

# 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 referrable, 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.

### Cumulative Data for Feb 2024 - Jan 2025

**293,746** tickets received across **34** sites

**106,286** tickets closed on the spot

**187,460** tickets referred by **6** actors

**107,195** 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	February	March	April	May	June	July	August	September	October	November	December	January	Grand Total
Education	20	1	3	2	10	12	12	13	12	18	22	26	151
Energy & Environment	1,080	924	885	1,231	1,048	863	945	1,337	1,230	1,113	2,314	2,268	15,238
Food Security	753	731	561	785	847	1,553	1,023	1,775	1,811	862	785	354	11,840
Health	526	494	401	491	284	427	228	485	95	107	801	721	5,060
ID Documents	2,781	2,119	1,960	2,513	2,414	2,085	1,223	1,607	695	647	3,423	2,255	23,722
Livelihood					31	31	7	13				300	636
Nutrition	5	5	1	1	5	2		2	8	3	368	434	834
Protection	245	255	566	1,462	1,045	950	1,456	1,858	341	275	2,628	2,860	13,941
Shelter & NFI	7,841	6,968	7,419	13,649	11,192	12,219	9,905	9,842	7,685	6,866	8,556	8,400	110,542
Site Development	4,870	4,646	3,676	5,285	5,974	6,607	3,675	3,968	4,159	3,727	4,340	4,694	55,621
Site Management	2,965	2,658	1,842	2,515	2,768	3,374	3,470	4,321	2,912	2,722	7,340	5,124	42,011
WASH	1,414	1,653	1,569	1,242	914	833	759	1,099	819	653	1,976	1,219	14,150

### Cumulative Tickets per Month

	February	March	April	May	June	July	August	September	October	November	December	January	Grand Total
Total Received	22,500	20,454	18,883	29,176	26,532	28,956	22,703	26,320	19,767	16,993	32,807	28,655	293,746
Total Closed on the Spot	7,198	6,284	5,534	7,434	8,085	9,206	9,277	10,970	5,281	4,970	18,148	13,899	106,286
Total Referred	15,302	14,170	13,349	21,742	18,447	19,750	13,426	15,350	14,486	12,023	14,659	14,756	187,460
Total Replies	6,097	6,812	8,372	9,773	5,319	5,663	11,819	7,318	6,442	8,804	13,314	17,462	107,195

### Top Tickets Received by Gender

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	14,449	18,502	9	1
Damage to shelter - Shelter damaged by weather	8,598	12,209	3	6
Requested for Information	9,748	9,821	2	
Shelter Materials - Request additional materials	6,075	9,828	4	
NFI - Request additional materials	4,710	10,361	7	
Slope Protection (erosion) - Requested	5,656	8,170	7	
Cash for Work - Has not been selected for CfW in long time	3,351	8,883	6	
Slope Protection (erosion) - Damaged, broken, or needs improvement	3,900	7,560	2	
Cash for Work - Requested CfW	2,024	5,759	2	
LPG Gas - Not enough for family	2,134	5,025	1	1
Cash for Work - Has not been enrolled	2,095	3,905	1	
Shelter Materials - Missed Distribution	2,030	2,527	1	
Hill or Slope - Erosion & landslide	1,003	1,579		
Stairs - Requested	924	1,658		
SMART Card & Family Attestation - Add New Born	784	1,195		
Cooking Stove - Broken or not working	502	1,015		
SMART Card & Family Attestation - Merge and split	229	248		

### Cumulative Tickets by Camp | AOR

	Camp 01E	Camp 01W	Camp 02E	Camp 02W	Camp 03	Camp 04	Camp 04 Ext.	Camp 05	HCR								IOM										Grand Total								
									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	11,305	15,591	4,552	7,771	7,720	15,947	3,121	5,419	6,884	8,788	7,701	7,958	9,665	6,412	4,001	6,812	2,308	7,200	6,197	10,012	9,130	8,887	7,269	7,172	10,148	12,164	7,381	11,098	9,111	6,184	7,552	25,240	9,181	7,865	293,746
Total Closed on the Spot	1,353	2,421	73	2,053	1,969	5,884	369	1,306	1,829	993	3,104	1,376	1,834	899	75	463	781	1,269	1,568	5,466	2,394	3,163	1,843	1,336	6,913	4,772	3,070	7,496	4,307	4,225	3,791	18,806	3,642	5,443	106,286
Total Referred	9,952	13,170	4,479	5,718	5,751	10,063	2,752	4,113	5,055	7,795	4,597	6,582	7,831	5,513	3,926	6,349	1,527	5,931	4,629	4,546	6,736	5,724	5,426	5,836	3,235	7,392	4,311	3,602	4,804	1,959	3,761	6,434	5,539	2,422	187,460
Total Replies	3,414	5,283	1,495	1,111	2,493	7,085	703	2,166	1,857	2,841	2,310	1,181	2,383	2,674	2,400	2,674	561	2,727	2,730	4,066	4,613	3,624	4,163	4,264	2,696	6,200	3,885	3,274	4,867	1,839	3,605	6,457	3,533	2,021	107,195

CFM Implementers and Data Contributors:



CFM Report Designed and Produced by NPM:



**Disclaimer:**  
 IOM : The data is collected in all the 17 IOM AoR camps where the submitted tickets either closed on the spot or referred. Once a referred ticket is replied to, the feedback is shared with the beneficiary concerned. The beneficiary confirms if they consider their ticket resolved or not. Zite manager Link - <https://www.zitemanager.org/bangladesh>  
 UNCHR: UNHCR collects data from all 33 camps. Queries by refugees are either answered on the spot or they generate a ticket that is referred to the relevant focal point for follow up. Once action has been taken in line with the UNHCR CAIPP Standard Operating Procedures (SOPs), the ticket is closed.

# Common Feedback Platform - CFP

Monthly Overview | January 2025

## Summary for January 2025

**28,655** tickets received across **34** sites

**13,899** tickets closed on the spot\*

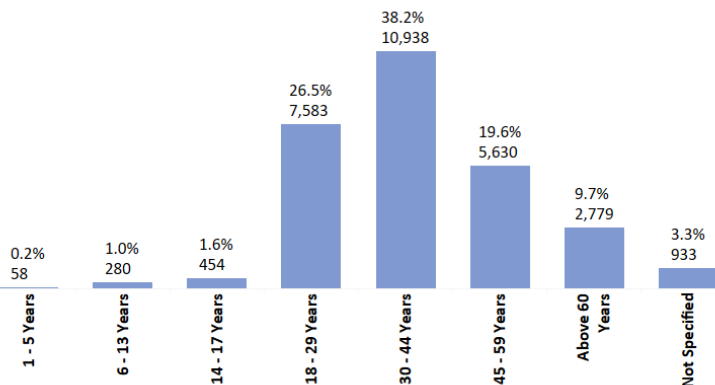
**14,756** tickets referred to relevant actors

**17,462** 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



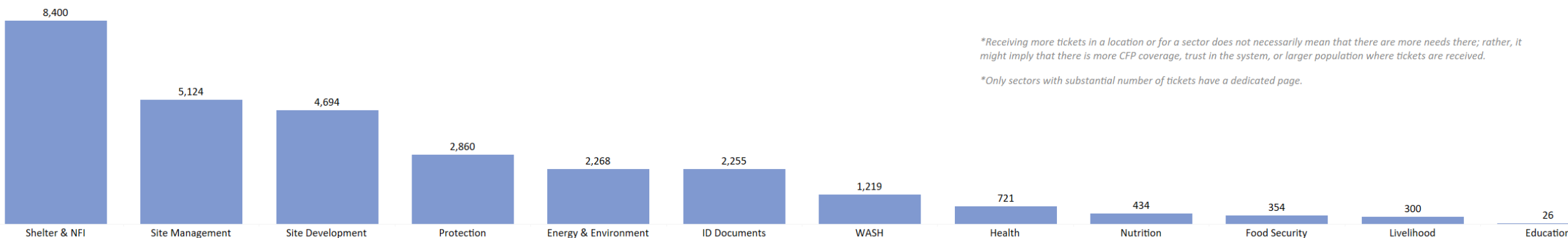
## Top Tickets Received this Month

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	1,603	2,216		
Slope Protection (erosion) - Requested	537	793	1	
Slope Protection (erosion) - Damaged, broken, or needs improvement	426	785		
Cash for Work - Has not been selected for CFW in long time	332	864		
NFI - Request additional materials	266	821		
Damage to shelter - Shelter damaged by weather	366	568		1
Cash for Work - Requested CFW	195	537		
LPG Gas - Not enough for family	190	478		
Cash for Work - Has not been enrolled	151	419		
Shelter Materials - Missed Distribution	194	202		
Shelter Materials - Request additional materials	103	166		
Stairs - Requested	83	177		
Cooking Stove - Broken or not working	61	156		
SMART Card & Family Attestation - Add New Born	61	65		
SMART Card & Family Attestation - Lost ID Card	31	53		
SMART Card & Family Attestation - Merge and split	7	3		

## Tickets Received this Month by Camp

		Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
HCR	Camp 01E	1,041	242	799	416	383
	Camp 01W	1,359	467	892	1,913	0
	Camp 02E	326	43	283	50	233
	Camp 02W	504	186	318	348	0
	Camp 03	744	343	401	465	0
	Camp 04	1,380	1,184	196	1,272	0
	Camp 04 Ext.	275	176	99	198	0
	Camp 05	467	278	189	290	0
	Camp 06	442	246	196	268	0
	Camp 07	1,354	252	1,102	355	747
	Camp 17	679	152	527	153	374
	Camp 21	657	217	440	267	173
	Camp 26	912	254	658	305	353
	Camp 27	898	102	796	356	440
IOM	Kutupalong RC	349	63	286	311	0
	Nayapara RC	644	351	293	578	0
	Transit Center	196	10	186	44	142
	Camp 08E	629	183	446	573	0
	Camp 08W	568	262	306	619	0
	Camp 09	840	516	324	599	0
	Camp 10	1,006	426	580	863	0
	Camp 11	881	415	466	572	0
	Camp 12	720	225	495	792	0
	Camp 13	792	74	718	501	217
	Camp 14	1,121	861	260	199	61
	Camp 15	1,215	620	595	890	0
	Camp 16	782	529	253	896	0
	Camp 18	1,135	725	410	477	0
Camp 19	933	512	421	389	32	
Camp 20	551	386	165	107	58	
Camp 20 Ext	692	493	199	94	105	
Camp 22	2,183	1,829	354	853	0	
Camp 24	1,543	547	996	934	62	
Camp 25	837	730	107	515	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

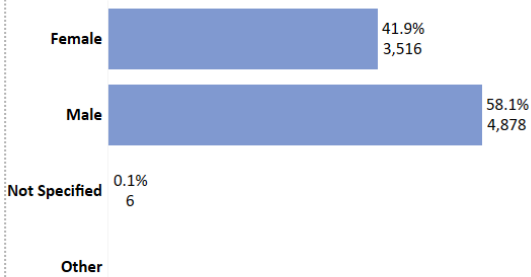
Monthly Sector Report | January 2025 | Shelter & NFI

## Summary for January 2025

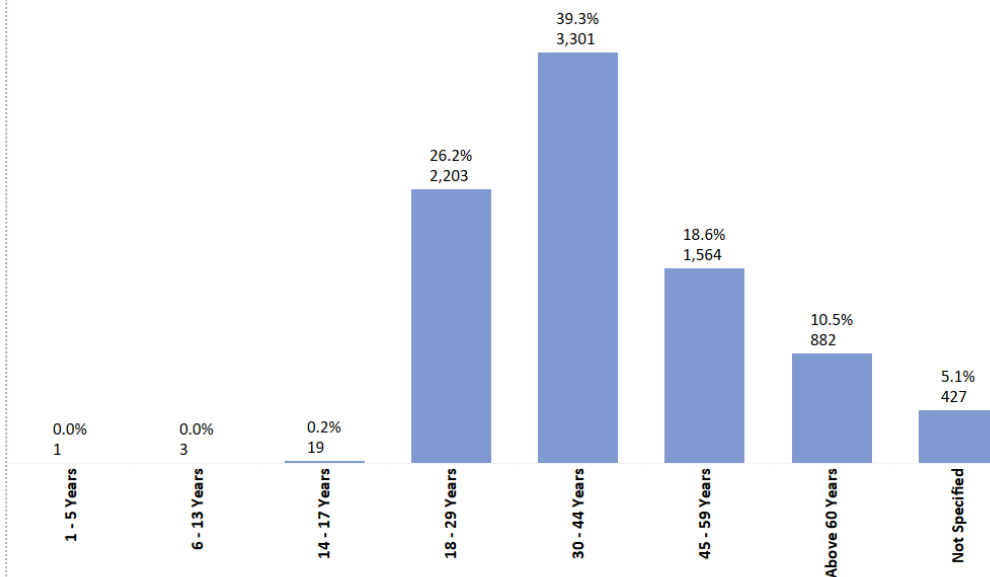
**8,400** tickets received across **34** sites  
**2,784** tickets closed on the spot  
**5,616** tickets referred to relevant actors  
**3,904** responses given by relevant actors

*\*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	555	2	553	123	430
Camp 01W	670	7	663	1,370	0
Camp 02E	197	1	196	1	195
Camp 02W	207	14	193	151	42
Camp 03	476	174	302	277	25
Camp 04	286	167	119	200	0
Camp 04 Ext.	169	113	56	118	0
Camp 05	115	16	99	16	83
Camp 06	199	87	112	87	25
Camp 07	1,097	144	953	199	754
Camp 08E	53	52	1	52	0
Camp 08W	92	85	7	60	0
Camp 09	131	104	27	74	0
Camp 10	134	43	91	87	4
Camp 11	142	96	46	92	0
Camp 12	161	49	112	227	0
Camp 13	202	41	161	141	20
Camp 14	163	145	18	13	5
Camp 15	51	32	19	45	0
Camp 16	63	52	11	70	0
Camp 17	579	117	462	117	345
Camp 18	173	170	3	34	0
Camp 19	243	233	10	4	6
Camp 20	65	63	2	7	0
Camp 20 Ext	82	79	3	2	1
Camp 21	269	1	268	31	237
Camp 22	504	491	13	11	2
Camp 24	83	68	15	22	0
Camp 25	78	70	8	3	5
Camp 26	499	63	436	63	373
Camp 27	455	1	454	194	260
Kutupalong RC	87	3	84	6	78
Nayapara RC	96	0	96	6	90
Transit Center	24	1	23	1	22

## Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	3,819	71	3,748	585	3,163
Shelter & NFI - Request for information	1,339	1,334	5	1,334	0
NFI - Request additional materials	1,087	1,087	0	0	0
Damage to shelter - Shelter damaged by weather	935	0	935	1,129	0
Shelter Materials - Missed Distribution	396	0	396	327	69
Shelter Materials - Request additional materials	269	197	72	10	62
Request for additional room - Request for new room	224	0	224	310	0
Shelter Number - Requested	80	0	80	74	6
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	65	0	65	3	62
Feedback - Shelter & NFI	32	32	0	38	0
Shelter Materials - Received amount is not enough	31	26	5	5	0
Shelter & NFI - NFI Concern related to distribution modality facility quality location	27	0	27	1	26
NFI - Missed Distribution	24	0	24	73	0
Health - Rehabilitation support or assistive device support	22	0	22	0	22
NFI - Received amount is not enough	10	10	0	0	0
When is the next NFI distribution day?	9	9	0	1	0
When is the next Shelter Materials distribution day	6	5	1	1	0

# Common Feedback Platform - CFP

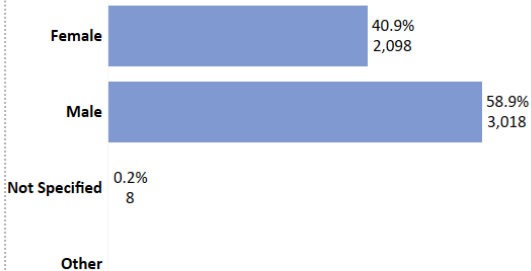
Monthly Sector Report | January 2025 | Site Management

## Summary for January 2025

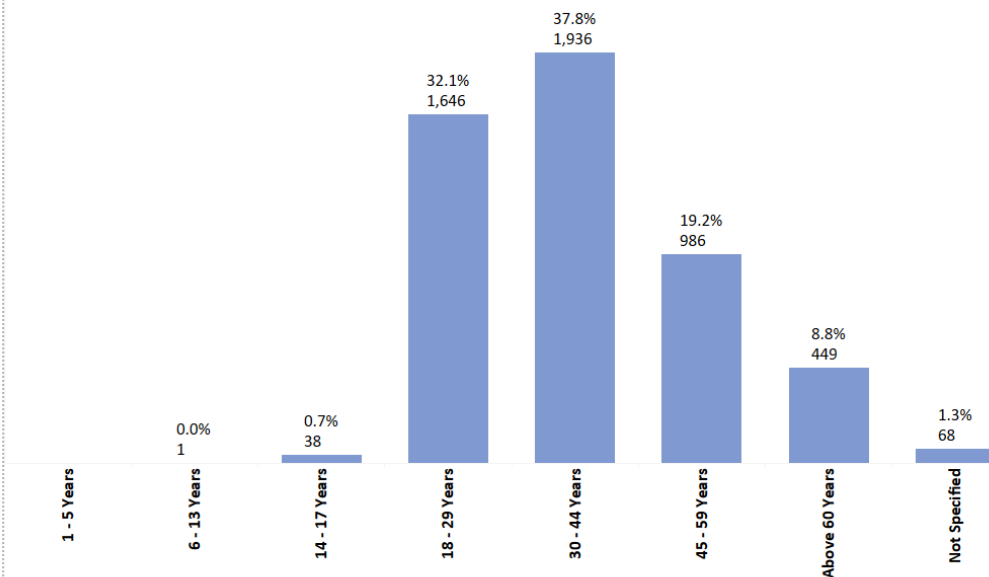
**5,124** tickets received across **34** sites  
**4,073** tickets closed on the spot  
**1,051** tickets referred to relevant actors  
**2,836** responses given by relevant actors

*\*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	73	33	40	33	7
Camp 01W	178	169	9	171	0
Camp 02E	20	11	9	11	0
Camp 02W	35	12	23	12	11
Camp 03	29	23	6	31	0
Camp 04	369	358	11	358	0
Camp 04 Ext.	23	10	13	10	3
Camp 05	52	50	2	50	0
Camp 06	29	24	5	24	0
Camp 07	4	1	3	1	2
Camp 08E	32	0	32	75	0
Camp 08W	111	108	3	107	0
Camp 09	140	137	3	65	0
Camp 10	110	47	63	71	0
Camp 11	144	100	44	64	0
Camp 12	100	88	12	98	0
Camp 13	56	27	29	12	17
Camp 14	444	430	14	12	2
Camp 15	553	479	74	339	0
Camp 16	210	194	16	205	0
Camp 17	8	3	5	3	2
Camp 18	273	186	87	55	32
Camp 19	169	162	7	8	0
Camp 20	238	195	43	34	9
Camp 20 Ext	350	282	68	13	55
Camp 21	64	59	5	59	0
Camp 22	503	385	118	321	0
Camp 24	207	77	130	278	0
Camp 25	338	338	0	227	0
Camp 26	66	26	40	26	14
Camp 27	171	36	135	40	95
Kutupalong RC	20	20	0	20	0
Nayapara RC	3	2	1	2	0
Transit Center	2	1	1	1	0

## 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	2,154	1,973	181	1,974	0
Cash for Work - Has not been selected for CFW in long time	1,196	1,196	0	0	0
Cash for Work - Requested CFW	732	732	0	0	0
Cash for Work - Has not been enrolled	570	0	570	438	132
Site Management - Feedback	144	138	6	138	0
Electricity Supply - Not working	118	0	118	199	0
Relocation & Repatriation - Relocation within camp	92	0	92	10	82
Cash For Work - Request for information	28	9	19	9	10
Community Conflict - Land & shelter extension	19	0	19	11	8
Cash for Work - Payment delayed	17	0	17	19	0
When is my next Cash for Work rotation day?	17	17	0	4	0
Community Conflict - Tree Cutting	14	0	14	26	0
Not working - Solar supply	7	0	7	1	6
When is the next Cash for Work payment day?	7	7	0	0	0
Cash for Work - Has received less payment than days worked	4	0	4	1	3
Cash for Work - Recruitment volunteer	2	0	2	0	2
Cash for Work - Was charged to enroll or be selected	1	0	1	2	0

# Common Feedback Platform - CFP

Monthly Sector Report | January 2025 | Site Development

## Summary for January 2025

**4,694** tickets received across **34** sites

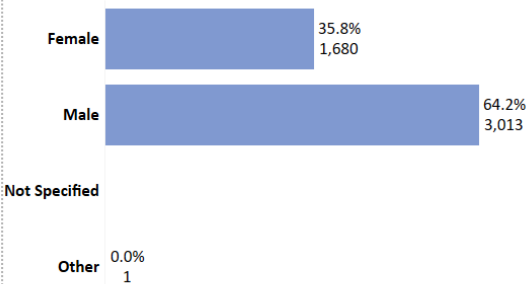
**55** tickets closed on the spot

**4,639** tickets referred to relevant actors

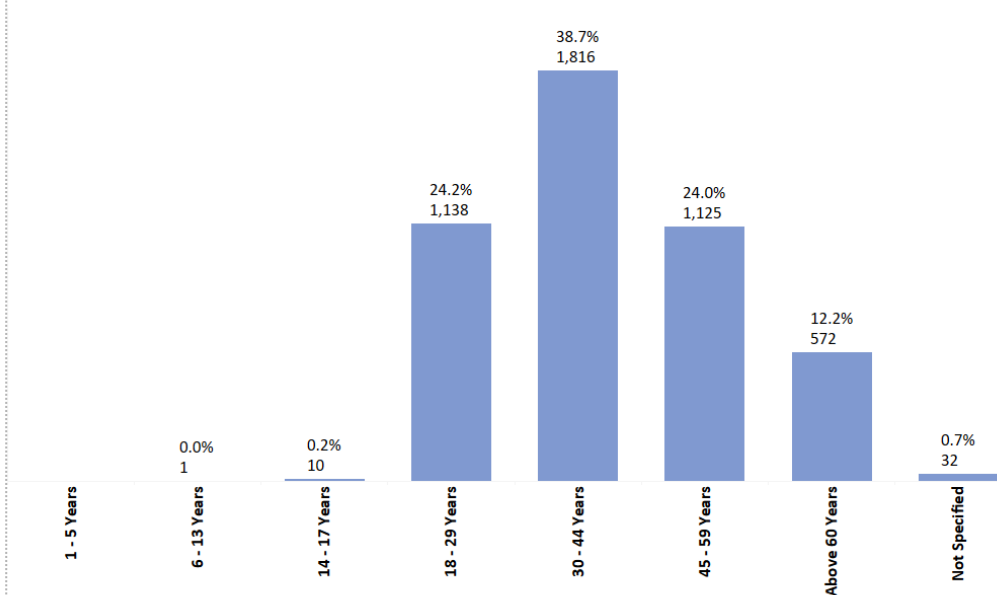
**3,303** responses given by relevant actors

*\*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	55	0	55	10	45
Camp 01W	84	0	84	31	53
Camp 02E	38	0	38	0	38
Camp 02W	10	0	10	5	5
Camp 03	25	0	25	0	25
Camp 04	6	0	6	0	6
Camp 04 Ext.	0	0	0	0	0
Camp 05	52	0	52	8	44
Camp 06	49	0	49	8	41
Camp 07	91	0	91	3	88
Camp 08E	348	0	348	156	192
Camp 08W	238	0	238	352	0
Camp 09	237	0	237	214	23
Camp 10	328	0	328	305	23
Camp 11	300	0	300	173	127
Camp 12	278	0	278	276	2
Camp 13	478	0	478	269	209
Camp 14	254	55	199	149	50
Camp 15	396	0	396	273	123
Camp 16	188	0	188	290	0
Camp 17	11	0	11	0	11
Camp 18	248	0	248	201	47
Camp 19	335	0	335	316	19
Camp 20	94	0	94	39	55
Camp 20 Ext	93	0	93	30	63
Camp 21	113	0	113	0	113
Camp 22	128	0	128	33	95
Camp 24	115	0	115	83	32
Camp 25	49	0	49	57	0
Camp 26	7	0	7	0	7
Camp 27	22	0	22	16	6
Kutupalong RC	5	0	5	0	5
Nayapara RC	15	0	15	6	9
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
Slope Protection (erosion) - Requested	1,331	0	1,331	1,065	266
Slope Protection (erosion) - Damaged, broken, or needs improvement	1,211	0	1,211	841	370
Pathway - Damaged, broken, or needs improvement	455	0	455	133	322
Drainage - Drain Requested	339	0	339	307	32
Stairs - Requested	260	0	260	201	59
Stairs - Damaged, broken, or needs improvement	234	0	234	134	100
Pathway - Requested	205	0	205	150	55
Drainage - Damaged, broken, or needs improvement	129	0	129	91	38
Lamp post or Street light - Requested	126	0	126	65	61
Drainage - Blocked or Water logging	120	0	120	75	45
Drainage Cover (Slab) - Requested	83	0	83	104	0
When will my issue be prioritized for resolving?	53	53	0	0	0
Lamp post or Street light - Damaged, broken, or needs improvement	42	0	42	41	1
Fence or railing for path or stairs - Requested	24	0	24	9	15
Bridge - Damaged, broken, or needs improvement	20	0	20	19	1
Drainage Cover (Slab) - Damaged, broken, or needs improvement	18	0	18	18	0
Fence or railing for path or stairs - Damaged, broken, or needs improvement	11	0	11	9	2

# Common Feedback Platform - CFP

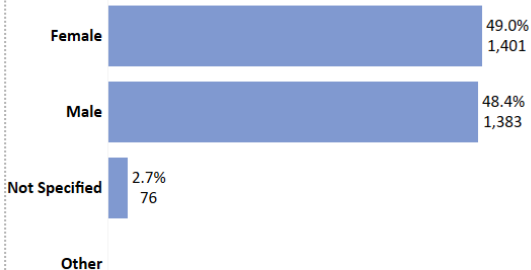
Monthly Sector Report | January 2025 | Protection

## Summary for January 2025

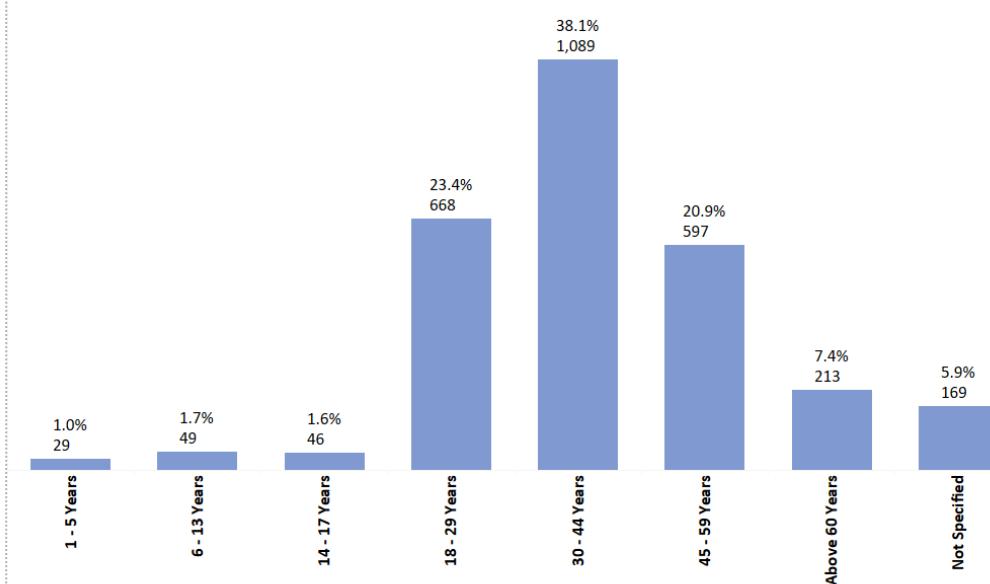
**2,860** tickets received across **34** sites  
**1,777** tickets closed on the spot  
**1,083** tickets referred to relevant actors  
**2,558** responses given by relevant actors

*\*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	167	96	71	114	0
Camp 01W	120	88	32	111	0
Camp 02E	30	9	21	14	7
Camp 02W	48	5	43	23	20
Camp 03	88	58	30	64	0
Camp 04	315	291	24	328	0
Camp 04 Ext.	24	13	11	27	0
Camp 05	68	49	19	52	0
Camp 06	96	83	13	95	0
Camp 07	72	40	32	49	0
Camp 08E	27	3	24	9	15
Camp 08W	36	18	18	18	0
Camp 09	85	59	26	58	0
Camp 10	26	8	18	14	4
Camp 11	90	73	17	83	0
Camp 12	20	2	18	11	7
Camp 13	19	0	19	16	3
Camp 14	13	0	13	12	1
Camp 15	90	58	32	97	0
Camp 16	59	50	9	55	0
Camp 17	38	3	35	4	31
Camp 18	54	14	40	27	13
Camp 19	36	23	13	10	3
Camp 20	9	1	8	5	3
Camp 20 Ext	22	20	2	4	0
Camp 21	30	19	11	29	0
Camp 22	154	148	6	152	0
Camp 24	187	136	51	159	0
Camp 25	36	28	8	21	0
Camp 26	103	37	66	67	0
Camp 27	10	0	10	8	2
Kutupalong RC	183	15	168	259	0
Nayapara RC	476	328	148	527	0
Transit Center	29	2	27	36	0

## Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Protection - Request for information	1,364	1,328	36	1,328	0
Feedback - Protection	378	376	2	376	0
Protection - Enquiry or update related to an existing resettlement case	294	0	294	480	0
Protection Referral (UNHCR)	171	1	170	82	88
Protection - Another issue involving violence toward someone including psychological abuse and neglect	155	0	155	108	47
Protection - Registration requests by unregistered individuals	130	0	130	0	130
Protection - Justice Issues Another issue involving access to justice	65	0	65	29	36
Protection - Assaulted or Abused beaten cut wounded	63	0	63	31	32
Protection Referral (IOM)	48	48	0	0	0
Protection - Request to reunite with a family member residing in a third country	32	0	32	35	0
Protection - Want help to find family members	28	0	28	9	19
People at risk - The survivor is an adult	21	4	17	25	0
Protection - Extortion	19	0	19	11	8
Protection - Exploitation	17	0	17	5	12
Protection - Forced recruitment in an armed group	14	0	14	9	5
Protection - Pushed back at the border	13	0	13	7	6
Protection - Another issue involving someone being killed or disappeared	10	0	10	8	2

# Common Feedback Platform - CFP

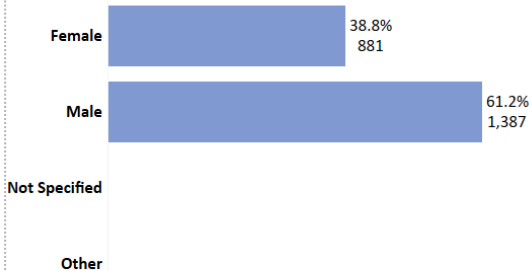
Monthly Sector Report | January 2025 | Energy & Environment

## Summary for January 2025

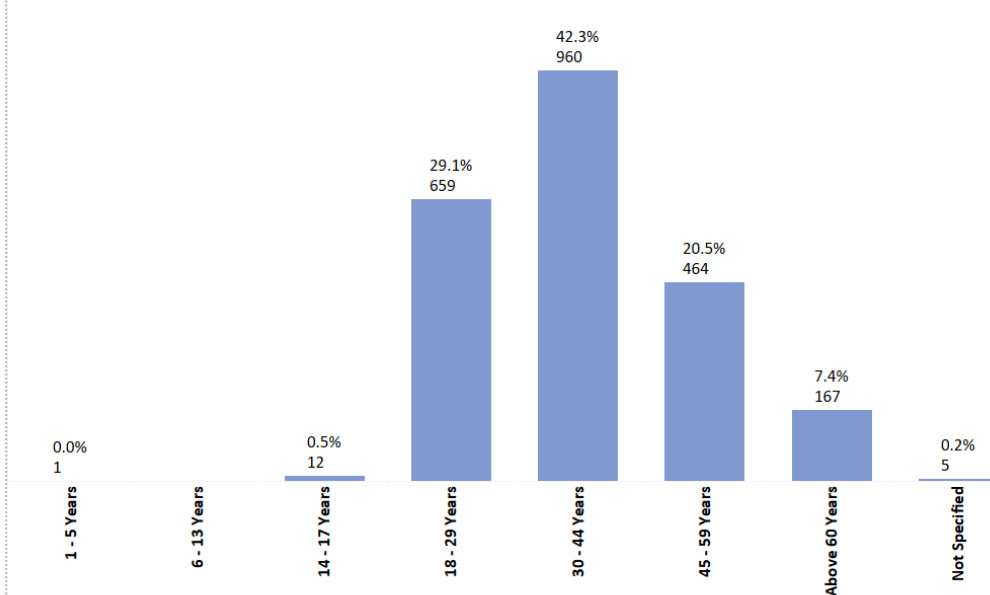
**2,268** tickets received across **34** sites  
**1,201** tickets closed on the spot  
**1,067** tickets referred to relevant actors  
**663** responses given by relevant actors

*\*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	28	1	27	1	26
Camp 01W	45	0	45	14	31
Camp 02E	5	0	5	0	5
Camp 02W	17	0	17	0	17
Camp 03	7	1	6	4	2
Camp 04	26	5	21	19	2
Camp 04 Ext.	7	1	6	4	2
Camp 05	12	10	2	10	0
Camp 06	6	0	6	2	4
Camp 07	10	0	10	5	5
Camp 08E	17	9	8	75	0
Camp 08W	28	6	22	27	0
Camp 09	63	61	2	5	0
Camp 10	18	0	18	10	8
Camp 11	31	5	26	16	10
Camp 12	26	6	20	36	0
Camp 13	4	3	1	0	1
Camp 14	100	95	5	0	5
Camp 15	35	7	28	53	0
Camp 16	97	93	4	98	0
Camp 17	5	0	5	0	5
Camp 18	136	130	6	4	2
Camp 19	57	55	2	12	0
Camp 20	59	51	8	11	0
Camp 20 Ext	29	21	8	25	0
Camp 21	73	63	10	63	0
Camp 22	534	493	41	127	0
Camp 24	649	15	634	15	619
Camp 25	83	67	16	24	0
Camp 26	33	1	32	1	31
Camp 27	3	0	3	0	3
Kutupalong RC	3	2	1	2	0
Nayapara RC	7	0	7	0	7
Transit Center	15	0	15	0	15

## 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	668	474	194	40	154
Cooking Stove - Did not receive	370	0	370	73	297
Energy and Environment - Request for information	356	345	11	345	0
LPG Gas - Did not receive cylinder	348	0	348	64	284
Cooking Stove - Broken or not working	217	217	0	0	0
Cooking set (gas & stove) - Broken or not working	59	59	0	0	0
LPG Gas - Did not receive refill	58	0	58	58	0
When is the next LPG distribution day?	48	48	0	0	0
Cooking set (gas & stove) - Requested	42	42	0	0	0
Pressure Cooker - Did not receive	34	0	34	26	8
LPG Porters - Requested	23	0	23	20	3
Cooking Stove - Requested	15	15	0	0	0
LPG Gas - Lost token	14	0	14	14	0
LPG Gas - Lost or stolen cylinder	11	0	11	16	0
Cooking Stove - Lost or stolen	2	0	2	4	0
Pressure Cooker - Did not receive	2	0	2	2	0
Energy And Environment - Feedback	1	1	0	1	0



# Common Feedback Platform - CFP

Monthly Sector Report | January 2025 | ID Documents

## Summary for January 2025

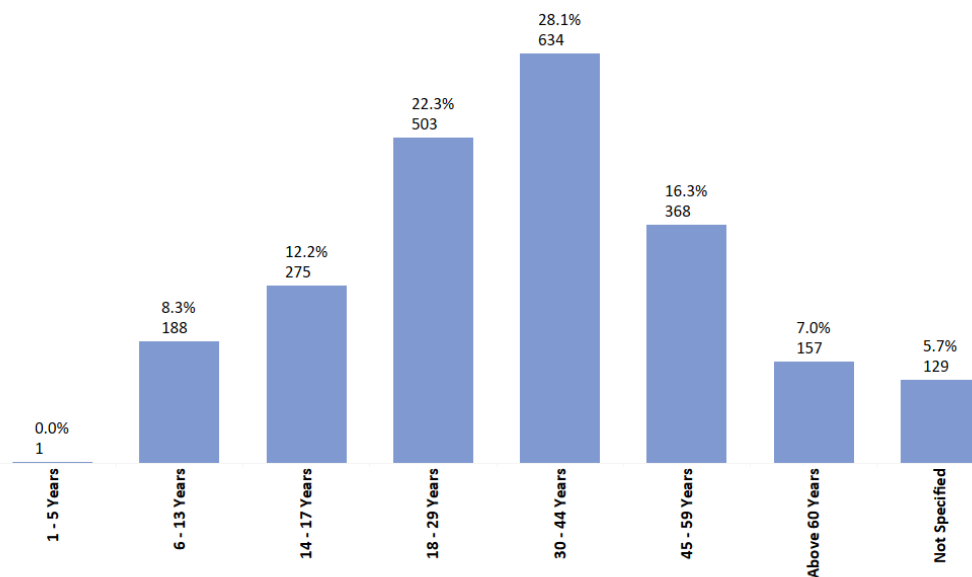
**2,255** tickets received across **34** sites  
**2,101** tickets closed on the spot  
**154** tickets referred to relevant actors  
**1,930** responses given by relevant actors

*\*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	79	75	4	78	0
Camp 01W	198	193	5	198	0
Camp 02E	20	19	1	19	0
Camp 02W	147	145	2	147	0
Camp 03	56	55	1	56	0
Camp 04	124	123	1	123	0
Camp 04 Ext.	34	34	0	34	0
Camp 05	142	142	0	142	0
Camp 06	43	43	0	43	0
Camp 07	55	55	0	55	0
Camp 08E	42	36	6	47	0
Camp 08W	27	25	2	25	0
Camp 09	86	85	1	85	0
Camp 10	213	204	9	221	0
Camp 11	74	61	13	50	0
Camp 12	58	53	5	59	0
Camp 13	5	3	2	5	0
Camp 14	83	81	2	4	0
Camp 15	31	23	8	23	0
Camp 16	10	9	1	10	0
Camp 17	11	11	0	11	0
Camp 18	9	7	2	19	0
Camp 19	31	30	1	5	0
Camp 20	43	41	2	1	1
Camp 20 Ext	91	84	7	9	0
Camp 21	37	27	10	37	0
Camp 22	213	174	39	135	0
Camp 24	99	95	4	103	0
Camp 25	53	50	3	47	0
Camp 26	82	68	14	81	0
Camp 27	30	24	6	29	0
Kutupalong RC	4	4	0	4	0
Nayapara RC	20	17	3	20	0
Transit Center	5	5	0	5	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	1,749	1,706	43	1,749	0
SMART Card & Family Attestation - Add New Born	126	126	0	0	0
SMART Card & Family Attestation - Request for individual SMART card	113	113	0	0	0
SMART Card & Family Attestation - Lost ID Card	84	84	0	0	0
SCOPE Card - Has not received new SCOPE Card	34	0	34	58	0
SCOPE Card - No balance on card	27	0	27	7	20
SCOPE Card - Family Attestation doesn't match SCOPE	25	0	25	74	0
SCOPE Card - Lost	20	0	20	27	0
SMART Card & Family Attestation - Add New Member	15	15	0	0	0
SMART Card & Family Attestation - Address Change	13	13	0	0	0
SMART Card & Family Attestation - Biographical Error	11	11	0	0	0
SMART Card & Family Attestation - HH requests for vulnerability verification (e.g., Elderly headed HH, Child headed HH, Woman Headed HH, H..)	11	11	0	0	0
SMART Card & Family Attestation - Merge and split	10	10	0	0	0
Registration - Feedback	3	3	0	3	0
SCOPE Card - Fingerprint scan is not working	2	0	2	6	0
SMART Card & Family Attestation - HH requests for vulnerability verification (only for HH that includes person with disability)	2	2	0	0	0
SMART Card & Family Attestation - Lost family attestation card	2	2	0	0	0

# Common Feedback Platform - CFP

Monthly Sector Report | January 2025 | WASH

## Summary for January 2025

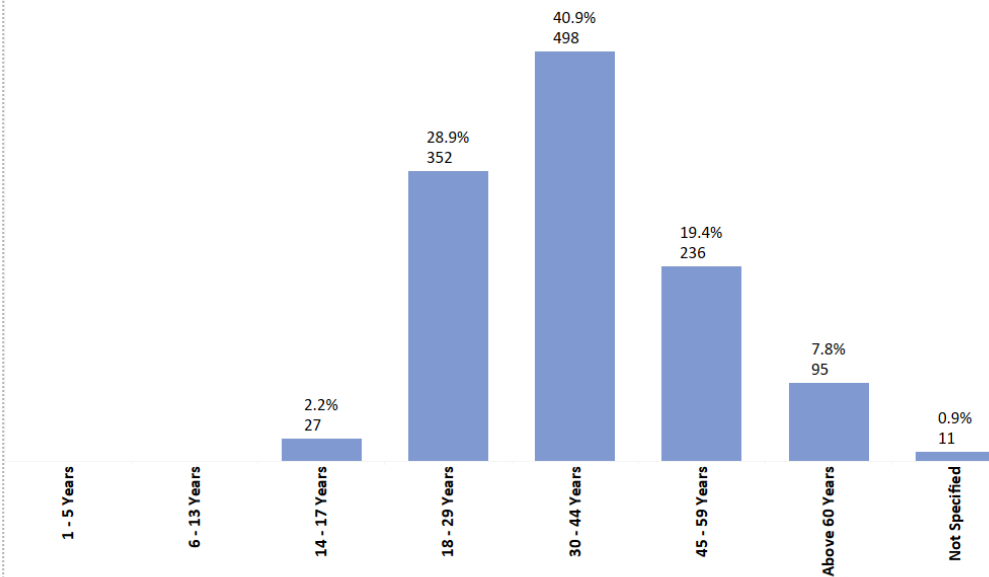
- 1,219** tickets received across **34** sites
- 683** tickets closed on the spot
- 536** tickets referred to relevant actors
- 947** responses given by relevant actors

*\*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	12	3	9	3	6
Camp 01W	6	0	6	0	6
Camp 02E	4	0	4	0	4
Camp 02W	2	0	2	0	2
Camp 03	9	4	5	4	1
Camp 04	11	7	4	7	0
Camp 04 Ext.	1	0	1	0	1
Camp 05	12	1	11	1	10
Camp 06	4	2	2	2	0
Camp 07	2	1	1	1	0
Camp 08E	48	30	18	66	0
Camp 08W	16	4	12	3	9
Camp 09	63	48	15	70	0
Camp 10	47	5	42	35	7
Camp 11	58	44	14	61	0
Camp 12	54	18	36	63	0
Camp 13	17	0	17	57	0
Camp 14	31	24	7	9	0
Camp 15	32	12	20	50	0
Camp 16	112	95	17	132	0
Camp 17	8	4	4	4	0
Camp 18	72	59	13	27	0
Camp 19	37	1	36	29	7
Camp 20	40	35	5	8	0
Camp 20 Ext	11	2	9	3	6
Camp 21	29	16	13	16	0
Camp 22	89	80	9	63	0
Camp 24	134	97	37	139	0
Camp 25	68	52	16	25	0
Camp 26	20	7	13	7	6
Camp 27	160	31	129	58	71
Kutupalong RC	4	1	3	1	2
Nayapara RC	3	0	3	3	0
Transit Center	3	0	3	0	3

## Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
WASH - Request for information	615	494	121	494	0
Soap & Hygiene Kit - Not enough	142	142	0	0	0
Latrine - Needs desludging	89	0	89	81	8
Latrine - New toilet requested	53	0	53	59	0
Water tap - Requested	42	0	42	31	11
Soap & Hygiene Kit - Additional Requested	38	38	0	0	0
Latrine - Broken	36	0	36	53	0
Soap & Hygiene Kit - Did not receive	30	0	30	72	0
Bathing Station - Requested	27	0	27	44	0
Water tap & Tubewell - Requesting new facility	22	0	22	1	21
Bathing Station - Broken or Damaged	20	0	20	29	0
Tubewell - Not Working	14	0	14	21	0
Water tap - Poor quality water	14	0	14	1	13
Trash Disposal - Trash pick-up needed	13	0	13	10	3
Water tap - Not working	11	0	11	14	0
Latrine - Needs cleaning	10	0	10	10	0
Water tap & Tubewell - Not Working	8	0	8	1	7

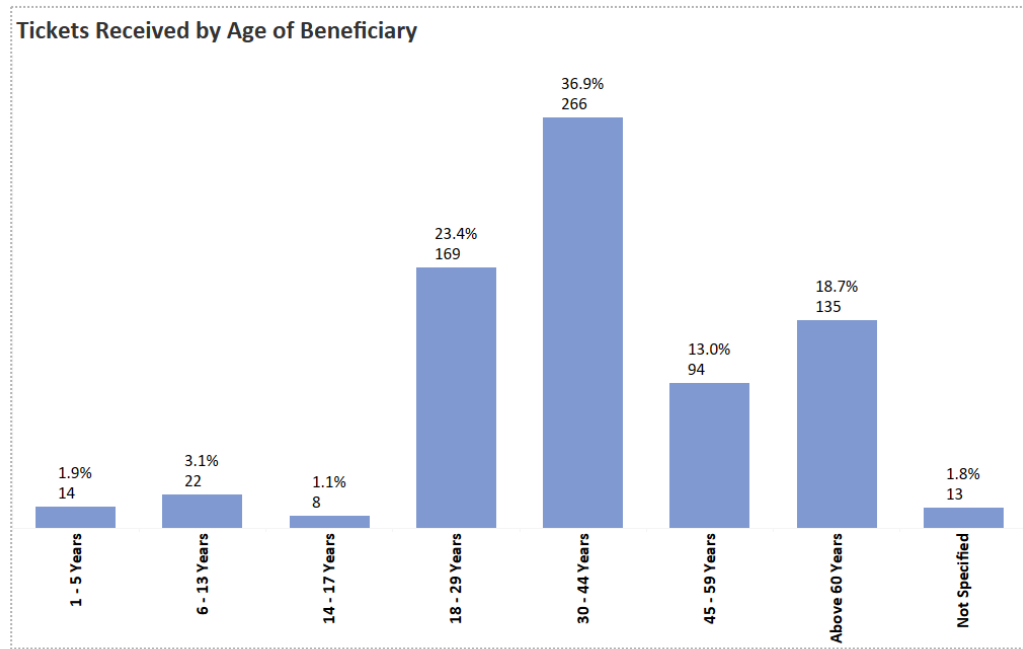
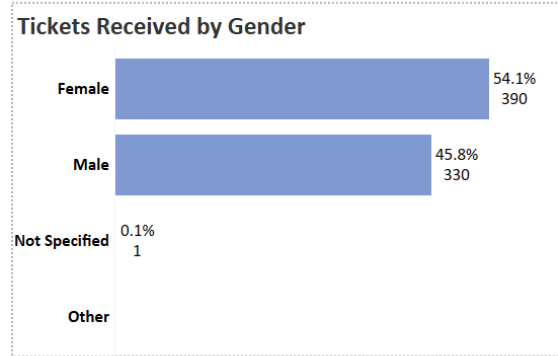
# Common Feedback Platform - CFP

Monthly Sector Report | January 2025 | Health

**Summary for January 2025**

- 721** tickets received across **34** sites
- 344** tickets closed on the spot
- 377** tickets referred to relevant actors
- 343** 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	31	13	18	13	5
Camp 01W	24	5	19	5	14
Camp 02E	6	1	5	1	4
Camp 02W	22	0	22	0	22
Camp 03	9	4	5	4	1
Camp 04	17	14	3	14	0
Camp 04 Ext.	7	0	7	0	7
Camp 05	11	10	1	10	0
Camp 06	8	4	4	4	0
Camp 07	6	1	5	1	4
Camp 08E	14	11	3	11	0
Camp 08W	4	4	0	4	0
Camp 09	10	0	10	0	10
Camp 10	18	9	9	9	0
Camp 11	31	28	3	29	0
Camp 12	10	3	7	3	4
Camp 13	10	0	10	0	10
Camp 14	2	0	2	0	2
Camp 15	19	2	17	2	15
Camp 16	42	36	6	36	0
Camp 17	6	2	4	2	2
Camp 18	84	74	10	74	0
Camp 19	22	6	16	3	13
Camp 20	3	0	3	0	3
Camp 20 Ext	2	2	0	3	0
Camp 21	36	27	9	27	0
Camp 22	10	10	0	10	0
Camp 24	54	47	7	47	0
Camp 25	15	9	6	9	0
Camp 26	44	17	27	17	10
Camp 27	10	0	10	0	10
Kutupalong RC	11	3	8	3	5
Nayapara RC	14	1	13	1	12
Transit Center	109	1	108	1	107

**Top Tickets Received this Month**

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Health - Request for information	349	340	9	340	0
Health - Assessment of medical conditions required	249	0	249	0	249
General Health Card - Did not receive	61	0	61	0	61
Health - MHPSS signs and symptoms of distress in the last 4 5 weeks	13	0	13	0	13
General Health Card - Lost, damaged or Stolen	7	0	7	0	7
Health - Facility is not maintaining standards	7	0	7	0	7
Health - Identification of Persons with Specific Needs	7	0	7	0	7
Health - MHPSS continuity of care	7	0	7	0	7
General Health Card - Fully filled up	5	0	5	0	5
Health - MHPSS Self harm harm others	5	0	5	0	5
Treatment - Waited too long	4	0	4	0	4
Health - Feedback	1	1	0	1	0
Health - MHPSS signs and symptoms of distress in the last 2 3 weeks	1	0	1	0	1
Health post - Clinic not open	1	0	1	0	1
Treatment - Permission to travel outside camp for healthcare	1	1	0	0	0
Treatment - Treatment not good quality	1	0	1	2	0
Where is IOM PHC?	1	1	0	0	0

# Common Feedback Platform - CFP

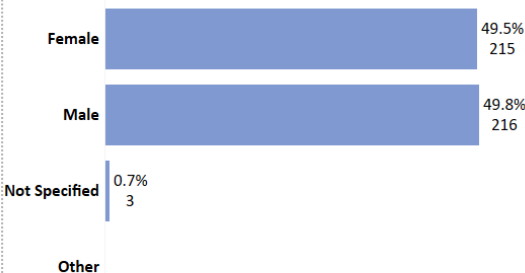
Monthly Sector Report | January 2025 | **Nutrition**

## Summary for January 2025

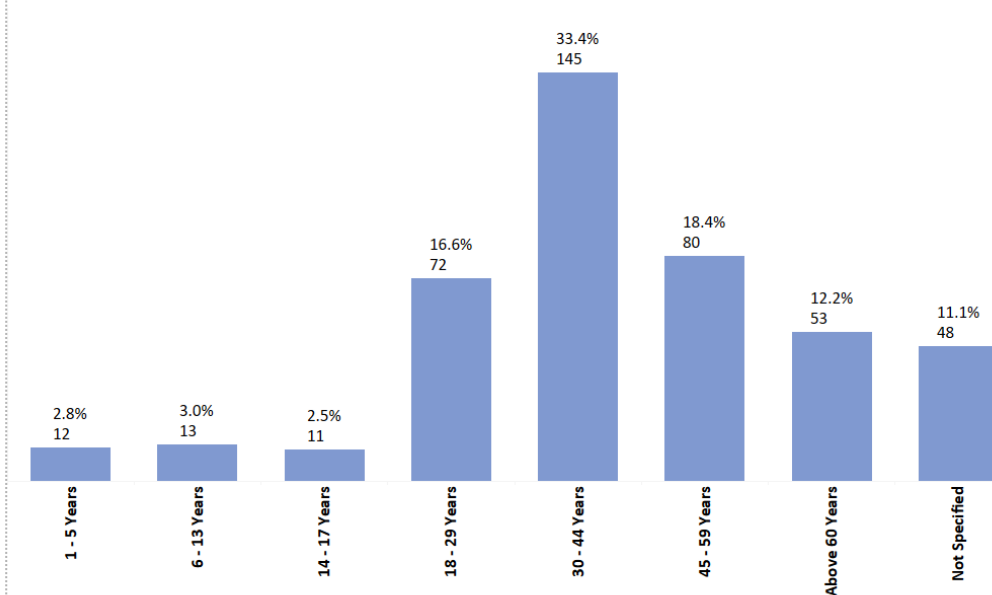
- 434** tickets received across **34** sites
- 406** tickets closed on the spot
- 28** tickets referred to relevant actors
- 406** responses given by relevant actors

*\*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	19	19	0	19	0
Camp 01W	6	5	1	5	0
Camp 02E	3	2	1	2	0
Camp 02W	6	6	0	6	0
Camp 03	24	24	0	24	0
Camp 04	27	27	0	27	0
Camp 04 Ext.	5	5	0	5	0
Camp 05	0	0	0	0	0
Camp 06	3	3	0	3	0
Camp 07	10	10	0	10	0
Camp 08E	33	33	0	33	0
Camp 08W	11	11	0	11	0
Camp 09	22	22	0	22	0
Camp 10	110	110	0	110	0
Camp 11	3	3	0	3	0
Camp 12	6	6	0	6	0
Camp 13	0	0	0	0	0
Camp 14	0	0	0	0	0
Camp 15	5	5	0	5	0
Camp 16	0	0	0	0	0
Camp 17	12	12	0	12	0
Camp 18	35	35	0	35	0
Camp 19	2	2	0	2	0
Camp 20	0	0	0	0	0
Camp 20 Ext	2	2	0	2	0
Camp 21	6	5	1	5	0
Camp 22	0	0	0	0	0
Camp 24	1	0	1	0	1
Camp 25	1	1	0	1	0
Camp 26	34	31	3	31	0
Camp 27	31	10	21	10	11
Kutupalong RC	14	14	0	14	0
Nayapara RC	3	3	0	3	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
Nutrition - Request for information	431	406	25	406	0
Nutrition Assistance - Requested	3	0	3	0	3

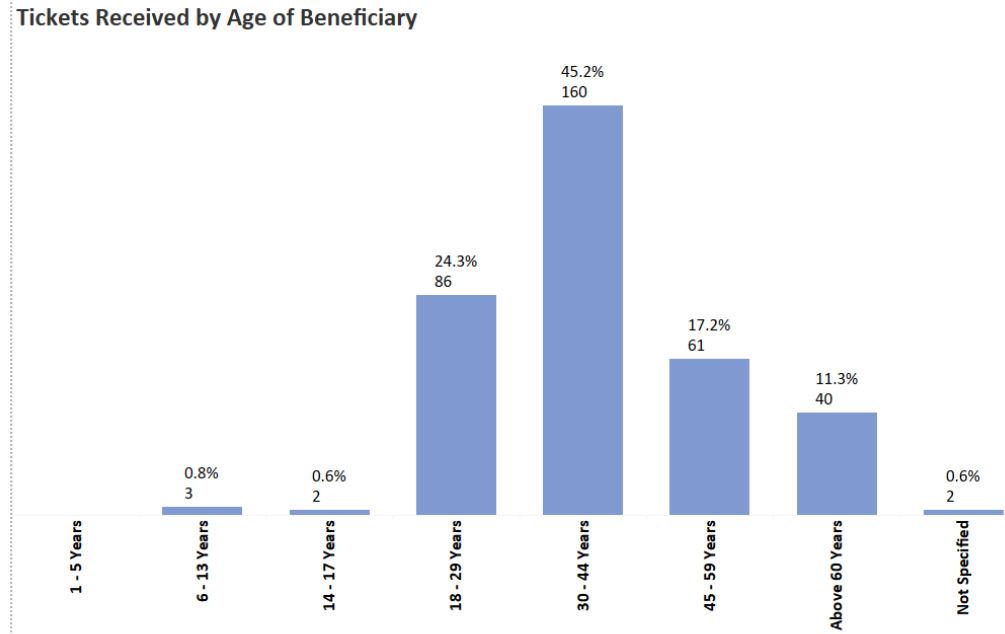
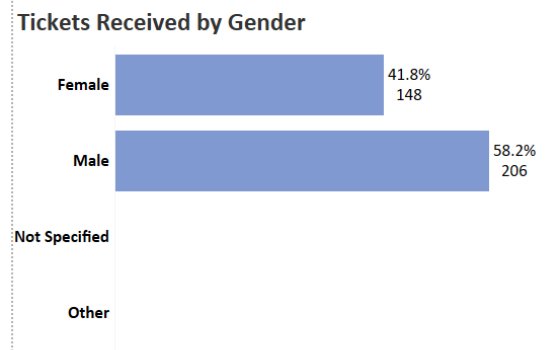
# Common Feedback Platform - CFP

Monthly Sector Report | January 2025 | Food Security

**Summary for January 2025**

<b>354</b>	tickets received across <b>34</b> sites
<b>183</b>	tickets closed on the spot
<b>171</b>	tickets referred to relevant actors
<b>262</b>	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	20	0	20	21	0
Camp 01W	28	0	28	7	21
Camp 02E	1	0	1	0	1
Camp 02W	5	0	5	0	5
Camp 03	19	0	19	0	19
Camp 04	6	0	6	4	2
Camp 04 Ext.	5	0	5	0	5
Camp 05	2	0	2	0	2
Camp 06	4	0	4	0	4
Camp 07	7	0	7	30	0
Camp 08E	6	0	6	40	0
Camp 08W	5	1	4	12	0
Camp 09	0	0	0	2	0
Camp 10	2	0	2	1	1
Camp 11	8	5	3	1	2
Camp 12	7	0	7	13	0
Camp 13	0	0	0	0	0
Camp 14	31	31	0	0	0
Camp 15	1	1	0	2	0
Camp 16	1	0	1	0	1
Camp 17	1	0	1	0	1
Camp 18	51	50	1	1	0
Camp 19	1	0	1	0	1
Camp 20	0	0	0	1	0
Camp 20 Ext	10	1	9	3	6
Camp 21	0	0	0	0	0
Camp 22	48	48	0	0	0
Camp 24	1	0	1	76	0
Camp 25	46	46	0	31	0
Camp 26	4	0	4	6	0
Camp 27	6	0	6	1	5
Kutupalong RC	17	0	17	0	17
Nayapara RC	6	0	6	10	0
Transit Center	5	0	5	0	5

**Top Tickets Received this Month**

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Food distributions - Request for different items or quantities	73	73	0	0	0
Request for fresh food enlistment - Request for fresh food	60	0	60	183	0
Food distributions - Household has not received food	54	0	54	57	0
Farming supplies - Requested	50	50	0	0	0
Food distributions - Request for more food each month	42	42	0	0	0
Food Security - Issue with distribution item	18	0	18	3	15
Food Porters - Requested	17	0	17	4	13
Food Security - Issue with collector	13	0	13	0	13
When is the next food distribution day? When are the food distribution centres open?	13	13	0	0	0
Food distributions - Poor quality food items	5	0	5	0	5
Food distributions - Want to purchase more but not allowed	5	5	0	0	0
Food distributions - HH wants someone outside their family to collect food	2	0	2	4	0
Food distributions - Missed Token	2	0	2	11	0

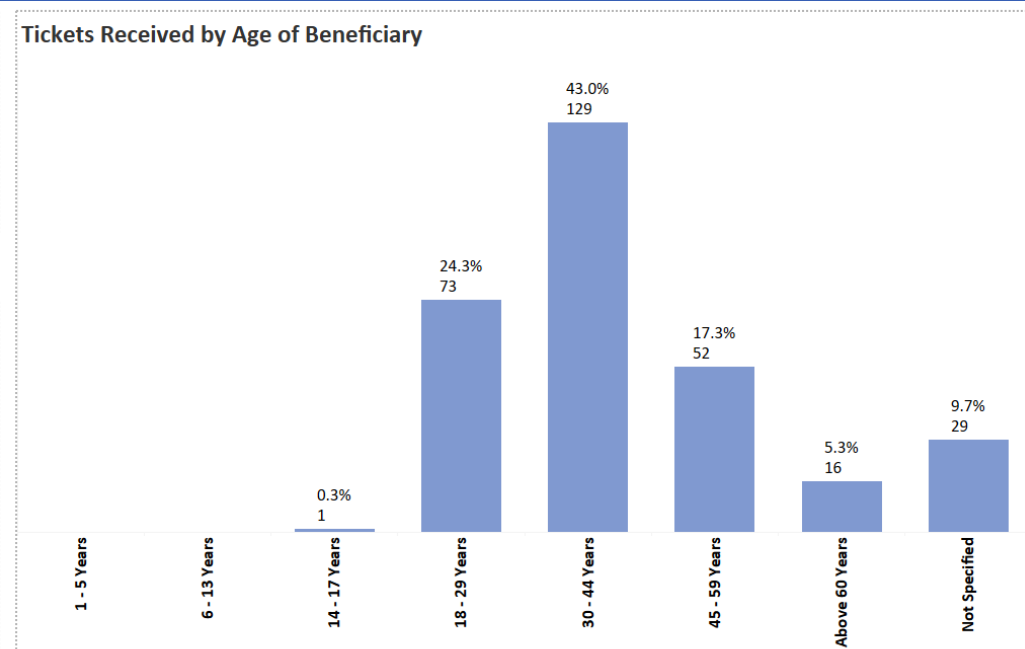
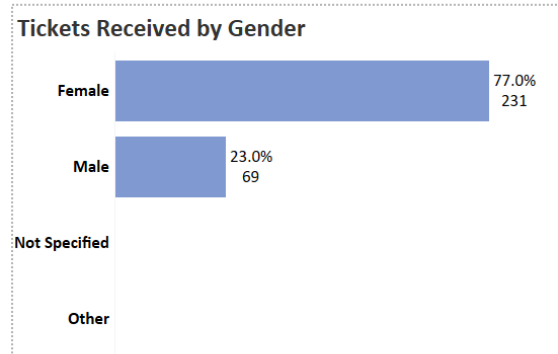
# Common Feedback Platform - CFP

Monthly Sector Report | January 2025 | Livelihood

**Summary for January 2025**

300	tickets received across 34 sites
284	tickets closed on the spot
16	tickets referred to relevant actors
284	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	0	0	0	0	0
Camp 01W	0	0	0	0	0
Camp 02E	0	0	0	0	0
Camp 02W	5	4	1	4	0
Camp 03	0	0	0	0	0
Camp 04	192	192	0	192	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	9	9	0	9	0
Camp 08W	0	0	0	0	0
Camp 09	0	0	0	0	0
Camp 10	0	0	0	0	0
Camp 11	0	0	0	0	0
Camp 12	0	0	0	0	0
Camp 13	0	0	0	0	0
Camp 14	0	0	0	0	0
Camp 15	0	0	0	0	0
Camp 16	0	0	0	0	0
Camp 17	0	0	0	0	0
Camp 18	0	0	0	0	0
Camp 19	0	0	0	0	0
Camp 20	0	0	0	0	0
Camp 20 Ext	0	0	0	0	0
Camp 21	0	0	0	0	0
Camp 22	0	0	0	0	0
Camp 24	5	5	0	5	0
Camp 25	69	69	0	69	0
Camp 26	19	4	15	4	11
Camp 27	0	0	0	0	0
Kutupalong RC	1	1	0	1	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	299	283	16	283	0
Livelihood - Feedback	1	1	0	1	0

# Common Feedback Platform - CFP

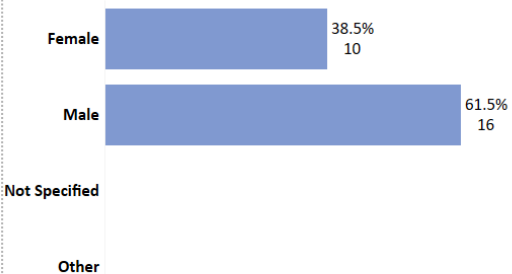
Monthly Sector Report | January 2025 | Education

## Summary for January 2025

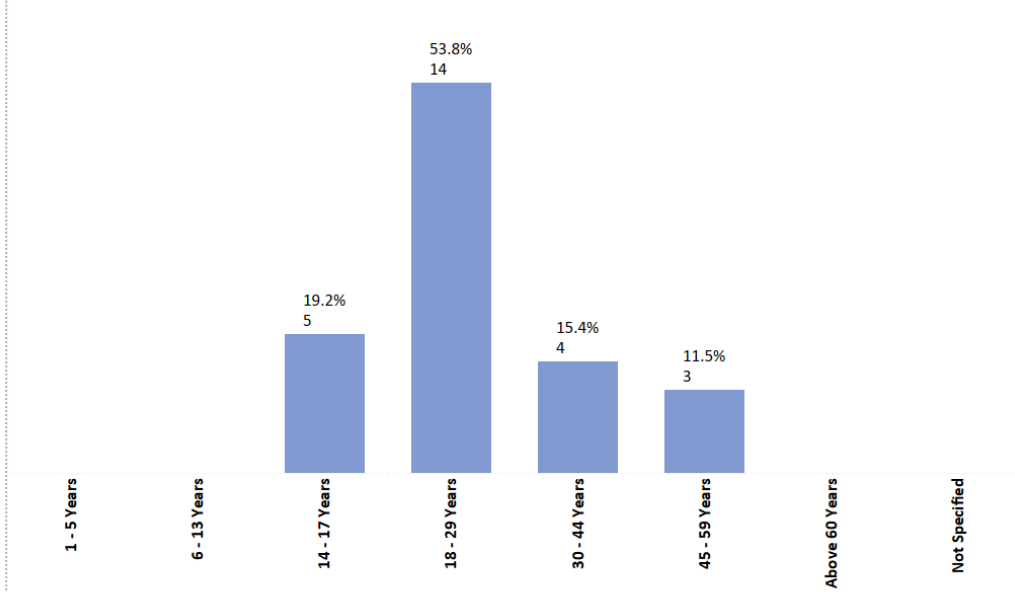
- 26 tickets received across 34 sites
- 8 tickets closed on the spot
- 18 tickets referred to relevant actors
- 26 responses given by relevant actors

*\*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	2	0	2	1	1
Camp 01W	0	0	0	1	0
Camp 02E	2	0	2	2	0
Camp 02W	0	0	0	0	0
Camp 03	2	0	2	1	1
Camp 04	1	0	1	0	1
Camp 04 Ext.	0	0	0	0	0
Camp 05	1	0	1	1	0
Camp 06	1	0	1	0	1
Camp 07	0	0	0	1	0
Camp 08E	0	0	0	0	0
Camp 08W	0	0	0	0	0
Camp 09	3	0	3	4	0
Camp 10	0	0	0	0	0
Camp 11	0	0	0	0	0
Camp 12	0	0	0	0	0
Camp 13	1	0	1	1	0
Camp 14	0	0	0	0	0
Camp 15	2	1	1	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	0	0	0	1	0
Camp 20 Ext	0	0	0	0	0
Camp 21	0	0	0	0	0
Camp 22	0	0	0	1	0
Camp 24	8	7	1	7	0
Camp 25	1	0	1	1	0
Camp 26	1	0	1	2	0
Camp 27	0	0	0	0	0
Kutupalong RC	0	0	0	1	0
Nayapara RC	1	0	1	0	1
Transit Center	0	0	0	0	0

## Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Education-Tertiary Education requested	9	0	9	9	0
Education - Request for information	8	7	1	7	0
Changes to Education - Secondary education requested	4	1	3	2	1
Temporary Learning Centre - Enrolment Requested	3	0	3	5	0
Education - Learning facility is too far	1	0	1	1	0
Education-Myanmar based curriculum requested	1	0	1	0	1