

Common Feedback Platform - CFP

Monthly Sector 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		
Protection Referral	984	1,344		
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>

UNHCR : UNHCR collects data from all 33 camps. Queries by refugees are either answered on the spot or they generate a ticket that is referred to the relevant focal point for follow up. Once action has been taken in line with the UNHCR CAIPP Standard Operating Procedures (SOPs), the ticket is closed.

Common Feedback Platform - CFP

Monthly Overview | December 2024

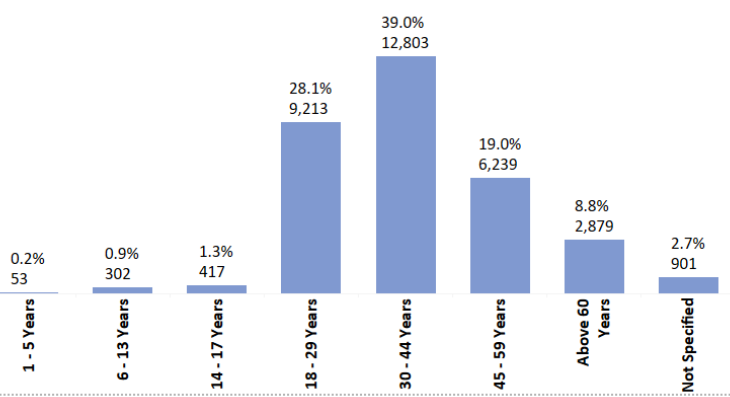
Summary for December 2024

32,807 tickets received across **34** sites
18,148 tickets closed on the spot*
14,659 tickets referred to relevant actors
13,314 responses given by relevant actors

**Tickets closed on the spot are not referred because they are resolved at the time of submission, sensitive, or not referable (see Methodology section at end of report).*

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

Tickets Received this Month by Age of Beneficiary



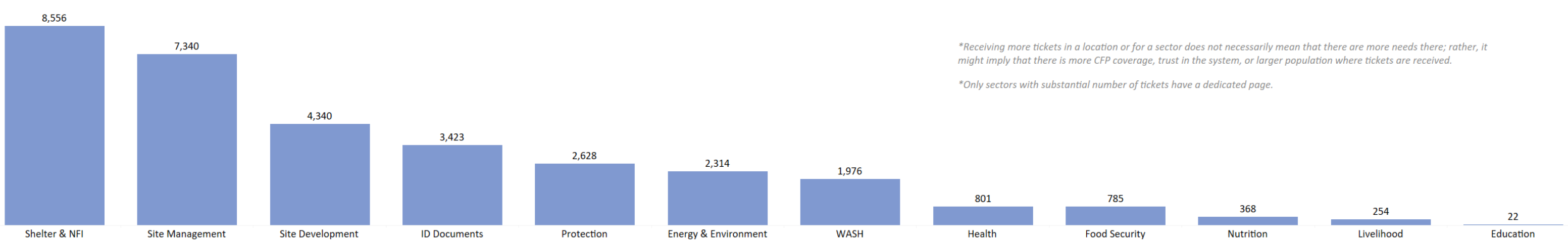
Top Tickets Received this Month

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	796	910		
Damage to shelter - Shelter damaged by weather	459	850		1
Cash for Work - Has not been selected for CFW in long time	315	892		
LPG Gas - Not enough for family	326	810		1
Slope Protection (erosion) - Requested	470	662		
Slope Protection (erosion) - Damaged, broken, or needs improvement	401	721	2	
NFI - Request additional materials	203	838		
Cash for Work - Requested CFW	214	558		
Cash for Work - Has not been enrolled	210	353		
Shelter Materials - Request additional materials	157	372		
Shelter Materials - Missed Distribution	154	156		
Stairs - Requested	98	137		
SMART Card & Family Attestation - Add New Born	67	103		
Cooking Stove - Broken or not working	39	109		
SMART Card & Family Attestation - Lost ID Card	30	69		
SMART Card & Family Attestation - Merge and split	3	4		

Tickets Received this Month by Camp

		Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
HCR	Camp 01E	599	101	498	690	0
	Camp 01W	4,123	903	3,220	1,329	1,891
	Camp 02E	218	12	206	925	0
	Camp 02W	560	257	303	191	112
	Camp 03	1,132	708	424	959	0
	Camp 04	2,406	2,080	326	159	167
	Camp 04 Ext.	99	19	80	120	0
	Camp 05	852	594	258	297	0
	Camp 06	982	515	467	566	0
	Camp 07	260	37	223	762	0
	Camp 17	1,366	1,227	139	238	0
	Camp 21	637	486	151	69	82
	Camp 26	941	391	550	979	0
	Camp 27	1,169	479	690	307	383
IOM	Kutupalong RC	248	1	247	103	144
	Nayapara RC	303	56	247	124	123
	Transit Center	214	0	214	10	204
	Camp 08E	766	260	506	554	0
	Camp 08W	632	303	329	267	62
	Camp 09	855	526	329	291	38
	Camp 10	819	361	458	533	0
	Camp 11	829	450	379	286	93
	Camp 12	724	244	480	364	116
	Camp 13	734	48	686	679	7
	Camp 14	1,034	779	255	302	0
	Camp 15	1,702	1,087	615	315	300
	Camp 16	993	701	292	121	171
	Camp 18	935	624	311	286	25
Camp 19	742	342	400	321	79	
Camp 20	615	505	110	96	14	
Camp 20 Ext	684	493	191	137	54	
Camp 22	2,398	1,973	425	384	41	
Camp 24	1,297	788	509	385	124	
Camp 25	939	798	141	165	0	

Tickets Received this Month by Sector



**Receiving more tickets in a location or for a sector does not necessarily mean that there are more needs there; rather, it might imply that there is more CFP coverage, trust in the system, or larger population where tickets are received.*

**Only sectors with substantial number of tickets have a dedicated page.*

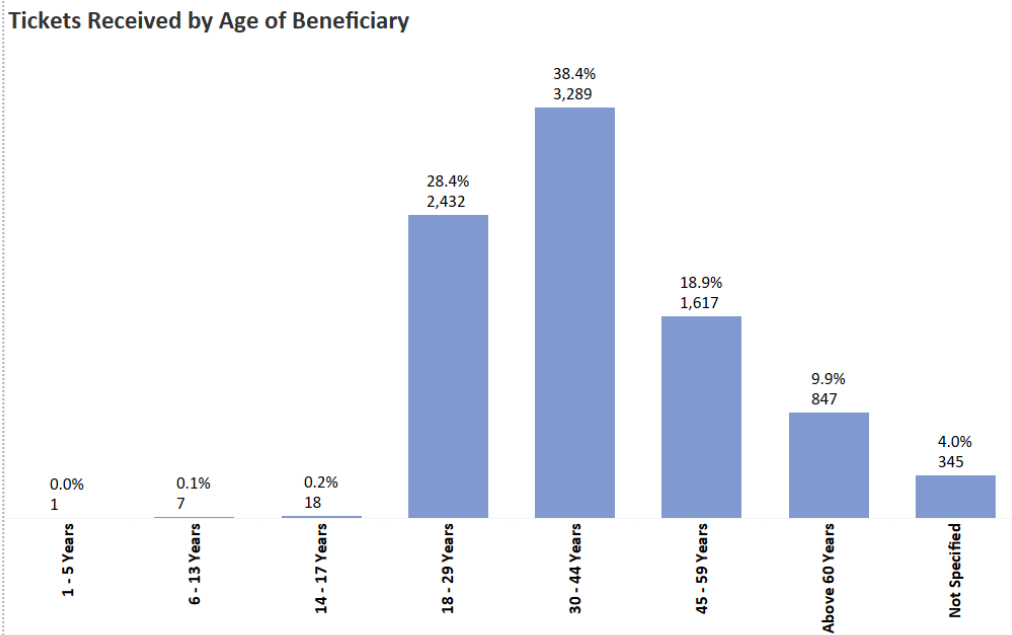
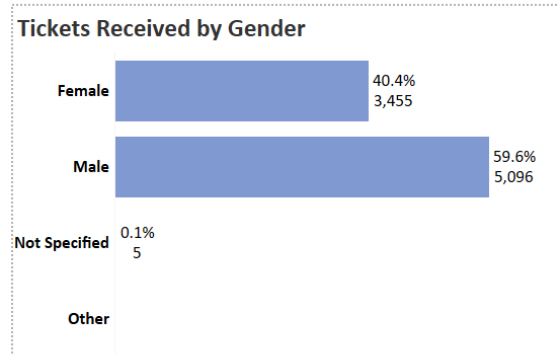
Common Feedback Platform - CFP

Monthly Sector Report | December 2024 | Shelter & NFI

Summary for December 2024

- 8,556** tickets received across **34** sites
- 3,715** tickets closed on the spot
- 4,841** tickets referred to relevant actors
- 7,104** 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 Camp

Camp	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	293	0	293	588	0
Camp 01W	1,907	16	1,891	1,038	853
Camp 02E	159	1	158	893	0
Camp 02W	250	73	177	172	5
Camp 03	427	113	314	899	0
Camp 04	853	713	140	106	34
Camp 04 Ext.	47	1	46	113	0
Camp 05	165	31	134	160	0
Camp 06	382	31	351	451	0
Camp 07	148	0	148	697	0
Camp 08E	92	92	0	0	0
Camp 08W	78	77	1	0	1
Camp 09	168	145	23	7	16
Camp 10	89	22	67	140	0
Camp 11	102	92	10	5	5
Camp 12	143	36	107	54	53
Camp 13	191	16	175	254	0
Camp 14	168	152	16	41	0
Camp 15	77	48	29	21	8
Camp 16	70	40	30	24	6
Camp 17	798	707	91	193	0
Camp 18	211	207	4	10	0
Camp 19	148	141	7	0	7
Camp 20	97	93	4	3	1
Camp 20 Ext	43	39	4	4	0
Camp 21	57	5	52	63	0
Camp 22	446	437	9	0	9
Camp 24	99	99	0	0	0
Camp 25	72	69	3	0	3
Camp 26	458	151	307	969	0
Camp 27	219	67	152	144	8
Kutupalong RC	18	0	18	42	0
Nayapara RC	20	1	19	13	6
Transit Center	61	0	61	0	61

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter & NFI - Request for information	2,460	2,412	48	1	47
Damage to shelter - Shelter damaged over time	1,706	58	1,648	4,502	0
Damage to shelter - Shelter damaged by weather	1,310	0	1,310	1,440	0
NFI - Request additional materials	1,041	1,041	0	0	0
Shelter Materials - Request additional materials	529	125	404	457	0
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	465	0	465	0	465
Request for additional room - Request for new room	366	0	366	114	252
Shelter Materials - Missed Distribution	310	0	310	350	0
Shelter & NFI - NFI Concern related to distribution modality facility quality location	93	0	93	0	93
NFI - Missed Distribution	90	0	90	68	22
Shelter Number - Requested	74	0	74	128	0
Feedback - Shelter & NFI	21	21	0	6	0
Shelter Materials - Received amount is not enough	21	0	21	21	0
When is the next NFI distribution day?	15	14	1	0	1
Shelter Kit - Requested (general households)	12	12	0	0	0
When is the next Shelter Materials distribution day	10	10	0	0	0
NFI - Received damaged materials	7	7	0	0	0

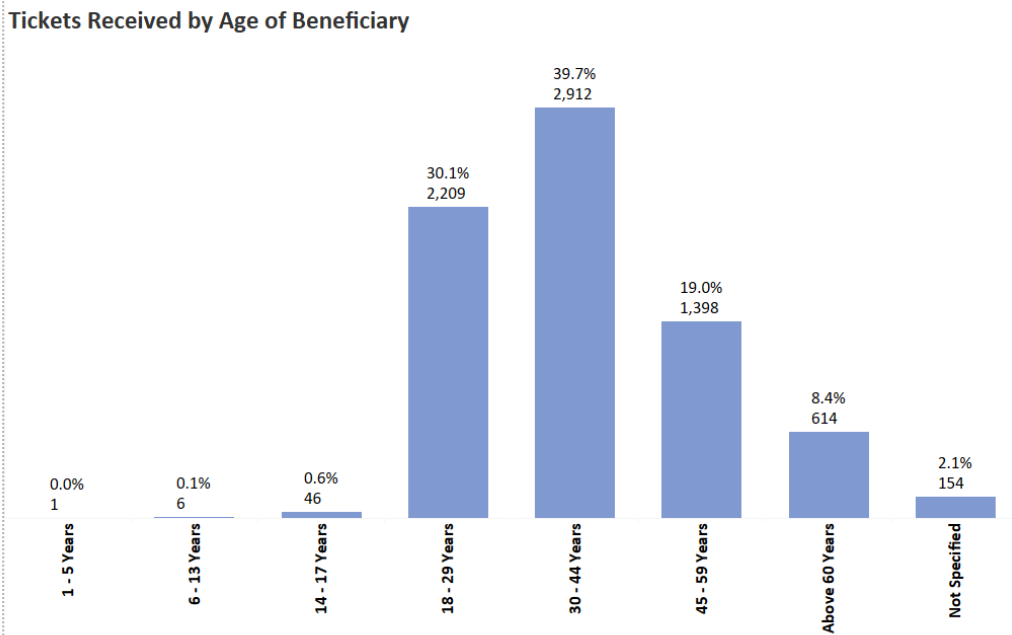
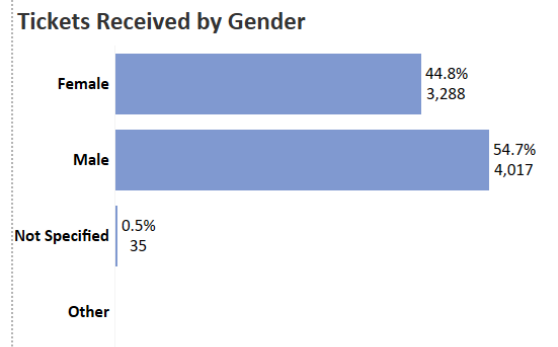
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Monthly Sector Report | December 2024 | Site Management

Summary for December 2024

- 7,340** tickets received across **34** sites
- 6,110** tickets closed on the spot
- 1,230** tickets referred to relevant actors
- 739** 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 Camp

Camp	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	61	11	50	0	50
Camp 01W	70	60	10	1	9
Camp 02E	9	0	9	0	9
Camp 02W	127	90	37	1	36
Camp 03	22	12	10	0	10
Camp 04	800	783	17	1	16
Camp 04 Ext.	11	0	11	0	11
Camp 05	293	292	1	0	1
Camp 06	350	348	2	3	0
Camp 07	1	0	1	0	1
Camp 08E	48	0	48	89	0
Camp 08W	93	91	2	0	2
Camp 09	154	150	4	3	1
Camp 10	65	30	35	40	0
Camp 11	180	150	30	34	0
Camp 12	105	94	11	3	8
Camp 13	56	25	31	4	27
Camp 14	384	363	21	27	0
Camp 15	1,030	891	139	111	28
Camp 16	351	333	18	25	0
Camp 17	267	265	2	2	0
Camp 18	201	138	63	11	52
Camp 19	154	138	16	1	15
Camp 20	252	226	26	26	0
Camp 20 Ext	356	321	35	32	3
Camp 21	196	176	20	2	18
Camp 22	569	433	136	147	0
Camp 24	303	128	175	162	13
Camp 25	337	336	1	1	0
Camp 26	80	30	50	1	49
Camp 27	404	191	213	12	201
Kutupalong RC	0	0	0	0	0
Nayapara RC	7	5	2	0	2
Transit Center	4	0	4	0	4

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Site Management - Request for information	4,189	3,928	261	0	261
Cash for Work - Has not been selected for CFW in long time	1,207	1,207	0	0	0
Cash for Work - Requested CFW	772	772	0	0	0
Cash for Work - Has not been enrolled	563	0	563	525	38
Site Management - Feedback	209	170	39	0	39
Electricity Supply - Not working	137	0	137	148	0
Relocation & Repatriation - Relocation within camp	101	0	101	5	96
Cash for Work - Payment delayed	36	0	36	11	25
Not working - Solar supply	28	0	28	15	13
Community Conflict - Tree Cutting	21	0	21	16	5
Community Conflict - Land & shelter extension	19	0	19	12	7
Cash For Work - Request for information	14	7	7	0	7
When is my next Cash for Work rotation day?	13	13	0	0	0
When is the next Cash for Work payment day?	8	8	0	0	0
Relocation & Repatriation - Temporary relocation	6	0	6	3	3
Cash for Work - Has received less payment than days worked	5	0	5	0	5
Skill Training - Requested	4	4	0	0	0

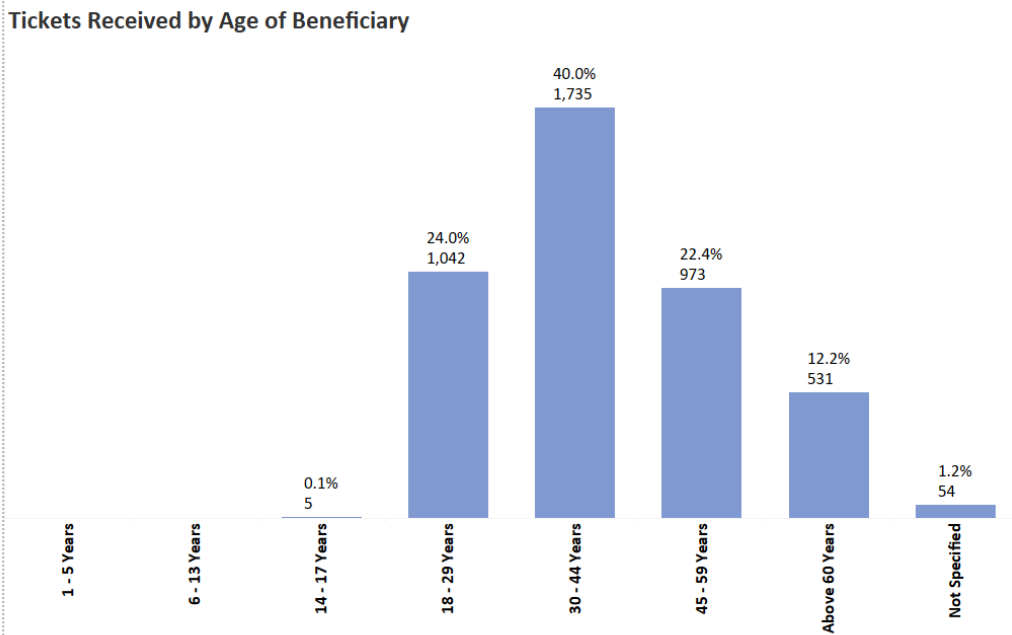
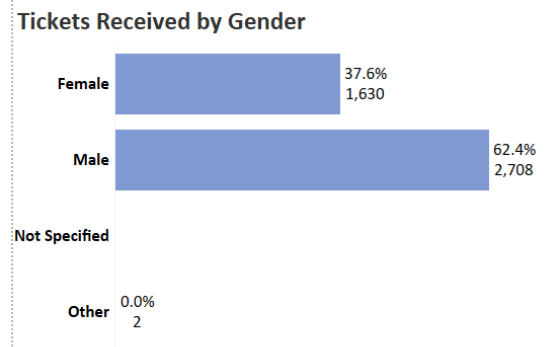
Common Feedback Platform - CFP

Monthly Sector Report | December 2024 | Site Development

Summary for December 2024

- 4,340** tickets received across **34** sites
- 64** tickets closed on the spot
- 4,276** tickets referred to relevant actors
- 3,942** 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 Camp

Camp	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	50	0	50	69	0
Camp 01W	131	0	131	229	0
Camp 02E	11	0	11	20	0
Camp 02W	6	0	6	5	1
Camp 03	34	0	34	31	3
Camp 04	21	0	21	13	8
Camp 04 Ext.	0	0	0	0	0
Camp 05	50	0	50	99	0
Camp 06	20	0	20	101	0
Camp 07	8	0	8	45	0
Camp 08E	298	0	298	326	0
Camp 08W	257	0	257	224	33
Camp 09	243	0	243	252	0
Camp 10	272	0	272	283	0
Camp 11	288	0	288	230	58
Camp 12	262	0	262	216	46
Camp 13	422	0	422	351	71
Camp 14	243	64	179	172	7
Camp 15	346	0	346	143	203
Camp 16	208	0	208	32	176
Camp 17	12	0	12	31	0
Camp 18	181	0	181	220	0
Camp 19	318	0	318	284	34
Camp 20	57	0	57	57	0
Camp 20 Ext	106	0	106	86	20
Camp 21	40	0	40	2	38
Camp 22	129	0	129	118	11
Camp 24	126	0	126	92	34
Camp 25	72	0	72	104	0
Camp 26	2	0	2	1	1
Camp 27	95	0	95	74	21
Kutupalong RC	5	0	5	6	0
Nayapara RC	26	0	26	26	0
Transit Center	1	0	1	0	1

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Requested	1,132	0	1,132	1,059	73
Slope Protection (erosion) - Damaged, broken, or needs improvement	1,124	0	1,124	832	292
Pathway - Damaged, broken, or needs improvement	427	0	427	559	0
Drainage - Drain Requested	338	0	338	254	84
Stairs - Requested	235	0	235	235	0
Pathway - Requested	205	0	205	265	0
Stairs - Damaged, broken, or needs improvement	186	0	186	213	0
Drainage - Damaged, broken, or needs improvement	126	0	126	91	35
Drainage Cover (Slab) - Requested	118	0	118	83	35
Drainage - Blocked or Water logging	102	0	102	57	45
Lamp post or Street light - Requested	62	0	62	66	0
When will be solar lights distributed?	57	0	57	45	12
When will my issue be prioritized for resolving?	56	56	0	0	0
Lamp post or Street light - Damaged, broken, or needs improvement	44	0	44	40	4
Drainage Cover (Slab) - Damaged, broken, or needs improvement	29	0	29	24	5
Bridge - Damaged, broken, or needs improvement	26	0	26	39	0
Fence or railing for path or stairs - Damaged, broken, or needs improvement	14	0	14	18	0

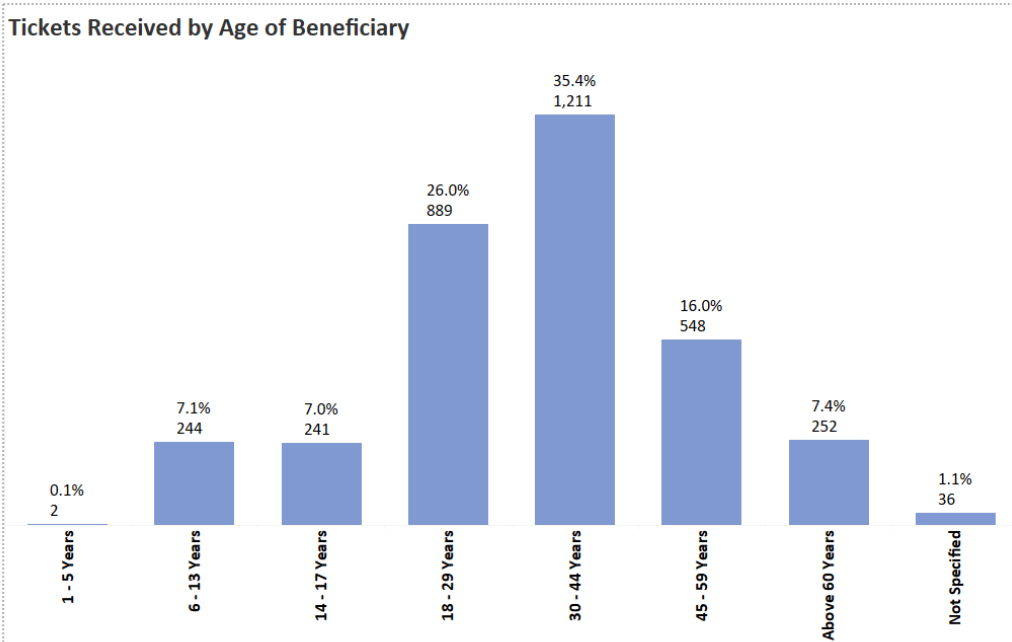
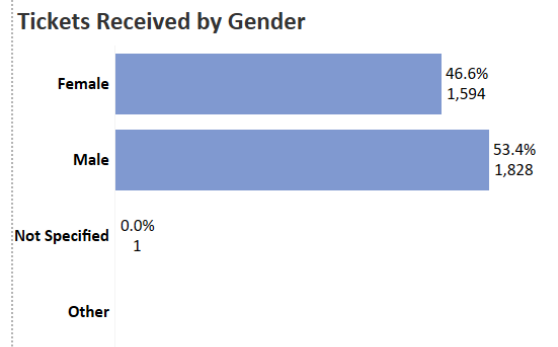
Common Feedback Platform - CFP

Monthly Sector Report | December 2024 | ID Documents

Summary for December 2024

3,423	tickets received across 34 sites
3,074	tickets closed on the spot
349	tickets referred to relevant actors
187	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 Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	24	24	0	0	0
Camp 01W	808	713	95	0	95
Camp 02E	3	3	0	0	0
Camp 02W	100	88	12	0	12
Camp 03	287	286	1	0	1
Camp 04	214	213	1	0	1
Camp 04 Ext.	13	13	0	0	0
Camp 05	83	83	0	0	0
Camp 06	82	82	0	0	0
Camp 07	13	13	0	0	0
Camp 08E	71	41	30	28	2
Camp 08W	61	61	0	1	0
Camp 09	113	111	2	2	0
Camp 10	193	180	13	14	0
Camp 11	77	74	3	4	0
Camp 12	56	51	5	4	1
Camp 13	6	4	2	9	0
Camp 14	78	76	2	7	0
Camp 15	44	35	9	0	9
Camp 16	26	24	2	1	1
Camp 17	7	7	0	0	0
Camp 18	18	7	11	10	1
Camp 19	33	26	7	4	3
Camp 20	68	67	1	3	0
Camp 20 Ext	116	103	13	2	11
Camp 21	158	156	2	0	2
Camp 22	311	208	103	89	14
Camp 24	97	89	8	2	6
Camp 25	87	81	6	5	1
Camp 26	120	115	5	2	3
Camp 27	49	33	16	0	16
Kutupalong RC	0	0	0	0	0
Nayapara RC	7	7	0	0	0
Transit Center	0	0	0	0	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Registration - Request for information	2,741	2,618	123	0	123
SMART Card & Family Attestation - Add New Born	170	170	0	0	0
SCOPE Card - Has not received new SCOPE Card	104	0	104	83	21
SMART Card & Family Attestation - Lost ID Card	99	99	0	0	0
SMART Card & Family Attestation - Request for individual SMART card	94	94	0	0	0
SCOPE Card - Family Attestation doesn't match SCOPE	74	0	74	66	8
SMART Card & Family Attestation - Add New Member	31	31	0	0	0
SCOPE Card - Lost	21	0	21	14	7
SMART Card & Family Attestation - Biographical Error	17	17	0	0	0
SCOPE Card - No balance on card	16	0	16	12	4
SMART Card & Family Attestation - HH requests for vulnerability verification (e.g., Elderly headed HH, Child headed HH, Woman Headed HH, H..	9	9	0	0	0
SMART Card & Family Attestation - Address Change	8	8	0	0	0
SMART Card & Family Attestation - Lost family attestation card	8	8	0	0	0
SMART Card & Family Attestation - HH requests for vulnerability verification (only for HH that includes person with disability)	7	7	0	0	0
SMART Card & Family Attestation - Merge and split	7	7	0	0	0
SCOPE Card - Damaged	6	0	6	9	0
SCOPE Card - Fingerprint scan is not working	3	0	3	2	1

Common Feedback Platform - CFP

Monthly Sector Report | December 2024 | Protection

Summary for December 2024

2,628 tickets received across **34** sites

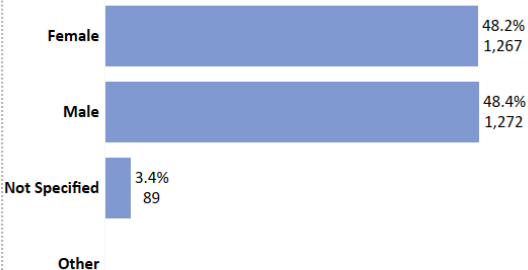
1,471 tickets closed on the spot

1,157 tickets referred to relevant actors

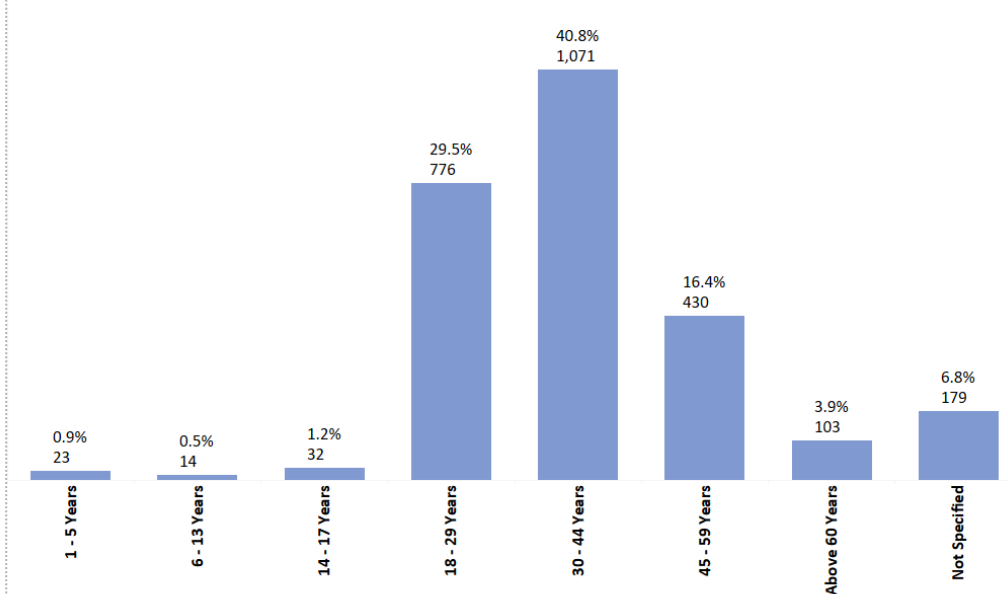
458 responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	108	48	60	30	30
Camp 01W	131	97	34	25	9
Camp 02E	20	6	14	8	6
Camp 02W	34	1	33	13	20
Camp 03	212	185	27	24	3
Camp 04	286	224	62	29	33
Camp 04 Ext.	20	5	15	7	8
Camp 05	158	142	16	14	2
Camp 06	68	47	21	10	11
Camp 07	47	22	25	20	5
Camp 08E	52	38	14	11	3
Camp 08W	66	45	21	4	17
Camp 09	42	10	32	15	17
Camp 10	27	5	22	12	10
Camp 11	99	81	18	4	14
Camp 12	22	2	20	9	11
Camp 13	20	0	20	16	4
Camp 14	25	3	22	14	8
Camp 15	71	38	33	16	17
Camp 16	63	51	12	4	8
Camp 17	22	4	18	9	9
Camp 18	36	1	35	0	35
Camp 19	29	16	13	6	7
Camp 20	7	1	6	3	3
Camp 20 Ext	17	13	4	2	2
Camp 21	35	27	8	0	8
Camp 22	179	177	2	0	2
Camp 24	182	124	58	5	53
Camp 25	34	27	7	5	2
Camp 26	75	23	52	4	48
Camp 27	11	1	10	6	4
Kutupalong RC	219	1	218	55	163
Nayapara RC	182	6	176	68	108
Transit Center	29	0	29	10	19

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Protection - Request for information	1,150	1,128	22	0	22
Protection - Enquiry or update related to an existing resettlement case	381	0	381	59	322
Feedback - Protection	265	259	6	0	6
Protection - Another issue involving violence toward someone including psychological abuse and neglect	171	0	171	70	101
Protection Referral (UNHCR)	148	3	145	164	0
Protection - Registration requests by unregistered individuals	136	0	136	0	136
Protection - Assaulted or Abused beaten cut wounded	92	0	92	57	35
Protection Referral (IOM)	51	51	0	0	0
Protection - Extortion	44	0	44	30	14
Protection - Justice Issues Another issue involving access to justice	36	0	36	23	13
Protection - Forced recruitment in an armed group	27	0	27	14	13
Protection - Request to reunite with a family member residing in a third country	21	0	21	0	21
People at risk - The survivor is an adult	20	1	19	12	7
Protection Referral (DRC)	20	20	0	0	0
Protection - Pushed back at the border	14	0	14	7	7
Protection - Exploitation	10	0	10	9	1
Protection - Justice Issues Did not get justice in my case	10	0	10	6	4

Common Feedback Platform - CFP

Monthly Sector Report | December 2024 | Energy & Environment

Summary for December 2024

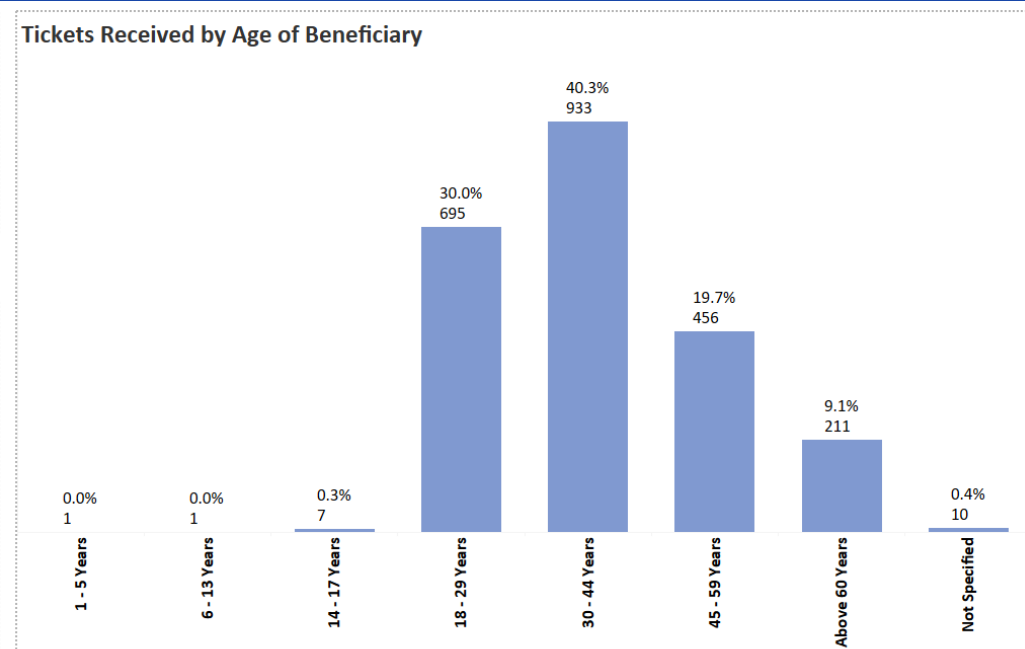
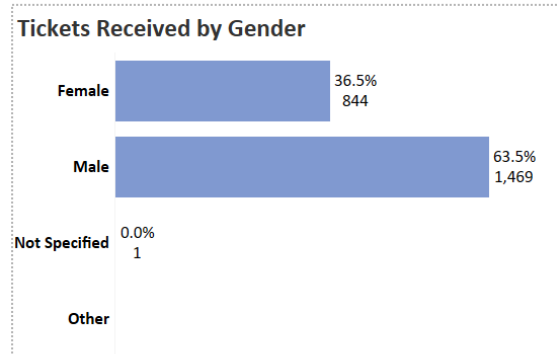
2,314 tickets received across **34** sites

1,279 tickets closed on the spot

1,035 tickets referred to relevant actors

152 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 Camp

Camp	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	9	0	9	0	9
Camp 01W	578	0	578	0	578
Camp 02E	1	0	1	0	1
Camp 02W	32	2	30	0	30
Camp 03	14	1	13	0	13
Camp 04	17	2	15	0	15
Camp 04 Ext.	2	0	2	0	2
Camp 05	24	24	0	0	0
Camp 06	67	0	67	1	66
Camp 07	0	0	0	0	0
Camp 08E	47	3	44	26	18
Camp 08W	36	2	34	15	19
Camp 09	61	53	8	0	8
Camp 10	17	0	17	21	0
Camp 11	12	4	8	0	8
Camp 12	30	1	29	20	9
Camp 13	2	2	0	8	0
Camp 14	79	79	0	3	0
Camp 15	84	53	31	6	25
Camp 16	91	87	4	0	4
Camp 17	19	18	1	1	0
Camp 18	137	131	6	7	0
Camp 19	23	19	4	5	0
Camp 20	68	61	7	3	4
Camp 20 Ext	37	17	20	4	16
Camp 21	77	63	14	0	14
Camp 22	558	530	28	0	28
Camp 24	67	46	21	21	0
Camp 25	62	54	8	11	0
Camp 26	7	1	6	0	6
Camp 27	49	26	23	0	23
Kutupalong RC	1	0	1	0	1
Nayapara RC	6	0	6	0	6
Transit Center	0	0	0	0	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
LPG Gas - Not enough for family	1,137	426	711	2	709
Energ and Environment - Request for information	560	529	31	0	31
Cooking Stove - Broken or not working	148	148	0	0	0
Cooking Stove - Did not receive	106	0	106	38	68
Cooking set (gas & stove) - Broken or not working	80	80	0	0	0
LPG Gas - Did not receive cylinder	54	0	54	37	17
When is the next LPG distribution day?	41	41	0	0	0
Cooking set (gas & stove) - Requested	40	40	0	0	0
LPG Gas - Did not receive refill	39	0	39	41	0
Pressure Cooker - Did not receive	38	0	38	0	38
LPG Gas - Lost or stolen cylinder	19	0	19	5	14
LPG Porters - Requested	19	0	19	21	0
Cooking Stove - Requested	14	14	0	0	0
LPG Gas - Lost token	11	0	11	7	4
Cooking Stove - Lost or stolen	6	0	6	1	5
Energy And Environment - Feedback	2	1	1	0	1

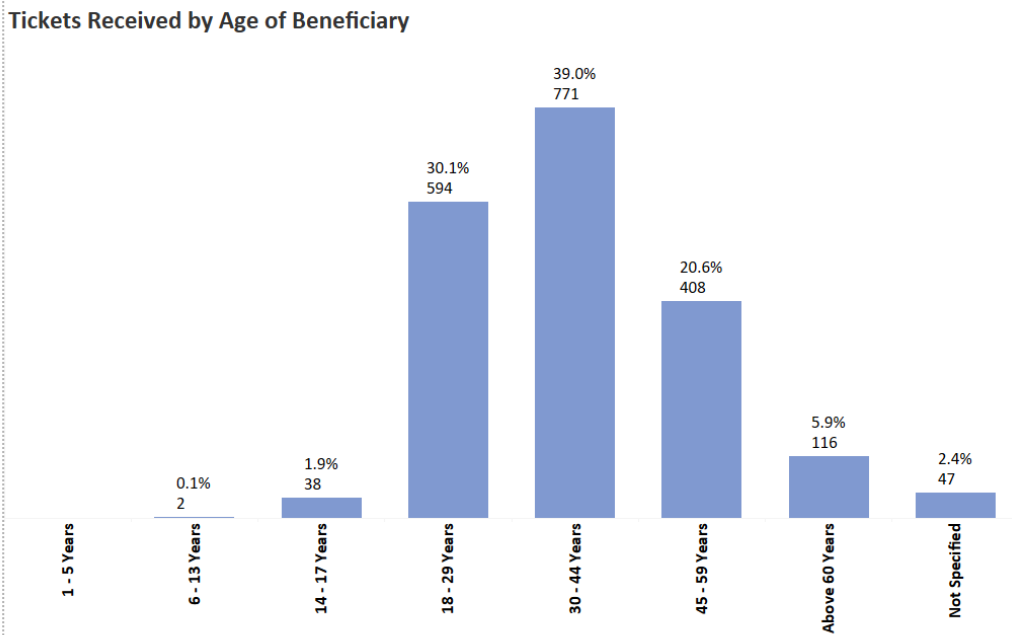
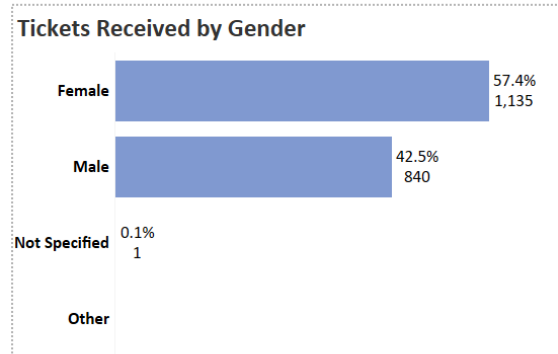
Common Feedback Platform - CFP

Monthly Sector Report | December 2024 | WASH

Summary for December 2024

- 1,976** tickets received across **34** sites
- 1,275** tickets closed on the spot
- 701** tickets referred to relevant actors
- 458** 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 Camp

Camp	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	1	0	1	2	0
Camp 01W	23	1	22	26	0
Camp 02E	5	0	5	1	4
Camp 02W	4	2	2	0	2
Camp 03	14	2	12	4	8
Camp 04	36	31	5	0	5
Camp 04 Ext.	0	0	0	0	0
Camp 05	56	0	56	24	32
Camp 06	4	1	3	0	3
Camp 07	0	0	0	0	0
Camp 08E	94	61	33	29	4
Camp 08W	10	4	6	6	0
Camp 09	60	45	15	12	3
Camp 10	32	0	32	19	13
Camp 11	48	29	19	4	15
Camp 12	81	48	33	44	0
Camp 13	35	0	35	37	0
Camp 14	38	27	11	13	0
Camp 15	22	4	18	15	3
Camp 16	142	128	14	23	0
Camp 17	136	130	6	0	6
Camp 18	79	69	10	19	0
Camp 19	35	0	35	21	14
Camp 20	63	56	7	1	6
Camp 20 Ext	5	0	5	0	5
Camp 21	29	20	9	0	9
Camp 22	146	130	16	28	0
Camp 24	267	207	60	30	30
Camp 25	170	127	43	39	4
Camp 26	30	15	15	1	14
Camp 27	308	138	170	57	113
Kutupalong RC	0	0	0	0	0
Nayapara RC	2	0	2	3	0
Transit Center	1	0	1	0	1

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
WASH - Request for information	1,116	968	148	0	148
Soap & Hygiene Kit - Not enough	178	178	0	0	0
Latrine - New toilet requested	91	0	91	94	0
WASH - Feedback	91	90	1	0	1
Bathing Station - Requested	80	0	80	51	29
Soap & Hygiene Kit - Did not receive	74	0	74	59	15
Latrine - Needs desludging	73	0	73	67	6
Water tap & Tubewell - Water tap & Tubewell - Requesting new facility	52	0	52	21	31
Latrine - Broken	49	0	49	53	0
Soap & Hygiene Kit - Additional Requested	30	30	0	0	0
Bathing Station - Broken or Damaged	29	0	29	22	7
Water tap - Requested	23	0	23	21	2
Latrine - Latrine not working properly	16	0	16	14	2
Tubewell - Not Working	10	0	10	13	0
Trash Disposal - Trash pick-up needed	9	0	9	15	0
When is the next Hygiene Kit distribution day?	9	9	0	0	0
Water tap & Tubewell - Not Working	8	0	8	5	3

Common Feedback Platform - CFP

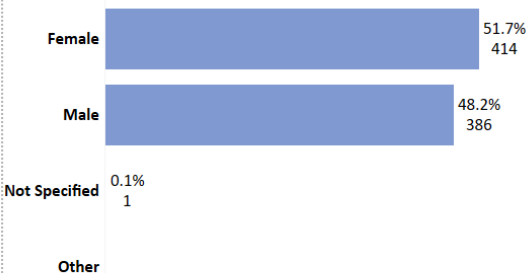
Monthly Sector Report | December 2024 | Health

Summary for December 2024

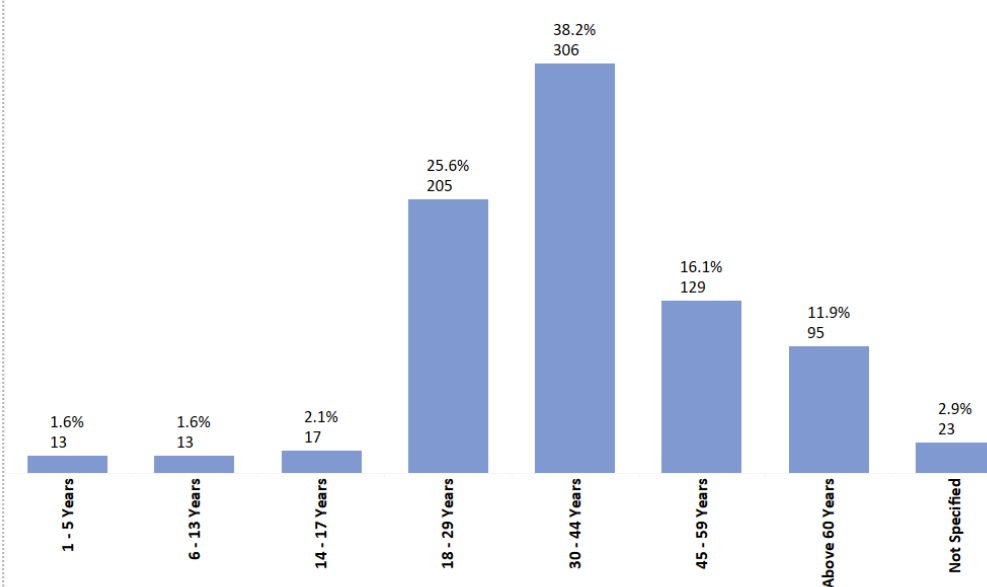
- 801** tickets received across **34** sites
- 459** tickets closed on the spot
- 342** tickets referred to relevant actors
- 7** responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	30	17	13	0	13
Camp 01W	61	11	50	1	49
Camp 02E	3	1	2	0	2
Camp 02W	5	0	5	0	5
Camp 03	14	5	9	0	9
Camp 04	73	55	18	0	18
Camp 04 Ext.	2	0	2	0	2
Camp 05	22	22	0	0	0
Camp 06	9	6	3	0	3
Camp 07	41	2	39	0	39
Camp 08E	25	25	0	0	0
Camp 08W	5	5	0	0	0
Camp 09	7	7	0	0	0
Camp 10	10	10	0	0	0
Camp 11	19	17	2	1	1
Camp 12	1	1	0	0	0
Camp 13	1	0	1	0	1
Camp 14	4	0	4	0	4
Camp 15	11	1	10	1	9
Camp 16	40	38	2	0	2
Camp 17	92	89	3	0	3
Camp 18	0	0	0	4	0
Camp 19	2	2	0	0	0
Camp 20	0	0	0	0	0
Camp 20 Ext	0	0	0	0	0
Camp 21	32	28	4	0	4
Camp 22	13	12	1	0	1
Camp 24	114	84	30	0	30
Camp 25	6	6	0	0	0
Camp 26	11	2	9	0	9
Camp 27	15	9	6	0	6
Kutupalong RC	2	0	2	0	2
Nayapara RC	14	4	10	0	10
Transit Center	117	0	117	0	117

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Health - Request for information	491	454	37	0	37
Health - Assessment of medical conditions required	170	0	170	0	170
General Health Card - Did not receive	80	0	80	1	79
Health - Identification of Persons with Specific Needs	37	0	37	0	37
General Health Card - Fully filled up	5	0	5	0	5
General Health Card - Lost, damaged or Stolen	3	0	3	0	3
Health - Facility is not maintaining standards	3	0	3	0	3
Health - Feedback	3	3	0	0	0
Treatment - Waited too long	3	0	3	0	3
Treatment - Treatment not good quality	2	0	2	6	0
Health - MHPSS continuity of care	1	0	1	0	1
Health - MHPSS signs and symptoms of distress in the last 4 5 weeks	1	0	1	0	1
Where is IOM PHC?	1	1	0	0	0
Where is RPN hospital?	1	1	0	0	0

Common Feedback Platform - CFP

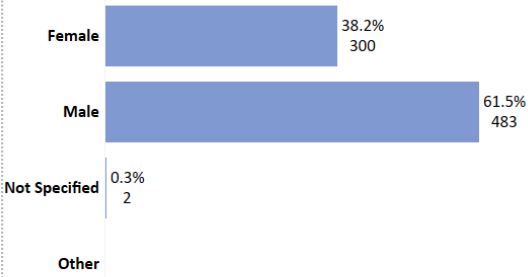
Monthly Sector Report | December 2024 | **Food Security**

Summary for December 2024

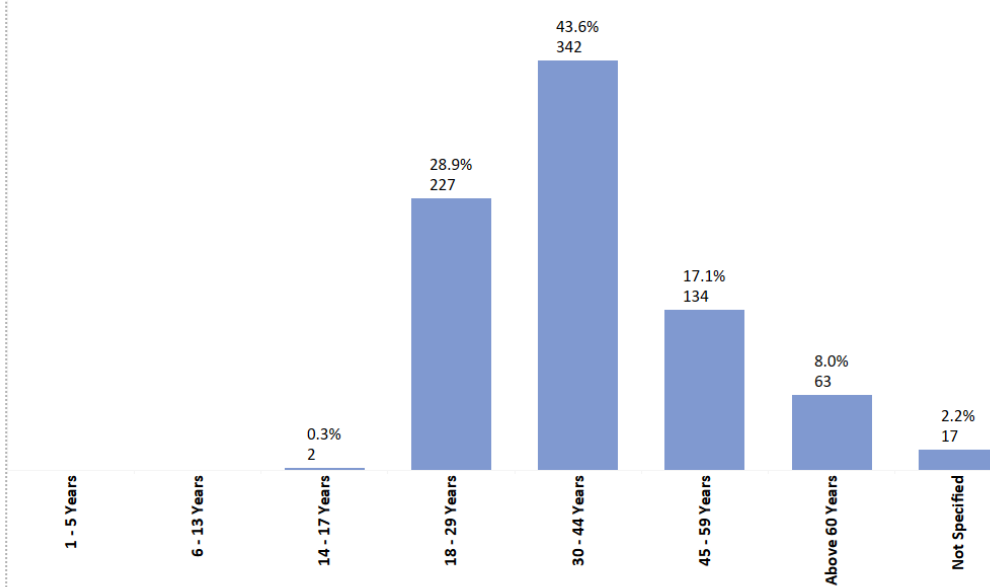
- 785** tickets received across **34** sites
- 178** tickets closed on the spot
- 607** tickets referred to relevant actors
- 259** responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	21	0	21	0	21
Camp 01W	407	0	407	9	398
Camp 02E	2	0	2	3	0
Camp 02W	1	0	1	0	1
Camp 03	2	0	2	0	2
Camp 04	47	0	47	10	37
Camp 04 Ext.	4	0	4	0	4
Camp 05	1	0	1	0	1
Camp 06	0	0	0	0	0
Camp 07	1	0	1	0	1
Camp 08E	39	0	39	45	0
Camp 08W	8	0	8	17	0
Camp 09	1	0	1	0	1
Camp 10	0	0	0	3	0
Camp 11	3	2	1	3	0
Camp 12	13	0	13	13	0
Camp 13	1	1	0	0	0
Camp 14	15	15	0	25	0
Camp 15	0	0	0	1	0
Camp 16	2	0	2	12	0
Camp 17	6	0	6	2	4
Camp 18	72	71	1	5	0
Camp 19	0	0	0	0	0
Camp 20	2	1	1	0	1
Camp 20 Ext	4	0	4	7	0
Camp 21	2	0	2	1	1
Camp 22	45	45	0	1	0
Camp 24	31	0	31	73	0
Camp 25	44	43	1	0	1
Camp 26	1	0	1	1	0
Camp 27	2	0	2	14	0
Kutupalong RC	2	0	2	0	2
Nayapara RC	5	0	5	14	0
Transit Center	1	0	1	0	1

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Food Security - Issue with distribution item	381	0	381	0	381
Request for fresh food enlistment - Request for fresh food	100	0	100	191	0
Food distributions - Request for different items or quantities	76	76	0	0	0
Food distributions - Household has not received food	73	0	73	45	28
Farming supplies - Requested	46	46	0	0	0
Food distributions - Request for more food each month	38	38	0	0	0
Food Porters - Requested	16	0	16	3	13
Food Security - Issue with collector	15	0	15	0	15
Food distributions - Missed Token	11	0	11	16	0
When is the next food distribution day? When are the food distribution centres open?	10	10	0	0	0
Food distributions - HH wants someone outside their family to collect food	9	0	9	4	5
Food distributions - Want to purchase more but not allowed	8	8	0	0	0
Food distributions - Poor quality food items	2	0	2	0	2

Common Feedback Platform - CFP

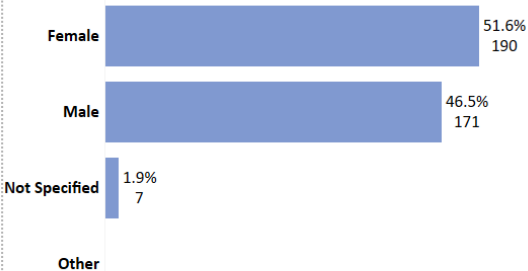
Monthly Sector Report | December 2024 | **Nutrition**

Summary for December 2024

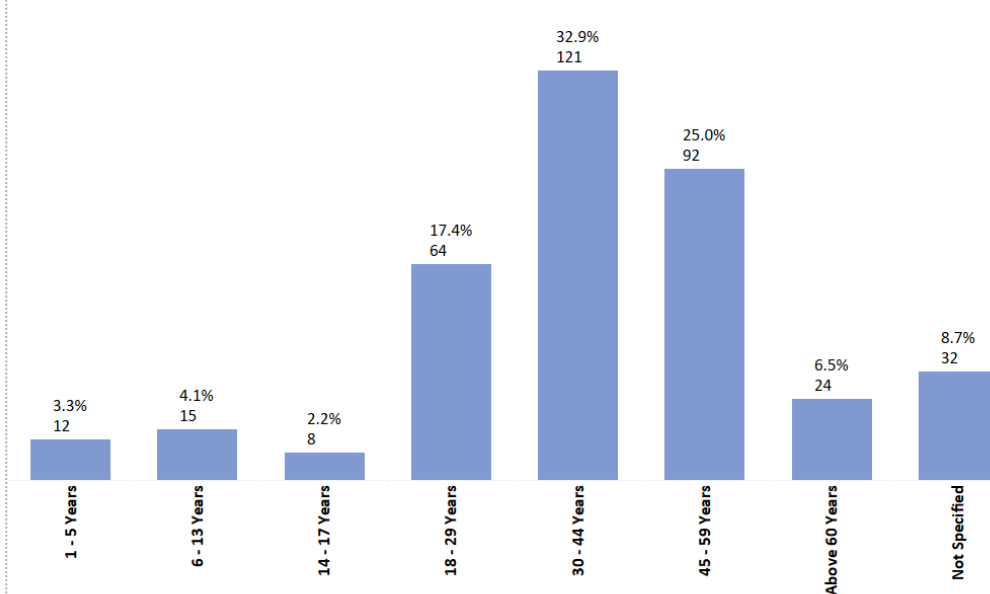
- 368** tickets received across **34** sites
- 358** tickets closed on the spot
- 10** tickets referred to relevant actors
- 0** responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	1	1	0	0	0
Camp 01W	5	4	1	0	1
Camp 02E	4	1	3	0	3
Camp 02W	1	1	0	0	0
Camp 03	105	103	2	0	2
Camp 04	15	15	0	0	0
Camp 04 Ext.	0	0	0	0	0
Camp 05	0	0	0	0	0
Camp 06	0	0	0	0	0
Camp 07	0	0	0	0	0
Camp 08E	0	0	0	0	0
Camp 08W	18	18	0	0	0
Camp 09	5	5	0	0	0
Camp 10	114	114	0	0	0
Camp 11	1	1	0	0	0
Camp 12	11	11	0	0	0
Camp 13	0	0	0	0	0
Camp 14	0	0	0	0	0
Camp 15	14	14	0	0	0
Camp 16	0	0	0	0	0
Camp 17	7	7	0	0	0
Camp 18	0	0	0	0	0
Camp 19	0	0	0	0	0
Camp 20	0	0	0	0	0
Camp 20 Ext	0	0	0	0	0
Camp 21	11	11	0	0	0
Camp 22	1	1	0	0	0
Camp 24	1	1	0	0	0
Camp 25	0	0	0	0	0
Camp 26	3	3	0	0	0
Camp 27	17	14	3	0	3
Kutupalong RC	0	0	0	0	0
Nayapara RC	34	33	1	0	1
Transit Center	0	0	0	0	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Nutrition - Request for information	364	358	6	0	6
Nutrition Assistance - Did not receive distribution	3	0	3	0	3
Nutrition Assistance - Requested	1	0	1	0	1

Common Feedback Platform - CFP

Monthly Sector Report | December 2024 | **Livelihood**

Summary for December 2024

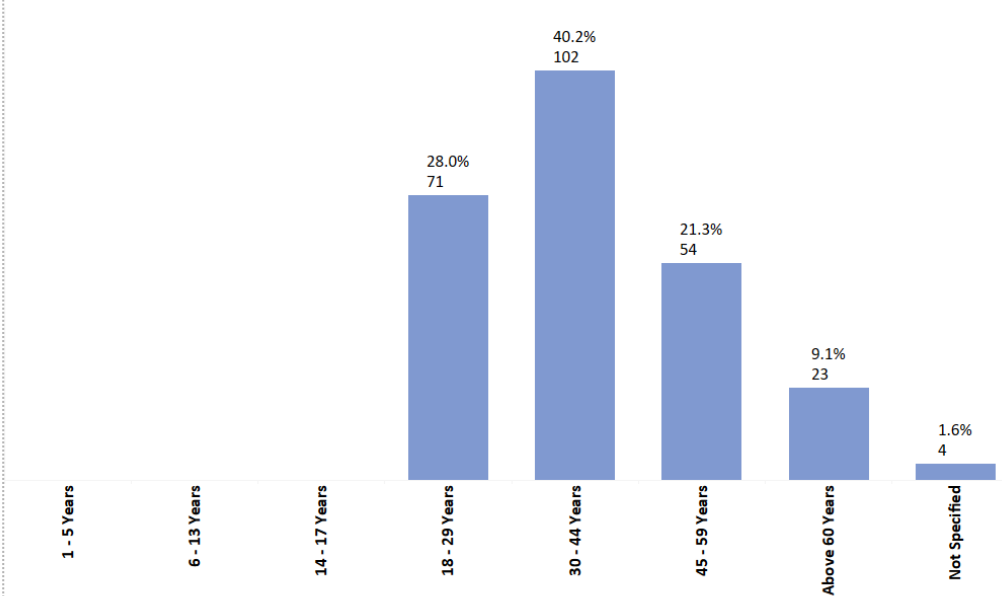
254 tickets received across **34** sites
152 tickets closed on the spot
102 tickets referred to relevant actors
0 responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	0	0	0	0	0
Camp 01W	0	0	0	0	0
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	0	0	0	0	0
Camp 04	44	44	0	0	0
Camp 04 Ext.	0	0	0	0	0
Camp 05	0	0	0	0	0
Camp 06	0	0	0	0	0
Camp 07	0	0	0	0	0
Camp 08E	0	0	0	0	0
Camp 08W	0	0	0	0	0
Camp 09	0	0	0	0	0
Camp 10	0	0	0	0	0
Camp 11	0	0	0	0	0
Camp 12	0	0	0	0	0
Camp 13	0	0	0	0	0
Camp 14	0	0	0	0	0
Camp 15	1	1	0	0	0
Camp 16	0	0	0	0	0
Camp 17	0	0	0	0	0
Camp 18	0	0	0	0	0
Camp 19	0	0	0	0	0
Camp 20	0	0	0	0	0
Camp 20 Ext	0	0	0	0	0
Camp 21	0	0	0	0	0
Camp 22	0	0	0	0	0
Camp 24	1	1	0	0	0
Camp 25	55	55	0	0	0
Camp 26	153	51	102	0	102
Camp 27	0	0	0	0	0
Kutupalong RC	0	0	0	0	0
Nayapara RC	0	0	0	0	0
Transit Center	0	0	0	0	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Livelihood - Request for information	254	152	102	0	102

Common Feedback Platform - CFP

Monthly Sector Report | December 2024 | Education

Summary for December 2024

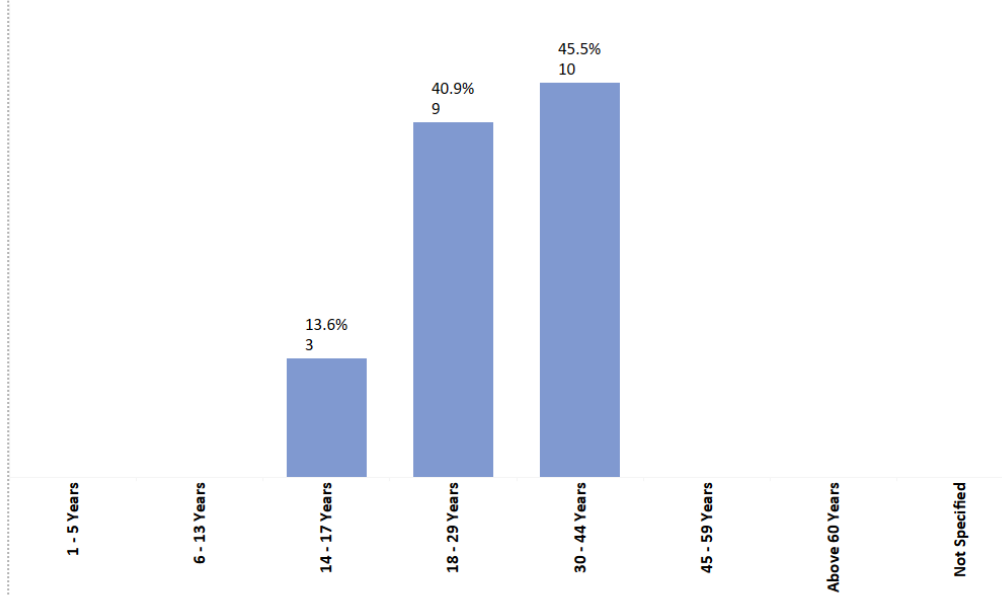
- 22** tickets received across **34** sites
- 13** tickets closed on the spot
- 9** tickets referred to relevant actors
- 8** responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

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

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Education - Request for information	11	11	0	0	0
Education-Tertiary Education requested	3	0	3	7	0
Temporary Learning Centre - Enrolment Requested	3	0	3	0	3
Changes to Education - Secondary education requested	2	2	0	1	0
Education - Learning facility is too far	1	0	1	0	1
Temporary Learning Centre - Poor quality teaching or instruction	1	0	1	0	1
Temporary Learning Centre - Too far	1	0	1	0	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.