

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 | August 2024 - July 2025

Cumulative Data for Aug 2024 - Jul 2025

347,643 tickets received across 34 sites

152,866 tickets closed on the spot

194,777 tickets referred by 6 actors

190,456 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	August	September	October	November	December	January	February	March	April	May	June	July	Grand Total
Education	12	13	12	18	22	26	37	77	94	37	65	41	454
Energy & Environment	945	1,337	1,230	1,113	2,314	2,268	2,879	1,922	2,943	2,089	2,009	4,034	25,083
Food Security	1,023	1,775	1,811	862	785	354	429	318	1,833	1,074	1,340	760	12,364
Health	228	485	95	107	801	721	919	776	926	649	738	741	7,186
ID Documents	1,223	1,607	695	647	3,423	2,255	4,305	4,110	517	562	399	496	20,239
Livelihood	7	13			254	300	141	226	192	153	182	139	1,607
Nutrition		2	8	3	368	434	1,579	1,069	8	3	7	4	3,485
Protection	1,456	1,858	341	275	2,628	2,860	2,508	2,207	5,640	2,686	2,592	4,319	29,370
Shelter & NFI	9,905	9,842	7,685	6,866	8,556	8,400	9,449	8,963	13,973	13,754	16,310	14,352	128,055
Site Development	3,675	3,968	4,159	3,727	4,340	4,694	4,426	3,955	5,407	5,455	6,149	6,363	56,318
Site Management	3,470	4,321	2,912	2,722	7,340	5,124	4,359	4,745	3,443	3,981	3,810	1,996	48,223
WASH	759	1,099	819	653	1,976	1,219	1,533	2,012	1,391	1,278	1,111	1,409	15,259

Cumulative Tickets per Month

	August	September	October	November	December	January	February	March	April	May	June	July	Grand Total
Total Received	22,703	26,320	19,767	16,993	32,807	28,655	32,564	30,380	36,367	31,721	34,712	34,654	347,643
Total Closed on the Spot	9,277	10,970	5,281	4,970	18,148	13,899	17,580	17,459	14,088	12,539	15,804	12,851	152,866
Total Referred	13,426	15,350	14,486	12,023	14,659	14,756	14,984	12,921	22,279	19,182	18,908	21,803	194,777
Total Replies	11,819	7,318	6,443	8,804	13,315	17,462	22,721	26,290	18,224	16,384	22,160	19,516	190,456

Top Tickets Received by Gender

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	21,618	29,445	1	
Damage to shelter - Shelter damaged by weather	11,289	19,063		2
Slope Protection (erosion) - Requested	5,876	7,749	8	
Slope Protection (erosion) - Damaged, broken, or needs improvement	4,597	8,584	3	
Cash for Work - Has not been selected for CFW in long time	3,210	8,763	4	
Pathway - Damaged, broken, or needs improvement	4,063	6,817		
NFI - Request additional materials	2,446	7,692	4	
Requested for Information	4,950	5,018		
Shelter Materials - Request additional materials	2,515	5,675	2	
LPG Gas - Not enough for family	2,066	5,338		1
Cash for Work - Requested CFW	1,721	5,236	2	
Shelter Materials - Missed Distribution	2,514	3,283		
Cash for Work - Has not been enrolled	1,718	3,592	1	
Stairs - Requested	1,085	1,602	1	
Cooking Stove - Broken or not working	606	1,749		
SMART Card & Family Attestation - Add New Born	623	1,189		

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	14,449	18,390	10,008	8,550	7,935	16,433	3,905	6,720	9,152	14,812	8,597	8,091	12,424	9,396	5,790	7,583	2,448	8,357	9,343	10,072	9,197	9,650	8,753	8,940	11,713	13,563	8,258	11,917	10,983	7,416	8,028	24,975	13,092	8,703	347,643
Total Closed on the Spot	2,309	3,753	1,619	1,650	3,262	9,265	1,590	2,523	3,093	1,643	4,655	2,209	2,926	2,508	1,064	1,728	1,441	2,771	4,682	6,508	3,306	4,594	3,857	1,107	9,185	7,582	4,962	8,472	5,786	4,897	4,933	20,393	5,625	6,968	152,866
Total Referred	12,140	14,637	8,389	6,900	4,673	7,168	2,315	4,197	6,059	13,169	3,942	5,882	9,498	6,888	4,726	5,855	1,007	5,586	4,661	3,564	5,891	5,056	4,896	7,833	2,528	5,981	3,296	3,445	5,197	2,519	3,095	4,582	7,467	1,735	194,777
Total Replies	6,271	10,623	4,043	3,327	4,507	10,621	2,381	3,252	5,150	6,091	3,189	3,978	6,792	5,534	4,838	3,921	1,581	6,739	6,420	6,470	7,995	6,174	7,524	6,898	3,207	9,265	5,966	5,604	5,506	2,901	3,358	7,433	9,058	3,839	190,456

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 | July 2025

Summary for July 2025

34,654 tickets received across **34** sites

12,851 tickets closed on the spot*

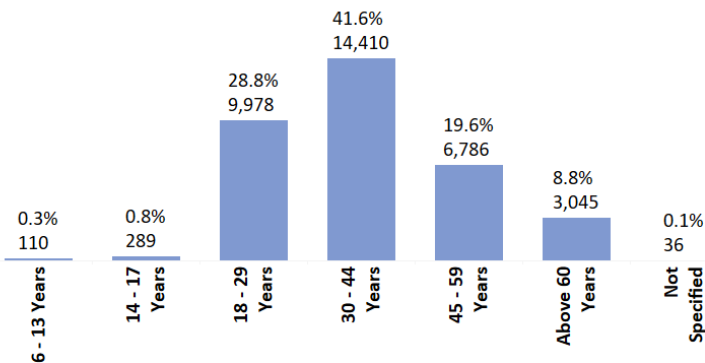
21,803 tickets referred to relevant actors

19,516 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



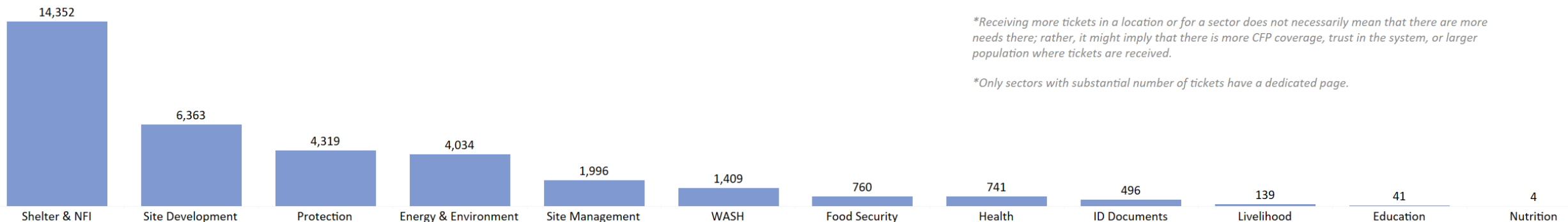
Top Tickets Received this Month

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged by weather	1,727	5,133		
Damage to shelter - Shelter damaged over time	1,596	2,365		
Pathway - Damaged, broken, or needs improvement	614	1,414		
Slope Protection (erosion) - Requested	540	808		
Slope Protection (erosion) - Damaged, broken, or needs improvement	435	885		
Cash for Work - Has not been selected for CFW in long time	280	672	1	
Shelter Materials - Missed Distribution	316	506		
Shelter Materials - Request additional materials	240	557		
LPG Gas - Not enough for family	203	514		
Cash for Work - Requested CFW	128	388	1	
NFI - Request additional materials	116	400		
Stairs - Requested	116	135		
Cash for Work - Has not been enrolled	59	182		
Cooking Stove - Broken or not working	43	159		
SMART Card & Family Attestation - Add New Born	34	106		
SMART Card & Family Attestation - Merge and split	3	2		

Tickets Received this Month by Camp

		Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
HCR	Camp 01E	1,357	174	1,183	374	809
	Camp 01W	1,646	324	1,322	535	787
	Camp 02E	1,056	38	1,018	60	958
	Camp 02W	1,256	40	1,216	704	512
	Camp 03	499	131	368	174	194
	Camp 04	1,204	311	893	714	179
	Camp 04 Ext.	468	189	279	210	69
	Camp 05	790	106	684	143	541
	Camp 06	1,055	184	871	672	199
	Camp 07	2,031	68	1,963	472	1,491
	Camp 17	784	135	649	292	357
	Camp 21	839	249	590	428	162
	Camp 26	1,378	184	1,194	884	310
	Camp 27	1,571	561	1,010	1,224	0
	Kutupalong RC	583	9	574	151	423
	Nayapara RC	1,127	136	991	245	746
	Transit Center	214	193	21	198	0
IOM	Camp 08E	708	218	490	701	0
	Camp 08W	941	545	396	712	0
	Camp 09	935	626	309	738	0
	Camp 10	893	423	470	929	0
	Camp 11	982	470	512	762	0
	Camp 12	843	491	352	848	0
	Camp 13	1,246	178	1,068	522	546
	Camp 14	920	758	162	212	0
	Camp 15	1,260	764	496	1,515	0
	Camp 16	801	530	271	759	0
	Camp 18	764	501	263	457	0
	Camp 19	1,128	549	579	835	0
	Camp 20	751	542	209	473	0
	Camp 20 Ext	731	526	205	227	0
	Camp 22	2,132	1,648	484	714	0
	Camp 24	853	346	507	1,104	0
	Camp 25	908	704	204	528	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 | July 2025 | Shelter & NFI

Summary for July 2025

14,352 tickets received across **34** sites

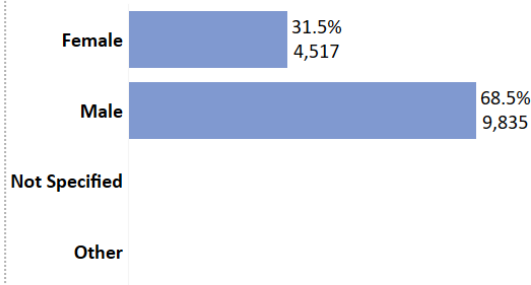
2,683 tickets closed on the spot

11,669 tickets referred to relevant actors

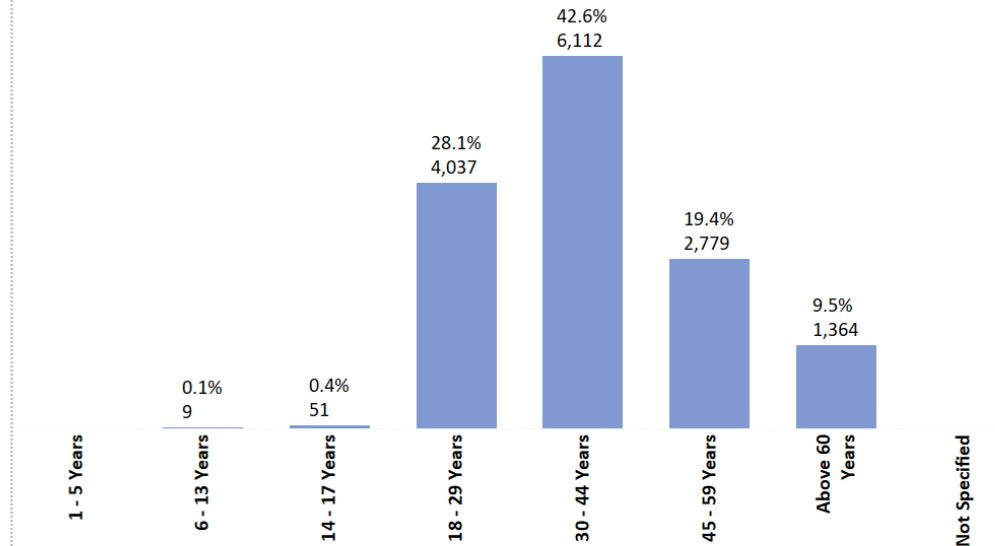
4,482 responses given by relevant actors

**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	894	4	890	149	741
Camp 01W	919	53	866	194	672
Camp 02E	791	13	778	23	755
Camp 02W	1,069	27	1,042	667	375
Camp 03	258	4	254	7	247
Camp 04	665	6	659	345	314
Camp 04 Ext.	297	53	244	68	176
Camp 05	549	2	547	22	525
Camp 06	698	4	694	434	260
Camp 07	1,410	14	1,396	306	1,090
Camp 08E	22	22	0	22	0
Camp 08W	65	48	17	3	14
Camp 09	185	181	4	84	0
Camp 10	83	12	71	73	0
Camp 11	169	95	74	89	0
Camp 12	126	111	15	160	0
Camp 13	707	43	664	36	628
Camp 14	53	36	17	18	0
Camp 15	56	50	6	6	0
Camp 16	122	117	5	43	0
Camp 17	599	10	589	166	423
Camp 18	138	136	2	5	0
Camp 19	368	351	17	66	0
Camp 20	246	244	2	107	0
Camp 20 Ext	227	227	0	25	0
Camp 21	374	30	344	127	217
Camp 22	385	373	12	7	5
Camp 24	37	37	0	0	0
Camp 25	113	64	49	14	35
Camp 26	1,071	65	1,006	642	364
Camp 27	479	190	289	336	0
Kutupalong RC	382	0	382	119	263
Nayapara RC	778	45	733	103	630
Transit Center	17	16	1	16	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	6,860	0	6,860	2,045	4,815
Damage to shelter - Shelter damaged over time	3,961	428	3,533	1,001	2,532
Shelter & NFI - Request for information	1,031	937	94	1,031	0
Shelter Materials - Missed Distribution	822	0	822	244	578
Shelter Materials - Request additional materials	797	752	45	37	8
NFI - Request additional materials	516	516	0	0	0
Request for additional room - Request for new room	154	0	154	42	112
Shelter Number - Requested	100	0	100	51	49
Shelter Materials - Received amount is not enough	29	0	29	4	25
NFI - Missed Distribution	23	0	23	21	2
NFI - Received damaged materials	15	15	0	0	0
Shelter Materials - Received damaged materials	14	14	0	0	0
Shelter Kit - Requested (general households)	12	12	0	0	0
When is the next NFI distribution day?	5	5	0	0	0
Shelter Number - Needs to be changed	3	0	3	1	2
NFI - Received poor quality materials	2	2	0	0	0
Shelter Kit - Requested (evicted household)	2	0	2	0	2

Common Feedback Platform - CFP

Monthly Sector Report | July 2025 | Site Development

Summary for July 2025

6,363 tickets received across **34** sites

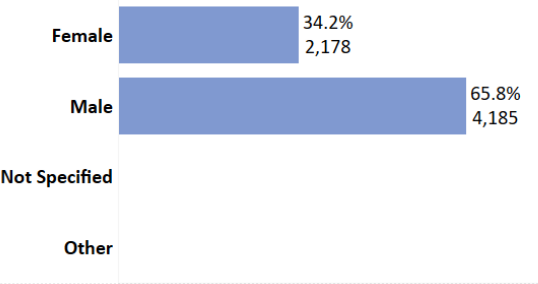
228 tickets closed on the spot

6,135 tickets referred to relevant actors

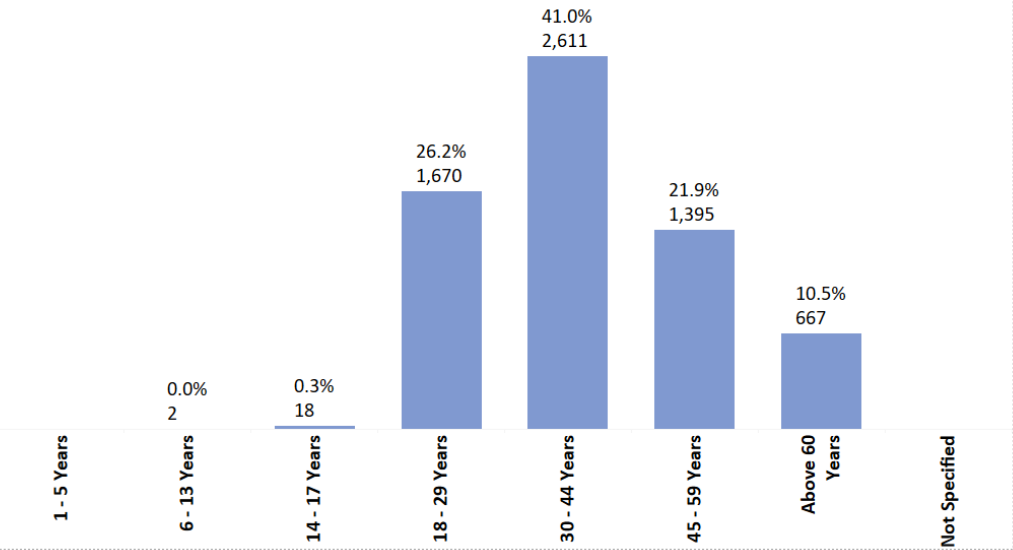
4,581 responses given by relevant actors

**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	176	0	176	9	167
Camp 01W	378	12	366	47	319
Camp 02E	186	0	186	0	186
Camp 02W	121	0	121	0	121
Camp 03	62	0	62	16	46
Camp 04	138	0	138	37	101
Camp 04 Ext.	1	0	1	0	1
Camp 05	103	0	103	0	103
Camp 06	105	0	105	20	85
Camp 07	449	0	449	90	359
Camp 08E	304	0	304	293	11
Camp 08W	371	67	304	345	0
Camp 09	247	2	245	253	0
Camp 10	345	16	329	395	0
Camp 11	347	13	334	302	32
Camp 12	262	41	221	245	0
Camp 13	324	2	322	328	0
Camp 14	173	75	98	56	42
Camp 15	337	0	337	548	0
Camp 16	210	0	210	246	0
Camp 17	21	0	21	0	21
Camp 18	211	0	211	205	6
Camp 19	385	0	385	537	0
Camp 20	188	0	188	266	0
Camp 20 Ext	141	0	141	46	95
Camp 21	153	0	153	0	153
Camp 22	120	0	120	109	11
Camp 24	34	0	34	73	0
Camp 25	95	0	95	78	17
Camp 26	40	0	40	12	28
Camp 27	140	0	140	3	137
Kutupalong RC	96	0	96	20	76
Nayapara RC	100	0	100	2	98
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	2,028	0	2,028	353	1,675
Slope Protection (erosion) - Requested	1,348	12	1,336	1,285	51
Slope Protection (erosion) - Damaged, broken, or needs improvement	1,320	0	1,320	1,588	0
Pathway - Requested	372	0	372	201	171
Stairs - Requested	251	0	251	223	28
Drainage - Drain Requested	241	0	241	242	0
Stairs - Damaged, broken, or needs improvement	184	0	184	186	0
Site Development - Request for Information	143	143	0	143	0
Drainage Cover (Slab) - Requested	101	0	101	72	29
Drainage - Damaged, broken, or needs improvement	94	0	94	119	0
Landslide	63	63	0	0	0
Drainage - Blocked or Water logging	47	0	47	40	7
Lamp post or Street light - Requested	28	0	28	24	4
WASH - Drainage cleaning	25	0	25	2	23
Bridge - Damaged, broken, or needs improvement	23	0	23	21	2
Lamp post or Street light - Damaged, broken, or needs improvement	23	0	23	14	9
Fence or railing for path or stairs - Damaged, broken, or needs improvement	14	0	14	23	0

Common Feedback Platform - CFP

Monthly Sector Report | July 2025 | Protection

Summary for July 2025

4,319 tickets received across **34** sites

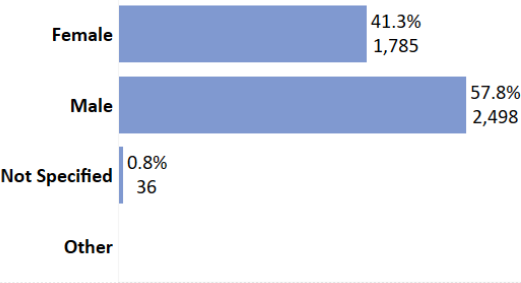
3,018 tickets closed on the spot

1,301 tickets referred to relevant actors

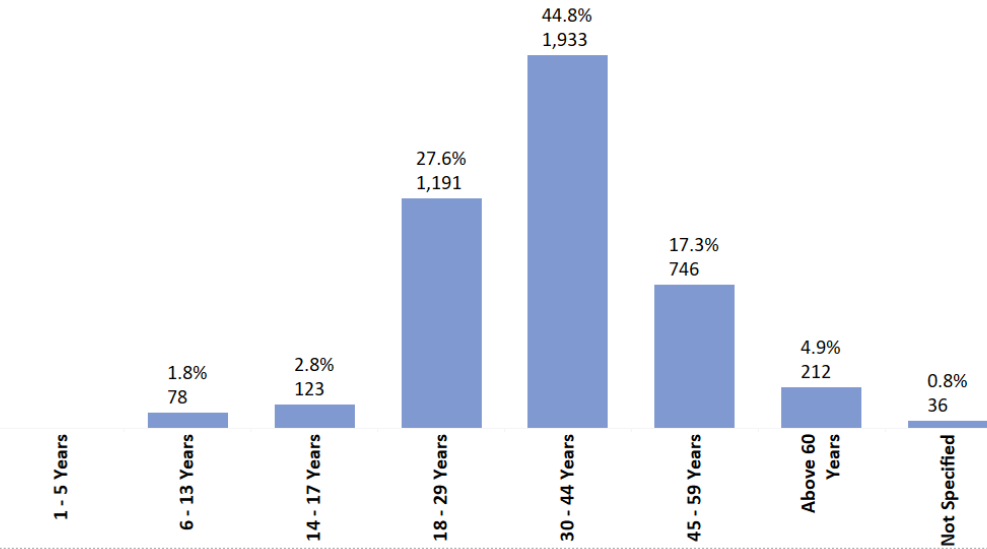
3,594 responses given by relevant actors

**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	233	167	66	195	0
Camp 01W	227	178	49	196	0
Camp 02E	52	25	27	35	0
Camp 02W	40	6	34	23	11
Camp 03	91	54	37	78	0
Camp 04	240	184	56	209	0
Camp 04 Ext.	74	60	14	62	0
Camp 05	71	54	17	66	0
Camp 06	170	112	58	141	0
Camp 07	123	48	75	54	21
Camp 08E	77	65	12	70	0
Camp 08W	33	10	23	10	13
Camp 09	148	131	17	135	0
Camp 10	317	295	22	306	0
Camp 11	156	135	21	145	0
Camp 12	66	49	17	50	0
Camp 13	114	93	21	106	0
Camp 14	101	79	22	88	0
Camp 15	473	447	26	448	0
Camp 16	101	95	6	97	0
Camp 17	53	41	12	41	0
Camp 18	29	7	22	9	13
Camp 19	63	56	7	53	0
Camp 20	40	35	5	35	0
Camp 20 Ext	27	19	8	20	0
Camp 21	102	70	32	97	0
Camp 22	118	109	9	112	0
Camp 24	191	82	109	157	0
Camp 25	33	32	1	12	0
Camp 26	137	60	77	121	0
Camp 27	281	115	166	264	0
Kutupalong RC	83	5	78	6	72
Nayapara RC	231	91	140	139	1
Transit Center	24	9	15	14	1

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Protection - Request for information	3,311	2,981	330	3,311	0
Request for Protection Interventions	894	0	894	280	614
Feedback - Protection	77	0	77	3	74
Protection Referral (IOM)	30	30	0	0	0
Protection Referral (UNHCR)	5	5	0	0	0
Are there any facilities for child headed household?	1	1	0	0	0
Complaint against Agency or Staff	1	1	0	0	0

Common Feedback Platform - CFP

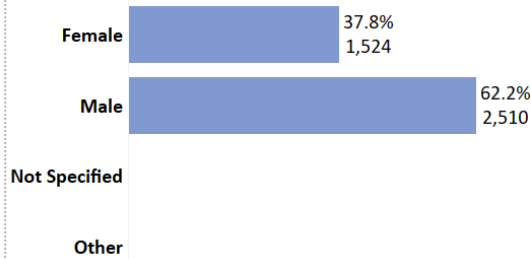
Monthly Sector Report | July 2025 | Energy & Environment

Summary for July 2025

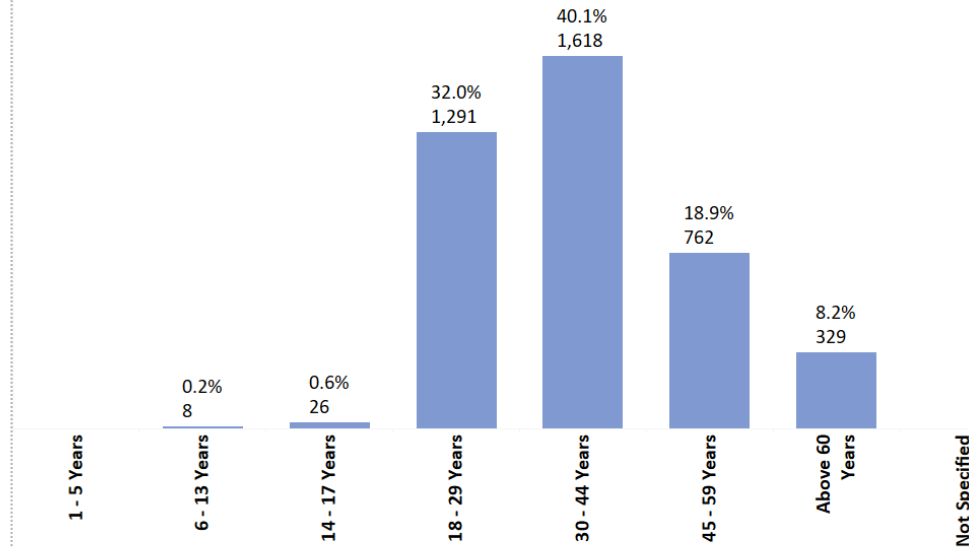
4,034 tickets received across **34** sites
3,071 tickets closed on the spot
963 tickets referred to relevant actors
3,724 responses given by relevant actors

**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	14	1	13	2	11
Camp 01W	88	76	12	78	0
Camp 02E	4	0	4	0	4
Camp 02W	16	6	10	13	0
Camp 03	34	30	4	30	0
Camp 04	81	61	20	62	0
Camp 04 Ext.	77	64	13	64	0
Camp 05	29	20	9	20	0
Camp 06	51	44	7	51	0
Camp 07	16	0	16	7	9
Camp 08E	123	79	44	126	0
Camp 08W	378	350	28	279	0
Camp 09	154	142	12	122	0
Camp 10	106	83	23	94	0
Camp 11	76	52	24	58	0
Camp 12	207	173	34	220	0
Camp 13	7	0	7	0	7
Camp 14	83	77	6	9	0
Camp 15	121	98	23	458	0
Camp 16	183	177	6	185	0
Camp 17	68	47	21	47	0
Camp 18	98	85	13	32	0
Camp 19	175	27	148	114	34
Camp 20	50	45	5	37	0
Camp 20 Ext	53	30	23	67	0
Camp 21	108	89	19	107	0
Camp 22	618	564	54	255	0
Camp 24	252	112	140	500	0
Camp 25	300	288	12	238	0
Camp 26	73	34	39	64	0
Camp 27	294	122	172	290	0
Kutupalong RC	1	0	1	0	1
Nayapara RC	1	0	1	0	1
Transit Center	95	95	0	95	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Energy & Environment - Request for Information	2,512	2,216	296	2,512	0
LPG Gas - Not enough for family	717	580	137	105	32
LPG Gas - Did not receive cylinder	285	0	285	728	0
Cooking Stove - Broken or not working	202	202	0	0	0
Cooking Stove - Did not receive	175	0	175	282	0
When is the next LPG distribution day?	34	34	0	0	0
Cooking set (gas & stove) - Broken or not working	23	23	0	0	0
LPG Gas - Lost token	22	0	22	18	4
LPG Gas - Did not receive refill	19	0	19	50	0
LPG Porters - Requested	15	0	15	12	3
LPG Gas - Lost or stolen cylinder	11	0	11	10	1
Cooking set (gas & stove) - Requested	10	10	0	0	0
Cooking Stove - Requested	6	6	0	0	0
Cooking Stove - Lost or stolen	2	0	2	6	0
Pressure Cooker - Did not receive	1	0	1	0	1

Common Feedback Platform - CFP

Monthly Sector Report | July 2025 | Site Management

Summary for July 2025

1,996 tickets received across **34** sites

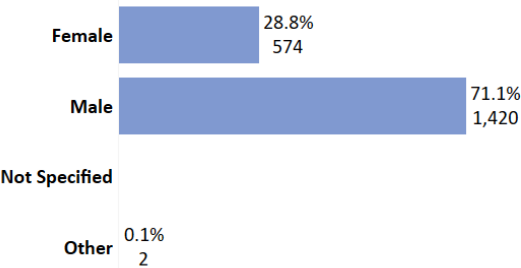
1,498 tickets closed on the spot

498 tickets referred to relevant actors

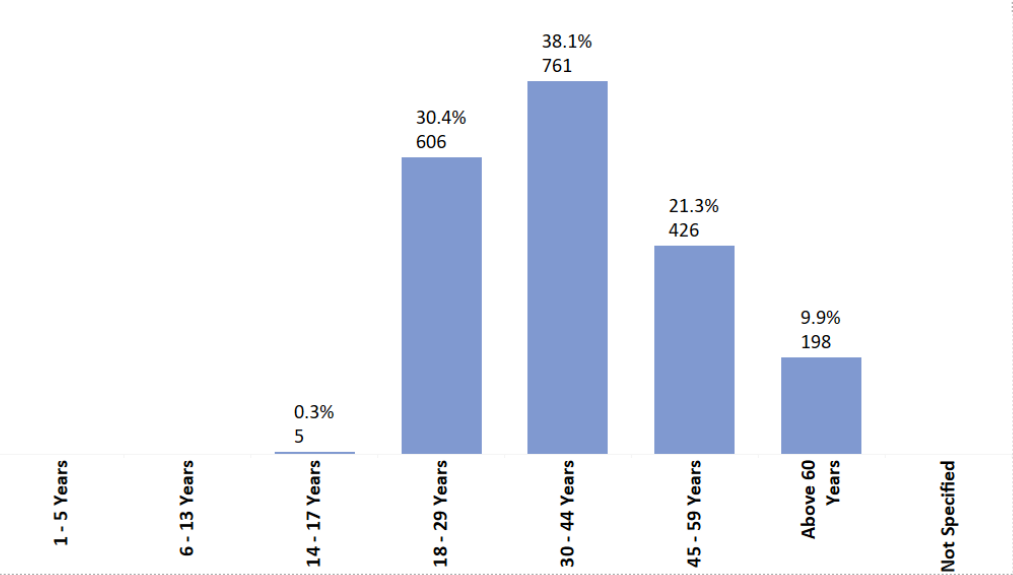
451 responses given by relevant actors

**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	0	2	1	1
Camp 01W	6	0	6	2	4
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	0	0	0	0	0
Camp 04	2	0	2	1	1
Camp 04 Ext.	3	0	3	2	1
Camp 05	2	0	2	2	0
Camp 06	0	0	0	0	0
Camp 07	6	0	6	4	2
Camp 08E	73	0	73	87	0
Camp 08W	8	0	8	0	8
Camp 09	55	50	5	4	1
Camp 10	6	0	6	18	0
Camp 11	77	43	34	17	17
Camp 12	11	0	11	18	0
Camp 13	53	10	43	1	42
Camp 14	340	336	4	4	0
Camp 15	190	134	56	8	48
Camp 16	19	9	10	17	0
Camp 17	1	0	1	0	1
Camp 18	63	62	1	2	0
Camp 19	61	60	1	3	0
Camp 20	199	196	3	11	0
Camp 20 Ext	245	231	14	27	0
Camp 21	1	0	1	0	1
Camp 22	420	256	164	60	104
Camp 24	59	30	29	155	0
Camp 25	85	81	4	2	2
Camp 26	1	0	1	0	1
Camp 27	5	0	5	3	2
Kutupalong RC	1	0	1	1	0
Nayapara RC	1	0	1	1	0
Transit Center	1	0	1	0	1

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Cash for Work - Has not been selected for CfW in long time	953	953	0	0	0
Cash for Work - Requested CfW	517	517	0	0	0
Cash for Work - Has not been enrolled	241	0	241	281	0
Electricity Supply - Not working	165	0	165	63	102
Community Conflict - Tree Cutting	34	0	34	40	0
Not working - Solar supply	24	0	24	17	7
When is my next Cash for Work rotation day?	19	19	0	0	0
Cash for Work - Has received less payment than days worked	12	0	12	4	8
Cash for Work - Payment delayed	12	0	12	30	0
Relocation & Repatriation - Repatriation to Myanmar	5	5	0	0	0
Community Conflict - Land & shelter extension	4	0	4	11	0
Relocation & Repatriation - Temporary relocation	4	0	4	0	4
When is the next Cash for Work payment day?	3	3	0	0	0
Cash for Work - Was charged to enroll or be selected	2	0	2	2	0
Skill Training - Requested	1	1	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | July 2025 | **WASH**

Summary for July 2025

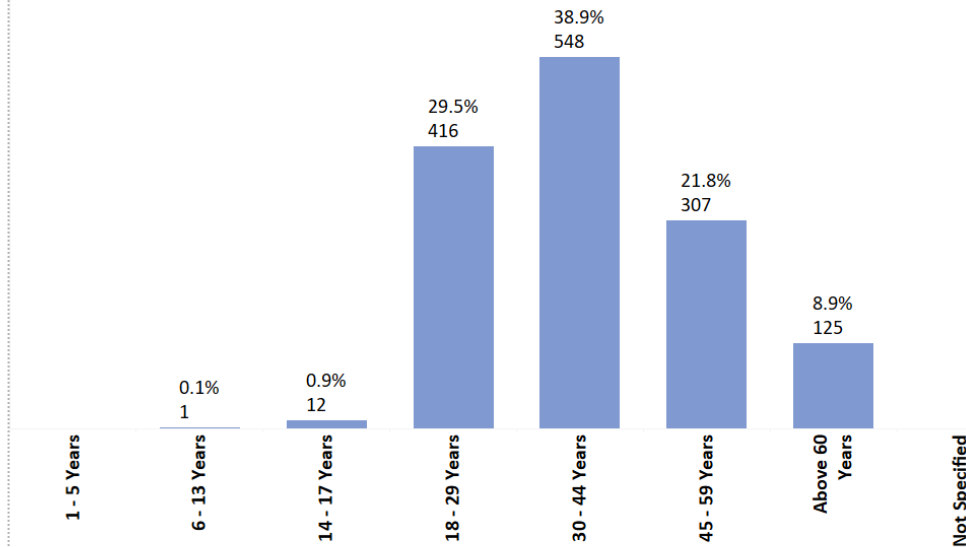
1,409 tickets received across **34** sites
773 tickets closed on the spot
636 tickets referred to relevant actors
1,185 responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	19	2	17	15	2
Camp 01W	11	1	10	11	0
Camp 02E	11	0	11	2	9
Camp 02W	3	1	2	1	1
Camp 03	7	2	5	2	3
Camp 04	18	10	8	10	0
Camp 04 Ext.	4	2	2	4	0
Camp 05	11	7	4	10	0
Camp 06	3	1	2	2	0
Camp 07	9	3	6	7	0
Camp 08E	60	48	12	70	0
Camp 08W	22	13	9	21	0
Camp 09	72	47	25	67	0
Camp 10	28	11	17	34	0
Camp 11	97	75	22	94	0
Camp 12	72	40	32	65	0
Camp 13	12	2	10	23	0
Camp 14	22	14	8	8	0
Camp 15	51	15	36	33	3
Camp 16	125	94	31	126	0
Camp 17	22	20	2	20	0
Camp 18	67	56	11	57	0
Camp 19	20	0	20	25	0
Camp 20	26	20	6	13	0
Camp 20 Ext	12	1	11	22	0
Camp 21	43	7	36	42	0
Camp 22	153	147	6	121	0
Camp 24	108	1	107	65	42
Camp 25	117	83	34	78	0
Camp 26	24	15	9	17	0
Camp 27	156	34	122	119	3
Kutupalong RC	2	0	2	0	2
Nayapara RC	1	0	1	0	1
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	706	637	69	706	0
Latrine - Needs desludging	187	0	187	126	61
Soap & Hygiene Kit - Not enough	102	102	0	0	0
Soap & Hygiene Kit - Did not receive	75	0	75	70	5
Latrine - Broken	46	0	46	44	2
Latrine - Latrine not working properly	40	0	40	15	25
Latrine - New toilet requested	37	0	37	43	0
Water tap & Tubewell - Requesting new facility	34	17	17	26	0
Bathing Station - Broken or Damaged	28	0	28	26	2
Bathing Station - Requested	26	0	26	26	0
Water tap - Requested	19	0	19	16	3
Tubewell - Not Working	18	0	18	24	0
WASH - Latrine is not accessible	16	0	16	12	4
Soap & Hygiene Kit - Additional Requested	13	13	0	0	0
Water tap & Tubewell - Not Working	11	0	11	6	5
Latrine - Locked by someone	7	0	7	3	4
Water tap - Not enough water	7	0	7	13	0

Common Feedback Platform - CFP

Monthly Sector Report | July 2025 | Food Security

Summary for July 2025

760 tickets received across **34** sites

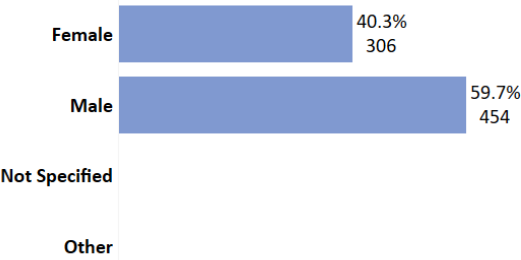
562 tickets closed on the spot

198 tickets referred to relevant actors

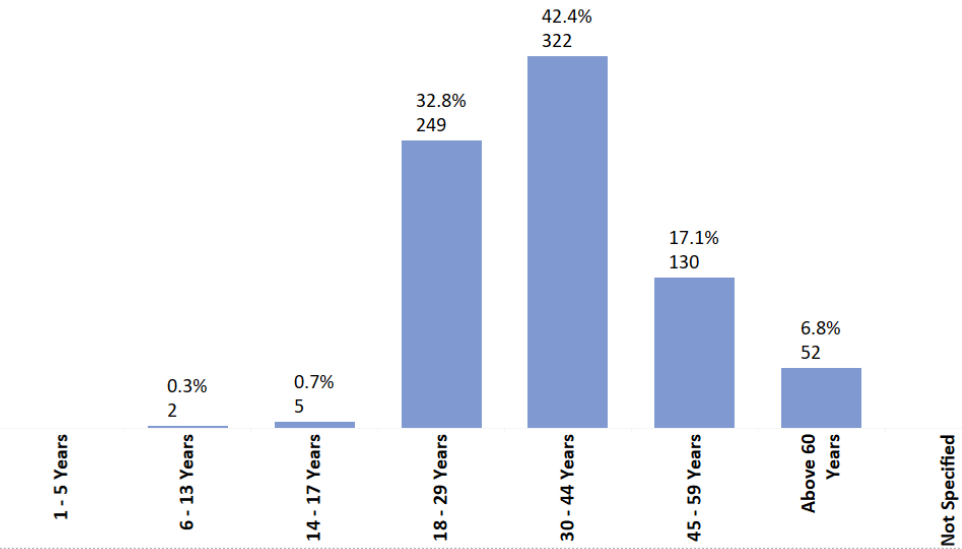
588 responses given by relevant actors

**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	8	0	8	2	6
Camp 01W	4	0	4	1	3
Camp 02E	4	0	4	0	4
Camp 02W	1	0	1	0	1
Camp 03	38	37	1	37	0
Camp 04	34	31	3	31	0
Camp 04 Ext.	7	7	0	7	0
Camp 05	16	15	1	15	0
Camp 06	7	6	1	7	0
Camp 07	4	0	4	1	3
Camp 08E	22	1	21	20	1
Camp 08W	45	40	5	41	0
Camp 09	23	23	0	22	0
Camp 10	1	0	1	2	0
Camp 11	4	3	1	3	0
Camp 12	66	49	17	59	0
Camp 13	4	4	0	4	0
Camp 14	16	15	1	2	0
Camp 15	1	1	0	0	0
Camp 16	0	0	0	0	0
Camp 17	11	8	3	9	0
Camp 18	50	49	1	41	0
Camp 19	0	0	0	0	0
Camp 20	0	0	0	1	0
Camp 20 Ext	4	2	2	6	0
Camp 21	10	7	3	7	0
Camp 22	51	51	0	0	0
Camp 24	1	1	0	1	0
Camp 25	50	50	0	0	0
Camp 26	7	3	4	4	0
Camp 27	209	98	111	204	0
Kutupalong RC	0	0	0	0	0
Nayapara RC	1	0	1	0	1
Transit Center	61	61	0	61	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	547	435	112	547	0
Farming supplies - Requested	52	52	0	0	0
Food distributions - Request for more food each month	40	40	0	0	0
Food distributions - Household has not received food	34	0	34	15	19
Food distributions - Missed Token	16	0	16	18	0
Food distributions - Want to purchase more but not allowed	16	16	0	0	0
Food distributions - Request for different items or quantities	12	12	0	0	0
Food Porters - Requested	12	0	12	5	7
Food Security - WFP Issue with collector	8	0	8	1	7
Food distributions - HH wants someone outside their family to collect food	7	0	7	0	7
Request for fresh food enlistment - Request for fresh food	6	0	6	0	6
When is the next food distribution day? When are the food distribution centres open?	6	6	0	0	0
Food distributions - Poor quality food items	4	1	3	1	2

Common Feedback Platform - CFP

Monthly Sector Report | July 2025 | Health

Summary for July 2025

741 tickets received across **34** sites

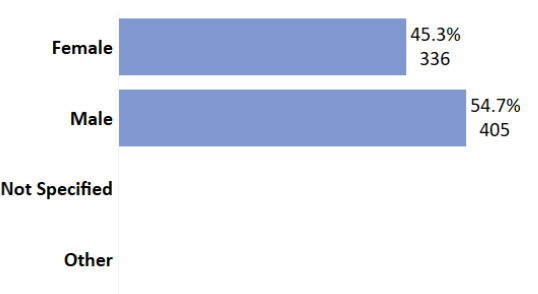
586 tickets closed on the spot

155 tickets referred to relevant actors

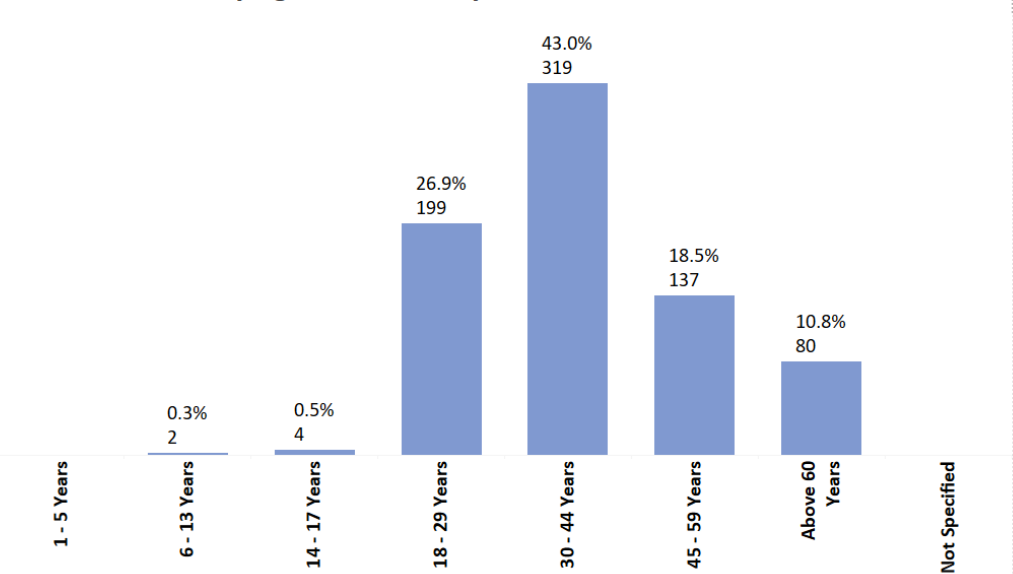
649 responses given by relevant actors

**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	6	0	6	0	6
Camp 01W	12	4	8	5	3
Camp 02E	7	0	7	0	7
Camp 02W	6	0	6	0	6
Camp 03	9	4	5	4	1
Camp 04	24	19	5	19	0
Camp 04 Ext.	5	3	2	3	0
Camp 05	9	8	1	8	0
Camp 06	21	17	4	17	0
Camp 07	14	3	11	3	8
Camp 08E	2	2	0	2	0
Camp 08W	11	11	0	13	0
Camp 09	46	46	0	46	0
Camp 10	4	4	0	4	0
Camp 11	51	51	0	51	0
Camp 12	28	28	0	28	0
Camp 13	23	22	1	22	0
Camp 14	29	23	6	24	0
Camp 15	15	7	8	13	0
Camp 16	40	38	2	39	0
Camp 17	7	7	0	7	0
Camp 18	101	101	0	102	0
Camp 19	38	37	1	37	0
Camp 20	2	2	0	3	0
Camp 20 Ext	10	10	0	10	0
Camp 21	47	45	2	47	0
Camp 22	3	3	0	3	0
Camp 24	90	51	39	90	0
Camp 25	16	16	0	16	0
Camp 26	14	7	7	13	0
Camp 27	7	2	5	5	0
Kutupalong RC	17	4	13	4	9
Nayapara RC	13	0	13	0	13
Transit Center	14	11	3	11	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	637	586	51	637	0
Health - Assessment of medical conditions required	55	0	55	0	55
General Health Card - Did not receive	14	0	14	1	13
General Health Card - Lost, damaged or Stolen	8	0	8	5	3
Health - Health Facility is not maintaining standards	7	0	7	0	7
Treatment - Waited too long	6	0	6	2	4
General Health Card - Fully filled up	3	0	3	0	3
General Health Card - Did not received.	2	0	2	0	2
Health - Health facility not open	2	0	2	0	2
Health - MHPSS (Self harm/harm others)	2	0	2	0	2
Treatment - Treatment not good quality	2	0	2	4	0
Health - MHPSS (signs and symptoms of distress in the last 2-3 weeks)	1	0	1	0	1
Health - MHPSS (signs and symptoms of distress in the last 4-5 weeks)	1	0	1	0	1
Health post - Clinic not open	1	0	1	0	1

Common Feedback Platform - CFP

Monthly Sector Report | July 2025 | ID Documents

Summary for July 2025

496 tickets received across **34** sites

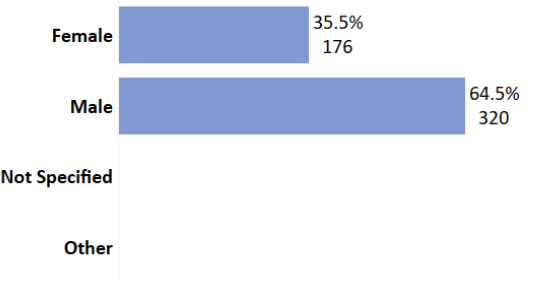
293 tickets closed on the spot

203 tickets referred to relevant actors

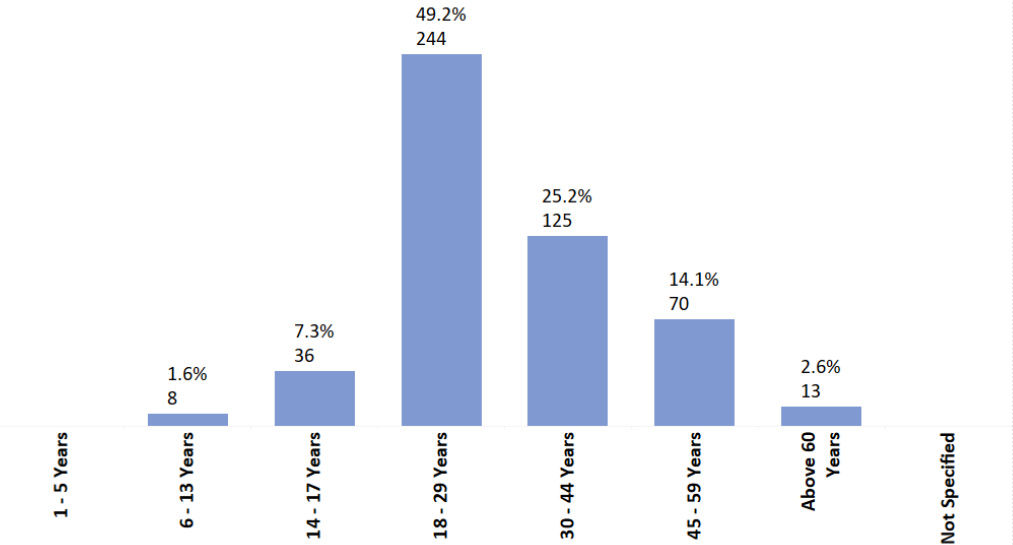
97 responses given by relevant actors

**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	0	1
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	24	0	24	10	14
Camp 08W	6	6	0	0	0
Camp 09	3	2	1	3	0
Camp 10	1	0	1	1	0
Camp 11	5	3	2	3	0
Camp 12	5	0	5	3	2
Camp 13	0	0	0	0	0
Camp 14	103	103	0	1	0
Camp 15	3	3	0	0	0
Camp 16	1	0	1	6	0
Camp 17	0	0	0	0	0
Camp 18	7	5	2	4	0
Camp 19	18	18	0	0	0
Camp 20	0	0	0	0	0
Camp 20 Ext	12	6	6	4	2
Camp 21	0	0	0	0	0
Camp 22	264	145	119	47	72
Camp 24	31	0	31	13	18
Camp 25	11	2	9	2	7
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
SMART Card & Family Attestation - Add New Born	140	140	0	0	0
SCOPE Card - Has not received new SCOPE Card	120	0	120	46	74
SCOPE Card - Family Attestation doesn't match SCOPE	64	0	64	31	33
SMART Card & Family Attestation - Request for individual SMART card	62	62	0	0	0
SMART Card & Family Attestation - Lost ID Card	53	53	0	0	0
SCOPE Card - Lost	13	0	13	9	4
SMART Card & Family Attestation - HH requests for vulnerability verification (e.g., Elderly headed HH, Child headed HH, Woman H..	10	10	0	0	0
SMART Card & Family Attestation - Lost family attestation card	7	7	0	0	0
SMART Card & Family Attestation - Biographical Error	5	5	0	0	0
SMART Card & Family Attestation - Merge and split	5	5	0	0	0
SMART Card & Family Attestation - Lost Smart card and family attestation	4	4	0	0	0
SCOPE Card - Damaged	2	0	2	0	2
SCOPE Card - No balance on card	2	0	2	4	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 - Fingerprint scan is not working	1	0	1	5	0
SCOPE Card - HH wants to change the people who can collect food or LPG	1	0	1	2	0

Common Feedback Platform - CFP

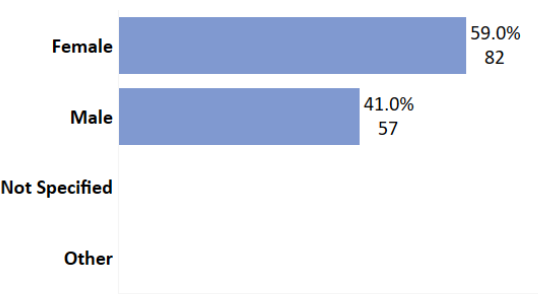
Monthly Sector Report | July 2025 | Livelihood

Summary for July 2025

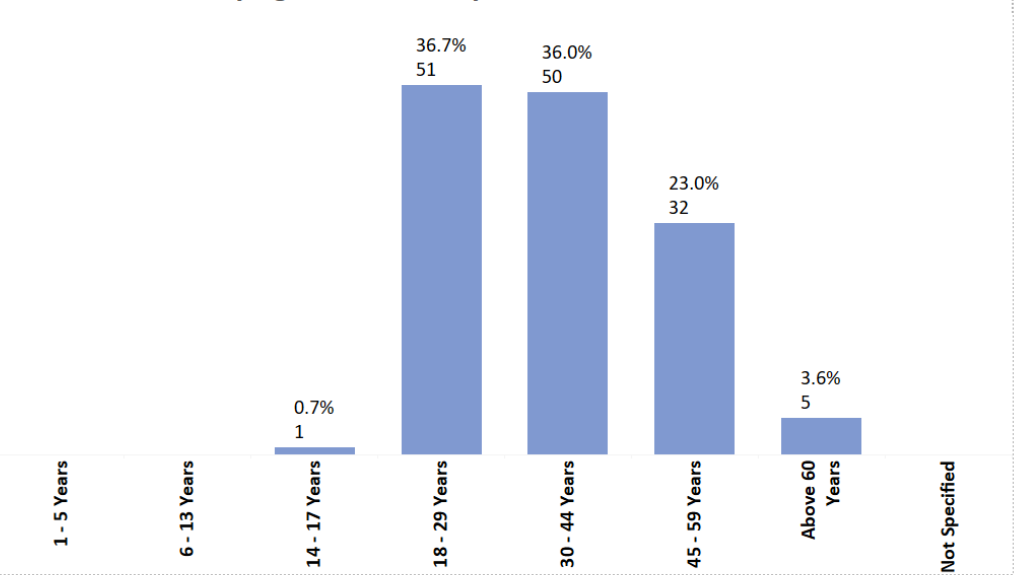
- 139 tickets received across 34 sites
- 115 tickets closed on the spot
- 24 tickets referred to relevant actors
- 139 responses given by relevant actors

**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	1	0
Camp 01W	1	0	1	1	0
Camp 02E	0	0	0	0	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	0	0	0	0	0
Camp 08E	1	1	0	1	0
Camp 08W	0	0	0	0	0
Camp 09	2	2	0	2	0
Camp 10	2	2	0	2	0
Camp 11	0	0	0	0	0
Camp 12	0	0	0	0	0
Camp 13	2	2	0	2	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	1	1	0	1	0
Camp 22	0	0	0	0	0
Camp 24	31	19	12	31	0
Camp 25	88	88	0	88	0
Camp 26	9	0	9	9	0
Camp 27	0	0	0	0	0
Kutupalong RC	1	0	1	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	137	115	22	137	0
Livelihood - Access to skills	2	0	2	2	0

Common Feedback Platform - CFP

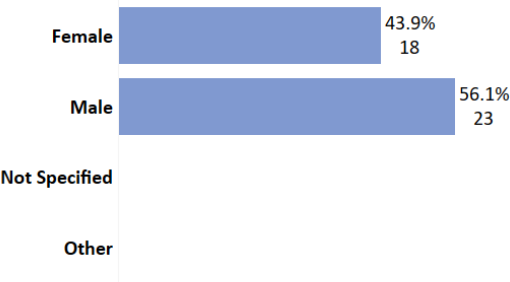
Monthly Sector Report | July 2025 | Education

Summary for July 2025

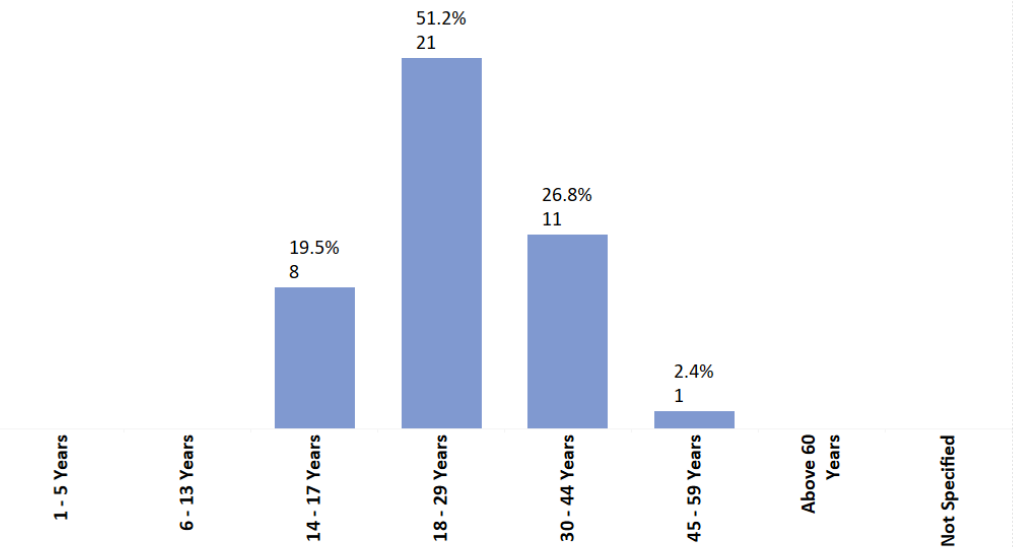
- 41 tickets received across 34 sites
- 24 tickets closed on the spot
- 17 tickets referred to relevant actors
- 23 responses given by relevant actors

**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	3	0	3	0	3
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	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	13	9	4	0	4
Camp 16	0	0	0	0	0
Camp 17	2	2	0	2	0
Camp 18	0	0	0	0	0
Camp 19	0	0	0	0	0
Camp 20	0	0	0	0	0
Camp 20 Ext	0	0	0	0	0
Camp 21	0	0	0	0	0
Camp 22	0	0	0	0	0
Camp 24	19	13	6	19	0
Camp 25	0	0	0	0	0
Camp 26	2	0	2	2	0
Camp 27	0	0	0	0	0
Kutupalong RC	0	0	0	0	0
Nayapara RC	1	0	1	0	1
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
Education - Request for information Education	23	15	8	23	0
Changes to Education - Secondary education requested	8	7	1	0	1
Temporary Learning Centre - Enrolment Requested	4	0	4	0	4
Education - Education Learning facility is too far	2	0	2	0	2
Education - Tertiary Education requested	2	0	2	0	2
When will learning centres reopen?	2	2	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | July 2025 | Nutrition

Summary for July 2025

4

tickets received across 34 sites

0

tickets closed on the spot

4

tickets referred to relevant actors

3

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

Female

75.0%

3

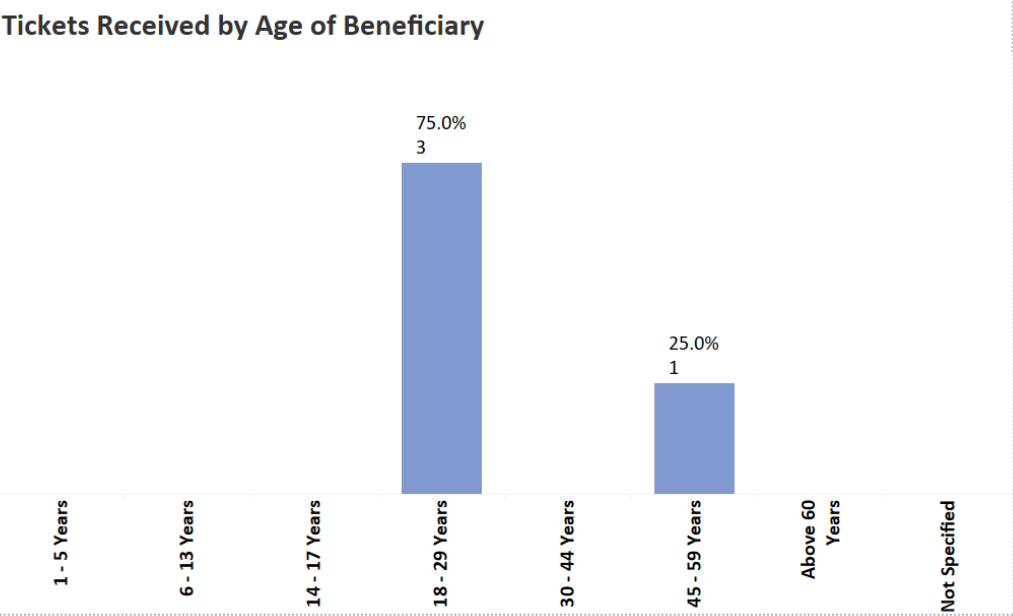
Male

25.0%

1

Not Specified

Other



	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	0	0	0	0	0
Camp 01W	0	0	0	0	0
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	0	0	0	0	0
Camp 04	2	0	2	0	2
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	2	0	2	0	2
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	2	0
Camp 15	0	0	0	1	0
Camp 16	0	0	0	0	0
Camp 17	0	0	0	0	0
Camp 18	0	0	0	0	0
Camp 19	0	0	0	0	0
Camp 20	0	0	0	0	0
Camp 20 Ext	0	0	0	0	0
Camp 21	0	0	0	0	0
Camp 22	0	0	0	0	0
Camp 24	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

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Nutrition Assistance - Did not receive distribution	3	0	3	2	1
Nutrition Assistance - Requested	1	0	1	1	0