

Common Feedback Platform - CFP

About the Common Feedback Platform

The Common Feedback Platform (CFP) is a joint inter-agency report that consolidates community feedback from the Cox's Bazar Rohingya response in Bangladesh. Through Complaints and Feedback Mechanisms (CFMs), affected communities share challenges regarding programs and services, and the anonymized data is compiled monthly. The CFP supports Accountability to Affected Populations (MP) and informs programming by improving complaint management through harmonized referral standards, developed with key actors and updated to remain relevant. Site Management (SM) agencies and partners refer data to sectors and service providers. CFP reports reflect data from specific CFMs and may not represent the overall needs or satisfaction of Rohingya in camps. More tickets in a location may indicate better CFM coverage, trust, or larger population, not necessarily greater needs.

IOM Methodology and Definitions:

Methodology: The CFM ([Zite Manager](#)) adheres to the principle that communities can access one CFM to share all types of concerns (regardless of sector or actor), and that feedback loops are always closed. Thus, every ticket that is received is referred to the appropriate service provider to respond to the issue within 60 days (otherwise it expires and the complainant is informed that the partner failed to answer in time). The CFM then goes back and replies to the affected person, regardless of outcome.

Feedback is collected through trained enumerators (gender-balanced Bangladeshi staff and Rohingya volunteers) at static desks or through mobile teams who conduct regular outreach at the block level to ensure access to vulnerable persons. Each piece of feedback is submitted through a mobile phone application that generates a "ticket" with a unique tracking number. If referrable, tickets are referred through Site Management via the camp Sector Focal Point system, who coordinate with their partners and relevant organizations to resolve issues. Beneficiaries then receive replies to their issues after an update is available.

Consent to share personal information with organizations responsible for a response is always confirmed. CFMs close the feedback loop by providing a reply directly to the person who complained either by conducting a home visit or placing a phone call. *Personal data is only used in referrals and shared with relevant parties when needed; it is not analyzed or included in any outputs.*

Definitions

- **Ticket:** A piece of community feedback generated so beneficiaries can ask questions, report complaints, share feedback, and request assistance through referral, action, and response.

- **Closed on the Spot (CoS):** When a ticket initially received can be answered immediately (positively or negatively) at the time of submission. This information is recorded but *not* referred. The following types of tickets are CoS:

- If the ticket can be resolved without referral.

- If the ticket is an emergency or sensitive issues. The CFM will inform the responsible actor and appropriate staff to urgently respond to the matter by referring in person at the time of complaint. A ticket general ticket type will be recorded, *but no personal data or case details are collected (age and gender is "not specified")*.

- If the ticket is not referable because of the nature of the request. Depending on the capacity and processes of responding actors, some tickets cannot be received by the service provider. Therefore, a pre-determined message is shared with the complainant to explain why. All sectors and organizations were consulted to identify these ticket types.

- **Resolved/Unresolved:** When the complainant is given the opportunity to share their opinion on the response given. As part of the reply process to close a ticket, the person who made the complaint is asked if they consider the issue to be resolved. Regardless, the feedback loop is considered closed once beneficiaries receive an update and report their satisfaction. Resolution rate is not currently visualized or calculated in the CFP reports (contact IOM directly to receive this data).

UNCHR Methodology and Definitions:

Methodology: The ticket management process is done according to the type of query:

o **Complaints** trigger an automatic referral within the system. The ticket is directed to the appropriate focal point depending on the nature of the complaint (SEA, complaint against staff/partner or report of refugee fraud) for assessment and action in line with the relevant SOPs.

o **Feedback:** These inquiries are automatically closed in the system upon receipt, once the Intake form is submitted, if they typically do not require further action beyond acknowledgment and recording the feedback from individuals. However, for negative feedback, the data is analyzed and shared with the focal persons on a monthly basis.

o **Request for information:** These enquiries are automatically closed in the system after the provision of the requested information found in the library of Frequently Asked Questions (FAQs). If the information is not available in the FAQs, these queries are recorded as a request for humanitarian assistance or for protection intervention depending on their nature.

o **Requests for Humanitarian Services:** These queries trigger an automatic referral within the system. The ticket is directed to the relevant focal point depending on the sector and the nature of the query for assessment and action. The ticket can only be closed after action has been taken according to the CAIPP SOPs for that sector.

o **Requests for Protection interventions:** These queries trigger an automatic referral within the system. The ticket is directed to the appropriate Protection focal point to take action. Once action has been taken, the ticket is closed in line with CAIPP SOPs. Some actions may require case management, in which case the ticket is closed in CAIPP, and case management is recorded in proGres (not CAIPP).

This structured approach ensures that each query is processed efficiently, and appropriate action is taken by the relevant focal point before the ticket is closed.

Definitions

A ticket is considered closed when action has been taken i.e. when requests for information have been effectively answered and information provided; and for complaints, requests for assistance or other queries when these have been effectively followed up on by the focal point in charge, as per the relevant sectoral SOPs. The closure of a ticket is different from the resolution of a case in the context of case management, which may take place at a later stage.

Types of queries:

o **Complaints:** Concerns raised by refugees regarding service delivery or grievances, typically seeking a resolution or correction. Complaints can involve significant concerns such as safety, health, and well-being. They arise when there is a perceived failure to deliver promised aid, breaches of rights, or unethical behavior by staff or volunteers, requiring immediate attention.

o **Feedback:** General comments on services or operations that provide insights or observations to help improve the effectiveness, efficiency, or appropriateness of humanitarian interventions. Typically constructive, feedback can range from appreciative to critical. It focuses less on immediate rectification and more on long-term improvement, not always requiring immediate action.

o **Request for Humanitarian Service:** Requests for specific assistance such as food, shelter, WASH or medical aid and others.

o **Request for Information:** Inquiries seeking details about services, processes, or rights.

o **Request for Protection Interventions:** Requests related to the provision of protection services such as legal aid or interventions to protect from and/or respond to harm.

Common Feedback Platform - CFP

Monthly Sector Cumulative Report | September 2024 - August 2025

Cumulative Data for Sep 2024 - Aug 2025

357,581 tickets received across 34 sites

159,659 tickets closed on the spot

197,922 tickets referred by 6 actors

201,883 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 | September | October | November | December | January | February | March | April | May | June | July | August | Grand Total |
|----------------------|-----------|---------|----------|----------|---------|----------|-------|--------|--------|--------|--------|--------|-------------|
| Education | 13 | 12 | 18 | 22 | 26 | 37 | 77 | 94 | 37 | 65 | 41 | 75 | 517 |
| Energy & Environment | 1,337 | 1,230 | 1,113 | 2,314 | 2,268 | 2,879 | 1,922 | 2,943 | 2,089 | 2,009 | 4,034 | 1,988 | 26,126 |
| Food Security | 1,775 | 1,811 | 862 | 785 | 354 | 429 | 318 | 1,833 | 1,074 | 1,340 | 760 | 780 | 12,121 |
| Health | 485 | 95 | 107 | 801 | 721 | 919 | 776 | 926 | 649 | 738 | 741 | 1,085 | 8,043 |
| ID Documents | 1,607 | 695 | 647 | 3,423 | 2,255 | 4,305 | 4,110 | 517 | 562 | 399 | 496 | 438 | 19,454 |
| Livelihood | 13 | | | 254 | 300 | 141 | 226 | 192 | 153 | 182 | 139 | 153 | 1,753 |
| Nutrition | 2 | 8 | 3 | 368 | 434 | 1,579 | 1,069 | 8 | 3 | 7 | 4 | 9 | 3,494 |
| Protection | 1,858 | 341 | 275 | 2,628 | 2,860 | 2,508 | 2,207 | 5,640 | 2,686 | 2,592 | 4,319 | 4,254 | 32,168 |
| Shelter & NFI | 9,842 | 7,685 | 6,866 | 8,556 | 8,400 | 9,449 | 8,963 | 13,973 | 13,754 | 16,310 | 14,352 | 13,551 | 131,701 |
| Site Development | 3,968 | 4,159 | 3,727 | 4,340 | 4,694 | 4,426 | 3,955 | 5,407 | 5,455 | 6,149 | 6,363 | 5,889 | 58,532 |
| Site Management | 4,321 | 2,912 | 2,722 | 7,340 | 5,124 | 4,359 | 4,745 | 3,443 | 3,981 | 3,810 | 1,996 | 3,002 | 47,755 |
| WASH | 1,099 | 819 | 653 | 1,976 | 1,219 | 1,533 | 2,012 | 1,391 | 1,278 | 1,111 | 1,409 | 1,417 | 15,917 |

Cumulative Tickets per Month

| | September | October | November | December | January | February | March | April | May | June | July | August | Grand Total |
|---------------------------------|-----------|---------|----------|----------|---------|----------|--------|--------|--------|--------|--------|--------|-------------|
| Total Received | 26,320 | 19,767 | 16,993 | 32,807 | 28,655 | 32,564 | 30,380 | 36,367 | 31,721 | 34,712 | 34,654 | 32,641 | 357,581 |
| Total Closed on the Spot | 10,970 | 5,281 | 4,970 | 18,148 | 13,899 | 17,580 | 17,459 | 14,088 | 12,539 | 15,804 | 12,851 | 16,070 | 159,659 |
| Total Referred | 15,350 | 14,486 | 12,023 | 14,659 | 14,756 | 14,984 | 12,921 | 22,279 | 19,182 | 18,908 | 21,803 | 16,571 | 197,922 |
| Total Replies | 7,318 | 6,443 | 8,804 | 13,315 | 17,462 | 22,721 | 26,290 | 18,224 | 16,384 | 22,160 | 19,516 | 23,246 | 201,883 |

Top Tickets Received by Gender

| Ticket Description | Female | Male | Other | Not Specified |
|--|--------|--------|-------|---------------|
| Damage to shelter - Shelter damaged over time | 22,023 | 29,727 | | |
| Damage to shelter - Shelter damaged by weather | 11,611 | 19,226 | | 2 |
| Slope Protection (erosion) - Requested | 5,985 | 7,802 | 7 | |
| Slope Protection (erosion) - Damaged, broken, or needs improvement | 4,623 | 8,687 | 3 | |
| Cash for Work - Has not been selected for CFW in long time | 3,241 | 8,850 | 4 | |
| Pathway - Damaged, broken, or needs improvement | 4,445 | 7,246 | | |
| NFI - Request additional materials | 2,415 | 7,599 | | |
| LPG Gas - Not enough for family | 2,116 | 5,470 | | 1 |
| Shelter Materials - Request additional materials | 2,137 | 5,139 | 1 | |
| Cash for Work - Requested CFW | 1,806 | 5,385 | 5 | |
| Shelter Materials - Missed Distribution | 2,578 | 3,472 | | |
| Requested for Information | 2,931 | 3,003 | | |
| Cash for Work - Has not been enrolled | 1,570 | 3,416 | 1 | |
| Stairs - Requested | 1,113 | 1,641 | 1 | |
| Cooking Stove - Broken or not working | 578 | 1,765 | | |
| SMART Card & Family Attestation - Add New Born | 618 | 1,206 | | |

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 | 14,854 | 18,998 | 10,586 | 8,963 | 8,133 | 16,528 | 3,861 | 7,409 | 9,494 | 15,163 | 9,098 | 8,245 | 12,710 | 10,601 | 5,689 | 8,460 | 2,672 | 8,613 | 9,819 | 10,089 | 9,364 | 9,962 | 9,172 | 9,621 | 11,719 | 13,836 | 8,498 | 12,007 | 11,159 | 7,567 | 8,028 | 24,644 | 13,048 | 8,971 | 357,581 |
| Total Closed on the Spot | 2,448 | 3,984 | 1,671 | 1,622 | 3,472 | 9,561 | 1,667 | 2,908 | 3,501 | 1,715 | 4,960 | 2,326 | 3,017 | 3,154 | 1,145 | 2,475 | 1,702 | 2,920 | 5,123 | 6,521 | 3,542 | 4,709 | 4,136 | 1,396 | 9,256 | 7,796 | 5,091 | 8,603 | 5,911 | 5,121 | 5,110 | 20,106 | 5,667 | 7,323 | 159,659 |
| Total Referred | 12,406 | 15,014 | 8,915 | 7,341 | 4,661 | 6,967 | 2,194 | 4,501 | 5,993 | 13,448 | 4,138 | 5,919 | 9,693 | 7,447 | 4,544 | 5,985 | 970 | 5,693 | 4,696 | 3,568 | 5,822 | 5,253 | 5,036 | 8,225 | 2,463 | 6,040 | 3,407 | 3,404 | 5,248 | 2,446 | 2,918 | 4,538 | 7,381 | 1,648 | 197,922 |
| Total Replies | 5,903 | 10,366 | 4,321 | 3,908 | 4,539 | 10,583 | 2,295 | 3,500 | 5,716 | 5,754 | 3,928 | 3,998 | 7,561 | 6,661 | 4,114 | 4,093 | 1,810 | 7,673 | 7,425 | 6,868 | 8,679 | 6,947 | 8,077 | 8,021 | 3,290 | 9,746 | 6,627 | 5,961 | 5,615 | 2,899 | 3,232 | 7,591 | 9,763 | 4,419 | 201,883 |

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 | August 2025

Summary for August 2025

32,641 tickets received across **34** sites

16,070 tickets closed on the spot*

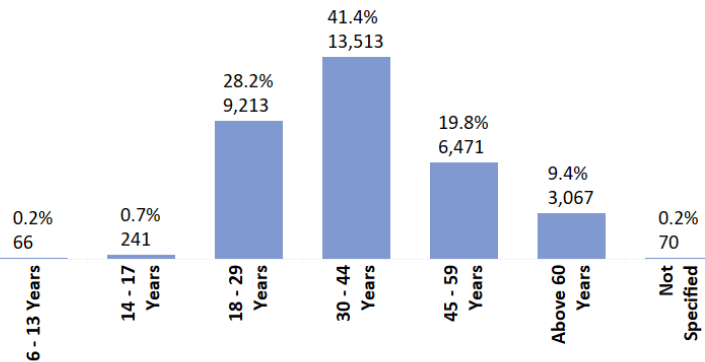
16,571 tickets referred to relevant actors

23,246 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 reponses given higher than the referred tickets.*

Tickets Received this Month by Age of Beneficiary



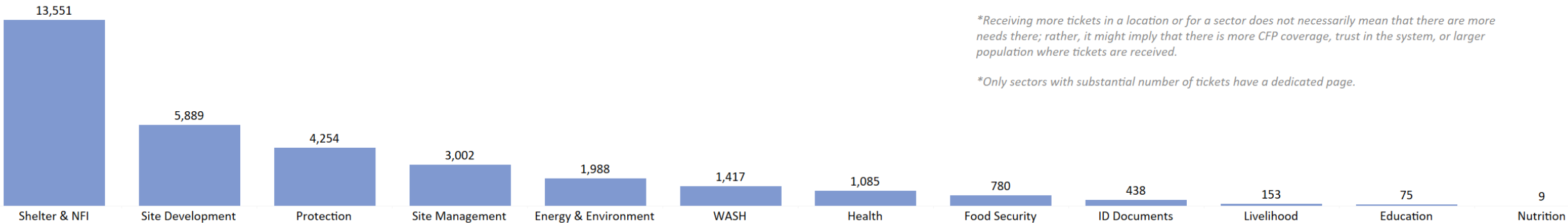
Top Tickets Received this Month

| Ticket Description | Female | Male | Other | Not Specified |
|--|--------|-------|-------|---------------|
| Damage to shelter - Shelter damaged by weather | 1,467 | 2,238 | | |
| Damage to shelter - Shelter damaged over time | 1,438 | 1,808 | | |
| Pathway - Damaged, broken, or needs improvement | 606 | 864 | | |
| Slope Protection (erosion) - Requested | 491 | 622 | | |
| Cash for Work - Has not been selected for CfW in long time | 300 | 744 | | |
| Slope Protection (erosion) - Damaged, broken, or needs improvement | 349 | 641 | | |
| Cash for Work - Requested CfW | 185 | 476 | 3 | |
| NFI - Request additional materials | 152 | 440 | | |
| LPG Gas - Not enough for family | 137 | 437 | | |
| Shelter Materials - Missed Distribution | 157 | 285 | | |
| Shelter Materials - Request additional materials | 128 | 309 | | |
| Pathway - Requested | 88 | 220 | | |
| Cash for Work - Has not been enrolled | 62 | 186 | | |
| Stairs - Requested | 95 | 149 | | |
| Cooking Stove - Broken or not working | 40 | 129 | | |
| SMART Card & Family Attestation - Add New Born | 46 | 101 | | |

Tickets Received this Month by Camp

| | | Total Received | Total Closed on the Spot | Total Referred | Total Replies | Open Tickets |
|-----|----------------|----------------|--------------------------|----------------|---------------|--------------|
| HCR | Camp 01E | 1,527 | 203 | 1,324 | 355 | 969 |
| | Camp 01W | 1,493 | 286 | 1,207 | 523 | 684 |
| | Camp 02E | 688 | 54 | 634 | 295 | 339 |
| | Camp 02W | 1,005 | 34 | 971 | 682 | 289 |
| | Camp 03 | 704 | 318 | 386 | 356 | 30 |
| | Camp 04 | 1,381 | 779 | 602 | 1,105 | 0 |
| | Camp 04 Ext. | 219 | 120 | 99 | 126 | 0 |
| | Camp 05 | 1,006 | 428 | 578 | 577 | 1 |
| | Camp 06 | 871 | 588 | 283 | 742 | 0 |
| | Camp 07 | 1,553 | 85 | 1,468 | 548 | 920 |
| | Camp 17 | 1,072 | 680 | 392 | 752 | 0 |
| | Camp 21 | 560 | 205 | 355 | 337 | 18 |
| | Camp 26 | 1,126 | 282 | 844 | 897 | 0 |
| | Camp 27 | 1,610 | 687 | 923 | 1,419 | 0 |
| | Kutupalong RC | 576 | 81 | 495 | 325 | 170 |
| | Nayapara RC | 1,152 | 748 | 404 | 854 | 0 |
| | Transit Center | 289 | 261 | 28 | 279 | 0 |
| IOM | Camp 08E | 681 | 306 | 375 | 1,075 | 0 |
| | Camp 08W | 1,034 | 686 | 348 | 1,208 | 0 |
| | Camp 09 | 957 | 626 | 331 | 740 | 0 |
| | Camp 10 | 814 | 415 | 399 | 840 | 0 |
| | Camp 11 | 911 | 455 | 456 | 820 | 0 |
| | Camp 12 | 880 | 501 | 379 | 876 | 0 |
| | Camp 13 | 1,001 | 332 | 669 | 1,132 | 0 |
| | Camp 14 | 963 | 810 | 153 | 456 | 0 |
| | Camp 15 | 1,091 | 662 | 429 | 880 | 0 |
| | Camp 16 | 766 | 469 | 297 | 671 | 0 |
| | Camp 18 | 907 | 684 | 223 | 629 | 0 |
| | Camp 19 | 818 | 451 | 367 | 686 | 0 |
| | Camp 20 | 633 | 480 | 153 | 327 | 0 |
| | Camp 20 Ext | 601 | 422 | 179 | 384 | 0 |
| | Camp 22 | 1,803 | 1,531 | 272 | 771 | 0 |
| | Camp 24 | 1,048 | 583 | 465 | 874 | 0 |
| | Camp 25 | 901 | 818 | 83 | 705 | 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 | August 2025 | Shelter & NFI

Summary for August 2025

13,551 tickets received across **34** sites

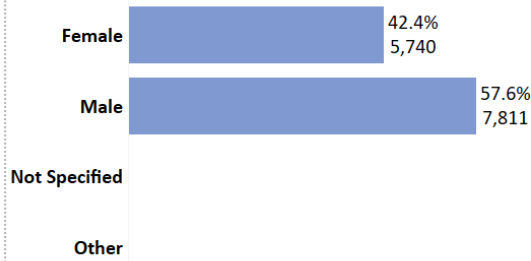
5,891 tickets closed on the spot

7,660 tickets referred to relevant actors

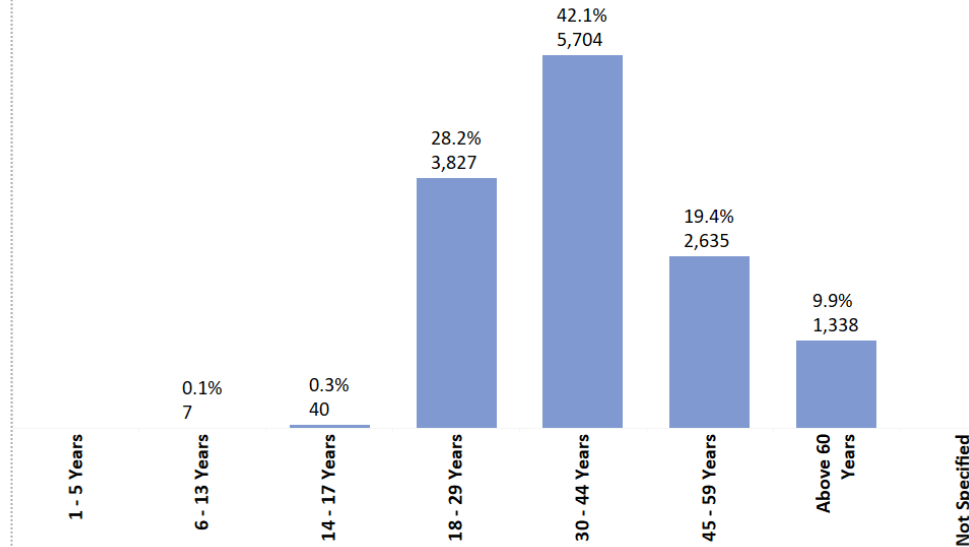
8,277 responses given by relevant actors

**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 | 968 | 31 | 937 | 95 | 842 |
| Camp 01W | 808 | 64 | 744 | 223 | 521 |
| Camp 02E | 493 | 14 | 479 | 245 | 234 |
| Camp 02W | 819 | 22 | 797 | 623 | 174 |
| Camp 03 | 465 | 190 | 275 | 190 | 85 |
| Camp 04 | 837 | 467 | 370 | 724 | 0 |
| Camp 04 Ext. | 115 | 64 | 51 | 66 | 0 |
| Camp 05 | 637 | 224 | 413 | 346 | 67 |
| Camp 06 | 506 | 350 | 156 | 477 | 0 |
| Camp 07 | 1,069 | 19 | 1,050 | 345 | 705 |
| Camp 08E | 76 | 75 | 1 | 75 | 0 |
| Camp 08W | 315 | 282 | 33 | 291 | 0 |
| Camp 09 | 196 | 192 | 4 | 115 | 0 |
| Camp 10 | 245 | 209 | 36 | 312 | 0 |
| Camp 11 | 121 | 99 | 22 | 60 | 0 |
| Camp 12 | 207 | 181 | 26 | 195 | 0 |
| Camp 13 | 466 | 108 | 358 | 583 | 0 |
| Camp 14 | 113 | 106 | 7 | 66 | 0 |
| Camp 15 | 178 | 159 | 19 | 141 | 0 |
| Camp 16 | 268 | 258 | 10 | 195 | 0 |
| Camp 17 | 675 | 371 | 304 | 379 | 0 |
| Camp 18 | 241 | 231 | 10 | 152 | 0 |
| Camp 19 | 215 | 212 | 3 | 37 | 0 |
| Camp 20 | 103 | 103 | 0 | 53 | 0 |
| Camp 20 Ext | 109 | 108 | 1 | 48 | 0 |
| Camp 21 | 250 | 73 | 177 | 143 | 34 |
| Camp 22 | 479 | 471 | 8 | 92 | 0 |
| Camp 24 | 155 | 139 | 16 | 120 | 0 |
| Camp 25 | 243 | 241 | 2 | 236 | 0 |
| Camp 26 | 763 | 128 | 635 | 589 | 46 |
| Camp 27 | 558 | 290 | 268 | 437 | 0 |
| Kutupalong RC | 352 | 73 | 279 | 270 | 9 |
| Nayapara RC | 474 | 308 | 166 | 325 | 0 |
| Transit Center | 32 | 29 | 3 | 29 | 0 |

Top Tickets Received this Month

| Ticket Description | Total Received | Total Closed on the Spot | Total Referred | Total Replies | Open Tickets |
|--|----------------|--------------------------|----------------|---------------|--------------|
| Shelter & NFI - Request for information | 4,784 | 4,588 | 196 | 4,784 | 0 |
| Damage to shelter - Shelter damaged by weather | 3,705 | 17 | 3,688 | 1,480 | 2,208 |
| Damage to shelter - Shelter damaged over time | 3,246 | 161 | 3,085 | 1,082 | 2,003 |
| NFI - Request additional materials | 592 | 592 | 0 | 0 | 0 |
| Shelter Materials - Missed Distribution | 442 | 0 | 442 | 625 | 0 |
| Shelter Materials - Request additional materials | 437 | 411 | 26 | 55 | 0 |
| Request for additional room - Request for new room | 114 | 0 | 114 | 32 | 82 |
| Shelter Materials - Received amount is not enough | 101 | 87 | 14 | 92 | 0 |
| Shelter Number - Requested | 68 | 0 | 68 | 101 | 0 |
| NFI - Missed Distribution | 14 | 0 | 14 | 15 | 0 |
| Shelter Materials - Received damaged materials | 12 | 12 | 0 | 0 | 0 |
| NFI - Received damaged materials | 7 | 7 | 0 | 0 | 0 |
| Shelter Kit - Requested (general households) | 5 | 5 | 0 | 0 | 0 |
| Shelter Kit - Requested (new arrival) | 5 | 0 | 5 | 0 | 5 |
| When is the next NFI distribution day? | 4 | 4 | 0 | 0 | 0 |
| NFI - Too far to distribution | 3 | 3 | 0 | 0 | 0 |
| Shelter Materials - Too far to distribution | 2 | 2 | 0 | 0 | 0 |

Common Feedback Platform - CFP

Monthly Sector Report | August 2025 | **Site Development**

Summary for August 2025

5,889 tickets received across **34** sites

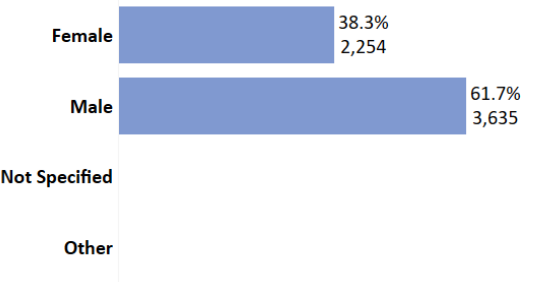
882 tickets closed on the spot

5,007 tickets referred to relevant actors

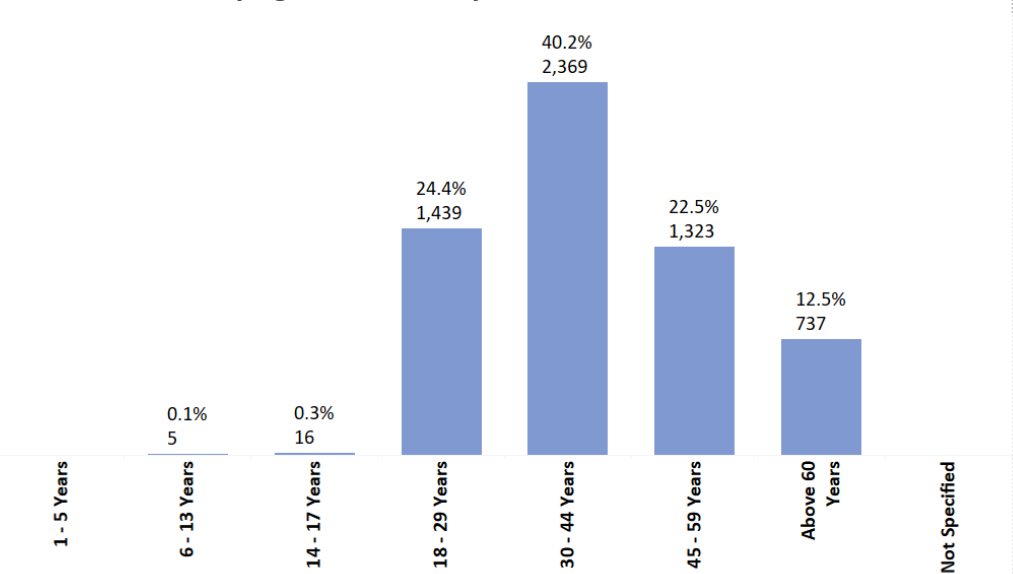
5,748 responses given by relevant actors

**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 | 220 | 1 | 219 | 21 | 198 |
| Camp 01W | 293 | 17 | 276 | 29 | 247 |
| Camp 02E | 109 | 0 | 109 | 4 | 105 |
| Camp 02W | 131 | 0 | 131 | 28 | 103 |
| Camp 03 | 55 | 10 | 45 | 10 | 35 |
| Camp 04 | 117 | 49 | 68 | 72 | 0 |
| Camp 04 Ext. | 1 | 0 | 1 | 1 | 0 |
| Camp 05 | 164 | 40 | 124 | 40 | 84 |
| Camp 06 | 107 | 36 | 71 | 44 | 27 |
| Camp 07 | 306 | 0 | 306 | 71 | 235 |
| Camp 08E | 295 | 51 | 244 | 602 | 0 |
| Camp 08W | 437 | 185 | 252 | 656 | 0 |
| Camp 09 | 262 | 17 | 245 | 251 | 0 |
| Camp 10 | 301 | 27 | 274 | 285 | 0 |
| Camp 11 | 355 | 34 | 321 | 402 | 0 |
| Camp 12 | 267 | 49 | 218 | 290 | 0 |
| Camp 13 | 302 | 65 | 237 | 354 | 0 |
| Camp 14 | 130 | 29 | 101 | 222 | 0 |
| Camp 15 | 270 | 14 | 256 | 352 | 0 |
| Camp 16 | 211 | 24 | 187 | 229 | 0 |
| Camp 17 | 74 | 34 | 40 | 74 | 0 |
| Camp 18 | 231 | 74 | 157 | 235 | 0 |
| Camp 19 | 257 | 0 | 257 | 375 | 0 |
| Camp 20 | 114 | 7 | 107 | 206 | 0 |
| Camp 20 Ext | 104 | 1 | 103 | 249 | 0 |
| Camp 21 | 88 | 2 | 86 | 7 | 79 |
| Camp 22 | 93 | 1 | 92 | 108 | 0 |
| Camp 24 | 73 | 0 | 73 | 49 | 24 |
| Camp 25 | 50 | 4 | 46 | 152 | 0 |
| Camp 26 | 40 | 15 | 25 | 26 | 0 |
| Camp 27 | 250 | 63 | 187 | 215 | 0 |
| Kutupalong RC | 105 | 3 | 102 | 43 | 59 |
| Nayapara RC | 77 | 30 | 47 | 46 | 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 |
|--|----------------|--------------------------|----------------|---------------|--------------|
| Pathway - Damaged, broken, or needs improvement | 1,470 | 18 | 1,452 | 446 | 1,006 |
| Slope Protection (erosion) - Requested | 1,113 | 0 | 1,113 | 1,275 | 0 |
| Slope Protection (erosion) - Damaged, broken, or needs improvement | 990 | 0 | 990 | 1,552 | 0 |
| Site Development - Request for information | 965 | 841 | 124 | 965 | 0 |
| Pathway - Requested | 308 | 0 | 308 | 287 | 21 |
| Stairs - Requested | 244 | 0 | 244 | 271 | 0 |
| Drainage - Drain Requested | 217 | 0 | 217 | 289 | 0 |
| Stairs - Damaged, broken, or needs improvement | 158 | 0 | 158 | 198 | 0 |
| Drainage - Damaged, broken, or needs improvement | 85 | 0 | 85 | 123 | 0 |
| Drainage Cover (Slab) - Requested | 71 | 0 | 71 | 103 | 0 |
| Lamp post or Street light - Damaged, broken, or needs improvement | 42 | 0 | 42 | 28 | 14 |
| Lamp post or Street light - Requested | 40 | 0 | 40 | 36 | 4 |
| Drainage - Blocked or Water logging | 39 | 0 | 39 | 59 | 0 |
| Bridge - Damaged, broken, or needs improvement | 23 | 0 | 23 | 29 | 0 |
| WASH - Drainage cleaning | 23 | 4 | 19 | 5 | 14 |
| Drainage Cover (Slab) - Damaged, broken, or needs improvement | 19 | 0 | 19 | 24 | 0 |
| Fence or railing for path or stairs - Requested | 19 | 0 | 19 | 21 | 0 |

Common Feedback Platform - CFP

Monthly Sector Report | August 2025 | Protection

Summary for August 2025

4,254 tickets received across **34** sites

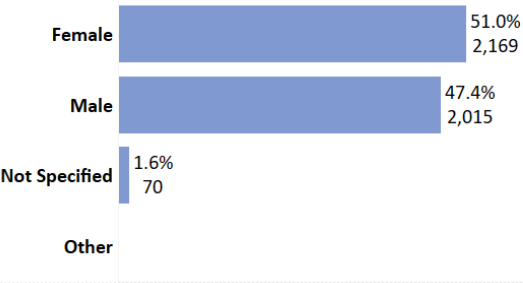
2,849 tickets closed on the spot

1,405 tickets referred to relevant actors

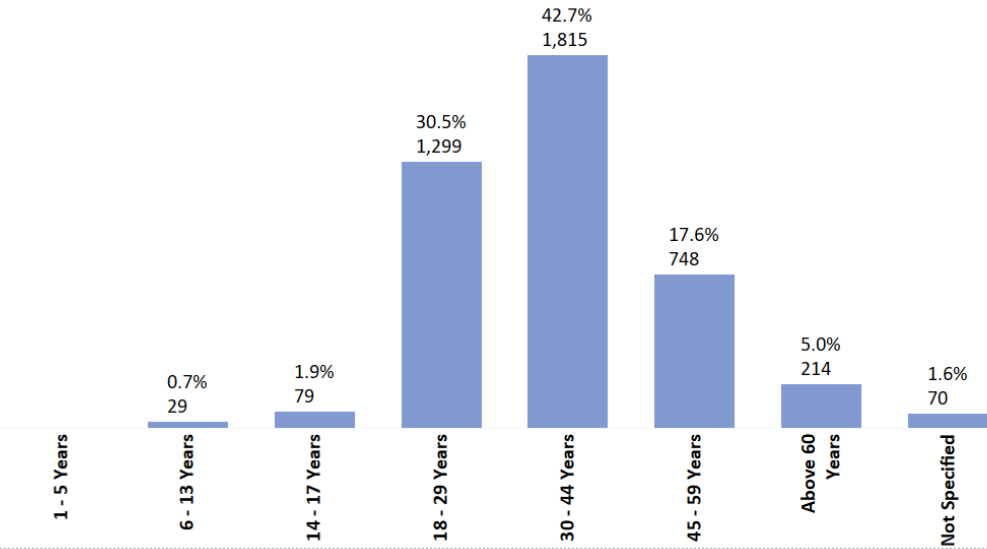
3,509 responses given by relevant actors

**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 | 191 | 135 | 56 | 163 | 0 |
| Camp 01W | 235 | 181 | 54 | 219 | 0 |
| Camp 02E | 59 | 37 | 22 | 41 | 0 |
| Camp 02W | 35 | 10 | 25 | 17 | 8 |
| Camp 03 | 86 | 42 | 44 | 77 | 0 |
| Camp 04 | 255 | 174 | 81 | 219 | 0 |
| Camp 04 Ext. | 36 | 23 | 13 | 25 | 0 |
| Camp 05 | 125 | 103 | 22 | 122 | 0 |
| Camp 06 | 167 | 128 | 39 | 135 | 0 |
| Camp 07 | 66 | 22 | 44 | 49 | 0 |
| Camp 08E | 103 | 84 | 19 | 100 | 0 |
| Camp 08W | 27 | 11 | 16 | 23 | 0 |
| Camp 09 | 132 | 89 | 43 | 110 | 0 |
| Camp 10 | 166 | 134 | 32 | 155 | 0 |
| Camp 11 | 121 | 86 | 35 | 107 | 0 |
| Camp 12 | 132 | 93 | 39 | 99 | 0 |
| Camp 13 | 140 | 109 | 31 | 134 | 0 |
| Camp 14 | 110 | 88 | 22 | 100 | 0 |
| Camp 15 | 254 | 213 | 41 | 212 | 0 |
| Camp 16 | 37 | 22 | 15 | 33 | 0 |
| Camp 17 | 138 | 119 | 19 | 136 | 0 |
| Camp 18 | 35 | 10 | 25 | 9 | 16 |
| Camp 19 | 58 | 44 | 14 | 43 | 0 |
| Camp 20 | 26 | 20 | 6 | 16 | 0 |
| Camp 20 Ext | 34 | 26 | 8 | 23 | 0 |
| Camp 21 | 86 | 48 | 38 | 61 | 0 |
| Camp 22 | 110 | 97 | 13 | 103 | 0 |
| Camp 24 | 156 | 103 | 53 | 129 | 0 |
| Camp 25 | 54 | 51 | 3 | 8 | 0 |
| Camp 26 | 216 | 96 | 120 | 188 | 0 |
| Camp 27 | 258 | 119 | 139 | 248 | 0 |
| Kutupalong RC | 106 | 5 | 101 | 7 | 94 |
| Nayapara RC | 462 | 309 | 153 | 366 | 0 |
| Transit Center | 38 | 18 | 20 | 32 | 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 | 3,098 | 2,778 | 320 | 3,098 | 0 |
| Protection - Request for Protection Interventions | 1,086 | 1 | 1,085 | 411 | 674 |
| Protection Referral (IOM) | 59 | 59 | 0 | 0 | 0 |
| Complaint against Agency or Staff | 8 | 8 | 0 | 0 | 0 |
| Protection Referral (UNHCR) | 2 | 2 | 0 | 0 | 0 |
| Protection Referral (BRAC) | 1 | 1 | 0 | 0 | 0 |

Common Feedback Platform - CFP

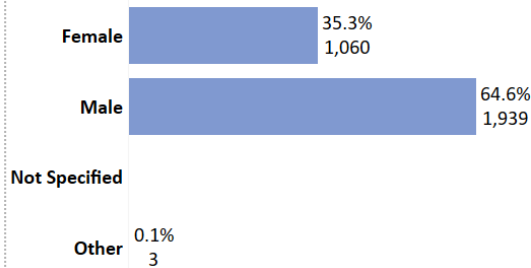
Monthly Sector Report | August 2025 | Site Management

Summary for August 2025

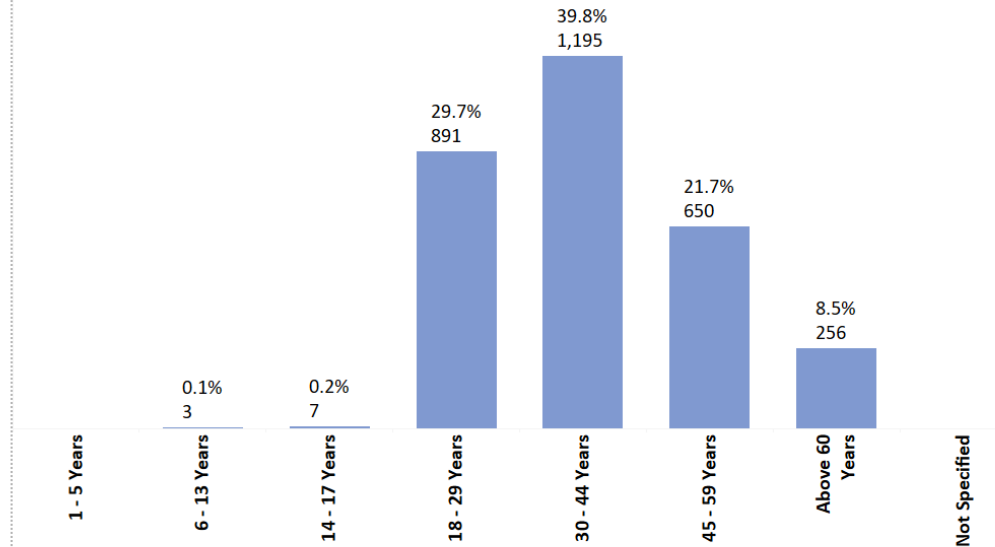
3,002 tickets received across **34** sites
2,231 tickets closed on the spot
771 tickets referred to relevant actors
1,032 responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

| | Total Received | Total Closed on the Spot | Total Referred | Total Replies | Open Tickets |
|----------------|----------------|--------------------------|----------------|---------------|--------------|
| Camp 01E | 32 | 1 | 31 | 4 | 27 |
| Camp 01W | 96 | 5 | 91 | 11 | 80 |
| Camp 02E | 10 | 1 | 9 | 2 | 7 |
| Camp 02W | 2 | 0 | 2 | 0 | 2 |
| Camp 03 | 9 | 5 | 4 | 8 | 0 |
| Camp 04 | 70 | 12 | 58 | 13 | 45 |
| Camp 04 Ext. | 26 | 0 | 26 | 0 | 26 |
| Camp 05 | 15 | 13 | 2 | 14 | 0 |
| Camp 06 | 17 | 16 | 1 | 17 | 0 |
| Camp 07 | 20 | 0 | 20 | 16 | 4 |
| Camp 08E | 78 | 37 | 41 | 105 | 0 |
| Camp 08W | 15 | 4 | 11 | 8 | 3 |
| Camp 09 | 85 | 84 | 1 | 42 | 0 |
| Camp 10 | 24 | 8 | 16 | 8 | 8 |
| Camp 11 | 118 | 79 | 39 | 72 | 0 |
| Camp 12 | 25 | 17 | 8 | 27 | 0 |
| Camp 13 | 32 | 7 | 25 | 11 | 14 |
| Camp 14 | 328 | 323 | 5 | 4 | 1 |
| Camp 15 | 230 | 172 | 58 | 58 | 0 |
| Camp 16 | 50 | 29 | 21 | 14 | 7 |
| Camp 17 | 12 | 8 | 4 | 12 | 0 |
| Camp 18 | 54 | 53 | 1 | 0 | 1 |
| Camp 19 | 117 | 115 | 2 | 1 | 1 |
| Camp 20 | 231 | 219 | 12 | 0 | 12 |
| Camp 20 Ext | 266 | 243 | 23 | 4 | 19 |
| Camp 21 | 61 | 36 | 25 | 56 | 0 |
| Camp 22 | 428 | 315 | 113 | 203 | 0 |
| Camp 24 | 216 | 163 | 53 | 109 | 0 |
| Camp 25 | 163 | 162 | 1 | 55 | 0 |
| Camp 26 | 32 | 13 | 19 | 27 | 0 |
| Camp 27 | 50 | 8 | 42 | 45 | 0 |
| Kutupalong RC | 2 | 0 | 2 | 2 | 0 |
| Nayapara RC | 5 | 1 | 4 | 2 | 2 |
| Transit Center | 83 | 82 | 1 | 82 | 0 |

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 CFV in long time | 1,044 | 1,044 | 0 | 0 | 0 |
| Cash for Work - Requested CFV | 664 | 664 | 0 | 0 | 0 |
| Site Management - Request for information | 558 | 486 | 72 | 558 | 0 |
| Cash for Work - Has not been enrolled | 248 | 0 | 248 | 215 | 33 |
| Site Management - Relocation & Repatriation - Temporary relocation | 226 | 0 | 226 | 7 | 219 |
| Electricity Supply - Not working | 114 | 0 | 114 | 153 | 0 |
| Site Management - Solar supply not working | 44 | 0 | 44 | 36 | 8 |
| Cash for Work - Payment delayed | 27 | 0 | 27 | 13 | 14 |
| When is my next Cash for Work rotation day? | 23 | 23 | 0 | 0 | 0 |
| Community Conflict - Tree Cutting | 17 | 0 | 17 | 30 | 0 |
| Cash for Work - Has received less payment than days worked | 11 | 0 | 11 | 10 | 1 |
| Cash for Work - Was charged to enroll or be selected | 7 | 0 | 7 | 1 | 6 |
| Relocation & Repatriation - Repatriation to Myanmar | 7 | 7 | 0 | 0 | 0 |
| When is the next Cash for Work payment day? | 7 | 7 | 0 | 0 | 0 |
| Community Conflict - Land & shelter extension | 3 | 0 | 3 | 6 | 0 |
| Relocation & Repatriation - Relocation within camp | 1 | 0 | 1 | 3 | 0 |
| Relocation & Repatriation - Temporary relocation | 1 | 0 | 1 | 0 | 1 |

Common Feedback Platform - CFP

Monthly Sector Report | August 2025 | Energy & Environment

Summary for August 2025

1,988 tickets received across **34** sites

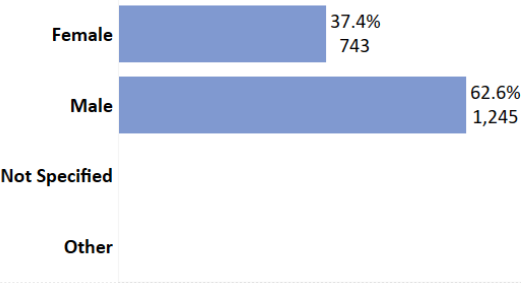
1,335 tickets closed on the spot

653 tickets referred to relevant actors

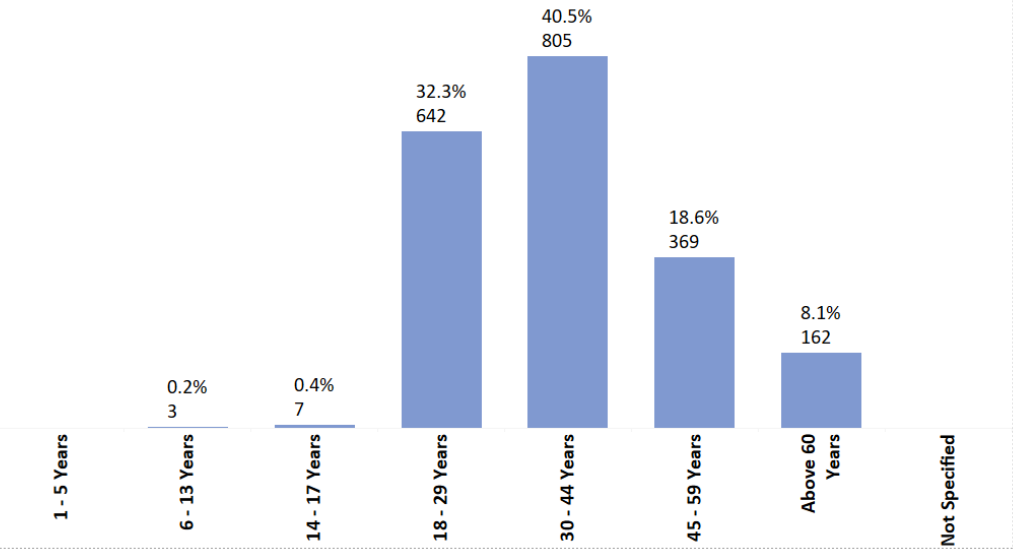
1,189 responses given by relevant actors

**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 | 33 | 2 | 31 | 2 | 29 |
| Camp 01W | 14 | 4 | 10 | 8 | 2 |
| Camp 02E | 3 | 0 | 3 | 0 | 3 |
| Camp 02W | 12 | 1 | 11 | 11 | 0 |
| Camp 03 | 16 | 10 | 6 | 10 | 0 |
| Camp 04 | 35 | 23 | 12 | 23 | 0 |
| Camp 04 Ext. | 26 | 20 | 6 | 20 | 0 |
| Camp 05 | 28 | 19 | 9 | 25 | 0 |
| Camp 06 | 12 | 5 | 7 | 12 | 0 |
| Camp 07 | 18 | 0 | 18 | 11 | 7 |
| Camp 08E | 39 | 2 | 37 | 59 | 0 |
| Camp 08W | 156 | 133 | 23 | 140 | 0 |
| Camp 09 | 101 | 89 | 12 | 42 | 0 |
| Camp 10 | 28 | 10 | 18 | 37 | 0 |
| Camp 11 | 52 | 29 | 23 | 43 | 0 |
| Camp 12 | 94 | 61 | 33 | 77 | 0 |
| Camp 13 | 6 | 4 | 2 | 13 | 0 |
| Camp 14 | 74 | 68 | 6 | 1 | 5 |
| Camp 15 | 42 | 28 | 14 | 9 | 5 |
| Camp 16 | 12 | 5 | 7 | 7 | 0 |
| Camp 17 | 48 | 27 | 21 | 30 | 0 |
| Camp 18 | 115 | 111 | 4 | 35 | 0 |
| Camp 19 | 103 | 26 | 77 | 147 | 0 |
| Camp 20 | 82 | 70 | 12 | 26 | 0 |
| Camp 20 Ext | 43 | 24 | 19 | 27 | 0 |
| Camp 21 | 11 | 10 | 1 | 10 | 0 |
| Camp 22 | 362 | 349 | 13 | 29 | 0 |
| Camp 24 | 106 | 0 | 106 | 123 | 0 |
| Camp 25 | 117 | 110 | 7 | 27 | 0 |
| Camp 26 | 24 | 10 | 14 | 21 | 0 |
| Camp 27 | 164 | 77 | 87 | 155 | 0 |
| Kutupalong RC | 3 | 0 | 3 | 0 | 3 |
| Nayapara RC | 9 | 8 | 1 | 9 | 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 |
|--|----------------|--------------------------|----------------|---------------|--------------|
| LPG Gas - Not enough for family | 574 | 574 | 0 | 0 | 0 |
| Energy & Environment - Request for Information | 556 | 475 | 81 | 556 | 0 |
| LPG Gas - Did not receive cylinder | 211 | 0 | 211 | 303 | 0 |
| Cooking Stove - Broken or not working | 169 | 169 | 0 | 0 | 0 |
| Energy & Environment - LPG Gas - Not enough for family | 159 | 0 | 159 | 50 | 109 |
| Cooking Stove - Did not receive | 139 | 0 | 139 | 207 | 0 |
| Cooking set (gas & stove) - Requested | 42 | 42 | 0 | 0 | 0 |
| Cooking set (gas & stove) - Broken or not working | 36 | 36 | 0 | 0 | 0 |
| When is the next LPG distribution day? | 31 | 31 | 0 | 0 | 0 |
| LPG Gas - Did not receive refill | 17 | 0 | 17 | 26 | 0 |
| LPG Porters - Requested | 17 | 0 | 17 | 18 | 0 |
| LPG Gas - Lost token | 13 | 0 | 13 | 15 | 0 |
| LPG Gas - Lost or stolen cylinder | 11 | 0 | 11 | 10 | 1 |
| Cooking Stove - Requested | 8 | 8 | 0 | 0 | 0 |
| Cooking Stove - Lost or stolen | 4 | 0 | 4 | 3 | 1 |
| Pressure Cooker - Did not receive | 1 | 0 | 1 | 0 | 1 |

Common Feedback Platform - CFP

Monthly Sector Report | August 2025 | WASH

Summary for August 2025

1,417 tickets received across **34** sites

802 tickets closed on the spot

615 tickets referred to relevant actors

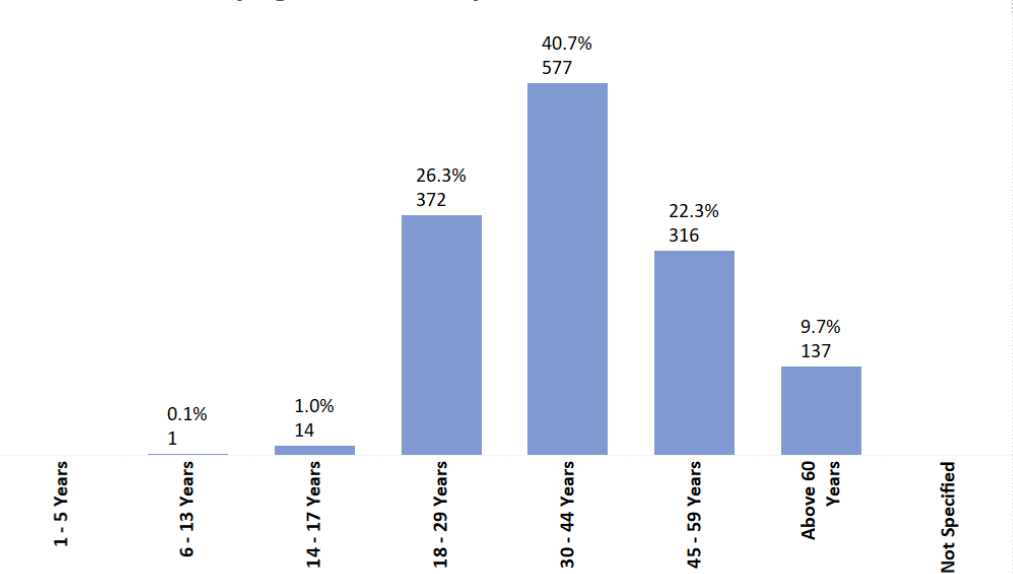
1,332 responses given by relevant actors

**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 | 57 | 23 | 34 | 57 | 0 |
| Camp 01W | 12 | 0 | 12 | 12 | 0 |
| Camp 02E | 8 | 2 | 6 | 3 | 3 |
| Camp 02W | 2 | 0 | 2 | 2 | 0 |
| Camp 03 | 4 | 1 | 3 | 1 | 2 |
| Camp 04 | 17 | 14 | 3 | 14 | 0 |
| Camp 04 Ext. | 1 | 1 | 0 | 1 | 0 |
| Camp 05 | 4 | 2 | 2 | 2 | 0 |
| Camp 06 | 7 | 5 | 2 | 5 | 0 |
| Camp 07 | 2 | 1 | 1 | 2 | 0 |
| Camp 08E | 70 | 56 | 14 | 65 | 0 |
| Camp 08W | 20 | 16 | 4 | 19 | 0 |
| Camp 09 | 74 | 50 | 24 | 74 | 0 |
| Camp 10 | 36 | 14 | 22 | 30 | 0 |
| Camp 11 | 77 | 67 | 10 | 77 | 0 |
| Camp 12 | 60 | 23 | 37 | 78 | 0 |
| Camp 13 | 21 | 5 | 16 | 9 | 7 |
| Camp 14 | 36 | 28 | 8 | 19 | 0 |
| Camp 15 | 69 | 45 | 24 | 76 | 0 |
| Camp 16 | 120 | 66 | 54 | 122 | 0 |
| Camp 17 | 67 | 67 | 0 | 67 | 0 |
| Camp 18 | 52 | 30 | 22 | 36 | 0 |
| Camp 19 | 12 | 0 | 12 | 38 | 0 |
| Camp 20 | 44 | 32 | 12 | 12 | 0 |
| Camp 20 Ext | 17 | 3 | 14 | 12 | 2 |
| Camp 21 | 34 | 12 | 22 | 34 | 0 |
| Camp 22 | 102 | 93 | 9 | 84 | 0 |
| Camp 24 | 90 | 0 | 90 | 90 | 0 |
| Camp 25 | 117 | 96 | 21 | 117 | 0 |
| Camp 26 | 15 | 3 | 12 | 12 | 0 |
| Camp 27 | 150 | 32 | 118 | 144 | 0 |
| Kutupalong RC | 3 | 0 | 3 | 3 | 0 |
| Nayapara RC | 16 | 14 | 2 | 14 | 0 |
| Transit Center | 1 | 1 | 0 | 1 | 0 |

Top Tickets Received this Month

| Ticket Description | Total Received | Total Closed on the Spot | Total Referred | Total Replies | Open Tickets |
|--|----------------|--------------------------|----------------|---------------|--------------|
| WASH - Request for information | 768 | 669 | 99 | 768 | 0 |
| Soap & Hygiene Kit - Not enough | 105 | 105 | 0 | 0 | 0 |
| Latrine - Needs desludging | 90 | 0 | 90 | 139 | 0 |
| Soap & Hygiene Kit - Did not receive | 87 | 0 | 87 | 105 | 0 |
| Latrine - Broken | 53 | 0 | 53 | 59 | 0 |
| Bathing Station - Requested | 44 | 0 | 44 | 40 | 4 |
| Bathing Station - Broken or Damaged | 42 | 0 | 42 | 42 | 0 |
| Latrine - New toilet requested | 39 | 0 | 39 | 41 | 0 |
| WASH - Latrine needs desludging | 37 | 0 | 37 | 32 | 5 |
| Latrine - Locked by someone | 33 | 0 | 33 | 25 | 8 |
| Soap & Hygiene Kit - Additional Requested | 23 | 23 | 0 | 0 | 0 |
| Tubewell - Not Working | 19 | 0 | 19 | 18 | 1 |
| Water tap & Tubewell - Requesting new facility | 18 | 0 | 18 | 11 | 7 |
| Water tap - Requested | 12 | 0 | 12 | 17 | 0 |
| Water tap - Not enough water | 9 | 0 | 9 | 7 | 2 |
| Tubewell - Requested | 6 | 0 | 6 | 4 | 2 |
| Water tap - Not Working | 6 | 0 | 6 | 7 | 0 |

Common Feedback Platform - CFP

Monthly Sector Report | August 2025 | Health

Summary for August 2025

1,085 tickets received across **34** sites

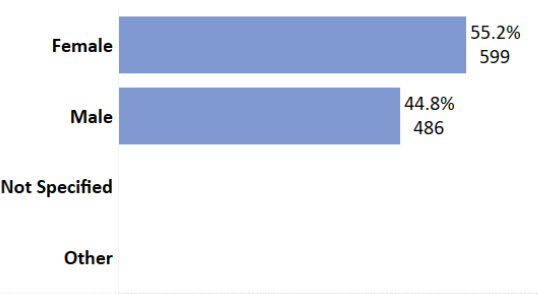
904 tickets closed on the spot

181 tickets referred to relevant actors

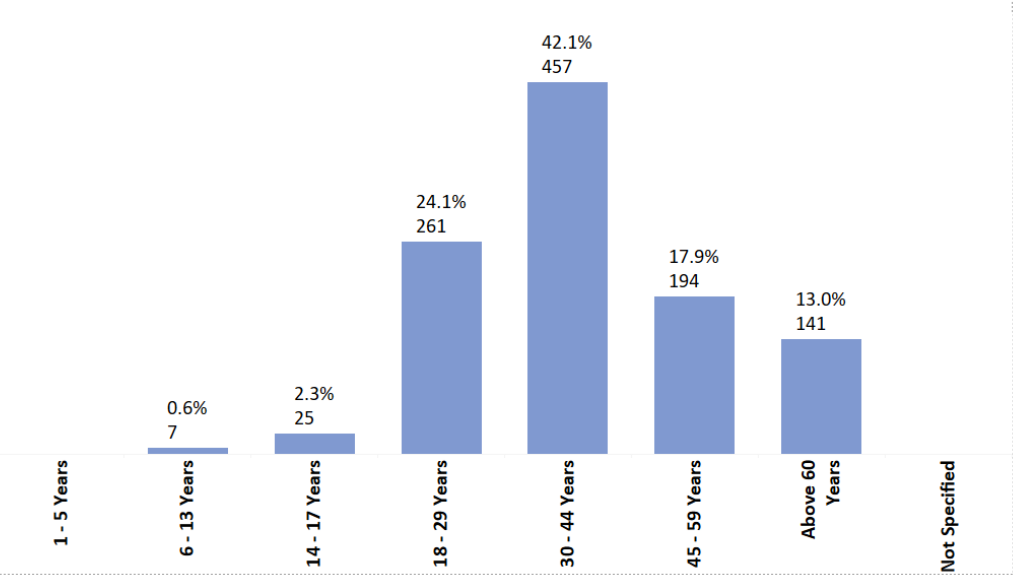
997 responses given by relevant actors

**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 | 7 | 1 | 6 | 2 | 4 |
| Camp 01W | 24 | 9 | 15 | 11 | 4 |
| Camp 02E | 4 | 0 | 4 | 0 | 4 |
| Camp 02W | 2 | 1 | 1 | 1 | 0 |
| Camp 03 | 12 | 5 | 7 | 5 | 2 |
| Camp 04 | 23 | 18 | 5 | 18 | 0 |
| Camp 04 Ext. | 7 | 7 | 0 | 7 | 0 |
| Camp 05 | 18 | 12 | 6 | 13 | 0 |
| Camp 06 | 23 | 18 | 5 | 21 | 0 |
| Camp 07 | 64 | 43 | 21 | 52 | 0 |
| Camp 08E | 0 | 0 | 0 | 0 | 0 |
| Camp 08W | 8 | 8 | 0 | 8 | 0 |
| Camp 09 | 45 | 45 | 0 | 45 | 0 |
| Camp 10 | 7 | 7 | 0 | 6 | 0 |
| Camp 11 | 48 | 48 | 0 | 48 | 0 |
| Camp 12 | 39 | 39 | 0 | 39 | 0 |
| Camp 13 | 27 | 27 | 0 | 27 | 0 |
| Camp 14 | 35 | 33 | 2 | 36 | 0 |
| Camp 15 | 29 | 14 | 15 | 24 | 0 |
| Camp 16 | 66 | 63 | 3 | 68 | 0 |
| Camp 17 | 32 | 30 | 2 | 30 | 0 |
| Camp 18 | 131 | 129 | 2 | 129 | 0 |
| Camp 19 | 44 | 42 | 2 | 42 | 0 |
| Camp 20 | 4 | 4 | 0 | 4 | 0 |
| Camp 20 Ext | 5 | 5 | 0 | 6 | 0 |
| Camp 21 | 16 | 13 | 3 | 14 | 0 |
| Camp 22 | 0 | 0 | 0 | 0 | 0 |
| Camp 24 | 109 | 92 | 17 | 109 | 0 |
| Camp 25 | 10 | 10 | 0 | 10 | 0 |
| Camp 26 | 12 | 6 | 6 | 11 | 0 |
| Camp 27 | 41 | 18 | 23 | 39 | 0 |
| Kutupalong RC | 4 | 0 | 4 | 0 | 4 |
| Nayapara RC | 106 | 77 | 29 | 89 | 0 |
| Transit Center | 83 | 80 | 3 | 83 | 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 | 891 | 822 | 69 | 891 | 0 |
| Health - Feedback | 82 | 81 | 1 | 82 | 0 |
| Health - Assessment of medical conditions required | 48 | 0 | 48 | 5 | 43 |
| General Health Card - Did not receive | 23 | 0 | 23 | 5 | 18 |
| Treatment - Waited too long | 20 | 0 | 20 | 1 | 19 |
| General Health Card - Lost, damaged or Stolen | 7 | 0 | 7 | 7 | 0 |
| Health - Health Facility is not maintaining standards | 5 | 0 | 5 | 0 | 5 |
| General Health Card - Fully filled up | 4 | 0 | 4 | 4 | 0 |
| Health - MHPSS (signs and symptoms of distress in the last 4-5 weeks) | 2 | 0 | 2 | 0 | 2 |
| Health - MHPSS (Self harm/harm others) | 1 | 0 | 1 | 1 | 0 |
| Treatment - Treatment not good quality | 1 | 0 | 1 | 0 | 1 |
| Where is the health post? | 1 | 1 | 0 | 0 | 0 |

Common Feedback Platform - CFP

Monthly Sector Report | August 2025 | Food Security

Summary for August 2025

780 tickets received across **34** sites

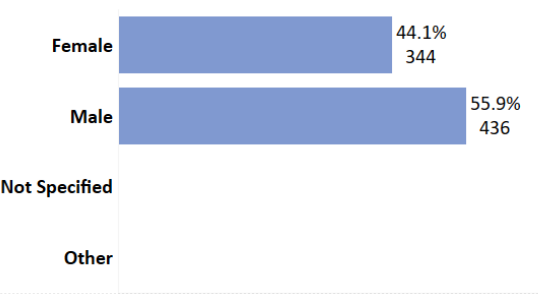
636 tickets closed on the spot

144 tickets referred to relevant actors

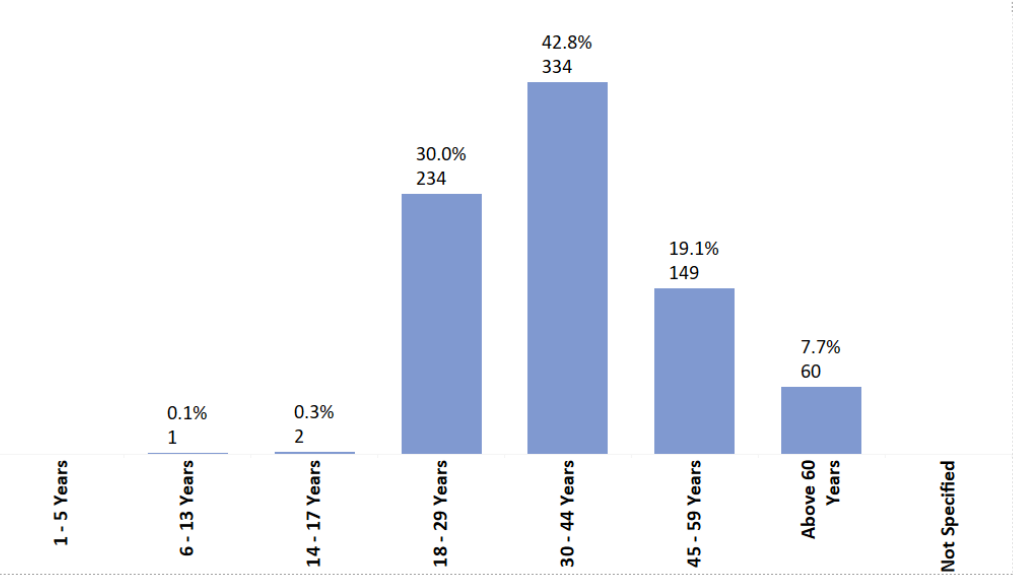
657 responses given by relevant actors

**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 | 4 | 0 | 4 | 0 | 4 |
| Camp 01W | 7 | 5 | 2 | 7 | 0 |
| Camp 02E | 1 | 0 | 1 | 0 | 1 |
| Camp 02W | 2 | 0 | 2 | 0 | 2 |
| Camp 03 | 57 | 55 | 2 | 55 | 0 |
| Camp 04 | 26 | 21 | 5 | 21 | 0 |
| Camp 04 Ext. | 5 | 4 | 1 | 4 | 0 |
| Camp 05 | 10 | 10 | 0 | 10 | 0 |
| Camp 06 | 30 | 28 | 2 | 29 | 0 |
| Camp 07 | 7 | 0 | 7 | 2 | 5 |
| Camp 08E | 12 | 0 | 12 | 35 | 0 |
| Camp 08W | 55 | 47 | 8 | 60 | 0 |
| Camp 09 | 60 | 60 | 0 | 59 | 0 |
| Camp 10 | 6 | 5 | 1 | 5 | 0 |
| Camp 11 | 12 | 10 | 2 | 7 | 0 |
| Camp 12 | 47 | 37 | 10 | 67 | 0 |
| Camp 13 | 0 | 0 | 0 | 0 | 0 |
| Camp 14 | 34 | 33 | 1 | 8 | 0 |
| Camp 15 | 3 | 2 | 1 | 1 | 0 |
| Camp 16 | 2 | 2 | 0 | 2 | 0 |
| Camp 17 | 25 | 23 | 2 | 23 | 0 |
| Camp 18 | 46 | 45 | 1 | 32 | 0 |
| Camp 19 | 1 | 1 | 0 | 2 | 0 |
| Camp 20 | 8 | 5 | 3 | 6 | 0 |
| Camp 20 Ext | 7 | 1 | 6 | 8 | 0 |
| Camp 21 | 13 | 10 | 3 | 11 | 0 |
| Camp 22 | 33 | 33 | 0 | 0 | 0 |
| Camp 24 | 0 | 0 | 0 | 0 | 0 |
| Camp 25 | 59 | 59 | 0 | 0 | 0 |
| Camp 26 | 17 | 8 | 9 | 16 | 0 |
| Camp 27 | 138 | 80 | 58 | 135 | 0 |
| Kutupalong RC | 1 | 0 | 1 | 0 | 1 |
| Nayapara RC | 1 | 1 | 0 | 1 | 0 |
| Transit Center | 51 | 51 | 0 | 51 | 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 | 551 | 489 | 62 | 551 | 0 |
| Food distributions - Household has not received food | 49 | 0 | 49 | 54 | 0 |
| Food distributions - Request for more food each month | 49 | 49 | 0 | 0 | 0 |
| Farming supplies - Requested | 33 | 33 | 0 | 0 | 0 |
| Food distributions - Want to purchase more but not allowed | 24 | 24 | 0 | 0 | 0 |
| When is the next food distribution day? When are the food distribution centres open? | 20 | 20 | 0 | 0 | 0 |
| Food distributions - Request for different items or quantities | 15 | 15 | 0 | 0 | 0 |
| Food Porters - Requested | 10 | 0 | 10 | 16 | 0 |
| Food distributions - Missed Token | 8 | 0 | 8 | 28 | 0 |
| Food Security related to VFP - Issue with collector | 6 | 0 | 6 | 0 | 6 |
| Request for fresh food enlistment - Request for fresh food | 6 | 0 | 6 | 0 | 6 |
| Food distributions - Weight was less than stated | 3 | 3 | 0 | 0 | 0 |
| Food Security related to VFP - Poor quality food items | 3 | 3 | 0 | 3 | 0 |
| Food distributions - HH wants someone outside their family to collect food | 1 | 0 | 1 | 3 | 0 |
| Food distributions - Poor quality food items | 1 | 0 | 1 | 2 | 0 |
| Food distributions - Waited too long | 1 | 0 | 1 | 0 | 1 |

Common Feedback Platform - CFP

Monthly Sector Report | August 2025 | ID Documents

Summary for August 2025

438 tickets received across 34 sites

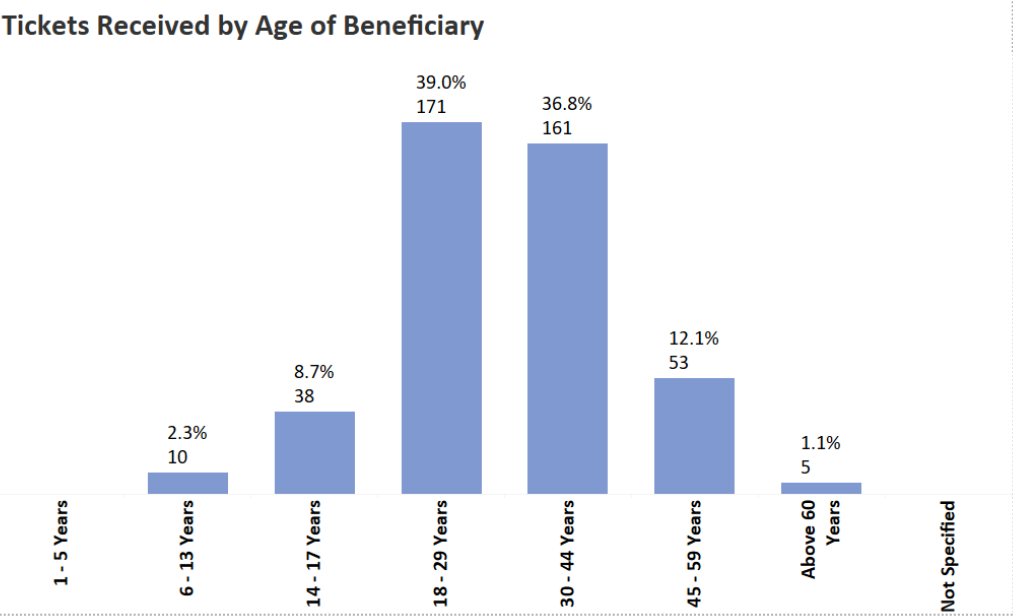
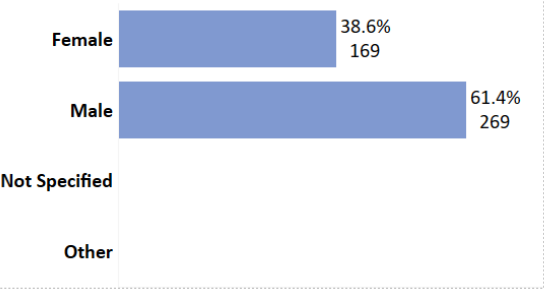
325 tickets closed on the spot

113 tickets referred to relevant actors

276 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



| | Total Received | Total Closed on the Spot | Total Referred | Total Replies | Open Tickets |
|----------------|----------------|--------------------------|----------------|---------------|--------------|
| Camp 01E | 3 | 0 | 3 | 0 | 3 |
| Camp 01W | 1 | 0 | 1 | 0 | 1 |
| 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 | 1 | 0 | 1 | 0 | 1 |
| Camp 08E | 8 | 1 | 7 | 34 | 0 |
| Camp 08W | 0 | 0 | 0 | 0 | 0 |
| Camp 09 | 2 | 0 | 2 | 2 | 0 |
| Camp 10 | 1 | 1 | 0 | 2 | 0 |
| Camp 11 | 7 | 3 | 4 | 4 | 0 |
| Camp 12 | 9 | 1 | 8 | 4 | 4 |
| Camp 13 | 6 | 6 | 0 | 0 | 0 |
| Camp 14 | 102 | 102 | 0 | 0 | 0 |
| Camp 15 | 3 | 3 | 0 | 2 | 0 |
| Camp 16 | 0 | 0 | 0 | 1 | 0 |
| Camp 17 | 0 | 0 | 0 | 0 | 0 |
| Camp 18 | 2 | 1 | 1 | 1 | 0 |
| Camp 19 | 10 | 10 | 0 | 0 | 0 |
| Camp 20 | 17 | 16 | 1 | 0 | 1 |
| Camp 20 Ext | 14 | 9 | 5 | 5 | 0 |
| Camp 21 | 0 | 0 | 0 | 0 | 0 |
| Camp 22 | 196 | 172 | 24 | 152 | 0 |
| Camp 24 | 52 | 0 | 52 | 54 | 0 |
| Camp 25 | 3 | 0 | 3 | 15 | 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 |
|---|----------------|--------------------------|----------------|---------------|--------------|
| SMART Card & Family Attestation - Add New Born | 147 | 147 | 0 | 0 | 0 |
| SCOPE Card - Has not received new SCOPE Card | 86 | 0 | 86 | 185 | 0 |
| SMART Card & Family Attestation - Lost ID Card | 70 | 70 | 0 | 0 | 0 |
| SMART Card & Family Attestation - Request for individual SMART card | 61 | 61 | 0 | 0 | 0 |
| SMART Card & Family Attestation - Biographical Error | 17 | 17 | 0 | 0 | 0 |
| SCOPE Card - Family Attestation doesn't match SCOPE | 13 | 0 | 13 | 79 | 0 |
| SMART Card & Family Attestation - Lost Smart card and family attestation | 8 | 8 | 0 | 0 | 0 |
| SCOPE Card - Lost | 7 | 0 | 7 | 6 | 1 |
| SMART Card & Family Attestation - HH requests for vulnerability verification (e.g., Elderly headed HH, Child headed HH, Woman H.. | 6 | 6 | 0 | 0 | 0 |
| SMART Card & Family Attestation - Address Change | 4 | 4 | 0 | 0 | 0 |
| SMART Card & Family Attestation - HH requests for vulnerability verification (only for HH that includes person with disability) | 4 | 4 | 0 | 0 | 0 |
| SMART Card & Family Attestation - Add New Member | 3 | 3 | 0 | 0 | 0 |
| Food Security related to WFP - SCOPE card lost | 2 | 0 | 2 | 0 | 2 |
| SCOPE Card - Fingerprint scan is not working | 2 | 0 | 2 | 3 | 0 |
| SMART Card & Family Attestation - Marriage case | 2 | 2 | 0 | 0 | 0 |
| SMART Card & Family Attestation - Merge and split | 2 | 2 | 0 | 0 | 0 |
| Food Security related to WFP - SCOPE card damaged | 1 | 0 | 1 | 0 | 1 |

Common Feedback Platform - CFP

Monthly Sector Report | August 2025 | Livelihood

Summary for August 2025

- 153

tickets received across 34 sites
- 144

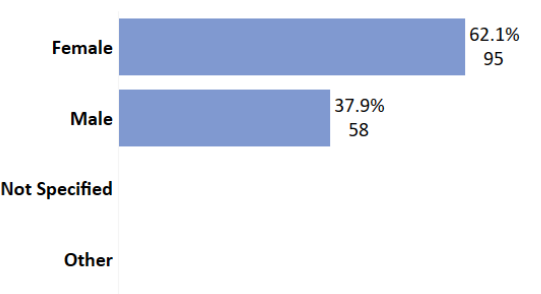
tickets closed on the spot
- 9

tickets referred to relevant actors
- 153

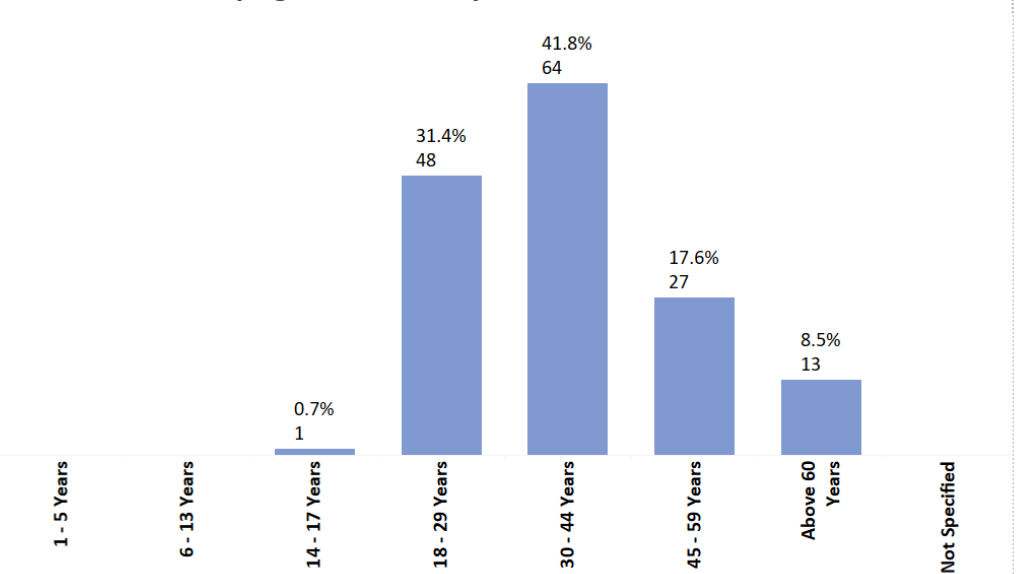
responses given by relevant actors

**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 | 10 | 9 | 1 | 10 | 0 |
| Camp 01W | 3 | 1 | 2 | 3 | 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. | 2 | 1 | 1 | 2 | 0 |
| Camp 05 | 0 | 0 | 0 | 0 | 0 |
| Camp 06 | 2 | 2 | 0 | 2 | 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 | 1 | 1 | 0 | 1 | 0 |
| Camp 18 | 0 | 0 | 0 | 0 | 0 |
| Camp 19 | 1 | 1 | 0 | 1 | 0 |
| Camp 20 | 4 | 4 | 0 | 4 | 0 |
| Camp 20 Ext | 2 | 2 | 0 | 2 | 0 |
| Camp 21 | 1 | 1 | 0 | 1 | 0 |
| Camp 22 | 0 | 0 | 0 | 0 | 0 |
| Camp 24 | 37 | 35 | 2 | 37 | 0 |
| Camp 25 | 85 | 85 | 0 | 85 | 0 |
| Camp 26 | 3 | 2 | 1 | 3 | 0 |
| Camp 27 | 1 | 0 | 1 | 1 | 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 |
|--------------------------------------|----------------|--------------------------|----------------|---------------|--------------|
| Livelihood - Request for information | 150 | 144 | 6 | 150 | 0 |
| Livelihood - Access to skills | 3 | 0 | 3 | 3 | 0 |

Common Feedback Platform - CFP

Monthly Sector Report | August 2025 | Education

Summary for August 2025

75 tickets received across **34** sites

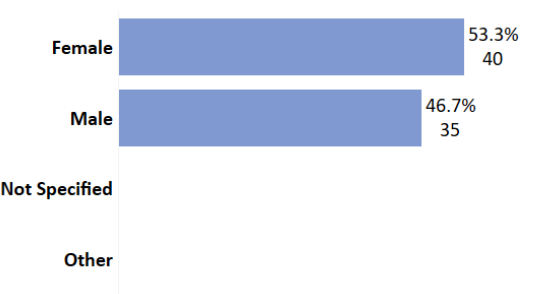
65 tickets closed on the spot

10 tickets referred to relevant actors

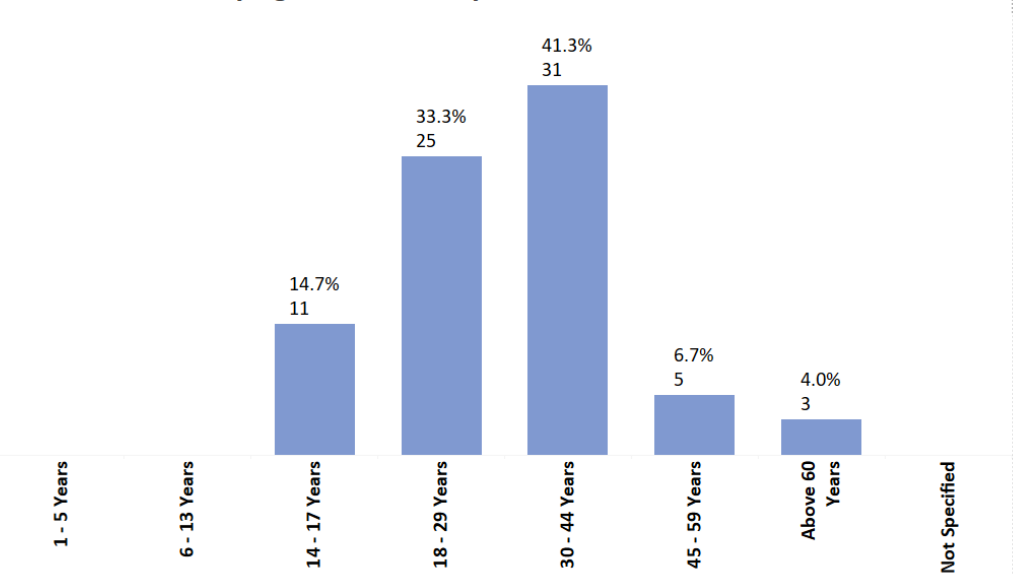
67 responses given by relevant actors

**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 | 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 | 1 | 1 | 0 | 1 | 0 |
| Camp 14 | 0 | 0 | 0 | 0 | 0 |
| Camp 15 | 13 | 12 | 1 | 5 | 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 | 54 | 51 | 3 | 54 | 0 |
| Camp 25 | 0 | 0 | 0 | 0 | 0 |
| Camp 26 | 4 | 1 | 3 | 4 | 0 |
| Camp 27 | 0 | 0 | 0 | 0 | 0 |
| Kutupalong RC | 0 | 0 | 0 | 0 | 0 |
| Nayapara RC | 1 | 0 | 1 | 1 | 0 |
| Transit Center | 1 | 0 | 1 | 1 | 0 |

Top Tickets Received this Month

| Ticket Description | Total Received | Total Closed on the Spot | Total Referred | Total Replies | Open Tickets |
|--|----------------|--------------------------|----------------|---------------|--------------|
| Education - Request for information | 60 | 54 | 6 | 60 | 0 |
| Changes to Education - Secondary education requested | 12 | 11 | 1 | 1 | 0 |
| Temporary Learning Centre - Enrolment Requested | 2 | 0 | 2 | 5 | 0 |
| Education - Secondary education requested | 1 | 0 | 1 | 1 | 0 |

Common Feedback Platform - CFP

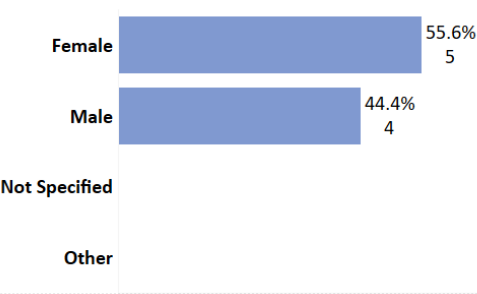
Monthly Sector Report | August 2025 | Nutrition

Summary for August 2025

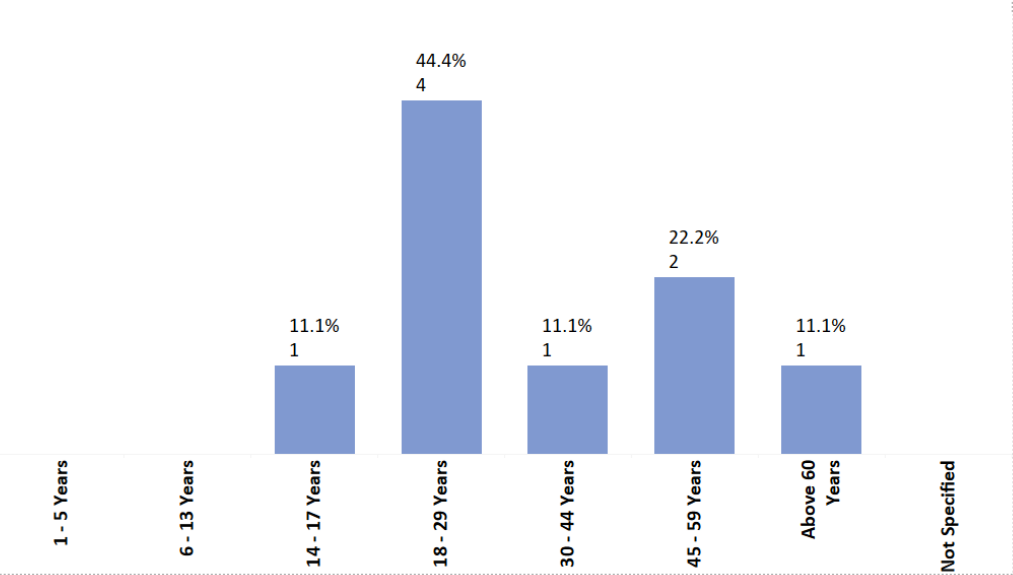
- 9 tickets received across 34 sites
- 6 tickets closed on the spot
- 3 tickets referred to relevant actors
- 9 responses given by relevant actors

**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 | 0 | 0 | 0 | 0 | 0 |
| Camp 02W | 0 | 0 | 0 | 0 | 0 |
| Camp 03 | 0 | 0 | 0 | 0 | 0 |
| Camp 04 | 1 | 1 | 0 | 1 | 0 |
| Camp 04 Ext. | 0 | 0 | 0 | 0 | 0 |
| Camp 05 | 5 | 5 | 0 | 5 | 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 | 3 | 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 | 1 | 0 | 1 | 0 | 1 |
| Camp 15 | 0 | 0 | 0 | 0 | 0 |
| Camp 16 | 0 | 0 | 0 | 0 | 0 |
| Camp 17 | 0 | 0 | 0 | 0 | 0 |
| Camp 18 | 0 | 0 | 0 | 0 | 0 |
| Camp 19 | 0 | 0 | 0 | 0 | 0 |
| Camp 20 | 0 | 0 | 0 | 0 | 0 |
| Camp 20 Ext | 0 | 0 | 0 | 0 | 0 |
| Camp 21 | 0 | 0 | 0 | 0 | 0 |
| Camp 22 | 0 | 0 | 0 | 0 | 0 |
| Camp 24 | 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 - Request for the Information | 6 | 6 | 0 | 6 | 0 |
| Nutrition Assistance - Requested | 2 | 0 | 2 | 2 | 0 |
| Nutrition Assistance - Did not receive distribution | 1 | 0 | 1 | 1 | 0 |