

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 | July 2024 - June 2025

Cumulative Data for Jul 2024 - Jun 2025

454,964 tickets received across 34 sites

183,890 tickets closed on the spot

271,074 tickets referred by 6 actors

216,357 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	July	August	September	October	November	December	January	February	March	April	May	June	Grand Total
Education	12	12	13	12	18	22	27	57	78	97	39	65	452
Energy & Environment	863	945	1,337	1,230	1,113	2,314	3,623	3,959	2,846	3,828	3,320	2,009	27,387
Food Security	1,553	1,023	1,775	1,811	862	785	1,125	1,182	1,049	2,394	1,859	1,340	16,758
Health	427	228	485	95	107	801	1,287	1,445	1,270	1,327	1,140	738	9,350
ID Documents	2,085	1,223	1,607	695	647	3,423	5,457	7,086	6,229	2,477	3,075	399	34,403
Livelihood	31	7	13			254	300	141	226	192	153	182	1,499
Nutrition	2		2	8	3	368	435	1,584	1,074	9	4	7	3,496
Protection	950	1,456	1,858	341	275	2,628	3,067	2,753	2,462	6,206	4,148	2,592	28,736
Shelter & NFI	12,219	9,905	9,842	7,685	6,866	8,556	15,548	17,290	15,931	21,392	27,403	16,310	168,947
Site Development	6,607	3,675	3,968	4,159	3,727	4,340	9,147	9,296	8,601	9,083	10,740	6,149	79,492
Site Management	3,374	3,470	4,321	2,912	2,722	7,340	7,904	7,324	7,403	5,285	6,496	3,810	62,361
WASH	833	759	1,099	819	653	1,976	2,741	2,947	3,665	2,960	2,520	1,111	22,083

Cumulative Tickets per Month

	July	August	September	October	November	December	January	February	March	April	May	June	Grand Total
Total Received	28,956	22,703	26,320	19,767	16,993	32,807	50,661	55,064	50,834	55,250	60,897	34,712	454,964
Total Closed on the Spot	9,206	9,277	10,970	5,281	4,970	18,148	22,118	24,778	23,743	19,622	19,973	15,804	183,890
Total Referred	19,750	13,426	15,350	14,486	12,023	14,659	28,543	30,286	27,091	35,628	40,924	18,908	271,074
Total Replies	5,663	11,819	7,318	6,443	8,804	13,315	26,163	28,817	33,102	26,596	26,157	22,160	216,357

Top Tickets Received by Gender

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	24,996	33,475	8	1
Damage to shelter - Shelter damaged by weather	12,783	17,793	1	6
NFI - Request additional materials	6,719	14,301	11	
Shelter Materials - Request additional materials	7,332	12,280	7	
Slope Protection (erosion) - Requested	8,322	10,830	8	
Requested for Information	8,446	8,391	2	
Cash for Work - Has not been selected for CfW in long time	4,467	12,017	2	
Slope Protection (erosion) - Damaged, broken, or needs improvement	5,699	10,731	4	
Cash for Work - Requested CfW	2,739	7,934		
LPG Gas - Not enough for family	2,137	7,281		1
Pathway - Damaged, broken, or needs improvement	3,775	6,024		
Shelter Materials - Missed Distribution	3,341	4,276	1	
Cash for Work - Has not been enrolled	2,480	4,906	2	
Stairs - Requested	1,397	2,249	1	
Hill or Slope - Erosion & landslide	1,185	1,839		
SMART Card & Family Attestation - Add New Born	1,094	1,669		
Cooking Stove - Broken or not working	684	1,816		

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	18,448	22,957	10,757	11,614	11,056	23,784	5,173	8,718	11,611	16,431	12,161	12,273	14,822	10,153	6,520	10,217	3,775	11,351	11,529	14,155	13,012	13,870	11,933	11,160	14,830	18,333	11,881	16,712	14,024	9,765	11,194	34,415	14,803	11,527	454,964
Total Closed on the Spot	3,231	4,477	1,598	3,233	3,862	10,241	1,539	2,781	3,434	2,230	4,994	2,339	3,423	2,175	1,063	1,629	2,023	2,957	4,601	8,536	4,303	5,478	4,135	1,931	10,776	8,328	5,721	11,848	7,054	6,533	6,288	26,144	6,373	8,612	183,890
Total Referred	15,217	18,480	9,159	8,381	7,194	13,543	3,634	5,937	8,177	14,201	7,167	9,934	11,399	7,978	5,457	8,588	1,752	8,394	6,928	5,619	8,709	8,392	7,798	9,229	4,054	10,005	6,160	4,864	6,970	3,232	4,906	8,271	8,430	2,915	271,074
Total Replies	6,974	10,190	3,994	2,643	4,777	13,357	2,202	3,842	5,093	5,753	4,759	3,828	6,064	5,068	4,736	4,666	1,837	7,427	7,049	7,781	9,250	7,753	8,426	9,105	4,464	11,536	7,966	6,975	7,182	3,330	4,810	10,169	9,136	4,215	216,357

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 | June 2025

Summary for June 2025

34,712 tickets received across **34** sites

15,804 tickets closed on the spot*

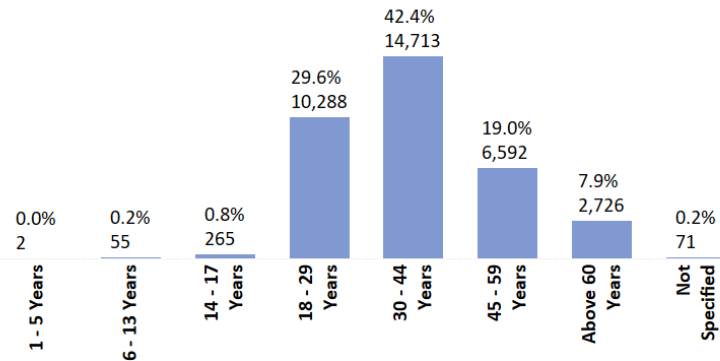
18,908 tickets referred to relevant actors

22,160 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



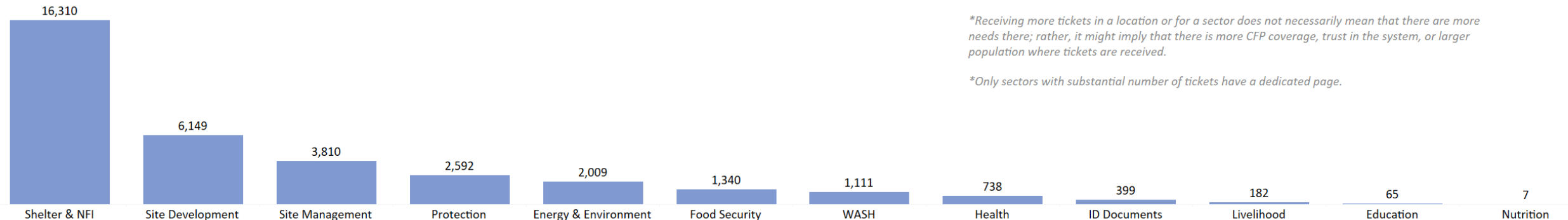
Top Tickets Received this Month

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged by weather	2,086	3,294		
Damage to shelter - Shelter damaged over time	1,459	2,233		
Pathway - Damaged, broken, or needs improvement	646	1,043		
Shelter Materials - Request additional materials	503	1,159	1	
Slope Protection (erosion) - Damaged, broken, or needs improvement	567	1,064		
Slope Protection (erosion) - Requested	550	658	1	
Shelter Materials - Missed Distribution	391	568		
Cash for Work - Has not been selected for CfW in long time	173	463		
NFI - Request additional materials	121	418		
Cash for Work - Requested CfW	143	377		
LPG Gas - Not enough for family	170	332		
Cooking Stove - Broken or not working	40	148		
Stairs - Requested	89	93	1	
Cash for Work - Has not been enrolled	36	126	1	
SMART Card & Family Attestation - Add New Born	43	117		
SMART Card & Family Attestation - Merge and split	3	3		

Tickets Received this Month by Camp

		Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
HCR	Camp 01E	1,277	252	1,025	296	729
	Camp 01W	1,339	331	1,008	874	134
	Camp 02E	1,093	135	958	280	678
	Camp 02W	726	172	554	230	324
	Camp 03	697	441	256	489	0
	Camp 04	1,481	886	595	1,377	0
	Camp 04 Ext.	644	336	308	461	0
	Camp 05	970	277	693	441	252
	Camp 06	1,202	351	851	529	322
	Camp 07	1,792	321	1,471	593	878
	Camp 17	830	398	432	433	0
	Camp 21	810	204	606	541	65
	Camp 26	1,084	330	754	751	3
	Camp 27	1,109	350	759	494	265
	Kutupalong RC	699	172	527	482	45
	Nayapara RC	1,353	196	1,157	252	905
	Transit Center	283	251	32	261	0
IOM	Camp 08E	782	363	419	864	0
	Camp 08W	1,080	646	434	1,081	0
	Camp 09	972	667	305	732	0
	Camp 10	649	240	409	616	0
	Camp 11	807	364	443	820	0
	Camp 12	866	504	362	1,047	0
	Camp 13	1,315	128	1,187	1,639	0
	Camp 14	957	794	163	340	0
	Camp 15	1,345	476	869	758	111
	Camp 16	851	575	276	850	0
	Camp 18	1,034	731	303	736	0
	Camp 19	1,578	1,087	491	397	94
	Camp 20	843	594	249	341	0
	Camp 20 Ext	837	626	211	290	0
	Camp 22	1,807	1,498	309	913	0
	Camp 24	823	461	362	1,518	0
	Camp 25	777	647	130	434	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 | June 2025 | Shelter & NFI

Summary for June 2025

16,310 tickets received across **34** sites

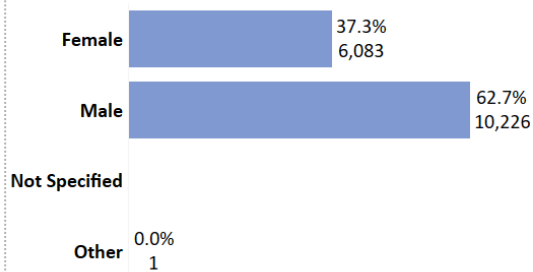
6,752 tickets closed on the spot

9,558 tickets referred to relevant actors

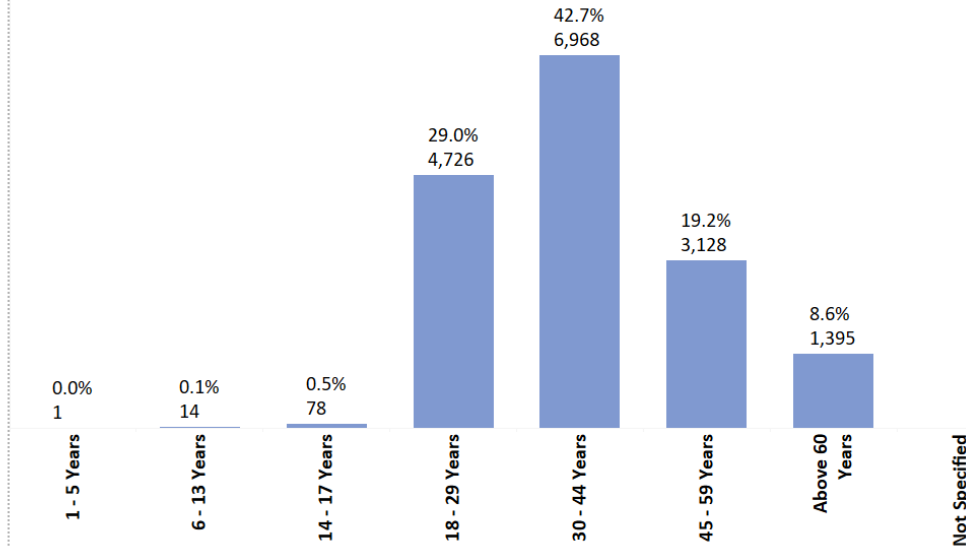
7,838 responses given by relevant actors

**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	948	107	841	107	734
Camp 01W	789	140	649	485	164
Camp 02E	758	46	712	163	549
Camp 02W	503	49	454	93	361
Camp 03	363	220	143	251	0
Camp 04	1,002	604	398	994	0
Camp 04 Ext.	359	75	284	198	86
Camp 05	739	160	579	303	276
Camp 06	722	165	557	321	236
Camp 07	1,206	170	1,036	388	648
Camp 08E	165	165	0	165	0
Camp 08W	202	201	1	112	0
Camp 09	297	296	1	118	0
Camp 10	141	86	55	90	0
Camp 11	197	162	35	158	0
Camp 12	245	212	33	415	0
Camp 13	902	40	862	986	0
Camp 14	86	80	6	48	0
Camp 15	115	98	17	55	0
Camp 16	342	334	8	72	0
Camp 17	663	309	354	329	25
Camp 18	436	433	3	204	0
Camp 19	891	874	17	45	0
Camp 20	352	349	3	31	0
Camp 20 Ext	309	306	3	5	0
Camp 21	384	23	361	248	113
Camp 22	388	382	6	28	0
Camp 24	90	80	10	46	0
Camp 25	75	69	6	9	0
Camp 26	807	179	628	595	33
Camp 27	445	144	301	267	34
Kutupalong RC	361	66	295	358	0
Nayapara RC	963	63	900	86	814
Transit Center	65	65	0	65	0

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 by weather	5,380	0	5,380	1,741	3,639
Shelter and Site Development - Request for information	3,885	3,822	63	3,804	0
Damage to shelter - Shelter damaged over time	3,692	752	2,940	887	2,053
Shelter Materials - Request additional materials	1,663	1,596	67	29	38
Shelter Materials - Missed Distribution	959	0	959	1,240	0
NFI - Request additional materials	539	539	0	0	0
Shelter Number - Requested	50	0	50	53	0
Request for additional room - Request for new room	38	0	38	19	19
NFI - Missed Distribution	30	0	30	52	0
Shelter Destroyed	19	19	0	0	0
Shelter Materials - Received amount is not enough	17	0	17	2	15
Shelter Kit - Requested (general households)	8	8	0	0	0
Shelter Materials - Received damaged materials	7	7	0	0	0
Mosque - Shelter Materials requested	3	0	3	1	2
NFI - Received damaged materials	3	3	0	0	0
Shelter Kit - Requested (new arrival)	3	0	3	3	0
Shelter Plot - New plot of land for shelter	3	0	3	6	0

Common Feedback Platform - CFP

Monthly Sector Report | June 2025 | Site Development

Summary for June 2025

6,149 tickets received across **34** sites

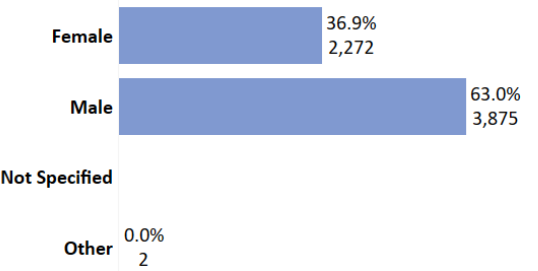
166 tickets closed on the spot

5,983 tickets referred to relevant actors

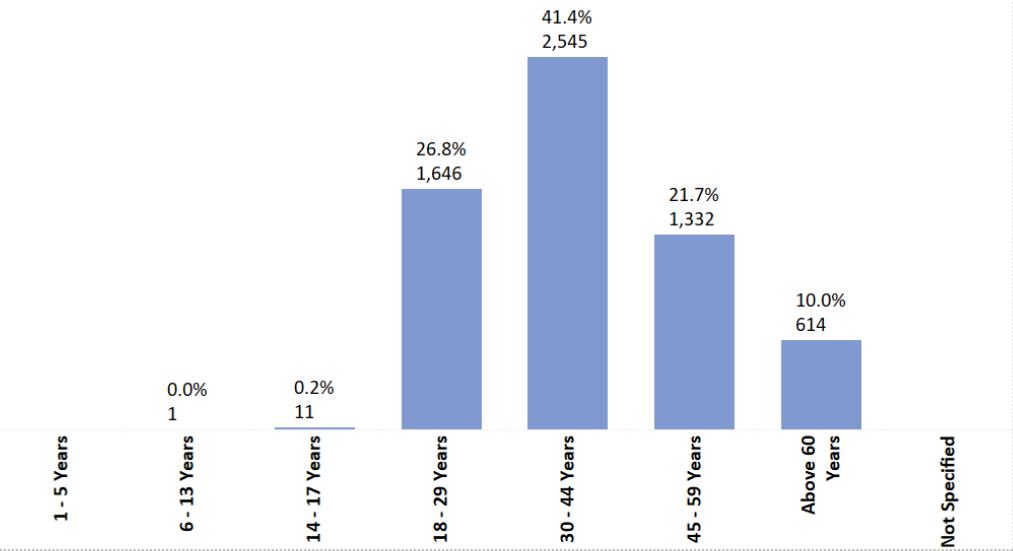
4,538 responses given by relevant actors

**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	106	0	106	0	106
Camp 01W	304	13	291	161	130
Camp 02E	187	0	187	1	186
Camp 02W	73	0	73	2	71
Camp 03	61	0	61	0	61
Camp 04	126	0	126	94	32
Camp 04 Ext.	0	0	0	0	0
Camp 05	89	0	89	6	83
Camp 06	145	0	145	0	145
Camp 07	329	0	329	46	283
Camp 08E	288	0	288	343	0
Camp 08W	369	0	369	154	215
Camp 09	255	0	255	257	0
Camp 10	298	1	297	274	23
Camp 11	335	0	335	416	0
Camp 12	235	0	235	281	0
Camp 13	279	0	279	500	0
Camp 14	260	147	113	91	22
Camp 15	415	5	410	374	36
Camp 16	201	0	201	439	0
Camp 17	31	0	31	0	31
Camp 18	266	0	266	303	0
Camp 19	387	0	387	156	231
Camp 20	228	0	228	177	51
Camp 20 Ext	153	0	153	155	0
Camp 21	170	0	170	79	91
Camp 22	67	0	67	89	0
Camp 24	92	0	92	70	22
Camp 25	78	0	78	50	28
Camp 26	66	0	66	1	65
Camp 27	68	0	68	4	64
Kutupalong RC	56	0	56	14	42
Nayapara RC	132	0	132	1	131
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
Pathway - Damaged, broken, or needs improvement	1,689	0	1,689	447	1,242
Slope Protection (erosion) - Damaged, broken, or needs improvement	1,631	0	1,631	1,395	236
Slope Protection (erosion) - Requested	1,209	0	1,209	1,391	0
Drainage - Drain Requested	216	0	216	321	0
Pathway - Requested	183	0	183	175	8
Stairs - Requested	183	0	183	239	0
Site Development - Pathway - Requested	148	0	148	8	140
Stairs - Damaged, broken, or needs improvement	136	0	136	108	28
Landslide	122	122	0	0	0
Drainage - Damaged, broken, or needs improvement	112	0	112	123	0
Site Development - Stairs - Damaged, broken, or needs improvement	88	0	88	12	76
Site Development - Pathway - Damaged, broken, or needs improvement	76	0	76	26	50
Drainage Cover (Slab) - Requested	59	0	59	81	0
Site Development - Slope Protection (erosion) - Requested	44	0	44	4	40
Drainage - Blocked or Water logging	41	0	41	59	0
WASH - Wash drainage cleaning	33	0	33	9	24
When will my issue be prioritized for resolving?	25	25	0	0	0

Common Feedback Platform - CFP

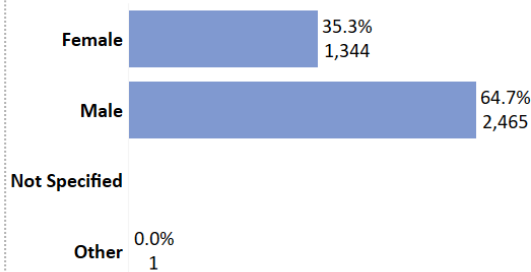
Monthly Sector Report | June 2025 | **Site Management**

Summary for June 2025

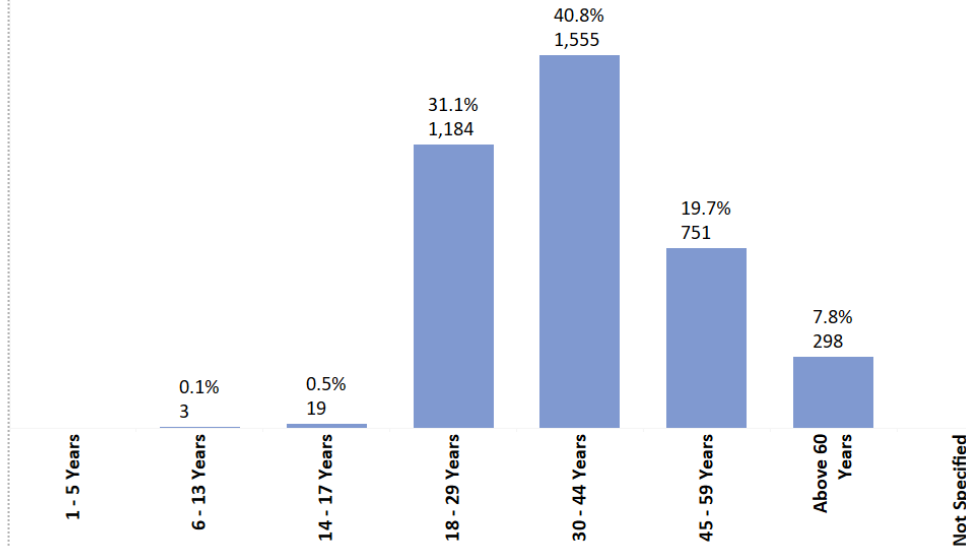
3,810 tickets received across **34** sites
3,158 tickets closed on the spot
652 tickets referred to relevant actors
2,795 responses given by relevant actors

**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	23	22	1	22	0
Camp 01W	63	58	5	58	0
Camp 02E	50	35	15	35	0
Camp 02W	26	26	0	26	0
Camp 03	58	47	11	47	0
Camp 04	115	115	0	115	0
Camp 04 Ext.	194	192	2	192	0
Camp 05	24	24	0	24	0
Camp 06	33	32	1	32	0
Camp 07	38	33	5	33	0
Camp 08E	146	82	64	199	0
Camp 08W	210	202	8	216	0
Camp 09	133	128	5	112	0
Camp 10	43	38	5	56	0
Camp 11	88	61	27	65	0
Camp 12	166	150	16	151	0
Camp 13	19	10	9	33	0
Camp 14	239	232	7	29	0
Camp 15	131	114	17	26	0
Camp 16	80	67	13	82	0
Camp 17	26	26	0	26	0
Camp 18	76	74	2	25	0
Camp 19	41	41	0	18	0
Camp 20	173	173	0	22	0
Camp 20 Ext	245	243	2	80	0
Camp 21	48	41	7	41	0
Camp 22	507	352	155	526	0
Camp 24	212	118	94	149	0
Camp 25	245	243	2	172	0
Camp 26	61	47	14	47	0
Camp 27	249	88	161	88	73
Kutupalong RC	4	4	0	4	0
Nayapara RC	8	5	3	8	0
Transit Center	36	35	1	36	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 Site Management	2,212	1,985	227	1,982	0
Cash for Work - Has not been selected for CFV in long time	636	636	0	0	0
Cash for Work - Requested CFV	520	520	0	0	0
Cash for Work - Has not been enrolled	163	0	163	287	0
Electricity Supply - Not working	156	0	156	404	0
Community Conflict - Tree Cutting	45	0	45	60	0
Site Management - Relocation & Repatriation - Temporary relocation	15	0	15	0	15
Cash for Work - Payment delayed	14	0	14	35	0
When is my next Cash for Work rotation day?	14	14	0	0	0
Cash for Work - Has received less payment than days worked	10	0	10	8	2
Community Conflict - Land & shelter extension	9	0	9	10	0
Site Management - Not working - Solar supply	5	0	5	2	3
Cash for Work - Was charged to enroll or be selected	3	0	3	3	0
Site Management - Electricity Supply - Not working	3	0	3	3	0
Relocation & Repatriation - Relocation within camp	2	0	2	0	2
When is the next Cash for Work payment day?	2	2	0	0	0
Relocation & Repatriation - Repatriation to Myanmar	1	1	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | June 2025 | Protection

Summary for June 2025

2,592 tickets received across **34** sites

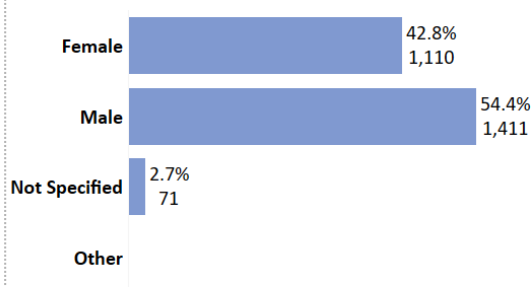
1,520 tickets closed on the spot

1,072 tickets referred to relevant actors

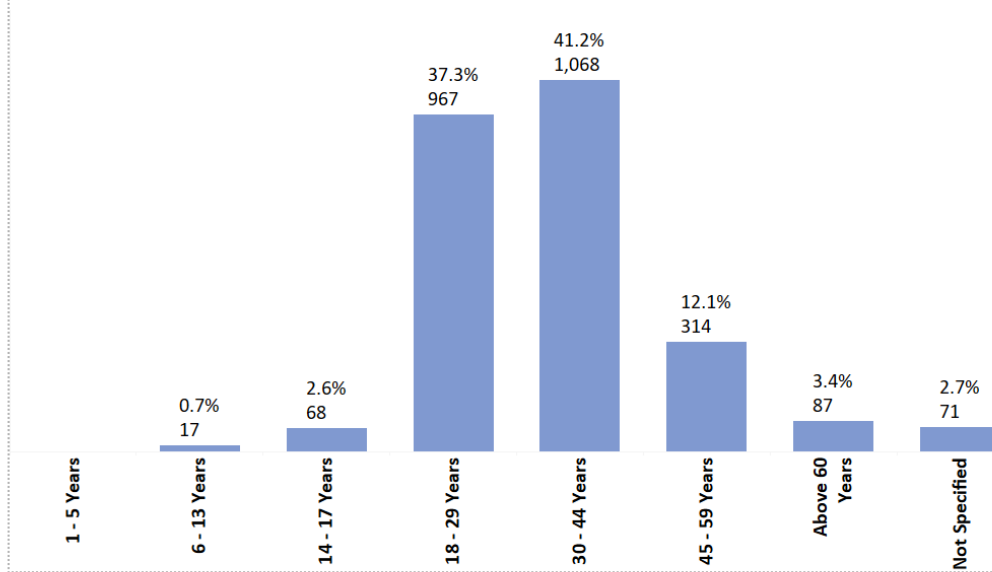
1,713 responses given by relevant actors

**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	66	42	93	0
Camp 01W	86	45	41	76	0
Camp 02E	47	23	24	34	0
Camp 02W	60	38	22	46	0
Camp 03	100	75	25	94	0
Camp 04	112	72	40	77	0
Camp 04 Ext.	30	21	9	23	0
Camp 05	52	38	14	47	0
Camp 06	216	78	138	99	39
Camp 07	149	65	84	65	19
Camp 08E	21	15	6	18	0
Camp 08W	38	28	10	31	0
Camp 09	55	39	16	39	0
Camp 10	56	43	13	51	0
Camp 11	61	47	14	51	0
Camp 12	43	27	16	28	0
Camp 13	48	33	15	39	0
Camp 14	85	69	16	80	0
Camp 15	109	81	28	88	0
Camp 16	29	22	7	28	0
Camp 17	35	23	12	24	0
Camp 18	50	31	19	39	0
Camp 19	37	32	5	25	0
Camp 20	12	9	3	7	0
Camp 20 Ext	29	20	9	13	0
Camp 21	59	28	31	48	0
Camp 22	45	28	17	27	0
Camp 24	112	67	45	69	0
Camp 25	43	42	1	7	0
Camp 26	84	63	21	65	0
Camp 27	38	22	16	22	0
Kutupalong RC	260	87	173	88	85
Nayapara RC	221	103	118	132	0
Transit Center	62	40	22	40	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	1,436	1,431	5	1,425	0
Request for Protection Interventions	808	16	792	285	507
Request for humanitarian service	275	0	275	0	275
Protection Referral (IOM)	64	64	0	0	0
Complaint against Agency or Staff	3	3	0	0	0
Protection - Feedback	2	2	0	2	0
Protection Referral (BRAC)	1	1	0	0	0
Protection Referral (DRC)	1	1	0	0	0
Protection Referral (DSS)	1	1	0	0	0
Protection Referral (UNHCR)	1	1	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | June 2025 | Energy & Environment

Summary for June 2025

2,009 tickets received across **34** sites

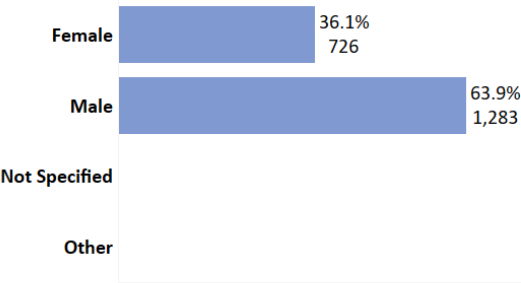
1,179 tickets closed on the spot

830 tickets referred to relevant actors

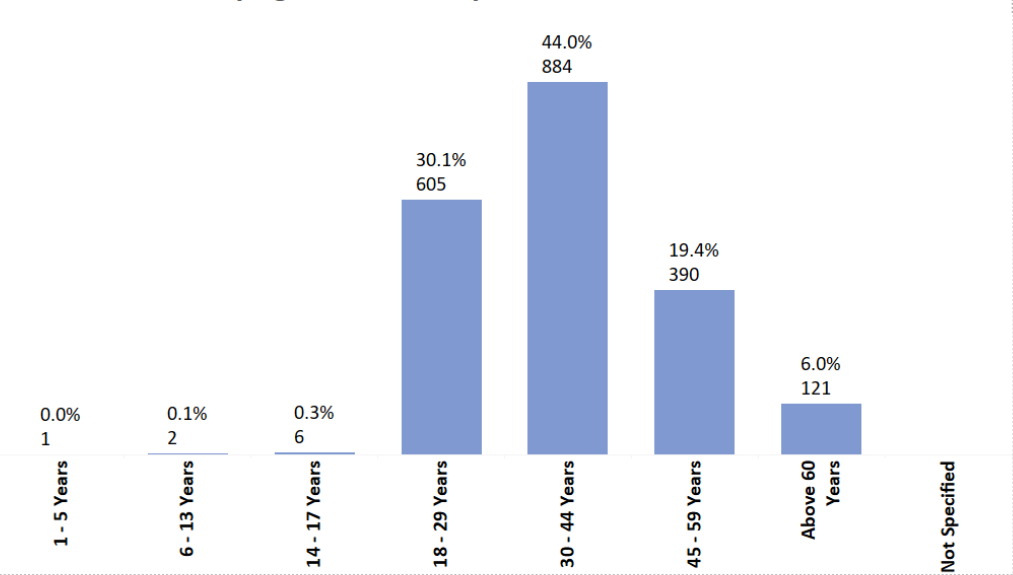
2,218 responses given by relevant actors

**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	13	1	12	1	11
Camp 01W	13	8	5	12	0
Camp 02E	6	1	5	4	1
Camp 02W	6	3	3	6	0
Camp 03	4	2	2	2	0
Camp 04	33	13	20	15	5
Camp 04 Ext.	16	8	8	8	0
Camp 05	12	6	6	12	0
Camp 06	9	4	5	5	0
Camp 07	15	7	8	13	0
Camp 08E	76	45	31	65	0
Camp 08W	152	118	34	462	0
Camp 09	81	66	15	58	0
Camp 10	15	1	14	49	0
Camp 11	25	10	15	28	0
Camp 12	26	9	17	13	4
Camp 13	14	1	13	15	0
Camp 14	98	86	12	16	0
Camp 15	377	14	363	28	335
Camp 16	37	30	7	44	0
Camp 17	32	4	28	17	11
Camp 18	45	39	6	5	1
Camp 19	94	34	60	17	43
Camp 20	39	32	7	40	0
Camp 20 Ext	57	31	26	6	20
Camp 21	68	54	14	54	0
Camp 22	403	382	21	81	0
Camp 24	86	51	35	1,034	0
Camp 25	109	104	5	76	0
Camp 26	11	3	8	5	3
Camp 27	18	5	13	8	5
Kutupalong RC	4	1	3	4	0
Nayapara RC	0	0	0	0	0
Transit Center	15	6	9	15	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
LPG Gas - Did not receive cylinder	503	0	503	795	0
LPG Gas - Not enough for family	502	502	0	0	0
Energy & Environment - Request for Information	429	407	22	404	0
Cooking Stove - Broken or not working	188	188	0	0	0
Energy & Environment LPG Gas - Not enough for family	125	0	125	45	80
Cooking Stove - Did not receive	89	0	89	873	0
When is the next LPG distribution day?	29	29	0	0	0
LPG Gas - Did not receive refill	24	0	24	28	0
Cooking set (gas & stove) - Broken or not working	23	23	0	0	0
Cooking set (gas & stove) - Requested	20	20	0	0	0
LPG Porters - Requested	20	0	20	15	5
LPG Gas - Lost or stolen cylinder	16	0	16	20	0
LPG Gas - Lost token	11	0	11	21	0
Energy & Environment - Problems related to the biogas communal kitchen	10	0	10	10	0
Cooking Stove - Requested	9	9	0	0	0
Cooking Stove - Lost or stolen	7	0	7	3	4
Energy & Environment - Pressure Cooker - Did not receive	3	0	3	1	2

Common Feedback Platform - CFP

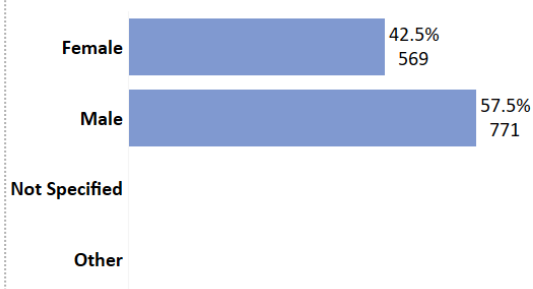
Monthly Sector Report | June 2025 | Food Security

Summary for June 2025

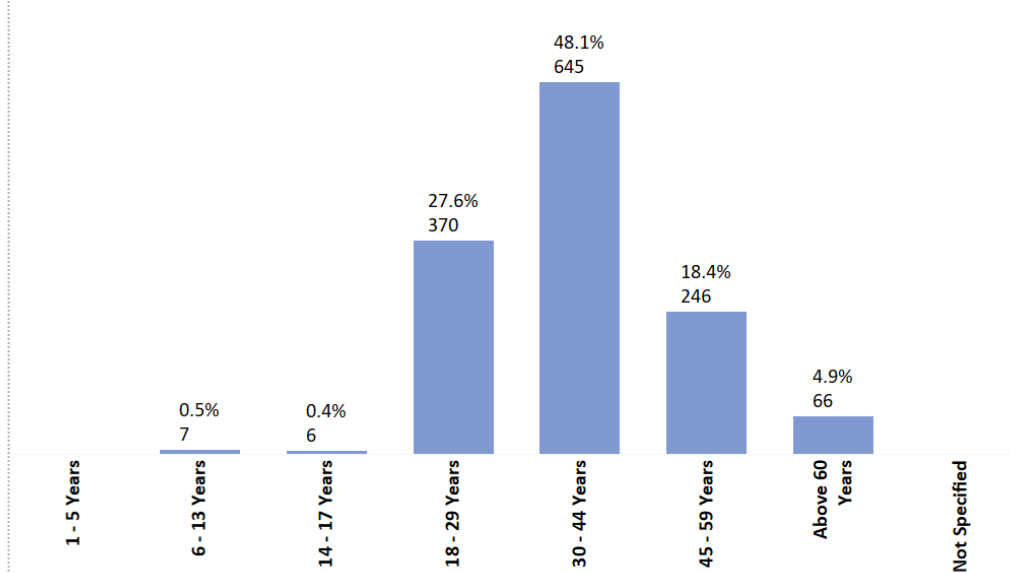
1,340 tickets received across **34** sites
1,154 tickets closed on the spot
186 tickets referred to relevant actors
1,108 responses given by relevant actors

**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	15	2	15	0
Camp 01W	26	25	1	26	0
Camp 02E	11	8	3	10	0
Camp 02W	19	18	1	19	0
Camp 03	58	58	0	56	0
Camp 04	36	35	1	35	0
Camp 04 Ext.	21	21	0	21	0
Camp 05	26	23	3	23	0
Camp 06	45	42	3	42	0
Camp 07	27	24	3	25	0
Camp 08E	37	27	10	39	0
Camp 08W	67	60	7	60	0
Camp 09	53	50	3	49	0
Camp 10	52	51	1	56	0
Camp 11	14	14	0	13	0
Camp 12	63	56	7	67	0
Camp 13	23	23	0	23	0
Camp 14	49	48	1	27	0
Camp 15	137	137	0	137	0
Camp 16	35	35	0	35	0
Camp 17	25	22	3	23	0
Camp 18	47	47	0	44	0
Camp 19	46	45	1	45	0
Camp 20	6	6	0	39	0
Camp 20 Ext	10	8	2	12	0
Camp 21	13	11	2	11	0
Camp 22	63	63	0	12	0
Camp 24	10	10	0	10	0
Camp 25	41	41	0	2	0
Camp 26	23	17	6	17	0
Camp 27	182	57	125	58	67
Kutupalong RC	6	6	0	6	0
Nayapara RC	11	10	1	10	0
Transit Center	41	41	0	41	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	1,144	1,029	115	1,027	0
Farming supplies - Requested	51	51	0	0	0
Food distributions - Request for more food each month	33	33	0	0	0
Food distributions - Household has not received food	31	0	31	53	0
Food distributions - Request for different items or quantities	18	18	0	0	0
Food distributions - HH wants someone outside their family to collect food	13	0	13	2	11
Food distributions - Want to purchase more but not allowed	12	12	0	0	0
Food distributions - Missed Token	10	0	10	11	0
Food distributions - Poor quality food items	7	0	7	2	5
When is the next food distribution day? When are the food distribution centres open?	7	7	0	0	0
Food Porters - Requested	5	0	5	5	0
Food Security - Request for fresh food enlistment - Request for fresh food	5	0	5	0	5
Food Security - Feedback	4	4	0	4	0

Common Feedback Platform - CFP

Monthly Sector Report | June 2025 | WASH

Summary for June 2025

1,111 tickets received across **34** sites

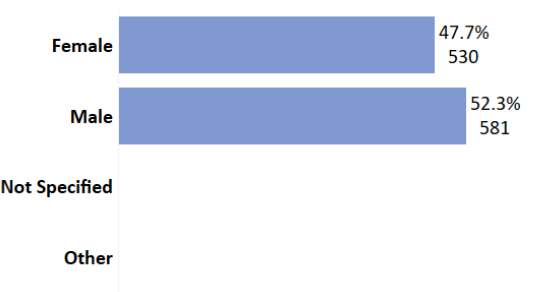
635 tickets closed on the spot

476 tickets referred to relevant actors

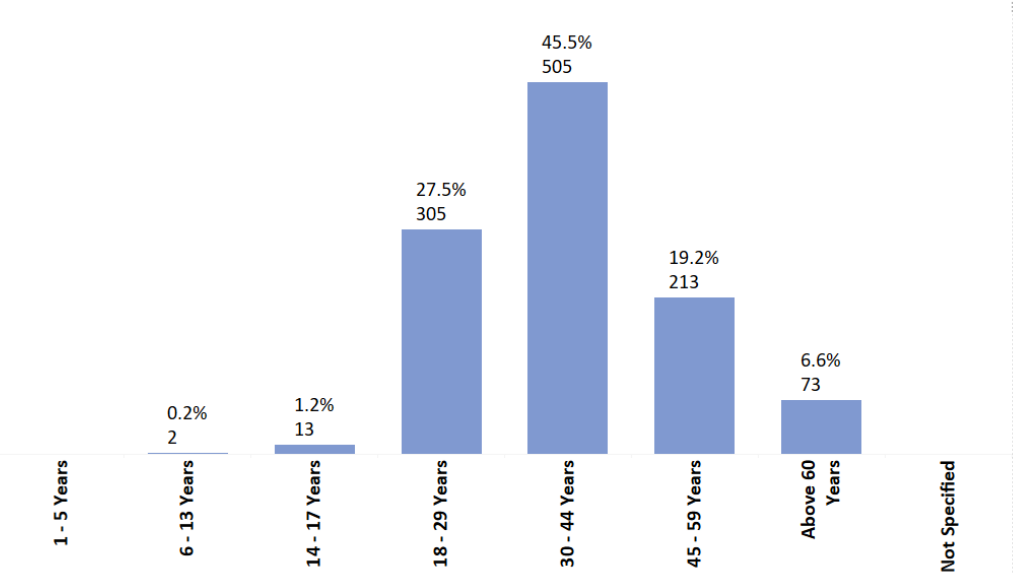
930 responses given by relevant actors

**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	29	12	17	29	0
Camp 01W	24	8	16	22	0
Camp 02E	15	4	11	14	0
Camp 02W	14	13	1	13	0
Camp 03	15	6	9	6	3
Camp 04	20	16	4	16	0
Camp 04 Ext.	8	6	2	6	0
Camp 05	7	5	2	5	0
Camp 06	10	8	2	8	0
Camp 07	12	8	4	8	0
Camp 08E	31	21	10	26	0
Camp 08W	19	14	5	30	0
Camp 09	66	57	9	68	0
Camp 10	28	5	23	24	0
Camp 11	53	39	14	53	0
Camp 12	67	30	37	70	0
Camp 13	8	1	7	27	0
Camp 14	23	18	5	13	0
Camp 15	18	3	15	16	0
Camp 16	106	67	39	127	0
Camp 17	8	5	3	5	0
Camp 18	52	45	7	52	0
Camp 19	23	2	21	59	0
Camp 20	20	12	8	15	0
Camp 20 Ext	13	0	13	12	1
Camp 21	37	18	19	31	0
Camp 22	119	111	8	93	0
Camp 24	58	2	56	3	53
Camp 25	97	63	34	31	3
Camp 26	6	2	4	2	2
Camp 27	99	29	70	41	29
Kutupalong RC	1	1	0	1	0
Nayapara RC	1	0	1	0	1
Transit Center	4	4	0	4	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	576	524	52	523	0
Latrine - Needs desludging	100	0	100	71	29
Soap & Hygiene Kit - Not enough	89	89	0	0	0
WASH - Latrine - Needs desludging	57	0	57	26	31
Latrine - Broken	40	0	40	28	12
Soap & Hygiene Kit - Did not receive	40	0	40	61	0
Latrine - New toilet requested	30	0	30	42	0
WASH - Latrine - Latrine not working properly	23	0	23	10	13
Bathing Station - Broken or Damaged	20	0	20	20	0
Tubewell - Not Working	17	0	17	27	0
WASH - Water tap & Tubewell - Not Working	16	0	16	7	9
WASH - Bathing Station - Requested	15	0	15	14	1
Soap & Hygiene Kit - Additional Requested	14	14	0	0	0
Water tap - Requested	14	0	14	33	0
WASH - Latrine - New toilet requested	11	0	11	6	5
Bathing Station - Requested	10	0	10	14	0
When is the next Hygiene Kit distribution day?	8	8	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | June 2025 | Health

Summary for June 2025

738 tickets received across **34** sites

684 tickets closed on the spot

54 tickets referred to relevant actors

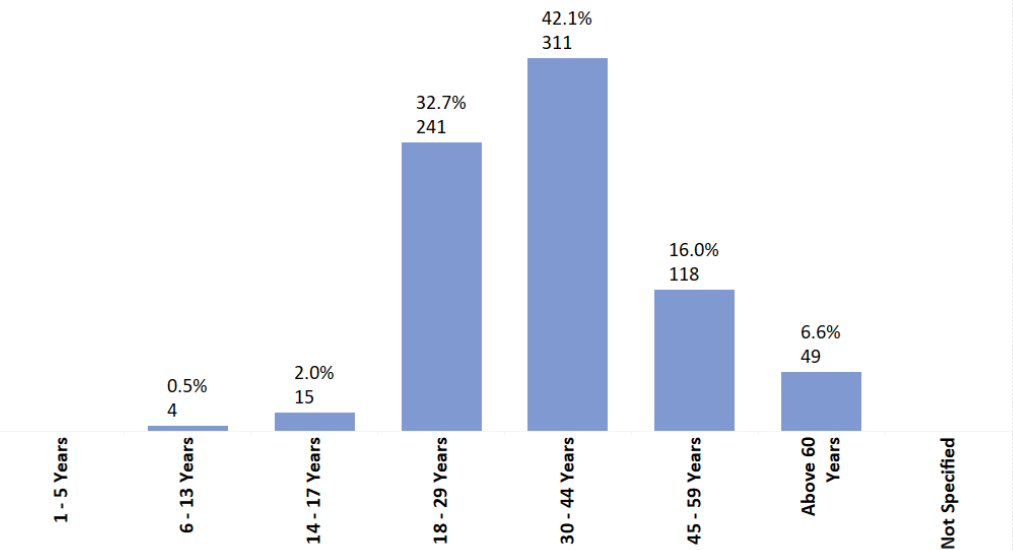
700 responses given by relevant actors

**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	27	24	3	24	0
Camp 01W	22	22	0	22	0
Camp 02E	8	8	0	8	0
Camp 02W	16	16	0	16	0
Camp 03	27	24	3	24	0
Camp 04	32	26	6	26	0
Camp 04 Ext.	10	9	1	9	0
Camp 05	12	12	0	12	0
Camp 06	21	21	0	21	0
Camp 07	10	9	1	9	0
Camp 08E	8	8	0	8	0
Camp 08W	15	15	0	15	0
Camp 09	29	29	0	29	0
Camp 10	10	10	0	10	0
Camp 11	25	25	0	27	0
Camp 12	14	14	0	14	0
Camp 13	15	14	1	14	0
Camp 14	29	28	1	29	0
Camp 15	26	12	14	25	0
Camp 16	20	20	0	22	0
Camp 17	10	9	1	9	0
Camp 18	51	51	0	51	0
Camp 19	33	33	0	31	0
Camp 20	7	7	0	7	0
Camp 20 Ext	6	4	2	4	0
Camp 21	30	29	1	29	0
Camp 22	5	5	0	5	0
Camp 24	93	79	14	79	0
Camp 25	19	19	0	19	0
Camp 26	21	17	4	17	0
Camp 27	5	4	1	4	0
Kutupalong RC	6	6	0	6	0
Nayapara RC	16	15	1	15	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
Health - Request for information	702	683	19	682	0
Health - General Health Card - Did not receive	13	0	13	0	13
General Health Card - Did not receive	7	0	7	5	2
Health - Request for humanitarian service	4	0	4	0	4
General Health Card - Fully filled up	3	0	3	5	0
General Health Card - Lost, damaged or Stolen	3	0	3	4	0
Treatment - Waited too long	2	0	2	2	0
General Health Card - Fully filled up	1	0	1	0	1
General Health Card - Lost, damaged or Stolen	1	0	1	0	1
Health - Treatment - Waited too long	1	0	1	0	1
Where is the IOM PHC?	1	1	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | June 2025 | ID Documents

Summary for June 2025

399 tickets received across **34** sites

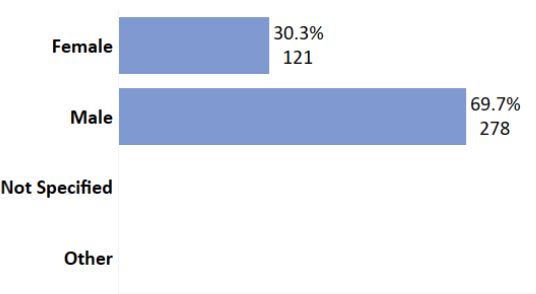
321 tickets closed on the spot

78 tickets referred to relevant actors

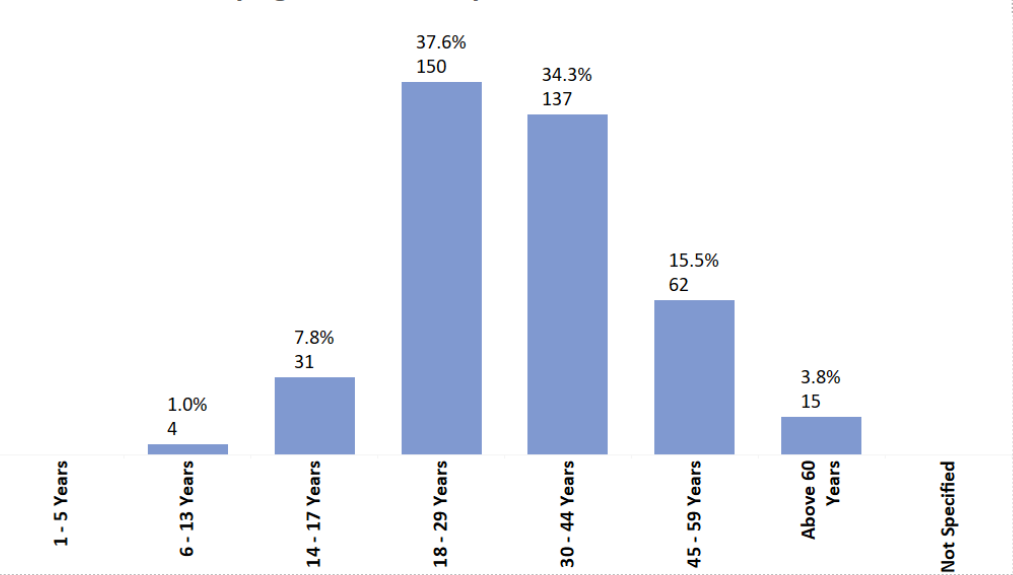
89 responses given by relevant actors

**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	0	1	0	1
Camp 01W	0	0	0	0	0
Camp 02E	1	0	1	1	0
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	1	0	1	1	0
Camp 08E	10	0	10	1	9
Camp 08W	7	7	0	0	0
Camp 09	2	1	1	1	0
Camp 10	2	1	1	2	0
Camp 11	6	3	3	6	0
Camp 12	1	0	1	2	0
Camp 13	5	5	0	1	0
Camp 14	84	84	0	5	0
Camp 15	4	0	4	1	3
Camp 16	1	0	1	1	0
Camp 17	0	0	0	0	0
Camp 18	3	3	0	5	0
Camp 19	26	26	0	1	0
Camp 20	5	5	0	2	0
Camp 20 Ext	14	13	1	2	0
Camp 21	0	0	0	0	0
Camp 22	208	173	35	50	0
Camp 24	10	0	10	4	6
Camp 25	4	0	4	2	2
Camp 26	0	0	0	0	0
Camp 27	4	0	4	1	3
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
SMART Card & Family Attestation - Add New Born	160	160	0	0	0
SMART Card & Family Attestation - Request for individual SMART card	65	65	0	0	0
SMART Card & Family Attestation - Lost ID Card	50	50	0	0	0
SCOPE Card - Has not received new SCOPE Card	45	0	45	8	37
SCOPE Card - Family Attestation doesn't match SCOPE	15	0	15	51	0
SCOPE Card - Lost	14	0	14	15	0
SMART Card & Family Attestation - HH requests for vulnerability verification (e.g., Elderly headed HH, Child headed HH, Woman H..	9	9	0	0	0
SMART Card & Family Attestation - Lost family attestation card	9	9	0	0	0
SMART Card & Family Attestation - HH requests for vulnerability verification (only for HH that includes person with disability)	7	7	0	0	0
SMART Card & Family Attestation - Merge and split	6	6	0	0	0
SMART Card & Family Attestation - Add New Member	5	5	0	0	0
SMART Card & Family Attestation - Biographical Error	5	5	0	0	0
SCOPE Card - Fingerprint scan is not working	3	0	3	5	0
SMART Card & Family Attestation - Address Change	2	2	0	0	0
SMART Card & Family Attestation - Lost Smart card and family attestation	2	2	0	0	0
SCOPE Card - HH did not receive correct amount of food based on Family Attestation	1	0	1	0	1
SMART Card & Family Attestation - Death Case	1	1	0	0	0

Common Feedback Platform - CFP

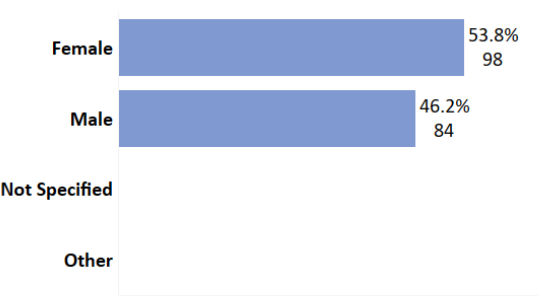
Monthly Sector Report | June 2025 | Livelihood

Summary for June 2025

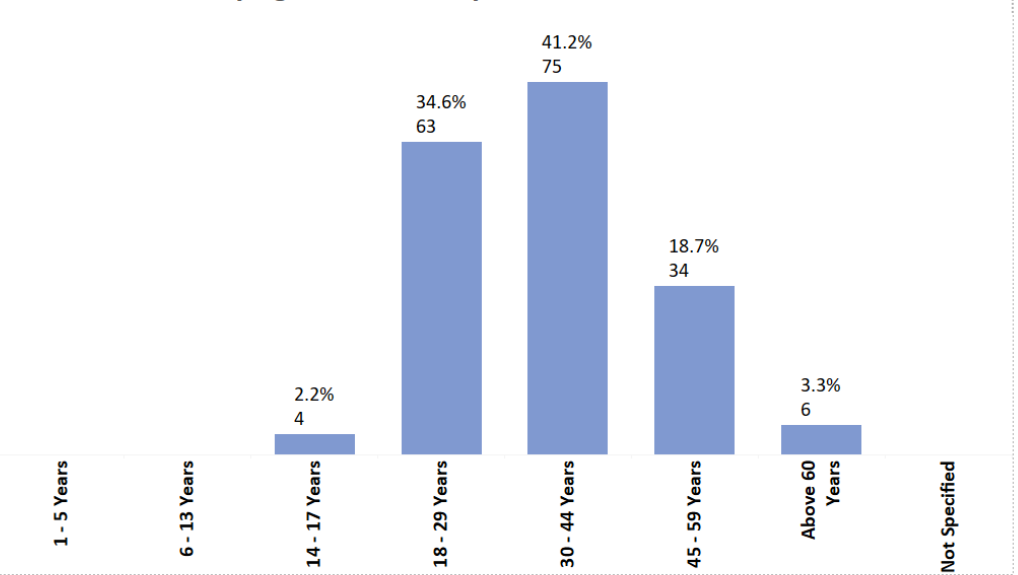
- 182 tickets received across 34 sites
- 175 tickets closed on the spot
- 7 tickets referred to relevant actors
- 175 responses given by relevant actors

**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	3	0	3	0
Camp 01W	9	9	0	9	0
Camp 02E	8	8	0	8	0
Camp 02W	7	7	0	7	0
Camp 03	6	6	0	6	0
Camp 04	5	5	0	5	0
Camp 04 Ext.	2	2	0	2	0
Camp 05	4	4	0	4	0
Camp 06	0	0	0	0	0
Camp 07	3	3	0	3	0
Camp 08E	0	0	0	0	0
Camp 08W	0	0	0	0	0
Camp 09	1	1	0	1	0
Camp 10	4	4	0	4	0
Camp 11	1	1	0	1	0
Camp 12	0	0	0	0	0
Camp 13	1	1	0	1	0
Camp 14	1	1	0	1	0
Camp 15	3	3	0	3	0
Camp 16	0	0	0	0	0
Camp 17	0	0	0	0	0
Camp 18	1	1	0	1	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	0	0	0	0	0
Camp 22	2	2	0	2	0
Camp 24	48	43	5	43	0
Camp 25	66	66	0	66	0
Camp 26	4	2	2	2	0
Camp 27	1	1	0	1	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	182	175	7	175	0

Common Feedback Platform - CFP

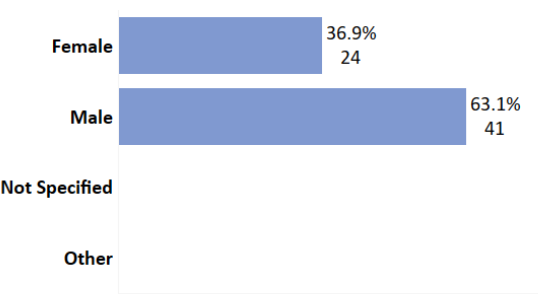
Monthly Sector Report | June 2025 | Education

Summary for June 2025

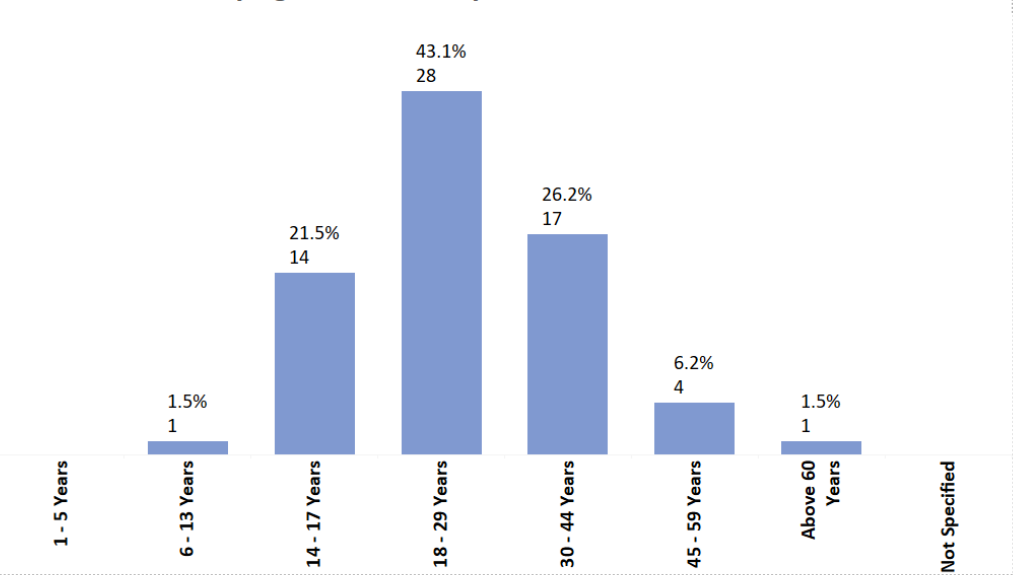
- 65 tickets received across 34 sites
- 59 tickets closed on the spot
- 6 tickets referred to relevant actors
- 55 responses given by relevant actors

**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	2	2	0	2	0
Camp 01W	3	3	0	3	0
Camp 02E	1	1	0	1	0
Camp 02W	2	2	0	2	0
Camp 03	5	3	2	3	0
Camp 04	0	0	0	0	0
Camp 04 Ext.	2	2	0	2	0
Camp 05	5	5	0	5	0
Camp 06	1	1	0	1	0
Camp 07	2	2	0	2	0
Camp 08E	0	0	0	0	0
Camp 08W	1	1	0	1	0
Camp 09	0	0	0	0	0
Camp 10	0	0	0	0	0
Camp 11	2	2	0	2	0
Camp 12	6	6	0	6	0
Camp 13	1	0	1	0	1
Camp 14	1	1	0	1	0
Camp 15	9	9	0	5	0
Camp 16	0	0	0	0	0
Camp 17	0	0	0	0	0
Camp 18	7	7	0	7	0
Camp 19	0	0	0	0	0
Camp 20	1	1	0	1	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	12	11	1	11	0
Camp 25	0	0	0	0	0
Camp 26	1	0	1	0	1
Camp 27	0	0	0	0	0
Kutupalong RC	0	0	0	0	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 Education	57	55	2	55	0
Changes to Education - Secondary education requested	5	4	1	0	1
Education-Tertiary Education requested	3	0	3	0	3

Common Feedback Platform - CFP

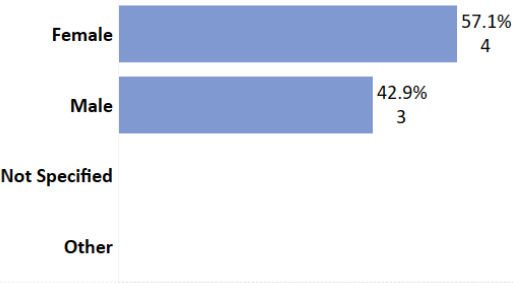
Monthly Sector Report | June 2025 | Nutrition

Summary for June 2025

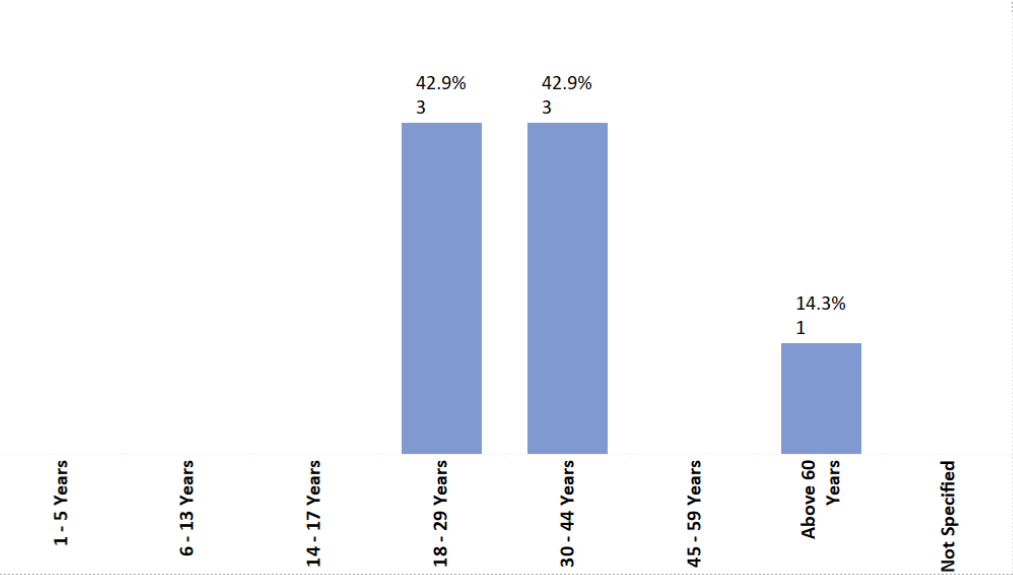
- 7 tickets received across 34 sites
- 1 tickets closed on the spot
- 6 tickets referred to relevant actors
- 1 responses given by relevant actors

**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	1	1	0	1	0
Camp 02W	0	0	0	0	0
Camp 03	0	0	0	0	0
Camp 04	0	0	0	0	0
Camp 04 Ext.	2	0	2	0	2
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	2	0	2	0	2
Camp 15	1	0	1	0	1
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	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 - Did not receive distribution	4	0	4	0	4
Nutrition Assistance - Requested	2	0	2	0	2
Nutrition - Request for information	1	1	0	1	0