

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 | November 2024 - October 2025

Cumulative Data for Nov 2024 - Oct 2025

592,849 tickets received across 34 sites

247,563 tickets closed on the spot

345,286 tickets referred by 6 actors

299,397 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 each Month per Sector

Sector	November	December	January	February	March	April	May	June	July	August	September	October	Grand Total
Education	18	22	27	57	78	97	39	75	53	87	78	82	713
Energy & Environment	1,113	2,314	3,623	3,959	2,846	3,828	3,320	3,057	4,897	2,933	4,268	3,582	39,740
Food Security	862	785	1,125	1,182	1,049	2,394	1,859	2,187	2,313	1,803	2,439	663	18,661
Health	107	801	1,287	1,445	1,270	1,327	1,140	1,022	1,168	1,313	1,624	1,372	13,876
ID Documents	647	3,423	5,457	7,086	6,229	2,477	3,075	2,813	2,581	1,661	2,093	495	38,037
Livelihood		254	300	141	226	192	153	213	170	160	224	377	2,410
Nutrition	3	368	435	1,584	1,074	9	4	12	6	9	21	26	3,551
Protection	275	2,628	3,067	2,753	2,462	6,206	4,148	3,637	5,269	5,710	6,272	4,757	47,184
Shelter & NFI	6,866	8,556	15,548	17,290	15,931	21,392	27,403	27,502	26,571	23,456	23,956	11,005	225,476
Site Development	3,727	4,340	9,147	9,296	8,601	9,083	10,740	12,123	12,970	9,564	8,943	5,416	103,950
Site Management	2,722	7,340	7,904	7,324	7,403	5,285	6,496	5,370	6,472	6,730	6,730	1,941	71,565
WASH	653	1,976	2,741	2,947	3,665	2,960	2,520	2,025	2,242	2,176	2,340	1,441	27,686

Cumulative Tickets per Month

	November	December	January	February	March	April	May	June	July	August	September	October	Grand Total
Total Received	16,993	32,807	50,661	55,064	50,834	55,250	60,897	61,244	63,610	55,344	58,988	31,157	592,849
Total Closed on the Spot	4,970	18,148	22,118	24,778	23,743	19,622	19,973	23,889	22,057	25,347	27,547	15,371	247,563
Total Referred	12,023	14,659	28,543	30,286	27,091	35,628	40,924	37,355	41,553	29,997	31,441	15,786	345,286
Total Replies	8,806	13,313	26,163	28,818	33,102	26,596	26,157	27,479	25,179	35,065	27,686	21,033	299,397

Top Tickets Received by Gender

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	30,640	41,859	9	1
Damage to shelter - Shelter damaged by weather	18,944	29,569	3	6
Slope Protection (erosion) - Requested	10,314	13,717	9	
NFI - Request additional materials	7,237	16,041	12	
Shelter Materials - Request additional materials	8,492	14,667	9	
Slope Protection (erosion) - Damaged, broken, or needs improvement	7,189	13,747		
Cash for Work - Has not been selected for CFW in long time	5,488	14,449	2	
Requested for Information	9,748	9,821		
Pathway - Damaged, broken, or needs improvement	6,204	10,408		
LPG Gas - Not enough for family	4,173	9,637	1	1
Cash for Work - Requested CFW	3,238	9,415	7	
Shelter Materials - Missed Distribution	3,994	5,346	1	
Cash for Work - Has not been enrolled	2,643	5,421	2	
Stairs - Requested	1,804	2,844	1	
SMART Card & Family Attestation - Add New Born	1,304	2,146		
Hill or Slope - Erosion & landslide	1,185	1,839		
Cooking Stove - Broken or not working	774	2,210		

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	24,418	30,202	13,768	15,086	13,391	29,938	6,590	12,325	15,894	22,849	16,717	15,339	20,118	17,087	9,056	15,539	4,802	14,218	15,948	18,173	16,767	17,432	15,404	15,000	18,462	23,377	15,149	19,842	17,889	12,477	13,560	42,500	18,261	15,271	592,849
Total Closed on the Spot	4,254	5,798	1,769	3,473	5,136	13,465	2,171	4,448	5,716	2,685	7,741	3,325	4,335	4,877	1,459	3,686	2,756	3,881	7,602	10,970	6,163	7,238	6,149	3,154	13,673	11,535	7,984	14,051	9,131	8,414	7,768	32,653	8,413	11,690	247,563
Total Referred	20,164	24,404	11,999	11,613	8,255	16,473	4,419	7,877	10,178	20,164	8,976	12,014	15,783	12,210	7,597	11,853	2,046	10,337	8,346	7,203	10,604	10,194	9,255	11,846	4,789	11,842	7,165	5,791	8,758	4,063	5,792	9,847	9,848	3,581	345,286
Total Replies	8,522	12,788	4,510	4,199	5,975	17,053	2,842	5,615	8,120	7,304	7,532	5,240	9,393	10,639	5,573	7,172	2,629	10,307	10,799	10,488	12,353	11,398	11,935	12,673	5,798	15,816	10,565	9,388	9,673	4,840	6,239	12,929	12,666	6,424	299,397

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 | **October 2025**

Summary for October 2025

31,157 tickets received across **34** sites

15,371 tickets closed on the spot*

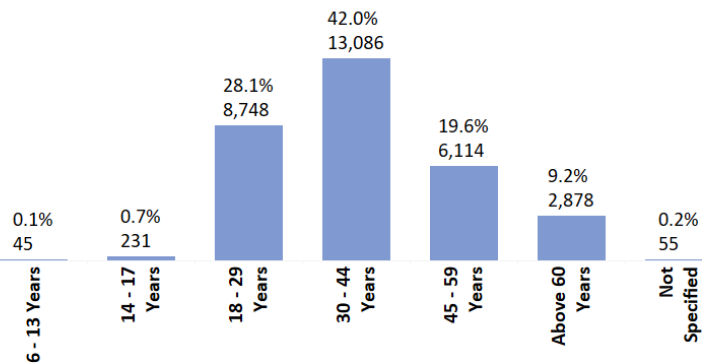
15,786 tickets referred to relevant actors

21,033 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



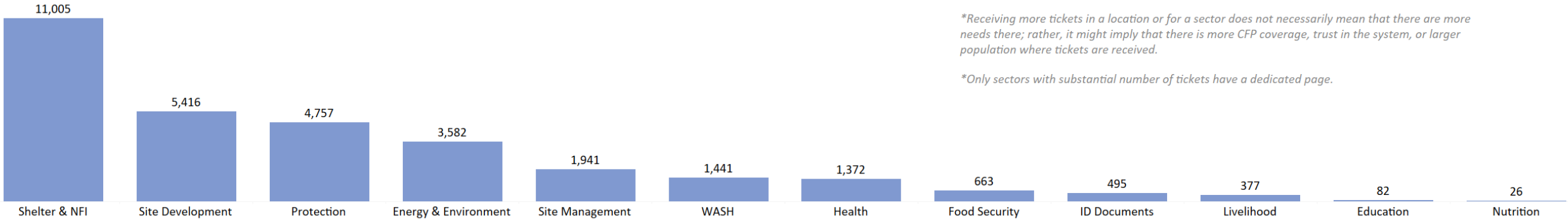
Top Tickets Received this Month

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	1,444	1,921		
Damage to shelter - Shelter damaged by weather	865	1,487		
Pathway - Damaged, broken, or needs improvement	554	1,039		
LPG Gas - Not enough for family	514	908		
Cash for Work - Has not been selected for CfW in long time	275	572	1	
Slope Protection (erosion) - Requested	327	442		
Slope Protection (erosion) - Damaged, broken, or needs improvement	254	491		
NFI - Request additional materials	140	485		
Cash for Work - Requested CFW	104	383		
Shelter Materials - Request additional materials	124	280	1	
Pathway - Requested	98	196		
Shelter Materials - Missed Distribution	112	150		
Stairs - Requested	91	128		
Cash for Work - Has not been enrolled	50	158		
SMART Card & Family Attestation - Add New Born	62	116		
Cooking Stove - Broken or not working	22	79		

Tickets Received this Month by Camp

		Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
HCR	Camp 01E	1,498	274	1,224	451	773
	Camp 01W	2,389	295	2,094	1,001	1,093
	Camp 02E	476	31	445	98	347
	Camp 02W	445	40	405	117	288
	Camp 03	595	352	243	380	0
	Camp 04	1,410	966	444	1,134	0
	Camp 04 Ext.	223	133	90	140	0
	Camp 05	856	542	314	565	0
	Camp 06	1,048	727	321	843	0
	Camp 07	1,200	103	1,097	431	666
	Camp 17	1,067	777	290	911	0
	Camp 21	563	195	368	373	0
	Camp 26	1,422	196	1,226	1,159	67
	Camp 27	1,737	473	1,264	1,447	0
	Kutupalong RC	714	184	530	324	206
	Nayapara RC	898	429	469	577	0
	Transit Center	107	66	41	71	0
IOM	Camp 08E	438	149	289	432	0
	Camp 08W	1,275	823	452	872	0
	Camp 09	820	468	352	628	0
	Camp 10	925	505	420	939	0
	Camp 11	718	295	423	751	0
	Camp 12	739	436	303	777	0
	Camp 13	630	276	354	786	0
	Camp 14	899	731	168	356	0
	Camp 15	1,102	788	314	1,061	0
	Camp 16	723	538	185	731	0
	Camp 18	803	658	145	600	0
	Camp 19	741	431	310	520	0
	Camp 20	574	399	175	297	0
	Camp 20 Ext	555	299	256	335	0
	Camp 22	1,872	1,543	329	667	0
	Camp 24	854	540	314	779	0
	Camp 25	841	709	132	480	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 | October 2025 | Shelter & NFI

Summary for October 2025

11,005 tickets received across **34** sites

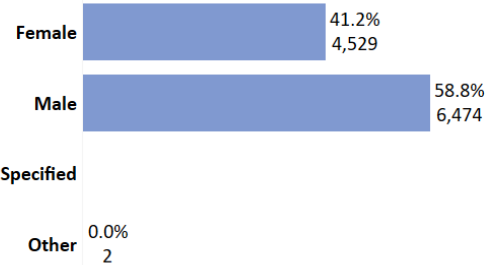
4,689 tickets closed on the spot

6,316 tickets referred to relevant actors

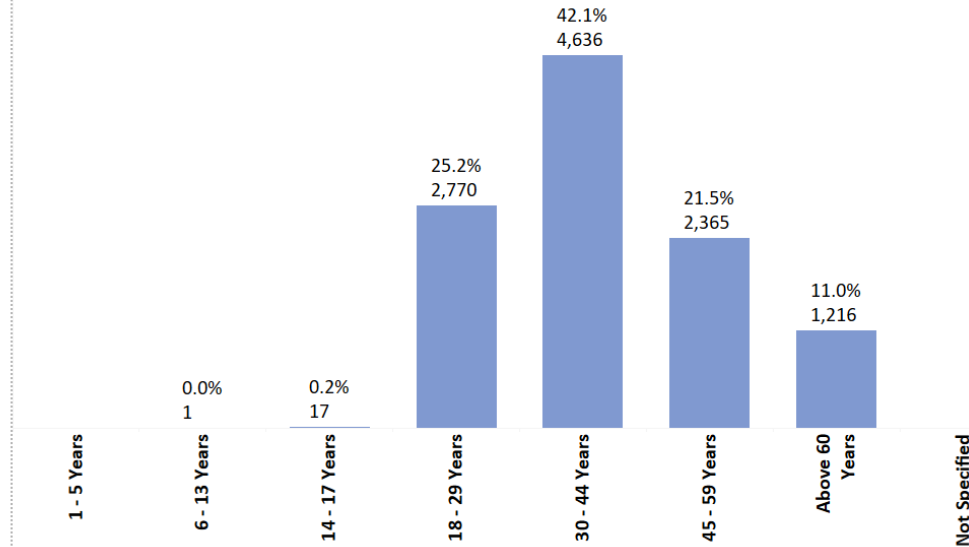
5,812 responses given by relevant actors

**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	1,042	93	949	184	765
Camp 01W	1,159	65	1,094	266	828
Camp 02E	286	6	280	12	268
Camp 02W	282	10	272	74	198
Camp 03	380	222	158	222	0
Camp 04	746	439	307	587	0
Camp 04 Ext.	82	29	53	34	19
Camp 05	391	212	179	215	0
Camp 06	526	343	183	411	0
Camp 07	701	12	689	202	487
Camp 08E	27	27	0	26	0
Camp 08W	282	222	60	207	0
Camp 09	117	113	4	60	0
Camp 10	206	154	52	196	0
Camp 11	144	85	59	37	22
Camp 12	168	134	34	188	0
Camp 13	239	142	97	400	0
Camp 14	60	48	12	22	0
Camp 15	45	36	9	42	0
Camp 16	174	165	9	104	0
Camp 17	602	406	196	511	0
Camp 18	182	178	4	118	0
Camp 19	175	167	8	34	0
Camp 20	79	75	4	50	0
Camp 20 Ext	57	57	0	27	0
Camp 21	199	31	168	105	63
Camp 22	495	490	5	58	0
Camp 24	109	105	4	99	0
Camp 25	136	136	0	94	0
Camp 26	690	80	610	498	112
Camp 27	459	111	348	278	70
Kutupalong RC	414	117	297	248	49
Nayapara RC	326	169	157	193	0
Transit Center	25	10	15	10	5

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	3,614	3,460	154	3,614	0
Damage to shelter - Shelter damaged over time	3,365	96	3,269	971	2,298
Damage to shelter - Shelter damaged by weather	2,352	0	2,352	465	1,887
NFI - Request additional materials	625	625	0	0	0
Shelter Materials - Request additional materials	405	374	31	54	0
Shelter Materials - Missed Distribution	262	0	262	370	0
Shelter Materials - Received amount is not enough	205	110	95	199	0
Shelter Number - Requested	73	0	73	93	0
Request for additional room - Request for new room	52	0	52	14	38
NFI - Missed Distribution	11	0	11	15	0
Shelter Materials - Received damaged materials	11	11	0	0	0
Health - Rehabilitation support or assistive device support	8	0	8	0	8
NFI - Received damaged materials	4	4	0	0	0
Shelter Number - Needs to be changed	4	0	4	4	0
NFI - Received poor quality materials	3	3	0	0	0
Shelter Porters - Requested	2	0	2	0	2
When is the next NFI distribution day?	2	2	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | October 2025 | Site Development

Summary for October 2025

5,416 tickets received across **34** sites

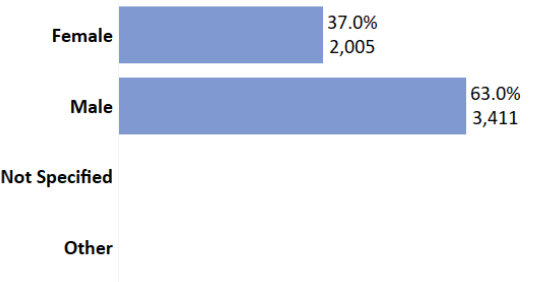
754 tickets closed on the spot

4,662 tickets referred to relevant actors

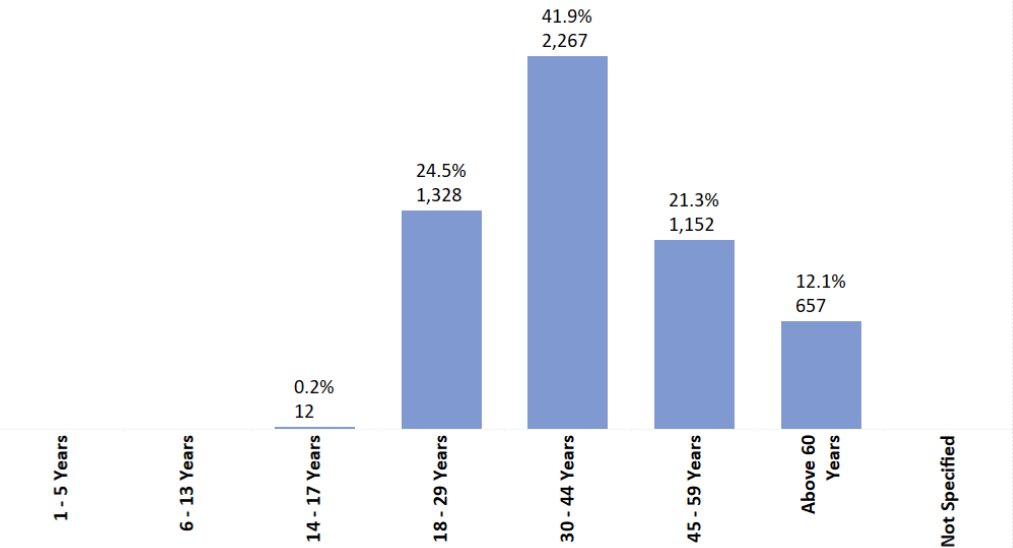
4,481 responses given by relevant actors

**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	162	1	161	8	153
Camp 01W	456	0	456	28	428
Camp 02E	112	0	112	43	69
Camp 02W	83	0	83	0	83
Camp 03	38	11	27	11	16
Camp 04	133	69	64	69	0
Camp 04 Ext.	4	0	4	0	4
Camp 05	148	51	97	52	45
Camp 06	133	25	108	66	42
Camp 07	286	0	286	57	229
Camp 08E	180	26	154	175	0
Camp 08W	350	99	251	256	0
Camp 09	254	24	230	271	0
Camp 10	358	101	257	430	0
Camp 11	260	13	247	437	0
Camp 12	184	22	162	233	0
Camp 13	166	0	166	217	0
Camp 14	119	22	97	158	0
Camp 15	235	18	217	288	0
Camp 16	169	40	129	237	0
Camp 17	108	56	52	81	0
Camp 18	154	40	114	155	0
Camp 19	166	1	165	231	0
Camp 20	114	2	112	137	0
Camp 20 Ext	102	0	102	137	0
Camp 21	85	0	85	37	48
Camp 22	129	0	129	166	0
Camp 24	47	0	47	74	0
Camp 25	96	1	95	87	8
Camp 26	66	9	57	33	24
Camp 27	228	37	191	160	31
Kutupalong RC	83	16	67	16	51
Nayapara RC	200	67	133	128	5
Transit Center	8	3	5	3	2

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	1,593	4	1,589	361	1,228
Site Development - Request for information	942	749	193	942	0
Slope Protection (erosion) - Requested	769	0	769	910	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	745	0	745	954	0
Pathway - Requested	294	0	294	203	91
Stairs - Damaged, broken, or needs improvement	242	0	242	183	59
Stairs - Requested	219	0	219	249	0
Drainage - Drain Requested	178	0	178	204	0
Drainage Cover (Slab) - Requested	95	0	95	100	0
Drainage - Damaged, broken, or needs improvement	82	0	82	109	0
WASH - Drainage cleaning	52	0	52	33	19
Lamp post or Street light - Damaged, broken, or needs improvement	45	0	45	49	0
Drainage - Blocked or Water logging	39	0	39	30	9
Bridge - Damaged, broken, or needs improvement	31	0	31	35	0
Lamp post or Street light - Requested	29	0	29	35	0
Fence or railing for path or stairs - Damaged, broken, or needs improvement	16	0	16	20	0
Drainage Cover (Slab) - Damaged, broken, or needs improvement	12	0	12	18	0

Common Feedback Platform - CFP

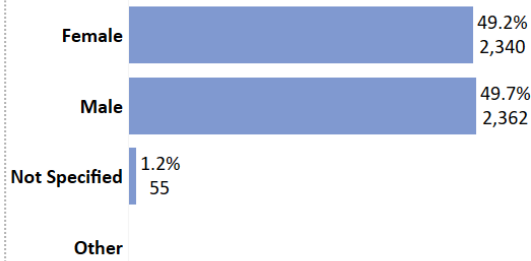
Monthly Sector Report | October 2025 | Protection

Summary for October 2025

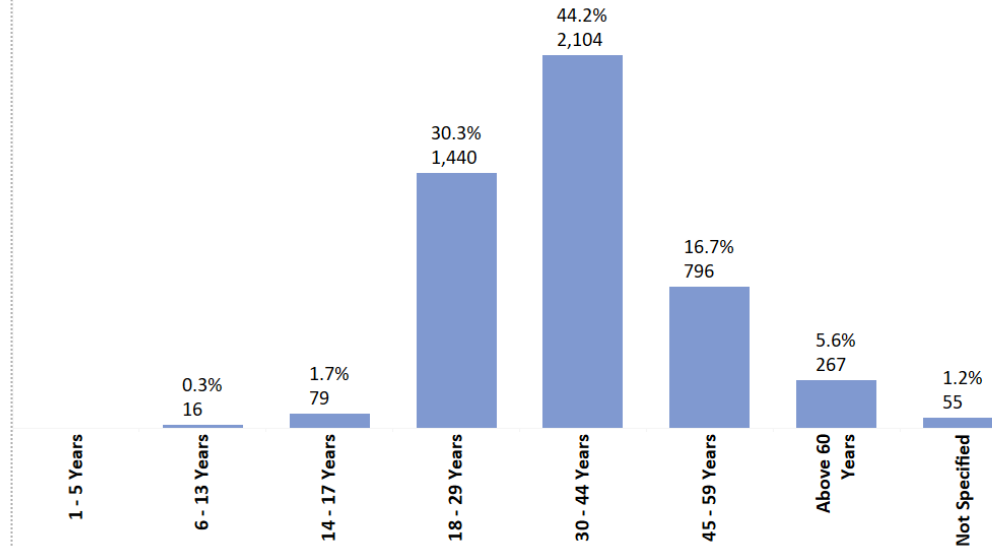
4,757 tickets received across **34** sites
2,859 tickets closed on the spot
1,898 tickets referred to relevant actors
3,896 responses given by relevant actors

**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	191	133	58	171	0
Camp 01W	426	136	290	417	0
Camp 02E	48	19	29	28	1
Camp 02W	48	16	32	19	13
Camp 03	95	58	37	85	0
Camp 04	308	265	43	283	0
Camp 04 Ext.	51	27	24	28	0
Camp 05	195	177	18	188	0
Camp 06	171	158	13	163	0
Camp 07	57	21	36	25	11
Camp 08E	51	27	24	29	0
Camp 08W	49	25	24	26	0
Camp 09	140	78	62	94	0
Camp 10	151	120	31	133	0
Camp 11	111	72	39	102	0
Camp 12	104	72	32	72	0
Camp 13	119	101	18	106	0
Camp 14	88	57	31	77	0
Camp 15	337	309	28	315	0
Camp 16	118	98	20	115	0
Camp 17	180	161	19	162	0
Camp 18	73	59	14	58	0
Camp 19	59	35	24	32	0
Camp 20	22	15	7	11	0
Camp 20 Ext	20	13	7	7	0
Camp 21	106	66	40	78	0
Camp 22	94	80	14	80	0
Camp 24	191	127	64	169	0
Camp 25	46	37	9	11	0
Camp 26	351	49	302	326	0
Camp 27	299	87	212	277	0
Kutupalong RC	177	38	139	44	95
Nayapara RC	253	110	143	147	0
Transit Center	28	13	15	18	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	3,586	2,804	782	3,586	0
Protection - Request for Protection Interventions	1,116	0	1,116	310	806
Protection Referral (IOM)	44	44	0	0	0
Protection Referral (DRC)	5	5	0	0	0
Protection Referral (BRAC)	3	3	0	0	0
Protection Referral (UNHCR)	2	2	0	0	0
Protection Referral (Save_The_Children_International)	1	1	0	0	0

Common Feedback Platform - CFP

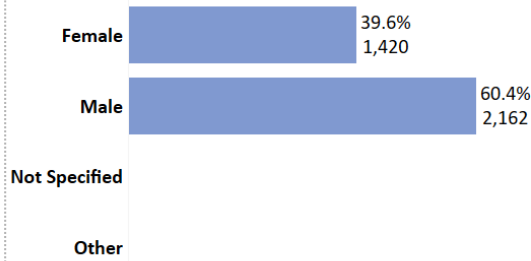
Monthly Sector Report | October 2025 | Energy & Environment

Summary for October 2025

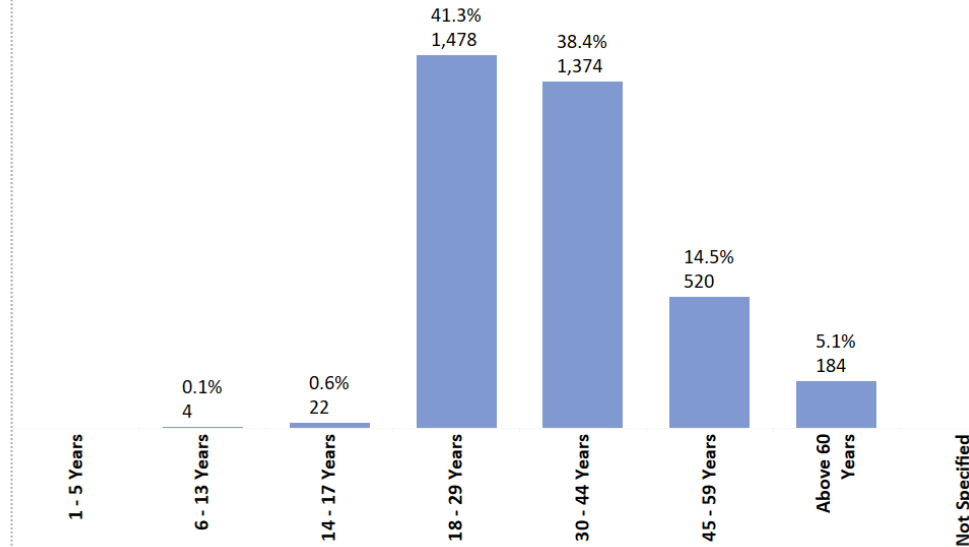
3,582 tickets received across **34** sites
2,537 tickets closed on the spot
1,045 tickets referred to relevant actors
2,526 responses given by relevant actors

**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	59	42	17	56	0
Camp 01W	115	74	41	115	0
Camp 02E	7	2	5	6	0
Camp 02W	19	10	9	19	0
Camp 03	28	19	9	19	0
Camp 04	86	77	9	77	0
Camp 04 Ext.	47	42	5	42	0
Camp 05	62	55	7	59	0
Camp 06	96	95	1	95	0
Camp 07	21	11	10	19	0
Camp 08E	72	31	41	77	0
Camp 08W	353	280	73	186	0
Camp 09	129	114	15	72	0
Camp 10	135	103	32	117	0
Camp 11	52	24	28	75	0
Camp 12	132	107	25	132	0
Camp 13	50	5	45	10	35
Camp 14	86	81	5	13	0
Camp 15	62	56	6	27	0
Camp 16	92	90	2	79	0
Camp 17	67	50	17	51	0
Camp 18	139	133	6	58	0
Camp 19	141	52	89	95	0
Camp 20	77	64	13	49	0
Camp 20 Ext	80	37	43	43	0
Camp 21	92	64	28	80	0
Camp 22	467	449	18	133	0
Camp 24	157	64	93	150	0
Camp 25	194	188	6	119	0
Camp 26	108	10	98	105	0
Camp 27	331	93	238	328	0
Kutupalong RC	8	2	6	2	4
Nayapara RC	18	13	5	18	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	1,422	1,279	143	648	0
Energy & Environment - Request for Information	1,373	1,007	366	1,373	0
LPG Gas - Did not receive cylinder	333	0	333	238	95
Cooking Stove - Did not receive	127	0	127	157	0
Cooking Stove - Broken or not working	101	101	0	0	0
Cooking set (gas & stove) - Requested	91	91	0	0	0
When is the next LPG distribution day?	38	38	0	0	0
LPG Porters - Requested	21	0	21	22	0
LPG Gas - Did not receive refill	20	0	20	32	0
LPG Gas - Lost token	18	0	18	27	0
Cooking set (gas & stove) - Broken or not working	14	14	0	0	0
LPG Gas - Lost or stolen cylinder	9	0	9	20	0
Cooking Stove - Requested	7	7	0	0	0
Cooking Stove - Lost or stolen	6	0	6	6	0
LPG Porters - Porter charged for transportation	1	0	1	1	0
Pressure Cooker - Did not receive	1	0	1	1	0

Common Feedback Platform - CFP

Monthly Sector Report | October 2025 | Site Management

Summary for October 2025

1,941 tickets received across **34** sites

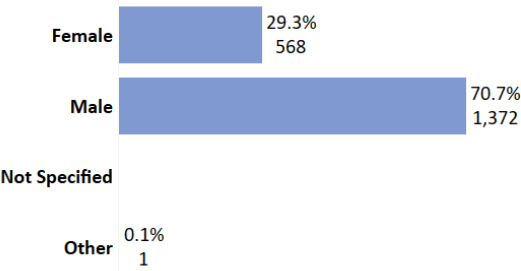
1,373 tickets closed on the spot

568 tickets referred to relevant actors

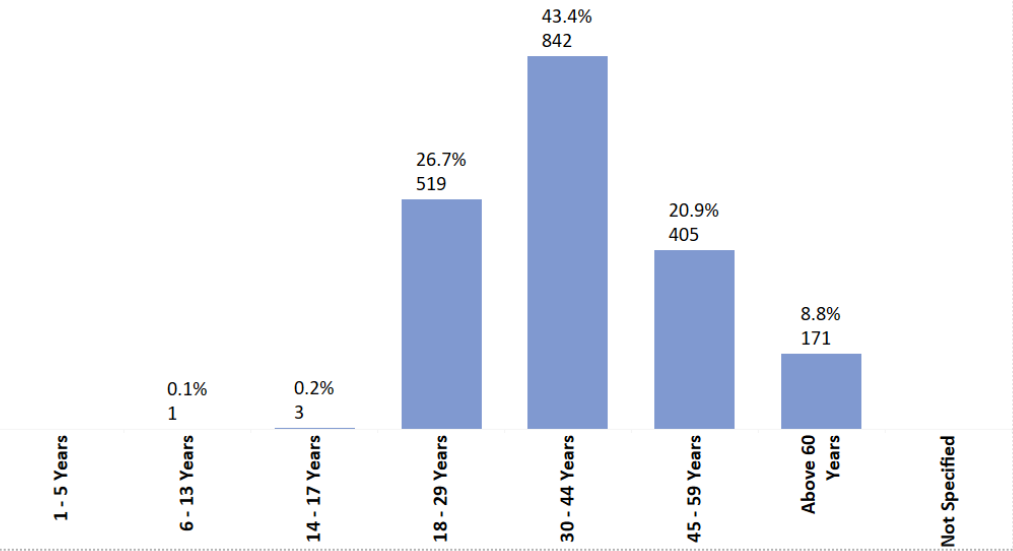
657 responses given by relevant actors

**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	6	2	4	6	0
Camp 01W	122	0	122	83	39
Camp 02E	0	0	0	0	0
Camp 02W	1	0	1	1	0
Camp 03	6	2	4	3	1
Camp 04	3	1	2	3	0
Camp 04 Ext.	2	2	0	2	0
Camp 05	4	0	4	4	0
Camp 06	3	3	0	3	0
Camp 07	14	0	14	10	4
Camp 08E	29	2	27	50	0
Camp 08W	9	4	5	19	0
Camp 09	78	61	17	21	0
Camp 10	10	0	10	17	0
Camp 11	73	50	23	34	0
Camp 12	8	0	8	16	0
Camp 13	18	4	14	5	9
Camp 14	311	301	10	13	0
Camp 15	145	123	22	86	0
Camp 16	17	13	4	31	0
Camp 17	4	3	1	4	0
Camp 18	36	35	1	1	0
Camp 19	59	54	5	1	4
Camp 20	196	170	26	26	0
Camp 20 Ext	243	167	76	81	0
Camp 21	0	0	0	0	0
Camp 22	335	206	129	110	19
Camp 24	89	62	27	16	11
Camp 25	104	104	0	2	0
Camp 26	5	2	3	4	0
Camp 27	3	0	3	3	0
Kutupalong RC	6	0	6	0	6
Nayapara RC	0	0	0	0	0
Transit Center	2	2	0	2	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Cash for Work - Has not been selected for CFV in long time	848	848	0	0	0
Cash for Work - Requested CFV	487	487	0	0	0
Cash for Work - Has not been enrolled	208	0	208	318	0
Electricity Supply - Not working	132	0	132	113	19
Site Management - Solar light (Requesting the new light)	81	0	81	81	0
Solar supply - Not working	68	2	66	19	47
Cash for Work - Payment delayed	35	0	35	32	3
Site Management - Request for information	26	22	4	26	0
Community Conflict - Tree Cutting	10	0	10	23	0
Cash for WWork - Was charged to enroll or be selected	9	0	9	12	0
When is my next Cash for Work rotation day?	9	9	0	6	0
Cash for WWork - Has received less payment than days worked	8	0	8	12	0
Community Conflict - Land & shelter extension	6	0	6	4	2
Relocation - Self-relocation (camp to camp)	6	0	6	6	0
Relocation & Repatriation - Relocation within camp	2	0	2	3	0
Relocation & Repatriation - Repatriation to Myanmar	2	2	0	0	0
When is the next Cash for Work payment day?	2	2	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | October 2025 | WASH

Summary for October 2025

1,441 tickets received across **34** sites

873 tickets closed on the spot

568 tickets referred to relevant actors

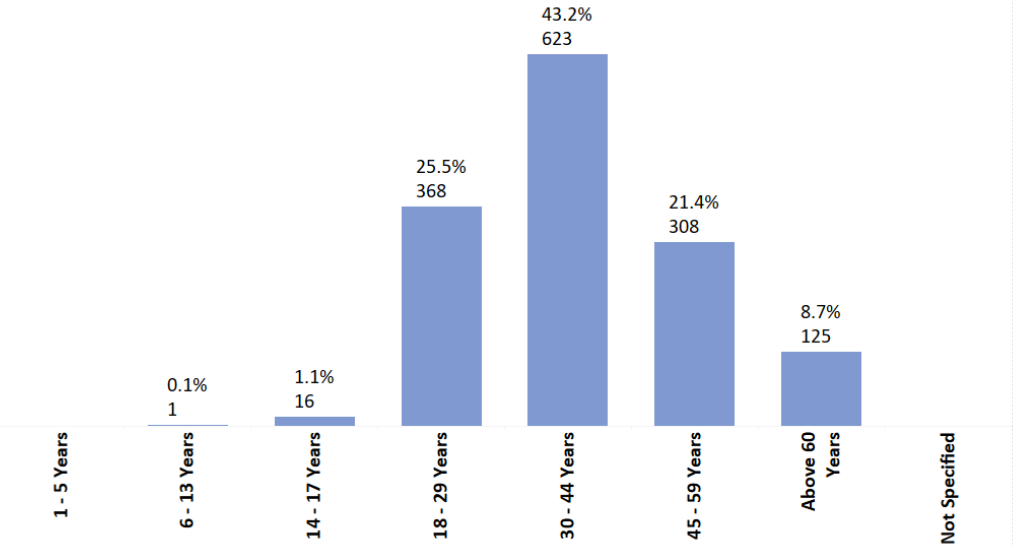
1,248 responses given by relevant actors

**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	22	3	19	22	0
Camp 01W	61	1	60	50	10
Camp 02E	9	4	5	5	0
Camp 02W	3	0	3	0	3
Camp 03	6	6	0	6	0
Camp 04	52	52	0	52	0
Camp 04 Ext.	17	16	1	17	0
Camp 05	19	19	0	19	0
Camp 06	28	25	3	26	0
Camp 07	4	1	3	2	1
Camp 08E	30	20	10	30	0
Camp 08W	100	79	21	83	0
Camp 09	58	35	23	65	0
Camp 10	42	9	33	35	0
Camp 11	43	23	20	36	0
Camp 12	48	25	23	55	0
Camp 13	14	0	14	27	0
Camp 14	26	16	10	14	0
Camp 15	28	6	22	37	0
Camp 16	93	73	20	106	0
Camp 17	64	62	2	62	0
Camp 18	63	60	3	58	0
Camp 19	17	0	17	11	6
Camp 20	43	33	10	0	10
Camp 20 Ext	30	6	24	20	4
Camp 21	43	9	34	43	0
Camp 22	111	101	10	82	0
Camp 24	43	6	37	47	0
Camp 25	132	111	21	72	0
Camp 26	52	15	37	44	0
Camp 27	119	41	78	105	0
Kutupalong RC	3	2	1	3	0
Nayapara RC	5	5	0	5	0
Transit Center	13	9	4	9	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	830	720	110	830	0
Soap & Hygiene Kit - Not enough	113	113	0	0	0
Latrine - Needs desludging	103	0	103	86	17
Latrine - New toilet requested	53	0	53	49	4
Soap & Hygiene Kit - Did not receive	51	0	51	47	4
Bathing Station - Requested	37	0	37	40	0
Latrine - Broken	36	0	36	53	0
Water tap - Requested	34	0	34	21	13
Soap & Hygiene Kit - Additional Requested	29	29	0	0	0
Latrine - Latrine not working properly	25	9	16	16	0
Bathing Station - Broken or Damaged	20	0	20	22	0
Water tap - Not enough water	20	0	20	12	8
Tubewell - Not Working	14	0	14	12	2
WASH - Latrine is not accessible	11	0	11	10	1
Water tap - Poor quality water	11	0	11	8	3
Water tap & Tubewell - Not Working	10	0	10	7	3
Water tap & Tubewell - Requesting new facility	8	0	8	5	3

Common Feedback Platform - CFP

Monthly Sector Report | October 2025 | Health

Summary for October 2025

1,372 tickets received across **34** sites

1,020 tickets closed on the spot

352 tickets referred to relevant actors

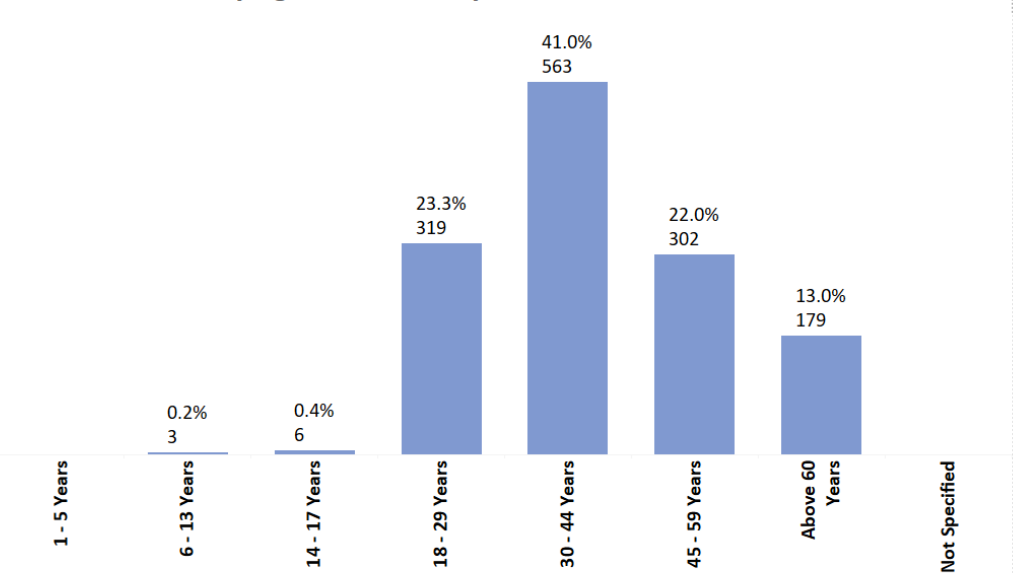
1,313 responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	12	0	12	0	12
Camp 01W	36	10	26	29	0
Camp 02E	8	0	8	0	8
Camp 02W	6	1	5	1	4
Camp 03	13	6	7	6	1
Camp 04	60	48	12	48	0
Camp 04 Ext.	8	6	2	6	0
Camp 05	22	14	8	14	0
Camp 06	17	10	7	11	0
Camp 07	110	55	55	109	0
Camp 08E	9	9	0	8	0
Camp 08W	14	14	0	13	0
Camp 09	31	31	0	32	0
Camp 10	6	6	0	5	0
Camp 11	25	23	2	25	0
Camp 12	36	36	0	36	0
Camp 13	20	20	0	21	0
Camp 14	49	48	1	51	0
Camp 15	101	91	10	132	0
Camp 16	58	58	0	58	0
Camp 17	33	33	0	33	0
Camp 18	134	133	1	135	0
Camp 19	112	111	1	115	0
Camp 20	18	18	0	18	0
Camp 20 Ext	1	1	0	1	0
Camp 21	23	17	6	19	0
Camp 22	1	1	0	1	0
Camp 24	96	85	11	95	0
Camp 25	8	8	0	8	0
Camp 26	87	17	70	87	0
Camp 27	102	38	64	102	0
Kutupalong RC	18	7	11	8	3
Nayapara RC	96	65	31	86	0
Transit Center	2	0	2	0	2

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Health - Request for information	1,259	1,016	243	1,259	0
General Health Card - Did not receive	43	0	43	20	23
Health - Assessment of medical conditions required	42	0	42	1	41
General Health Card - Lost, damaged or Stolen	8	0	8	18	0
Health - Health Facility is not maintaining standards	5	0	5	0	5
From where will I receive medical assistance for treatment?	2	2	0	0	0
General Health Card - Fully filled up	2	0	2	7	0
Health - Identification of Persons with Specific Needs	2	0	2	0	2
Health - MHPSS (continuity of care)	2	0	2	0	2
Medical	2	2	0	0	0
Treatment - Treatment not good quality	2	0	2	3	0
Treatment - Waited too long	2	0	2	0	2
Health - Health facility not open	1	0	1	0	1

Common Feedback Platform - CFP

Monthly Sector Report | October 2025 | Food Security

Summary for October 2025

663 tickets received across **34** sites

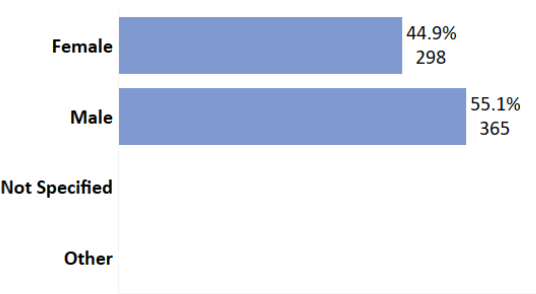
418 tickets closed on the spot

245 tickets referred to relevant actors

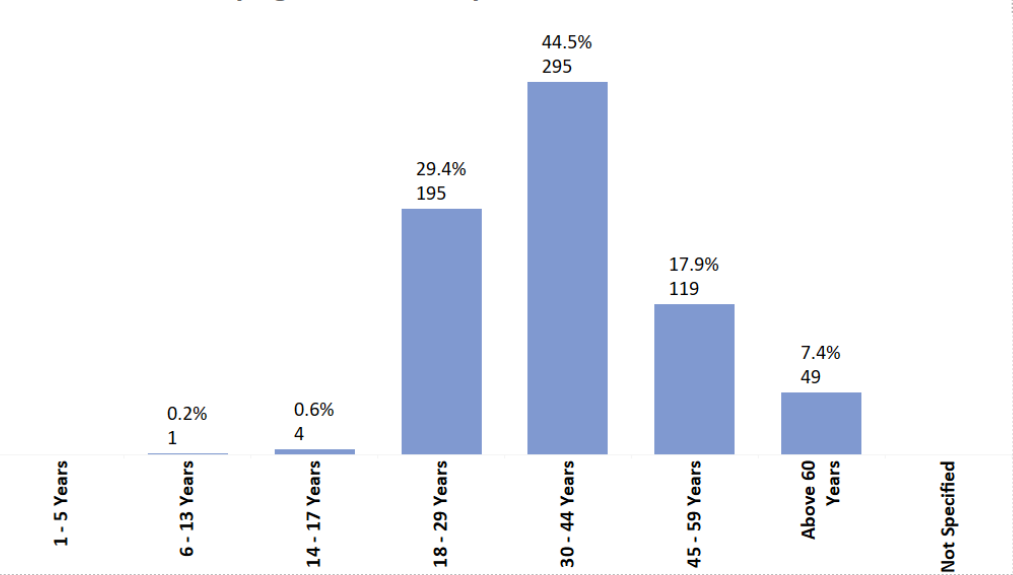
521 responses given by relevant actors

**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	8	6	2	8	0
Camp 02E	4	0	4	3	1
Camp 02W	3	3	0	3	0
Camp 03	29	28	1	28	0
Camp 04	11	6	5	6	0
Camp 04 Ext.	10	9	1	9	0
Camp 05	13	13	0	13	0
Camp 06	10	4	6	4	2
Camp 07	6	3	3	6	0
Camp 08E	19	1	18	16	2
Camp 08W	95	78	17	82	0
Camp 09	11	11	0	11	0
Camp 10	7	2	5	4	1
Camp 11	7	4	3	3	0
Camp 12	34	27	7	31	0
Camp 13	0	0	0	0	0
Camp 14	21	21	0	2	0
Camp 15	6	6	0	1	0
Camp 16	0	0	0	0	0
Camp 17	9	6	3	7	0
Camp 18	6	6	0	4	0
Camp 19	1	1	0	1	0
Camp 20	1	1	0	0	0
Camp 20 Ext	1	0	1	1	0
Camp 21	11	8	3	10	0
Camp 22	28	27	1	0	1
Camp 24	0	0	0	0	0
Camp 25	39	39	0	0	0
Camp 26	42	11	31	41	0
Camp 27	196	66	130	194	0
Kutupalong RC	5	2	3	3	0
Nayapara RC	0	0	0	0	0
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	448	285	163	448	0
Food distributions - Household has not received food	40	0	40	19	21
Food Security related to WFP - Poor quality food items	35	34	1	35	0
Farming supplies - Requested	27	27	0	0	0
Food distributions - Request for more food each month	27	27	0	0	0
Food distributions - Want to purchase more but not allowed	25	25	0	0	0
Food Porters - Requested	23	0	23	9	14
Food distributions - Request for different items or quantities	14	14	0	0	0
Food distributions - Missed Token	10	0	10	9	1
Food distributions - HH wants someone outside their family to collect food	7	0	7	1	6
When is the next food distribution day? When are the food distribution centres open?	6	6	0	0	0
Request for fresh food enlistment - Request for fresh food	1	0	1	0	1

Common Feedback Platform - CFP

Monthly Sector Report | October 2025 | ID Documents

Summary for October 2025

495 tickets received across **34** sites

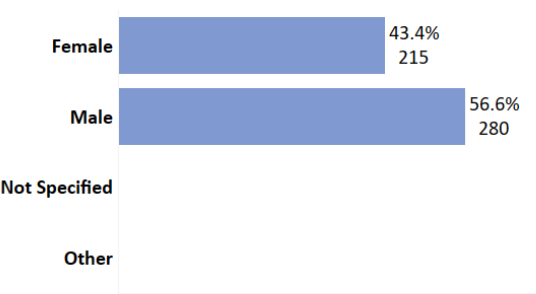
409 tickets closed on the spot

86 tickets referred to relevant actors

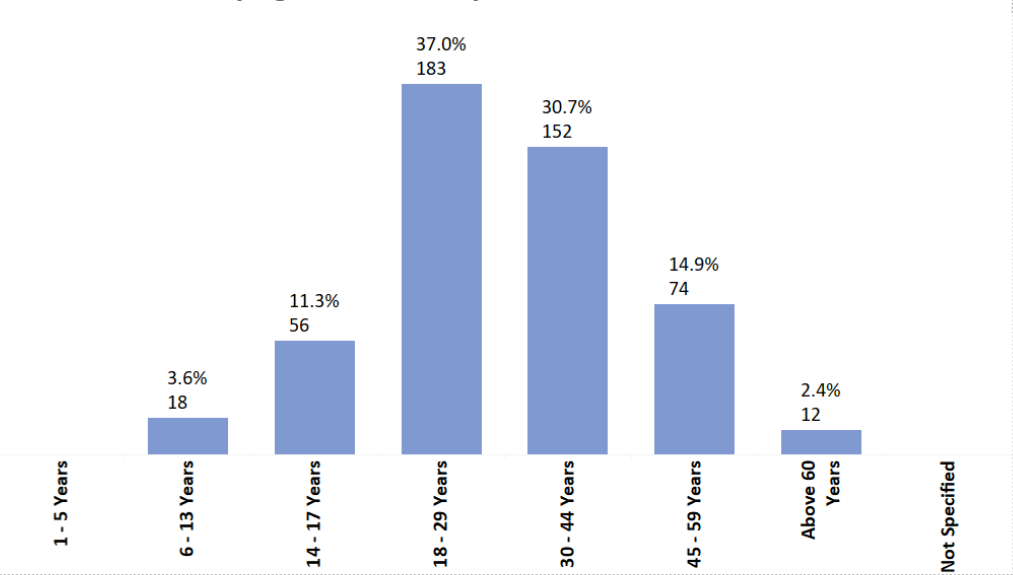
116 responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	3	0	3	3	0
Camp 01W	1	0	1	1	0
Camp 02E	1	0	1	1	0
Camp 02W	0	0	0	0	0
Camp 03	0	0	0	0	0
Camp 04	0	0	0	0	0
Camp 04 Ext.	0	0	0	0	0
Camp 05	1	0	1	0	1
Camp 06	0	0	0	0	0
Camp 07	0	0	0	0	0
Camp 08E	20	6	14	21	0
Camp 08W	23	22	1	0	1
Camp 09	2	1	1	2	0
Camp 10	10	10	0	2	0
Camp 11	0	0	0	2	0
Camp 12	24	12	12	13	0
Camp 13	4	4	0	0	0
Camp 14	133	132	1	0	1
Camp 15	0	0	0	0	0
Camp 16	1	0	1	0	1
Camp 17	0	0	0	0	0
Camp 18	3	1	2	0	2
Camp 19	11	10	1	0	1
Camp 20	19	16	3	1	2
Camp 20 Ext	8	5	3	5	0
Camp 21	0	0	0	0	0
Camp 22	211	188	23	36	0
Camp 24	17	0	17	25	0
Camp 25	3	2	1	4	0
Camp 26	0	0	0	0	0
Camp 27	0	0	0	0	0
Kutupalong RC	0	0	0	0	0
Nayapara RC	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	178	178	0	0	0
SMART Card & Family Attestation - Request for individual SMART card	95	95	0	0	0
SMART Card & Family Attestation - Lost ID Card	69	69	0	0	0
SCOPE Card - Has not received new SCOPE Card	60	0	60	88	0
SMART Card & Family Attestation - HH requests for vulnerability verification (e.g., Elderly headed HH, Child headed HH, Woman ..	21	21	0	0	0
SCOPE Card - Lost	16	0	16	12	4
SCOPE Card - Family Attestation doesn't match SCOPE	9	0	9	13	0
SMART Card & Family Attestation - Biographical Error	9	9	0	0	0
SMART Card & Family Attestation - Lost family attestation card	8	8	0	0	0
SMART Card & Family Attestation - Add New Member	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
SMART Card & Family Attestation - Merge and split	4	4	0	0	0
SMART Card & Family Attestation - Death Case	3	3	0	0	0
What is UNHCR helpline number?	2	2	0	0	0
From where the Family Attestation Card can be updated?	1	1	0	0	0

Common Feedback Platform - CFP

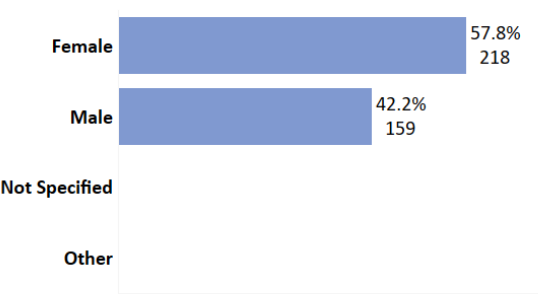
Monthly Sector Report | October 2025 | Livelihood

Summary for October 2025

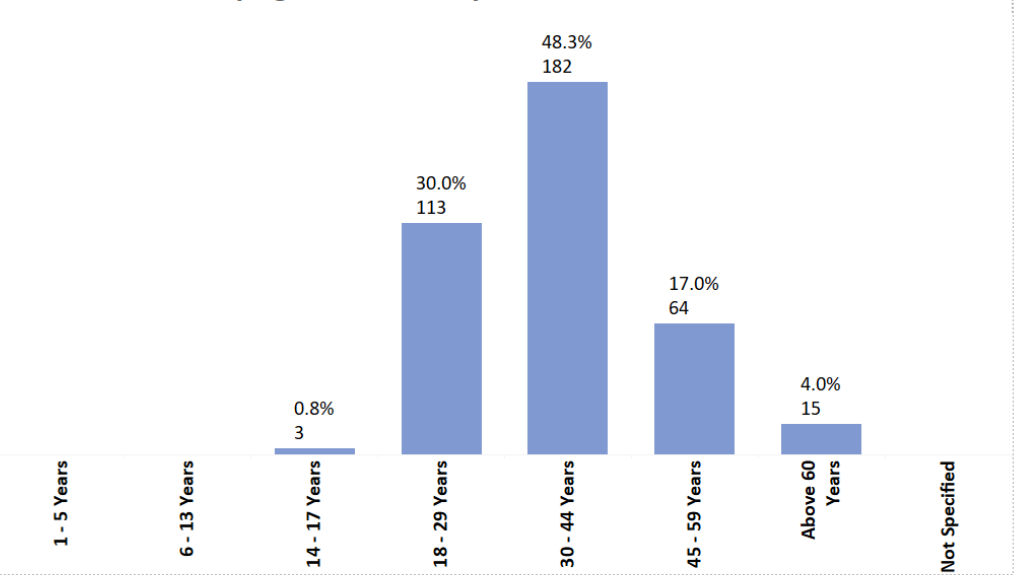
- 377 tickets received across 34 sites
- 365 tickets closed on the spot
- 12 tickets referred to relevant actors
- 377 responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	0	0	0	0	0
Camp 01W	0	0	0	0	0
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	0	0	0	0	0
Camp 04	8	8	0	8	0
Camp 04 Ext.	2	2	0	2	0
Camp 05	0	0	0	0	0
Camp 06	64	64	0	64	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	5	5	0	5	0
Camp 15	130	130	0	130	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	5	5	0	5	0
Camp 20 Ext	13	13	0	13	0
Camp 21	0	0	0	0	0
Camp 22	1	1	0	1	0
Camp 24	61	53	8	61	0
Camp 25	83	83	0	83	0
Camp 26	5	1	4	5	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	377	365	12	377	0

Common Feedback Platform - CFP

Monthly Sector Report | October 2025 | Education

Summary for October 2025

82 tickets received across **34** sites

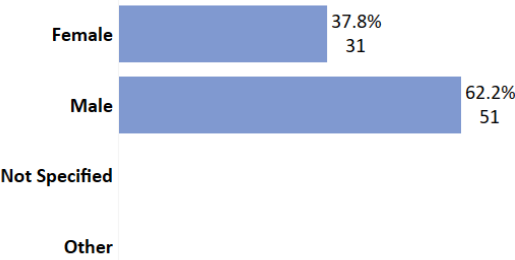
55 tickets closed on the spot

27 tickets referred to relevant actors

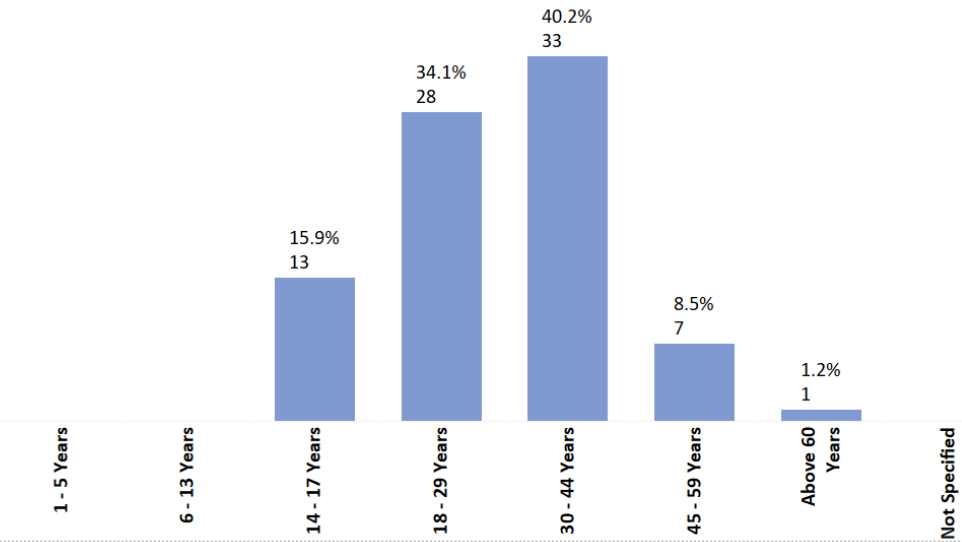
64 responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	0	0	0	0	0
Camp 01W	0	0	0	0	0
Camp 02E	1	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	1	0
Camp 08E	1	0	1	0	1
Camp 08W	0	0	0	0	0
Camp 09	0	0	0	0	0
Camp 10	0	0	0	0	0
Camp 11	3	1	2	0	2
Camp 12	1	1	0	1	0
Camp 13	0	0	0	0	0
Camp 14	1	0	1	1	0
Camp 15	13	13	0	3	0
Camp 16	1	1	0	1	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	3	0	3	1	2
Camp 22	0	0	0	0	0
Camp 24	44	38	6	43	0
Camp 25	0	0	0	0	0
Camp 26	13	1	12	13	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	60	43	17	60	0
Changes to Education - Secondary education requested	14	11	3	1	2
Education - Tertiary Education requested	7	1	6	2	4
Temporary Learning Centre - Enrolment Requested	1	0	1	1	0

Common Feedback Platform - CFP

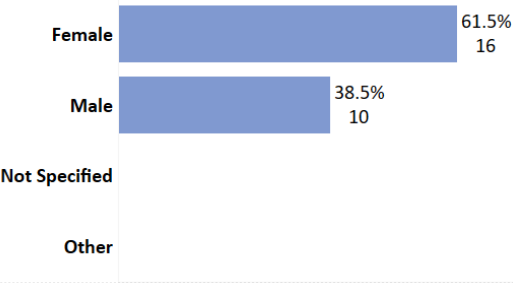
Monthly Sector Report | October 2025 | Nutrition

Summary for October 2025

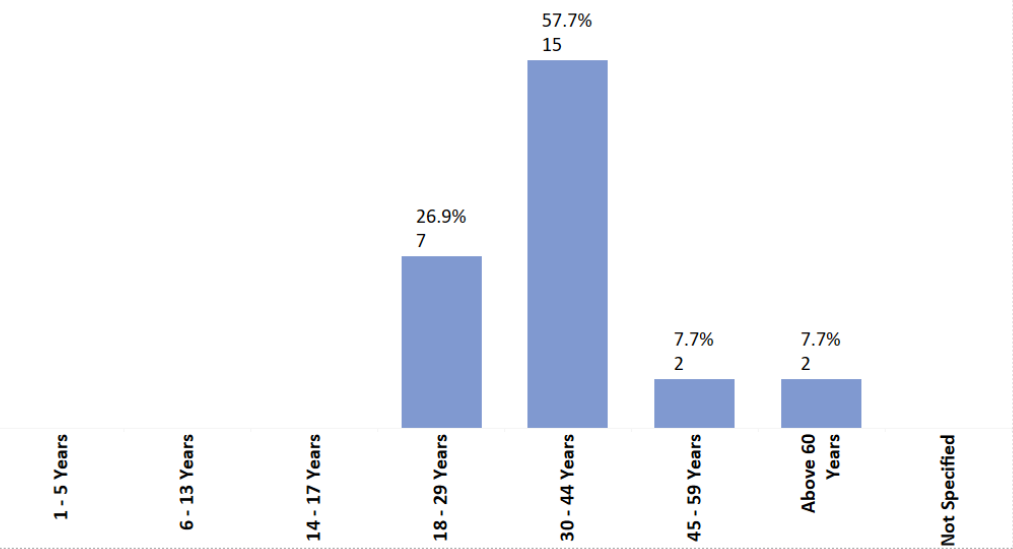
- 26 tickets received across 34 sites
- 19 tickets closed on the spot
- 7 tickets referred to relevant actors
- 22 responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	0	0	0	0	0
Camp 01W	5	3	2	4	0
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	0	0	0	0	0
Camp 04	3	1	2	1	1
Camp 04 Ext.	0	0	0	0	0
Camp 05	1	1	0	1	0
Camp 06	0	0	0	0	0
Camp 07	0	0	0	0	0
Camp 08E	0	0	0	0	0
Camp 08W	0	0	0	0	0
Camp 09	0	0	0	0	0
Camp 10	0	0	0	0	0
Camp 11	0	0	0	0	0
Camp 12	0	0	0	0	0
Camp 13	0	0	0	0	0
Camp 14	0	0	0	0	0
Camp 15	0	0	0	0	0
Camp 16	0	0	0	0	0
Camp 17	0	0	0	0	0
Camp 18	13	13	0	13	0
Camp 19	0	0	0	0	0
Camp 20	0	0	0	0	0
Camp 20 Ext	0	0	0	0	0
Camp 21	1	0	1	0	1
Camp 22	0	0	0	0	0
Camp 24	0	0	0	0	0
Camp 25	0	0	0	0	0
Camp 26	3	1	2	3	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	22	19	3	22	0
Nutrition Assistance - Did not receive distribution	2	0	2	0	2
Nutrition Assistance - Requested	2	0	2	0	2