

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 | June 2024 - May 2025

Cumulative Data for Jun 2024 - May 2025

333,766 tickets received across 34 sites

141,502 tickets closed on the spot

192,264 tickets referred by 6 actors

159,760 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	June	July	August	September	October	November	December	January	February	March	April	May	Grand Total
Education	10	12	12	13	12	18	22	26	37	77	94	37	370
Energy & Environment	1,048	863	945	1,337	1,230	1,113	2,314	2,268	2,879	1,922	2,943	2,089	20,951
Food Security	847	1,553	1,023	1,775	1,811	862	785	354	429	318	1,833	1,074	12,664
Health	284	427	228	485	95	107	801	721	919	776	926	649	6,418
ID Documents	2,414	2,085	1,223	1,607	695	647	3,423	2,255	4,305	4,110	517	562	23,843
Livelihood	31	31	7	13			254	300	141	226	192	153	1,348
Nutrition	5	2		2	8	3	368	434	1,579	1,069	8	3	3,481
Protection	1,045	950	1,456	1,858	341	275	2,628	2,860	2,508	2,207	5,640	2,687	24,455
Shelter & NFI	11,192	12,219	9,905	9,842	7,685	6,866	8,556	8,400	9,449	8,963	13,973	13,754	120,804
Site Development	5,974	6,607	3,675	3,968	4,159	3,727	4,340	4,694	4,426	3,955	5,407	5,455	56,387
Site Management	2,768	3,374	3,470	4,321	2,912	2,722	7,340	5,124	4,359	4,745	3,443	3,981	48,559
WASH	914	833	759	1,099	819	653	1,976	1,219	1,533	2,012	1,391	1,278	14,486

Cumulative Tickets per Month

	June	July	August	September	October	November	December	January	February	March	April	May	Grand To..
Total Received	26,532	28,956	22,703	26,320	19,767	16,993	32,807	28,655	32,564	30,380	36,367	31,722	333,766
Total Closed on the Spot	8,085	9,206	9,277	10,970	5,281	4,970	18,148	13,899	17,580	17,459	14,088	12,539	141,502
Total Referred	18,447	19,750	13,426	15,350	14,486	12,023	14,659	14,756	14,984	12,921	22,279	19,183	192,264
Total Replies	5,319	5,663	11,819	7,318	6,442	8,804	13,314	17,462	22,720	26,290	18,224	16,385	159,760

Top Tickets Received by Gender

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	20,904	28,018		
Damage to shelter - Shelter damaged by weather	9,724	13,821		2
Requested for Information	8,020	8,081		
Slope Protection (erosion) - Requested	6,136	8,262		
Slope Protection (erosion) - Damaged, broken, or needs imp...	4,430	8,416		
Cash for Work - Has not been selected for CFW in long time	3,222	8,897		
NFI - Request additional materials	2,575	1,030		
Shelter Materials - Request additional materials	3,461	8,810		
Pathway - Damaged, broken, or needs improvement	1,135	1,949		
LPG Gas - Not enough for family	1,938	1,115		
Cash for Work - Requested CFW	1,692	1,173		1
Cash for Work - Has not been enrolled	1,941	3,884		
Shelter Materials - Missed Distribution	2,067	5,525	1	
Stairs - Requested	1,024	1,633		
Cooking Stove - Broken or not working	622	1,613		
SMART Card & Family Attestation - Add New Born	690	1,226		
Hill or Slope - Erosion & landslide	167	427		

Cumulative Tickets by Camp | AOR

	Camp 01E	Camp 01W	Camp 02E	Camp 02W	Camp 03	Camp 04	Camp 04 Ext.	Camp 05	HCR 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	IOM Camp 15	Camp 16	Camp 18	Camp 19	Camp 20	Camp 20 Ext	Camp 22	Camp 24	Camp 25	Grand Total
Total Received	13,941	17,836	8,724	8,030	8,106	16,654	3,675	5,927	8,126	13,015	8,372	7,779	12,171	8,033	5,559	7,416	2,375	8,431	8,661	10,205	9,493	9,159	8,080	7,686	11,446	13,135	7,842	11,906	10,420	6,986	7,699	25,975	12,356	8,547	333,766
Total Closed on the Spot	2,047	3,414	1,451	1,632	2,967	8,745	1,083	2,276	2,893	1,505	4,960	1,899	2,590	1,699	885	1,402	1,003	2,306	3,807	6,310	2,951	4,280	3,071	1,029	8,603	7,163	4,419	8,356	5,310	4,394	4,284	21,149	5,056	6,563	141,502
Total Referred	11,894	14,422	7,273	6,398	5,139	7,909	2,592	3,651	5,233	11,510	3,412	5,880	9,581	6,334	4,674	6,014	1,372	6,125	4,854	3,895	6,542	4,879	5,009	6,657	2,843	5,972	3,423	3,550	5,110	2,592	3,415	4,826	7,300	1,984	192,264
Total Replies	6,038	9,310	3,715	2,404	3,915	9,042	1,741	2,755	4,029	5,054	2,481	3,157	5,277	4,107	4,254	3,780	1,167	5,377	5,001	5,629	6,995	5,278	6,423	4,756	2,903	7,622	4,487	5,056	5,114	2,534	3,685	6,733	6,745	3,196	159,760

CFM Implementers and
Data Contributors:



CFM Report Designed
and Produced by NPM:



Disclaimer:

IOM : The data is collected in all the 17 IOM AoR camps where the submitted tickets either closed on the spot or referred. Once a referred ticket is replied to, the feedback is shared with the beneficiary concerned. The beneficiary confirms if they consider their ticket resolved or not. Zite manager Link - <https://www.zitemanager.org/bangladesh>

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

Common Feedback Platform - CFP

Monthly Overview | **May 2025**

Summary for May 2025

31,722 tickets received across **34** sites

12,539 tickets closed on the spot*

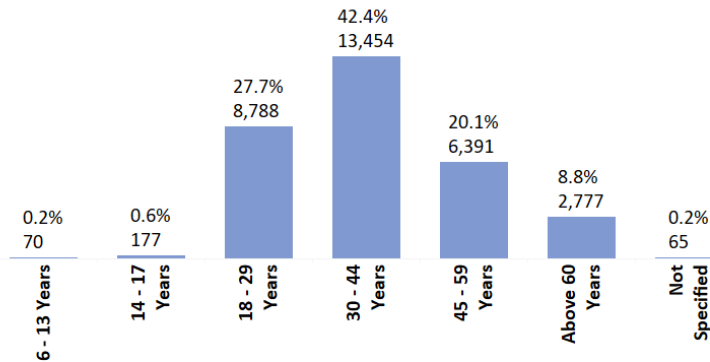
19,183 tickets referred to relevant actors

16,385 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



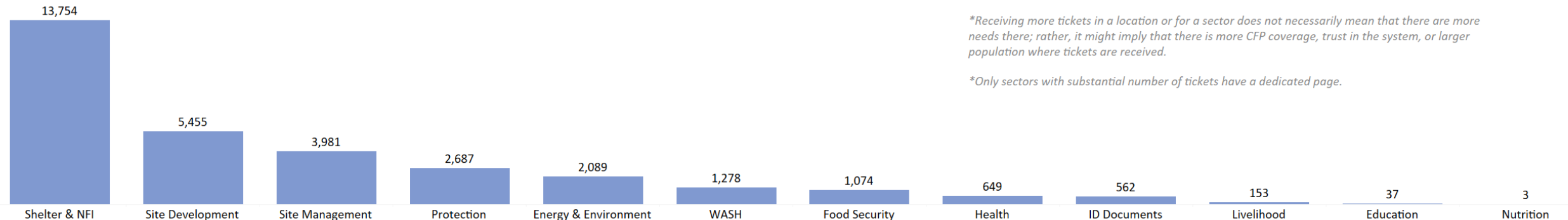
Top Tickets Received this Month

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	2,523	3,557		
Damage to shelter - Shelter damaged by weather	1,507	1,866		
Slope Protection (erosion) - Damaged, broken, or needs improvement	445	872		
Pathway - Damaged, broken, or needs improvement	490	779		
Slope Protection (erosion) - Requested	581	629		
Shelter Materials - Request additional materials	273	635		
Cash for Work - Has not been selected for CFW in long time	223	607		
NFI - Request additional materials	175	416		
LPG Gas - Not enough for family	190	393		
Cash for Work - Requested CFW	83	416		
Shelter Materials - Missed Distribution	171	291		
Cash for Work - Has not been enrolled	107	244		
Stairs - Requested	107	151		
Cooking Stove - Broken or not working	25	154		
SMART Card & Family Attestation - Add New Born	46	116		
SMART Card & Family Attestation - Merge and split		1		

Tickets Received this Month by Camp

		Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
HCR	Camp 01E	1,366	169	1,197	359	838
	Camp 01W	1,470	270	1,200	652	548
	Camp 02E	1,294	46	1,248	118	1,130
	Camp 02W	483	19	464	37	427
	Camp 03	475	165	310	184	126
	Camp 04	1,472	618	854	1,020	0
	Camp 04 Ext.	502	163	339	169	170
	Camp 05	414	53	361	75	286
	Camp 06	981	260	721	367	354
	Camp 07	1,775	55	1,720	91	1,629
	Camp 17	804	370	434	384	50
	Camp 21	884	140	744	166	578
	Camp 26	1,276	183	1,093	598	495
	Camp 27	963	280	683	425	258
	Kutupalong RC	587	62	525	360	165
	Nayapara RC	650	149	501	222	279
	Transit Center	230	141	89	158	0
IOM	Camp 08E	767	269	498	658	0
	Camp 08W	1,093	654	439	960	0
	Camp 09	884	587	297	828	0
	Camp 10	653	262	391	832	0
	Camp 11	999	509	490	761	0
	Camp 12	777	430	347	792	0
	Camp 13	766	79	687	582	105
	Camp 14	716	549	167	244	0
	Camp 15	1,283	880	403	972	0
	Camp 16	798	484	314	493	0
	Camp 18	895	639	256	602	0
	Camp 19	1,050	544	506	561	0
	Camp 20	811	473	338	502	0
	Camp 20 Ext	744	387	357	368	0
	Camp 22	1,883	1,517	366	777	0
	Camp 24	1,213	482	731	622	109
	Camp 25	764	651	113	446	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 | May 2025 | Shelter & NFI

Summary for May 2025

13,754 tickets received across **34** sites

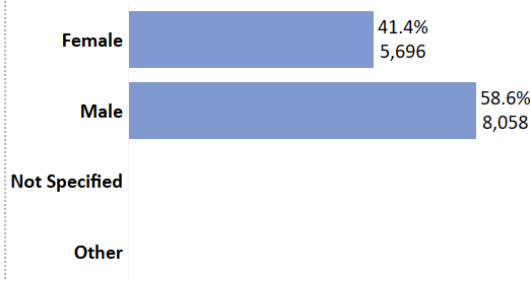
3,770 tickets closed on the spot

9,984 tickets referred to relevant actors

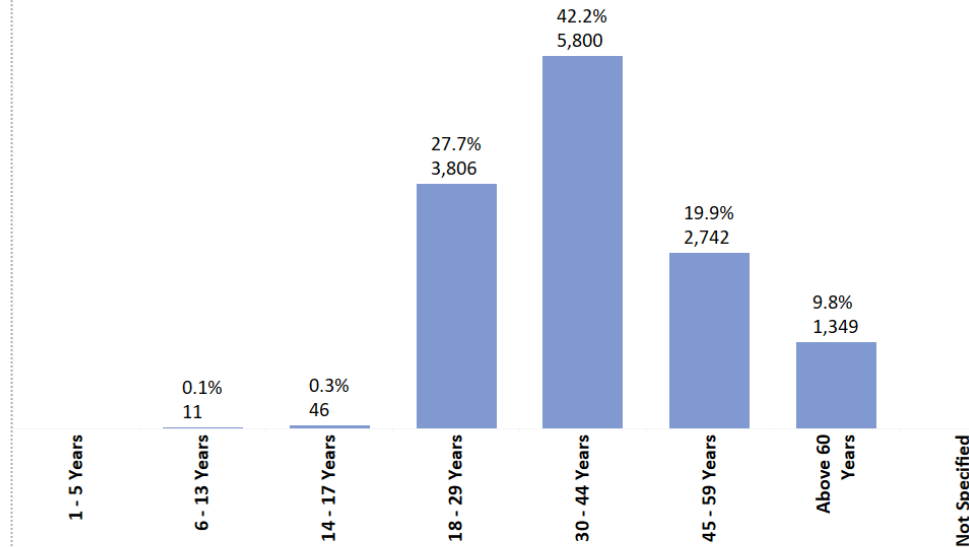
4,437 responses given by relevant actors

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

Tickets Received by Gender



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	937	28	909	186	723
Camp 01W	942	68	874	372	502
Camp 02E	987	5	982	41	941
Camp 02W	387	1	386	4	382
Camp 03	329	114	215	114	101
Camp 04	988	339	649	659	0
Camp 04 Ext.	284	1	283	1	282
Camp 05	290	20	270	30	240
Camp 06	730	108	622	207	415
Camp 07	1,410	17	1,393	19	1,374
Camp 08E	113	113	0	113	0
Camp 08W	150	150	0	95	0
Camp 09	165	164	1	77	0
Camp 10	70	26	44	138	0
Camp 11	375	267	108	350	0
Camp 12	225	210	15	217	0
Camp 13	277	18	259	80	179
Camp 14	50	38	12	9	3
Camp 15	62	56	6	41	0
Camp 16	108	65	43	50	0
Camp 17	651	283	368	283	85
Camp 18	263	253	10	121	0
Camp 19	418	378	40	10	30
Camp 20	194	191	3	5	0
Camp 20 Ext	69	67	2	1	1
Camp 21	470	12	458	12	446
Camp 22	354	344	10	16	0
Camp 24	48	47	1	20	0
Camp 25	60	60	0	11	0
Camp 26	1,026	98	928	493	435
Camp 27	451	115	336	245	91
Kutupalong RC	436	52	384	323	61
Nayapara RC	369	37	332	67	265
Transit Center	66	25	41	27	14

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	6,080	423	5,657	1,368	4,289
Damage to shelter - Shelter damaged by weather	3,373	0	3,373	314	3,059
Shelter & NFI - Request for information	2,133	2,071	62	2,073	0
Shelter Materials - Request additional materials	908	660	248	61	187
NFI - Request additional materials	591	591	0	0	0
Shelter Materials - Missed Distribution	462	0	462	542	0
Request for additional room - Request for new room	65	0	65	7	58
Shelter Number - Requested	56	0	56	54	2
Shelter Materials - Received amount is not enough	31	1	30	8	22
NFI - Missed Distribution	26	0	26	4	22
Shelter Materials - Received damaged materials	7	7	0	0	0
Shelter Kit - Requested (general households)	5	5	0	0	0
NFI - Received amount is not enough	4	4	0	0	0
NFI - Received damaged materials	3	3	0	0	0
Shelter Plot - New plot of land for shelter	3	0	3	3	0
When is the next NFI distribution day?	3	3	0	0	0
Mosque - Shelter Materials requested	1	0	1	0	1

Common Feedback Platform - CFP

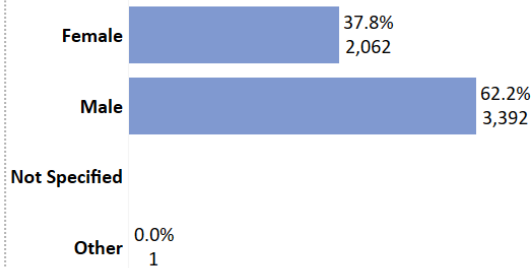
Monthly Sector Report | May 2025 | Site Development

Summary for May 2025

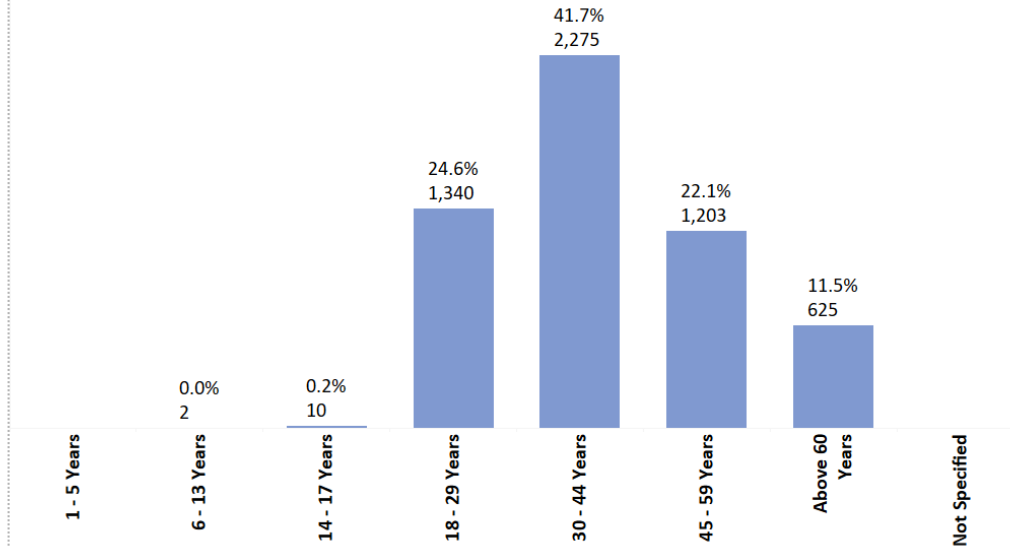
5,455 tickets received across **34** sites
91 tickets closed on the spot
5,364 tickets referred to relevant actors
3,745 responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	108	0	108	3	105
Camp 01W	227	4	223	45	178
Camp 02E	181	1	180	28	152
Camp 02W	49	0	49	0	49
Camp 03	34	0	34	1	33
Camp 04	138	0	138	56	82
Camp 04 Ext.	0	0	0	0	0
Camp 05	61	0	61	2	59
Camp 06	80	0	80	0	80
Camp 07	259	0	259	8	251
Camp 08E	281	0	281	207	74
Camp 08W	370	0	370	449	0
Camp 09	234	0	234	390	0
Camp 10	248	0	248	317	0
Camp 11	310	0	310	162	148
Camp 12	227	0	227	254	0
Camp 13	360	1	359	420	0
Camp 14	198	85	113	171	0
Camp 15	322	0	322	129	193
Camp 16	203	0	203	4	199
Camp 17	18	0	18	0	18
Camp 18	207	0	207	217	0
Camp 19	340	0	340	249	91
Camp 20	231	0	231	245	0
Camp 20 Ext	125	0	125	129	0
Camp 21	181	0	181	0	181
Camp 22	98	0	98	124	0
Camp 24	73	0	73	80	0
Camp 25	66	0	66	50	16
Camp 26	55	0	55	5	50
Camp 27	81	0	81	0	81
Kutupalong RC	61	0	61	0	61
Nayapara RC	29	0	29	0	29
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
Slope Protection (erosion) - Damaged, broken, or needs improvement	1,317	0	1,317	1,034	283
Pathway - Damaged, broken, or needs improvement	1,269	0	1,269	244	1,025
Slope Protection (erosion) - Requested	1,210	0	1,210	1,145	65
Pathway - Requested	380	0	380	148	232
Drainage - Drain Requested	280	0	280	319	0
Stairs - Requested	258	0	258	233	25
Stairs - Damaged, broken, or needs improvement	245	0	245	158	87
Drainage - Damaged, broken, or needs improvement	119	0	119	124	0
Drainage Cover (Slab) - Requested	70	0	70	83	0
Landslide	46	46	0	0	0
Drainage - Blocked or Water logging	43	0	43	59	0
Slope/Ramp - Damaged, broken, or needs improvement	40	0	40	1	39
When will my issue be prioritized for resolving?	39	37	2	2	0
Bridge - Damaged, broken, or needs improvement	28	0	28	26	2
Lamp post or Street light - Requested	21	0	21	38	0
Lamp post or Street light - Damaged, broken, or needs improvement	16	0	16	24	0
Fence or railing for path or stairs - Damaged, broken, or needs improvement	15	0	15	15	0

Common Feedback Platform - CFP

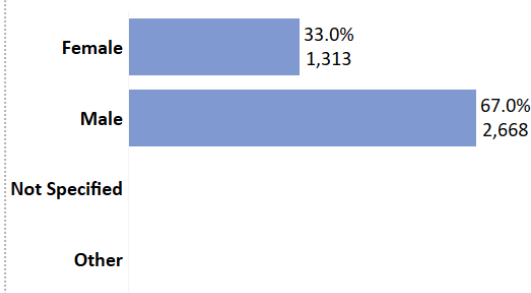
Monthly Sector Report | May 2025 | Site Management

Summary for May 2025

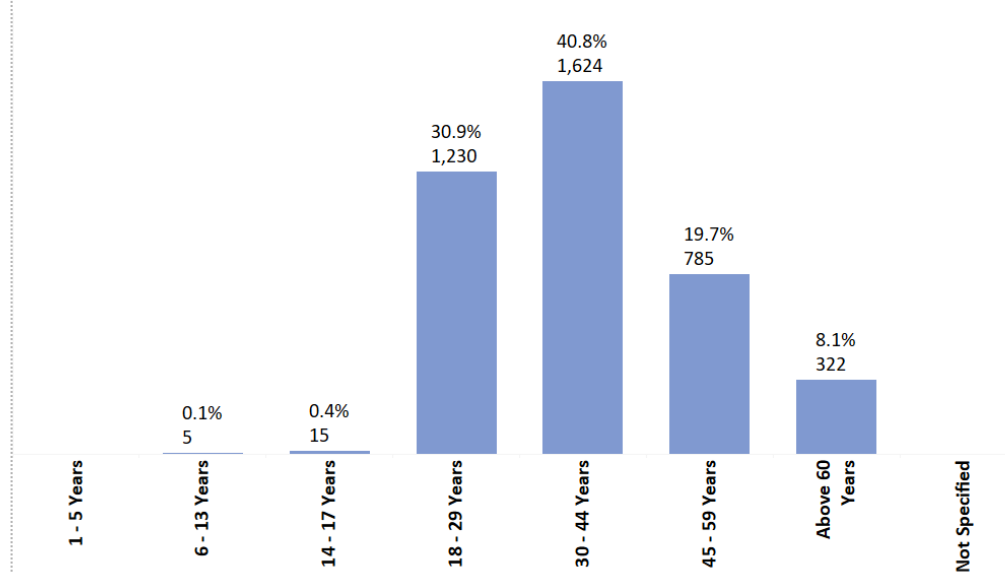
3,981 tickets received across 34 sites
3,080 tickets closed on the spot
901 tickets referred to relevant actors
2,452 responses given by relevant actors

**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	81	15	66	15	51
Camp 01W	57	51	6	51	0
Camp 02E	52	25	27	26	1
Camp 02W	14	10	4	10	0
Camp 03	17	6	11	6	5
Camp 04	122	118	4	118	0
Camp 04 Ext.	119	101	18	101	0
Camp 05	12	9	3	9	0
Camp 06	37	37	0	37	0
Camp 07	36	28	8	30	0
Camp 08E	105	4	101	28	73
Camp 08W	286	281	5	299	0
Camp 09	128	125	3	89	0
Camp 10	23	11	12	38	0
Camp 11	115	92	23	67	0
Camp 12	144	137	7	148	0
Camp 13	39	15	24	18	6
Camp 14	219	214	5	12	0
Camp 15	163	154	9	70	0
Camp 16	105	94	11	109	0
Camp 17	44	36	8	37	0
Camp 18	99	98	1	32	0
Camp 19	81	75	6	20	0
Camp 20	181	160	21	36	0
Camp 20 Ext	364	222	142	173	0
Camp 21	55	46	9	46	0
Camp 22	539	399	140	356	0
Camp 24	220	132	88	144	0
Camp 25	245	245	0	165	0
Camp 26	55	27	28	37	0
Camp 27	197	89	108	99	9
Kutupalong RC	2	0	2	2	0
Nayapara RC	4	4	0	4	0
Transit Center	21	20	1	20	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	1,896	1,726	170	1,726	0
Cash for Work - Has not been selected for CFV in long time	830	830	0	0	0
Cash for Work - Requested CFV	499	499	0	0	0
Cash for Work - Has not been enrolled	351	0	351	366	0
Electricity Supply - Not working	144	0	144	188	0
Relocation & Repatriation - Temporary relocation	62	0	62	0	62
Relocation & Repatriation - Relocation to another camp	60	0	60	22	38
Cash for Work - Payment delayed	38	0	38	113	0
Community Conflict - Tree Cutting	32	0	32	10	22
Relocation & Repatriation - Relocation within camp	18	0	18	4	14
When is my next Cash for Work rotation day?	18	18	0	0	0
Community Conflict - Land & shelter extension	10	0	10	12	0
Cash for Work - Has received less payment than days worked	9	0	9	9	0
Not working - Solar supply	5	0	5	0	5
Relocation & Repatriation - Repatriation to Myanmar	5	5	0	0	0
Site Management - Committee center service required	2	0	2	2	0
When is the next Cash for Work payment day?	2	2	0	0	0

Common Feedback Platform - CFP

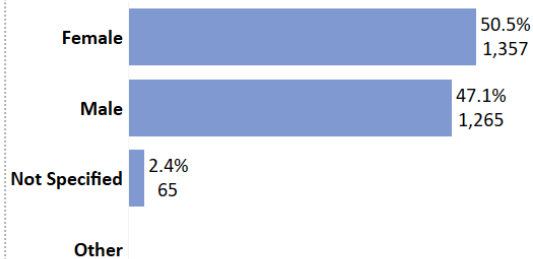
Monthly Sector Report | May 2025 | Protection

Summary for May 2025

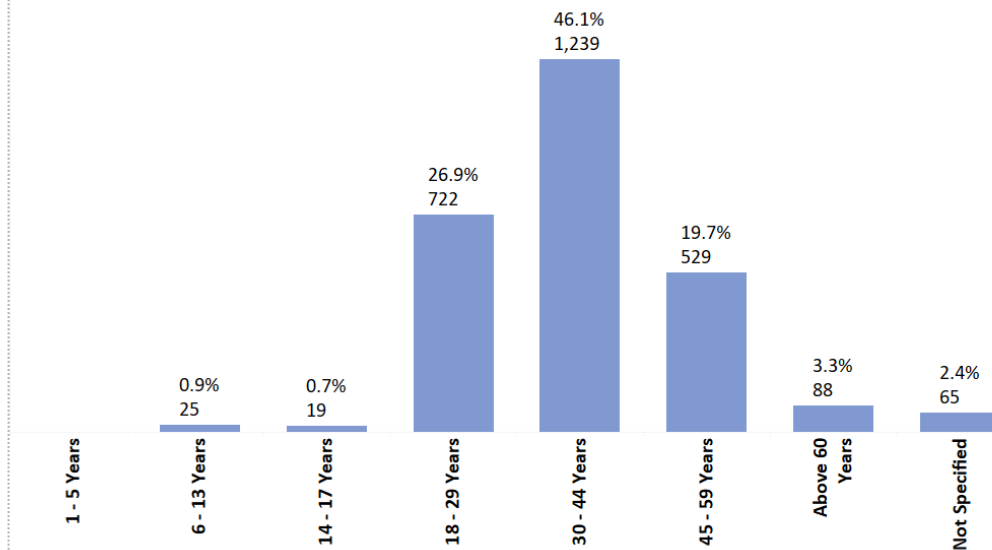
2,687 tickets received across **34** sites
1,794 tickets closed on the spot
893 tickets referred to relevant actors
2,089 responses given by relevant actors

**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	184	120	64	146	0
Camp 01W	185	139	46	168	0
Camp 02E	32	11	21	19	2
Camp 02W	18	6	12	13	0
Camp 03	35	7	28	25	3
Camp 04	118	86	32	108	0
Camp 04 Ext.	62	40	22	46	0
Camp 05	17	4	13	12	1
Camp 06	75	63	12	70	0
Camp 07	44	8	36	28	8
Camp 08E	34	18	16	32	0
Camp 08W	25	14	11	19	0
Camp 09	94	72	22	71	0
Camp 10	235	213	22	222	0
Camp 11	91	69	22	83	0
Camp 12	16	9	7	10	0
Camp 13	27	0	27	11	16
Camp 14	19	6	13	12	1
Camp 15	501	470	31	479	0
Camp 16	98	95	3	98	0
Camp 17	18	1	17	11	6
Camp 18	22	3	19	6	13
Camp 19	29	16	13	4	9
Camp 20	14	3	11	9	2
Camp 20 Ext	18	14	4	6	0
Camp 21	59	15	44	28	16
Camp 22	47	32	15	28	0
Camp 24	113	75	38	85	0
Camp 25	52	52	0	26	0
Camp 26	57	19	38	23	15
Camp 27	21	2	19	6	13
Kutupalong RC	62	4	58	22	36
Nayapara RC	227	106	121	146	0
Transit Center	38	2	36	17	19

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Protection - Request for information	1,789	1,729	60	1,729	0
Protection - Request for Protection Interventions	833	0	833	360	473
Protection Referral (IOM)	54	54	0	0	0
Protection Referral (Save_The_Children_International)	4	4	0	0	0
Complaint against Agency or Staff	3	3	0	0	0
Protection Referral (BRAC)	2	2	0	0	0
Protection Referral (DRC)	1	1	0	0	0
Protection Referral (UNHCR)	1	1	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | May 2025 | Energy & Environment

Summary for May 2025

2,089 tickets received across **34** sites

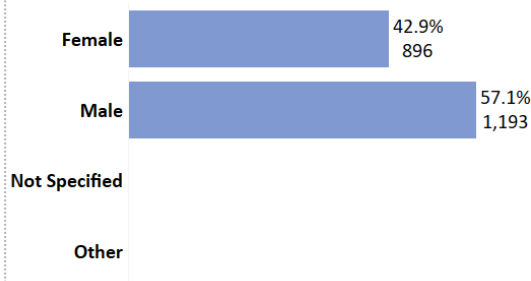
1,092 tickets closed on the spot

997 tickets referred to relevant actors

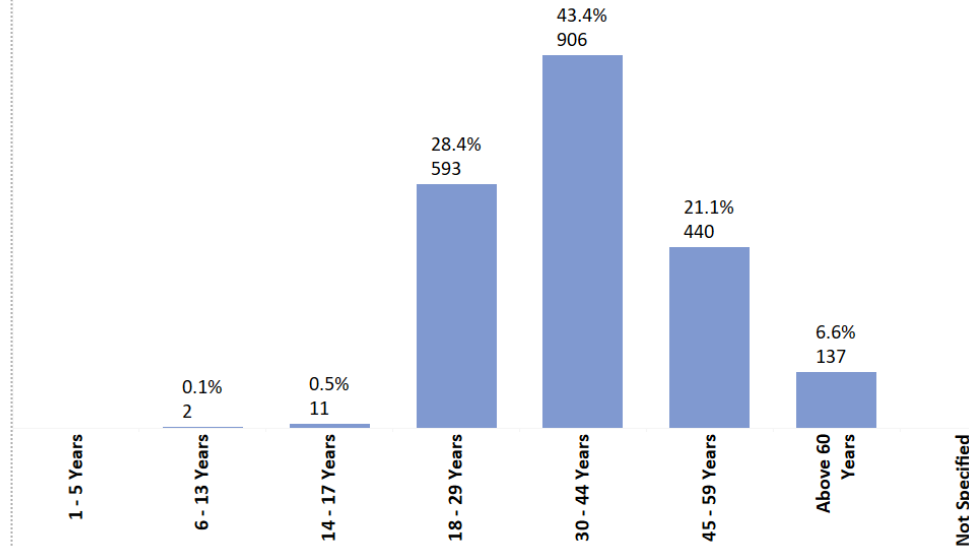
871 responses given by relevant actors

**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	0	12	0	12
Camp 01W	3	0	3	0	3
Camp 02E	8	0	8	0	8
Camp 02W	6	0	6	6	0
Camp 03	4	0	4	0	4
Camp 04	9	2	7	2	5
Camp 04 Ext.	9	0	9	0	9
Camp 05	3	0	3	0	3
Camp 06	0	0	0	0	0
Camp 07	9	0	9	4	5
Camp 08E	81	31	50	132	0
Camp 08W	151	118	33	2	31
Camp 09	108	94	14	38	0
Camp 10	42	3	39	57	0
Camp 11	24	16	8	10	0
Camp 12	33	3	30	44	0
Camp 13	3	0	3	4	0
Camp 14	69	53	16	18	0
Camp 15	42	30	12	40	0
Camp 16	88	71	17	36	0
Camp 17	13	0	13	3	10
Camp 18	65	61	4	4	0
Camp 19	92	10	82	203	0
Camp 20	82	53	29	47	0
Camp 20 Ext	79	28	51	7	44
Camp 21	47	39	8	39	0
Camp 22	379	359	20	89	0
Camp 24	495	34	461	39	422
Camp 25	97	84	13	41	0
Camp 26	12	0	12	1	11
Camp 27	13	3	10	3	7
Kutupalong RC	2	0	2	2	0
Nayapara RC	0	0	0	0	0
Transit Center	9	0	9	0	9

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	583	481	102	16	86
LPG Gas - Did not receive cylinder	448	0	448	322	126
Cooking Stove - Did not receive	330	0	330	132	198
Energy & Environment - Request for Information	320	305	15	305	0
Cooking Stove - Broken or not working	179	179	0	0	0
Cooking set (gas & stove) - Requested	68	68	0	0	0
LPG Gas - Did not receive refill	52	0	52	47	5
When is the next LPG distribution day?	36	36	0	0	0
LPG Gas - Lost token	18	0	18	12	6
LPG Porters - Requested	15	0	15	16	0
Cooking set (gas & stove) - Broken or not working	14	14	0	0	0
Cooking Stove - Requested	9	9	0	0	0
LPG Gas - Lost or stolen cylinder	9	0	9	8	1
Pressure Cooker - Did not receive	5	0	5	12	0
Cooking Stove - Lost or stolen	1	0	1	1	0
LPG Gas - HH wants someone outside their family to collect LPG refill	1	0	1	0	1
Pressure cooker - Did not received	1	0	1	0	1

Common Feedback Platform - CFP

Monthly Sector Report | May 2025 | **WASH**

Summary for May 2025

1,278 tickets received across **34** sites

756 tickets closed on the spot

522 tickets referred to relevant actors

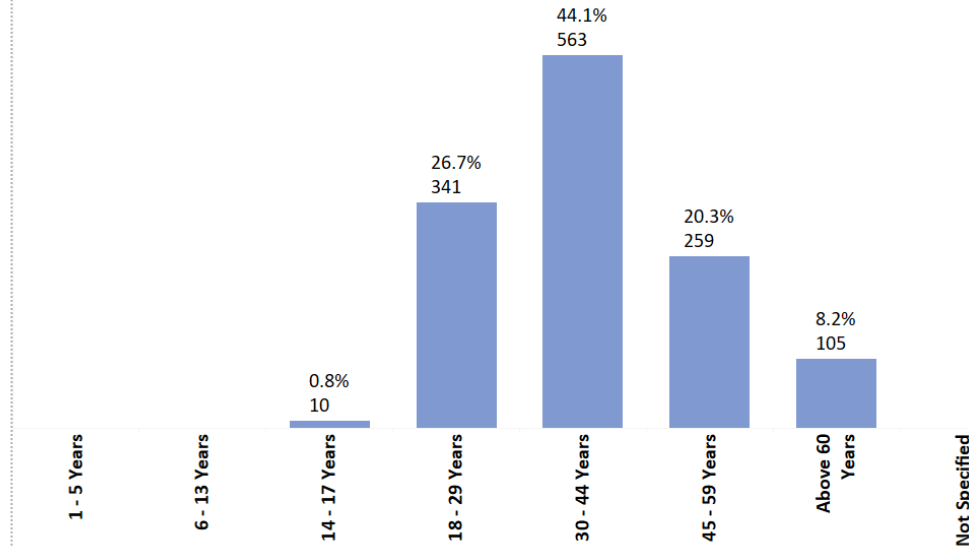
1,223 responses given by relevant actors

**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	13	0	13	3	10
Camp 01W	10	0	10	7	3
Camp 02E	16	2	14	2	12
Camp 02W	2	0	2	0	2
Camp 03	6	1	5	1	4
Camp 04	30	24	6	24	0
Camp 04 Ext.	2	1	1	1	0
Camp 05	5	2	3	2	1
Camp 06	3	2	1	2	0
Camp 07	4	1	3	1	2
Camp 08E	48	36	12	75	0
Camp 08W	37	22	15	45	0
Camp 09	88	69	19	99	0
Camp 10	28	4	24	44	0
Camp 11	33	18	15	51	0
Camp 12	63	24	39	63	0
Camp 13	13	0	13	14	0
Camp 14	18	13	5	9	0
Camp 15	44	30	14	80	0
Camp 16	101	71	30	101	0
Camp 17	17	14	3	14	0
Camp 18	53	41	12	43	0
Camp 19	25	0	25	33	0
Camp 20	53	20	33	92	0
Camp 20 Ext	25	1	24	27	0
Camp 21	36	3	33	16	17
Camp 22	162	157	5	128	0
Camp 24	83	54	29	114	0
Camp 25	116	86	30	70	0
Camp 26	15	9	6	9	0
Camp 27	125	48	77	49	28
Kutupalong RC	2	1	1	2	0
Nayapara RC	0	0	0	0	0
Transit Center	2	2	0	2	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	698	630	68	630	0
Soap & Hygiene Kit - Not enough	106	106	0	0	0
Soap & Hygiene Kit - Did not receive	101	0	101	165	0
Latrine - Needs desludging	75	0	75	115	0
Latrine - New toilet requested	51	0	51	73	0
Bathing Station - Requested	45	0	45	38	7
Tubewell - Not Working	29	0	29	33	0
Latrine - Broken	22	0	22	43	0
Water tap - Requested	20	0	20	21	0
Soap & Hygiene Kit - Additional Requested	19	19	0	0	0
Bathing Station - Broken or Damaged	17	0	17	24	0
Latrine - Latrine not working properly	16	0	16	0	16
Water tap & Tubewell - Requesting new facility	15	0	15	2	13
Water tap - Not enough water	14	0	14	22	0
Water tap - Not Working	11	0	11	10	1
Water tap & Tubewell - Not Working	9	0	9	2	7
Tubewell - Requested	5	0	5	5	0

Common Feedback Platform - CFP

Monthly Sector Report | May 2025 | Food Security

Summary for May 2025

1,074 tickets received across **34** sites

912 tickets closed on the spot

162 tickets referred to relevant actors

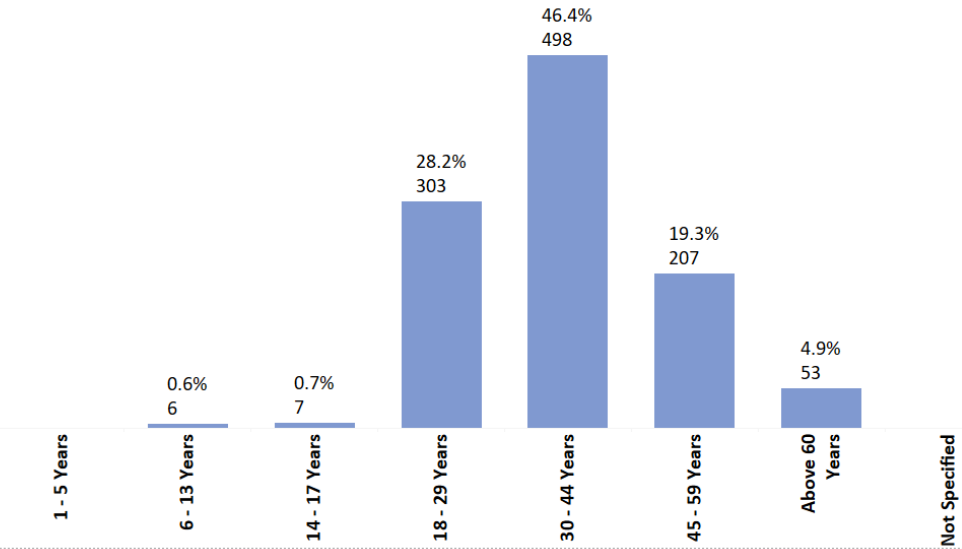
865 responses given by relevant actors

**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	12	3	9	3	6
Camp 01W	6	5	1	6	0
Camp 02E	5	1	4	1	3
Camp 02W	3	0	3	2	1
Camp 03	38	33	5	33	0
Camp 04	49	42	7	42	0
Camp 04 Ext.	12	12	0	12	0
Camp 05	17	17	0	17	0
Camp 06	50	47	3	48	0
Camp 07	5	0	5	0	5
Camp 08E	91	64	27	67	0
Camp 08W	26	25	1	25	0
Camp 09	40	40	0	39	0
Camp 10	2	0	2	3	0
Camp 11	12	10	2	4	0
Camp 12	63	43	20	44	0
Camp 13	29	29	0	29	0
Camp 14	24	24	0	8	0
Camp 15	120	120	0	120	0
Camp 16	65	65	0	66	0
Camp 17	37	33	4	33	0
Camp 18	61	61	0	57	0
Camp 19	37	37	0	37	0
Camp 20	24	15	9	66	0
Camp 20 Ext	9	5	4	9	0
Camp 21	8	2	6	2	4
Camp 22	66	65	1	17	0
Camp 24	0	0	0	0	0
Camp 25	45	45	0	0	0
Camp 26	16	14	2	14	0
Camp 27	60	20	40	20	20
Kutupalong RC	7	3	4	7	0
Nayapara RC	2	0	2	2	0
Transit Center	33	32	1	32	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Food Security - Request for information	829	787	42	787	0
Food distributions - Household has not received food	57	0	57	65	0
Farming supplies - Requested	52	52	0	0	0
Food distributions - Request for more food each month	35	35	0	0	0
Food distributions - Missed Token	24	0	24	3	21
Food distributions - Request for different items or quantities	19	19	0	0	0
Food distributions - Want to purchase more but not allowed	16	16	0	0	0
Food Porters - Requested	15	0	15	6	9
Food Security - Issue with collector	9	0	9	1	8
Request for fresh food enlistment - Request for fresh food	9	0	9	0	9
Food distributions - HH wants someone outside their family to collect food	4	0	4	0	4
When is the next food distribution day? When are the food distribution centres open?	3	3	0	0	0
Food Security - Issue with distribution item	2	0	2	1	1

Common Feedback Platform - CFP

Monthly Sector Report | May 2025 | Health

Summary for May 2025

649 tickets received across **34** sites

461 tickets closed on the spot

188 tickets referred to relevant actors

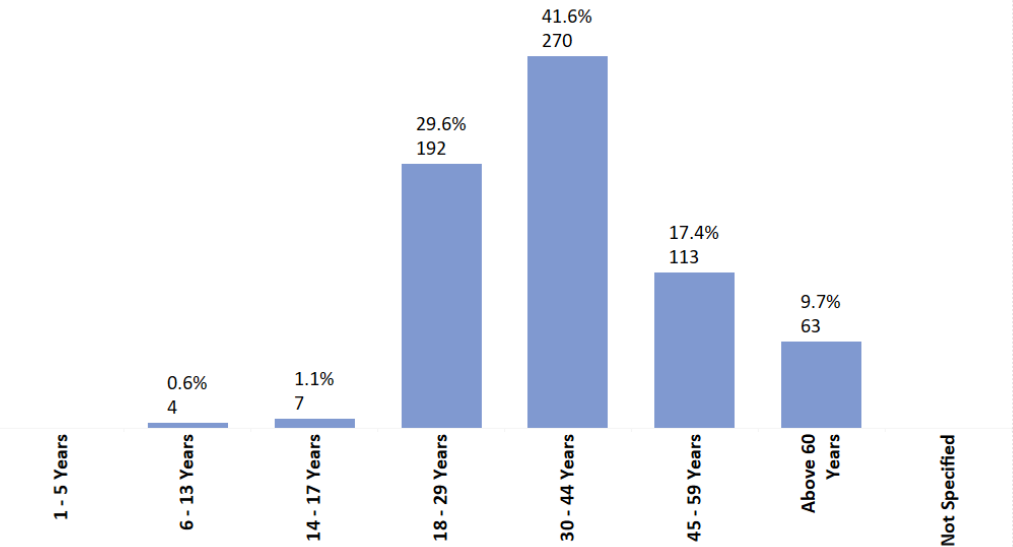
480 responses given by relevant actors

**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	15	0	15	0	15
Camp 01W	35	3	32	3	29
Camp 02E	9	1	8	1	7
Camp 02W	4	2	2	2	0
Camp 03	10	3	7	3	4
Camp 04	15	6	9	10	0
Camp 04 Ext.	11	6	5	6	0
Camp 05	9	1	8	3	5
Camp 06	6	3	3	3	0
Camp 07	8	1	7	1	6
Camp 08E	3	3	0	3	0
Camp 08W	26	23	3	24	0
Camp 09	21	20	1	20	0
Camp 10	2	2	0	2	0
Camp 11	30	30	0	30	0
Camp 12	5	4	1	5	0
Camp 13	5	4	1	4	0
Camp 14	7	5	2	5	0
Camp 15	13	4	9	10	0
Camp 16	25	23	2	28	0
Camp 17	6	3	3	3	0
Camp 18	119	119	0	119	0
Camp 19	2	2	0	2	0
Camp 20	3	2	1	2	0
Camp 20 Ext	1	1	0	1	0
Camp 21	24	20	4	20	0
Camp 22	5	4	1	4	0
Camp 24	94	80	14	80	0
Camp 25	11	11	0	11	0
Camp 26	19	9	10	9	1
Camp 27	14	3	11	3	8
Kutupalong RC	14	1	13	1	12
Nayapara RC	17	2	15	2	13
Transit Center	61	60	1	60	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	500	461	39	462	0
Health - Assessment of medical conditions required	75	0	75	5	70
General Health Card - Did not receive	29	0	29	4	25
Treatment - Waited too long	25	0	25	0	25
Health - Facility is not maintaining standards	12	0	12	1	11
Treatment - Treatment not good quality	4	0	4	1	3
General Health Card - Fully filled up	2	0	2	2	0
General Health Card - Lost, damaged or Stolen	2	0	2	5	0

Common Feedback Platform - CFP

Monthly Sector Report | May 2025 | ID Documents

Summary for May 2025

562 tickets received across **34** sites

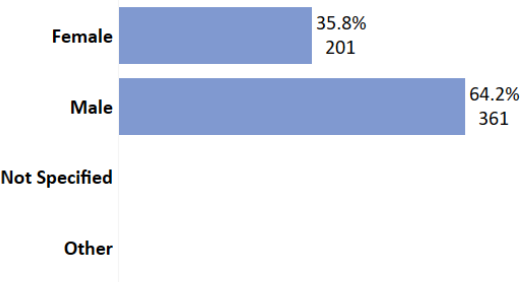
424 tickets closed on the spot

138 tickets referred to relevant actors

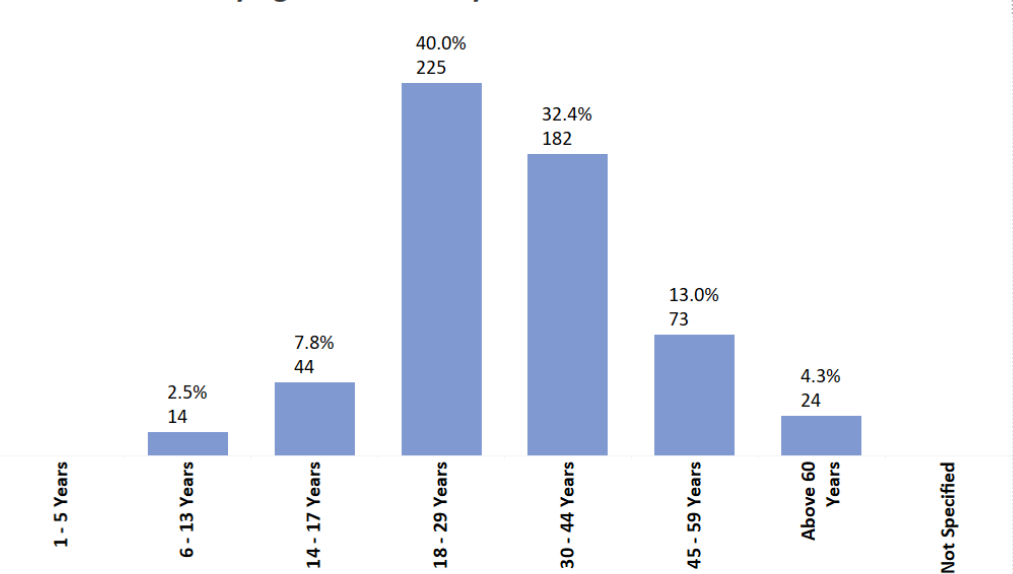
61 responses given by relevant actors

**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	0	0	0	0	0
Camp 01W	1	0	1	0	1
Camp 02E	2	0	2	0	2
Camp 02W	0	0	0	0	0
Camp 03	0	0	0	0	0
Camp 04	1	0	1	0	1
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	11	0	11	1	10
Camp 08W	21	21	0	2	0
Camp 09	3	0	3	2	1
Camp 10	0	0	0	8	0
Camp 11	8	6	2	4	0
Camp 12	1	0	1	7	0
Camp 13	13	12	1	2	0
Camp 14	112	111	1	0	1
Camp 15	10	10	0	3	0
Camp 16	5	0	5	1	4
Camp 17	0	0	0	0	0
Camp 18	6	3	3	3	0
Camp 19	26	26	0	3	0
Camp 20	29	29	0	0	0
Camp 20 Ext	54	49	5	5	0
Camp 21	0	0	0	0	0
Camp 22	233	157	76	15	61
Camp 24	21	0	21	0	21
Camp 25	4	0	4	4	0
Camp 26	0	0	0	0	0
Camp 27	0	0	0	0	0
Kutupalong RC	0	0	0	0	0
Nayapara RC	1	0	1	1	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
SMART Card & Family Attestation - Add New Born	162	162	0	0	0
SMART Card & Family Attestation - Request for individual SMART card	115	115	0	0	0
SCOPE Card - Has not received new SCOPE Card	61	0	61	10	51
SMART Card & Family Attestation - Lost ID Card	61	61	0	0	0
SCOPE Card - Family Attestation doesn't match SCOPE	60	0	60	15	45
SMART Card & Family Attestation - HH requests for vulnerability verification (e.g., Elderly headed HH, Child headed HH, Woman H..	38	38	0	0	0
SMART Card & Family Attestation - HH requests for vulnerability verification (only for HH that includes person with disability)	20	20	0	0	0
SMART Card & Family Attestation - Biographical Error	13	13	0	0	0
SCOPE Card - Lost	10	0	10	23	0
SMART Card & Family Attestation - Lost family attestation card	5	5	0	0	0
SCOPE Card - Fingerprint scan is not working	4	0	4	2	2
SCOPE Card - No balance on card	2	0	2	8	0
SMART Card & Family Attestation - Add New Member	2	2	0	0	0
SMART Card & Family Attestation - Address Change	2	2	0	0	0
SMART Card & Family Attestation - Death Case	2	2	0	0	0
SMART Card & Family Attestation - Marriage case	2	2	0	0	0
SCOPE Card - HH wants to change the people who can collect food or LPG	1	0	1	0	1

Common Feedback Platform - CFP

Monthly Sector Report | May 2025 | Livelihood

Summary for May 2025

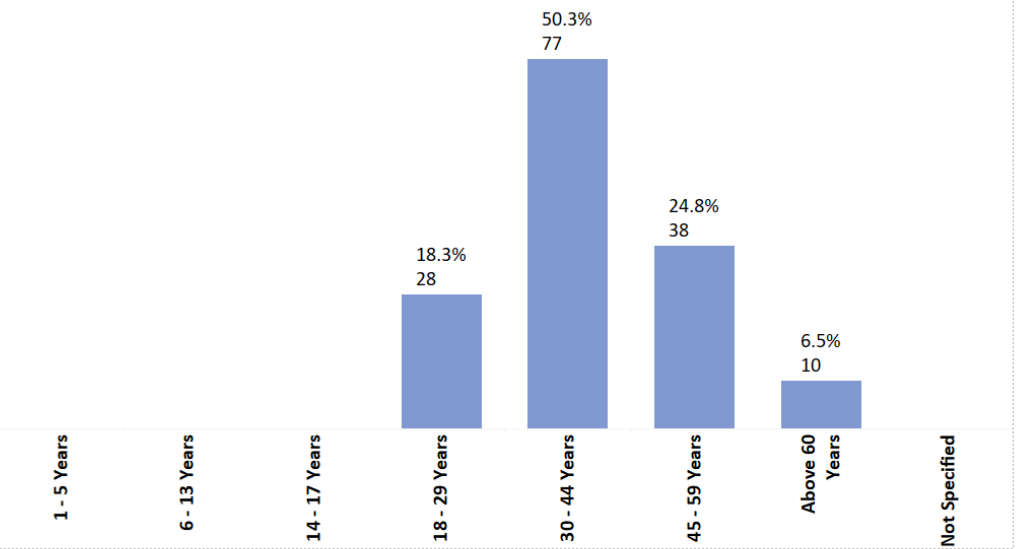
- 153 tickets received across 34 sites
- 129 tickets closed on the spot
- 24 tickets referred to relevant actors
- 129 responses given by relevant actors

**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	3	2	1	2	0
Camp 01W	4	0	4	0	4
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	2	1	1	1	0
Camp 04	1	1	0	1	0
Camp 04 Ext.	2	1	1	1	0
Camp 05	0	0	0	0	0
Camp 06	0	0	0	0	0
Camp 07	0	0	0	0	0
Camp 08E	0	0	0	0	0
Camp 08W	0	0	0	0	0
Camp 09	3	3	0	3	0
Camp 10	1	1	0	1	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	2	2	0	2	0
Camp 22	0	0	0	0	0
Camp 24	45	43	2	43	0
Camp 25	68	68	0	68	0
Camp 26	21	7	14	7	7
Camp 27	1	0	1	0	1
Kutupalong RC	0	0	0	0	0
Nayapara RC	0	0	0	0	0
Transit Center	0	0	0	0	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Livelihood - Request for information	153	129	24	129	0

Common Feedback Platform - CFP

Monthly Sector Report | May 2025 | Education

Summary for May 2025

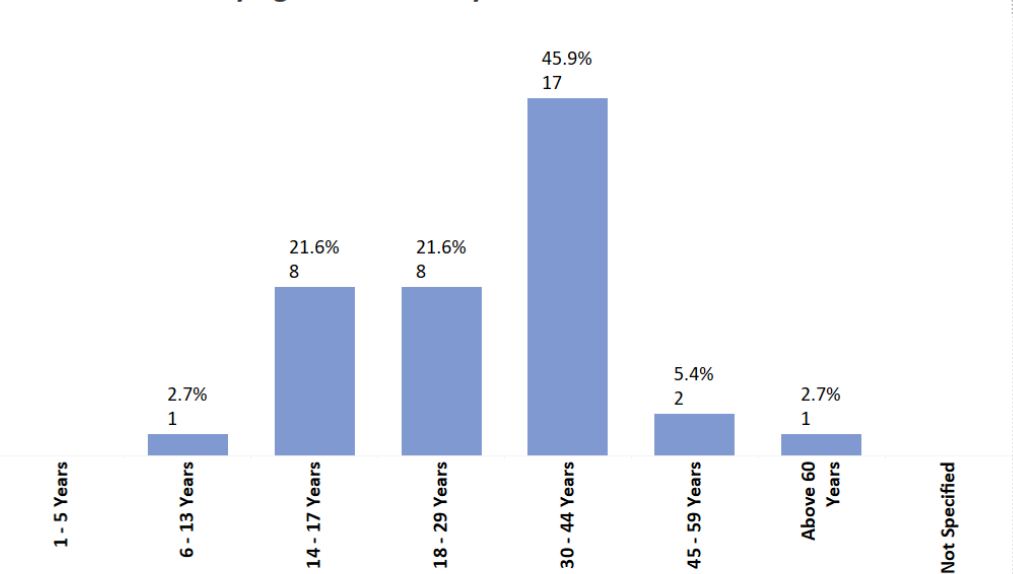
- 37 tickets received across 34 sites
- 30 tickets closed on the spot
- 7 tickets referred to relevant actors
- 23 responses given by relevant actors

**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	0	0	0	0	0
Camp 03	0	0	0	0	0
Camp 04	1	0	1	0	1
Camp 04 Ext.	1	1	0	1	0
Camp 05	0	0	0	0	0
Camp 06	0	0	0	0	0
Camp 07	0	0	0	0	0
Camp 08E	0	0	0	0	0
Camp 08W	1	0	1	0	1
Camp 09	0	0	0	0	0
Camp 10	2	2	0	2	0
Camp 11	1	1	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	6	6	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	1	1	0	1	0
Camp 22	0	0	0	0	0
Camp 24	21	17	4	17	0
Camp 25	0	0	0	0	0
Camp 26	0	0	0	0	0
Camp 27	0	0	0	0	0
Kutupalong RC	1	1	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 - Request for information	27	23	4	23	0
Changes to Education - Secondary education requested	7	7	0	0	0
Education-Tertiary Education requested	2	0	2	0	2
Temporary Learning Centre - Enrolment Requested	1	0	1	0	1

Common Feedback Platform - CFP

Monthly Sector Report | May 2025 | Nutrition

Summary for May 2025

3 tickets received across **34** sites

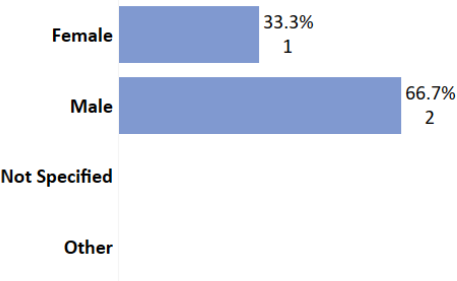
0 tickets closed on the spot

3 tickets referred to relevant actors

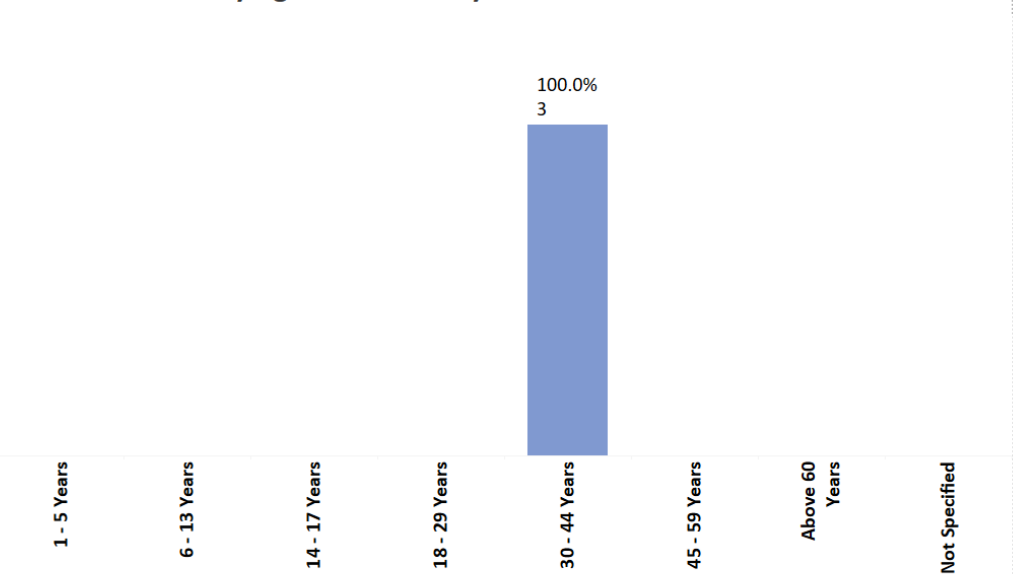
10 responses given by relevant actors

**Responses can be given within the same month or at a later date which might make the 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	0	0	0	0	0
Camp 01W	0	0	0	0	0
Camp 02E	2	0	2	0	2
Camp 02W	0	0	0	0	0
Camp 03	0	0	0	0	0
Camp 04	0	0	0	0	0
Camp 04 Ext.	0	0	0	0	0
Camp 05	0	0	0	0	0
Camp 06	0	0	0	0	0
Camp 07	0	0	0	0	0
Camp 08E	0	0	0	0	0
Camp 08W	0	0	0	0	0
Camp 09	0	0	0	0	0
Camp 10	0	0	0	0	0
Camp 11	0	0	0	0	0
Camp 12	0	0	0	0	0
Camp 13	0	0	0	0	0
Camp 14	0	0	0	0	0
Camp 15	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	10	0
Camp 21	1	0	1	0	1
Camp 22	0	0	0	0	0
Camp 24	0	0	0	0	0
Camp 25	0	0	0	0	0
Camp 26	0	0	0	0	0
Camp 27	0	0	0	0	0
Kutupalong RC	0	0	0	0	0
Nayapara RC	0	0	0	0	0
Transit Center	0	0	0	0	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Nutrition Assistance - Requested	2	0	2	7	0
Nutrition - Request for information	1	0	1	0	1