

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.

Common Feedback Platform - CFP

Monthly Sector Cumulative Report | March 2024 - February 2025

Cumulative Data for Mar 2024 - Feb 2025

303,810 tickets received across **34** sites

116,668 tickets closed on the spot

187,142 tickets referred by **6** actors

123,818 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	March	April	May	June	July	August	September	October	November	December	January	February	Grand Total
Education	1	3	2	10	12	12	13	12	18	22	26	37	168
Energy & Environment	924	885	1,231	1,048	863	945	1,337	1,230	1,113	2,314	2,268	2,879	17,037
Food Security	731	561	785	847	1,553	1,023	1,775	1,811	862	785	354	429	11,516
Health	494	401	491	284	427	228	485	95	107	801	721	919	5,453
ID Documents	2,119	1,960	2,513	2,414	2,085	1,223	1,607	695	647	3,423	2,255	4,305	25,246
Livelihood				31	31	7	13			254	300	141	777
Nutrition	5	1	1	5	2		2	8	3	368	434	1,579	2,408
Protection	255	566	1,462	1,045	950	1,456	1,858	341	275	2,628	2,860	2,508	16,204
Shelter & NFI	6,968	7,419	13,649	11,192	12,219	9,905	9,842	7,685	6,866	8,556	8,400	9,449	112,150
Site Development	4,646	3,676	5,285	5,974	6,607	3,675	3,968	4,159	3,727	4,340	4,694	4,426	55,177
Site Management	2,658	1,842	2,515	2,768	3,374	3,470	4,321	2,912	2,722	7,340	5,124	4,359	43,405
WASH	1,653	1,569	1,242	914	833	759	1,099	819	653	1,976	1,219	1,533	14,269

Cumulative Tickets per Month

	March	April	May	June	July	August	September	October	November	December	January	February	Grand Total
Total Received	20,454	18,883	29,176	26,532	28,956	22,703	26,320	19,767	16,993	32,807	28,655	32,564	303,810
Total Closed on the Spot	6,284	5,534	7,434	8,085	9,206	9,277	10,970	5,281	4,970	18,148	13,899	17,580	116,668
Total Referred	14,170	13,349	21,742	18,447	19,750	13,426	15,350	14,486	12,023	14,659	14,756	14,984	187,142
Total Replies	6,812	8,372	9,773	5,319	5,663	11,819	7,318	6,442	8,804	13,314	17,462	22,720	123,818

Top Tickets Received by Gender

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	15,596	20,408	8	1
Damage to shelter - Shelter damaged by weather	8,764	12,336	3	6
Requested for Information	8,842	8,865	2	
Shelter Materials - Request additional materials	5,438	9,192	4	
NFI - Request additional materials	4,127	9,611	7	
Slope Protection (erosion) - Requested	5,606	8,108	7	
Cash for Work - Has not been selected for CFW in long time	3,309	8,926	3	
Slope Protection (erosion) - Damaged, broken, or needs improvement	3,992	7,667	3	
Cash for Work - Requested CFW	1,920	5,423	2	
LPG Gas - Not enough for family	2,036	5,053	1	1
Cash for Work - Has not been enrolled	2,073	3,936	1	
Shelter Materials - Missed Distribution	2,042	2,406	1	
Stairs - Requested	924	1,602		
Hill or Slope - Erosion & landslide	821	1,364		
SMART Card & Family Attestation - Add New Born	765	1,211		
Cooking Stove - Broken or not working	544	1,213		
SMART Card & Family Attestation - Merge and split	212	236		

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	12,178	16,167	5,702	7,776	7,767	16,075	3,087	5,493	7,078	9,623	7,660	8,208	10,248	6,940	4,442	6,610	2,328	8,010	6,764	10,346	9,156	9,030	7,474	6,996	10,519	12,494	7,344	11,279	9,203	6,174	7,514	25,690	10,265	8,170	303,810
Total Closed on the Spot	1,599	2,688	541	1,926	2,188	6,591	494	1,631	2,118	1,280	3,524	1,575	2,172	1,137	340	673	812	1,576	2,288	5,890	2,414	3,535	2,141	1,121	7,429	5,471	3,332	7,735	4,421	4,275	3,868	19,752	4,286	5,845	116,668
Total Referred	10,579	13,479	5,161	5,850	5,579	9,484	2,593	3,862	4,960	8,343	4,136	6,633	8,076	5,803	4,102	5,937	1,516	6,434	4,476	4,456	6,742	5,495	5,333	5,875	3,090	7,023	4,012	3,544	4,782	1,899	3,646	5,938	5,979	2,325	187,142
Total Replies	4,479	6,357	2,030	1,479	2,974	8,355	962	2,599	2,600	3,908	2,711	2,029	3,203	3,199	2,981	2,833	800	3,243	3,429	4,370	5,282	3,983	5,000	4,321	2,760	6,666	4,171	3,700	4,653	1,926	3,719	6,506	4,305	2,285	123,818

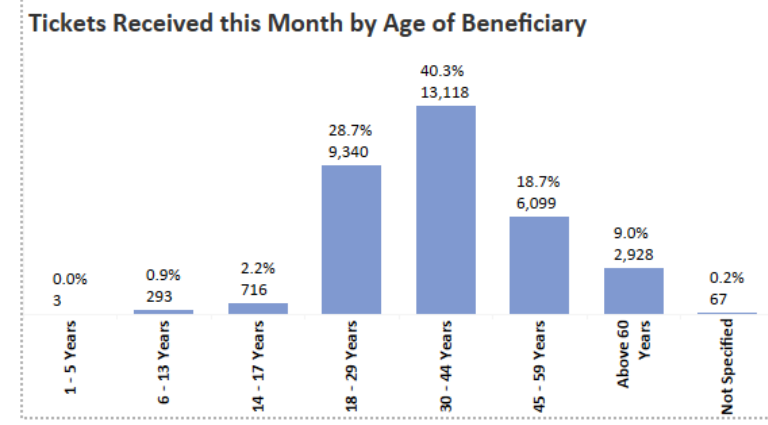
Common Feedback Platform - CFP

Monthly Overview | February 2025

Summary for February 2025
32,564 tickets received across **34** sites
17,580 tickets closed on the spot*
14,984 tickets referred to relevant actors
22,720 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.*

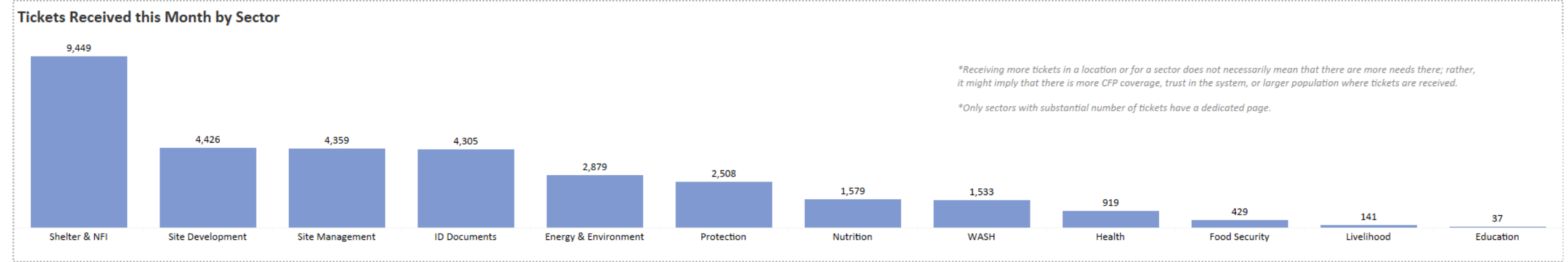


Top Tickets Received this Month

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	2,121	2,951		
Slope Protection (erosion) - Requested	524	639		
NFI - Request additional materials	273	709		
Cash for Work - Has not been selected for CFW in long time	236	700		
Pathway - Damaged, broken, or needs improvement	367	491		
Slope Protection (erosion) - Damaged, broken, or needs improvement	306	550	1	
Damage to shelter - Shelter damaged by weather	382	368		
LPG Gas - Not enough for family	147	424		
Cash for Work - Requested CFW	139	413		
Cash for Work - Has not been enrolled	88	271		
Shelter Materials - Missed Distribution	189	161		
Shelter Materials - Request additional materials	73	187		
Cooking Stove - Broken or not working	47	211		
Stairs - Requested	95	126		
SMART Card & Family Attestation - Add New Born	50	71		
SMART Card & Family Attestation - Merge and split	6	3		

Tickets Received this Month by Camp

		Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
HCR	Camp 01E	1,622	445	1,177	1,342	0
	Camp 01W	1,822	536	1,286	1,074	212
	Camp 02E	1,220	468	752	535	217
	Camp 02W	769	232	537	368	169
	Camp 03	651	353	298	498	0
	Camp 04	1,473	955	518	1,293	0
	Camp 04 Ext.	246	178	68	259	0
	Camp 05	527	383	144	437	0
	Camp 06	732	370	362	828	0
	Camp 07	1,227	309	918	1,067	0
	Camp 17	817	425	392	466	0
	Camp 21	959	268	691	861	0
	Camp 26	956	407	549	820	0
	Camp 27	772	267	505	533	0
	Kutupalong RC	518	265	253	581	0
	Nayapara RC	479	212	267	404	0
	Transit Center	320	201	119	241	0
IOM	Camp 08E	1,385	366	1,019	533	486
	Camp 08W	1,065	787	278	747	0
	Camp 09	913	700	213	762	0
	Camp 10	905	397	508	676	0
	Camp 11	986	597	389	812	0
	Camp 12	880	453	427	837	0
	Camp 13	620	141	479	681	0
	Camp 14	1,046	843	203	360	0
	Camp 15	1,405	880	525	1,275	0
	Camp 16	817	544	273	689	0
	Camp 18	1,248	996	252	730	0
	Camp 19	769	411	358	387	0
	Camp 20	574	475	99	233	0
	Camp 20 Ext	612	419	193	335	0
	Camp 22	2,048	1,790	258	676	0
Camp 24	1,372	784	588	974	0	
Camp 25	809	723	86	406	0	



**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

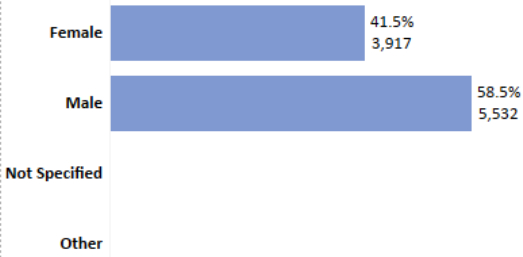
Monthly Sector Report | February 2025 | Shelter & NFI

Summary for February 2025

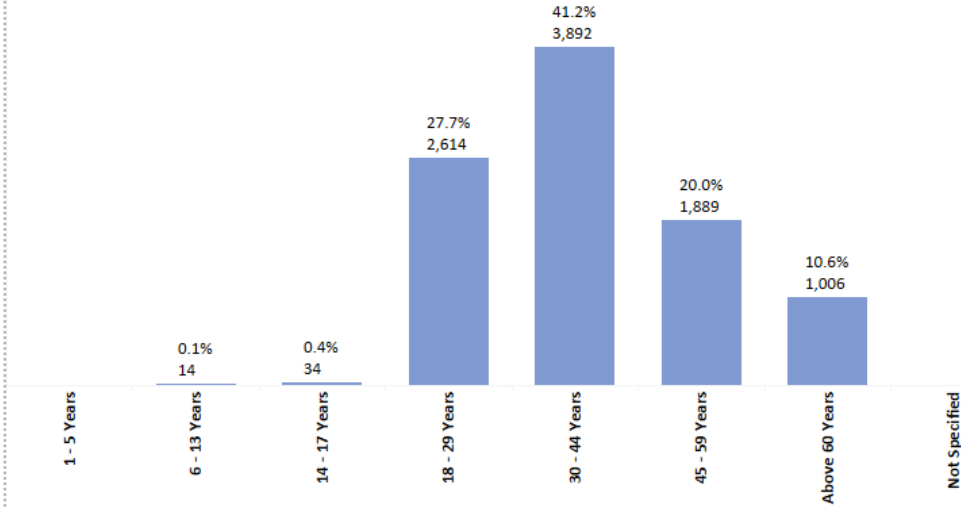
- 9,449** tickets received across **34** sites
- 2,920** tickets closed on the spot
- 6,529** tickets referred to relevant actors
- 5,913** responses given by relevant actors

**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	923	47	876	760	116
Camp 01W	911	62	849	398	451
Camp 02E	553	4	549	56	493
Camp 02W	434	7	427	78	349
Camp 03	346	100	246	198	48
Camp 04	588	181	407	486	0
Camp 04 Ext.	88	47	41	112	0
Camp 05	113	37	76	58	18
Camp 06	333	111	222	428	0
Camp 07	805	44	761	688	73
Camp 08E	98	93	5	93	0
Camp 08W	154	152	2	78	0
Camp 09	102	95	7	88	0
Camp 10	155	25	130	101	29
Camp 11	119	90	29	87	0
Camp 12	150	82	68	143	0
Camp 13	180	37	143	154	0
Camp 14	142	126	16	25	0
Camp 15	90	75	15	56	0
Camp 16	85	79	6	86	0
Camp 17	459	184	275	198	77
Camp 18	218	207	11	79	0
Camp 19	159	156	3	12	0
Camp 20	73	72	1	3	0
Camp 20 Ext	70	67	3	5	0
Camp 21	417	5	412	440	0
Camp 22	470	464	6	10	0
Camp 24	50	49	1	9	0
Camp 25	64	64	0	4	0
Camp 26	469	56	413	396	17
Camp 27	327	41	286	291	0
Kutupalong RC	185	54	131	235	0
Nayapara RC	111	6	105	57	48
Transit Center	8	1	7	1	6

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	5,072	61	5,011	3,106	1,905
Shelter & NFI - Request for information	1,609	1,598	11	1,601	0
NFI - Request additional materials	982	982	0	0	0
Damage to shelter - Shelter damaged by weather	750	0	750	440	310
Shelter Materials - Missed Distribution	350	0	350	299	51
Shelter Materials - Request additional materials	260	134	126	219	0
Request for additional room - Request for new room	113	0	113	116	0
Shelter Materials - Received amount is not enough	63	60	3	4	0
Shelter Number - Requested	58	0	58	68	0
Shelter & NFI - NFI Concern related to distribution modality facility quality location	31	0	31	0	31
Feedback - Shelter & NFI	26	22	4	26	0
NFI - Received amount is not enough	25	25	0	0	0
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	23	0	23	0	23
NFI - Missed Distribution	22	0	22	28	0
Health - Rehabilitation support or assistive device support	18	0	18	1	17
NFI - Received damaged materials	16	16	0	0	0
When is the next Shelter Materials distribution day	5	5	0	0	0

Common Feedback Platform - CFP

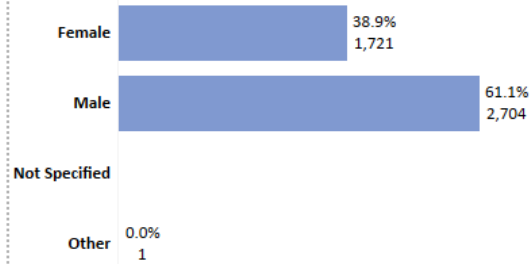
Monthly Sector Report | February 2025 | Site Development

Summary for February 2025

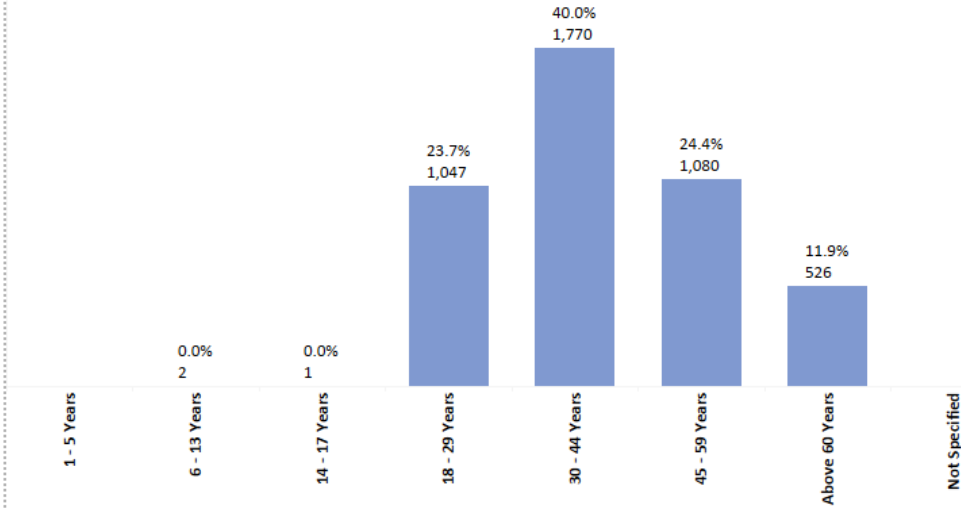
- 4,426** tickets received across **34** sites
- 49** tickets closed on the spot
- 4,377** tickets referred to relevant actors
- 3,552** responses given by relevant actors

**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	119	0	119	77	42
Camp 01W	320	0	320	128	192
Camp 02E	116	0	116	2	114
Camp 02W	41	0	41	16	25
Camp 03	26	0	26	41	0
Camp 04	34	1	33	6	27
Camp 04 Ext.	0	0	0	0	0
Camp 05	39	0	39	12	27
Camp 06	100	0	100	114	0
Camp 07	100	0	100	81	19
Camp 08E	254	0	254	113	141
Camp 08W	235	0	235	213	22
Camp 09	168	0	168	137	31
Camp 10	280	0	280	153	127
Camp 11	221	0	221	209	12
Camp 12	272	0	272	246	26
Camp 13	269	0	269	358	0
Camp 14	185	48	137	178	0
Camp 15	361	0	361	420	0
Camp 16	177	0	177	123	54
Camp 17	78	0	78	1	77
Camp 18	177	0	177	129	48
Camp 19	275	0	275	246	29
Camp 20	52	0	52	120	0
Camp 20 Ext	51	0	51	138	0
Camp 21	197	0	197	139	58
Camp 22	85	0	85	32	53
Camp 24	42	0	42	41	1
Camp 25	38	0	38	24	14
Camp 26	10	0	10	3	7
Camp 27	26	0	26	11	15
Kutupalong RC	52	0	52	31	21
Nayapara RC	25	0	25	10	15
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	1,163	0	1,163	916	247
Pathway - Damaged, broken, or needs improvement	858	0	858	499	359
Slope Protection (erosion) - Damaged, broken, or needs improvement	857	0	857	936	0
Drainage - Drain Requested	278	0	278	210	68
Stairs - Requested	221	0	221	169	52
Drainage - Blocked or Water logging	213	0	213	100	113
Pathway - Requested	209	0	209	174	35
Stairs - Damaged, broken, or needs improvement	198	0	198	194	4
Drainage - Damaged, broken, or needs improvement	91	0	91	110	0
Drainage Cover (Slab) - Requested	58	0	58	70	0
Lamp post or Street light - Requested	50	0	50	73	0
When will my issue be prioritized for resolving?	48	47	1	0	1
When will be solar lights distributed?	46	0	46	13	33
Lamp post or Street light - Damaged, broken, or needs improvement	33	0	33	24	9
Slope/Ramp - Damaged, broken, or needs improvement	25	0	25	3	22
Bridge - Damaged, broken, or needs improvement	14	0	14	15	0
Fence or railing for path or stairs - Requested	14	0	14	4	10

Common Feedback Platform - CFP

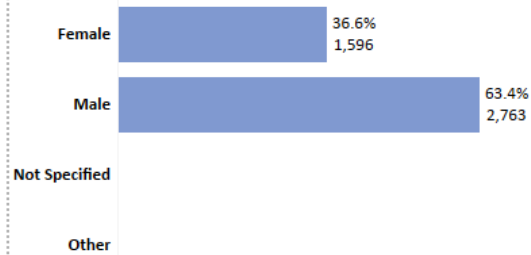
Monthly Sector Report | February 2025 | Site Management

Summary for February 2025

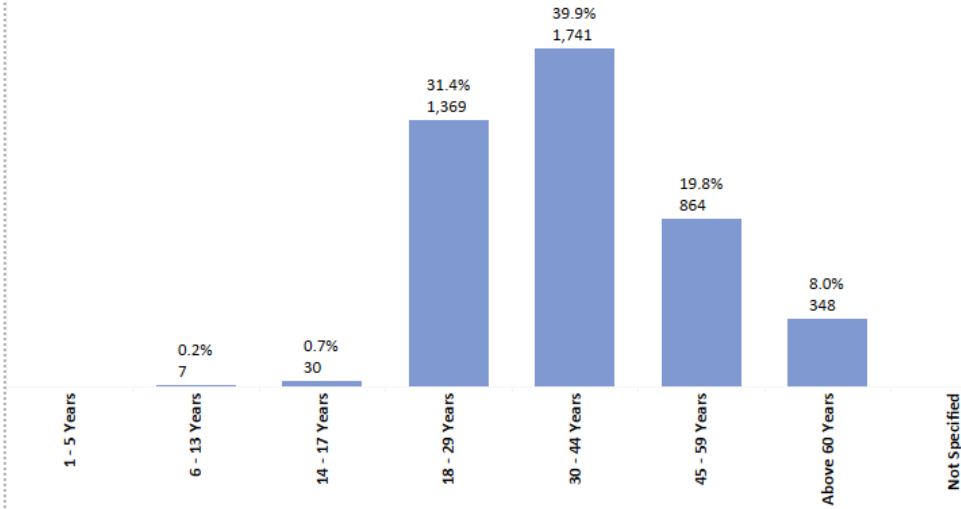
- 4,359** tickets received across **34** sites
- 3,534** tickets closed on the spot
- 825** tickets referred to relevant actors
- 2,689** responses given by relevant actors

**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	86	30	56	40	16
Camp 01W	53	46	7	57	0
Camp 02E	53	14	39	15	24
Camp 02W	16	15	1	29	0
Camp 03	15	14	1	14	0
Camp 04	261	254	7	254	0
Camp 04 Ext.	19	18	1	18	0
Camp 05	25	24	1	26	0
Camp 06	63	56	7	67	0
Camp 07	26	20	6	20	0
Camp 08E	74	10	64	11	53
Camp 08W	160	154	6	149	0
Camp 09	152	151	1	102	0
Camp 10	25	9	16	22	0
Camp 11	166	124	42	114	0
Camp 12	167	154	13	159	0
Camp 13	21	9	12	24	0
Camp 14	328	312	16	17	0
Camp 15	406	336	70	327	0
Camp 16	195	142	53	153	0
Camp 17	45	44	1	45	0
Camp 18	190	175	15	71	0
Camp 19	107	95	12	23	0
Camp 20	205	182	23	48	0
Camp 20 Ext	253	196	57	83	0
Camp 21	77	63	14	67	0
Camp 22	529	399	130	217	0
Camp 24	157	113	44	228	0
Camp 25	264	264	0	168	0
Camp 26	62	21	41	29	12
Camp 27	100	39	61	39	22
Kutupalong RC	25	23	2	24	0
Nayapara RC	6	6	0	7	0
Transit Center	28	22	6	22	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	2,053	1,905	148	1,905	0
Cash for Work - Has not been selected for CFW in long time	936	936	0	0	0
Cash for Work - Requested CFW	552	552	0	0	0
Cash for Work - Has not been enrolled	359	0	359	495	0
Electricity Supply - Not working	130	0	130	73	57
Site Management - Feedback	96	90	6	90	0
Relocation & Repatriation - Relocation within camp	82	0	82	61	21
Cash for Work - Payment delayed	46	0	46	25	21
Cash For Work - Request for information	25	23	2	23	0
When is my next Cash for Work rotation day?	19	19	0	0	0
Community Conflict - Land & shelter extension	17	0	17	10	7
Community Conflict - Tree Cutting	15	0	15	2	13
Not working - Solar supply	8	0	8	1	7
When is the next Cash for Work payment day?	8	8	0	0	0
Relocation & Repatriation - Temporary relocation	5	0	5	1	4
Cash for Work - Has received less payment than days worked	2	0	2	1	1
Cash for Work - Recruitment casual labor	1	0	1	0	1

Common Feedback Platform - CFP

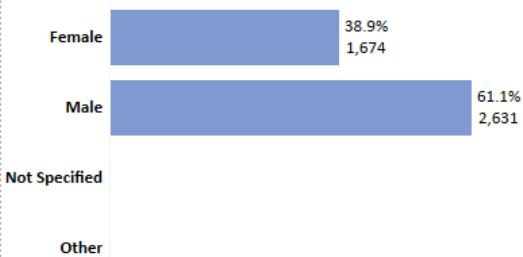
Monthly Sector Report | February 2025 | ID Documents

Summary for February 2025

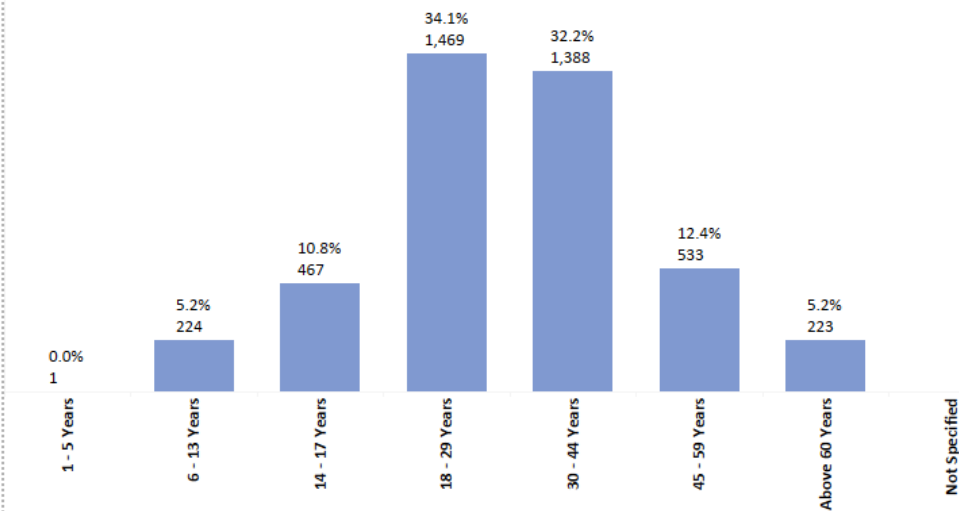
- 4,305** tickets received across **34** sites
- 4,170** tickets closed on the spot
- 135** tickets referred to relevant actors
- 4,050** responses given by relevant actors

**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	181	177	4	185	0
Camp 01W	331	325	6	331	0
Camp 02E	398	391	7	397	0
Camp 02W	120	116	4	120	0
Camp 03	103	102	1	103	0
Camp 04	230	228	2	228	0
Camp 04 Ext.	64	63	1	64	0
Camp 05	192	192	0	192	0
Camp 06	74	74	0	74	0
Camp 07	125	125	0	125	0
Camp 08E	104	102	2	128	0
Camp 08W	105	105	0	106	0
Camp 09	135	133	2	135	0
Camp 10	198	182	16	192	0
Camp 11	172	154	18	152	0
Camp 12	97	93	4	96	0
Camp 13	41	41	0	42	0
Camp 14	144	142	2	50	0
Camp 15	153	146	7	152	0
Camp 16	54	53	1	53	0
Camp 17	90	89	1	89	0
Camp 18	92	88	4	92	0
Camp 19	43	36	7	30	0
Camp 20	60	59	1	23	0
Camp 20 Ext	81	71	10	35	0
Camp 21	80	69	11	80	0
Camp 22	179	176	3	113	0
Camp 24	214	209	5	214	0
Camp 25	68	64	4	70	0
Camp 26	165	153	12	166	0
Camp 27	93	93	0	93	0
Kutupalong RC	72	72	0	72	0
Nayapara RC	33	33	0	34	0
Transit Center	14	14	0	14	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	3,869	3,823	46	3,870	0
SMART Card & Family Attestation - Add New Born	121	121	0	0	0
SMART Card & Family Attestation - Request for individual SMART card	107	107	0	0	0
SMART Card & Family Attestation - Lost ID Card	58	58	0	0	0
SCOPE Card - No balance on card	34	0	34	39	0
SCOPE Card - Lost	31	0	31	11	20
SCOPE Card - Has not received new SCOPE Card	20	0	20	95	0
SMART Card & Family Attestation - HH requests for vulnerability verification (e.g., Elderly headed HH, Child headed HH, Woman Headed HH, HH includes	14	14	0	0	0
SMART Card & Family Attestation - Biographical Error	9	9	0	0	0
SMART Card & Family Attestation - Merge and split	9	9	0	0	0
SMART Card & Family Attestation - Add New Member	8	8	0	0	0
Registration - Feedback	5	5	0	5	0
SMART Card & Family Attestation - HH requests for vulnerability verification (only for HH that includes person with disability)	5	5	0	0	0
SMART Card & Family Attestation - Marriage case	4	4	0	0	0
SMART Card & Family Attestation - Lost family attestation card	3	3	0	0	0
SCOPE Card - Family Attestation doesn't match SCOPE	2	0	2	25	0
SCOPE Card - Fingerprint scan is not working	1	0	1	1	0

Common Feedback Platform - CFP

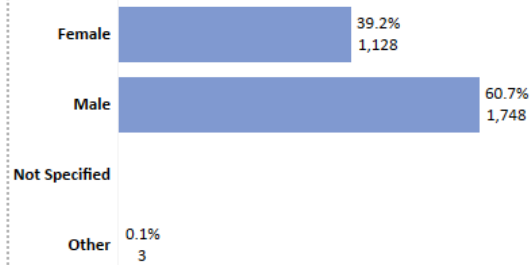
Monthly Sector Report | February 2025 | Energy & Environment

Summary for February 2025

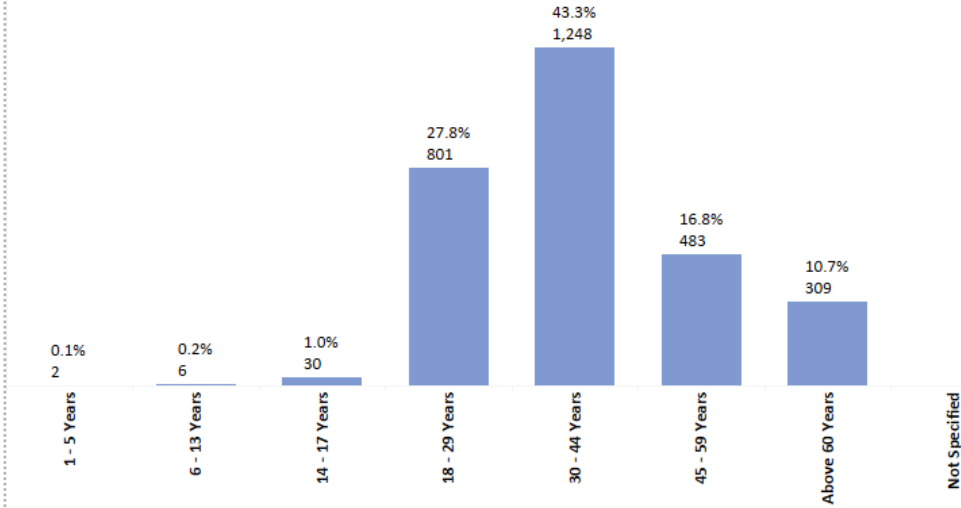
2,879 tickets received across **34** sites
1,440 tickets closed on the spot
1,439 tickets referred to relevant actors
519 responses given by relevant actors

**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	32	3	29	3	26
Camp 01W	24	0	24	10	14
Camp 02E	7	1	6	1	5
Camp 02W	17	0	17	5	12
Camp 03	3	2	1	2	0
Camp 04	6	4	2	4	0
Camp 04 Ext.	4	0	4	0	4
Camp 05	10	8	2	8	0
Camp 06	3	0	3	2	1
Camp 07	8	1	7	3	4
Camp 08E	669	13	656	16	640
Camp 08W	228	224	4	15	0
Camp 09	70	61	9	27	0
Camp 10	12	0	12	15	0
Camp 11	64	29	35	29	6
Camp 12	13	4	9	38	0
Camp 13	12	3	9	1	8
Camp 14	76	71	5	0	5
Camp 15	28	7	21	1	20
Camp 16	67	65	2	58	0
Camp 17	10	3	7	6	1
Camp 18	120	108	12	7	5
Camp 19	68	62	6	5	1
Camp 20	67	60	7	0	7
Camp 20 Ext	61	36	25	0	25
Camp 21	66	46	20	47	0
Camp 22	530	513	17	128	0
Camp 24	437	9	428	22	406
Camp 25	119	99	20	43	0
Camp 26	7	1	6	2	4
Camp 27	11	4	7	4	3
Kutupalong RC	14	1	13	6	7
Nayapara RC	5	1	4	4	0
Transit Center	11	1	10	7	3

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Cooking Stove - Did not receive	887	0	887	42	845
LPG Gas - Not enough for family	571	445	126	35	91
Energy and Environment - Request for information	373	352	21	352	0
LPG Gas - Did not receive cylinder	270	0	270	29	241
Cooking set (gas & stove) - Requested	263	263	0	0	0
Cooking Stove - Broken or not working	258	258	0	0	0
Cooking set (gas & stove) - Broken or not working	56	56	0	0	0
When is the next LPG distribution day?	54	54	0	0	0
LPG Gas - Did not receive refill	44	0	44	19	25
Pressure Cooker - Did not receive	35	0	35	3	32
LPG Porters - Requested	25	0	25	18	7
LPG Gas - Lost or stolen cylinder	13	0	13	10	3
Cooking Stove - Requested	11	11	0	0	0
LPG Gas - Lost token	11	0	11	7	4
Cooking Stove - Lost or stolen	6	0	6	4	2
When will the newly arrived household receive LPG?	1	0	1	0	1
Why is there no LPG distribution point in camp 14?	1	1	0	0	0

Common Feedback Platform - CFP

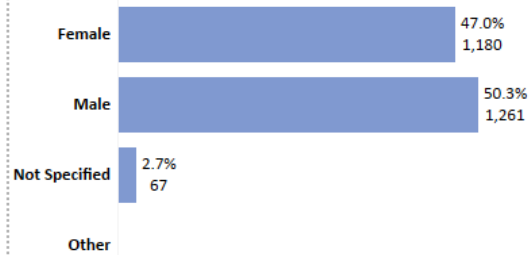
Monthly Sector Report | February 2025 | Protection

Summary for February 2025

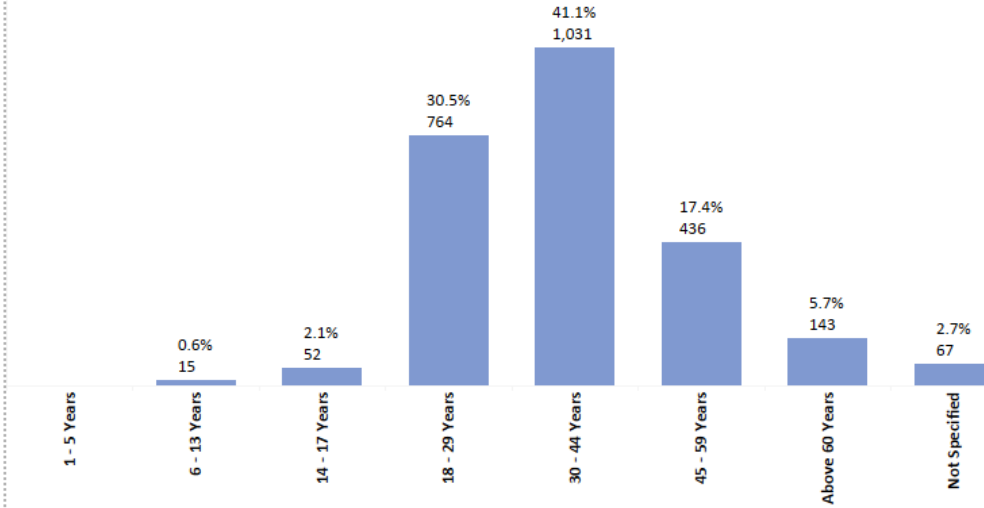
2,508 tickets received across **34** sites
1,865 tickets closed on the spot
643 tickets referred to relevant actors
2,416 responses given by relevant actors

**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	149	95	54	129	0
Camp 01W	78	51	27	81	0
Camp 02E	37	24	13	29	0
Camp 02W	57	38	19	49	0
Camp 03	75	64	11	68	0
Camp 04	203	168	35	192	0
Camp 04 Ext.	29	19	10	33	0
Camp 05	75	67	8	83	0
Camp 06	105	91	14	103	0
Camp 07	65	42	23	73	0
Camp 08E	67	56	11	70	0
Camp 08W	51	44	7	59	0
Camp 09	71	57	14	57	0
Camp 10	41	27	14	32	0
Camp 11	91	73	18	87	0
Camp 12	51	34	17	43	0
Camp 13	44	25	19	31	0
Camp 14	35	23	12	32	0
Camp 15	163	142	21	141	0
Camp 16	51	43	8	48	0
Camp 17	35	21	14	40	0
Camp 18	49	32	17	60	0
Camp 19	36	28	8	32	0
Camp 20	9	7	2	8	0
Camp 20 Ext	31	26	5	18	0
Camp 21	46	30	16	33	0
Camp 22	82	79	3	81	0
Camp 24	160	125	35	155	0
Camp 25	47	44	3	10	0
Camp 26	110	74	36	116	0
Camp 27	23	17	6	22	0
Kutupalong RC	82	44	38	124	0
Nayapara RC	202	131	71	219	0
Transit Center	58	24	34	58	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Feedback - Protection	1,077	1,074	3	1,074	0
Protection - Request for information	719	709	10	709	0
Protection Referral (UNHCR)	179	1	178	108	70
Protection - Enquiry or update related to an existing resettlement case	108	0	108	172	0
Protection - Another issue involving violence toward someone including psychological abuse and neglect	93	0	93	114	0
Protection Referral (IOM)	54	54	0	0	0
Protection - Registration requests by unregistered individuals	53	0	53	0	53
Protection - Justice Issues Another issue involving access to justice	41	0	41	40	1
Protection - Assaulted or Abused beaten cut wounded	39	0	39	61	0
Protection - Pushed back at the border	24	0	24	14	10
Protection - Exploitation	18	0	18	18	0
People at risk - The survivor is an adult	17	13	4	19	0
Protection - Another issue involving someone being killed or disappeared	17	0	17	15	2
Protection - Extortion	15	0	15	15	0
Protection - Request to reunite with a family member residing in a third country	9	0	9	19	0
Protection - Forced recruitment in an armed group	8	0	8	9	0
Protection - Want help to find family members	7	0	7	13	0

Common Feedback Platform - CFP

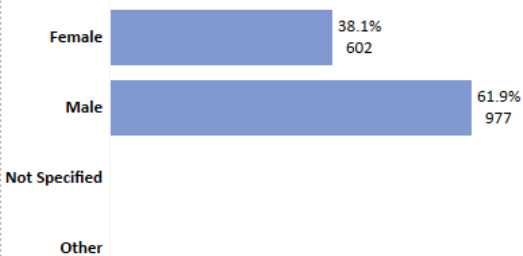
Monthly Sector Report | February 2025 | Nutrition

Summary for February 2025

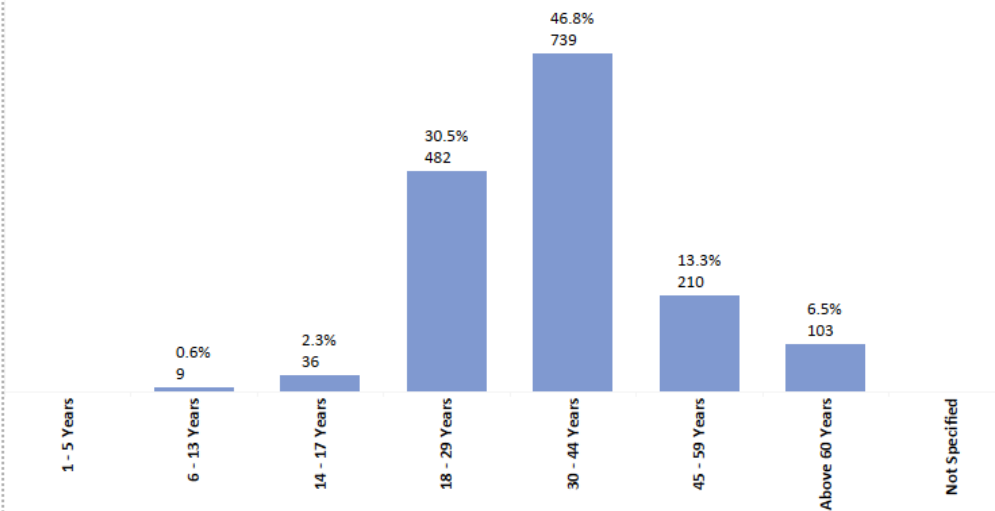
- 1,579** tickets received across **34** sites
- 1,566** tickets closed on the spot
- 13** tickets referred to relevant actors
- 1,567** responses given by relevant actors

**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	48	47	1	48	0
Camp 01W	40	38	2	38	0
Camp 02E	26	26	0	26	0
Camp 02W	33	33	0	33	0
Camp 03	49	49	0	49	0
Camp 04	68	68	0	68	0
Camp 04 Ext.	21	20	1	20	0
Camp 05	35	35	0	35	0
Camp 06	19	19	0	19	0
Camp 07	63	63	0	63	0
Camp 08E	39	39	0	39	0
Camp 08W	86	86	0	86	0
Camp 09	110	110	0	110	0
Camp 10	130	130	0	130	0
Camp 11	43	43	0	43	0
Camp 12	41	41	0	41	0
Camp 13	24	24	0	24	0
Camp 14	41	41	0	41	0
Camp 15	63	63	0	63	0
Camp 16	25	25	0	25	0
Camp 17	58	58	0	58	0
Camp 18	99	99	0	99	0
Camp 19	26	26	0	26	0
Camp 20	18	18	0	18	0
Camp 20 Ext	21	20	1	20	0
Camp 21	23	21	2	21	0
Camp 22	12	12	0	12	0
Camp 24	72	72	0	72	0
Camp 25	13	13	0	13	0
Camp 26	57	57	0	57	0
Camp 27	46	40	6	40	0
Kutupalong RC	54	54	0	54	0
Nayapara RC	16	16	0	16	0
Transit Center	60	60	0	60	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	1,576	1,566	10	1,567	0
Nutrition - Issue with nutrition facility	2	0	2	0	2
Nutrition Assistance - Did not receive distribution	1	0	1	0	1

Common Feedback Platform - CFP

Monthly Sector Report | February 2025 | WASH

Summary for February 2025

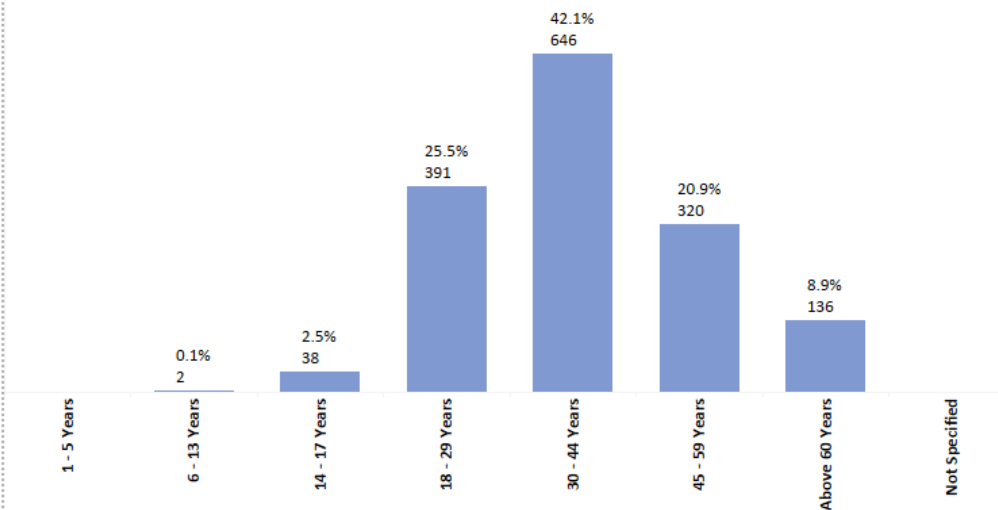
- 1,533** tickets received across **34** sites
- 955** tickets closed on the spot
- 578** tickets referred to relevant actors
- 937** responses given by relevant actors

**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	10	2	8	13	0
Camp 01W	15	2	13	16	0
Camp 02E	7	2	5	2	3
Camp 02W	11	1	10	1	9
Camp 03	11	8	3	8	0
Camp 04	19	7	12	7	5
Camp 04 Ext.	3	1	2	1	1
Camp 05	17	2	15	2	13
Camp 06	19	10	9	10	0
Camp 07	8	0	8	0	8
Camp 08E	58	42	16	46	0
Camp 08W	16	1	15	14	1
Camp 09	72	66	6	76	0
Camp 10	40	5	35	11	24
Camp 11	87	72	15	79	0
Camp 12	68	29	39	49	0
Camp 13	27	0	27	45	0
Camp 14	33	22	11	9	2
Camp 15	124	105	19	105	0
Camp 16	128	105	23	105	0
Camp 17	15	8	7	8	0
Camp 18	100	90	10	61	0
Camp 19	43	1	42	9	33
Camp 20	84	75	9	10	0
Camp 20 Ext	27	0	27	14	13
Camp 21	33	17	16	17	0
Camp 22	102	88	14	73	0
Camp 24	96	73	23	73	0
Camp 25	98	77	21	29	0
Camp 26	21	13	8	13	0
Camp 27	103	28	75	28	47
Kutupalong RC	3	1	2	1	1
Nayapara RC	34	1	33	1	32
Transit Center	1	1	0	1	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
WASH - Request for information	803	721	82	721	0
Soap & Hygiene Kit - Not enough	170	170	0	0	0
Latrine - Needs desludging	94	0	94	31	63
Latrine - New toilet requested	72	0	72	25	47
Soap & Hygiene Kit - Did not receive	48	0	48	27	21
Bathing Station - Requested	39	0	39	12	27
Soap & Hygiene Kit - Additional Requested	39	39	0	0	0
Latrine - Broken	38	0	38	26	12
Water tap - Poor quality water	32	0	32	1	31
Water tap - Requested	26	0	26	20	6
Bathing Station - Broken or Damaged	21	0	21	7	14
Tubewell - Not Working	21	0	21	7	14
WASH - Feedback	20	20	0	20	0
Water tap & Tubewell - Requesting new facility	19	0	19	4	15
Trash Disposal - Trash pick-up needed	18	0	18	4	14
Water tap - Not enough water	15	0	15	9	6
Water tap & Tubewell - Not Working	14	0	14	1	13

Common Feedback Platform - CFP

Monthly Sector Report | February 2025 | Health

Summary for February 2025

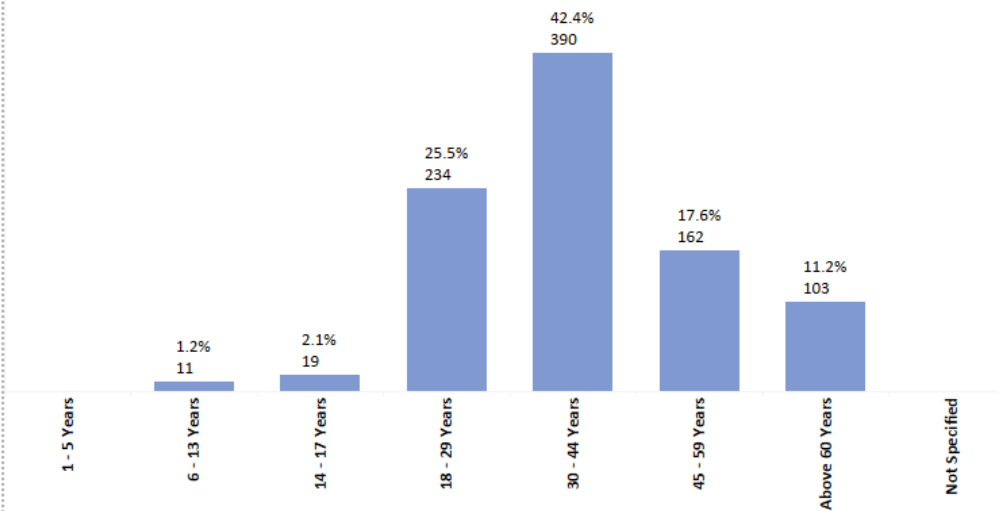
- 919** tickets received across **34** sites
- 694** tickets closed on the spot
- 225** tickets referred to relevant actors
- 708** responses given by relevant actors

**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	52	39	13	39	0
Camp 01W	20	11	9	11	0
Camp 02E	13	6	7	6	1
Camp 02W	24	20	4	22	0
Camp 03	13	7	6	7	0
Camp 04	29	18	11	20	0
Camp 04 Ext.	13	9	4	9	0
Camp 05	20	18	2	18	0
Camp 06	13	9	4	9	0
Camp 07	20	12	8	12	0
Camp 08E	17	6	11	6	5
Camp 08W	24	17	7	17	0
Camp 09	24	23	1	23	0
Camp 10	18	18	0	19	0
Camp 11	14	10	4	10	0
Camp 12	14	13	1	13	0
Camp 13	2	2	0	2	0
Camp 14	10	7	3	7	0
Camp 15	15	5	10	9	1
Camp 16	35	32	3	37	0
Camp 17	26	18	8	18	0
Camp 18	129	129	0	130	0
Camp 19	6	5	1	4	0
Camp 20	2	1	1	1	0
Camp 20 Ext	2	2	0	2	0
Camp 21	16	14	2	14	0
Camp 22	9	9	0	9	0
Camp 24	95	88	7	88	0
Camp 25	4	4	0	4	0
Camp 26	44	30	14	30	0
Camp 27	22	4	18	4	14
Kutupalong RC	21	15	6	15	0
Nayapara RC	33	16	17	16	1
Transit Center	120	77	43	77	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Health - Request for information	696	687	9	687	0
Health - Assessment of medical conditions required	135	0	135	4	131
General Health Card - Did not receive	32	0	32	1	31
Health - Identification of Persons with Specific Needs	9	0	9	0	9
Health - Facility is not maintaining standards	8	0	8	0	8
Health - MHPSS signs and symptoms of distress in the last 4 5 weeks	7	0	7	0	7
Treatment - Waited too long	6	0	6	2	4
Health - Feedback	5	5	0	5	0
General Health Card - Fully filled up	4	0	4	3	1
General Health Card - Lost, damaged or Stolen	4	0	4	5	0
Treatment - Treatment not good quality	4	0	4	1	3
Health - MHPSS signs and symptoms of distress in the last 2 3 weeks	3	0	3	0	3
Health - MHPSS Self harm harm others	2	0	2	0	2
Birth Information Note/Certificate - Did not receive	1	0	1	0	1
Health - MHPSS continuity of care	1	0	1	0	1
Treatment - Permission to travel outside camp for healthcare	1	1	0	0	0
Why is there no specialized hospital in camp 14?	1	1	0	0	0

Common Feedback Platform - CFP

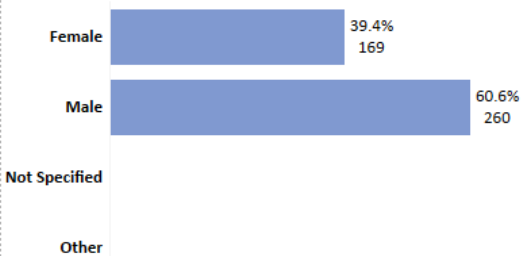
Monthly Sector Report | February 2025 | Food Security

Summary for February 2025

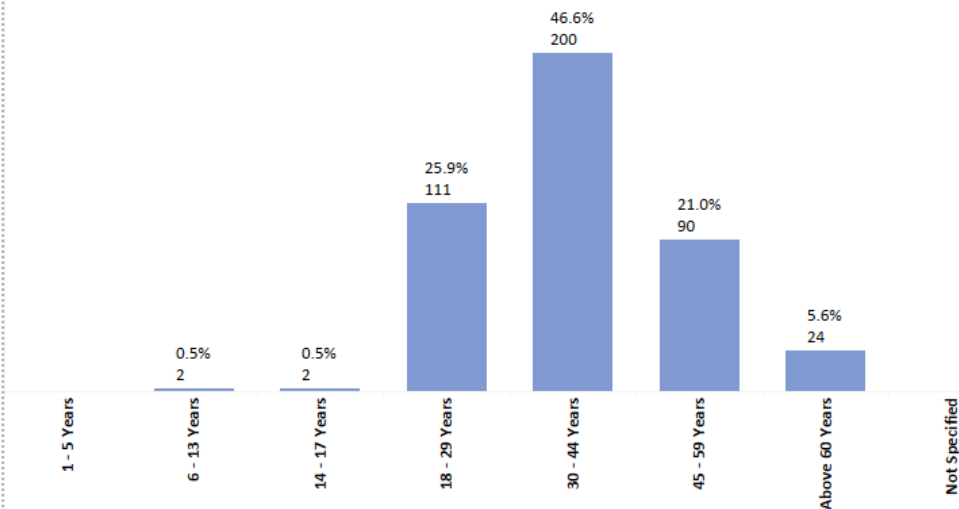
- 429** tickets received across **34** sites
- 221** tickets closed on the spot
- 208** tickets referred to relevant actors
- 192** responses given by relevant actors

**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	17	0	17	42	0
Camp 01W	27	0	27	2	25
Camp 02E	10	0	10	0	10
Camp 02W	13	0	13	12	1
Camp 03	3	0	3	0	3
Camp 04	8	0	8	0	8
Camp 04 Ext.	4	0	4	1	3
Camp 05	1	0	1	3	0
Camp 06	3	0	3	1	2
Camp 07	5	0	5	0	5
Camp 08E	0	0	0	6	0
Camp 08W	3	1	2	7	0
Camp 09	3	0	3	1	2
Camp 10	5	0	5	0	5
Camp 11	8	1	7	1	6
Camp 12	4	0	4	6	0
Camp 13	0	0	0	0	0
Camp 14	51	50	1	0	1
Camp 15	1	0	1	0	1
Camp 16	0	0	0	1	0
Camp 17	1	0	1	3	0
Camp 18	72	66	6	0	6
Camp 19	5	1	4	0	4
Camp 20	3	0	3	1	2
Camp 20 Ext	14	0	14	19	0
Camp 21	1	0	1	0	1
Camp 22	49	49	0	0	0
Camp 24	3	0	3	26	0
Camp 25	53	53	0	0	0
Camp 26	5	0	5	6	0
Camp 27	19	0	19	0	19
Kutupalong RC	8	0	8	17	0
Nayapara RC	12	0	12	37	0
Transit Center	18	0	18	0	18

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Food distributions - Household has not received food	110	0	110	91	19
Food distributions - Request for different items or quantities	69	69	0	0	0
When is the next food distribution day? When are the food distribution centres open?	52	52	0	0	0
Farming supplies - Requested	49	49	0	0	0
Request for fresh food enlistment - Request for fresh food	47	0	47	56	0
Food distributions - Request for more food each month	38	38	0	0	0
Food Porters - Requested	22	0	22	19	3
Food distributions - Want to purchase more but not allowed	12	12	0	0	0
Food distributions - Poor quality food items	8	0	8	1	7
Food Security - Issue with collector	8	0	8	10	0
Food distributions - HH wants someone outside their family to collect food	5	0	5	6	0
Food Security - Issue with distribution item	5	0	5	6	0
Food distributions - Distribution delayed	2	0	2	1	1
Food distributions - Waited too long	1	0	1	0	1
Food distributions - Weight was less than stated	1	1	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | February 2025 | Livelihood

Summary for February 2025

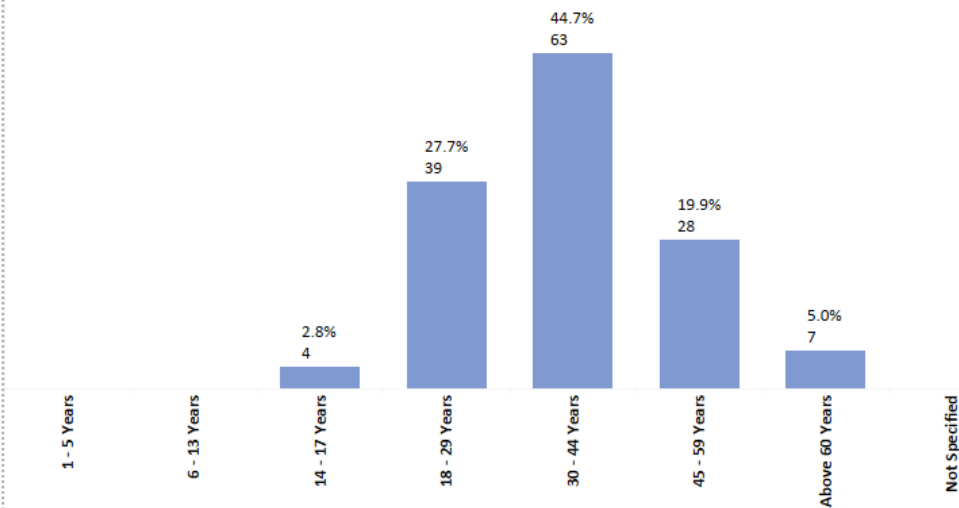
- 141** tickets received across **34** sites
- 137** tickets closed on the spot
- 4** tickets referred to relevant actors
- 137** responses given by relevant actors

**Responses can be given within the same month or at a later date which might make the reponses 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	1	0
Camp 01W	0	0	0	0	0
Camp 02E	0	0	0	0	0
Camp 02W	2	2	0	2	0
Camp 03	5	5	0	5	0
Camp 04	23	23	0	23	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	2	2	0	2	0
Camp 08E	2	2	0	2	0
Camp 08W	3	3	0	3	0
Camp 09	1	1	0	1	0
Camp 10	1	1	0	1	0
Camp 11	1	1	0	1	0
Camp 12	2	2	0	2	0
Camp 13	0	0	0	0	0
Camp 14	1	1	0	1	0
Camp 15	1	1	0	1	0
Camp 16	0	0	0	0	0
Camp 17	0	0	0	0	0
Camp 18	2	2	0	2	0
Camp 19	0	0	0	0	0
Camp 20	0	0	0	0	0
Camp 20 Ext	1	1	0	1	0
Camp 21	2	2	0	2	0
Camp 22	1	1	0	1	0
Camp 24	42	42	0	42	0
Camp 25	41	41	0	41	0
Camp 26	4	0	4	0	4
Camp 27	1	1	0	1	0
Kutupalong RC	0	0	0	0	0
Nayapara RC	2	2	0	2	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	141	137	4	137	0

Common Feedback Platform - CFP

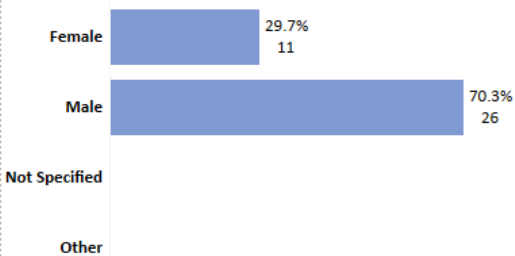
Monthly Sector Report | February 2025 | Education

Summary for February 2025

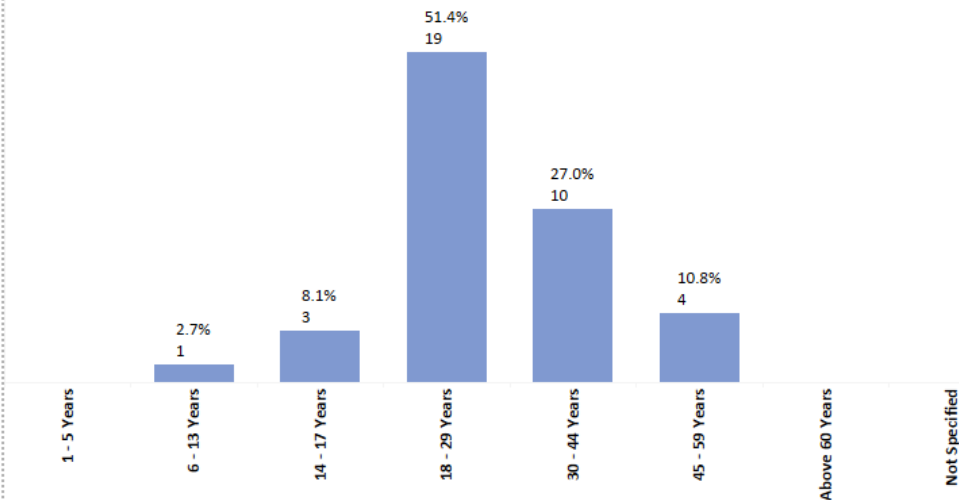
- 37 tickets received across 34 sites
- 29 tickets closed on the spot
- 8 tickets referred to relevant actors
- 40 responses given by relevant actors

**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	4	4	0	5	0
Camp 01W	3	1	2	2	0
Camp 02E	0	0	0	1	0
Camp 02W	1	0	1	1	0
Camp 03	2	2	0	3	0
Camp 04	4	3	1	5	0
Camp 04 Ext.	1	1	0	1	0
Camp 05	0	0	0	0	0
Camp 06	0	0	0	1	0
Camp 07	0	0	0	0	0
Camp 08E	3	3	0	3	0
Camp 08W	0	0	0	0	0
Camp 09	5	3	2	5	0
Camp 10	0	0	0	0	0
Camp 11	0	0	0	0	0
Camp 12	1	1	0	1	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	1	1	0	0	0
Camp 20	1	1	0	1	0
Camp 20 Ext	0	0	0	0	0
Camp 21	1	1	0	1	0
Camp 22	0	0	0	0	0
Camp 24	4	4	0	4	0
Camp 25	0	0	0	0	0
Camp 26	2	2	0	2	0
Camp 27	1	0	1	0	1
Kutupalong RC	2	1	1	2	0
Nayapara RC	0	0	0	1	0
Transit Center	1	1	0	1	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	28	28	0	28	0
Education-Tertiary Education requested	6	0	6	6	0
Changes to Education - Secondary education requested	1	1	0	1	0
Education - Availability of materials	1	0	1	1	0
Temporary Learning Centre - Enrolment Requested	1	0	1	2	0