelter & NFI - NFI Concern related to distribution modality facility quality location	51
Site Management - Feedback	32
LPG Gas - Not enough for family	27
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	22
Registration - Request for information	10
Protection - Enquiry or update related to an existing resettlement case	7
Protection - Registration requests by unregistered individuals	5
Health - Assessment of medical conditions required	4
Relocation & Repatriation - Relocation within camp	4
Shelter Materials - Received amount is not enough	4
Drainage - Blocked or Water logging	2
Protection - Another issue involving violence toward someone including psychological abuse and neglect	2
SCOPE Card - Lost	2
Energy and Environment - Request for information	1
Energy And Environment - Feedback	1
Food Security - Issue with distribution item	1
General Health Card - Did not receive	1

Common Feedback Platform - CFP

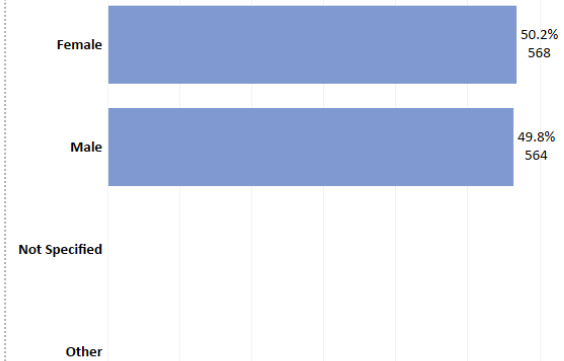
Monthly Camp Report | December 2024 | **Camp 03**

Summary for December 2024

- 1,132** tickets received in this camp
- 708** tickets closed on the spot*
- 424** tickets referred to relevant actors
- 959** 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.

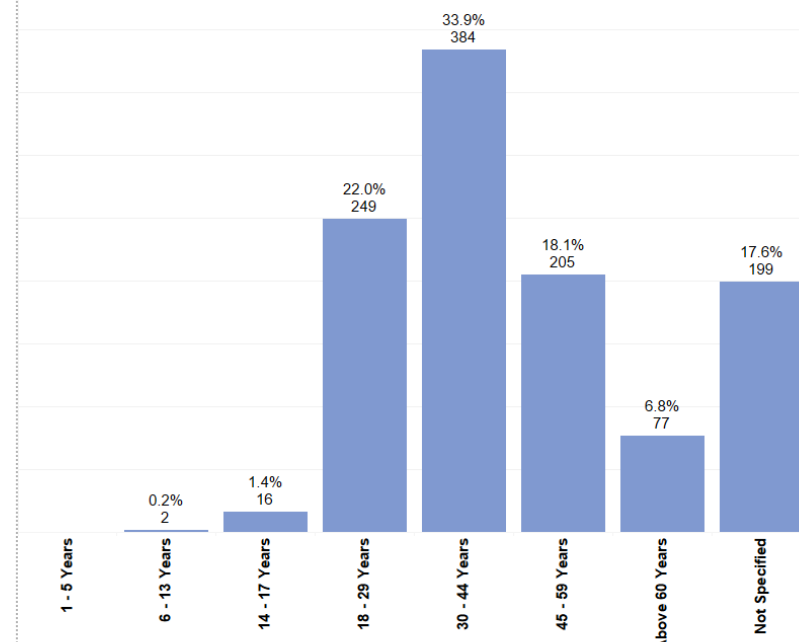
Tickets received by gender



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	288	0	288	810	0
Registration - Request for information	286	286	0	0	0
Protection - Request for information	175	175	0	0	0
Shelter & NFI - Request for information	114	113	1	0	1
Nutrition - Request for information	105	103	2	0	2
Pathway - Damaged, broken, or needs improvement	26	0	26	26	0
LPG Gas - Not enough for family	13	0	13	0	13
Request for additional room - Request for new room	13	0	13	22	0
Protection Referral (UNHCR)	11	0	11	16	0
Feedback - Protection	10	10	0	0	0
Relocation & Repatriation - Relocation within camp	8	0	8	0	8
Site Management - Request for information	7	7	0	0	0
Health - Assessment of medical conditions required	6	0	6	0	6
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	6	0	6	0	6
Cash For Work - Request for information	5	5	0	0	0
Health - Request for information	5	5	0	0	0
Drainage - Blocked or Water logging	4	0	4	0	4

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	ID Documents	Protection	Nutrition	Site Development	Site Management	Energy & Environment	Health	WASH	Food Security	Education	Livelihood
Tickets Received	427	287	212	105	34	22	14	14	14	2	1	0
Total Closed on the Spot	113	286	185	103	0	12	1	5	2	0	1	0
Total Referred	314	1	27	2	34	10	13	9	12	2	0	0
Total Replies	899	0	24	0	31	0	0	0	4	0	1	0
Open Tickets	0	1	3	2	3	10	13	9	8	2	0	0

Top Open Tickets this Month

Ticket Description	Count
LPG Gas - Not enough for family	13
Relocation & Repatriation - Relocation within camp	8
Health - Assessment of medical conditions required	6
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	6
Drainage - Blocked or Water logging	4
General Health Card - Did not receive	3
Latrine - New toilet requested	3
Protection - Enquiry or update related to an existing resettlement case	3
Bathing Station - Requested	2
Nutrition - Request for information	2
Cash for Work - Recruitment volunteer	1
Food distributions - Household has not received food	1
Food Porters - Requested	1
Latrine - Latrine not working properly	1
Protection - Another issue involving someone being killed or disappeared	1
Protection - Another issue involving violence toward someone including psychological abuse and neglect	1
Protection - Extortion	1

Common Feedback Platform - CFP

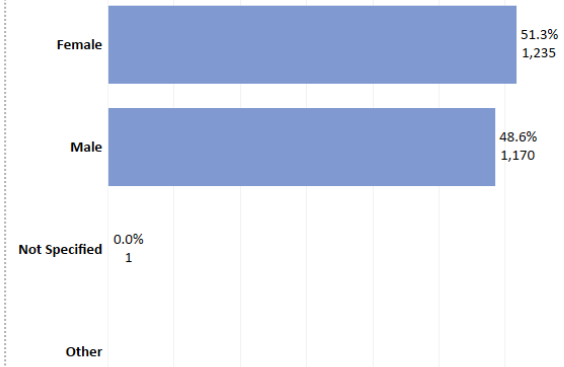
Monthly Camp Report | December 2024 | **Camp 04**

Summary for December 2024

- 2,406** tickets received in this camp
- 2,080** tickets closed on the spot*
- 326** tickets referred to relevant actors
- 159** responses given by relevant actors

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

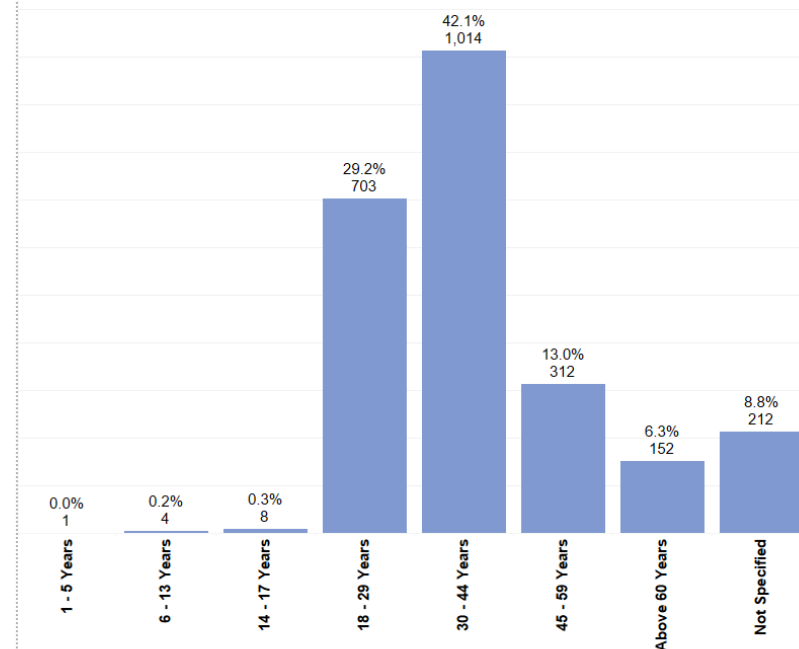
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Site Management - Request for information	782	782	0	0	0
Shelter & NFI - Request for information	713	713	0	0	0
Registration - Request for information	213	213	0	0	0
Protection - Request for information	141	141	0	0	0
Damage to shelter - Shelter damaged over time	121	0	121	89	32
Feedback - Protection	82	82	0	0	0
Health - Request for information	55	55	0	0	0
Livelihood - Request for information	44	44	0	0	0
Request for fresh food enlistment - Request for fresh food	33	0	33	10	23
WASH - Request for information	31	31	0	0	0
Pathway - Damaged, broken, or needs improvement	19	0	19	13	6
Relocation & Repatriation - Relocation within camp	16	0	16	0	16
LPG Gas - Not enough for family	15	0	15	0	15
Nutrition - Request for information	15	15	0	0	0
Protection - Extortion	15	0	15	12	3
Protection - Another issue involving violence toward someone including psychological abuse and neglect	14	0	14	5	9
Protection - Registration requests by unregistered individuals	12	0	12	0	12

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Management	Protection	ID Documents	Health	Food Security	Livelihood	WASH	Site Development	Energy & Environment	Nutrition	Education
Tickets Received	853	800	286	214	73	47	44	36	21	17	15	0
Total Closed on the Spot	713	783	224	213	55	0	44	31	0	2	15	0
Total Referred	140	17	62	1	18	47	0	5	21	15	0	0
Total Replies	106	1	29	0	0	10	0	0	13	0	0	0
Open Tickets	34	16	33	1	18	37	0	5	8	15	0	0

Top Open Tickets this Month

Ticket Description	Count
Damage to shelter - Shelter damaged over time	32
Request for fresh food enlistment - Request for fresh food	23
Relocation & Repatriation - Relocation within camp	16
LPG Gas - Not enough for family	15
Protection - Registration requests by unregistered individuals	12
General Health Card - Did not receive	11
Food Security - Issue with collector	10
Protection - Another issue involving violence toward someone including psychological abuse and neglect	9
Health - Assessment of medical conditions required	6
Pathway - Damaged, broken, or needs improvement	6
Protection - Enquiry or update related to an existing resettlement case	6
Food Porters - Requested	3
Protection - Extortion	3
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	3
Bathing Station - Requested	2
Drainage - Blocked or Water logging	2
Protection - Forced recruitment in an armed group	2

Common Feedback Platform - CFP

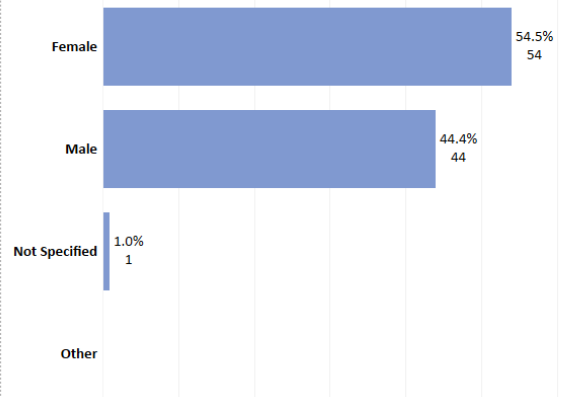
Monthly Camp Report | December 2024 | **Camp 04 Ext.**

Summary for December 2024

- 99** tickets received in this camp
- 19** tickets closed on the spot*
- 80** tickets referred to relevant actors
- 120** responses given by relevant actors

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

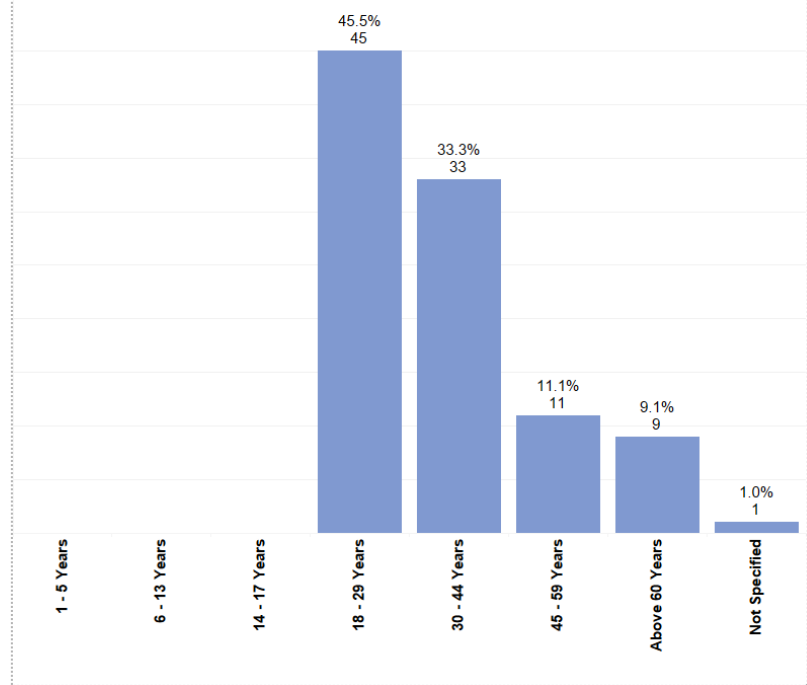
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	37	0	37	95	0
Registration - Request for information	13	13	0	0	0
Relocation & Repatriation - Relocation within camp	11	0	11	0	11
Protection - Request for information	5	5	0	0	0
Request for additional room - Request for new room	5	0	5	14	0
Protection - Another issue involving violence toward someone including psyc..	4	0	4	0	4
Protection Referral (UNHCR)	3	0	3	3	0
Request for fresh food enlistment - Request for fresh food	3	0	3	0	3
LPG Gas - Not enough for family	2	0	2	0	2
Protection - Enquiry or update related to an existing resettlement case	2	0	2	0	2
Protection - Extortion	2	0	2	2	0
Shelter Materials - Request additional materials	2	0	2	2	0
Food distributions - Household has not received food	1	0	1	0	1
General Health Card - Did not receive	1	0	1	0	1
Health - Assessment of medical conditions required	1	0	1	0	1
People at risk - The survivor is an adult	1	0	1	0	1
Protection - Assaulted or Abused beaten cut wounded	1	0	1	1	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Protection	ID Documents	Site Management	Food Security	Energy & Environment	Health	Education	Livelihood	Nutrition	Site Development	WASH
Tickets Received	47	20	13	11	4	2	2	0	0	0	0	0
Total Closed on the Spot	1	5	13	0	0	0	0	0	0	0	0	0
Total Referred	46	15	0	11	4	2	2	0	0	0	0	0
Total Replies	113	7	0	0	0	0	0	0	0	0	0	0
Open Tickets	0	8	0	11	4	2	2	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Relocation & Repatriation - Relocation within camp	11
Protection - Another issue involving violence toward someone including psychological abuse and neglect	4
Request for fresh food enlistment - Request for fresh food	3
LPG Gas - Not enough for family	2
Protection - Enquiry or update related to an existing resettlement case	2
Food distributions - Household has not received food	1
General Health Card - Did not receive	1
Health - Assessment of medical conditions required	1
People at risk - The survivor is an adult	1
Protection - Justice Issues Did not get justice in my case	1
Shelter & NFI - NFI Concern related to distribution modality facility quality location	1
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	1

Common Feedback Platform - CFP

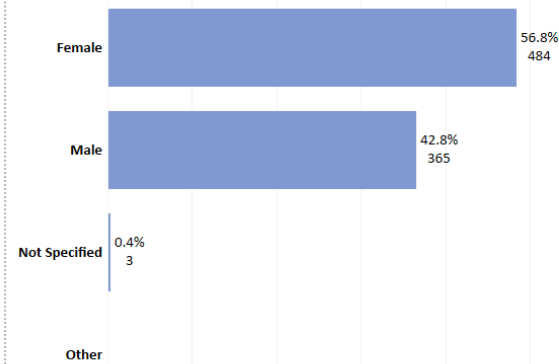
Monthly Camp Report | December 2024 | **Camp 05**

Summary for December 2024

- 852** tickets received in this camp
- 594** tickets closed on the spot*
- 258** tickets referred to relevant actors
- 297** 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.

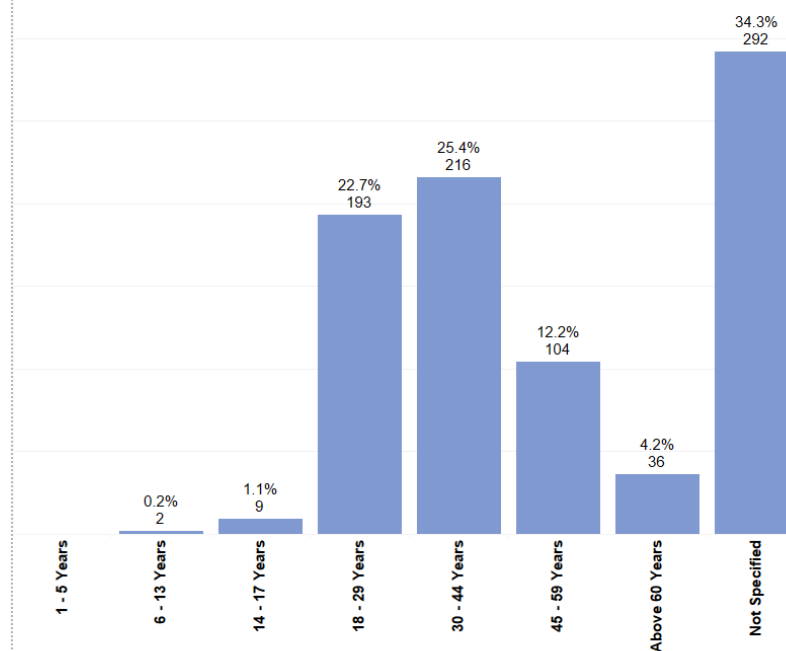
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Site Management - Request for information	292	292	0	0	0
Damage to shelter - Shelter damaged over time	118	0	118	147	0
Registration - Request for information	83	83	0	0	0
Feedback - Protection	72	72	0	0	0
Protection - Request for information	70	70	0	0	0
Shelter & NFI - Request for information	31	31	0	0	0
When will be solar lights distributed?	27	0	27	19	8
Energy and Environment - Request for information	24	24	0	0	0
Water tap & Tubewell - Water tap & Tubewell - Requesting new facility	24	0	24	7	17
Health - Request for information	22	22	0	0	0
Bathing Station - Requested	19	0	19	7	12
Pathway - Damaged, broken, or needs improvement	10	0	10	36	0
Latrine - New toilet requested	7	0	7	4	3
Stairs - Requested	6	0	6	24	0
Damage to shelter - Shelter damaged by weather	5	0	5	4	1
Protection - Another issue involving violence toward someone including psychological abuse and neglect	5	0	5	2	3
Stairs - Damaged, broken, or needs improvement	4	0	4	6	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	Shelter & NFI	Protection	ID Documents	WASH	Site Development	Energy & Environment	Health	Food Security	Education	Livelihood	Nutrition
Tickets Received	293	165	158	83	56	50	24	22	1	0	0	0
Total Closed on the Spot	292	31	142	83	0	0	24	22	0	0	0	0
Total Referred	1	134	16	0	56	50	0	0	1	0	0	0
Total Replies	0	160	14	0	24	99	0	0	0	0	0	0
Open Tickets	1	0	2	0	32	0	0	0	1	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Water tap & Tubewell - Water tap & Tubewell - Requesting new facility	17
Bathing Station - Requested	12
When will be solar lights distributed?	8
Health - Rehabilitation support or assistive device support	3
Latrine - New toilet requested	3
Protection - Another issue involving violence toward someone including psychological abuse and neglect	3
Protection - Enquiry or update related to an existing resettlement case	2
Bathing Station - Broken or Damaged	1
Damage to shelter - Shelter damaged by weather	1
Food Porters - Requested	1
Latrine - Latrine not working properly	1
Not working - Solar supply	1
Protection - Registration requests by unregistered individuals	1
Shelter & NFI - NFI Concern related to distribution modality facility quality location	1
WASH - Latrine not accessible	1
Water tap & Tubewell - Not Working	1

Common Feedback Platform - CFP

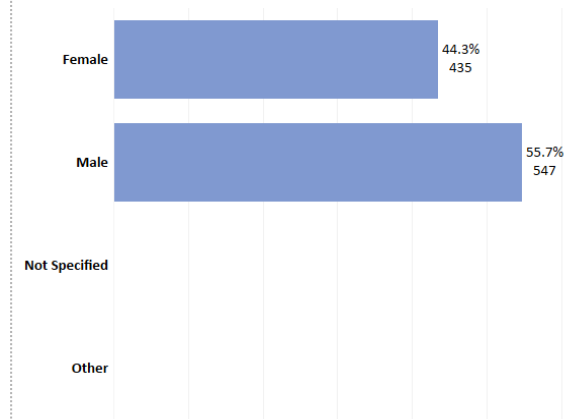
Monthly Camp Report | December 2024 | **Camp 06**

Summary for December 2024

- 982** tickets received in this camp
- 515** tickets closed on the spot*
- 467** tickets referred to relevant actors
- 566** 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.

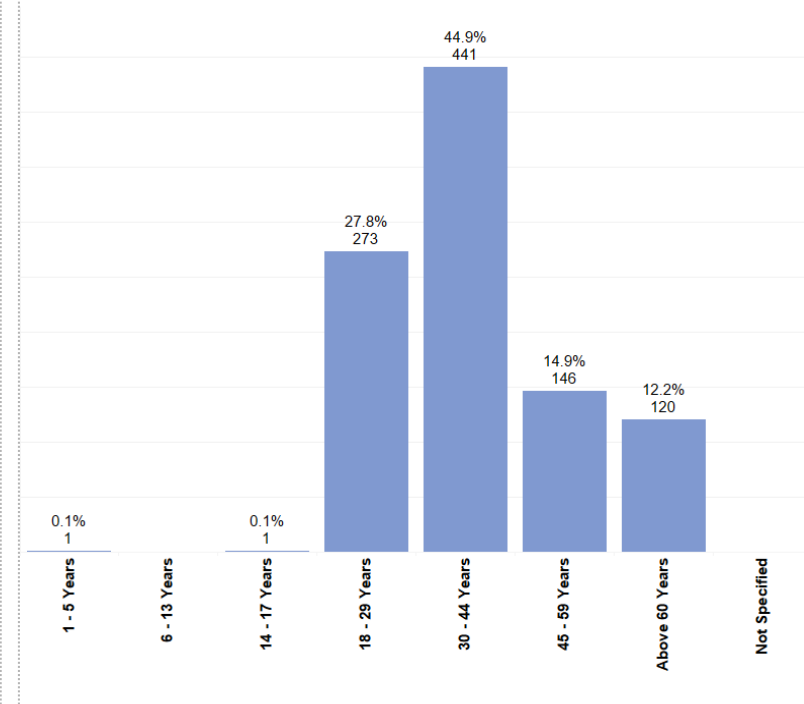
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Site Management - Request for information	348	348	0	0	0
Shelter Materials - Request additional materials	290	0	290	351	0
Registration - Request for information	82	82	0	0	0
LPG Gas - Not enough for family	67	0	67	1	66
Damage to shelter - Shelter damaged over time	50	0	50	89	0
Protection - Request for information	46	46	0	0	0
Shelter & NFI - Request for information	31	31	0	0	0
Pathway - Damaged, broken, or needs improvement	14	0	14	36	0
Damage to shelter - Shelter damaged by weather	7	0	7	8	0
Health - Request for information	6	6	0	0	0
Pathway - Requested	5	0	5	62	0
Protection - Enquiry or update related to an existing resettlement case	4	0	4	0	4
Protection Referral (UNHCR)	4	0	4	4	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Management	ID Documents	Protection	Energy & Environment	Site Development	Health	WASH	Education	Food Security	Livelihood	Nutrition
Tickets Received	382	350	82	68	67	20	9	4	0	0	0	0
Total Closed on the Spot	31	348	82	47	0	0	6	1	0	0	0	0
Total Referred	351	2	0	21	67	20	3	3	0	0	0	0
Total Replies	451	3	0	10	1	101	0	0	0	0	0	0
Open Tickets	0	0	0	11	66	0	3	3	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
LPG Gas - Not enough for family	66
Protection - Enquiry or update related to an existing resettlement case	4
Health - Assessment of medical conditions required	2
Protection - Another issue involving violence toward someone including psychological abuse and neglect	2
Protection - Justice Issues Another issue involving access to justice	2
Protection - Registration requests by unregistered individuals	2
General Health Card - Did not receive	1
Health - Rehabilitation support or assistive device support	1
Latrine - New toilet requested	1
Protection - Justice Issues Not able to get a lawyer	1
Shelter Materials - Received amount is not enough	1
WASH - Latrine not accessible	1
Water tap & Tubewell - Water tap & Tubewell - Requesting new facility	1

Common Feedback Platform - CFP

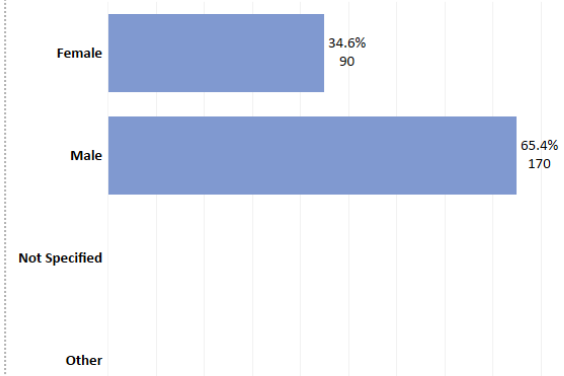
Monthly Camp Report | December 2024 | **Camp 07**

Summary for December 2024

- 260** tickets received in this camp
- 37** tickets closed on the spot*
- 223** tickets referred to relevant actors
- 762** 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.

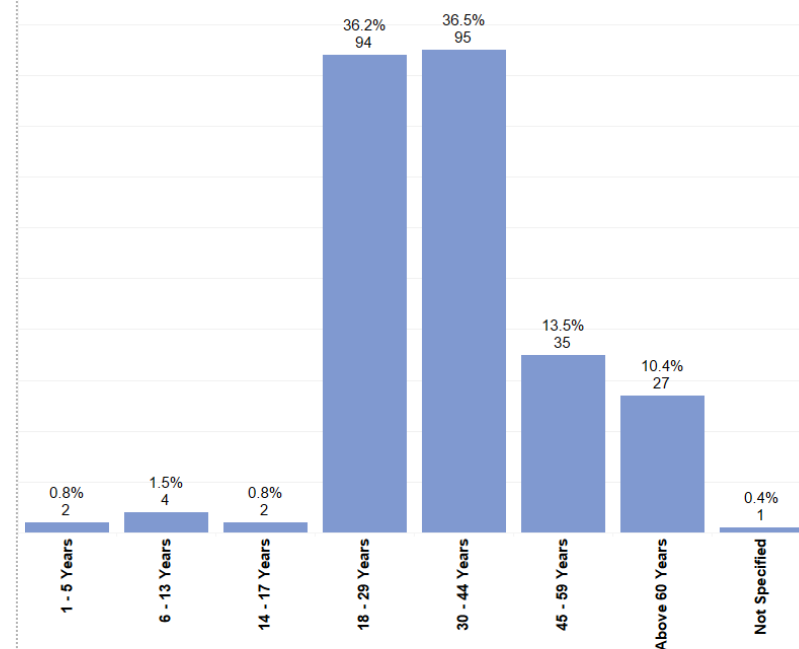
Tickets received by gender



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	133	0	133	600	0
Health - Identification of Persons with Specific Needs	34	0	34	0	34
Protection - Request for information	22	22	0	0	0
Registration - Request for information	13	13	0	0	0
Damage to shelter - Shelter damaged by weather	11	0	11	86	0
Pathway - Damaged, broken, or needs improvement	6	0	6	7	0
Protection - Enquiry or update related to an existing resettlement case	6	0	6	0	6
Health - Assessment of medical conditions required	4	0	4	0	4
Protection - Assaulted or Abused beaten cut wounded	4	0	4	4	0
Protection Referral (UNHCR)	4	0	4	9	0
Shelter Materials - Request additional materials	4	0	4	9	0
Protection - Another issue involving violence toward someone including psychological abuse and neglect	3	0	3	2	1
Protection - Justice Issues Another issue involving access to justice	3	0	3	3	0
Health - Request for information	2	2	0	0	0
Protection - Registration requests by unregistered individuals	2	0	2	0	2

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Protection	Health	ID Documents	Site Development	Education	Food Security	Site Management	Energy & Environment	Livelihood	Nutrition	WASH
Tickets Received	148	47	41	13	8	1	1	1	0	0	0	0
Total Closed on the Spot	0	22	2	13	0	0	0	0	0	0	0	0
Total Referred	148	25	39	0	8	1	1	1	0	0	0	0
Total Replies	697	20	0	0	45	0	0	0	0	0	0	0
Open Tickets	0	5	39	0	0	1	1	1	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Health - Identification of Persons with Specific Needs	34
Protection - Enquiry or update related to an existing resettlement case	6
Health - Assessment of medical conditions required	4
Protection - Registration requests by unregistered individuals	2
Drainage - Blocked or Water logging	1
Food Porters - Requested	1
Not working - Solar supply	1
Protection - Another issue involving violence toward someone including psychological abuse and neglect	1
Protection - Extortion	1
Temporary Learning Centre - Enrolment Requested	1
Treatment - Waited too long	1

Common Feedback Platform - CFP

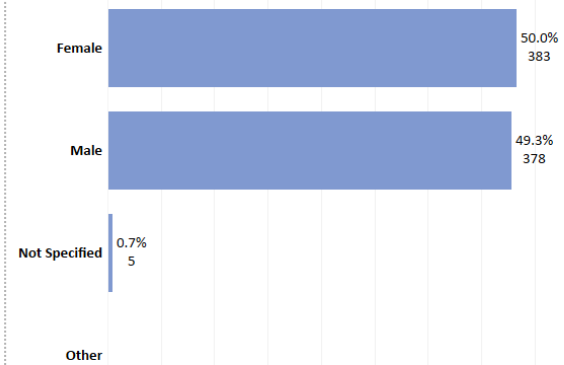
Monthly Camp Report | December 2024 | **Camp 08E**

Summary for December 2024

- 766** tickets received in this camp
- 260** tickets closed on the spot*
- 506** tickets referred to relevant actors
- 554** 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.

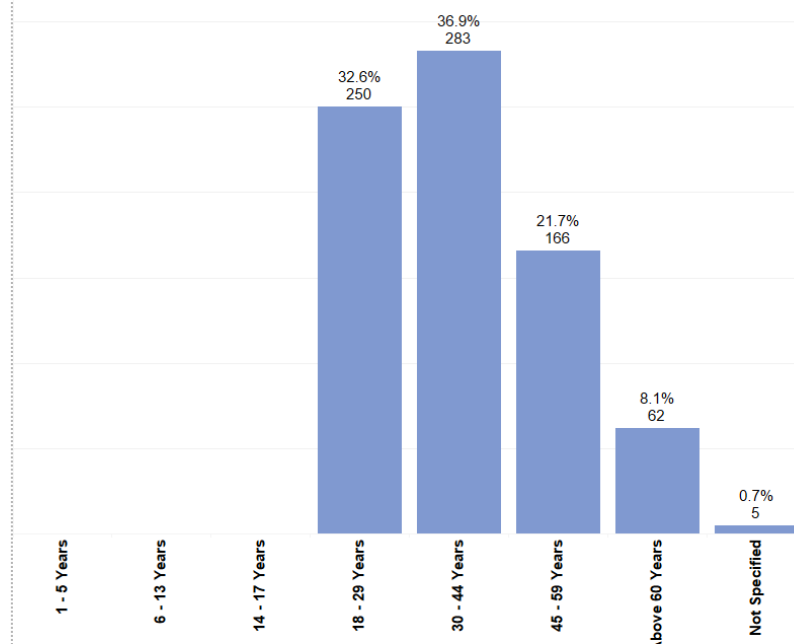
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Requested	144	0	144	142	2
Shelter & NFI - Request for information	92	92	0	0	0
WASH - Requestion for information	61	61	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	51	0	51	73	0
Drainage - Drain Requested	45	0	45	39	6
Registration - Request for information	41	41	0	0	0
Cash for Work - Has not been enrolled	34	0	34	81	0
Cooking Stove - Did not receive	31	0	31	10	21
Protection - Request for information	31	31	0	0	0
SCOPE Card - Has not received new SCOPE Card	29	0	29	26	3
Food distributions - Household has not received food	28	0	28	17	11
Stairs - Requested	28	0	28	39	0
Health - Request for information	25	25	0	0	0
Bathing Station - Requested	15	0	15	6	9
Community Conflict - Tree Cutting	14	0	14	8	6
Pathway - Requested	13	0	13	17	0
Food distributions - Missed Token	11	0	11	15	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	WASH	Shelter & NFI	ID Documents	Protection	Site Management	Energy & Environment	Food Security	Health	Education	Livelihood	Nutrition
Tickets Received	298	94	92	71	52	48	47	39	25	0	0	0
Total Closed on the Spot	0	61	92	41	38	0	3	0	25	0	0	0
Total Referred	298	33	0	30	14	48	44	39	0	0	0	0
Total Replies	326	29	0	28	11	89	26	45	0	0	0	0
Open Tickets	0	4	0	2	3	0	18	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Cooking Stove - Did not receive	21
Food distributions - Household has not received food	11
Bathing Station - Requested	9
Community Conflict - Tree Cutting	6
Drainage - Drain Requested	6
Pathway - Damaged, broken, or needs improvement	3
SCOPE Card - Has not received new SCOPE Card	3
Drainage Cover (Slab) - Requested	2
Latrine - New toilet requested	2
LPG Gas - Did not receive refill	2
LPG Gas - Lost or stolen cylinder	2
LPG Porters - Requested	2
Protection - Enquiry or update related to an existing resettlement case	2
Slope Protection (erosion) - Requested	2
Bridge - Damaged, broken, or needs improvement	1
Protection - Another issue involving violence toward someone including psychological abuse and neglect	1
Protection - Request to reunite with a family member residing in a third country	1

Common Feedback Platform - CFP

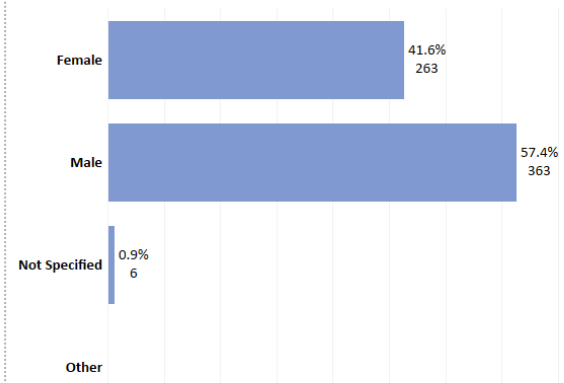
Monthly Camp Report | December 2024 | **Camp 08W**

Summary for December 2024

- 632** tickets received in this camp
- 303** tickets closed on the spot*
- 329** tickets referred to relevant actors
- 267** 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.

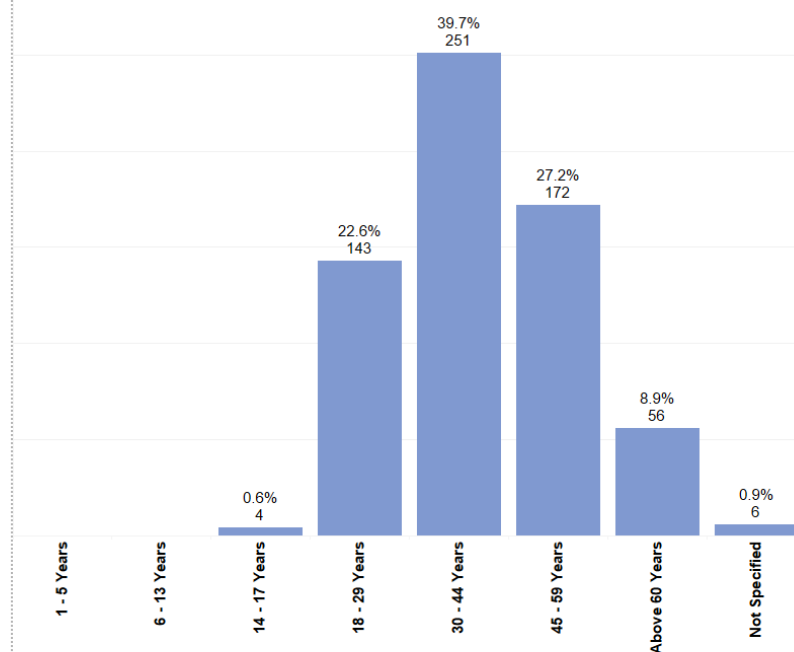
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Requested	94	0	94	122	0
Site Management - Request for information	91	91	0	0	0
Shelter & NFI - Request for information	77	77	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	72	0	72	21	51
Registration - Request for information	61	61	0	0	0
Protection - Request for information	31	31	0	0	0
Stairs - Requested	26	0	26	22	4
Nutrition - Request for information	18	18	0	0	0
Cooking Stove - Did not receive	15	0	15	7	8
Drainage - Drain Requested	15	0	15	19	0
LPG Gas - Did not receive cylinder	15	0	15	8	7
Pathway - Damaged, broken, or needs improvement	12	0	12	1	11
Pathway - Requested	12	0	12	20	0
Feedback - Protection	9	9	0	0	0
Lamp post or Street light - Requested	9	0	9	11	0
Drainage - Damaged, broken, or needs improvement	8	0	8	0	8
Protection Referral (UNHCR)	7	0	7	4	3

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Site Management	Shelter & NFI	Protection	ID Documents	Energy & Environment	Nutrition	WASH	Food Security	Health	Education	Livelihood
Tickets Received	257	93	78	66	61	36	18	10	8	5	0	0
Total Closed on the Spot	0	91	77	45	61	2	18	4	0	5	0	0
Total Referred	257	2	1	21	0	34	0	6	8	0	0	0
Total Replies	224	0	0	4	1	15	0	6	17	0	0	0
Open Tickets	33	2	1	17	0	19	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Slope Protection (erosion) - Damaged, broken, or needs improvement	51
Pathway - Damaged, broken, or needs improvement	11
Cooking Stove - Did not receive	8
Drainage - Damaged, broken, or needs improvement	8
LPG Gas - Did not receive cylinder	7
Stairs - Requested	4
Food distributions - HH wants someone outside their family to collect food	3
Protection - Registration requests by unregistered individuals	3
Protection - Request to reunite with a family member residing in a third country	3
Protection Referral (UNHCR)	3
Cash for Work - Payment delayed	2
LPG Gas - Lost or stolen cylinder	2
Protection - Another issue involving violence toward someone including psychological abuse and neglect	2
Protection - Assaulted or Abused beaten cut wounded	2
Damage to shelter - Shelter damaged by weather	1
Drainage - Blocked or Water logging	1
Drainage Cover (Slab) - Requested	1

Common Feedback Platform - CFP

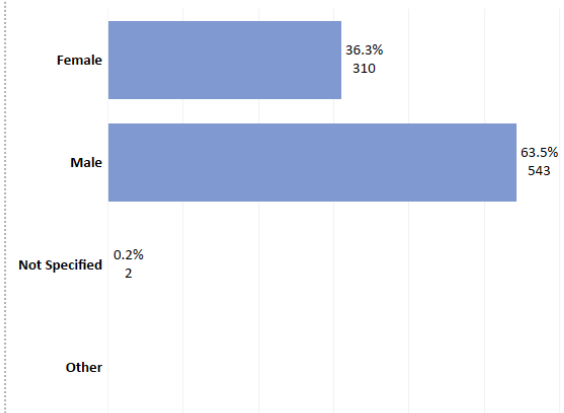
Monthly Camp Report | December 2024 | **Camp 09**

Summary for December 2024

- 855** tickets received in this camp
- 526** tickets closed on the spot*
- 329** tickets referred to relevant actors
- 291** 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.

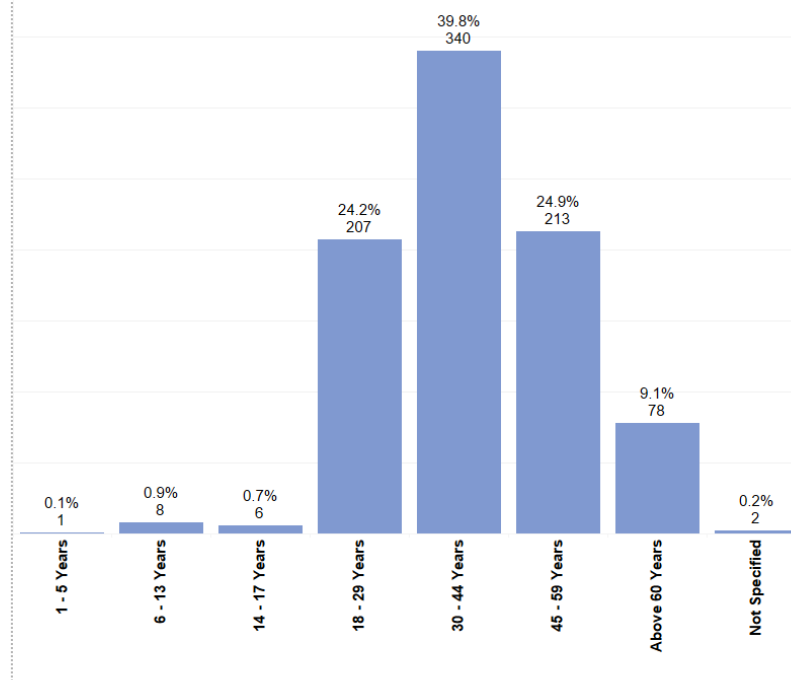
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Registration - Request for information	110	110	0	0	0
Site Management - Request for information	97	97	0	0	0
Shelter & NFI - Request for information	91	91	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	85	0	85	98	0
LPG Gas - Not enough for family	51	51	0	0	0
WASH - Request for information	45	45	0	0	0
Slope Protection (erosion) - Requested	39	0	39	39	0
Damage to shelter - Shelter damaged over time	38	38	0	0	0
Drainage - Drain Requested	36	0	36	34	2
Cash for Work - Has not been selected for CFW in long time	29	29	0	0	0
Cash for Work - Requested CFW	23	23	0	0	0
Shelter Materials - Missed Distribution	22	0	22	5	17
Stairs - Damaged, broken, or needs improvement	17	0	17	20	0
Drainage Cover (Slab) - Requested	13	0	13	9	4
Stairs - Requested	13	0	13	14	0
Protection - Another issue involving violence toward someone including psychological abuse and neglect	12	0	12	4	8
Drainage - Damaged, broken, or needs improvement	10	0	10	10	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Shelter & NFI	Site Management	ID Documents	Energy & Environment	WASH	Protection	Health	Nutrition	Education	Food Security	Livelihood
Tickets Received	243	168	154	113	61	60	42	7	5	1	1	0
Total Closed on the Spot	0	145	150	111	53	45	10	7	5	0	0	0
Total Referred	243	23	4	2	8	15	32	0	0	1	1	0
Total Replies	252	7	3	2	0	12	15	0	0	0	0	0
Open Tickets	0	16	1	0	8	3	17	0	0	1	1	0

Top Open Tickets this Month

Ticket Description	Count
Shelter Materials - Missed Distribution	17
Protection - Another issue involving violence toward someone including psychological abuse and neglect	8
Drainage Cover (Slab) - Requested	4
Latrine - Needs desludging	3
Pathway - Requested	3
Protection Referral (UNHCR)	3
Bridge - Damaged, broken, or needs improvement	2
Bridge - Requested	2
Cooking Stove - Did not receive	2
Cooking Stove - Lost or stolen	2
Drainage - Drain Requested	2
LPG Gas - Lost or stolen cylinder	2
Protection - Registration requests by unregistered individuals	2
Protection - Request to reunite with a family member residing in a third country	2
SCOPE Card - No balance on card	2
Food Porters - Requested	1
Lamp post or Street light - Requested	1

Common Feedback Platform - CFP

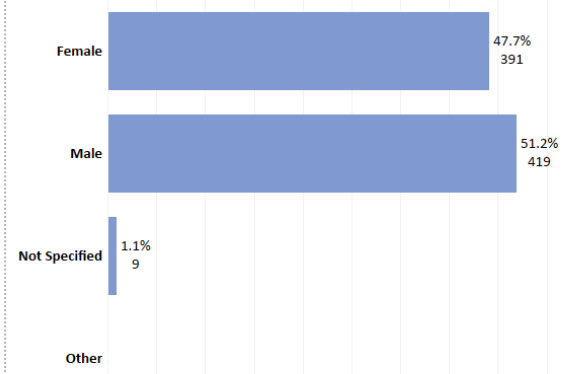
Monthly Camp Report | December 2024 | **Camp 10**

Summary for December 2024

- 819** tickets received in this camp
- 361** tickets closed on the spot*
- 458** tickets referred to relevant actors
- 533** 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.

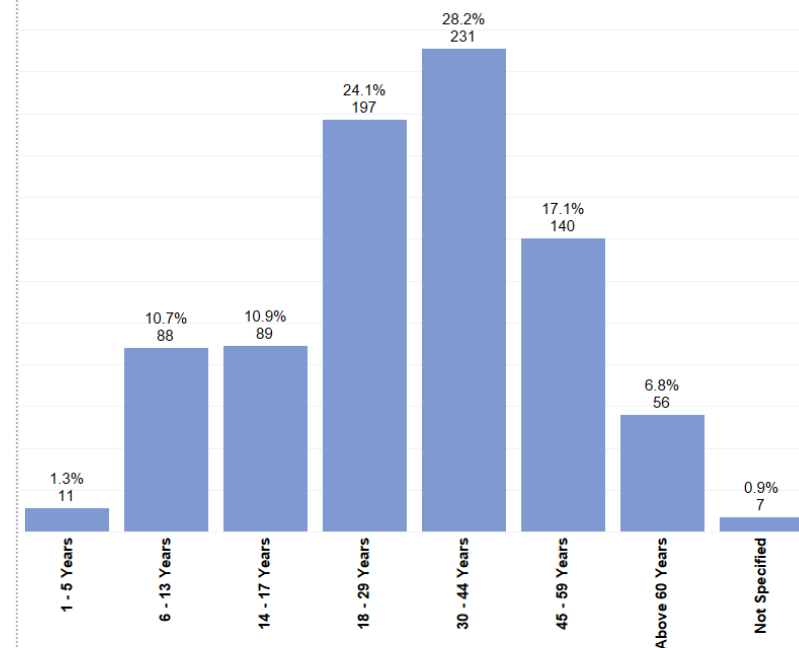
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Registration - Request for information	180	180	0	0	0
Slope Protection (erosion) - Requested	178	0	178	192	0
Nutrition - Request for information	114	114	0	0	0
Shelter Materials - Missed Distribution	55	0	55	100	0
Stairs - Requested	38	0	38	29	9
Cash for Work - Has not been enrolled	31	0	31	34	0
Site Management - Request for information	30	30	0	0	0
Drainage - Drain Requested	23	0	23	28	0
Shelter & NFI - Request for information	22	22	0	0	0
Soap & Hygiene Kit - Did not receive	15	0	15	6	9
Shelter Number - Requested	11	0	11	35	0
Health - Request for information	10	10	0	0	0
SCOPE Card - Has not received new SCOPE Card	7	0	7	5	2
Stairs - Damaged, broken, or needs improvement	7	0	7	3	4
Latrine - Broken	6	0	6	6	0
LPG Gas - Did not receive cylinder	6	0	6	3	3
Protection Referral (UNHCR)	6	0	6	2	4

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	ID Documents	Nutrition	Shelter & NFI	Site Management	WASH	Protection	Energy & Environment	Health	Education	Food Security	Livelihood
Tickets Received	272	193	114	89	65	32	27	17	10	0	0	0
Total Closed on the Spot	0	180	114	22	30	0	5	0	10	0	0	0
Total Referred	272	13	0	67	35	32	22	17	0	0	0	0
Total Replies	283	14	0	140	40	19	12	21	0	1	3	0
Open Tickets	0	0	0	0	0	13	10	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Soap & Hygiene Kit - Did not receive	9
Stairs - Requested	9
Protection - Registration requests by unregistered individuals	5
Protection Referral (UNHCR)	4
Stairs - Damaged, broken, or needs improvement	4
Water tap - Requested	4
LPG Gas - Did not receive cylinder	3
SCOPE Card - Has not received new SCOPE Card	2
Bridge - Damaged, broken, or needs improvement	1
Drainage Cover (Slab) - Requested	1
Lamp post or Street light - Damaged, broken, or needs improvement	1
Latrine - Needs cleaning	1
Protection - Enquiry or update related to an existing resettlement case	1
SCOPE Card - Lost	1
SCOPE Card - No balance on card	1
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	1
Water tap - Poor quality water	1

Common Feedback Platform - CFP

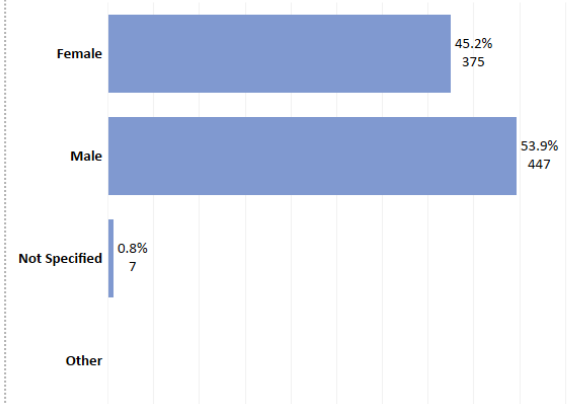
Monthly Camp Report | December 2024 | **Camp 11**

Summary for December 2024

- 829** tickets received in this camp
- 450** tickets closed on the spot*
- 379** tickets referred to relevant actors
- 286** 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.

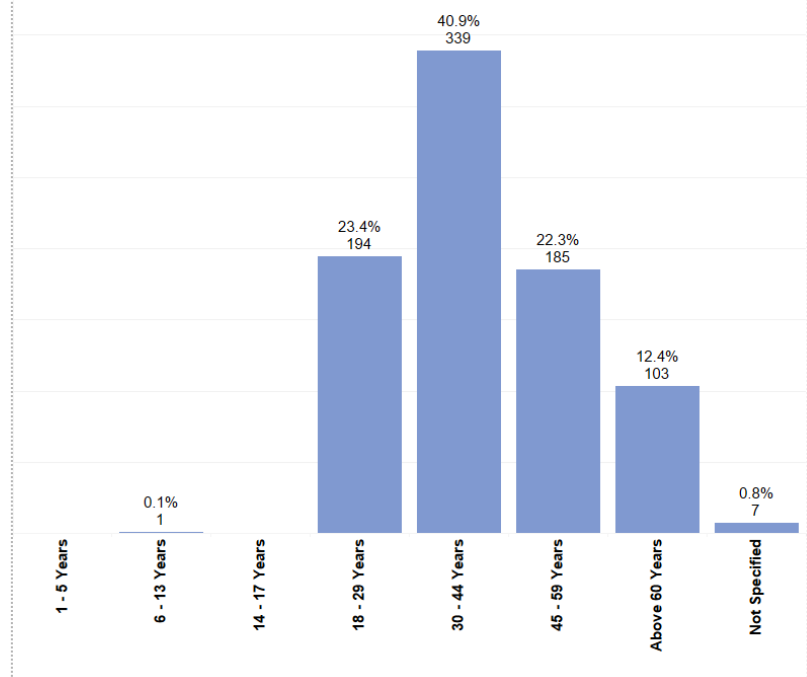
Tickets received by gender



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	122	122	0	0	0
Slope Protection (erosion) - Requested	98	0	98	96	2
Slope Protection (erosion) - Damaged, broken, or needs improvement	83	0	83	46	37
Shelter & NFI - Request for information	80	78	2	0	2
Registration - Request for information	56	56	0	0	0
Protection - Request for information	48	48	0	0	0
Stairs - Requested	33	0	33	27	6
Feedback - Protection	29	26	3	0	3
WASH - Requestion for information	28	27	1	0	1
Site Management - Request for information	26	26	0	0	0
Cash for Work - Has not been enrolled	24	0	24	29	0
Drainage - Drain Requested	23	0	23	23	0
Pathway - Requested	22	0	22	13	9
Health - Request for information	17	17	0	0	0
Drainage Cover (Slab) - Requested	9	0	9	11	0
Shelter Materials - Request additional materials	8	8	0	0	0
Shelter Number - Requested	8	0	8	5	3

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Site Management	Shelter & NFI	Protection	ID Documents	WASH	Health	Energy & Environment	Food Security	Nutrition	Education	Livelihood
Tickets Received	288	180	102	99	77	48	19	12	3	1	0	0
Total Closed on the Spot	0	150	92	81	74	29	17	4	2	1	0	0
Total Referred	288	30	10	18	3	19	2	8	1	0	0	0
Total Replies	230	34	5	4	4	4	1	0	3	0	1	0
Open Tickets	58	0	5	14	0	15	1	8	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Slope Protection (erosion) - Damaged, broken, or needs improvement	37
Pathway - Requested	9
Stairs - Requested	6
Soap & Hygiene Kit - Did not receive	5
Drainage - Blocked or Water logging	4
Feedback - Protection	3
Latrine - New toilet requested	3
LPG Gas - Did not receive cylinder	3
Protection - Justice Issues Another issue involving access to justice	3
Shelter Number - Requested	3
Bridge - Requested	2
Cash for Work - Has received less payment than days worked	2
Lamp post or Street light - Requested	2
LPG Gas - Did not receive refill	2
LPG Gas - Lost or stolen cylinder	2
Protection - Another issue involving violence toward someone including psychological abuse and neglect	2
Protection - Registration requests by unregistered individuals	2

Common Feedback Platform - CFP

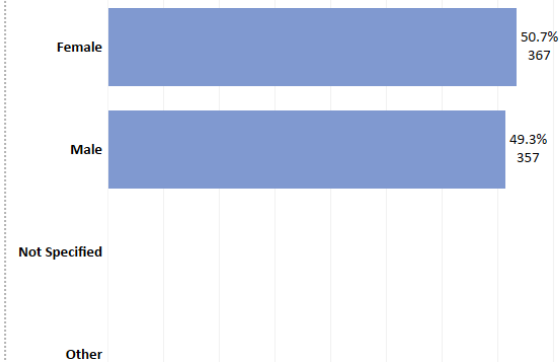
Monthly Camp Report | December 2024 | **Camp 12**

Summary for December 2024

- 724** tickets received in this camp
- 244** tickets closed on the spot*
- 480** tickets referred to relevant actors
- 364** 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.

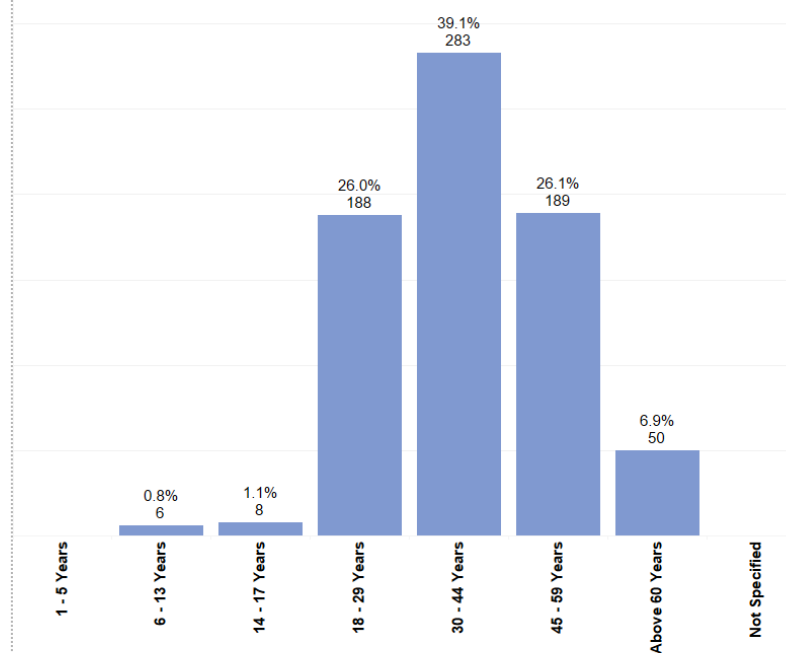
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Requested	144	0	144	125	19
Shelter Materials - Missed Distribution	103	0	103	54	49
Site Management - Request for information	93	93	0	0	0
Registration - Request for information	51	51	0	0	0
WASH - Request for information	47	47	0	0	0
Drainage - Drain Requested	39	0	39	25	14
Shelter & NFI - Request for information	36	36	0	0	0
Stairs - Requested	23	0	23	22	1
Soap & Hygiene Kit - Did not receive	19	0	19	23	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	17	0	17	15	2
LPG Gas - Did not receive refill	13	0	13	11	2
Food distributions - Household has not received food	12	0	12	13	0
Pathway - Requested	12	0	12	10	2
Nutrition - Request for information	11	11	0	0	0
LPG Gas - Did not receive cylinder	9	0	9	5	4
Protection Referral (UNHCR)	7	0	7	7	0
Community Conflict - Waste water & drainage	6	0	6	0	6

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Shelter & NFI	Site Management	WASH	ID Documents	Energy & Environment	Protection	Food Security	Nutrition	Health	Education	Livelihood
Tickets Received	262	143	105	81	56	30	22	13	11	1	0	0
Total Closed on the Spot	0	36	94	48	51	1	2	0	11	1	0	0
Total Referred	262	107	11	33	5	29	20	13	0	0	0	0
Total Replies	216	54	3	44	4	20	9	13	0	0	1	0
Open Tickets	46	53	8	0	1	9	11	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Shelter Materials - Missed Distribution	49
Slope Protection (erosion) - Requested	19
Drainage - Drain Requested	14
Community Conflict - Waste water & drainage	6
LPG Gas - Did not receive cylinder	4
Protection - Another issue involving violence toward someone including psychological abuse and neglect	4
Bathing Station - Broken or Damaged	3
Cash for Work - Has not been enrolled	3
Cash for Work - Payment delayed	2
Cooking Stove - Did not receive	2
Drainage - Blocked or Water logging	2
Lamp post or Street light - Damaged, broken, or needs improvement	2
LPG Gas - Did not receive refill	2
Pathway - Requested	2
Protection - Extortion	2
Protection - Forced recruitment in an armed group	2
Shelter Number - Requested	2

Common Feedback Platform - CFP

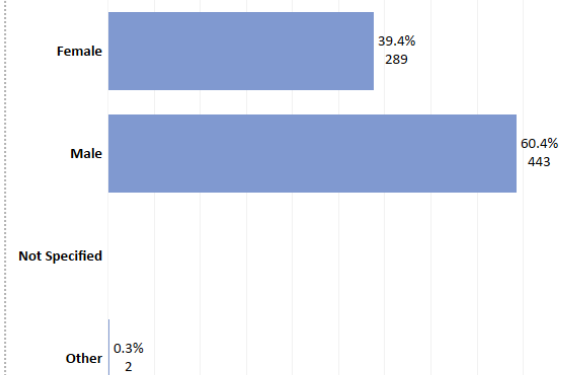
Monthly Camp Report | December 2024 | **Camp 13**

Summary for December 2024

- 734** tickets received in this camp
- 48** tickets closed on the spot*
- 686** tickets referred to relevant actors
- 679** 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.

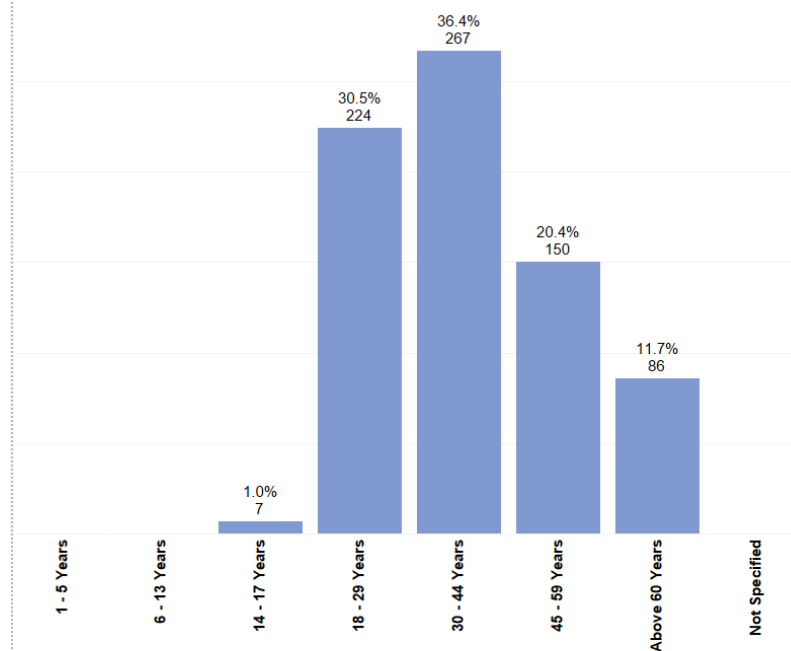
Tickets received by gender



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	236	0	236	162	74
Shelter Materials - Missed Distribution	85	0	85	183	0
NFI - Missed Distribution	77	0	77	68	9
Slope Protection (erosion) - Requested	75	0	75	96	0
Cash for Work - Has not been enrolled	29	0	29	3	26
Cash for Work - Requested CfW	25	25	0	0	0
Drainage - Blocked or Water logging	23	0	23	8	15
Stairs - Damaged, broken, or needs improvement	22	0	22	15	7
Damage to shelter - Shelter damaged over time	15	15	0	0	0
Drainage - Drain Requested	14	0	14	11	3
Shelter Number - Requested	13	0	13	0	13
Stairs - Requested	11	0	11	7	4
Pathway - Damaged, broken, or needs improvement	9	0	9	10	0
Drainage Cover (Slab) - Requested	8	0	8	8	0
Latrine - Broken	8	0	8	8	0
Latrine - New toilet requested	7	0	7	13	0
Drainage Cover (Slab) - Damaged, broken, or needs improvement	5	0	5	5	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Shelter & NFI	Site Management	WASH	Protection	ID Documents	Energy & Environment	Food Security	Health	Education	Livelihood	Nutrition
Tickets Received	422	191	56	35	20	6	2	1	1	0	0	0
Total Closed on the Spot	0	16	25	0	0	4	2	1	0	0	0	0
Total Referred	422	175	31	35	20	2	0	0	1	0	0	0
Total Replies	351	254	4	37	16	9	8	0	0	0	0	0
Open Tickets	71	0	27	0	4	0	0	0	1	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Slope Protection (erosion) - Damaged, broken, or needs improvement	74
Cash for Work - Has not been enrolled	26
Drainage - Blocked or Water logging	15
Shelter Number - Requested	13
NFI - Missed Distribution	9
Stairs - Damaged, broken, or needs improvement	7
Stairs - Requested	4
Clearing and levelling ground - Requested	3
Drainage - Drain Requested	3
Lamp post or Street light - Damaged, broken, or needs improvement	2
Latrine - Needs desludging	2
Protection - Another issue involving violence toward someone including psychological abuse and neglect	2
Water tap - Not enough water	2
Fence or railing for path or stairs - Requested	1
Health - Assessment of medical conditions required	1
Latrine - Needs cleaning	1
People at risk - The survivor is an adult	1

Common Feedback Platform - CFP

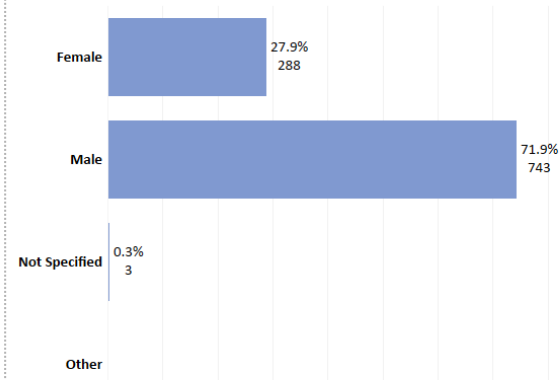
Monthly Camp Report | December 2024 | **Camp 14**

Summary for December 2024

- 1,034** tickets received in this camp
- 779** tickets closed on the spot*
- 255** tickets referred to relevant actors
- 302** 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.

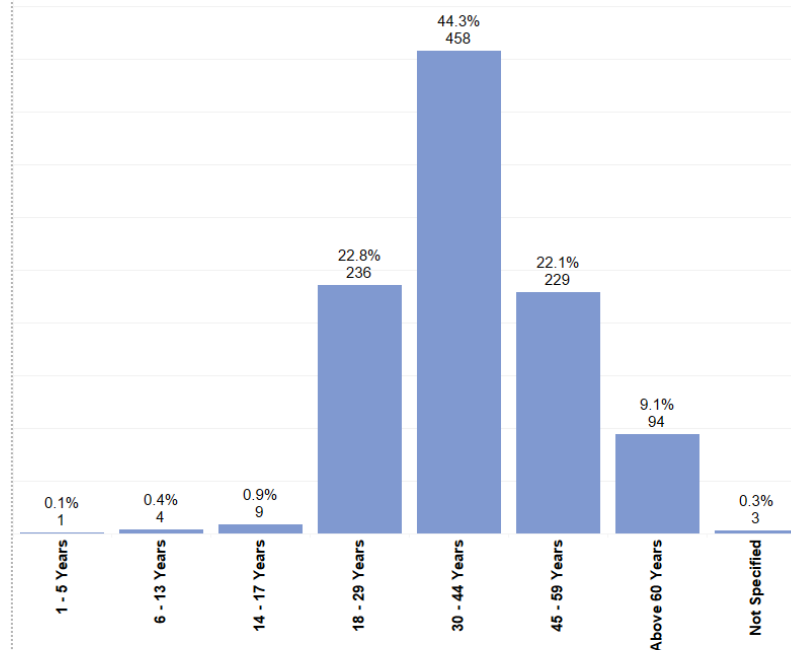
Tickets received by gender



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	312	312	0	0	0
NFI - Request additional materials	112	112	0	0	0
LPG Gas - Not enough for family	59	59	0	0	0
When will my issue be prioritized for resolving?	56	56	0	0	0
Slope Protection (erosion) - Requested	55	0	55	56	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	52	0	52	41	11
Cash for Work - Requested CFW	38	38	0	0	0
Drainage - Drain Requested	27	0	27	15	12
SMART Card & Family Attestation - Lost ID Card	23	23	0	0	0
Soap & Hygiene Kit - Not enough	20	20	0	0	0
SMART Card & Family Attestation - Request for individual SMART card	18	18	0	0	0
Shelter Number - Requested	14	0	14	37	0
Cash for Work - Has not been enrolled	11	0	11	16	0
Cooking set (gas & stove) - Requested	11	11	0	0	0
Food distributions - Request for different items or quantities	11	11	0	0	0
When is the next NFI distribution day?	10	10	0	0	0
When is the next LPG distribution day?	9	9	0	0	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	Site Development	Shelter & NFI	Energy & Environment	ID Documents	WASH	Protection	Food Security	Health	Education	Livelihood	Nutrition
Tickets Received	384	243	168	79	78	38	25	15	4	0	0	0
Total Closed on the Spot	363	64	152	79	76	27	3	15	0	0	0	0
Total Referred	21	179	16	0	2	11	22	0	4	0	0	0
Total Replies	27	172	41	3	7	13	14	25	0	0	0	0
Open Tickets	0	7	0	0	0	0	8	0	4	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Drainage - Drain Requested	12
Slope Protection (erosion) - Damaged, broken, or needs improvement	11
Drainage - Blocked or Water logging	5
Drainage - Damaged, broken, or needs improvement	5
Protection - Registration requests by unregistered individuals	4
Health - Assessment of medical conditions required	2
Protection - Another issue involving violence toward someone including psychological abuse and neglect	2
Bridge - Damaged, broken, or needs improvement	1
Cash for Work - Has received less payment than days worked	1
General Health Card - Lost, damaged or Stolen	1
Lamp post or Street light - Damaged, broken, or needs improvement	1
Latrine - Needs desludging	1
Pathway - Requested	1
Protection - Enquiry or update related to an existing resettlement case	1
Protection Referral (UNHCR)	1
SCOPE Card - Damaged	1
Treatment - Waited too long	1

Common Feedback Platform - CFP

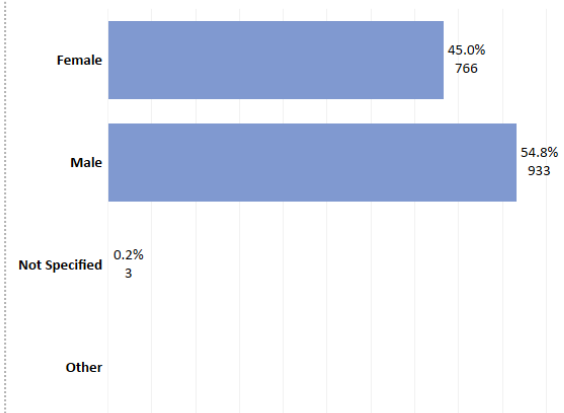
Monthly Camp Report | December 2024 | **Camp 15**

Summary for December 2024

- 1,702** tickets received in this camp
- 1,087** tickets closed on the spot*
- 615** tickets referred to relevant actors
- 315** 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.

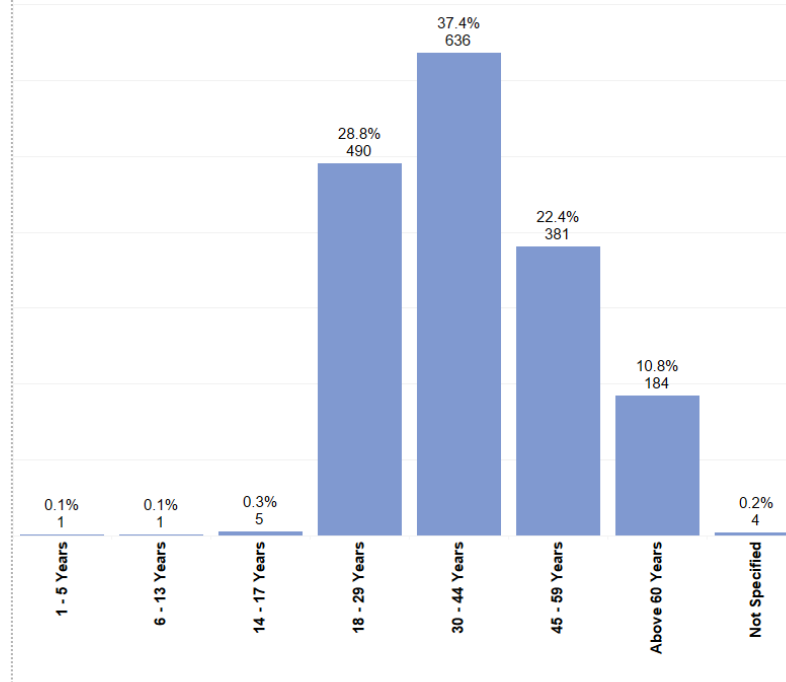
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Site Management - Request for information	660	660	0	0	0
Cash for Work - Has not been selected for CFW in long time	165	165	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	160	0	160	65	95
Cash for Work - Has not been enrolled	134	0	134	106	28
Slope Protection (erosion) - Requested	94	0	94	28	66
Cash for Work - Requested CFW	65	65	0	0	0
Energy and Environment - Request for information	51	51	0	0	0
Protection - Request for information	34	34	0	0	0
Drainage - Drain Requested	33	0	33	8	25
Registration - Request for information	27	27	0	0	0
Shelter & NFI - Request for information	22	22	0	0	0
NFI - Request additional materials	21	21	0	0	0
Pressure Cooker - Did not receive	16	0	16	0	16
Nutrition - Request for information	14	14	0	0	0
NFI - Missed Distribution	13	0	13	0	13
Protection Referral (UNHCR)	11	0	11	8	3
Shelter Materials - Missed Distribution	11	0	11	0	11

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	Site Development	Energy & Environment	Shelter & NFI	Protection	ID Documents	WASH	Nutrition	Health	Education	Livelihood	Food Security
Tickets Received	1,030	346	84	77	71	44	22	14	11	2	1	0
Total Closed on the Spot	891	0	53	48	38	35	4	14	1	2	1	0
Total Referred	139	346	31	29	33	9	18	0	10	0	0	0
Total Replies	111	143	6	21	16	0	15	0	1	1	0	1
Open Tickets	28	203	25	8	17	9	3	0	9	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Slope Protection (erosion) - Damaged, broken, or needs improvement	95
Slope Protection (erosion) - Requested	66
Cash for Work - Has not been enrolled	28
Drainage - Drain Requested	25
Pressure Cooker - Did not receive	16
NFI - Missed Distribution	13
Shelter Materials - Missed Distribution	11
Protection - Registration requests by unregistered individuals	8
Cooking Stove - Did not receive	5
Drainage - Blocked or Water logging	5
General Health Card - Fully filled up	5
Community Conflict - Land & shelter extension	4
Drainage Cover (Slab) - Requested	4
Stairs - Requested	4
General Health Card - Did not receive	3
Pathway - Requested	3
Protection Referral (UNHCR)	3

Common Feedback Platform - CFP

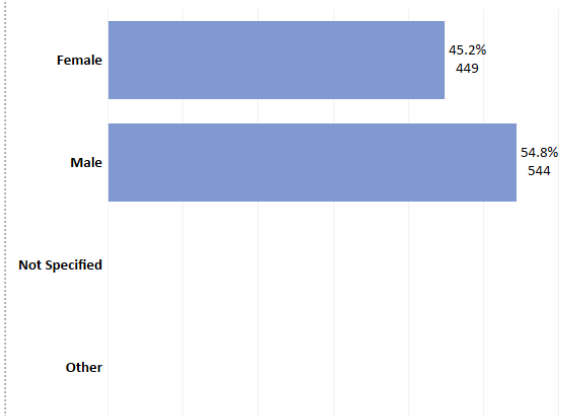
Monthly Camp Report | December 2024 | **Camp 16**

Summary for December 2024

- 993** tickets received in this camp
- 701** tickets closed on the spot*
- 292** tickets referred to relevant actors
- 121** 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.

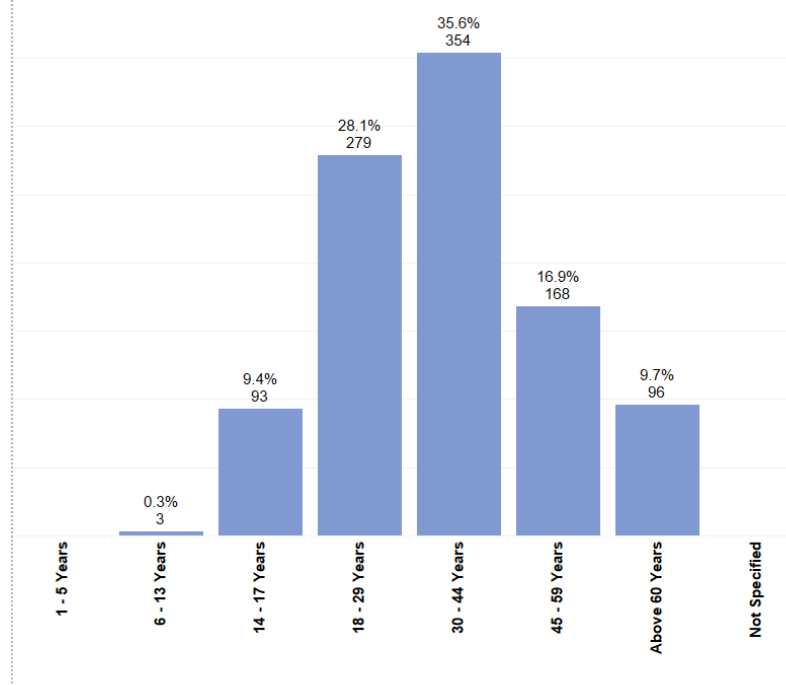
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Site Management - Request for information	330	330	0	0	0
WASH - Request for information	128	128	0	0	0
Energy and Environment - Request for information	85	85	0	0	0
Slope Protection (erosion) - Requested	73	0	73	13	60
Slope Protection (erosion) - Damaged, broken, or needs improvement	52	0	52	5	47
Protection - Request for information	50	50	0	0	0
Health - Request for information	38	38	0	0	0
Shelter & NFI - Request for information	32	32	0	0	0
Shelter Materials - Missed Distribution	26	0	26	3	23
Registration - Request for information	24	24	0	0	0
Drainage - Drain Requested	20	0	20	1	19
Pathway - Requested	18	0	18	6	12
Cash for Work - Has not been enrolled	13	0	13	23	0
Drainage Cover (Slab) - Requested	9	0	9	0	9
Stairs - Requested	8	0	8	1	7
Protection - Registration requests by unregistered individuals	7	0	7	0	7
Stairs - Damaged, broken, or needs improvement	7	0	7	0	7

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	Site Development	WASH	Energy & Environment	Shelter & NFI	Protection	Health	ID Documents	Food Security	Education	Livelihood	Nutrition
Tickets Received	351	208	142	91	70	63	40	26	2	0	0	0
Total Closed on the Spot	333	0	128	87	40	51	38	24	0	0	0	0
Total Referred	18	208	14	4	30	12	2	2	2	0	0	0
Total Replies	25	32	23	0	24	4	0	1	12	0	0	0
Open Tickets	0	176	0	4	6	8	2	1	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Slope Protection (erosion) - Requested	60
Slope Protection (erosion) - Damaged, broken, or needs improvement	47
Shelter Materials - Missed Distribution	23
Drainage - Drain Requested	19
Pathway - Requested	12
Drainage Cover (Slab) - Requested	9
Protection - Registration requests by unregistered individuals	7
Stairs - Damaged, broken, or needs improvement	7
Stairs - Requested	7
Lamp post or Street light - Requested	5
Pathway - Damaged, broken, or needs improvement	4
Community Conflict - Land & shelter extension	3
Drainage - Damaged, broken, or needs improvement	3
Lamp post or Street light - Stolen	3
LPG Gas - Did not receive cylinder	2
Drainage Cover (Slab) - Damaged, broken, or needs improvement	1
Fence or railing for path or stairs - Requested	1

Common Feedback Platform - CFP

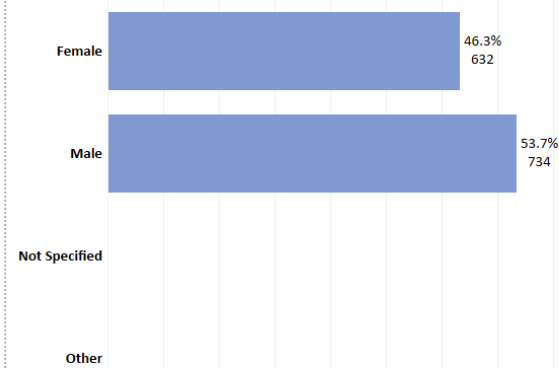
Monthly Camp Report | December 2024 | **Camp 17**

Summary for December 2024

- 1,366** tickets received in this camp
- 1,227** tickets closed on the spot*
- 139** tickets referred to relevant actors
- 238** 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.

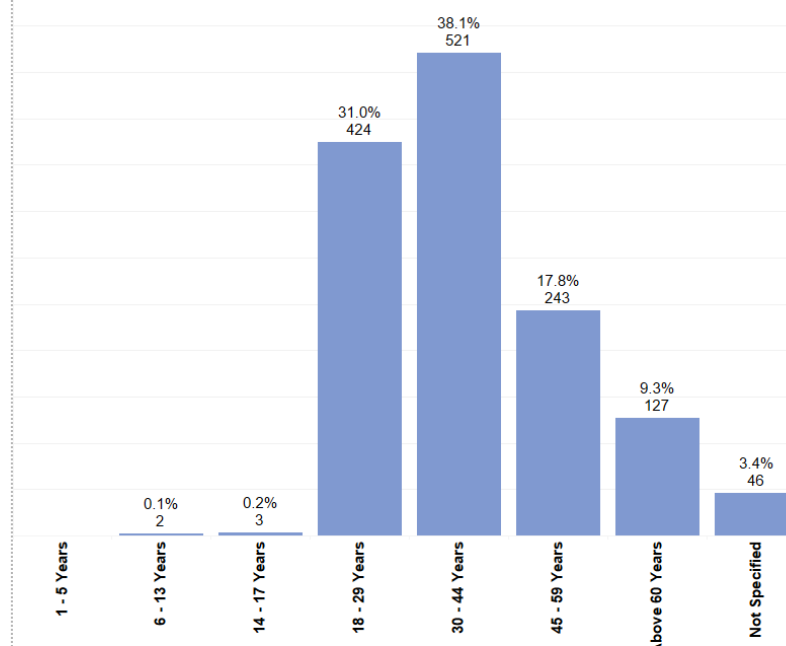
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter & NFI - Request for information	707	707	0	0	0
Site Management - Request for information	265	265	0	0	0
WASH - Request for information	130	130	0	0	0
Health - Request for information	89	89	0	0	0
Damage to shelter - Shelter damaged by weather	45	0	45	96	0
Damage to shelter - Shelter damaged over time	29	0	29	72	0
Energy and Environment - Request for information	18	18	0	0	0
Request for additional room - Request for new room	10	0	10	20	0
Protection - Registration requests by unregistered individuals	8	0	8	0	8
Nutrition - Request for information	7	7	0	0	0
Pathway - Damaged, broken, or needs improvement	7	0	7	24	0
Registration - Request for information	7	7	0	0	0
Shelter Materials - Request additional materials	7	0	7	5	2

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Management	WASH	Health	Protection	Energy & Environment	Site Development	ID Documents	Nutrition	Food Security	Education	Livelihood
Tickets Received	798	267	136	92	22	19	12	7	7	6	0	0
Total Closed on the Spot	707	265	130	89	4	18	0	7	7	0	0	0
Total Referred	91	2	6	3	18	1	12	0	0	6	0	0
Total Replies	193	2	0	0	9	1	31	0	0	2	0	0
Open Tickets	0	0	6	3	9	0	0	0	0	4	0	0

Top Open Tickets this Month

Ticket Description	Count
Protection - Registration requests by unregistered individuals	8
Request for fresh food enlistment - Request for fresh food	4
Water tap & Tubewell - Water tap & Tubewell - Requesting new facility	4
Shelter Materials - Request additional materials	2
Food distributions - Household has not received food	1
General Health Card - Did not receive	1
Health - Assessment of medical conditions required	1
Health - MHPSS signs and symptoms of distress in the last 4 5 weeks	1
Latrine - New toilet requested	1
Protection - Another issue involving violence toward someone including psychological abuse and neglect	1
Protection - Assaulted or Abused beaten cut wounded	1
Protection - Forced recruitment in an armed group	1
Water tap & Tubewell - Not Working	1

Common Feedback Platform - CFP

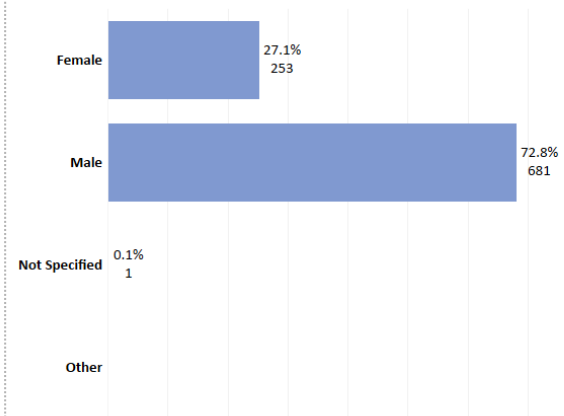
Monthly Camp Report | December 2024 | **Camp 18**

Summary for December 2024

- 935** tickets received in this camp
- 624** tickets closed on the spot*
- 311** tickets referred to relevant actors
- 286** 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.

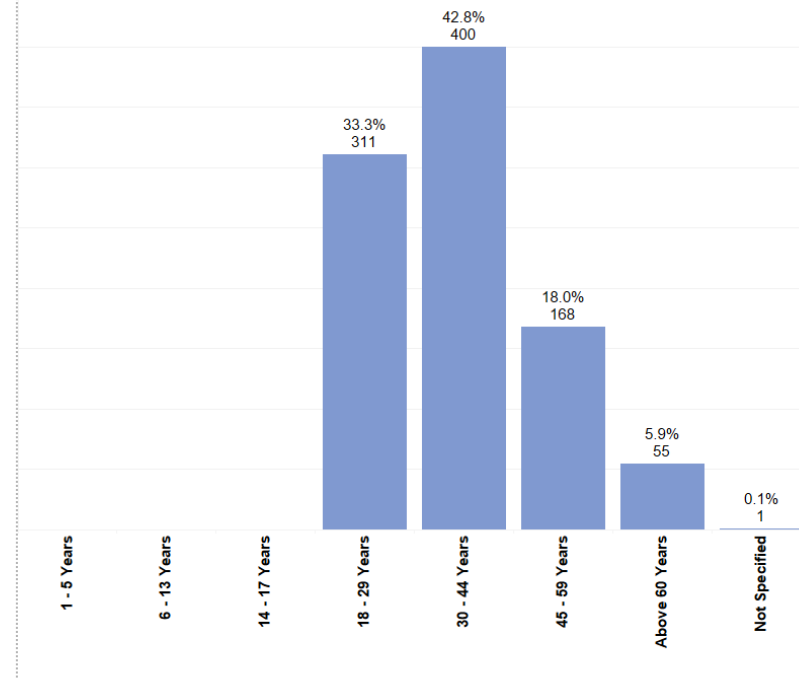
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
NFI - Request additional materials	175	175	0	0	0
Cash for Work - Has not been selected for CFW in long time	94	94	0	0	0
Cooking set (gas & stove) - Broken or not working	71	71	0	0	0
Slope Protection (erosion) - Requested	63	0	63	57	6
Food distributions - Request for different items or quantities	61	61	0	0	0
Cash for Work - Has not been enrolled	59	0	59	11	48
Soap & Hygiene Kit - Not enough	53	53	0	0	0
Cash for Work - Requested CFW	40	40	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	37	0	37	65	0
When is the next LPG distribution day?	26	26	0	0	0
Stairs - Damaged, broken, or needs improvement	25	0	25	30	0
Shelter Materials - Request additional materials	19	19	0	0	0
Drainage - Damaged, broken, or needs improvement	18	0	18	5	13
Soap & Hygiene Kit - Additional Requested	16	16	0	0	0
Cooking set (gas & stove) - Requested	15	15	0	0	0
Cooking Stove - Broken or not working	13	13	0	0	0
Drainage - Drain Requested	12	0	12	9	3

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Management	Site Development	Energy & Environment	WASH	Food Security	Protection	ID Documents	Education	Health	Livelihood	Nutrition
Tickets Received	211	201	181	137	79	72	36	18	0	0	0	0
Total Closed on the Spot	207	138	0	131	69	71	1	7	0	0	0	0
Total Referred	4	63	181	6	10	1	35	11	0	0	0	0
Total Replies	10	11	220	7	19	5	0	10	0	4	0	0
Open Tickets	0	52	0	0	0	0	35	1	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Cash for Work - Has not been enrolled	48
Drainage - Damaged, broken, or needs improvement	13
Protection - Registration requests by unregistered individuals	11
Protection - Pushed back at the border	6
Slope Protection (erosion) - Requested	6
Cash for Work - Payment delayed	4
Protection - Assaulted or Abused beaten cut wounded	4
Protection Referral (UNHCR)	4
Drainage - Drain Requested	3
Protection - Another issue involving violence toward someone including psychological abuse and neglect	3
Protection - Enquiry or update related to an existing resettlement case	3
Latrine - Needs desludging	2
Protection - Forced recruitment in an armed group	2
Tubewell - Not Working	2
Bathing Station - Needs cleaning	1
Bathing Station - Requested	1
Food Porters - Requested	1

Common Feedback Platform - CFP

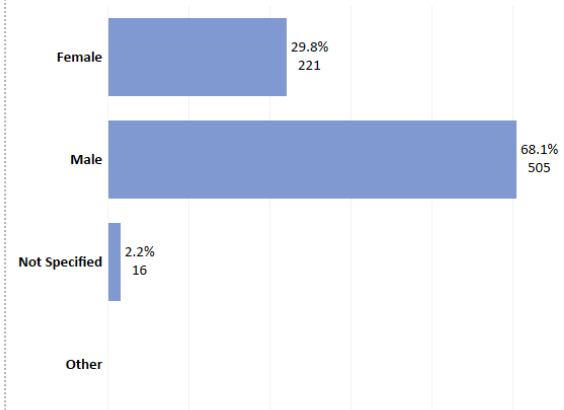
Monthly Camp Report | December 2024 | **Camp 19**

Summary for December 2024

- 742** tickets received in this camp
- 342** tickets closed on the spot*
- 400** tickets referred to relevant actors
- 321** 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.

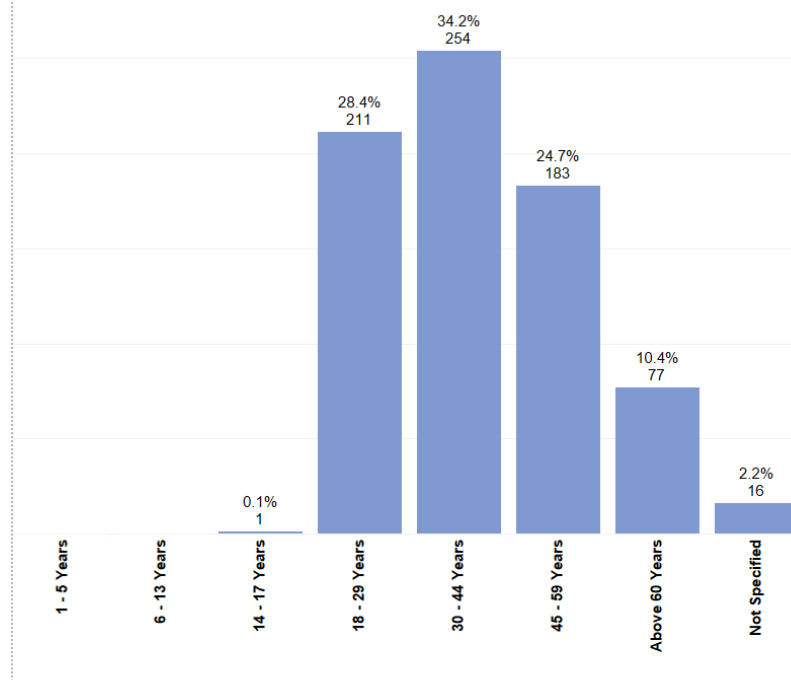
Tickets received by gender



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	226	0	226	201	25
Cash for Work - Has not been selected for CFW in long time	126	126	0	0	0
Shelter Materials - Request additional materials	79	79	0	0	0
NFI - Request additional materials	61	61	0	0	0
Stairs - Damaged, broken, or needs improvement	27	0	27	24	3
Drainage - Damaged, broken, or needs improvement	26	0	26	23	3
Protection Referral (IOM)	15	15	0	0	0
Cash for Work - Payment delayed	14	0	14	1	13
Cash for Work - Requested CFW	10	10	0	0	0
Soap & Hygiene Kit - Did not receive	10	0	10	4	6
Pathway - Damaged, broken, or needs improvement	7	0	7	5	2
Drainage - Drain Requested	6	0	6	5	1
Latrine - New toilet requested	6	0	6	7	0
Shelter Number - Requested	6	0	6	0	6
SMART Card & Family Attestation - Request for individual SMART card	6	6	0	0	0
Cooking Stove - Broken or not working	5	5	0	0	0
Slope Protection (erosion) - Requested	5	0	5	4	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Site Management	Shelter & NFI	WASH	ID Documents	Protection	Energy & Environment	Health	Education	Food Security	Livelihood	Nutrition
Tickets Received	318	154	148	35	33	29	23	2	0	0	0	0
Total Closed on the Spot	0	138	141	0	26	16	19	2	0	0	0	0
Total Referred	318	16	7	35	7	13	4	0	0	0	0	0
Total Replies	284	1	0	21	4	6	5	0	0	0	0	0
Open Tickets	34	15	7	14	3	7	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Slope Protection (erosion) - Damaged, broken, or needs improvement	25
Cash for Work - Payment delayed	13
Shelter Number - Requested	6
Soap & Hygiene Kit - Did not receive	6
Protection - Enquiry or update related to an existing resettlement case	4
Water tap - Requested	4
Drainage - Blocked or Water logging	3
Drainage - Damaged, broken, or needs improvement	3
SCOPE Card - No balance on card	3
Stairs - Damaged, broken, or needs improvement	3
Cash for Work - Has received less payment than days worked	2
Lamp post or Street light - Damaged, broken, or needs improvement	2
Latrine - Broken	2
Pathway - Damaged, broken, or needs improvement	2
Protection - Request to reunite with a family member residing in a third country	2
Bathing Station - Requested	1
Drainage - Drain Requested	1

Common Feedback Platform - CFP

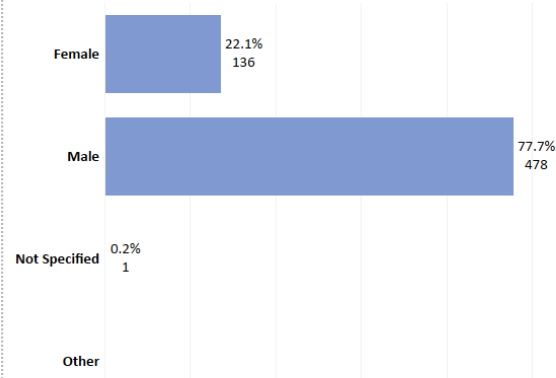
Monthly Camp Report | December 2024 | **Camp 20**

Summary for December 2024

- 615** tickets received in this camp
- 505** tickets closed on the spot*
- 110** 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.

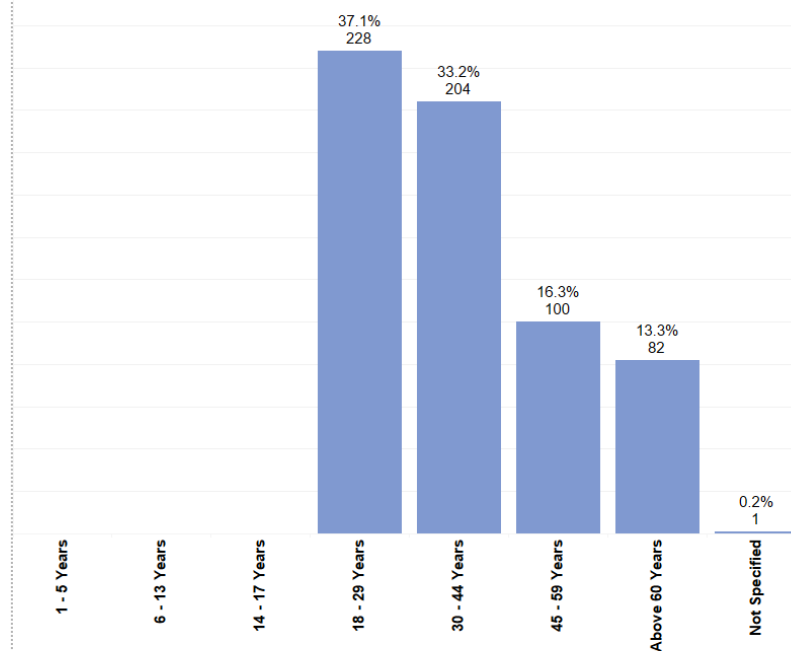
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Cash for Work - Requested CFW	191	191	0	0	0
NFI - Request additional materials	92	92	0	0	0
Soap & Hygiene Kit - Not enough	52	52	0	0	0
LPG Gas - Not enough for family	44	44	0	0	0
Cash for Work - Has not been selected for CFW in long time	35	35	0	0	0
Cash for Work - Has not been enrolled	26	0	26	26	0
SMART Card & Family Attestation - Request for individual SMART card	25	25	0	0	0
SMART Card & Family Attestation - Add New Member	21	21	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	19	0	19	17	2
Stairs - Damaged, broken, or needs improvement	13	0	13	15	0
SMART Card & Family Attestation - Add New Born	12	12	0	0	0
Cooking Stove - Broken or not working	10	10	0	0	0
Cooking Stove - Requested	7	7	0	0	0
Slope Protection (erosion) - Requested	5	0	5	9	0
SMART Card & Family Attestation - Biographical Error	5	5	0	0	0
Stairs - Requested	5	0	5	6	0
Drainage - Blocked or Water logging	4	0	4	3	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	Shelter & NFI	Energy & Environment	ID Documents	WASH	Site Development	Protection	Food Security	Education	Health	Livelihood	Nutrition
Tickets Received	252	97	68	68	63	57	7	2	1	0	0	0
Total Closed on the Spot	226	93	61	67	56	0	1	1	0	0	0	0
Total Referred	26	4	7	1	7	57	6	1	1	0	0	0
Total Replies	26	3	3	3	1	57	3	0	0	0	0	0
Open Tickets	0	1	4	0	6	0	3	1	1	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Drainage - Drain Requested	3
Latrine - Broken	2
LPG Gas - Did not receive cylinder	2
Protection - Registration requests by unregistered individuals	2
Slope Protection (erosion) - Damaged, broken, or needs improvement	2
Soap & Hygiene Kit - Did not receive	2
Bathing Station - Broken or Damaged	1
Community Conflict - Waste water & drainage	1
Drainage - Blocked or Water logging	1
Drainage - Damaged, broken, or needs improvement	1
Food distributions - Household has not received food	1
Latrine - Needs desludging	1
LPG Gas - Did not receive refill	1
LPG Gas - Lost token	1
Protection - Another issue involving someone being killed or disappeared	1
Protection - Enquiry or update related to an existing resettlement case	1
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	1

Common Feedback Platform - CFP

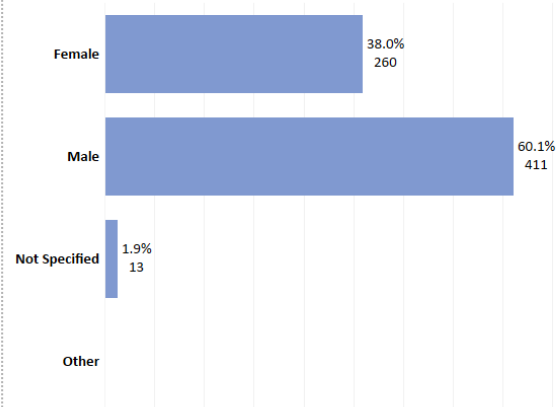
Monthly Camp Report | December 2024 | **Camp 20 Ext**

Summary for December 2024

- 684** tickets received in this camp
- 493** tickets closed on the spot*
- 191** tickets referred to relevant actors
- 137** 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.

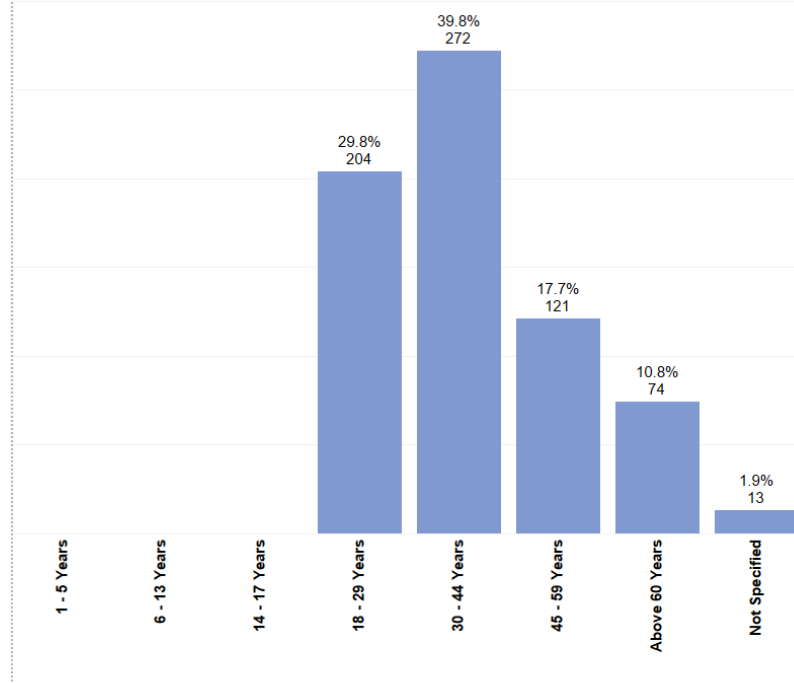
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Cash for Work - Requested CfW	278	278	0	0	0
SMART Card & Family Attestation - Add New Born	44	44	0	0	0
Cash for Work - Has not been selected for CfW in long time	43	43	0	0	0
SMART Card & Family Attestation - Request for individual SMART card	39	39	0	0	0
NFI - Request additional materials	38	38	0	0	0
Cash for Work - Has not been enrolled	28	0	28	32	0
Drainage - Damaged, broken, or needs improvement	27	0	27	19	8
Pathway - Damaged, broken, or needs improvement	17	0	17	13	4
Protection Referral (IOM)	13	13	0	0	0
Lamp post or Street light - Damaged, broken, or needs improvement	12	0	12	13	0
LPG Gas - Not enough for family	12	12	0	0	0
Pathway - Requested	12	0	12	11	1
Slope Protection (erosion) - Requested	8	0	8	4	4
LPG Gas - Did not receive refill	7	0	7	1	6
SCOPE Card - Has not received new SCOPE Card	7	0	7	1	6
Slope Protection (erosion) - Damaged, broken, or needs improvement	7	0	7	5	2
Lamp post or Street light - Requested	6	0	6	5	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	ID Documents	Site Development	Shelter & NFI	Energy & Environment	Protection	WASH	Food Security	Education	Health	Livelihood	Nutrition
Tickets Received	356	116	106	43	37	17	5	4	0	0	0	0
Total Closed on the Spot	321	103	0	39	17	13	0	0	0	0	0	0
Total Referred	35	13	106	4	20	4	5	4	0	0	0	0
Total Replies	32	2	86	4	4	2	0	7	0	0	0	0
Open Tickets	3	11	20	0	16	2	5	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Drainage - Damaged, broken, or needs improvement	8
LPG Gas - Did not receive refill	6
SCOPE Card - Has not received new SCOPE Card	6
Cash for Work - Payment delayed	5
Pathway - Damaged, broken, or needs improvement	4
Slope Protection (erosion) - Requested	4
Stairs - Requested	4
Cooking Stove - Did not receive	3
LPG Gas - Did not receive cylinder	3
LPG Porters - Requested	2
Protection - Registration requests by unregistered individuals	2
SCOPE Card - Lost	2
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	2
Slope Protection (erosion) - Damaged, broken, or needs improvement	2
Soap & Hygiene Kit - Did not receive	2
Bathing Station - Broken or Damaged	1
Cash for Work - Was charged to enroll or be selected	1

Common Feedback Platform - CFP

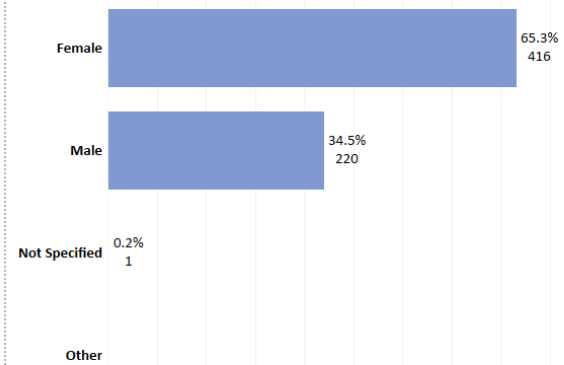
Monthly Camp Report | December 2024 | **Camp 21**

Summary for December 2024

- 637** tickets received in this camp
- 486** tickets closed on the spot*
- 151** tickets referred to relevant actors
- 69** 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.

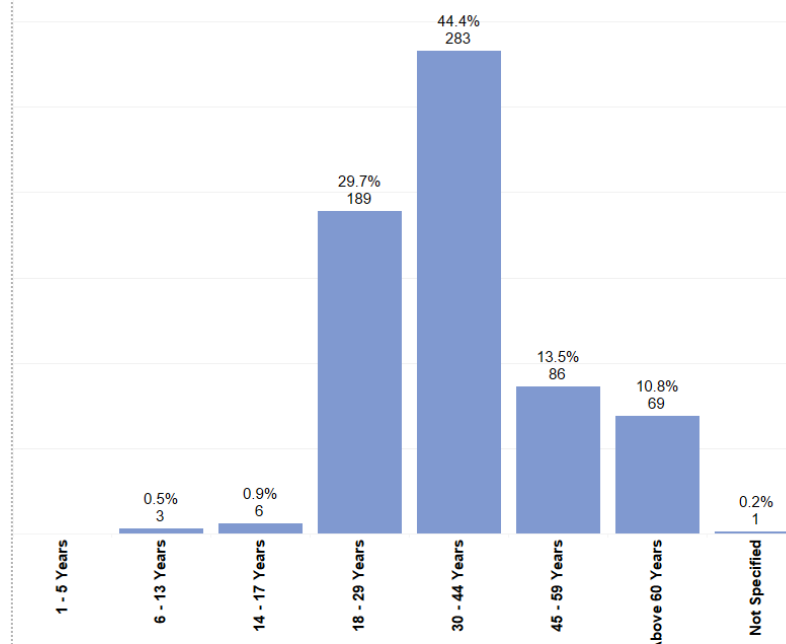
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Site Management - Request for information	187	176	11	0	11
Registration - Request for information	158	156	2	0	2
Energy and Environment - Request for information	75	63	12	0	12
Pathway - Damaged, broken, or needs improvement	38	0	38	1	37
Health - Request for information	29	27	2	0	2
Damage to shelter - Shelter damaged over time	25	0	25	40	0
WASH - Request for information	21	19	2	0	2
Feedback - Protection	19	19	0	0	0
Damage to shelter - Shelter damaged by weather	15	0	15	14	1
Nutrition - Request for information	11	11	0	0	0
Relocation & Repatriation - Relocation within camp	9	0	9	2	7
Protection - Request for information	8	8	0	0	0
Shelter & NFI - Request for information	5	5	0	0	0
Request for additional room - Request for new room	4	0	4	5	0
Water tap & Tubewell - Water tap & Tubewell - Requesting new facility	4	0	4	0	4
Protection - Registration requests by unregistered individuals	3	0	3	0	3
Shelter & NFI - NFI Concern related to distribution modality facility quality lo..	3	0	3	0	3

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	ID Documents	Energy & Environment	Shelter & NFI	Site Development	Protection	Health	WASH	Nutrition	Food Security	Education	Livelihood
Tickets Received	196	158	77	57	40	35	32	29	11	2	0	0
Total Closed on the Spot	176	156	63	5	0	27	28	20	11	0	0	0
Total Referred	20	2	14	52	40	8	4	9	0	2	0	0
Total Replies	2	0	0	63	2	0	0	0	0	1	1	0
Open Tickets	18	2	14	0	38	8	4	9	0	1	0	0

Top Open Tickets this Month

Ticket Description	Count
Pathway - Damaged, broken, or needs improvement	37
Energy and Environment - Request for information	12
Site Management - Request for information	11
Relocation & Repatriation - Relocation within camp	7
Water tap & Tubewell - Water tap & Tubewell - Requesting new facility	4
Protection - Registration requests by unregistered individuals	3
Shelter & NFI - NFI Concern related to distribution modality facility quality location	3
Health - Assessment of medical conditions required	2
Health - Request for information	2
LPG Gas - Not enough for family	2
Protection - Enquiry or update related to an existing resettlement case	2
Protection Referral (UNHCR)	2
Registration - Request for information	2
WASH - Request for information	2
Damage to shelter - Shelter damaged by weather	1
Food Security - Issue with collector	1
Latrine - Needs desludging	1

Common Feedback Platform - CFP

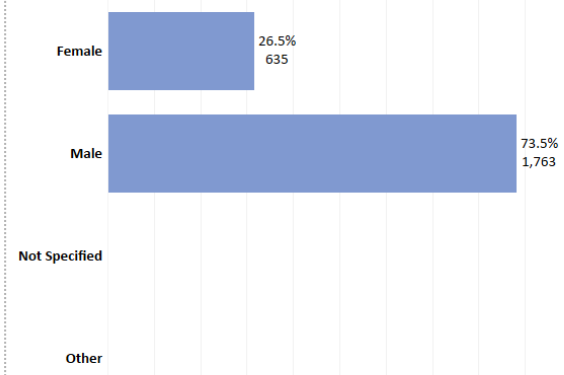
Monthly Camp Report | December 2024 | **Camp 22**

Summary for December 2024

- 2,398** tickets received in this camp
- 1,973** tickets closed on the spot*
- 425** tickets referred to relevant actors
- 384** 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.

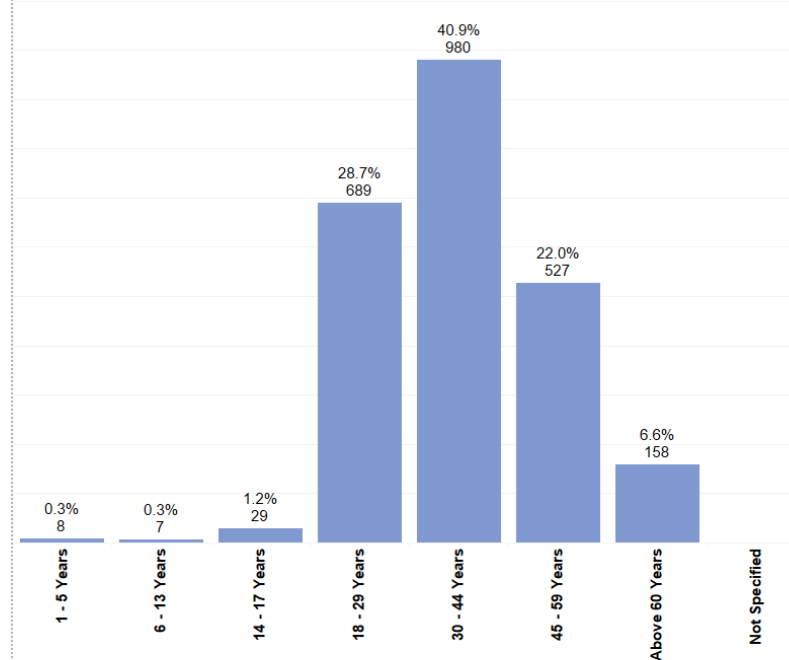
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
NFI - Request additional materials	433	433	0	0	0
LPG Gas - Not enough for family	221	221	0	0	0
Energy and Environment - Request for information	192	192	0	0	0
Cash for Work - Has not been selected for CFW in long time	183	183	0	0	0
Protection - Request for information	176	176	0	0	0
Site Management - Request for information	173	173	0	0	0
Electricity Supply - Not working	136	0	136	147	0
Cooking Stove - Broken or not working	116	116	0	0	0
WASH - Request for information	108	108	0	0	0
SMART Card & Family Attestation - Add New Born	101	101	0	0	0
Cash for Work - Requested CFW	77	77	0	0	0
SCOPE Card - Family Attestation doesn't match SCOPE	74	0	74	65	9
Registration - Request for information	53	53	0	0	0
SMART Card & Family Attestation - Lost ID Card	53	53	0	0	0
Farming supplies - Requested	45	45	0	0	0
Cooking Stove - Did not receive	28	0	28	0	28
SCOPE Card - Has not received new SCOPE Card	28	0	28	23	5

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	Energy & Environment	Shelter & NFI	ID Documents	Protection	WASH	Site Development	Food Security	Health	Education	Nutrition	Livelihood
Tickets Received	569	558	446	311	179	146	129	45	13	1	1	0
Total Closed on the Spot	433	530	437	208	177	130	0	45	12	0	1	0
Total Referred	136	28	9	103	2	16	129	0	1	1	0	0
Total Replies	147	0	0	89	0	28	118	1	0	1	0	0
Open Tickets	0	28	9	14	2	0	11	0	1	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Cooking Stove - Did not receive	28
SCOPE Card - Family Attestation doesn't match SCOPE	9
Slope Protection (erosion) - Damaged, broken, or needs improvement	9
Drainage - Drain Requested	6
SCOPE Card - Has not received new SCOPE Card	5
Shelter Number - Requested	5
Stairs - Requested	5
Shelter Materials - Missed Distribution	4
Stairs - Damaged, broken, or needs improvement	4
Drainage Cover (Slab) - Damaged, broken, or needs improvement	2
Fence or railing for path or stairs - Damaged, broken, or needs improvement	2
Pathway - Requested	2
Drainage Cover (Slab) - Requested	1
Fence or railing for path or stairs - Requested	1
Health - Assessment of medical conditions required	1
Protection - Another issue involving violence toward someone including psychological abuse and neglect	1
Protection - Registration requests by unregistered individuals	1

Common Feedback Platform - CFP

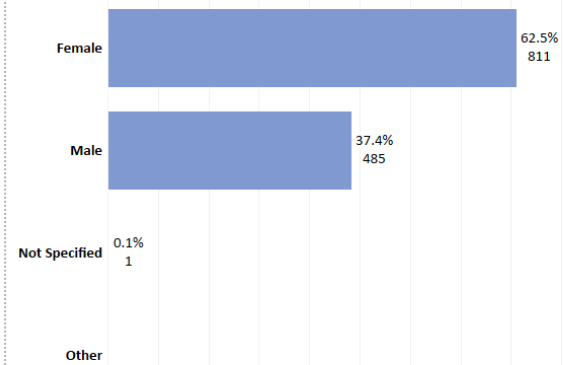
Monthly Camp Report | December 2024 | **Camp 24**

Summary for December 2024

- 1,297** tickets received in this camp
- 788** tickets closed on the spot*
- 509** tickets referred to relevant actors
- 385** 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.

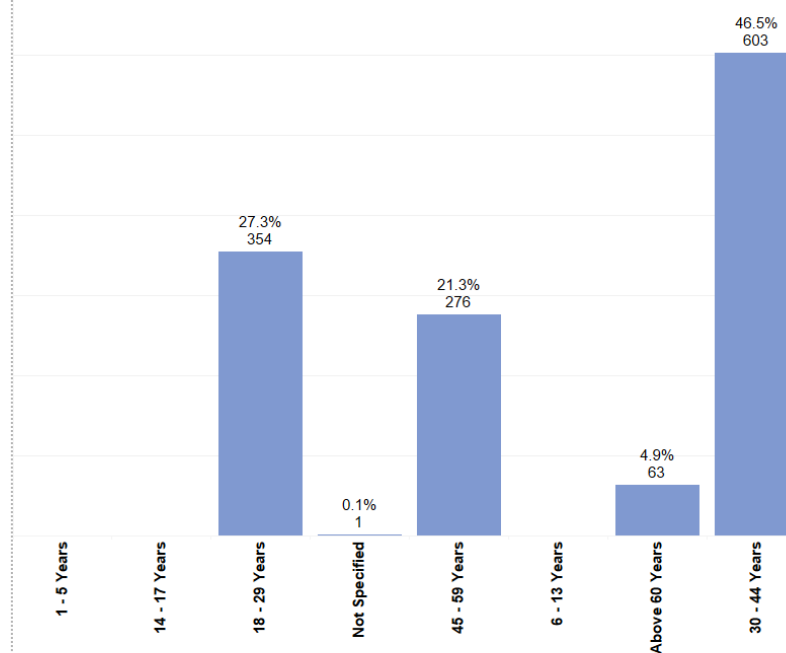
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
WASH - Request for information	237	207	30	0	30
Cash for Work - Has not been enrolled	169	0	169	162	7
Protection - Request for information	132	113	19	0	19
Health - Request for information	114	84	30	0	30
Registration - Request for information	90	89	1	0	1
Site Management - Request for information	90	85	5	0	5
NFI - Request additional materials	53	53	0	0	0
Energy and Environment - Request for information	47	46	1	0	1
Shelter & NFI - Request for information	46	46	0	0	0
Request for fresh food enlistment - Request for fresh food	31	0	31	73	0
Cash for Work - Has not been selected for CFW in long time	23	23	0	0	0
Pathway - Requested	22	0	22	18	4
Cash for Work - Requested CFW	20	20	0	0	0
Drainage - Drain Requested	18	0	18	14	4
Drainage Cover (Slab) - Requested	18	0	18	5	13
Slope Protection (erosion) - Requested	14	0	14	12	2
Lamp post or Street light - Requested	13	0	13	14	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	WASH	Protection	Site Development	Health	Shelter & NFI	ID Documents	Energy & Environment	Food Security	Education	Livelihood	Nutrition
Tickets Received	303	267	182	126	114	99	97	67	31	9	1	1
Total Closed on the Spot	128	207	124	0	84	99	89	46	0	9	1	1
Total Referred	175	60	58	126	30	0	8	21	31	0	0	0
Total Replies	162	30	5	92	0	0	2	21	73	0	0	0
Open Tickets	13	30	53	34	30	0	6	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Health - Request for information	30
WASH - Request for information	30
Protection - Request for information	19
Drainage Cover (Slab) - Requested	13
Protection - Assaulted or Abused beaten cut wounded	12
Cash for Work - Has not been enrolled	7
Drainage Cover (Slab) - Damaged, broken, or needs improvement	6
SCOPE Card - Has not received new SCOPE Card	6
Pathway - Damaged, broken, or needs improvement	5
Protection - Another issue involving violence toward someone including psychological abuse and neglect	5
Protection - Enquiry or update related to an existing resettlement case	5
Protection - Registration requests by unregistered individuals	5
Site Management - Request for information	5
Drainage - Drain Requested	4
Pathway - Requested	4
Latrine - Needs desludging	3
Protection - Justice Issues Another issue involving access to justice	3

Common Feedback Platform - CFP

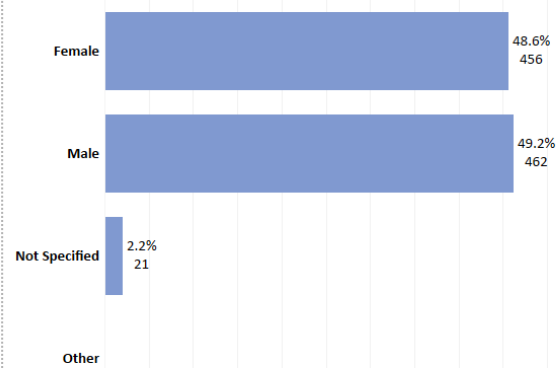
Monthly Camp Report | December 2024 | **Camp 25**

Summary for December 2024

- 939** tickets received in this camp
- 798** tickets closed on the spot*
- 141** tickets referred to relevant actors
- 165** responses given by relevant actors

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

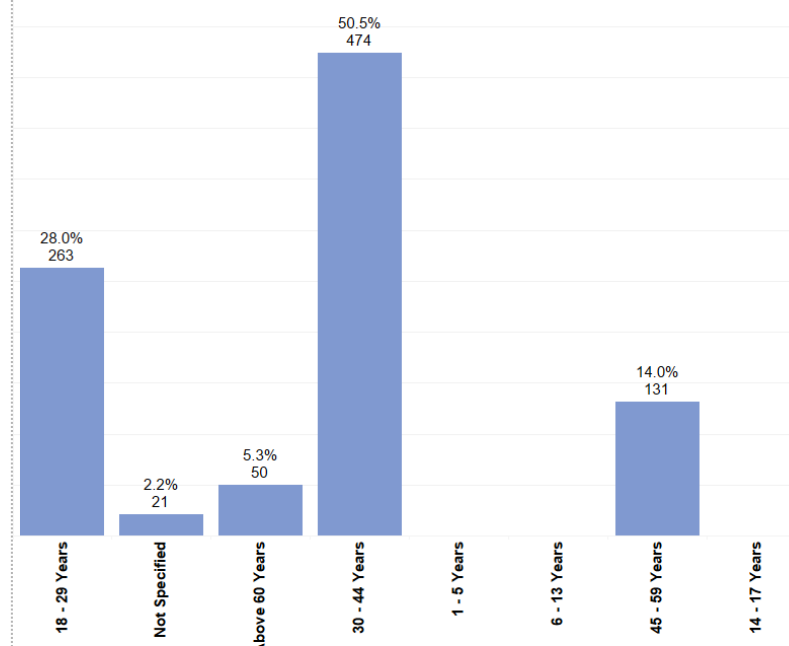
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Site Management - Request for information	169	169	0	0	0
Site Management - Feedback	86	86	0	0	0
WASH - Feedback	84	84	0	0	0
Registration - Request for information	80	80	0	0	0
Cash for Work - Has not been selected for CFW in long time	72	72	0	0	0
Livelihood - Request for information	55	55	0	0	0
NFI - Request additional materials	40	40	0	0	0
Food distributions - Request for more food each month	31	31	0	0	0
Soap & Hygiene Kit - Not enough	31	31	0	0	0
LPG Gas - Not enough for family	30	30	0	0	0
Shelter & NFI - Request for information	24	24	0	0	0
Protection Referral (IOM)	21	21	0	0	0
Pathway - Requested	18	0	18	23	0
Energy and Environment - Request for information	17	17	0	0	0
Drainage - Drain Requested	13	0	13	18	0
Drainage Cover (Slab) - Requested	12	0	12	10	2
Latrine - Needs desludging	12	0	12	3	9

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	WASH	ID Documents	Shelter & NFI	Site Development	Energy & Environment	Livelihood	Food Security	Protection	Health	Education	Nutrition
Tickets Received	337	170	87	72	72	62	55	44	34	6	0	0
Total Closed on the Spot	336	127	81	69	0	54	55	43	27	6	0	0
Total Referred	1	43	6	3	72	8	0	1	7	0	0	0
Total Replies	1	39	5	0	104	11	0	0	5	0	0	0
Open Tickets	0	4	1	3	0	0	0	1	2	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Latrine - Needs desludging	9
SCOPE Card - Has not received new SCOPE Card	4
Drainage Cover (Slab) - Requested	2
Protection - Enquiry or update related to an existing resettlement case	2
Shelter Number - Requested	2
Bathing Station - Broken or Damaged	1
Cooking Stove - Did not receive	1
Lamp post or Street light - Damaged, broken, or needs improvement	1
LPG Gas - Lost or stolen cylinder	1
Protection - Registration requests by unregistered individuals	1
Request for fresh food enlistment - Request for fresh food	1
SCOPE Card - Damaged	1
Shelter Materials - Missed Distribution	1
Stairs - Damaged, broken, or needs improvement	1
Water tap - Requested	1

Common Feedback Platform - CFP

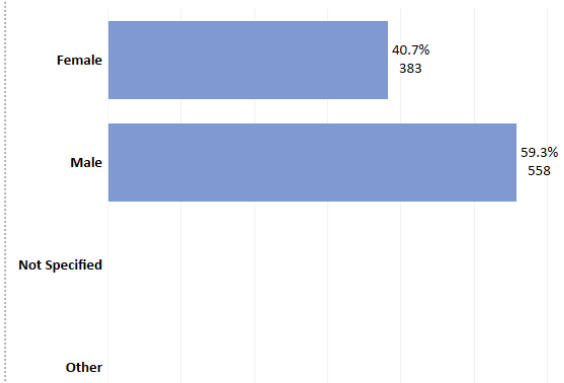
Monthly Camp Report | December 2024 | **Camp 26**

Summary for December 2024

- 941** tickets received in this camp
- 391** tickets closed on the spot*
- 550** tickets referred to relevant actors
- 979** 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.

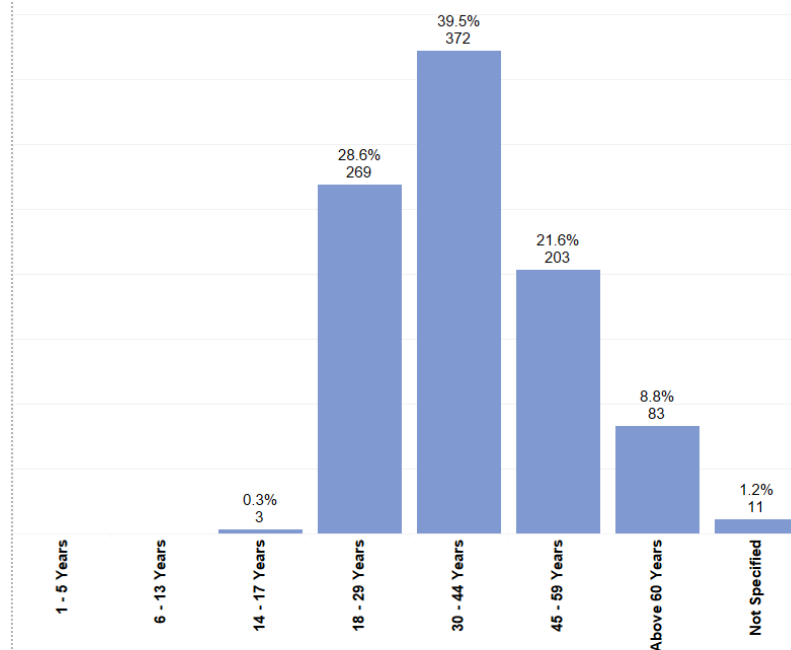
Tickets received by gender



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	303	0	303	961	0
Livelihood - Request for information	153	51	102	0	102
Shelter & NFI - Request for information	151	151	0	0	0
Registration - Request for information	119	115	4	0	4
Site Management - Request for information	71	29	42	0	42
WASH - Request for information	22	15	7	0	7
Protection - Another issue involving violence toward someone including psyc..	19	0	19	0	19
Feedback - Protection	14	13	1	0	1
Protection - Request for information	12	10	2	0	2
Cash For Work - Request for information	8	1	7	0	7
General Health Card - Did not receive	7	0	7	0	7
Protection - Assaulted or Abused beaten cut wounded	7	0	7	0	7
Protection Referral (UNHCR)	6	0	6	2	4
Protection - Enquiry or update related to an existing resettlement case	4	0	4	0	4
Protection - Registration requests by unregistered individuals	4	0	4	0	4
Bathing Station - Broken or Damaged	3	0	3	0	3
Energy and Environment - Request for information	3	1	2	0	2

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Livelihood	ID Documents	Site Management	Protection	WASH	Health	Energy & Environment	Nutrition	Site Development	Education	Food Security
Tickets Received	458	153	120	80	75	30	11	7	3	2	1	1
Total Closed on the Spot	151	51	115	30	23	15	2	1	3	0	0	0
Total Referred	307	102	5	50	52	15	9	6	0	2	1	1
Total Replies	969	0	2	1	4	1	0	0	0	1	0	1
Open Tickets	0	102	3	49	48	14	9	6	0	1	1	0

Top Open Tickets this Month

Ticket Description	Count
Livelihood - Request for information	102
Site Management - Request for information	42
Protection - Another issue involving violence toward someone including psychological abuse and neglect	19
Cash For Work - Request for information	7
General Health Card - Did not receive	7
Protection - Assaulted or Abused beaten cut wounded	7
WASH - Request for information	7
Protection - Enquiry or update related to an existing resettlement case	4
Protection - Registration requests by unregistered individuals	4
Protection Referral (UNHCR)	4
Registration - Request for information	4
Bathing Station - Broken or Damaged	3
LPG Gas - Not enough for family	3
Energy and Environment - Request for information	2
Health - Assessment of medical conditions required	2
Latrine - Needs desludging	2
Protection - Extortion	2

Common Feedback Platform - CFP

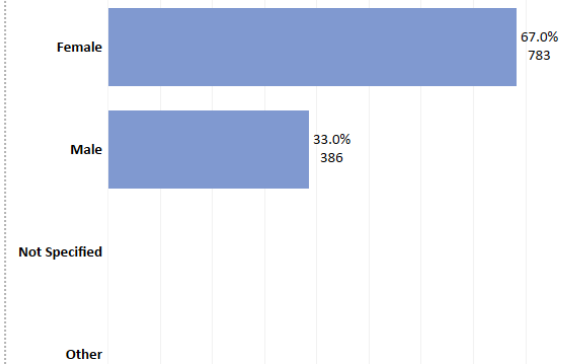
Monthly Camp Report | December 2024 | **Camp 27**

Summary for December 2024

- 1,169** tickets received in this camp
- 479** tickets closed on the spot*
- 690** tickets referred to relevant actors
- 307** 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.

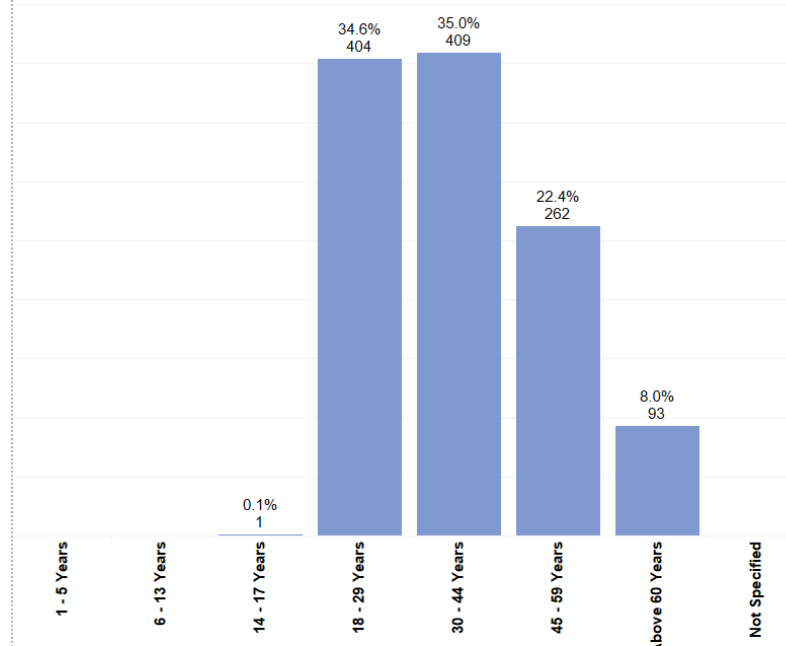
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Site Management - Request for information	382	191	191	0	191
WASH - Request for information	246	138	108	0	108
Shelter & NFI - Request for information	112	67	45	0	45
Damage to shelter - Shelter damaged over time	83	0	83	141	0
Registration - Request for information	49	33	16	0	16
Energy and Environment - Request for information	41	26	15	0	15
Pathway - Damaged, broken, or needs improvement	31	0	31	25	6
Pathway - Requested	24	0	24	19	5
Shelter & NFI - NFI Concern related to distribution modality facility quality lo..	23	0	23	0	23
When will be solar lights distributed?	21	0	21	21	0
Not working - Solar supply	19	0	19	12	7
Latrine - New toilet requested	18	0	18	15	3
Nutrition - Request for information	17	14	3	0	3
Bathing Station - Requested	16	0	16	17	0
Stairs - Damaged, broken, or needs improvement	11	0	11	9	2
Latrine - Latrine not working properly	9	0	9	9	0
Latrine - Needs desludging	9	0	9	11	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	WASH	Shelter & NFI	Site Development	Energy & Environment	ID Documents	Nutrition	Health	Protection	Food Security	Education	Livelihood
Tickets Received	404	308	219	95	49	49	17	15	11	2	0	0
Total Closed on the Spot	191	138	67	0	26	33	14	9	1	0	0	0
Total Referred	213	170	152	95	23	16	3	6	10	2	0	0
Total Replies	12	57	144	74	0	0	0	0	6	14	0	0
Open Tickets	201	113	8	21	23	16	3	6	4	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Site Management - Request for information	191
WASH - Request for information	108
Shelter & NFI - Request for information	45
Shelter & NFI - NFI Concern related to distribution modality facility quality location	23
Registration - Request for information	16
Energy and Environment - Request for information	15
Drainage - Blocked or Water logging	8
LPG Gas - Not enough for family	8
Not working - Solar supply	7
Pathway - Damaged, broken, or needs improvement	6
Pathway - Requested	5
General Health Card - Did not receive	4
Latrine - New toilet requested	3
Nutrition - Request for information	3
Protection - Another issue involving violence toward someone including psychological abuse and neglect	3
Relocation & Repatriation - Relocation within camp	3
Bathing Station - Broken or Damaged	2

Common Feedback Platform - CFP

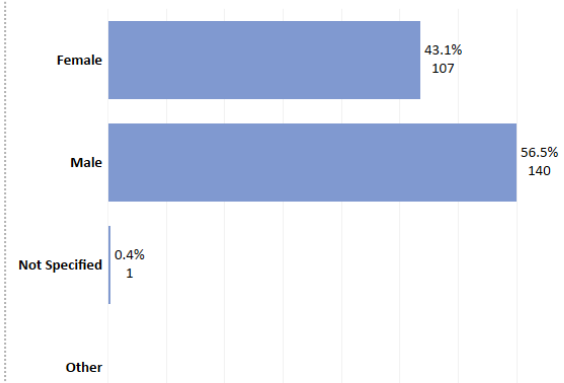
Monthly Camp Report | December 2024 | Kutupalong RC

Summary for December 2024

- 248** tickets received in this camp
- 1** tickets closed on the spot*
- 247** tickets referred to relevant actors
- 103** 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.

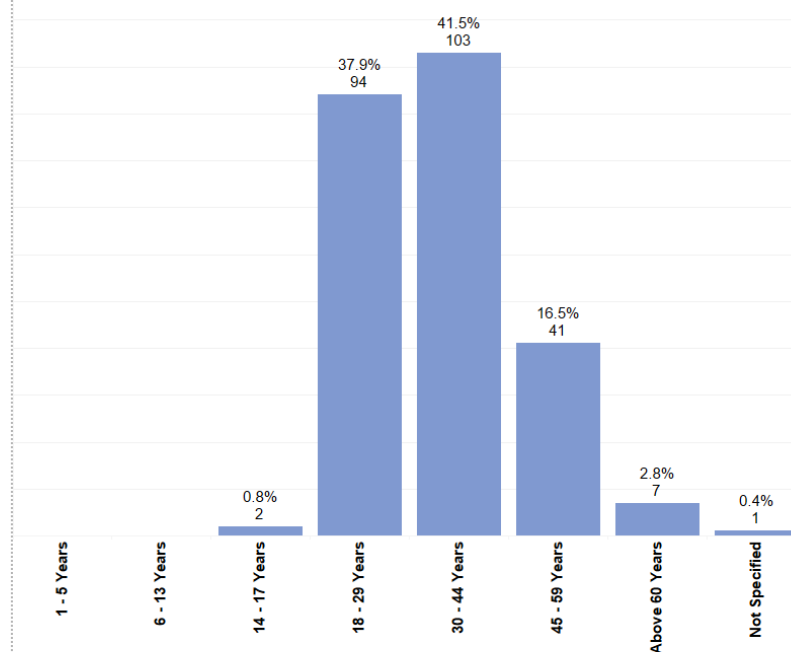
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Protection - Enquiry or update related to an existing resettlement case	178	0	178	23	155
Damage to shelter - Shelter damaged over time	16	0	16	38	0
Protection - Another issue involving violence toward someone including psyc..	10	0	10	8	2
Protection Referral (UNHCR)	7	0	7	13	0
Protection - Assaulted or Abused beaten cut wounded	6	0	6	4	2
Protection - Justice Issues Another issue involving access to justice	6	0	6	5	1
Protection - Registration requests by unregistered individuals	3	0	3	0	3
Protection - Request to reunite with a family member residing in a third country	3	0	3	0	3
Health - Assessment of medical conditions required	2	0	2	0	2
Protection - Extortion	2	0	2	1	1
Protection - Justice Issues Did not get justice in my case	2	0	2	1	1
Request for additional room - Request for new room	2	0	2	3	0
Slope/Ramp - Damaged, broken, or needs improvement	2	0	2	4	0
Slope/Ramp - Requested	2	0	2	2	0
Feedback - Protection	1	1	0	0	0
Food distributions - HH wants someone outside their family to collect food	1	0	1	0	1
Food Security - Issue with distribution item	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Protection	Shelter & NFI	Site Development	Food Security	Health	Education	Energy & Environment	ID Documents	Livelihood	Nutrition	Site Management	WASH
Tickets Received	219	18	5	2	2	1	1	0	0	0	0	0
Total Closed on the Spot	1	0	0	0	0	0	0	0	0	0	0	0
Total Referred	218	18	5	2	2	1	1	0	0	0	0	0
Total Replies	55	42	6	0	0	0	0	0	0	0	0	0
Open Tickets	163	0	0	2	2	1	1	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Protection - Enquiry or update related to an existing resettlement case	155
Protection - Registration requests by unregistered individuals	3
Protection - Request to reunite with a family member residing in a third country	3
Health - Assessment of medical conditions required	2
Protection - Another issue involving violence toward someone including psychological abuse and neglect	2
Protection - Assaulted or Abused beaten cut wounded	2
Food distributions - HH wants someone outside their family to collect food	1
Food Security - Issue with distribution item	1
LPG Gas - Not enough for family	1
People at risk - The survivor is a child	1
Protection - Extortion	1
Protection - Justice Issues Another issue involving access to justice	1
Protection - Justice Issues Did not get justice in my case	1
Temporary Learning Centre - Poor quality teaching or instruction	1
When will be solar lights distributed?	1

Common Feedback Platform - CFP

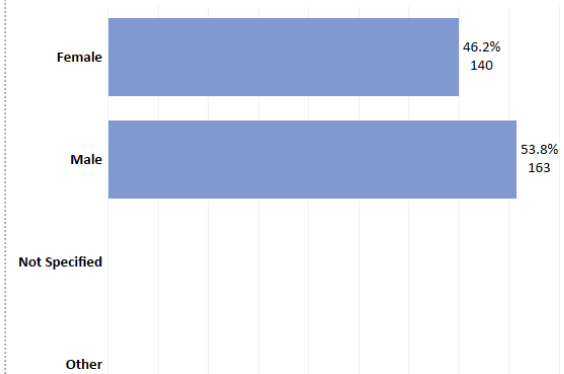
Monthly Camp Report | December 2024 | **Nayapara RC**

Summary for December 2024

- 303** tickets received in this camp
- 56** tickets closed on the spot*
- 247** 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.

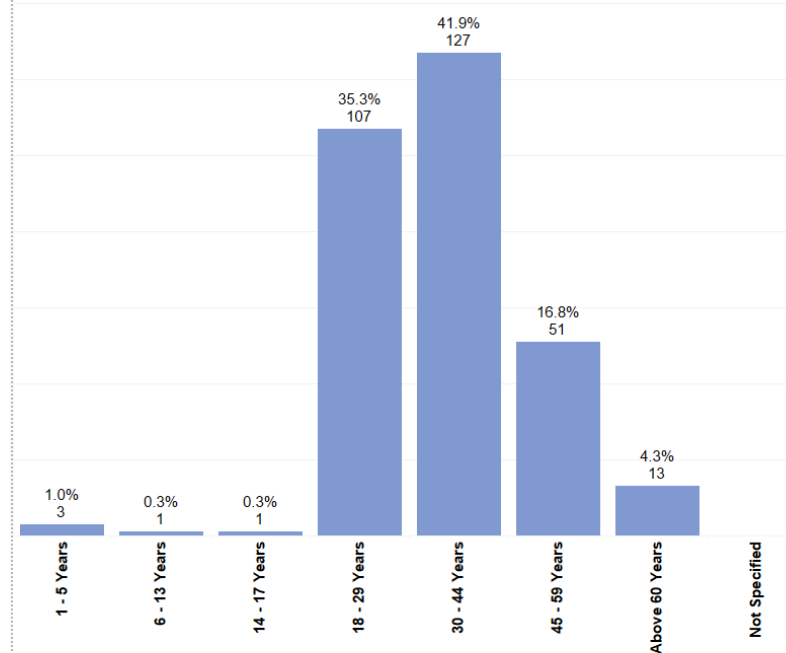
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Protection - Enquiry or update related to an existing resettlement case	109	0	109	18	91
Nutrition - Request for information	33	33	0	0	0
Pathway - Damaged, broken, or needs improvement	23	0	23	23	0
Protection - Another issue involving violence toward someone including psyc..	19	0	19	11	8
Damage to shelter - Shelter damaged over time	18	0	18	13	5
Protection - Assaulted or Abused beaten cut wounded	17	0	17	14	3
Protection Referral (UNHCR)	11	0	11	11	0
Health - Assessment of medical conditions required	9	0	9	0	9
Registration - Request for information	7	7	0	0	0
LPG Gas - Not enough for family	5	0	5	0	5
Protection - Request for information	5	5	0	0	0
Site Management - Request for information	5	5	0	0	0
Health - Request for information	4	4	0	0	0
Protection - Extortion	4	0	4	4	0
Protection - Justice Issues Another issue involving access to justice	4	0	4	3	1
Protection - Another issue involving someone being killed or disappeared	3	0	3	1	2
Food distributions - Household has not received food	2	0	2	0	2

Tickets Received per Age Group



Tickets Analysis by Sector

	Protection	Nutrition	Site Development	Shelter & NFI	Health	ID Documents	Site Management	Energy & Environment	Food Security	WASH	Education	Livelihood
Tickets Received	182	34	26	20	14	7	7	6	5	2	0	0
Total Closed on the Spot	6	33	0	1	4	7	5	0	0	0	0	0
Total Referred	176	1	26	19	10	0	2	6	5	2	0	0
Total Replies	68	0	26	13	0	0	0	0	14	3	0	0
Open Tickets	108	1	0	6	10	0	2	6	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Protection - Enquiry or update related to an existing resettlement case	91
Health - Assessment of medical conditions required	9
Protection - Another issue involving violence toward someone including psychological abuse and neglect	8
Damage to shelter - Shelter damaged over time	5
LPG Gas - Not enough for family	5
Protection - Assaulted or Abused beaten cut wounded	3
Food distributions - Household has not received food	2
Food Security - Issue with collector	2
Protection - Another issue involving someone being killed or disappeared	2
Protection - Request to reunite with a family member residing in a third country	2
Cash for Work - Recruitment volunteer	1
Food Porters - Requested	1
Health - Facility is not maintaining standards	1
Health - Rehabilitation support or assistive device support	1
Nutrition Assistance - Requested	1
Pressure Cooker - Did not receive	1
Protection - Justice Issues Another issue involving access to justice	1

Common Feedback Platform - CFP

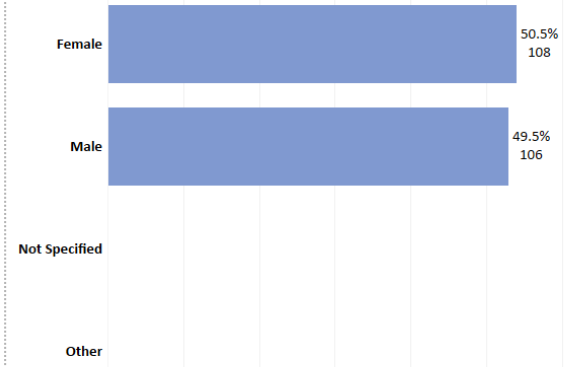
Monthly Camp Report | December 2024 | Transit Center

Summary for December 2024

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

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

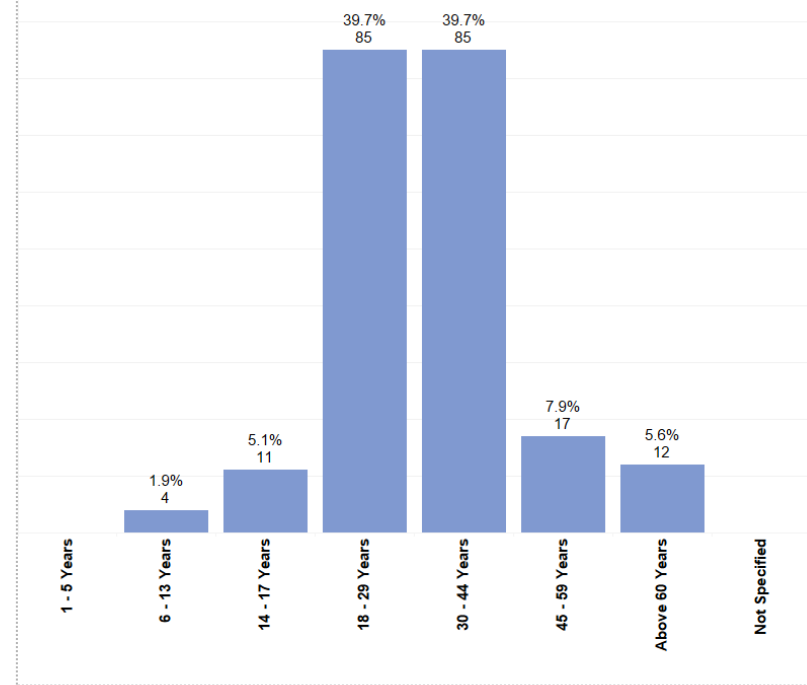
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Health - Assessment of medical conditions required	117	0	117	0	117
Shelter Materials - Request additional materials	55	0	55	0	55
Protection - Another issue involving violence toward someone including psychological abuse and neglect	9	0	9	4	5
Protection - Enquiry or update related to an existing resettlement case	9	0	9	0	9
Request for additional room - Request for new room	6	0	6	0	6
Not working - Solar supply	4	0	4	0	4
People at risk - The survivor is an adult	4	0	4	1	3
Protection - Assaulted or Abused beaten cut wounded	4	0	4	3	1
Protection Referral (UNHCR)	2	0	2	1	1
Food distributions - Poor quality food items	1	0	1	0	1
Pathway - Damaged, broken, or needs improvement	1	0	1	0	1
Protection - Justice Issues Another issue involving access to justice	1	0	1	1	0
Trash Disposal - Trash bins requested	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Health	Shelter & NFI	Protection	Site Management	Food Security	Site Development	WASH	Education	Energy & Environment	ID Documents	Livelihood	Nutrition
Tickets Received	117	61	29	4	1	1	1	0	0	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0	0
Total Referred	117	61	29	4	1	1	1	0	0	0	0	0
Total Replies	0	0	10	0	0	0	0	0	0	0	0	0
Open Tickets	117	61	19	4	1	1	1	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	Count
Health - Assessment of medical conditions required	117
Shelter Materials - Request additional materials	55
Protection - Enquiry or update related to an existing resettlement case	9
Request for additional room - Request for new room	6
Protection - Another issue involving violence toward someone including psychological abuse and neglect	5
Not working - Solar supply	4
People at risk - The survivor is an adult	3
Food distributions - Poor quality food items	1
Pathway - Damaged, broken, or needs improvement	1
Protection - Assaulted or Abused beaten cut wounded	1
Protection Referral (UNHCR)	1
Trash Disposal - Trash bins requested	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 (MP) and informs programming by improving complaint management through harmonized referral standards, developed with key actors and updated to remain relevant. Site Management (SM) agencies and partners refer data to sectors and service providers. CFP reports reflect data from specific CFMs and may not represent the overall needs or satisfaction of Rohingya in camps. More tickets in a location may indicate better CFM coverage, trust, or larger population, not necessarily greater needs.

IOM Methodology and Definitions:

Methodology: The CFM ([Zite Manager](#)) adheres to the principle that communities can access one CFM to share all types of concerns (regardless of sector or actor), and that feedback loops are always closed. Thus, every ticket that is received is referred to the appropriate service provider to respond to the issue within 60 days (otherwise it expires and the complainant is informed that the partner failed to answer in time). The CFM then goes back and replies to the affected person, regardless of outcome.

Feedback is collected through trained enumerators (gender-balanced Bangladeshi staff and Rohingya volunteers) at static desks or through mobile teams who conduct regular outreach at the block level to ensure access to vulnerable persons. Each piece of feedback is submitted through a mobile phone application that generates a "ticket" with a unique tracking number. If referable, tickets are referred through Site Management via the camp Sector Focal Point system, who coordinate with their partners and relevant organizations to resolve issues. Beneficiaries then receive replies to their issues after an update is available.

Consent to share personal information with organizations responsible for a response is always confirmed. CFMs close the feedback loop by providing a reply directly to the person who complained either by conducting a home visit or placing a phone call. *Personal data is only used in referrals and shared with relevant parties when needed; it is not analyzed or included in any outputs.*

Definitions

- **Ticket:** A piece of community feedback generated so beneficiaries can ask questions, report complaints, share feedback, and request assistance through referral, action, and response.

- **Closed on the Spot (CoS):** When a ticket initially received can be answered immediately (positively or negatively) at the time of submission. This information is recorded but *not* referred. The following types of tickets are CoS:

- If the ticket can be resolved without referral.

- If the ticket is an emergency or sensitive issues. The CFM will inform the responsible actor and appropriate staff to urgently respond to the matter by referring in person at the time of complaint. A ticket general ticket type will be recorded, *but no personal data or case details are collected (age and gender is "not specified")*.

- If the ticket is not referable because of the nature of the request. Depending on the capacity and processes of responding actors, some tickets cannot be received by the service provider. Therefore, a pre-determined message is shared with the complainant to explain why. All sectors and organizations were consulted to identify these ticket types.

- **Resolved/Unresolved:** When the complainant is given the opportunity to share their opinion on the response given. As part of the reply process to close a ticket, the person who made the complaint is asked if they consider the issue to be resolved. Regardless, the feedback loop is considered closed once beneficiaries receive an update and report their satisfaction. Resolution rate is not currently visualized or calculated in the CFP reports (contact IOM directly to receive this data).

UNCHR Methodology and Definitions:

Methodology: The ticket management process is done according to the type of query:

o **Complaints** trigger an automatic referral within the system. The ticket is directed to the appropriate focal point depending on the nature of the complaint (SEA, complaint against staff/partner or report of refugee fraud) for assessment and action in line with the relevant SOPs.

o **Feedback:** These inquiries are automatically closed in the system upon receipt, once the Intake form is submitted, if they typically do not require further action beyond acknowledgment and recording the feedback from individuals. However, for negative feedback, the data is analyzed and shared with the focal persons on a monthly basis.

o **Request for information:** These enquiries are automatically closed in the system after the provision of the requested information found in the library of Frequently Asked Questions (FAQs). If the information is not available in the FAQs, these queries are recorded as a request for humanitarian assistance or for protection intervention depending on their nature.

o **Requests for Humanitarian Services:** These queries trigger an automatic referral within the system. The ticket is directed to the relevant focal point depending on the sector and the nature of the query for assessment and action. The ticket can only be closed after action has been taken according to the CAIPP SOPs for that sector.

o **Requests for Protection interventions:** These queries trigger an automatic referral within the system. The ticket is directed to the appropriate Protection focal point to take action. Once action has been taken, the ticket is closed in line with CAIPP SOPs. Some actions may require case management, in which case the ticket is closed in CAIPP, and case management is recorded in proGres (not CAIPP).

This structured approach ensures that each query is processed efficiently, and appropriate action is taken by the relevant focal point before the ticket is closed.

Definitions

A ticket is considered closed when action has been taken i.e. when requests for information have been effectively answered and information provided; and for complaints, requests for assistance or other queries when these have been effectively followed up on by the focal point in charge, as per the relevant sectoral SOPs. The closure of a ticket is different from the resolution of a case in the context of case management, which may take place at a later stage.

Types of queries:

o **Complaints:** Concerns raised by refugees regarding service delivery or grievances, typically seeking a resolution or correction. Complaints can involve significant concerns such as safety, health, and well-being. They arise when there is a perceived failure to deliver promised aid, breaches of rights, or unethical behavior by staff or volunteers, requiring immediate attention.

o **Feedback:** General comments on services or operations that provide insights or observations to help improve the effectiveness, efficiency, or appropriateness of humanitarian interventions. Typically constructive, feedback can range from appreciative to critical. It focuses less on immediate rectification and more on long-term improvement, not always requiring immediate action.

o **Request for Humanitarian Service:** Requests for specific assistance such as food, shelter, WASH or medical aid and others.

o **Request for Information:** Inquiries seeking details about services, processes, or rights.

o **Request for Protection Interventions:** Requests related to the provision of protection services such as legal aid or interventions to protect from and/or respond to harm.