

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 | October 2024 - September 2025

Cumulative Data for Oct 2024 - Sep 2025
363,929 tickets received across 34 sites
165,266 tickets closed on the spot
198,663 tickets referred by 6 actors
214,937 responses given by relevant actors

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

Tickets Received each Month per Sector

Sector	October	November	December	January	February	March	April	May	June	July	August	September	Grand Total
Education	12	18	22	26	37	77	94	37	65	41	75	65	569
Energy & Environment	1,230	1,113	2,314	2,268	2,879	1,922	2,943	2,089	2,009	4,034	1,988	2,931	27,720
Food Security	1,811	862	785	354	429	318	1,833	1,074	1,340	760	780	664	11,010
Health	95	107	801	721	919	776	926	649	738	741	1,085	1,139	8,697
ID Documents	695	647	3,423	2,255	4,305	4,110	517	562	399	496	438	486	18,333
Livelihood			254	300	141	226	192	153	182	139	153	211	1,951
Nutrition	8	3	368	434	1,579	1,069	8	3	7	4	9	19	3,511
Protection	341	275	2,628	2,860	2,508	2,207	5,640	2,686	2,592	4,319	4,254	4,414	34,724
Shelter & NFI	7,685	6,866	8,556	8,400	9,449	8,963	13,973	13,754	16,310	14,352	13,551	14,114	135,973
Site Development	4,159	3,727	4,340	4,694	4,426	3,955	5,407	5,455	6,149	6,363	5,889	4,975	59,539
Site Management	2,912	2,722	7,340	5,124	4,359	4,745	3,443	3,981	3,810	1,996	3,002	2,409	45,843
WASH	819	653	1,976	1,219	1,533	2,012	1,391	1,278	1,111	1,409	1,417	1,241	16,059

Cumulative Tickets per Month

	October	November	December	January	February	March	April	May	June	July	August	September	Grand Total
Total Received	19,767	16,993	32,807	28,655	32,564	30,380	36,367	31,721	34,712	34,654	32,641	32,668	363,929
Total Closed on the Spot	5,281	4,970	18,148	13,899	17,580	17,459	14,088	12,539	15,804	12,851	16,070	16,577	165,266
Total Referred	14,486	12,023	14,659	14,756	14,984	12,921	22,279	19,182	18,908	21,803	16,571	16,091	198,663
Total Replies	6,445	8,806	13,315	17,462	22,721	26,290	18,224	16,384	22,160	19,516	23,246	20,368	214,937

Top Tickets Received by Gender

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	21,823	29,921		
Damage to shelter - Shelter damaged by weather	11,933	19,914		2
Slope Protection (erosion) - Requested	5,953	7,824	5	
Slope Protection (erosion) - Damaged, broken, or needs improvement	4,579	8,578	3	
Pathway - Damaged, broken, or needs improvement	4,876	7,829		
Cash for Work - Has not been selected for CfW in long time	3,236	8,757	4	
NFI - Request additional materials	2,376	7,406		
LPG Gas - Not enough for family	2,173	5,717		1
Shelter Materials - Request additional materials	2,113	5,047		
Cash for Work - Requested CfW	1,801	5,321	1	
Shelter Materials - Missed Distribution	2,536	3,456	5	
Cash for Work - Has not been enrolled	1,420	3,129	1	
Stairs - Requested	1,116	1,646	1	
Cooking Stove - Broken or not working	521	1,737		
SMART Card & Family Attestation - Add New Born	615	1,192		

Cumulative Tickets by Camp | AOR

	Camp 01E	Camp 01W	Camp 02E	Camp 02W	Camp 03	Camp 04	Camp 04 Ext.	Camp 05	HCR	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	15,279	19,524	10,907	8,813	8,120	16,711	3,972	7,932	9,799	15,864	9,480	8,327	12,473	11,988	5,760	9,008	2,672	8,672	10,467	9,868	9,467	10,160	9,222	9,924	12,011	14,123	8,539	11,939	11,187	7,802	8,110	23,976	12,626	9,207	363,929	
Total Closed on the Spot	2,632	4,113	1,715	1,455	3,641	9,652	1,826	3,330	3,840	1,745	5,223	2,398	2,845	4,073	1,264	3,201	1,759	2,859	5,748	6,329	3,780	4,787	4,207	1,684	9,599	8,091	5,242	8,584	6,074	5,341	5,289	19,534	5,771	7,635	165,266	
Total Referred	12,647	15,411	9,192	7,358	4,479	7,059	2,146	4,602	5,959	14,119	4,257	5,929	9,628	7,915	4,496	5,807	913	5,813	4,719	3,539	5,687	5,373	5,015	8,240	2,412	6,032	3,297	3,355	5,113	2,461	2,821	4,442	6,855	1,572	198,663	
Total Replies	5,903	10,252	4,359	4,136	4,710	11,407	2,434	3,913	6,366	5,713	4,745	4,266	8,010	7,755	3,920	4,698	1,992	8,295	8,260	7,009	8,959	7,676	8,631	9,321	3,404	10,413	7,080	6,407	5,833	3,008	3,373	7,670	10,292	4,727	214,937	

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>
 UNCHR: 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.

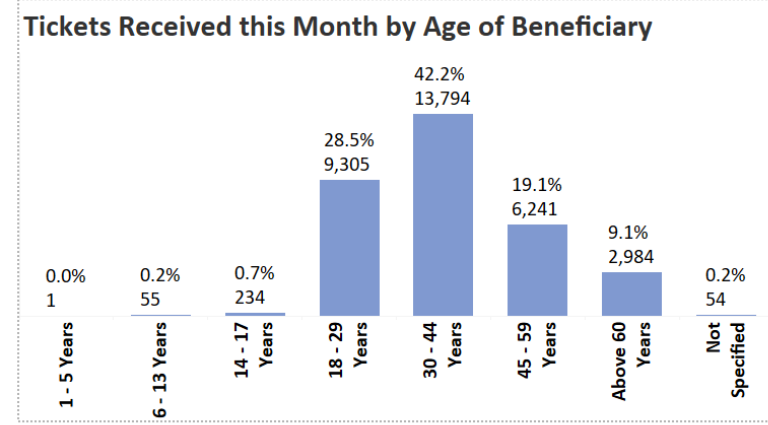
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Monthly Overview | September 2025

Summary for September 2025
32,668 tickets received across **34** sites
16,577 tickets closed on the spot*
16,091 tickets referred to relevant actors
20,368 responses given by relevant actors

Tickets closed on the spot are **not referred because they are resolved at the time of submission, sensitive, or not referable (see Methodology section at end of report).*

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

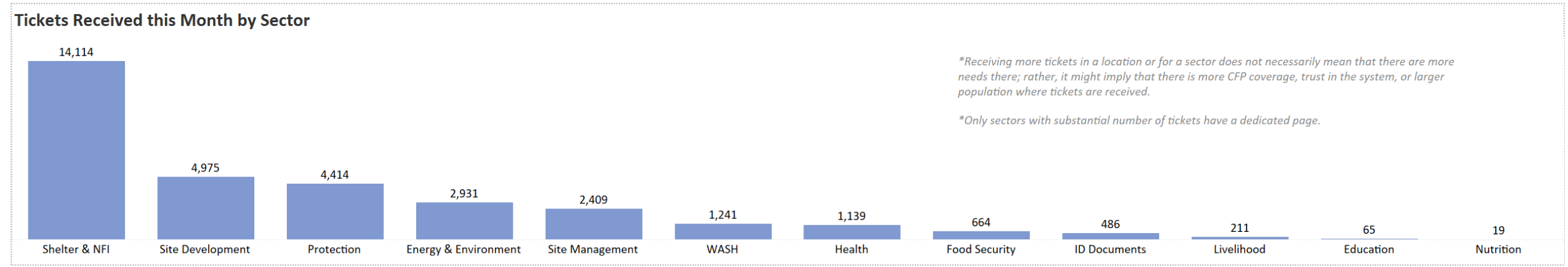


Top Tickets Received this Month

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged by weather	1,312	2,188		
Damage to shelter - Shelter damaged over time	1,384	1,988		
Pathway - Damaged, broken, or needs improvement	659	978		
Cash for Work - Has not been selected for CfW in long time	277	781		
Slope Protection (erosion) - Damaged, broken, or needs improvement	319	619		
Slope Protection (erosion) - Requested	362	530		
LPG Gas - Not enough for family	184	603		
NFI - Request additional materials	151	471		
Shelter Materials - Request additional materials	172	388		
Cash for Work - Requested CfW	137	399		
Pathway - Requested	118	204		
Cash for Work - Has not been enrolled	72	185		
Stairs - Requested	89	151		
Shelter Materials - Missed Distribution	80	143		
SMART Card & Family Attestation - Add New Born	60	117		
Cooking Stove - Broken or not working	26	93		

Tickets Received this Month by Camp

		Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets	
HCR	Camp 01E	1,753	273	1,480	399	1,081	
	Camp 01W	1,854	286	1,568	663	905	
	Camp 02E	733	46	687	78	609	
	Camp 02W	714	36	678	304	374	
	Camp 03	618	365	253	380	0	
	Camp 04	1,470	808	662	998	0	
	Camp 04 Ext.	277	183	94	213	0	
	Camp 05	952	536	416	541	0	
	Camp 06	953	658	295	755	0	
	Camp 07	1,580	42	1,538	288	1,250	
	Camp 17	1,041	762	279	843	0	
	Camp 21	571	265	306	325	0	
	Camp 26	930	195	735	552	183	
	Camp 27	1,770	957	813	1,562	0	
	Kutupalong RC	542	121	421	296	125	
	Nayapara RC	1,264	741	523	861	0	
	Transit Center	229	212	17	212	0	
	IOM	Camp 08E	557	187	370	675	0
		Camp 08W	982	695	287	963	0
		Camp 09	791	426	365	528	0
		Camp 10	857	436	421	835	0
		Camp 11	889	455	434	784	0
		Camp 12	869	505	364	764	0
		Camp 13	750	330	420	1,522	0
		Camp 14	1,126	942	184	282	0
Camp 15		1,251	848	403	890	0	
Camp 16		737	488	249	513	0	
Camp 18	796	598	198	612	0		
Camp 19	860	507	353	570	0		
Camp 20	616	445	171	252	0		
Camp 20 Ext	666	438	228	377	0		
Camp 22	1,829	1,467	362	294	68		
Camp 24	940	577	363	849	0		
Camp 25	901	747	154	488	0		



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Monthly Sector Report | September 2025 | Shelter & NFI

Summary for September 2025

14,114 tickets received across 34 sites

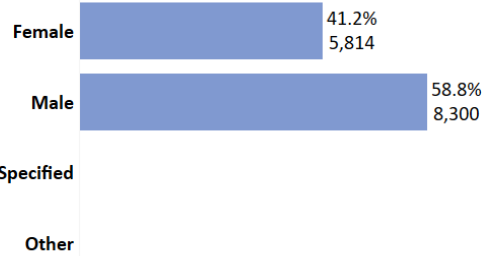
6,586 tickets closed on the spot

7,528 tickets referred to relevant actors

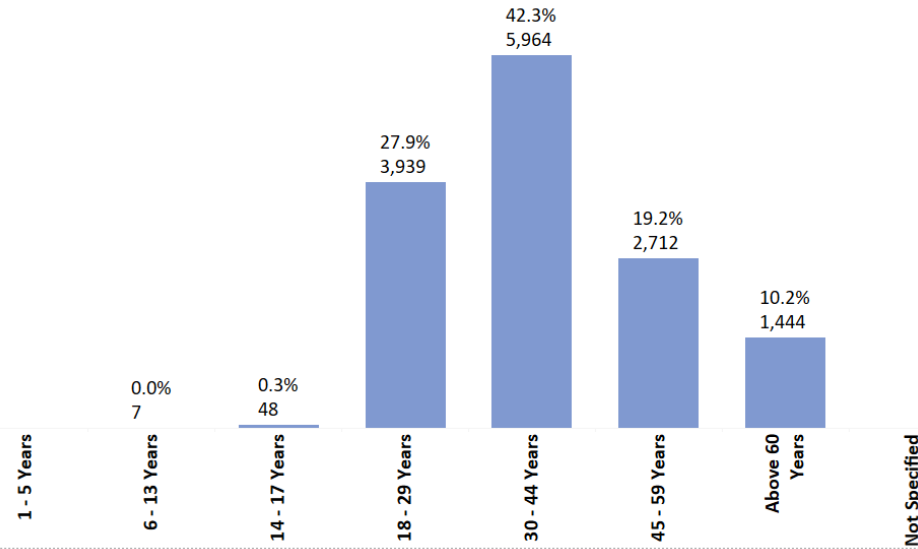
8,059 responses given by relevant actors

**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	1,197	65	1,132	141	991
Camp 01W	1,175	48	1,127	288	839
Camp 02E	484	11	473	35	438
Camp 02W	494	16	478	239	239
Camp 03	421	249	172	249	0
Camp 04	950	474	476	625	0
Camp 04 Ext.	179	111	68	137	0
Camp 05	594	310	284	310	0
Camp 06	621	439	182	531	0
Camp 07	1,263	19	1,244	229	1,015
Camp 08E	75	75	0	75	0
Camp 08W	390	376	14	387	0
Camp 09	150	149	1	57	0
Camp 10	335	293	42	330	0
Camp 11	160	127	33	118	0
Camp 12	283	243	40	247	0
Camp 13	275	163	112	978	0
Camp 14	137	120	17	59	0
Camp 15	129	116	13	84	0
Camp 16	254	242	12	149	0
Camp 17	640	457	183	524	0
Camp 18	226	217	9	157	0
Camp 19	187	177	10	37	0
Camp 20	80	80	0	49	0
Camp 20 Ext	101	101	0	43	0
Camp 21	184	66	118	70	48
Camp 22	484	479	5	88	0
Camp 24	170	163	7	140	0
Camp 25	125	125	0	86	0
Camp 26	524	63	461	204	257
Camp 27	817	488	329	671	0
Kutupalong RC	360	97	263	268	0
Nayapara RC	636	413	223	440	0
Transit Center	14	14	0	14	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter & NFI - Request for Information	5,625	5,371	254	5,625	0
Damage to shelter - Shelter damaged by weather	3,500	0	3,500	641	2,859
Damage to shelter - Shelter damaged over time	3,372	132	3,240	631	2,609
NFI - Request additional materials	622	622	0	0	0
Shelter Materials - Request additional materials	560	441	119	163	0
Shelter Materials - Missed Distribution	223	0	223	903	0
Shelter & NFI - Request for additional room - Request for new room	73	0	73	24	49
Shelter Number - Requested	66	0	66	46	20
NFI - Received amount is not enough	23	2	21	0	21
NFI - Missed Distribution	10	0	10	15	0
Health - Rehabilitation support or assistive device support	6	0	6	0	6
Shelter Materials - Received amount is not enough	6	0	6	1	5
Shelter Materials - Received damaged materials	6	6	0	0	0
NFI - Received damaged materials	3	3	0	0	0
Shelter Kit - Requested (new arrival)	3	0	3	0	3
Shelter Number - Needs to be changed	3	0	3	2	1
Shelter Kit - Requested (general households)	2	2	0	0	0

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Monthly Sector Report | September 2025 | Site Development

Summary for September 2025

4,975 tickets received across 34 sites

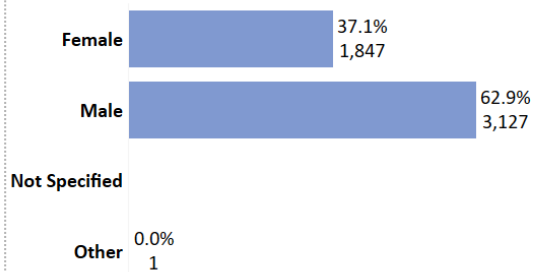
42 tickets closed on the spot

4,933 tickets referred to relevant actors

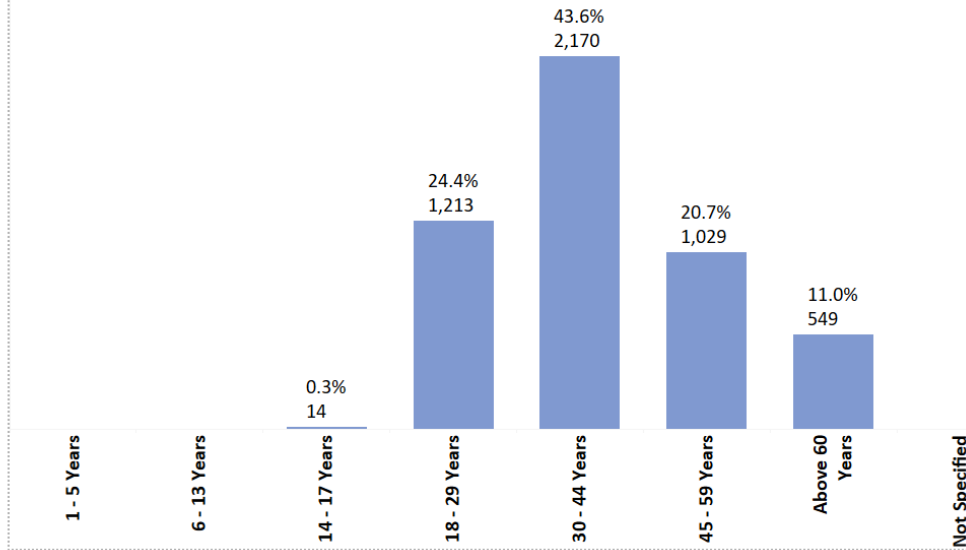
3,320 responses given by relevant actors

**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	241	6	235	16	219
Camp 01W	284	5	279	18	261
Camp 02E	181	1	180	2	178
Camp 02W	142	0	142	38	104
Camp 03	35	0	35	0	35
Camp 04	74	0	74	0	74
Camp 04 Ext.	3	0	3	0	3
Camp 05	99	0	99	0	99
Camp 06	79	0	79	2	77
Camp 07	229	0	229	20	209
Camp 08E	221	0	221	380	0
Camp 08W	213	1	212	270	0
Camp 09	255	0	255	259	0
Camp 10	287	0	287	282	5
Camp 11	307	0	307	343	0
Camp 12	223	0	223	205	18
Camp 13	224	0	224	274	0
Camp 14	104	6	98	35	63
Camp 15	276	0	276	271	5
Camp 16	142	0	142	55	87
Camp 17	54	0	54	12	42
Camp 18	148	0	148	186	0
Camp 19	256	21	235	315	0
Camp 20	127	1	126	81	45
Camp 20 Ext	131	0	131	77	54
Camp 21	105	1	104	2	102
Camp 22	153	0	153	46	107
Camp 24	53	0	53	54	0
Camp 25	85	0	85	59	26
Camp 26	27	0	27	11	16
Camp 27	44	0	44	7	37
Kutupalong RC	72	0	72	0	72
Nayapara RC	101	0	101	0	101
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	1,637	12	1,625	224	1,401
Slope Protection (erosion) - Damaged, broken, or needs improvement	938	0	938	1,009	0
Slope Protection (erosion) - Requested	892	0	892	907	0
Pathway - Requested	322	0	322	187	135
Stairs - Damaged, broken, or needs improvement	264	0	264	169	95
Stairs - Requested	240	0	240	238	2
Drainage - Drain Requested	228	0	228	234	0
Drainage - Damaged, broken, or needs improvement	100	0	100	80	20
Drainage Cover (Slab) - Requested	87	0	87	70	17
Bridge - Damaged, broken, or needs improvement	36	0	36	23	13
Drainage - Blocked or Water logging	35	0	35	40	0
Lamp post or Street light - Damaged, broken, or needs improvement	33	0	33	32	1
Lamp post or Street light - Requested	29	0	29	26	3
Site Development - Request for information	25	23	2	25	0
Bridge - Requested	19	0	19	11	8
Drainage Cover (Slab) - Damaged, broken, or needs improvement	19	0	19	16	3
WASH - Drainage cleaning	19	0	19	2	17

Common Feedback Platform - CFP

Monthly Sector Report | September 2025 | Protection

Summary for September 2025

4,414 tickets received across 34 sites

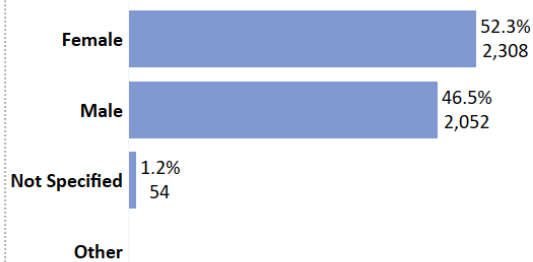
3,070 tickets closed on the spot

1,344 tickets referred to relevant actors

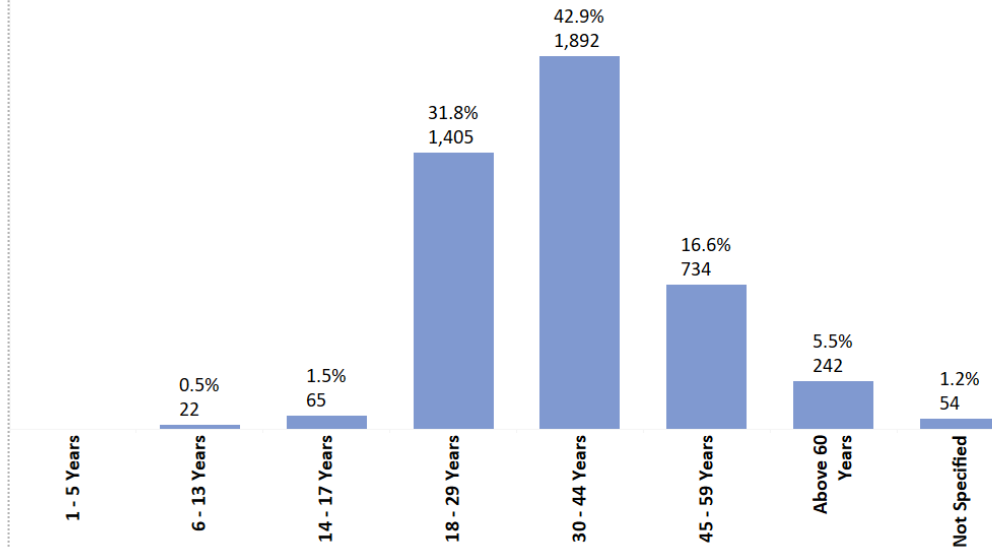
3,636 responses given by relevant actors

**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	222	168	54	195	0
Camp 01W	299	176	123	284	0
Camp 02E	44	28	16	30	0
Camp 02W	43	9	34	15	19
Camp 03	77	45	32	57	0
Camp 04	267	213	54	251	0
Camp 04 Ext.	43	27	16	31	0
Camp 05	148	139	9	143	0
Camp 06	177	152	25	155	0
Camp 07	47	16	31	16	15
Camp 08E	83	69	14	67	0
Camp 08W	38	16	22	22	0
Camp 09	98	70	28	83	0
Camp 10	133	114	19	120	0
Camp 11	114	91	23	100	0
Camp 12	86	61	25	61	0
Camp 13	152	131	21	135	0
Camp 14	111	90	21	91	0
Camp 15	458	412	46	412	0
Camp 16	113	89	24	105	0
Camp 17	160	145	15	146	0
Camp 18	32	12	20	13	7
Camp 19	49	44	5	39	0
Camp 20	26	19	7	14	0
Camp 20 Ext	31	23	8	18	0
Camp 21	113	85	28	95	0
Camp 22	64	59	5	56	0
Camp 24	208	132	76	151	0
Camp 25	31	19	12	11	1
Camp 26	209	56	153	181	0
Camp 27	249	125	124	241	0
Kutupalong RC	96	21	75	21	54
Nayapara RC	370	208	162	271	0
Transit Center	23	6	17	6	11

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Protection - Request for information	3,397	3,016	381	3,397	0
Protection - Request for Protection Interventions	963	0	963	239	724
Protection Referral (IOM)	33	33	0	0	0
Complaint against Agency or Staff	8	8	0	0	0
Protection Referral (BRAC)	7	7	0	0	0
Protection Referral (DRC)	4	4	0	0	0
Protection Referral (Save_The_Children_International)	2	2	0	0	0

Common Feedback Platform - CFP

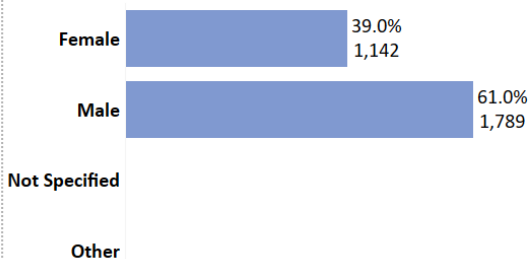
Monthly Sector Report | September 2025 | Energy & Environment

Summary for September 2025

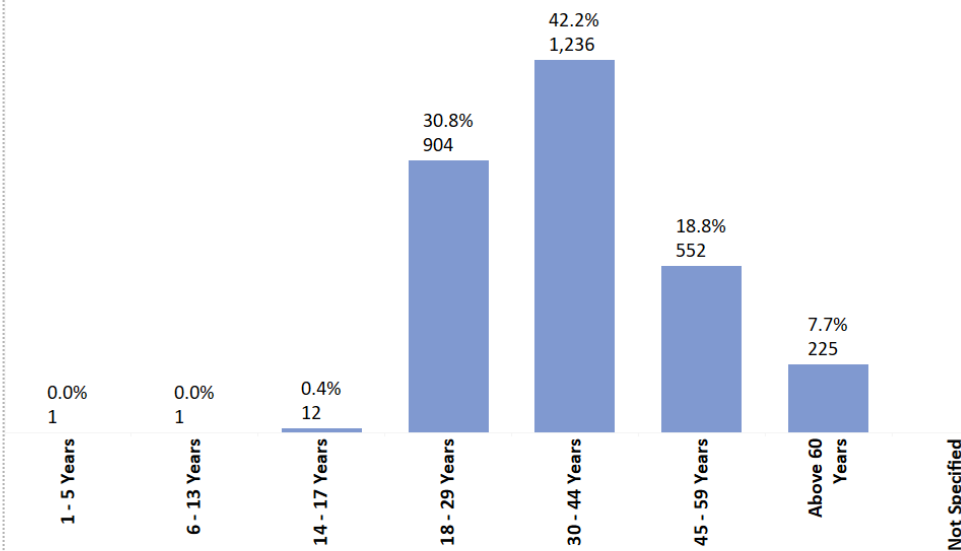
- 2,931** tickets received across 34 sites
- 2,240** tickets closed on the spot
- 691** tickets referred to relevant actors
- 1,729** responses given by relevant actors

**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	21	8	13	8	5
Camp 01W	30	28	2	29	0
Camp 02E	3	0	3	0	3
Camp 02W	13	9	4	10	0
Camp 03	13	12	1	12	0
Camp 04	48	35	13	35	0
Camp 04 Ext.	26	26	0	26	0
Camp 05	59	51	8	51	0
Camp 06	9	6	3	6	0
Camp 07	12	0	12	1	11
Camp 08E	60	16	44	49	0
Camp 08W	165	144	21	103	0
Camp 09	125	108	17	43	0
Camp 10	34	13	21	35	0
Camp 11	70	45	25	48	0
Camp 12	115	86	29	105	0
Camp 13	7	2	5	3	2
Camp 14	145	135	10	5	5
Camp 15	118	107	11	19	0
Camp 16	33	29	4	32	0
Camp 17	49	36	13	36	0
Camp 18	107	102	5	30	0
Camp 19	117	55	62	83	0
Camp 20	98	81	17	37	0
Camp 20 Ext	78	55	23	43	0
Camp 21	77	54	23	70	0
Camp 22	411	379	32	45	0
Camp 24	144	44	100	171	0
Camp 25	282	267	15	145	0
Camp 26	50	19	31	48	0
Camp 27	313	193	120	306	0
Kutupalong RC	4	1	3	1	2
Nayapara RC	1	0	1	0	1
Transit Center	94	94	0	94	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	1,194	1,034	160	1,194	0
LPG Gas - Not enough for family	787	787	0	0	0
Energy & Environment - LPG Gas - Not enough for family	218	127	91	132	0
LPG Gas - Did not receive cylinder	215	0	215	218	0
Cooking Stove - Did not receive	143	0	143	135	8
Cooking Stove - Broken or not working	119	119	0	0	0
Cooking set (gas & stove) - Requested	97	96	1	0	1
When is the next LPG distribution day?	52	52	0	0	0
LPG Gas - Lost token	26	0	26	15	11
LPG Gas - Did not receive refill	23	0	23	12	11
Cooking set (gas & stove) - Broken or not working	19	19	0	0	0
LPG Gas - Lost or stolen cylinder	16	0	16	7	9
LPG Porters - Requested	9	0	9	13	0
Cooking Stove - Requested	6	6	0	0	0
Cooking Stove - Lost or stolen	2	0	2	1	1
Energy & Environment - Pressure Cooker - Did not receive	2	0	2	0	2
Energy & Environment - LPG Porters - Requested	1	0	1	0	1

Common Feedback Platform - CFP

Monthly Sector Report | September 2025 | Site Management

Summary for September 2025

2,409 tickets received across 34 sites

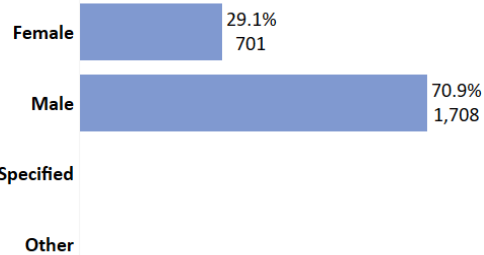
1,809 tickets closed on the spot

600 tickets referred to relevant actors

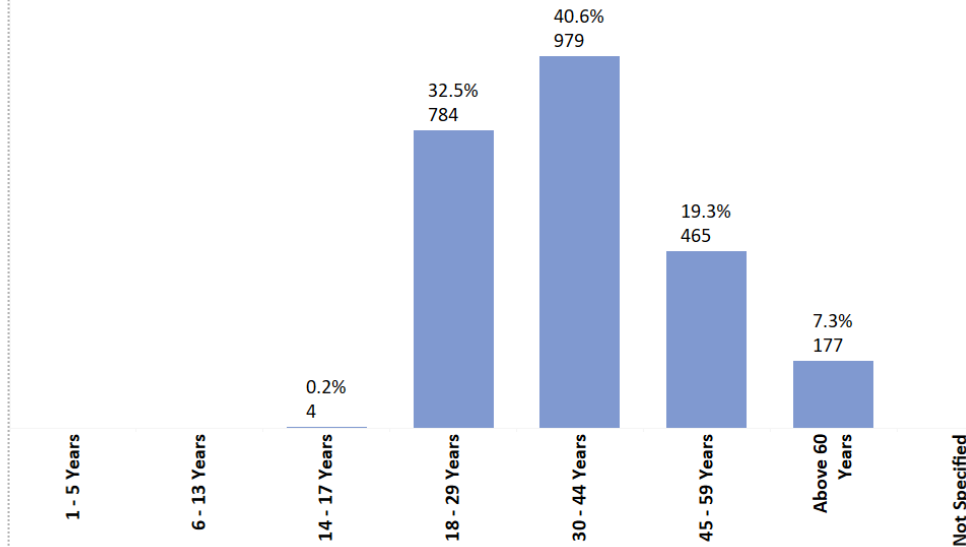
589 responses given by relevant actors

**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	14	18	16	2
Camp 01W	44	17	27	26	1
Camp 02E	3	0	3	0	3
Camp 02W	3	0	3	0	3
Camp 03	32	25	7	27	0
Camp 04	49	17	32	17	15
Camp 04 Ext.	10	5	5	5	0
Camp 05	15	11	4	11	0
Camp 06	31	30	1	30	0
Camp 07	4	0	4	0	4
Camp 08E	47	0	47	54	0
Camp 08W	13	2	11	13	0
Camp 09	84	55	29	16	13
Camp 10	16	2	14	24	0
Camp 11	101	68	33	47	0
Camp 12	8	0	8	7	1
Camp 13	43	9	34	90	0
Camp 14	369	350	19	6	13
Camp 15	170	147	23	11	12
Camp 16	28	14	14	0	14
Camp 17	35	29	6	30	0
Camp 18	52	52	0	1	0
Camp 19	162	138	24	17	7
Camp 20	191	177	14	16	0
Camp 20 Ext	259	215	44	45	0
Camp 21	4	2	2	2	0
Camp 22	376	251	125	7	118
Camp 24	107	72	35	51	0
Camp 25	98	96	2	2	0
Camp 26	14	9	5	12	0
Camp 27	4	1	3	2	1
Kutupalong RC	3	0	3	2	1
Nayapara RC	2	1	1	2	0
Transit Center	0	0	0	0	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Cash for Work - Has not been selected for CFW in long time	1,058	1,058	0	0	0
Cash for Work - Requested CFW	536	536	0	0	0
Cash for Work - Has not been enrolled	257	0	257	305	0
Site Management - Request for information	163	152	11	163	0
Electricity Supply - Not working	127	0	127	10	117
Relocation & Repatriation - Self-relocation (camp to camp)	63	0	63	1	62
Cash for Work - Payment delayed	45	0	45	32	13
Site Management - Requesting for the Information	34	34	0	34	0
When is my next Cash for Work rotation day?	25	19	6	0	6
Community Conflict - Tree Cutting	20	0	20	22	0
Site Management - Not working - Solar supply	19	0	19	4	15
Relocation & Repatriation - Relocation within camp	17	0	17	1	16
Site Management -Solar light (Requesting the new light)	13	0	13	5	8
Cash for Work - Has received less payment than days worked	7	0	7	6	1
Relocation & Repatriation - Repatriation to Myanmar	7	7	0	0	0
Cash for Work - Was charged to enroll or be selected	5	0	5	3	2
Community Conflict - Land & shelter extension	5	0	5	3	2

Common Feedback Platform - CFP

Monthly Sector Report | September 2025 | WASH

Summary for September 2025

1,241 tickets received across 34 sites

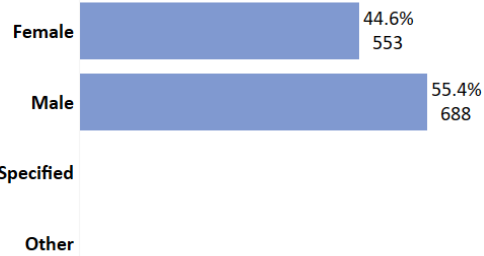
719 tickets closed on the spot

522 tickets referred to relevant actors

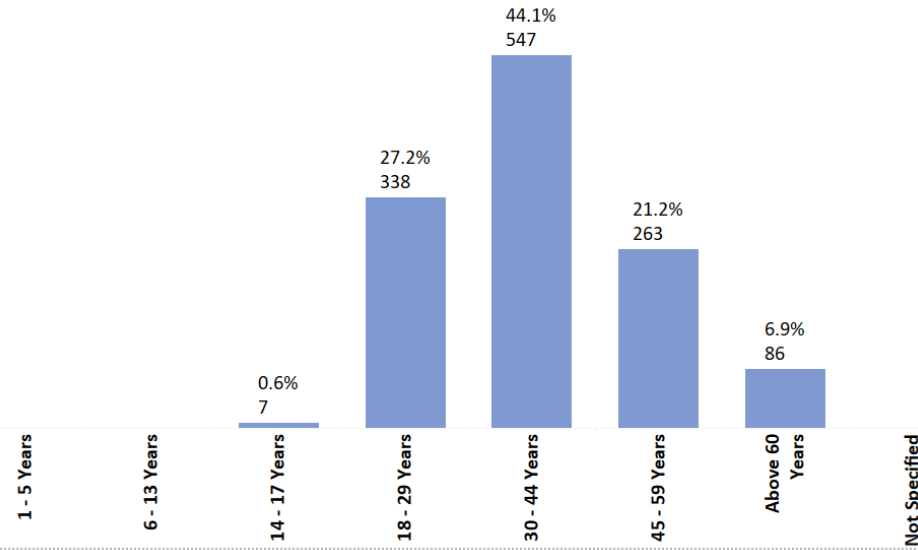
1,099 responses given by relevant actors

**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	22	7	15	18	0
Camp 01W	5	1	4	5	0
Camp 02E	10	6	4	10	0
Camp 02W	7	1	6	1	5
Camp 03	8	7	1	7	0
Camp 04	28	26	2	26	0
Camp 04 Ext.	0	0	0	0	0
Camp 05	6	5	1	5	0
Camp 06	6	4	2	4	0
Camp 07	6	5	1	6	0
Camp 08E	30	20	10	30	0
Camp 08W	64	61	3	66	0
Camp 09	54	22	32	51	0
Camp 10	36	2	34	31	3
Camp 11	74	63	11	70	0
Camp 12	50	28	22	44	0
Camp 13	28	4	24	21	3
Camp 14	36	20	16	17	0
Camp 15	26	2	24	26	0
Camp 16	108	56	52	110	0
Camp 17	70	69	1	69	0
Camp 18	62	50	12	66	0
Camp 19	14	0	14	16	0
Camp 20	43	38	5	21	0
Camp 20 Ext	17	1	16	16	0
Camp 21	43	15	28	43	0
Camp 22	64	60	4	30	0
Camp 24	52	2	50	80	0
Camp 25	117	81	36	69	0
Camp 26	43	26	17	37	0
Camp 27	90	20	70	82	0
Kutupalong RC	3	1	2	3	0
Nayapara RC	14	11	3	14	0
Transit Center	5	5	0	5	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	655	581	74	655	0
Soap & Hygiene Kit - Not enough	109	109	0	0	0
Latrine - Needs desludging	100	0	100	100	0
Latrine - Broken	57	0	57	54	3
Soap & Hygiene Kit - Did not receive	56	0	56	73	0
Latrine - New toilet requested	45	0	45	46	0
Bathing Station - Requested	39	0	39	31	8
Bathing Station - Broken or Damaged	27	0	27	34	0
Soap & Hygiene Kit - Additional Requested	27	27	0	0	0
Water tap - Requested	24	0	24	20	4
Water tap - Not enough water	19	0	19	18	1
Latrine - Latrine not working properly	18	0	18	9	9
Tubewell - Not Working	17	0	17	21	0
Water tap - Not working	12	0	12	7	5
Water tap - Poor quality water	8	0	8	1	7
Water tap & Tubewell - Requesting new facility	4	0	4	0	4
Tubewell - Requested	3	0	3	8	0

Common Feedback Platform - CFP

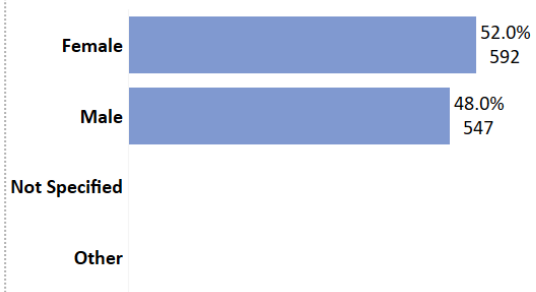
Monthly Sector Report | September 2025 | Health

Summary for September 2025

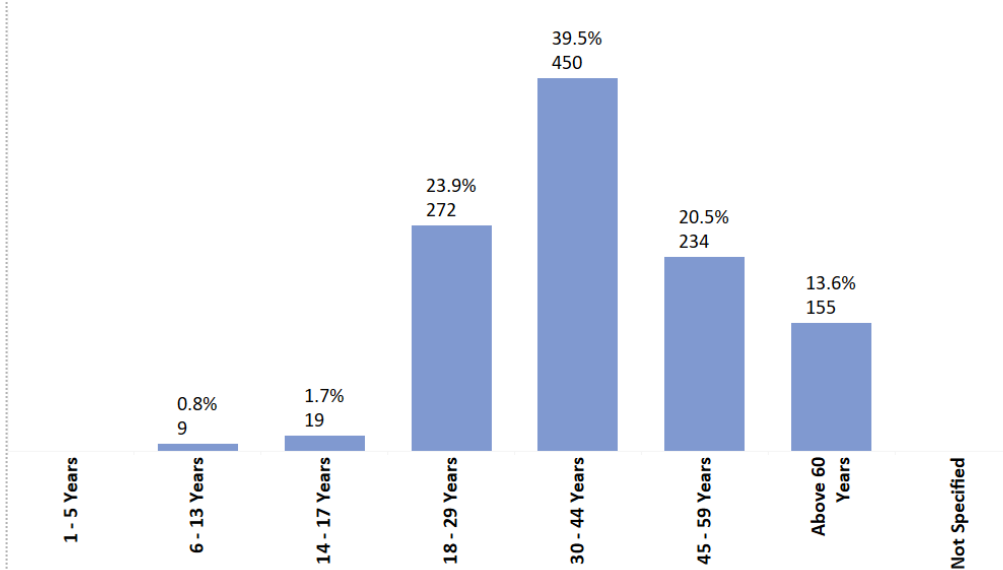
1,139 tickets received across **34** sites
943 tickets closed on the spot
196 tickets referred to relevant actors
1,076 responses given by relevant actors

**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	11	0	11	0	11
Camp 01W	12	8	4	9	0
Camp 02E	3	0	3	0	3
Camp 02W	12	1	11	1	10
Camp 03	9	6	3	6	0
Camp 04	37	28	9	28	0
Camp 04 Ext.	10	9	1	9	0
Camp 05	24	15	9	16	0
Camp 06	12	12	0	12	0
Camp 07	15	2	13	15	0
Camp 08E	8	7	1	8	0
Camp 08W	12	12	0	12	0
Camp 09	21	19	2	19	0
Camp 10	5	5	0	5	0
Camp 11	46	45	1	45	0
Camp 12	45	45	0	45	0
Camp 13	19	19	0	20	0
Camp 14	64	62	2	63	0
Camp 15	61	54	7	63	0
Camp 16	58	58	0	61	0
Camp 17	13	10	3	10	0
Camp 18	122	121	1	121	0
Camp 19	58	57	1	58	0
Camp 20	18	18	0	18	0
Camp 20 Ext	5	5	0	5	0
Camp 21	33	30	3	31	0
Camp 22	0	0	0	0	0
Camp 24	88	80	8	88	0
Camp 25	8	8	0	8	0
Camp 26	27	8	19	25	0
Camp 27	76	26	50	76	0
Kutupalong RC	4	1	3	1	2
Nayapara RC	139	108	31	134	0
Transit Center	64	64	0	64	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	998	881	117	998	0
Health - Health facility not open	62	62	0	62	0
Health - Assessment of medical conditions required	31	0	31	0	31
General Health Card - Did not receive	23	0	23	4	19
General Health Card - Lost, damaged or Stolen	9	0	9	5	4
Health - Health Facility is not maintaining standards	7	0	7	0	7
Health Treatment - Waited too long	4	0	4	0	4
General Health Card - Fully filled up	2	0	2	4	0
Treatment - Treatment not good quality	2	0	2	2	0
Fecal sludge treatment plant - Damaged or Broken	1	0	1	0	1

Common Feedback Platform - CFP

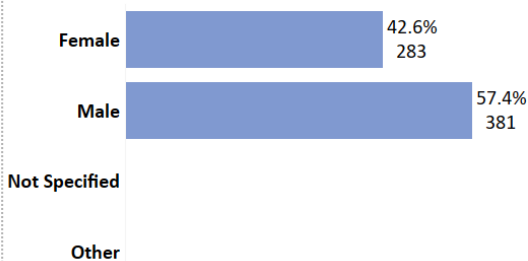
Monthly Sector Report | September 2025 | Food Security

Summary for September 2025

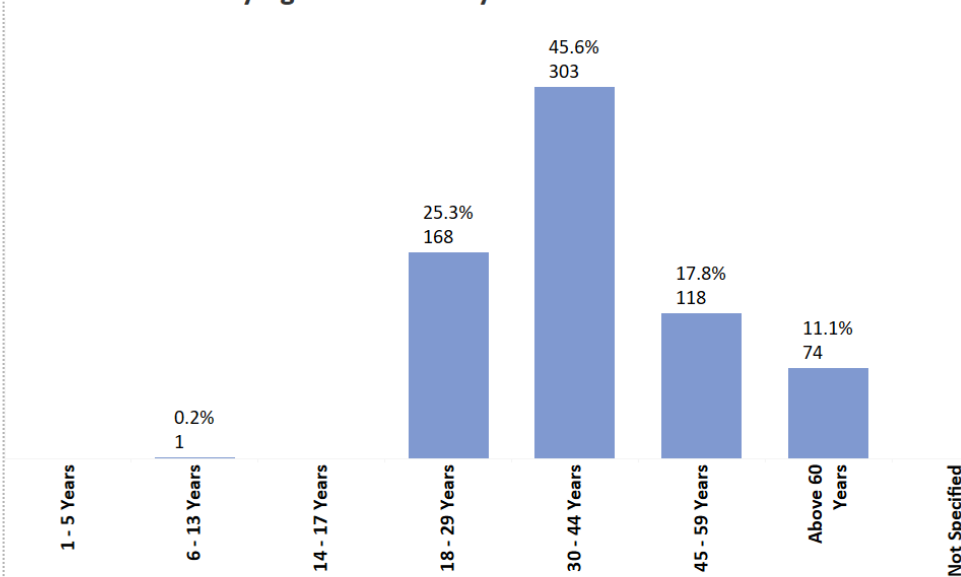
- 664** tickets received across 34 sites
- 516** tickets closed on the spot
- 148** tickets referred to relevant actors
- 506** responses given by relevant actors

**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	2	0	2	0	2
Camp 01W	1	1	0	1	0
Camp 02E	3	0	3	0	3
Camp 02W	0	0	0	0	0
Camp 03	22	20	2	21	0
Camp 04	11	9	2	10	0
Camp 04 Ext.	6	5	1	5	0
Camp 05	7	5	2	5	0
Camp 06	16	13	3	13	0
Camp 07	4	0	4	1	3
Camp 08E	16	0	16	9	7
Camp 08W	86	83	3	89	0
Camp 09	3	2	1	0	1
Camp 10	8	7	1	8	0
Camp 11	12	11	1	9	0
Camp 12	48	42	6	46	0
Camp 13	0	0	0	0	0
Camp 14	28	27	1	2	0
Camp 15	1	0	1	0	1
Camp 16	0	0	0	0	0
Camp 17	20	16	4	16	0
Camp 18	30	29	1	22	0
Camp 19	6	5	1	5	0
Camp 20	3	1	2	3	0
Camp 20 Ext	5	3	2	3	0
Camp 21	12	12	0	12	0
Camp 22	38	38	0	0	0
Camp 24	2	1	1	1	0
Camp 25	46	46	0	0	0
Camp 26	21	7	14	19	0
Camp 27	177	104	73	177	0
Kutupalong RC	0	0	0	0	0
Nayapara RC	1	0	1	0	1
Transit Center	29	29	0	29	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	476	389	87	476	0
Farming supplies - Requested	43	43	0	0	0
Food distributions - Request for more food each month	33	33	0	0	0
Food distributions - Request for different items or quantities	29	29	0	0	0
Food distributions - Household has not received food	27	0	27	18	9
Food Porters - Requested	18	0	18	4	14
Food distributions - Want to purchase more but not allowed	13	13	0	0	0
Food distributions - Missed Token	9	0	9	6	3
When is the next food distribution day? When are the food distribution centres open?	8	8	0	0	0
Food Security related to VFP - Issue with collector	3	0	3	0	3
Request for fresh food enlistment - Request for fresh food	2	0	2	0	2
Food distributions - HH wants someone outside their family to collect food	1	0	1	0	1
Food distributions - Poor quality food items	1	0	1	0	1
Food Security related to VFP - Poor quality food items	1	1	0	1	0

Common Feedback Platform - CFP

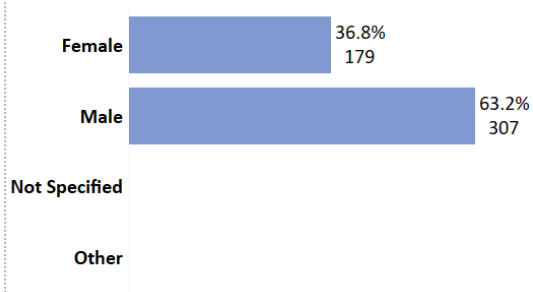
Monthly Sector Report | September 2025 | ID Documents

Summary for September 2025

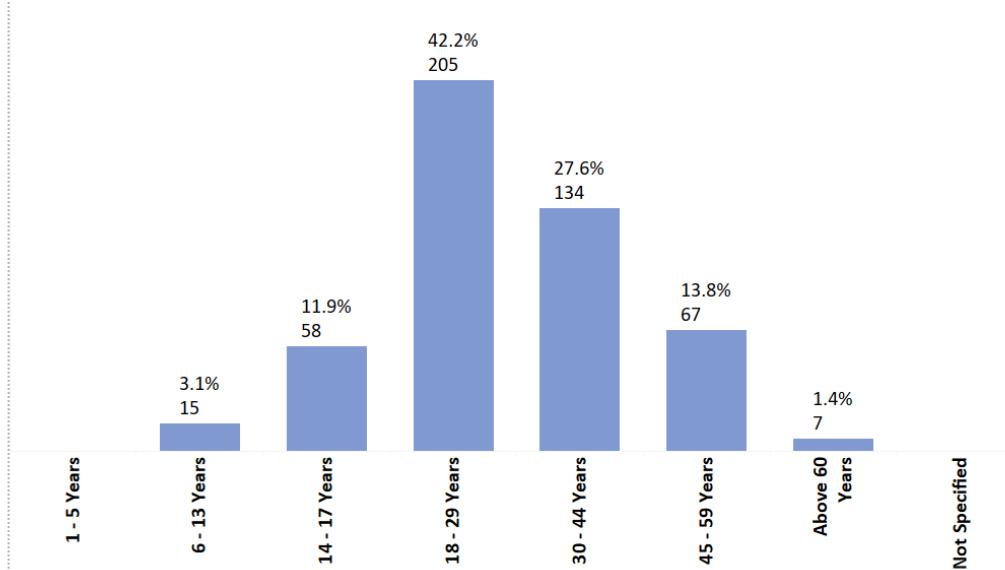
486 tickets received across **34** sites
376 tickets closed on the spot
110 tickets referred to relevant actors
67 responses given by relevant actors

**Responses can be given within the same month or at a later date which might make the 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	0	0	0	0	0
Camp 01W	1	0	1	1	0
Camp 02E	2	0	2	1	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	17	0	17	3	14
Camp 08W	0	0	0	0	0
Camp 09	1	1	0	0	0
Camp 10	3	0	3	0	3
Camp 11	2	2	0	3	0
Camp 12	11	0	11	4	7
Camp 13	1	1	0	0	0
Camp 14	129	129	0	0	0
Camp 15	4	2	2	2	0
Camp 16	1	0	1	1	0
Camp 17	0	0	0	0	0
Camp 18	3	1	2	2	0
Camp 19	11	10	1	0	1
Camp 20	17	17	0	0	0
Camp 20 Ext	16	12	4	4	0
Camp 21	0	0	0	0	0
Camp 22	239	201	38	22	16
Camp 24	24	0	24	21	3
Camp 25	4	0	4	3	1
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	177	177	0	0	0
SMART Card & Family Attestation - Request for individual SMART card	94	94	0	0	0
SCOPE Card - Has not received new SCOPE Card	79	0	79	35	44
SMART Card & Family Attestation - Lost ID Card	63	63	0	0	0
SCOPE Card - Family Attestation doesn't match SCOPE	16	0	16	13	3
SMART Card & Family Attestation - Biographical Error	13	13	0	0	0
SCOPE Card - Lost	12	0	12	13	0
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	5	5	0	0	0
SMART Card & Family Attestation - Lost Smart card and family attestation	5	5	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
SCOPE Card - Damaged	3	0	3	3	0
SMART Card & Family Attestation - Death Case	1	1	0	0	0

Common Feedback Platform - CFP

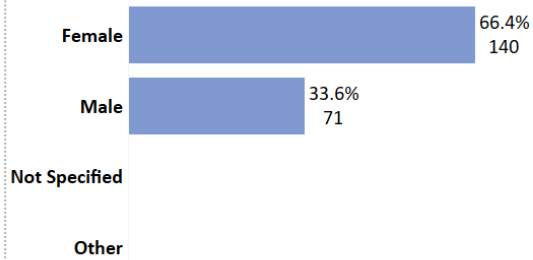
Monthly Sector Report | September 2025 | Livelihood

Summary for September 2025

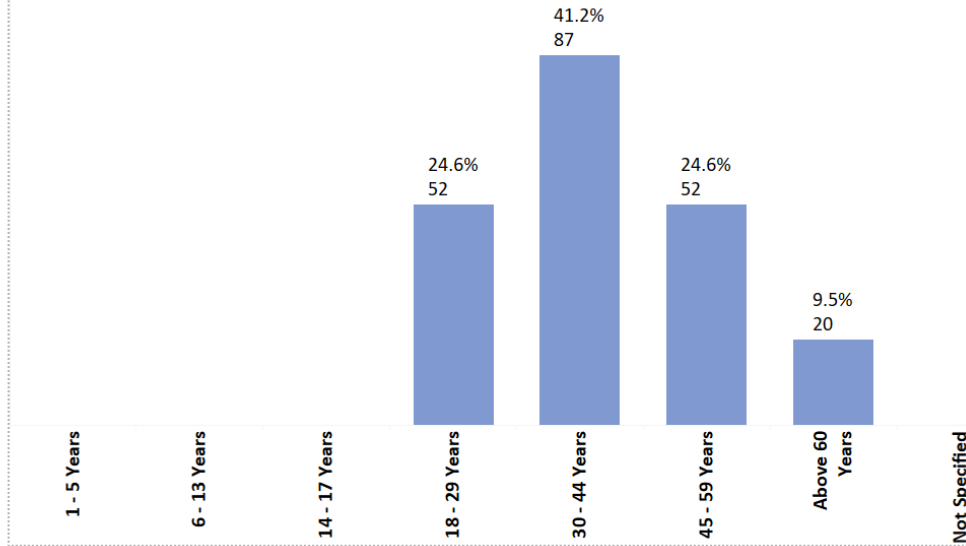
- 211** tickets received across **34** sites
- 206** tickets closed on the spot
- 5** tickets referred to relevant actors
- 211** responses given by relevant actors

**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	5	5	0	5	0
Camp 01W	1	1	0	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	6	6	0	6	0
Camp 04 Ext.	0	0	0	0	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	3	3	0	3	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	13	13	0	13	0
Camp 20 Ext	23	23	0	23	0
Camp 21	0	0	0	0	0
Camp 22	0	0	0	0	0
Camp 24	49	45	4	49	0
Camp 25	105	105	0	105	0
Camp 26	4	3	1	4	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
Livelihood - Request for information	211	206	5	211	0

Common Feedback Platform - CFP

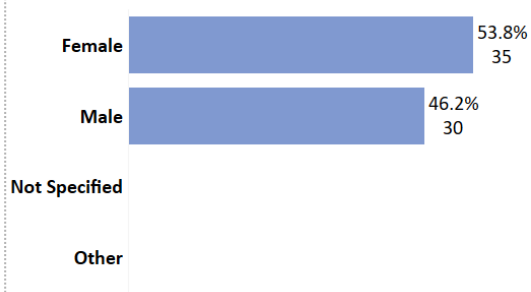
Monthly Sector Report | September 2025 | Education

Summary for September 2025

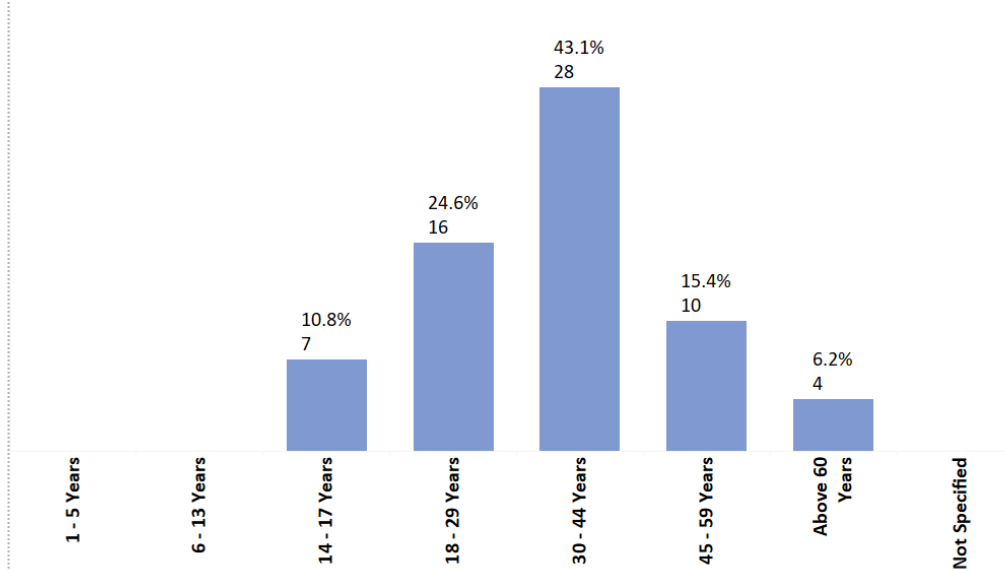
- 65** tickets received across 34 sites
- 53** tickets closed on the spot
- 12** tickets referred to relevant actors
- 56** responses given by relevant actors

**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	0	0	0	0	0
Camp 01W	1	0	1	0	1
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	1	1	0	1	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	2	2	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	8	8	0	2	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	43	38	5	43	0
Camp 25	0	0	0	0	0
Camp 26	10	4	6	10	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
Education - Request for information	56	45	11	56	0
Changes to Education - Secondary education requested	8	8	0	0	0
Education - Tertiary Education requested	1	0	1	0	1

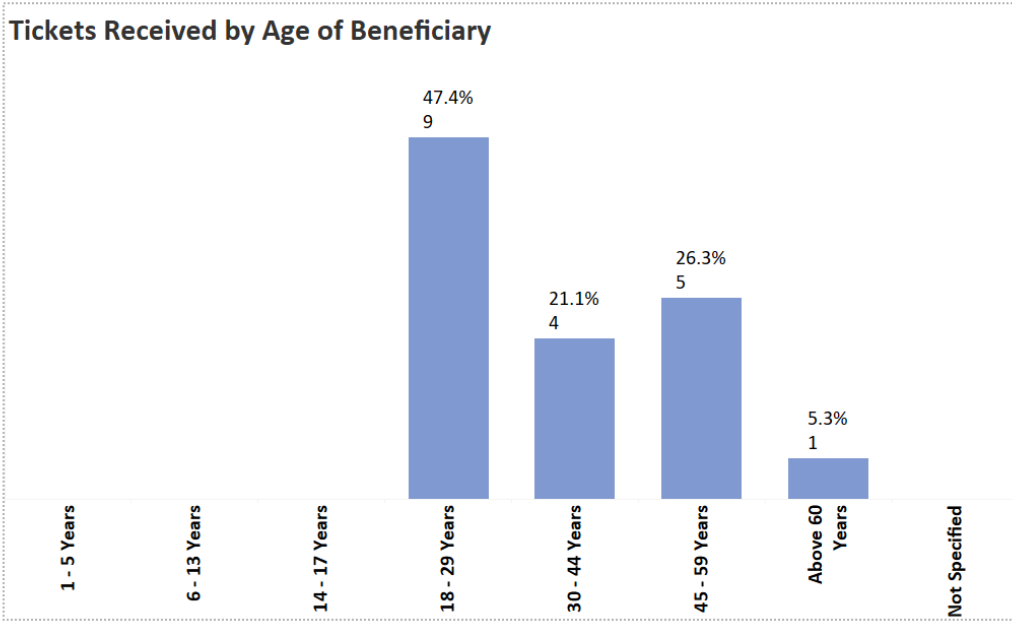
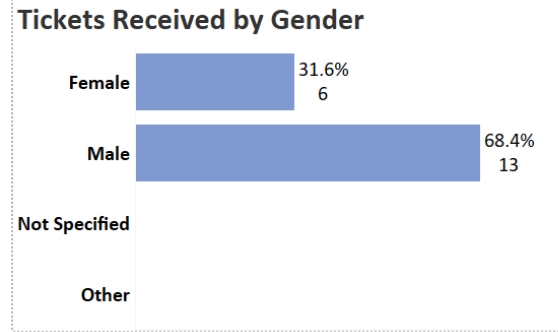
Common Feedback Platform - CFP

Monthly Sector Report | September 2025 | Nutrition

Summary for September 2025

- 19** tickets received across **34** sites
- 17** tickets closed on the spot
- 2** tickets referred to relevant actors
- 20** 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 Camp

Camp	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	0	0	0	0	0
Camp 01W	1	1	0	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	0	0	0	0	0
Camp 08W	1	0	1	1	0
Camp 09	0	0	0	0	0
Camp 10	0	0	0	0	0
Camp 11	1	1	0	1	0
Camp 12	0	0	0	0	0
Camp 13	1	1	0	1	0
Camp 14	0	0	0	1	0
Camp 15	0	0	0	0	0
Camp 16	0	0	0	0	0
Camp 17	0	0	0	0	0
Camp 18	14	14	0	14	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	1	0	1	1	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	18	17	1	18	0
Nutrition Assistance - Requested	1	0	1	2	0