ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

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:

- **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.
- **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.
- **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.
- **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.
- **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:

- **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.
- **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.
- **Request for Humanitarian Service:** Requests for specific assistance such as food, shelter, WASH or medical aid and others.
- **Request for Information:** Inquiries seeking details about services, processes, or rights.
- **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.

CFM Implementers and Data Contributors: IOM UN MIGRATION | UNHCR The UN Refugee Agency | brac | ACTED | actionaid | DRC DANISH REFUGEE COUNCIL

CFM Report Designed and Produced by NPM: IOM • OIM NPM Needs and Population Monitoring THE UN MIGRATION AGENCY

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Cumulative Report | February 2025 - January 2026

Cumulative Data for Feb 2025 - Jan 2026

376,619 tickets received across **34** sites

182,046 tickets closed on the spot

194,573 tickets referred by **6** actors

240,493 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	February	March	April	May	June	July	August	September	October	November	December	January	Grand Total
Education	37	77	94	37	65	41	75	65	82	57	53	36	719
Energy & Environment	2,879	1,922	2,943	2,089	2,009	4,034	1,988	2,931	3,582	5,379	4,661	3,292	37,709
Food Security	429	318	1,833	1,074	1,340	760	780	664	663	700	622	846	10,029
Health	919	776	926	649	738	741	1,085	1,139	1,372	1,468	970	565	11,348
ID Documents	4,305	4,110	517	562	399	496	438	486	495	506	346	503	13,163
Livelihood	141	226	192	153	182	139	153	211	377	393	600	228	2,995
Nutrition	1,579	1,069	8	3	7	4	9	19	26	7	3	2	2,736
Protection	2,508	2,207	5,640	2,686	2,592	4,319	4,254	4,414	4,757	3,326	2,808	1,599	41,110
Shelter & NFI	9,449	8,963	13,973	13,754	16,310	14,352	13,551	14,114	11,005	7,160	4,973	8,352	135,956
Site Development	4,426	3,955	5,407	5,455	6,149	6,363	5,889	4,975	5,416	4,316	3,209	4,249	59,809
Site Management	4,359	4,745	3,443	3,981	3,810	1,996	3,002	2,409	1,941	6,637	5,720	2,315	44,358
WASH	1,533	2,012	1,391	1,278	1,111	1,409	1,417	1,241	1,441	1,557	1,155	1,142	16,687

Cumulative Tickets per Month

	February	March	April	May	June	July	August	September	October	November	December	January	Grand Total
Total Received	32,564	30,380	36,367	31,721	34,712	34,654	32,641	32,668	31,157	31,506	25,120	23,129	376,619
Total Closed on the Spot	17,580	17,459	14,088	12,539	15,804	12,851	16,070	16,577	15,371	17,272	14,580	11,855	182,046
Total Referred	14,984	12,921	22,279	19,182	18,908	21,803	16,571	16,091	15,786	14,234	10,540	11,274	194,573
Total Replies	22,721	26,290	18,224	16,384	22,160	19,516	23,246	20,368	21,033	20,253	17,163	13,135	240,493

Top Tickets Received by Gender

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	20,891	29,153		
Damage to shelter - Shelter damaged by weather	12,210	19,978		
Pathway - Damaged, broken, or needs improvement	5,768	9,329		
Slope Protection (erosion) - Requested	5,592	6,822	2	
Slope Protection (erosion) - Damaged, broken, or needs improvement	4,234	7,981	1	
Cash for Work - Has not been selected for CfW in long time	3,160	7,876	3	
LPG Gas - Not enough for family	2,680	6,185		
NFI - Request additional materials	2,295	6,351	2	
Shelter Materials - Request additional materials	2,129	4,947	2	
Shelter Materials - Missed Distribution	2,644	3,691		
Cash for Work - Requested CfW	1,574	4,702	4	
Cash for Work - Has not been enrolled	823	2,101	1	
Cooking Stove - Broken or not working	459	1,696		
SMART Card & Family Attestation - Add New Born	544	1,296		

Cumulative Tickets by Camp | AOR

HCR

	Camp 01E	Camp 01W	Camp 02E	Camp 02W	Camp 03	Camp 04	Camp 04 Ext.	Camp 05	Camp 06	Camp 07	Camp 17	Camp 21	Camp 26	Camp 27	Kutupalong RC	Nayapara RC	Transit Center
Total Received	16,111	18,263	10,523	8,070	7,914	17,530	4,043	9,072	11,152	16,111	10,816	9,290	14,219	13,390	6,933	10,748	2,811
Total Closed on the Spot	3,240	3,585	1,720	1,101	4,309	10,292	2,031	4,491	5,590	1,685	6,556	2,789	3,242	4,562	2,100	4,713	2,086
Total Referred	12,871	14,678	8,803	6,969	3,605	7,238	2,012	4,581	5,562	14,426	4,260	6,501	10,977	8,828	4,833	6,035	725
Total Replies	6,640	9,185	3,341	3,877	5,016	13,690	2,495	5,120	8,296	5,380	7,246	5,234	9,807	9,964	4,296	6,196	2,318

IOM

	Camp 08E	Camp 08W	Camp 09	Camp 10	Camp 11	Camp 12	Camp 13	Camp 14	Camp 15	Camp 16	Camp 18	Camp 19	Camp 20	Camp 20 Ext	Camp 22	Camp 24	Camp 25	Grand Total
Total Received	8,615	12,105	10,171	10,023	10,354	10,115	9,304	11,081	14,114	10,466	11,704	10,519	7,653	7,368	24,037	12,416	9,578	376,619
Total Closed on the Spot	3,105	7,232	6,585	4,883	4,882	5,252	2,062	9,029	9,052	6,564	8,820	5,745	4,988	4,562	20,144	7,060	7,989	182,046
Total Referred	5,510	4,873	3,586	5,140	5,472	4,863	7,242	2,052	5,062	3,902	2,884	4,774	2,665	2,806	3,893	5,356	1,589	194,573
Total Replies	8,549	9,726	7,725	9,757	8,800	9,446	9,345	3,757	11,831	8,312	7,895	5,778	3,510	3,437	8,754	10,440	5,330	240,493

CFM Implementers and Data Contributors: IOM UN MIGRATION, UNHCR The UN Refugee Agency, DRC Danish Refugee Council, brac, ACTED, actionaid

CFM Report Designed and Produced by NPM: IOM • OIM NPM THE UN MIGRATION AGENCY

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 ticke 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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Common Feedback Platform - CFP

Monthly Overview | January 2026

Summary for January 2026

23,129 tickets received across **34** sites

11,855 tickets closed on the spot*

11,274 tickets referred to relevant actors

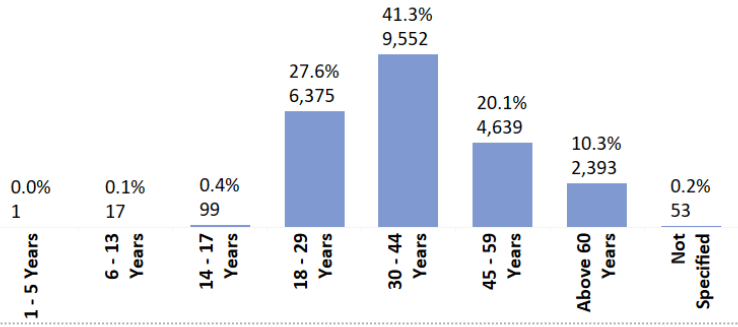
13,135 responses given by relevant actors

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

**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.*

**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 Open Tickets this Month

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	1,110	1,217		
Pathway - Damaged, broken, or needs improvement	212	207		
Shelter Materials - Missed Distribution	109	230		
Protection - Request for Protection Interventions	122	134		
LPG Gas - Lost or stolen cylinder	64	178		
Slope Protection (erosion) - Requested	145	96		
Request for Protection Interventions	94	121		
Shelter Number - Requested	93	107		
NFI - Missed Distribution	79	83		
LPG Gas - Not enough for family	63	83		
Damage to shelter - Shelter damaged by weather	36	40		
Drainage - Drain Requested	35	24		
Soap & Hygiene Kit - Did not receive	16	23		
Cooking Stove - Lost or stolen		41		
General Health Card - Lost, damaged or Stolen	11	17		
Request for additional room - Request for new room	8	19		
Water tap - Requested	19	7		

Tickets Received this Month by Camp | AoR

		Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
HCR	Camp 01E	1,027	425	602	654	0
	Camp 01W	982	327	655	443	212
	Camp 02E	55	0	55	25	30
	Camp 02W	51	0	51	15	36
	Camp 03	543	279	264	305	0
	Camp 04	1,249	756	493	776	0
	Camp 04 Ext.	206	86	120	91	29
	Camp 05	609	340	269	358	0
	Camp 06	66	14	52	48	4
	Camp 07	72	1	71	29	42
	Camp 17	758	474	284	508	0
	Camp 21	885	280	605	374	231
	Camp 26	873	242	631	544	87
	Camp 27	10	0	10	0	10
	Kutupalong RC	421	188	233	223	10
	Nayapara RC	489	128	361	332	29
	Transit Center	64	17	47	50	0
IOM	Camp 08E	662	138	524	429	95
	Camp 08W	695	264	431	425	6
	Camp 09	674	379	295	470	0
	Camp 10	579	145	434	437	0
	Camp 11	687	307	380	664	0
	Camp 12	803	317	486	710	0
	Camp 13	543	84	459	505	0
	Camp 14	980	745	235	341	0
	Camp 15	1,221	854	367	804	0
	Camp 16	1,908	759	1,149	730	419
	Camp 18	1,017	750	267	714	0
	Camp 19	455	146	309	308	1
	Camp 20	373	204	169	243	0
	Camp 20 Ext	465	221	244	374	0
	Camp 22	2,374	2,064	310	775	0
	Camp 24	769	560	209	254	0
	Camp 25	564	361	203	177	26

Tickets Received this Month by Sector, Camp | AoR

HCR

Sector	Camp 01E	Camp 01W	Camp 02E	Camp 02W	Camp 03	Camp 04	Camp 04 Ext.	Camp 05	Camp 06	Camp 07	Camp 17	Camp 21	Camp 26	Camp 27	Kutupalong RC	Nayapara RC	Transit Center
Shelter & NFI	782	676	25	9	334	741	119	323	39	28	444	323	502	2	232	110	
Site Development	73	161	1	1	31	50		76	4	6	72	151	39		57	39	
Food Security	61	28		5	32	108	7	32	1	6	15	45	42		43		20
Protection	53	67	22	30	44	85	21	43	16	21	75	33	108	5	60	265	30
Energy & Environment	37	28	6	5	64	212	32	79	6	6	79	229	87	3	17	3	12
Site Management	10	10		1	19	10	9	32		3	9	20	31				
Health	7	3			13	14	8	7		1	23	18	30		5	70	2
WASH	4	7			5	18	4	15		1	41	66	11		6	1	
Nutrition					1												
Livelihood		1				11	6						17				
ID Documents																	
Education		1	1					2					6		1	1	

IOM

Sector	Camp 08E	Camp 08W	Camp 09	Camp 10	Camp 11	Camp 12	Camp 13	Camp 14	Camp 15	Camp 16	Camp 18	Camp 19	Camp 20	Camp 20 Ext	Camp 22	Camp 24	Camp 25
Shelter & NFI	38	123	126	125	85	275	176	131	137	928	376	81	35	44	652	210	121
Site Development	327	330	214	271	285	280	236	205	269	139	176	202	104	124	150	66	110
Food Security	13	14	7	20	1	22		34	87	14	17	1	4		99	2	66
Protection	38	27	79	37	126	45	37	34	46	28	12	7	6	5	37	24	33
Energy & Environment	87	169	116	24	24	90	21	143	98	528	222	36	44	20	591	94	80
Site Management	83	9	57	20	92	15	28	297	157	23	97	60	144	247	438	300	94
Health	1		26	2	28	9	6	40	126	67	57				1		1
WASH	63	19	44	73	36	57	36	29	100	80	59	60	27	10	163	48	59
Nutrition				1													
Livelihood					2				191								
ID Documents	12	3	4	6	2	10	2	64		101	1	7	9	15	243	24	
Education		1	1		6		1	3	10			1				1	

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Common Feedback Platform - CFP

Monthly Camp Report | January 2026 | Camp 01E

Summary for January 2026

1,027 tickets received in this camp

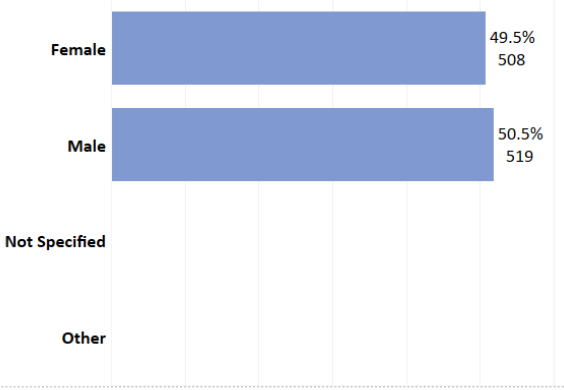
425 tickets closed on the spot*

602 tickets referred to relevant actors

654 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.*

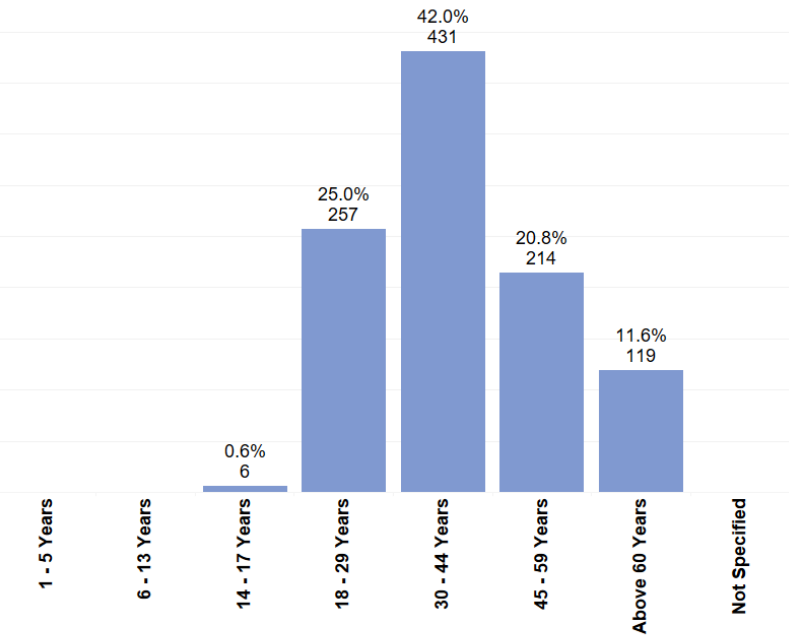
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	454	0	454	183	271
Shelter & NFI - Request for information	311	311	0	311	0
Food Security - Request for information	53	53	0	53	0
Pathway - Damaged, broken, or needs improvement	48	0	48	5	43
Energy & Environment - Request for Information	27	27	0	27	0
Protection - Request for Protection Interventions	19	0	19	12	7
Request for Protection Interventions	19	0	19	11	8
Protection - Request for information	15	10	5	15	0
Slope Protection (erosion) - Requested	12	0	12	1	11
LPG Gas - Not enough for family	10	0	10	1	9
Site Development - Request for information	10	10	0	10	0
Site Management - Request for information	10	10	0	10	0
Damage to shelter - Shelter damaged by weather	7	0	7	6	1
Food distributions - Household has not received food	7	0	7	0	7
Shelter Materials - Request additional materials	5	0	5	3	2
Health - Assessment of medical conditions required	3	0	3	0	3
Health - Request for information	3	3	0	3	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Food Security	Protection	Energy & Environment	Site Management	Health	WASH	Education	ID Documents	Livelihood	Nutrition
Tickets Received	782	73	61	53	37	10	7	4	0	0	0	0
Total Closed on the Spot	311	10	53	10	27	10	3	1	0	0	0	0
Total Referred	471	63	8	43	10	0	4	3	0	0	0	0
Total Replies	504	17	53	38	28	10	3	1	0	0	0	0
Open Tickets	0	46	0	5	0	0	1	2	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Damage to shelter - Shelter damaged over time	271
Pathway - Damaged, broken, or needs improvement	43
Slope Protection (erosion) - Requested	11
LPG Gas - Not enough for family	9
Request for Protection Interventions	8
Food distributions - Household has not received food	7
Protection - Request for Protection Interventions	7
Health - Assessment of medical conditions required	3
Drainage - Blocked or Water logging	2
Latrine - Needs desludging	2
Request for additional room - Request for new room	2
Shelter Materials - Request additional materials	2
Bathing Station - Broken or Damaged	1
Damage to shelter - Shelter damaged by weather	1
Food Porters - Requested	1
Health - MHPSS continuity of care	1
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report |January 2026 | Camp 01W

Summary for January 2026

982 tickets received in this camp

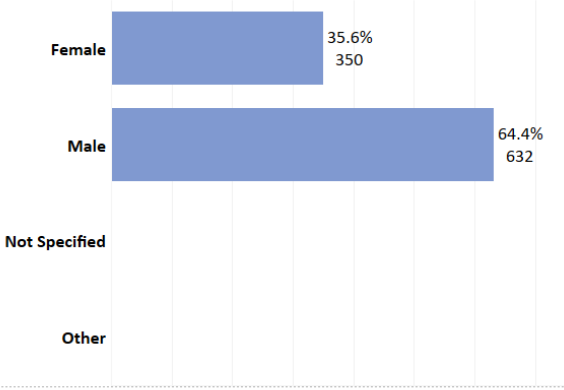
327 tickets closed on the spot*

655 tickets referred to relevant actors

443 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.*

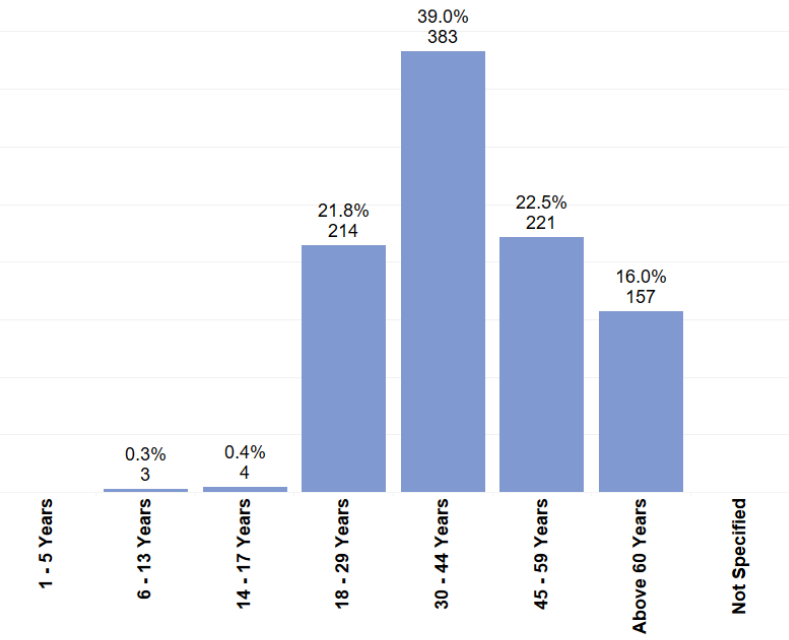
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	397	0	397	7	390
Shelter & NFI - Request for information	264	250	14	264	0
Pathway - Damaged, broken, or needs improvement	106	0	106	0	106
Site Development - Request for information	54	42	12	54	0
Protection - Request for information	31	9	22	31	0
Food Security - Request for information	27	6	21	27	0
Energy & Environment - Request for Information	19	10	9	19	0
Protection - Request for Protection Interventions	18	0	18	8	10
Request for Protection Interventions	18	0	18	9	9
Damage to shelter - Shelter damaged by weather	12	0	12	5	7
Site Management - Request for information	10	7	3	10	0
LPG Gas - Not enough for family	9	0	9	1	8
WASH - Request for information	3	3	0	3	0
Shelter Materials - Request additional materials	2	0	2	1	1
Bathing Station - Broken or Damaged	1	0	1	0	1
Drainage - Blocked or Water logging	1	0	1	0	1
Education - Request for information	1	0	1	1	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Protection	Energy & Environment	Food Security	Site Management	WASH	Health	Education	Livelihood	ID Documents	Nutrition
Tickets Received	676	161	67	28	28	10	7	3	1	1	0	0
Total Closed on the Spot	250	42	9	10	6	7	3	0	0	0	0	0
Total Referred	426	119	58	18	22	3	4	3	1	1	0	0
Total Replies	278	54	48	20	27	10	3	1	1	1	0	0
Open Tickets	148	65	10	0	0	0	1	2	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Damage to shelter - Shelter damaged over time	390
Pathway - Damaged, broken, or needs improvement	106
Protection - Request for Protection Interventions	10
Request for Protection Interventions	9
LPG Gas - Not enough for family	8
Damage to shelter - Shelter damaged by weather	7
Bathing Station - Broken or Damaged	1
Drainage - Blocked or Water logging	1
Health - Assessment of medical conditions required	1
Health - Identification of Persons with Specific Needs	1
Latrine - Latrine not working properly	1
Latrine - Locked by someone	1
Latrine - Needs desludging	1
Request for fresh food enlistment - Request for fresh food	1
Shelter Materials - Request additional materials	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report | January 2026 | Camp 02E

Summary for January 2026

55 tickets received in this camp

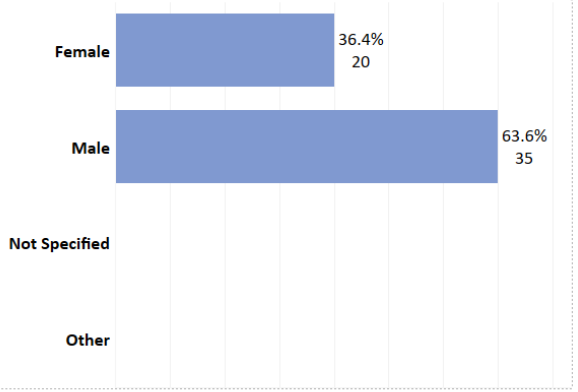
0 tickets closed on the spot*

55 tickets referred to relevant actors

25 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.*

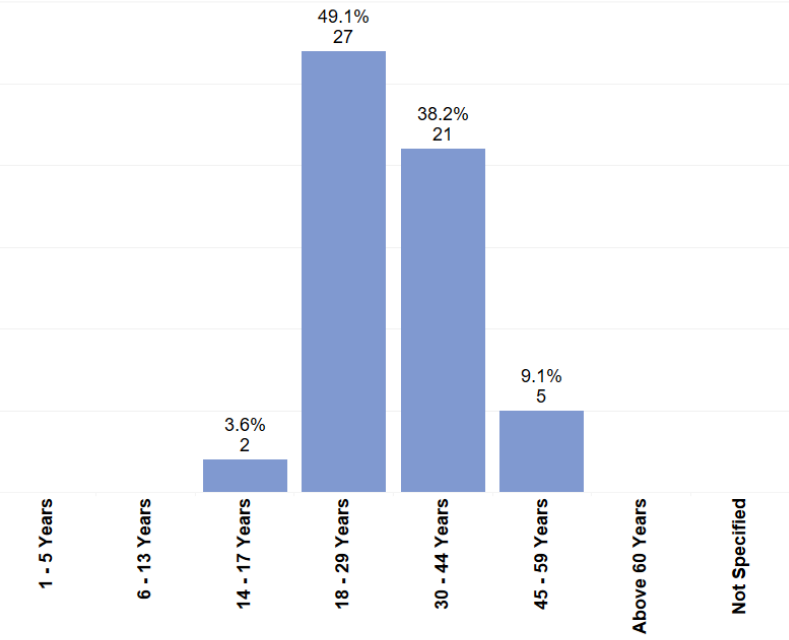
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	20	0	20	8	12
Protection - Request for information	12	0	12	12	0
Protection - Request for Protection Interventions	7	0	7	1	6
LPG Gas - Not enough for family	6	0	6	0	6
Shelter Materials - Request additional materials	5	0	5	1	4
Request for Protection Interventions	3	0	3	2	1
Pathway - Damaged, broken, or needs improvement	1	0	1	0	1
Temporary Learning Centre - Poor quality teaching or instruction	1	0	1	1	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Protection	Energy & Environment	Education	Site Development	Food Security	Health	ID Documents	Livelihood	Nutrition	Site Management	WASH
Tickets Received	25	22	6	1	1	0	0	0	0	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0	0
Total Referred	25	22	6	1	1	0	0	0	0	0	0	0
Total Replies	9	15	0	1	0	0	0	0	0	0	0	0
Open Tickets	16	7	6	0	1	0	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Damage to shelter - Shelter damaged over time	12
LPG Gas - Not enough for family	6
Protection - Request for Protection Interventions	6
Shelter Materials - Request additional materials	4
Pathway - Damaged, broken, or needs improvement	1
Request for Protection Interventions	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report |January 2026 | Camp 02W

Summary for January 2026

51 tickets received in this camp

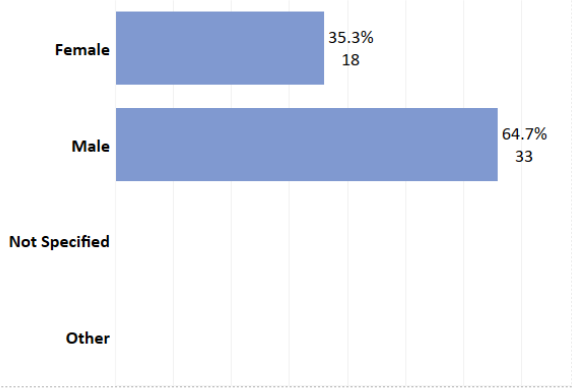
0 tickets closed on the spot*

51 tickets referred to relevant actors

15 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.*

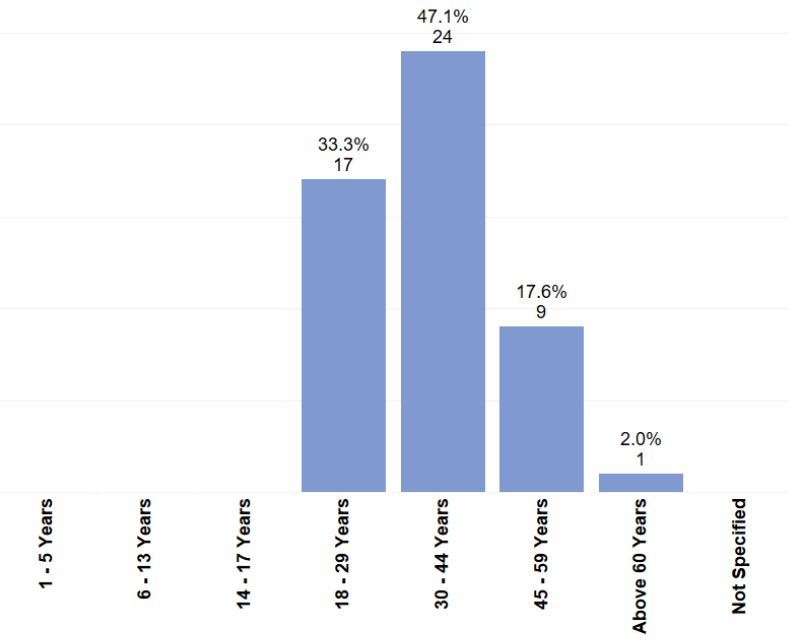
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Request for Protection Interventions	15	0	15	2	13
Protection - Request for information	8	0	8	8	0
Damage to shelter - Shelter damaged over time	7	0	7	3	4
Protection - Request for Protection Interventions	7	0	7	0	7
LPG Gas - Not enough for family	5	0	5	0	5
Food distributions - Household has not received food	4	0	4	0	4
Damage to shelter - Shelter damaged by weather	1	0	1	0	1
Pathway - Damaged, broken, or needs improvement	1	0	1	1	0
Relocation & Repatriation - Relocation within camp	1	0	1	0	1
Request for fresh food enlistment - Request for fresh food	1	0	1	0	1
Shelter Materials - Request additional materials	1	0	1	1	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Protection	Shelter & NFI	Energy & Environment	Food Security	Site Development	Site Management	Education	Health	ID Documents	Livelihood	Nutrition	WASH
Tickets Received	30	9	5	5	1	1	0	0	0	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0	0
Total Referred	30	9	5	5	1	1	0	0	0	0	0	0
Total Replies	10	4	0	0	1	0	0	0	0	0	0	0
Open Tickets	20	5	5	5	0	1	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Request for Protection Interventions	13
Protection - Request for Protection Interventions	7
LPG Gas - Not enough for family	5
Damage to shelter - Shelter damaged over time	4
Food distributions - Household has not received food	4
Damage to shelter - Shelter damaged by weather	1
Relocation & Repatriation - Relocation within camp	1
Request for fresh food enlistment - Request for fresh food	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report |January 2026 | Camp 03

Summary for January 2026

543 tickets received in this camp

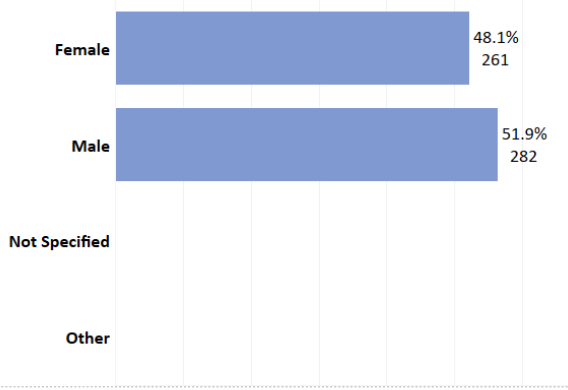
279 tickets closed on the spot*

264 tickets referred to relevant actors

305 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.*

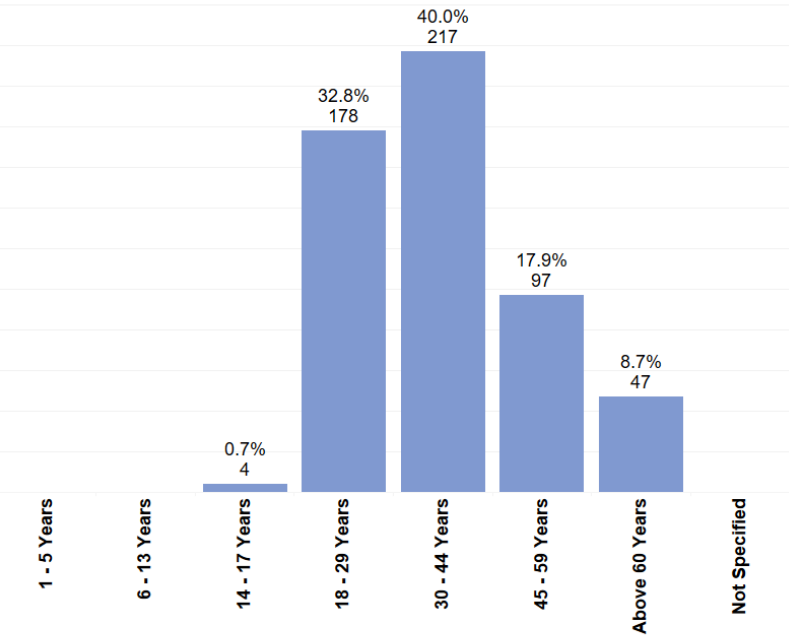
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	172	0	172	0	172
Shelter & NFI - Request for information	152	152	0	152	0
Energy & Environment - Request for Information	45	45	0	45	0
Food Security - Request for information	29	29	0	29	0
Pathway - Damaged, broken, or needs improvement	21	0	21	2	19
LPG Gas - Not enough for family	19	0	19	0	19
Protection - Request for information	18	12	6	18	0
Site Management - Request for information	18	18	0	18	0
Protection - Request for Protection Interventions	14	0	14	8	6
Request for Protection Interventions	12	0	12	6	6
Health - Request for information	11	7	4	11	0
Site Development - Request for information	10	10	0	10	0
WASH - Request for information	5	5	0	5	0
Damage to shelter - Shelter damaged by weather	3	0	3	0	3
Food distributions - Household has not received food	2	0	2	0	2
Request for additional room - Request for new room	2	0	2	0	2
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	2	0	2	0	2

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Energy & Environment	Protection	Food Security	Site Development	Site Management	Health	WASH	Nutrition	Education	ID Documents	Livelihood
Tickets Received	334	64	44	32	31	19	13	5	1	0	0	0
Total Closed on the Spot	152	45	12	29	10	18	7	5	1	0	0	0
Total Referred	182	19	32	3	21	1	6	0	0	0	0	0
Total Replies	152	45	32	29	12	18	11	5	1	0	0	0
Open Tickets	30	0	0	0	9	0	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Damage to shelter - Shelter damaged over time	172
LPG Gas - Not enough for family	19
Pathway - Damaged, broken, or needs improvement	19
Protection - Request for Protection Interventions	6
Request for Protection Interventions	6
Damage to shelter - Shelter damaged by weather	3
Food distributions - Household has not received food	2
Request for additional room - Request for new room	2
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	2
Shelter Materials - Request additional materials	2
Food Porters - Requested	1
Health - Identification of Persons with Specific Needs Elderly refugee	1
Health - MHPSS continuity of care	1
Relocation & Repatriation - Relocation within camp	1
Shelter & NFI - NFI Concern related to distribution modality facility quality location	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report | January 2026 | Camp 04

Summary for January 2026

1,249 tickets received in this camp

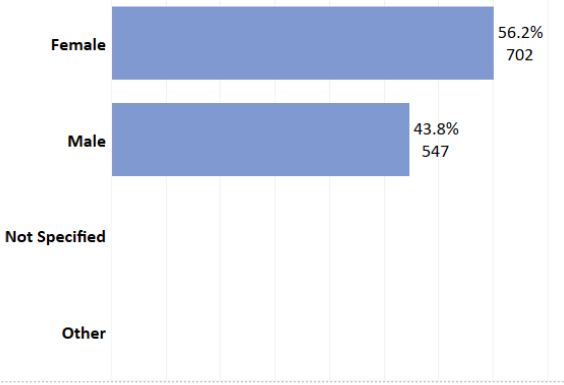
756 tickets closed on the spot*

493 tickets referred to relevant actors

776 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.*

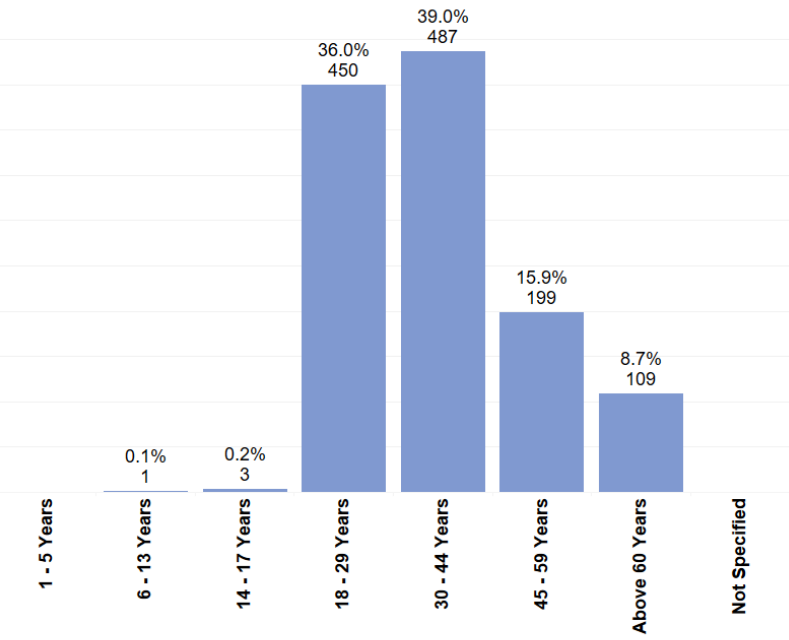
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter & NFI - Request for information	369	362	7	369	0
Damage to shelter - Shelter damaged over time	348	0	348	0	348
Energy & Environment - Request for Information	193	193	0	193	0
Food Security - Request for information	95	95	0	95	0
Protection - Request for information	48	46	2	48	0
Pathway - Damaged, broken, or needs improvement	34	0	34	0	34
LPG Gas - Not enough for family	19	0	19	0	19
Protection - Request for Protection Interventions	19	0	19	5	14
Request for Protection Interventions	18	0	18	6	12
WASH - Request for information	18	18	0	18	0
Site Development - Request for information	14	14	0	14	0
Livelihood - Request for information	11	11	0	11	0
Food distributions - Household has not received food	10	0	10	0	10
Damage to shelter - Shelter damaged by weather	9	0	9	0	9
Health - Request for information	9	9	0	9	0
Site Management - Request for information	7	7	0	7	0
Shelter Materials - Request additional materials	6	0	6	0	6

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Energy & Environment	Food Security	Protection	Site Development	WASH	Health	Livelihood	Site Management	Education	ID Documents	Nutrition
Tickets Received	741	212	108	85	50	18	14	11	10	0	0	0
Total Closed on the Spot	363	193	95	46	14	18	9	11	7	0	0	0
Total Referred	378	19	13	39	36	0	5	0	3	0	0	0
Total Replies	370	193	95	59	14	18	9	11	7	0	0	0
Open Tickets	8	0	0	0	22	0	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Damage to shelter - Shelter damaged over time	348
Pathway - Damaged, broken, or needs improvement	34
LPG Gas - Not enough for family	19
Protection - Request for Protection Interventions	14
Request for Protection Interventions	12
Food distributions - Household has not received food	10
Damage to shelter - Shelter damaged by weather	9
Shelter Materials - Request additional materials	6
General Health Card - Did not receive	5
Request for additional room - Request for new room	4
Shelter & NFI - NFI Concern related to distribution modality facility quality location	3
Stairs - Damaged, broken, or needs improvement	2
Cash for Work - Payment delayed	1
Electricity Supply - Not working	1
Food Security - Issue with collector	1
Food Security - Issue with distribution item	1
Relocation & Repatriation - Relocation within camp	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report |January 2026 | Camp 04 Ext.

Summary for January 2026

206 tickets received in this camp

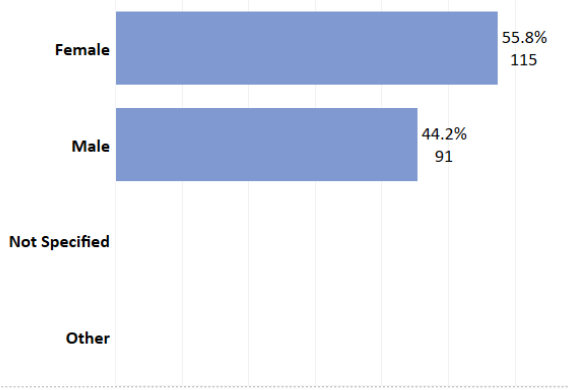
86 tickets closed on the spot*

120 tickets referred to relevant actors

91 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.*

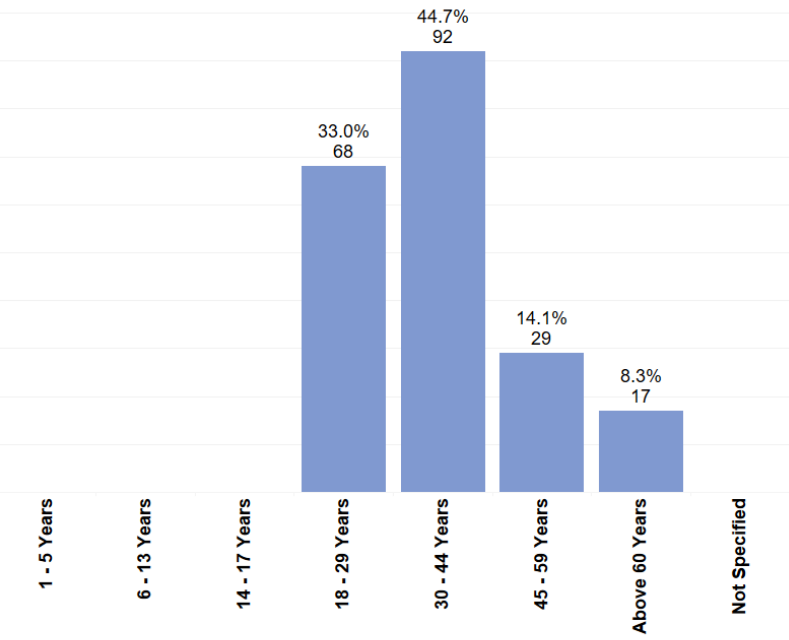
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	62	0	62	0	62
Damage to shelter - Shelter damaged by weather	42	0	42	0	42
Energy & Environment - Request for Information	31	30	1	31	0
Protection - Request for information	14	13	1	14	0
Shelter & NFI - Request for information	14	11	3	14	0
Site Management - Request for information	8	8	0	8	0
Food Security - Request for information	7	7	0	7	0
Health - Request for information	7	7	0	7	0
Livelihood - Request for information	6	6	0	6	0
Protection - Request for Protection Interventions	6	0	6	0	6
WASH - Request for information	4	4	0	4	0
LPG Gas - Not enough for family	1	0	1	0	1
Relocation & Repatriation - Relocation within camp	1	0	1	0	1
Request for Protection Interventions	1	0	1	0	1
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	1	0	1	0	1
Treatment - Waited too long	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Energy & Environment	Protection	Site Management	Health	Food Security	Livelihood	WASH	Education	ID Documents	Nutrition	Site Development
Tickets Received	119	32	21	9	8	7	6	4	0	0	0	0
Total Closed on the Spot	11	30	13	8	7	7	6	4	0	0	0	0
Total Referred	108	2	8	1	1	0	0	0	0	0	0	0
Total Replies	14	31	14	8	7	7	6	4	0	0	0	0
Open Tickets	94	0	0	0	0	0	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Damage to shelter - Shelter damaged over time	62
Damage to shelter - Shelter damaged by weather	42
Protection - Request for Protection Interventions	6
LPG Gas - Not enough for family	1
Relocation & Repatriation - Relocation within camp	1
Request for Protection Interventions	1
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	1
Treatment - Waited too long	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report |January 2026 | Camp 05

Summary for January 2026

609 tickets received in this camp

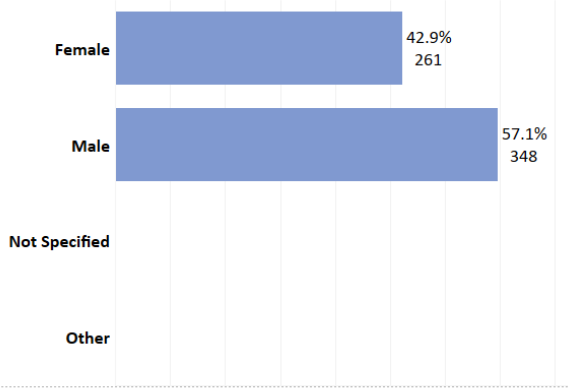
340 tickets closed on the spot*

269 tickets referred to relevant actors

358 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.*

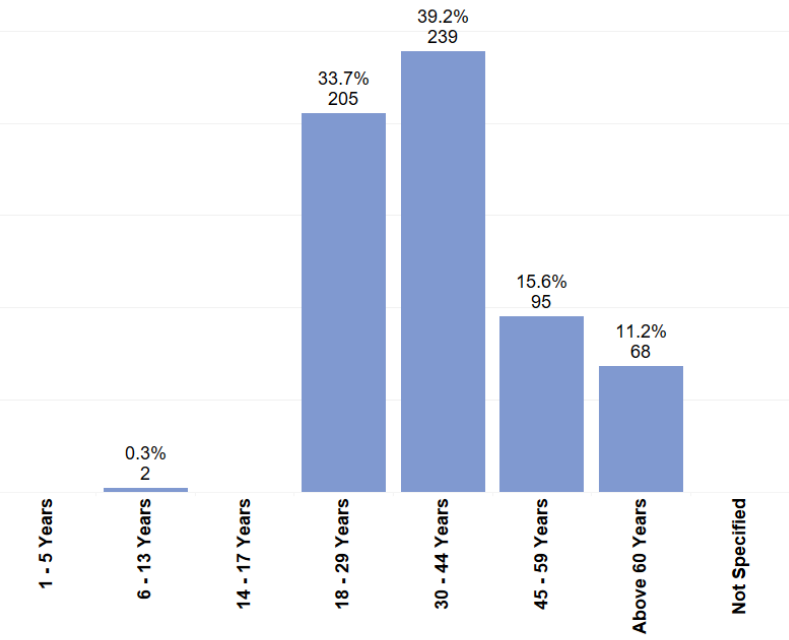
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	175	0	175	0	175
Shelter & NFI - Request for information	143	143	0	143	0
Energy & Environment - Request for Information	70	70	0	70	0
Pathway - Damaged, broken, or needs improvement	49	0	49	0	49
Food Security - Request for information	31	31	0	31	0
Protection - Request for information	31	30	1	31	0
Site Development - Request for information	24	24	0	24	0
Site Management - Request for information	24	24	0	24	0
WASH - Request for information	14	14	0	14	0
LPG Gas - Not enough for family	9	0	9	9	0
Protection - Request for Protection Interventions	7	0	7	3	4
Request for Protection Interventions	5	0	5	0	5
Health - Request for information	4	4	0	4	0
Site Management -Solar light (Requesting the new light)	4	0	4	0	4
Education - Tertiary Education requested	2	0	2	2	0
General Health Card - Did not receive	2	0	2	0	2
Not working - Solar supply	2	0	2	0	2

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Energy & Environment	Site Development	Protection	Food Security	Site Management	WASH	Health	Education	ID Documents	Livelihood	Nutrition
Tickets Received	323	79	76	43	32	32	15	7	2	0	0	0
Total Closed on the Spot	143	70	24	30	31	24	14	4	0	0	0	0
Total Referred	180	9	52	13	1	8	1	3	2	0	0	0
Total Replies	143	79	24	34	32	26	14	4	2	0	0	0
Open Tickets	37	0	28	0	0	0	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Damage to shelter - Shelter damaged over time	175
Pathway - Damaged, broken, or needs improvement	49
Request for Protection Interventions	5
Protection - Request for Protection Interventions	4
Site Management -Solar light (Requesting the new light)	4
General Health Card - Did not receive	2
Not working - Solar supply	2
Request for additional room - Request for new room	2
Shelter Materials - Request additional materials	2
Stairs - Damaged, broken, or needs improvement	2
Damage to shelter - Shelter damaged by weather	1
Health - Assessment of medical conditions required	1
Pathway - Requested	1
Water tap & Tubewell - Not Working	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report | January 2026 | Camp 06

Summary for January 2026

66 tickets received in this camp

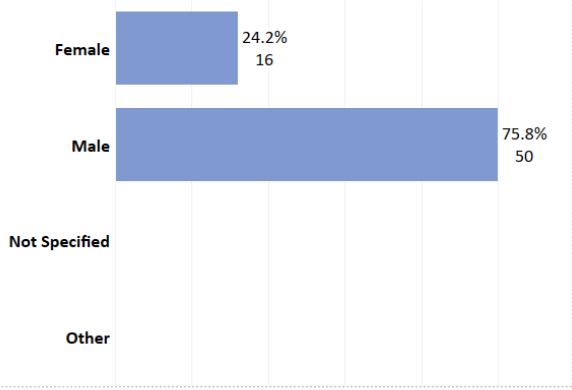
14 tickets closed on the spot*

52 tickets referred to relevant actors

48 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.*

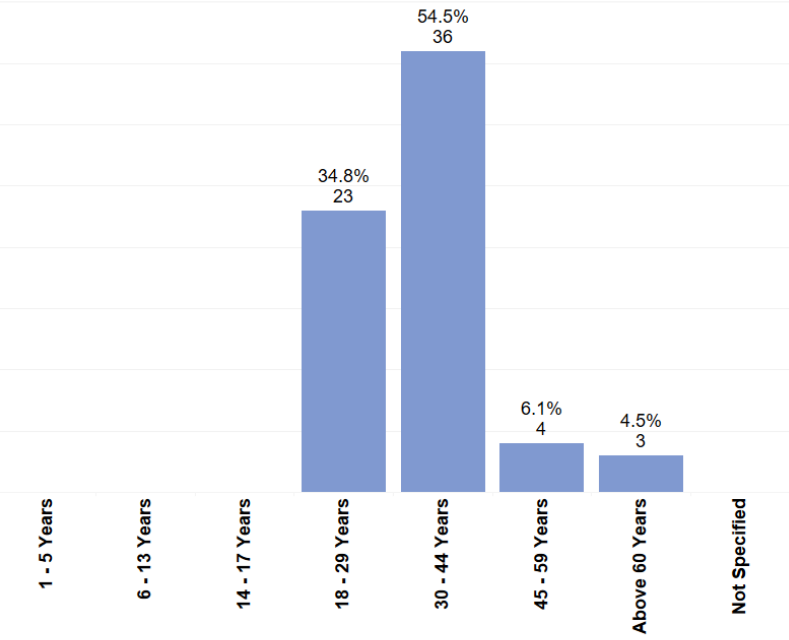
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	18	0	18	15	3
Shelter & NFI - Request for information	13	13	0	13	0
Protection - Request for Protection Interventions	8	0	8	2	6
LPG Gas - Not enough for family	4	0	4	4	0
Protection - Request for information	4	0	4	4	0
Request for Protection Interventions	4	0	4	1	3
Damage to shelter - Shelter damaged by weather	3	0	3	1	2
Shelter Materials - Request additional materials	3	0	3	3	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Protection	Energy & Environment	Site Development	Food Security	Education	Health	ID Documents	Livelihood	Nutrition	Site Management	WASH
Tickets Received	39	16	6	4	1	0	0	0	0	0	0	0
Total Closed on the Spot	13	0	1	0	0	0	0	0	0	0	0	0
Total Referred	26	16	5	4	1	0	0	0	0	0	0	0
Total Replies	32	7	6	2	1	0	0	0	0	0	0	0
Open Tickets	0	9	0	2	0	0	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Protection - Request for Protection Interventions	6
Damage to shelter - Shelter damaged over time	3
Request for Protection Interventions	3
Damage to shelter - Shelter damaged by weather	2
Request for additional room - Request for new room	2
Drainage - Blocked or Water logging	1
Pathway - Requested	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report |January 2026 | Camp 07

Summary for January 2026

72 tickets received in this camp

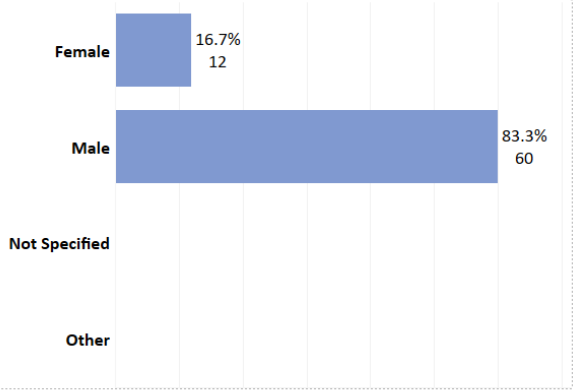
1 tickets closed on the spot*

71 tickets referred to relevant actors

29 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.*

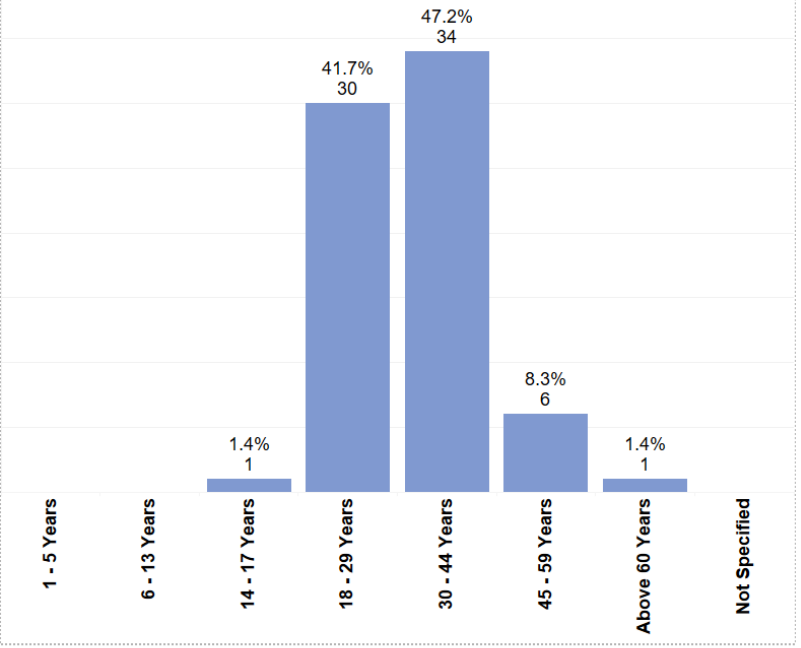
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	18	0	18	4	14
Protection - Request for Protection Interventions	10	0	10	0	10
Request for Protection Interventions	10	0	10	0	10
LPG Gas - Not enough for family	6	0	6	6	0
Food distributions - Household has not received food	4	0	4	4	0
Damage to shelter - Shelter damaged by weather	3	0	3	3	0
Pathway - Damaged, broken, or needs improvement	3	0	3	1	2
Request for additional room - Request for new room	3	0	3	3	0
Cash for Work - Payment delayed	2	0	2	0	2
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	2	0	2	2	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Protection	Energy & Environment	Food Security	Site Develop ment	Site Manage ment	Health	WASH	Education	ID Documents	Livelihood	Nutrition
Tickets Received	28	21	6	6	6	3	1	1	0	0	0	0
Total Closed on the Spot	0	0	0	0	0	1	0	0	0	0	0	0
Total Referred	28	21	6	6	6	2	1	1	0	0	0	0
Total Replies	12	1	6	6	3	1	0	0	0	0	0	0
Open Tickets	16	20	0	0	3	1	1	1	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Damage to shelter - Shelter damaged over time	14
Protection - Request for Protection Interventions	10
Request for Protection Interventions	10
Cash for Work - Payment delayed	2
Pathway - Damaged, broken, or needs improvement	2
Drainage - Blocked or Water logging	1
Latrine - New toilet requested	1
Shelter Materials - Received amount is not enough	1
Shelter Materials - Request additional materials	1
Treatment - Waited too long	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report | January 2026 | Camp 08E

Summary for January 2026

662 tickets received in this camp

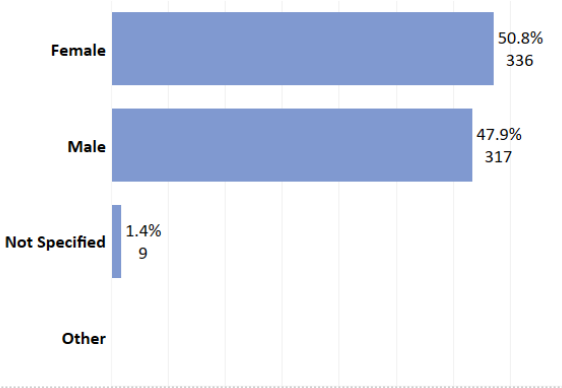
138 tickets closed on the spot*

524 tickets referred to relevant actors

429 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.*

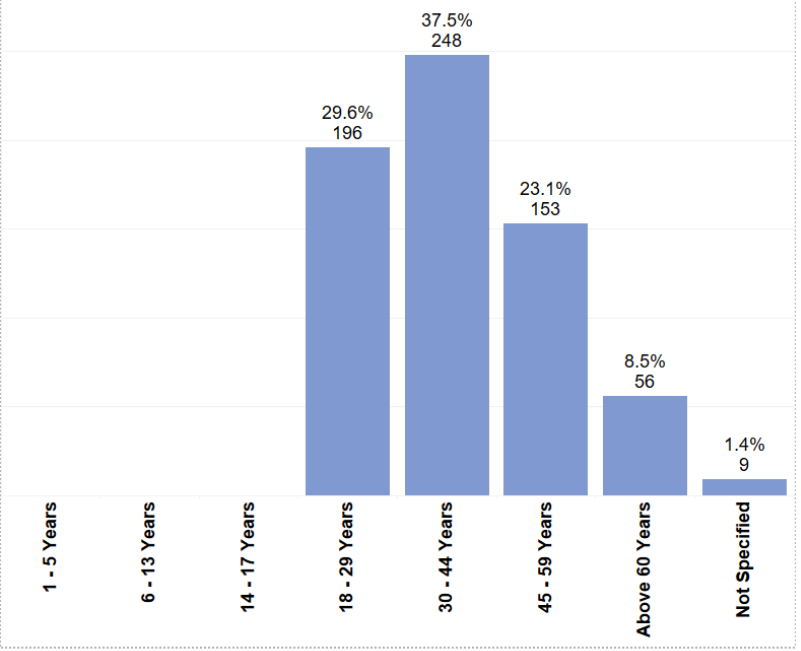
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Requested	99	0	99	76	23
Slope Protection (erosion) - Damaged, broken, or needs improvement	72	0	72	57	15
Cash for Work - Has not been enrolled	69	0	69	20	49
Drainage - Drain Requested	38	0	38	18	20
Pathway - Requested	31	0	31	10	21
Site Development - Request for information	29	29	0	29	0
LPG Gas - Did not receive refill	28	0	28	6	22
Cooking Stove - Did not receive	26	0	26	30	0
Shelter & NFI - Request for information	24	24	0	24	0
Stairs - Requested	24	0	24	21	3
WASH - Request for information	24	24	0	24	0
Energy & Environment - Request for Information	20	20	0	20	0
Water tap - Requested	19	0	19	3	16
Protection - Request for information	11	5	6	11	0
Protection - Request for Protection Interventions	10	0	10	0	10
Protection Referral (DRC)	9	9	0	0	0
SCOPE Card - Has not received new SCOPE Card	9	0	9	16	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Energy & Environment	Site Management	WASH	Protection	Shelter & NFI	Food Security	ID Documents	Health	Education	Livelihood	Nutrition
Tickets Received	327	87	83	63	38	38	13	12	1	0	0	0
Total Closed on the Spot	33	24	4	25	15	32	2	2	1	0	0	0
Total Referred	294	63	79	38	23	6	11	10	0	0	0	0
Total Replies	226	59	32	44	11	25	14	17	1	0	0	0
Open Tickets	68	4	47	0	12	0	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Cash for Work - Has not been enrolled	49
Slope Protection (erosion) - Requested	23
LPG Gas - Did not receive refill	22
Pathway - Requested	21
Drainage - Drain Requested	20
Water tap - Requested	16
Slope Protection (erosion) - Damaged, broken, or needs improvement	15
Protection - Request for Protection Interventions	10
Lamp post or Street light - Damaged, broken, or needs improvement	8
Request for Protection Interventions	7
LPG Porters - Requested	6
Lamp post or Street light - Requested	5
Shelter Number - Requested	5
Bathing Station - Requested	3
Stairs - Damaged, broken, or needs improvement	3
Stairs - Requested	3
Fence or railing for path or stairs - Damaged, broken, or needs improvement	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report | January 2026 | Camp 08W

Summary for January 2026

695 tickets received in this camp

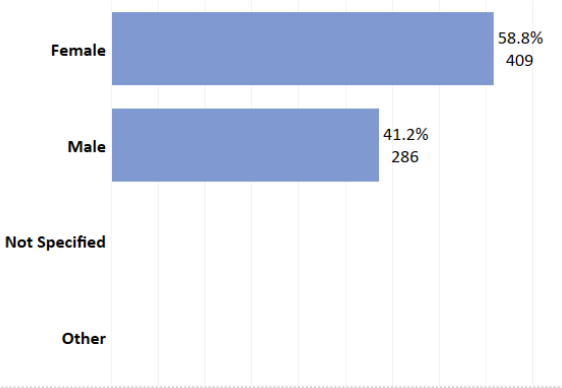
264 tickets closed on the spot*

431 tickets referred to relevant actors

425 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.*

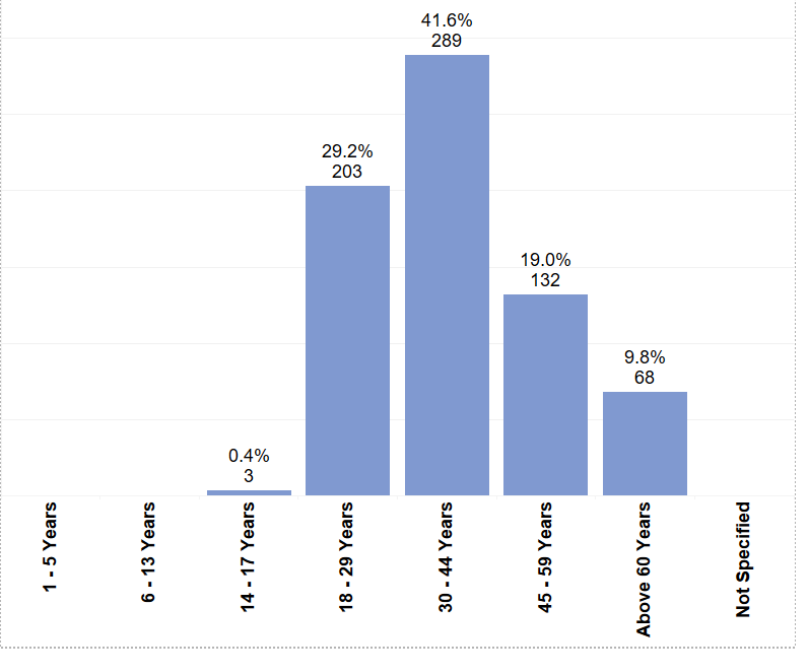
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Requested	209	0	209	117	92
LPG Gas - Not enough for family	119	119	0	0	0
Shelter Materials - Request additional materials	42	42	0	0	0
Shelter & NFI - Request for information	34	34	0	34	0
Stairs - Requested	33	0	33	32	1
Pathway - Requested	23	0	23	23	0
LPG Gas - Did not receive cylinder	22	0	22	13	9
Shelter Materials - Missed Distribution	19	0	19	21	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	18	0	18	41	0
Drainage - Drain Requested	17	0	17	12	5
Energy & Environment - Request for Information	16	16	0	16	0
Protection - Request for information	10	2	8	10	0
Request for Protection Interventions	10	0	10	2	8
Shelter Kit - Requested (evicted household)	9	0	9	5	4
Site Development - Request for information	9	9	0	9	0
WASH - Request for information	9	9	0	9	0
Shelter Kit - Requested (general households)	8	8	0	0	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Energy & Environment	Shelter & NFI	Protection	WASH	Food Security	Site Management	ID Documents	Education	Health	Livelihood	Nutrition
Tickets Received	330	169	123	27	19	14	9	3	1	0	0	0
Total Closed on the Spot	9	138	92	2	9	7	4	3	0	0	0	0
Total Referred	321	31	31	25	10	7	5	0	1	0	0	0
Total Replies	260	42	63	12	25	17	4	0	1	1	0	0
Open Tickets	61	0	0	13	0	0	1	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Slope Protection (erosion) - Requested	92
LPG Gas - Did not receive cylinder	9
Request for Protection Interventions	8
Protection - Request for Protection Interventions	7
Cash for Work - Payment delayed	5
Drainage - Drain Requested	5
Shelter Kit - Requested (evicted household)	4
Food distributions - Distribution delayed	3
Shelter Number - Requested	3
Bridge - Damaged, broken, or needs improvement	2
LPG Gas - Lost or stolen cylinder	2
Stairs - Damaged, broken, or needs improvement	2
Bridge - Requested	1
Stairs - Requested	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report | January 2026 | Camp 09

Summary for January 2026

674 tickets received in this camp

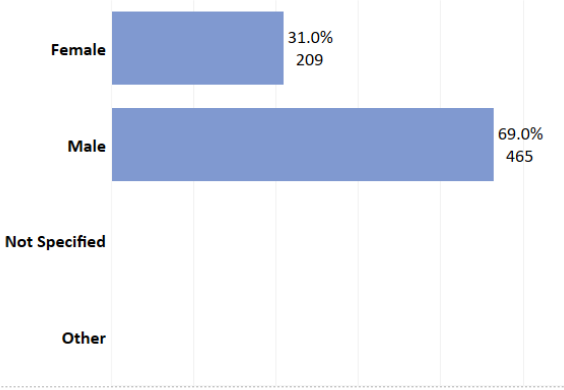
379 tickets closed on the spot*

295 tickets referred to relevant actors

470 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.*

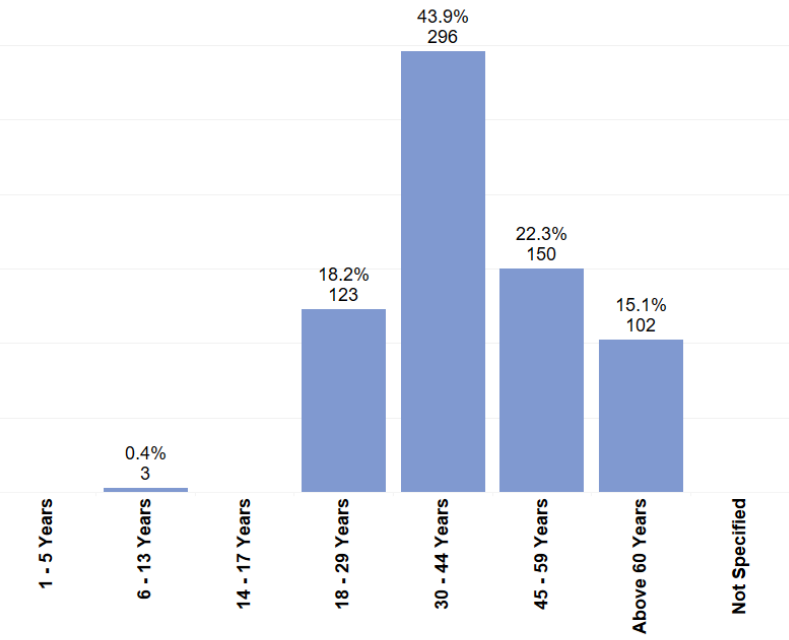
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
LPG Gas - Not enough for family	75	75	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	68	0	68	76	0
Protection - Request for information	49	45	4	49	0
Cash for Work - Has not been selected for CfW in long time	42	42	0	0	0
Shelter & NFI - Request for information	42	42	0	42	0
Damage to shelter - Shelter damaged over time	40	40	0	0	0
Drainage - Drain Requested	36	0	36	32	4
Stairs - Damaged, broken, or needs improvement	29	0	29	32	0
Energy & Environment - Request for Information	26	26	0	26	0
Health - Request for information	25	25	0	25	0
WASH - Request for information	21	21	0	21	0
Protection - Request for Protection Interventions	20	0	20	3	17
Shelter Materials - Request additional materials	15	15	0	0	0
Site Development - Request for information	15	15	0	15	0
Slope Protection (erosion) - Requested	15	0	15	19	0
Shelter Number - Requested	13	0	13	8	5
Latrine - Needs desludging	11	0	11	14	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Shelter & NFI	Energy & Environment	Protection	Site Management	WASH	Health	Food Security	ID Documents	Education	Livelihood	Nutrition
Tickets Received	214	126	116	79	57	44	26	7	4	1	0	0
Total Closed on the Spot	15	109	108	45	49	22	25	4	2	0	0	0
Total Referred	199	17	8	34	8	22	1	3	2	1	0	0
Total Replies	247	52	29	54	9	44	26	6	2	1	0	0
Open Tickets	0	0	0	0	0	0	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Protection - Request for Protection Interventions	17
Request for Protection Interventions	8
Shelter Number - Requested	5
Drainage - Drain Requested	4
LPG Gas - Did not receive refill	3
Water tap - Requested	3
Food distributions - Household has not received food	2
Cash for Work - Was charged to enroll or be selected	1
Cooking Stove - Did not receive	1
Fence or railing for path or stairs - Requested	1
General Health Card - Lost, damaged or Stolen	1
Latrine - Broken	1
LPG Gas - Lost token	1
SCOPE Card - Has not received new SCOPE Card	1
SCOPE Card - No balance on card	1
Shelter Kit - Requested (new arrival)	1
Shelter Materials - Missed Distribution	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report | January 2026 | Camp 10

Summary for January 2026

579 tickets received in this camp

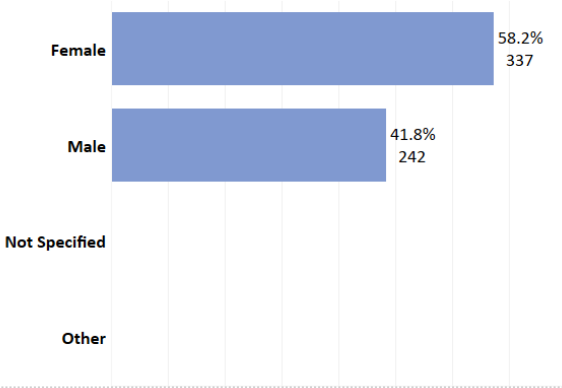
145 tickets closed on the spot*

434 tickets referred to relevant actors

437 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.*

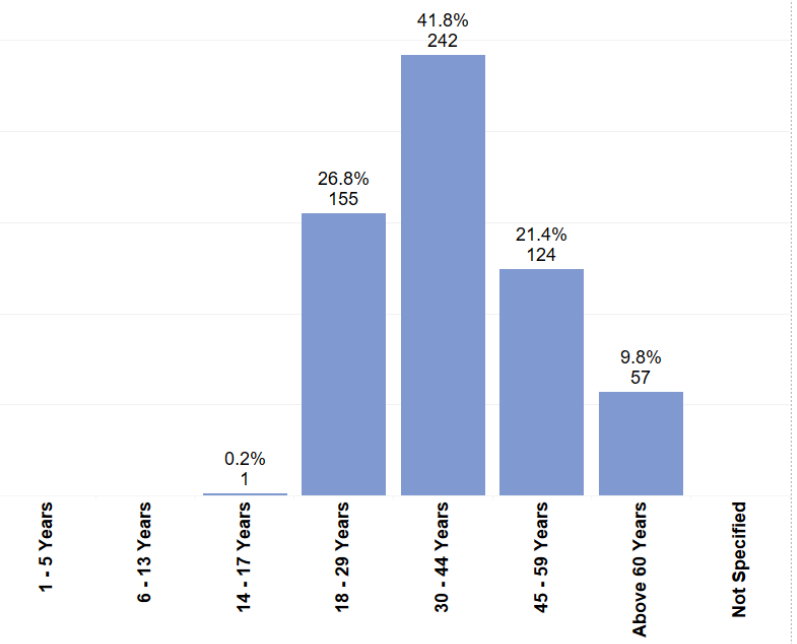
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Requested	149	0	149	94	55
Shelter Materials - Missed Distribution	55	0	55	56	0
Shelter & NFI - Request for information	53	53	0	53	0
Stairs - Requested	50	0	50	30	20
Trash Disposal - Trash bins requested	34	0	34	19	15
Site Development - Request for information	20	20	0	20	0
Food Security - Request for information	15	15	0	15	0
LPG Gas - Did not receive cylinder	15	0	15	11	4
Protection - Request for Protection Interventions	15	0	15	2	13
Site Management - Request for information	15	15	0	15	0
Drainage - Blocked or Water logging	14	0	14	12	2
Request for Protection Interventions	14	0	14	2	12
Shelter Number - Requested	14	0	14	22	0
Drainage - Drain Requested	13	0	13	4	9
WASH - Request for information	12	12	0	12	0
Latrine - Needs desludging	10	0	10	8	2
Protection - Request for information	8	3	5	8	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Shelter & NFI	WASH	Protection	Energy & Environment	Food Security	Site Management	ID Documents	Health	Nutrition	Education	Livelihood
Tickets Received	271	125	73	37	24	20	20	6	2	1	0	0
Total Closed on the Spot	25	56	13	3	6	18	15	6	2	1	0	0
Total Referred	246	69	60	34	18	2	5	0	0	0	0	0
Total Replies	167	132	60	12	21	15	26	1	3	0	0	0
Open Tickets	79	0	0	22	0	0	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Slope Protection (erosion) - Requested	55
Stairs - Requested	20
Trash Disposal - Trash bins requested	15
Protection - Request for Protection Interventions	13
Request for Protection Interventions	12
Drainage - Drain Requested	9
LPG Gas - Did not receive cylinder	4
Stairs - Damaged, broken, or needs improvement	4
Trash Disposal - Trash pick-up needed	4
Slope Protection (erosion) - Damaged, broken, or needs improvement	3
Drainage - Blocked or Water logging	2
Drainage Cover (Slab) - Requested	2
Fence or railing for path or stairs - Requested	2
Latrine - Needs desludging	2
Soap & Hygiene Kit - Did not receive	2
Bathing Station - Requested	1
Bridge - Requested	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report | January 2026 | Camp 11

Summary for January 2026

687 tickets received in this camp

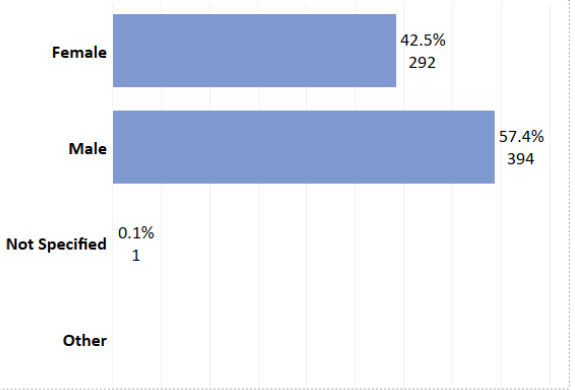
307 tickets closed on the spot*

380 tickets referred to relevant actors

664 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.*

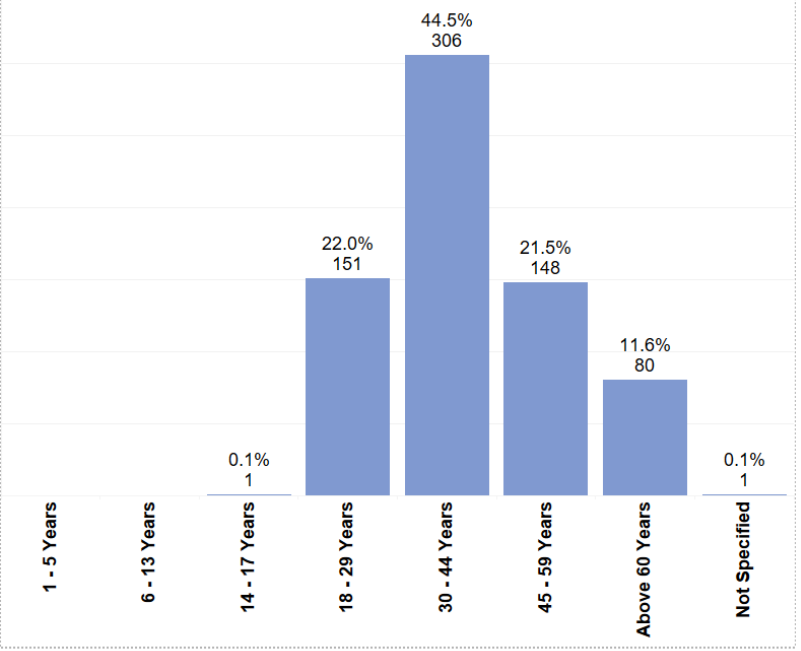
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Damaged, broken, or needs improvement	173	0	173	180	0
Protection - Request for information	99	96	3	99	0
Cash for Work - Has not been selected for CfW in long time	47	47	0	0	0
Shelter & NFI - Request for information	33	33	0	33	0
Health - Request for information	28	28	0	28	0
Slope Protection (erosion) - Requested	26	0	26	38	0
Cash for Work - Has not been enrolled	25	0	25	7	18
Site Development - Request for information	24	24	0	24	0
Protection - Request for Protection Interventions	15	0	15	6	9
Drainage - Drain Requested	13	0	13	20	0
WASH - Request for information	13	13	0	13	0
Damage to shelter - Shelter damaged over time	12	12	0	0	0
Shelter Materials - Missed Distribution	12	0	12	34	0
Request for Protection Interventions	11	0	11	7	4
Drainage - Blocked or Water logging	9	0	9	4	5
Energy & Environment - Request for Information	9	9	0	9	0
Shelter Number - Requested	9	0	9	7	2

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Protection	Site Management	Shelter & NFI	WASH	Health	Energy & Environment	Education	ID Documents	Livelihood	Food Security	Nutrition
Tickets Received	285	126	92	85	36	28	24	6	2	2	1	0
Total Closed on the Spot	24	97	64	56	13	28	14	6	2	2	1	0
Total Referred	261	29	28	29	23	0	10	0	0	0	0	0
Total Replies	346	112	23	82	25	29	37	6	0	2	2	0
Open Tickets	0	0	5	0	0	0	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Cash for Work - Has not been enrolled	18
Protection - Request for Protection Interventions	9
Latrine - Needs desludging	7
Shelter Plot - New plot of land for shelter	6
Drainage - Blocked or Water logging	5
Request for Protection Interventions	4
Soap & Hygiene Kit - Did not receive	3
Lamp post or Street light - Requested	2
Latrine - Needs cleaning	2
Shelter Number - Requested	2
Clearing and levelling ground - Requested	1
Community Conflict - Tree Cutting	1
Drainage - Damaged, broken, or needs improvement	1
Lamp post or Street light - Damaged, broken, or needs improvement	1
Latrine - Broken	1
LPG Gas - Did not receive refill	1
LPG Porters - Porter did not take food to shelter	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report |January 2026 | Camp 12

Summary for January 2026

803 tickets received in this camp

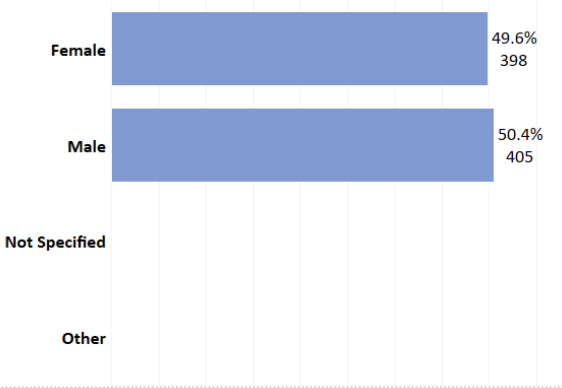
317 tickets closed on the spot*

486 tickets referred to relevant actors

710 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.*

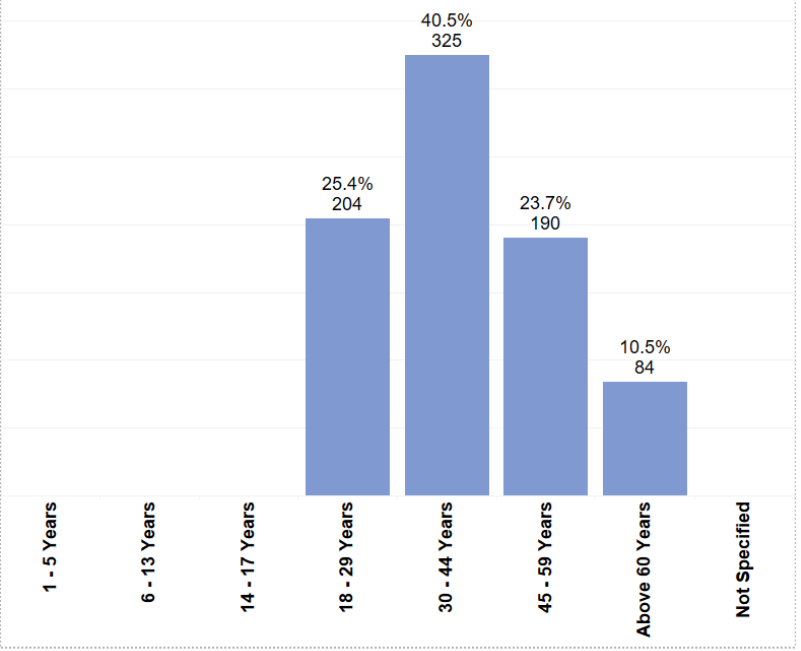
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter Materials - Missed Distribution	156	0	156	125	31
Slope Protection (erosion) - Requested	130	0	130	74	56
Shelter & NFI - Request for information	116	116	0	116	0
Energy & Environment - Request for Information	60	60	0	60	0
Site Development - Request for information	53	53	0	53	0
Protection - Request for information	28	24	4	28	0
WASH - Request for information	26	26	0	26	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	25	0	25	24	1
Stairs - Requested	25	0	25	20	5
Drainage - Drain Requested	20	0	20	11	9
Food Security - Request for information	18	18	0	18	0
LPG Gas - Did not receive cylinder	16	0	16	21	0
Protection - Request for Protection Interventions	12	0	12	0	12
Water tap - Requested	12	0	12	5	7
Cooking Stove - Did not receive	9	0	9	16	0
Health - Request for information	9	9	0	9	0
Cash for Work - Has not been enrolled	7	0	7	9	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Shelter & NFI	Energy & Environment	WASH	Protection	Food Security	Site Management	ID Documents	Health	Education	Livelihood	Nutrition
Tickets Received	280	275	90	57	45	22	15	10	9	0	0	0
Total Closed on the Spot	53	116	60	26	24	18	5	6	9	0	0	0
Total Referred	227	159	30	31	21	4	10	4	0	0	0	0
Total Replies	204	245	106	66	28	23	15	14	9	0	0	0
Open Tickets	23	0	0	0	0	0	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Slope Protection (erosion) - Requested	56
Shelter Materials - Missed Distribution	31
Protection - Request for Protection Interventions	12
Drainage - Drain Requested	9
Water tap - Requested	7
Request for Protection Interventions	5
Stairs - Requested	5
Bathing Station - Requested	3
Drainage Cover (Slab) - Requested	3
Community Conflict - Tree Cutting	2
Drainage - Blocked or Water logging	2
Fence or railing for path or stairs - Requested	2
Stairs - Damaged, broken, or needs improvement	2
Bathing Station - Broken or Damaged	1
Bridge - Requested	1
Food Porters - Requested	1
Lamp post or Street light - Requested	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report | January 2026 | Camp 13

Summary for January 2026

543 tickets received in this camp

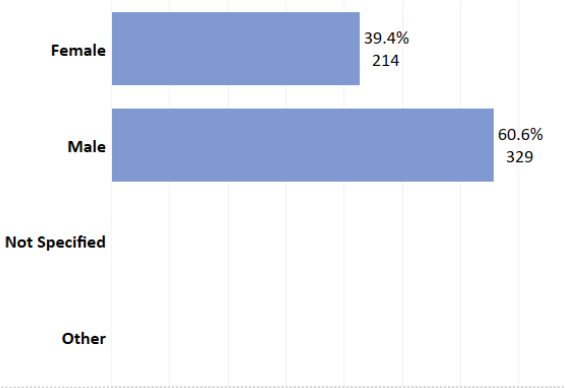
84 tickets closed on the spot*

459 tickets referred to relevant actors

505 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.*

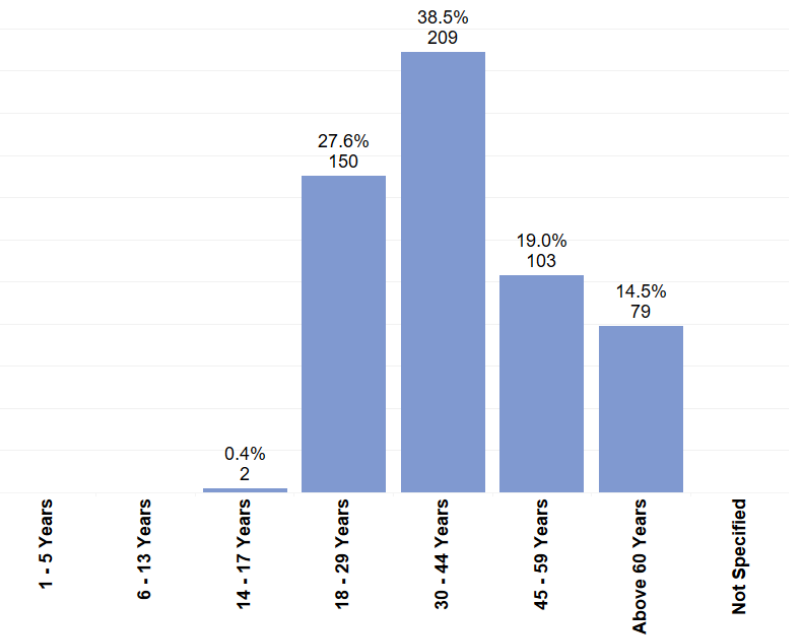
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Damaged, broken, or needs improvement	130	0	130	119	11
Shelter Materials - Missed Distribution	127	0	127	138	0
Shelter Number - Requested	37	0	37	17	20
Slope Protection (erosion) - Requested	34	0	34	30	4
Protection - Request for information	26	26	0	26	0
WASH - Request for information	19	19	0	19	0
Cash for Work - Has not been enrolled	13	0	13	0	13
Drainage - Blocked or Water logging	13	0	13	14	0
Drainage - Drain Requested	13	0	13	8	5
Pathway - Damaged, broken, or needs improvement	12	0	12	14	0
Cash for Work - Requested CfW	10	10	0	0	0
LPG Gas - Did not receive cylinder	10	0	10	15	0
Shelter & NFI - Request for information	10	10	0	10	0
Request for Protection Interventions	7	0	7	6	1
Stairs - Damaged, broken, or needs improvement	7	0	7	16	0
Drainage Cover (Slab) - Requested	6	0	6	8	0
Health - Request for information	6	6	0	6	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Shelter & NFI	Protection	WASH	Site Management	Energy & Environment	Health	ID Documents	Education	Food Security	Livelihood	Nutrition
Tickets Received	236	176	37	36	28	21	6	2	1	0	0	0
Total Closed on the Spot	0	11	26	19	15	7	6	0	0	0	0	0
Total Referred	236	165	11	17	13	14	0	2	1	0	0	0
Total Replies	233	166	34	34	2	29	6	0	1	0	0	0
Open Tickets	3	0	0	0	11	0	0	2	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Shelter Number - Requested	20
Cash for Work - Has not been enrolled	13
Slope Protection (erosion) - Damaged, broken, or needs improvement	11
Drainage - Drain Requested	5
Slope Protection (erosion) - Requested	4
Latrine - New toilet requested	2
Protection - Request for Protection Interventions	2
Bathing Station - Broken or Damaged	1
Bathing Station - Requested	1
Community Conflict - Waste water & drainage	1
Drainage Cover (Slab) - Damaged, broken, or needs improvement	1
Lamp post or Street light - Solar panel needs cleaning	1
Latrine - Needs cleaning	1
Latrine - Needs desludging	1
Request for Protection Interventions	1
SCOPE Card - Has not received new SCOPE Card	1
SCOPE Card - No balance on card	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report |January 2026 | Camp 14

Summary for January 2026

980 tickets received in this camp

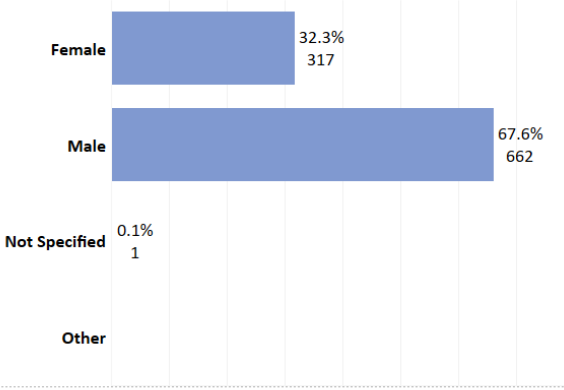
745 tickets closed on the spot*

235 tickets referred to relevant actors

341 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.*

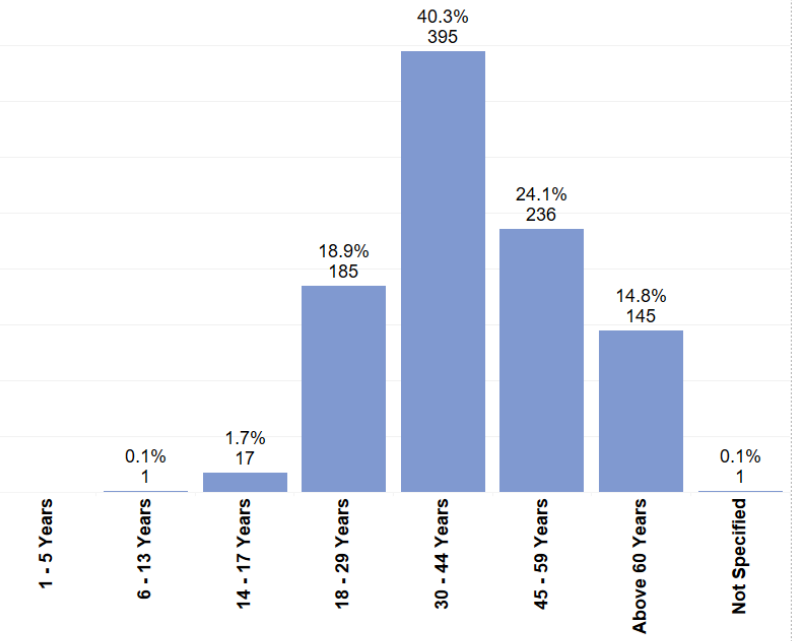
Tickets received by gender



Top Tickets 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	169	169	0	0	0
LPG Gas - Not enough for family	97	97	0	0	0
Cash for Work - Requested CfW	90	90	0	0	0
NFI - Request additional materials	67	67	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	56	0	56	71	0
Slope Protection (erosion) - Requested	53	0	53	39	14
Cooking set (gas & stove) - Requested	40	40	0	0	0
Health - Request for information	37	37	0	37	0
Site Development - Request for information	31	31	0	31	0
SMART Card & Family Attestation - Request for individual SMART card	31	31	0	0	0
Shelter & NFI - Request for information	24	24	0	24	0
Shelter Number - Requested	22	0	22	16	6
Drainage - Drain Requested	21	0	21	18	3
Protection - Request for information	20	20	0	20	0
When is my next Cash for Work rotation day?	18	18	0	0	0
SMART Card & Family Attestation - Lost ID Card	17	17	0	0	0
Pathway - Damaged, broken, or needs improvement	13	0	13	9	4

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	Site Development	Energy & Environment	Shelter & NFI	ID Documents	Health	Food Security	Protection	WASH	Education	Livelihood	Nutrition
Tickets Received	297	205	143	131	64	40	34	34	29	3	0	0
Total Closed on the Spot	290	31	140	106	64	37	32	21	22	2	0	0
Total Referred	7	174	3	25	0	3	2	13	7	1	0	0
Total Replies	16	196	5	43	0	37	8	30	5	1	0	0
Open Tickets	0	0	0	0	0	0	0	0	2	0	0	0

Top Open Tickets this Month

Ticket Description	
Slope Protection (erosion) - Requested	14
Shelter Number - Requested	6
Pathway - Damaged, broken, or needs improvement	4
Drainage - Drain Requested	3
Shelter Number - Needs to be changed	3
Fence or railing for path or stairs - Damaged, broken, or needs improvement	2
Latrine - New toilet requested	2
Protection - Request for Protection Interventions	2
Stairs - Damaged, broken, or needs improvement	2
Bathing Station - Requested	1
Birth Information Note/Certificate - Requested	1
Cash for Work - Has not been enrolled	1
Cash for Work - Payment delayed	1
Drainage - Damaged, broken, or needs improvement	1
Drainage Cover (Slab) - Damaged, broken, or needs improvement	1
Food distributions - Household has not received food	1
Food distributions - Poor quality food items	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report | January 2026 | Camp 15

Summary for January 2026

1,221 tickets received in this camp

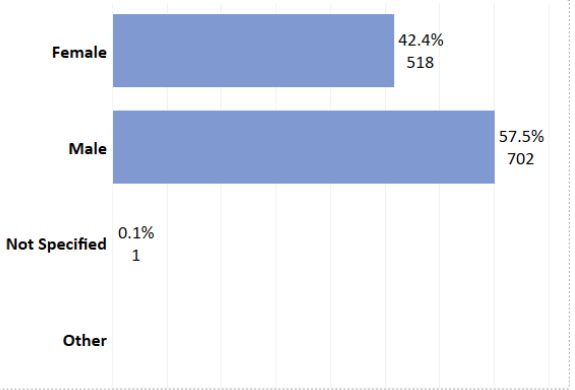
854 tickets closed on the spot*

367 tickets referred to relevant actors

804 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.*

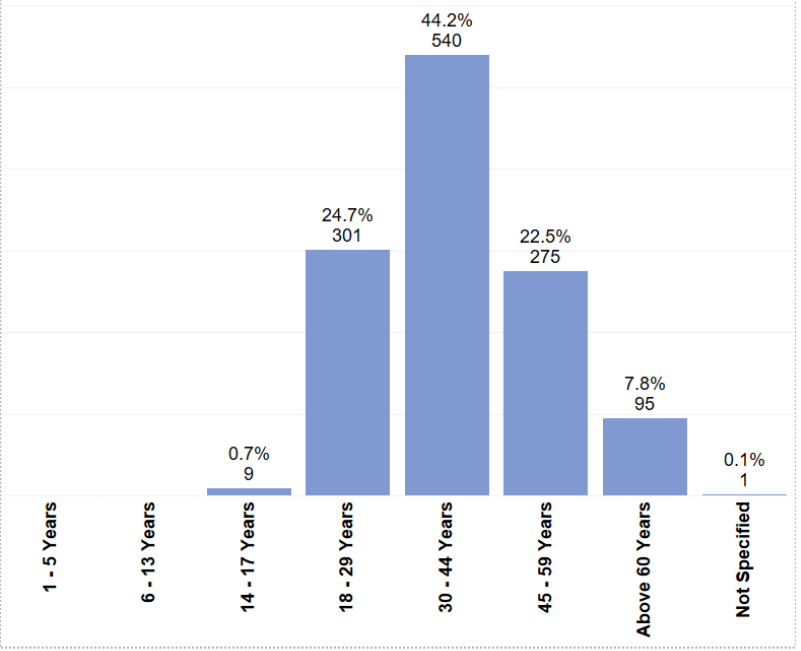
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Livelihood - Request for information	191	191	0	191	0
Health - Request for information	120	120	0	120	0
Cash for Work - Has not been selected for CfW in long time	96	96	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	93	0	93	40	53
Food Security - Request for information	86	86	0	86	0
WASH - Request for information	79	79	0	79	0
Slope Protection (erosion) - Requested	76	0	76	33	43
Energy & Environment - Request for Information	65	65	0	65	0
Shelter & NFI - Request for information	62	62	0	62	0
Cash for Work - Requested CfW	49	49	0	0	0
Drainage - Drain Requested	29	0	29	7	22
Protection - Request for information	28	14	14	28	0
Shelter Number - Requested	28	0	28	8	20
NFI - Request additional materials	23	23	0	0	0
LPG Gas - Not enough for family	15	15	0	0	0
Site Development - Request for information	13	13	0	13	0
Pathway - Damaged, broken, or needs improvement	12	0	12	6	6

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Livelihood	Site Management	Shelter & NFI	Health	WASH	Energy & Environment	Food Security	Protection	Education	ID Documents	Nutrition
Tickets Received	269	191	157	137	126	100	98	87	46	10	0	0
Total Closed on the Spot	13	191	145	105	120	79	90	86	15	10	0	0
Total Referred	256	0	12	32	6	21	8	1	31	0	0	0
Total Replies	118	191	14	73	123	102	67	86	30	0	0	0
Open Tickets	138	0	0	0	0	0	0	0	1	0	0	0

Top Open Tickets this Month

Ticket Description	
Slope Protection (erosion) - Damaged, broken, or needs improvement	53
Slope Protection (erosion) - Requested	43
Drainage - Drain Requested	22
Shelter Number - Requested	20
Drainage - Blocked or Water logging	8
Request for Protection Interventions	8
Protection - Request for Protection Interventions	7
Stairs - Requested	7
Drainage Cover (Slab) - Requested	6
Pathway - Damaged, broken, or needs improvement	6
Pathway - Requested	5
Drainage - Damaged, broken, or needs improvement	4
General Health Card - Lost, damaged or Stolen	3
LPG Gas - Did not receive cylinder	3
Stairs - Damaged, broken, or needs improvement	3
Bathing Station - Broken or Damaged	2
LPG Gas - Lost token	2

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report |January 2026 | Camp 16

Summary for January 2026

1,908 tickets received in this camp

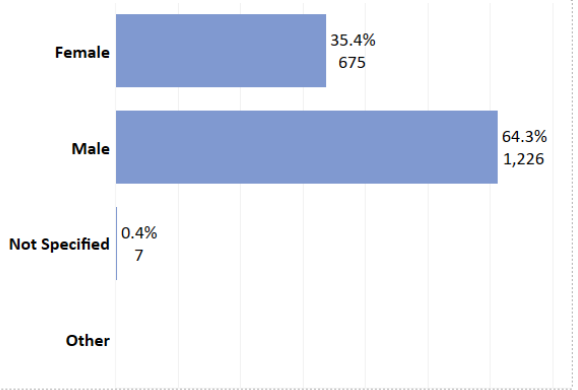
759 tickets closed on the spot*

1,149 tickets referred to relevant actors

730 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.*

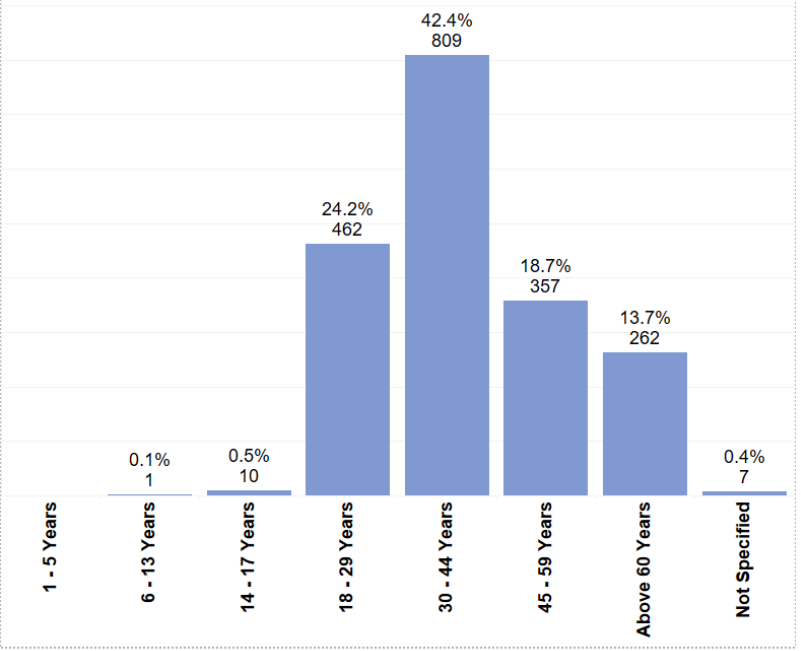
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter Materials - Missed Distribution	346	0	346	0	346
LPG Gas - Lost or stolen cylinder	293	0	293	12	281
Shelter Materials - Request additional materials	194	194	0	0	0
Shelter & NFI - Request for information	190	190	0	190	0
NFI - Missed Distribution	171	0	171	0	171
Energy & Environment - Request for Information	125	125	0	125	0
Cooking Stove - Lost or stolen	87	0	87	8	79
Slope Protection (erosion) - Requested	47	0	47	56	0
Health - Request for information	42	42	0	42	0
SMART Card & Family Attestation - Lost ID Card	41	41	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	30	0	30	58	0
WASH - Request for information	29	29	0	29	0
SMART Card & Family Attestation - Lost family attestation card	25	25	0	0	0
General Health Card - Lost, damaged or Stolen	23	0	23	0	23
Site Development - Request for information	18	18	0	18	0
Protection - Request for information	17	16	1	17	0
Latrine - Broken	15	0	15	14	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Energy & Environment	Site Development	ID Documents	WASH	Health	Protection	Site Management	Food Security	Education	Livelihood	Nutrition
Tickets Received	928	528	139	101	80	67	28	23	14	0	0	0
Total Closed on the Spot	398	134	18	87	29	42	23	14	14	0	0	0
Total Referred	530	394	121	14	51	25	5	9	0	0	0	0
Total Replies	201	147	217	5	77	42	19	8	14	0	0	0
Open Tickets	329	247	0	9	0	0	0	1	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Shelter Materials - Missed Distribution	346
LPG Gas - Lost or stolen cylinder	281
NFI - Missed Distribution	171
Cooking Stove - Lost or stolen	79
General Health Card - Lost, damaged or Stolen	23
SCOPE Card - Lost	10
LPG Gas - Lost token	8
Cash for Work - Has not been enrolled	5
LPG Gas - Did not receive cylinder	3
Bathing Station - Requested	2
Birth Information Note/Certificate - Lost, damaged or Stolen	2
Lamp post or Street light - Requested	2
Protection - Request for Protection Interventions	2
Soap & Hygiene Kit - Did not receive	2
Tubewell - Not Working	2
Community Conflict - Earth cutting	1
Damage to shelter - Fire Affected	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report |January 2026 | Camp 17

Summary for January 2026

758 tickets received in this camp

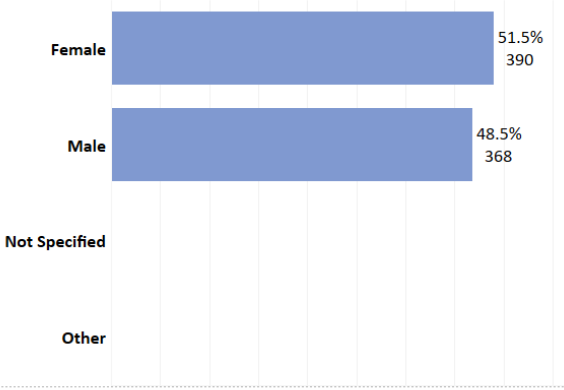
474 tickets closed on the spot*

284 tickets referred to relevant actors

508 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.*

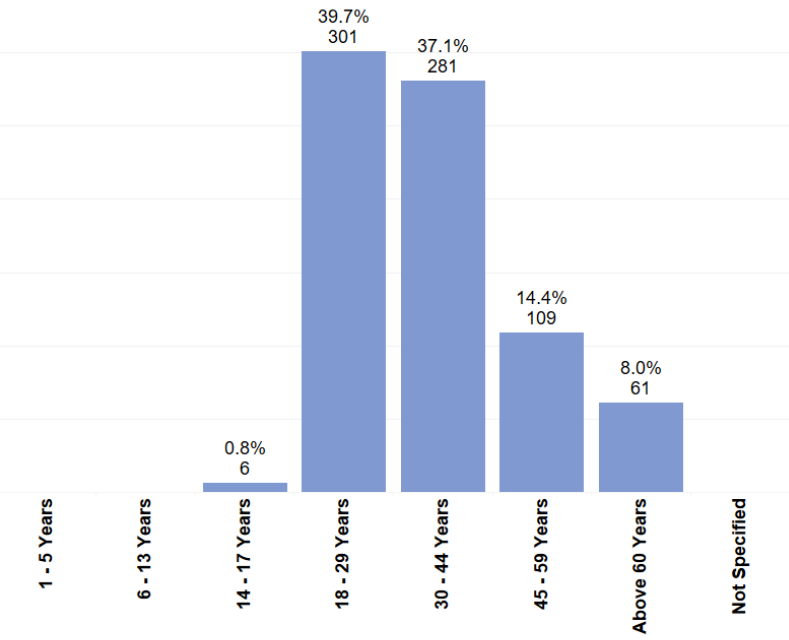
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter & NFI - Request for information	252	252	0	252	0
Damage to shelter - Shelter damaged over time	187	0	187	0	187
Protection - Request for information	64	64	0	64	0
LPG Gas - Not enough for family	47	0	47	26	21
Site Development - Request for information	47	47	0	47	0
WASH - Request for information	41	41	0	41	0
Energy & Environment - Request for Information	32	32	0	32	0
Health - Request for information	23	23	0	23	0
Pathway - Damaged, broken, or needs improvement	18	0	18	0	18
Food Security - Request for information	13	13	0	13	0
Relocation & Repatriation - Relocation within camp	6	0	6	2	4
Request for Protection Interventions	6	0	6	1	5

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Energy & Environment	Protection	Site Development	WASH	Health	Food Security	Site Management	Education	ID Documents	Livelihood	Nutrition
Tickets Received	444	79	75	72	41	23	15	9	0	0	0	0
Total Closed on the Spot	252	32	64	47	41	23	13	2	0	0	0	0
Total Referred	192	47	11	25	0	0	2	7	0	0	0	0
Total Replies	253	58	68	47	41	23	14	4	0	0	0	0
Open Tickets	0	0	0	0	0	0	0	3	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Damage to shelter - Shelter damaged over time	187
LPG Gas - Not enough for family	21
Pathway - Damaged, broken, or needs improvement	18
Request for Protection Interventions	5
Slope Protection (erosion) - Requested	5
Relocation & Repatriation - Relocation within camp	4
Shelter Materials - Request additional materials	3
Protection - Request for Protection Interventions	2
Stairs - Damaged, broken, or needs improvement	2
Damage to shelter - Shelter damaged by weather	1
Food Porters - Requested	1
Site Management -Solar light (Requesting the new light)	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report | January 2026 | Camp 18

Summary for January 2026

1,017 tickets received in this camp

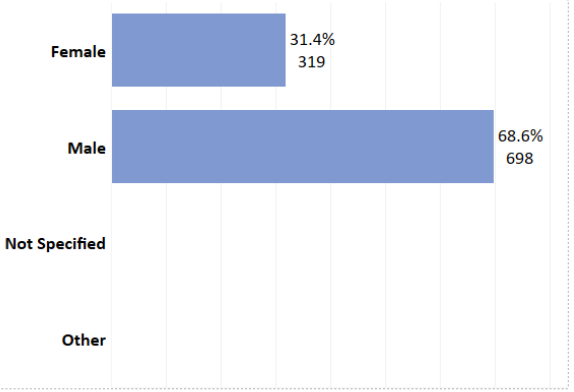
750 tickets closed on the spot*

267 tickets referred to relevant actors

714 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.*

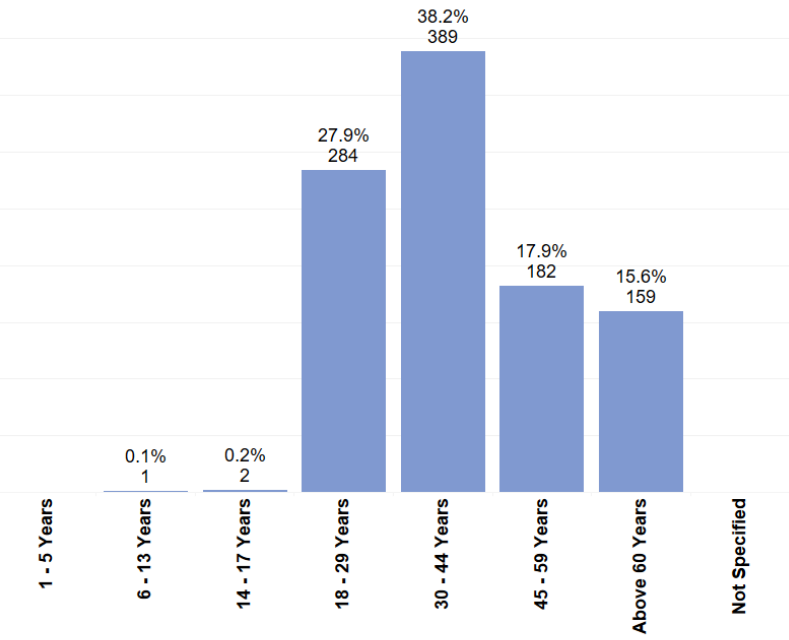
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Shelter & NFI - Request for information	224	224	0	224	0
Energy & Environment - Request for Information	109	109	0	109	0
Cash for Work - Has not been selected for CfW in long time	91	91	0	0	0
Shelter Number - Requested	66	0	66	4	62
Health - Request for information	57	57	0	57	0
Slope Protection (erosion) - Requested	48	0	48	70	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	45	0	45	45	0
Shelter Materials - Request additional materials	38	38	0	0	0
LPG Gas - Not enough for family	33	33	0	0	0
NFI - Request additional materials	29	29	0	0	0
WASH - Request for information	27	27	0	27	0
Stairs - Damaged, broken, or needs improvement	25	0	25	31	0
Cooking set (gas & stove) - Requested	24	24	0	0	0
Drainage - Drain Requested	24	0	24	28	0
When is the next LPG distribution day?	21	21	0	0	0
Soap & Hygiene Kit - Not enough	18	18	0	0	0
Cooking set (gas & stove) - Broken or not working	17	17	0	0	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Energy & Environment	Site Development	Site Management	WASH	Health	Food Security	Protection	ID Documents	Education	Livelihood	Nutrition
Tickets Received	376	222	176	97	59	57	17	12	1	0	0	0
Total Closed on the Spot	310	215	2	96	49	57	17	4	0	0	0	0
Total Referred	66	7	174	1	10	0	0	8	1	0	0	0
Total Replies	229	120	231	2	45	58	18	8	3	0	0	0
Open Tickets	0	0	0	0	0	0	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Shelter Number - Requested	62
Protection - Request for Protection Interventions	3
Latrine - Needs desludging	2
Cash for Work - Has not been enrolled	1
LPG Porters - Requested	1
Request for Protection Interventions	1
Water tap - Requested	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report |January 2026 | Camp 19

Summary for January 2026

455 tickets received in this camp

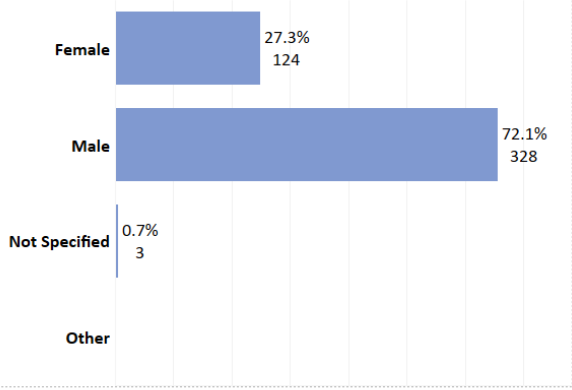
146 tickets closed on the spot*

309 tickets referred to relevant actors

308 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.*

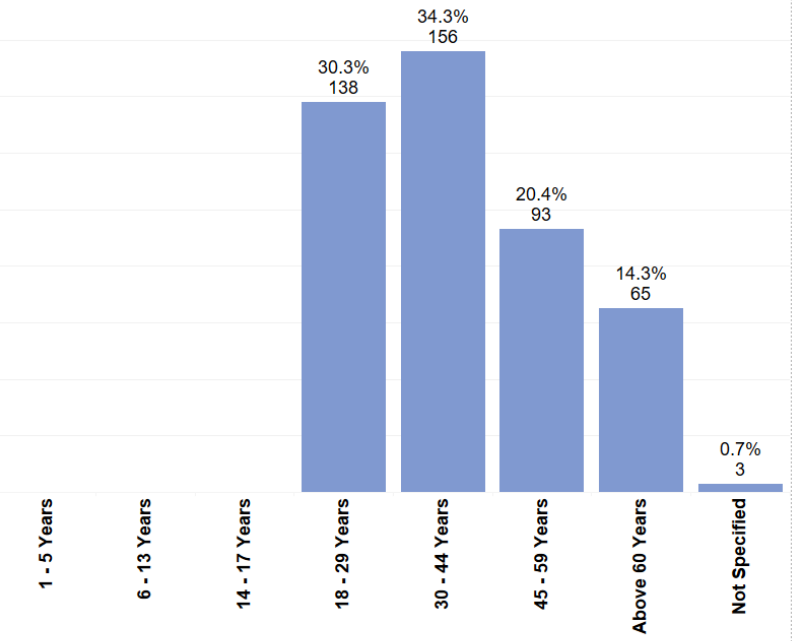
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Damaged, broken, or needs improvement	127	0	127	176	0
Soap & Hygiene Kit - Did not receive	46	0	46	0	46
Cash for Work - Has not been selected for CfW in long time	44	44	0	0	0
Shelter Materials - Request additional materials	37	37	0	0	0
Drainage - Damaged, broken, or needs improvement	26	0	26	31	0
NFI - Request additional materials	23	23	0	0	0
Shelter Number - Requested	21	0	21	17	4
LPG Gas - Not enough for family	15	15	0	0	0
Stairs - Damaged, broken, or needs improvement	14	0	14	22	0
LPG Gas - Did not receive cylinder	11	0	11	2	9
Cash for Work - Requested CfW	10	10	0	0	0
Drainage - Drain Requested	10	0	10	6	4
Pathway - Damaged, broken, or needs improvement	8	0	8	14	0
Cash for Work - Payment delayed	6	0	6	6	0
Cooking set (gas & stove) - Requested	6	6	0	0	0
Drainage - Blocked or Water logging	5	0	5	9	0
Latrine - New toilet requested	5	0	5	3	2

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Development	Shelter & NFI	Site Management	WASH	Energy & Environment	ID Documents	Protection	Education	Food Security	Health	Livelihood	Nutrition
Tickets Received	202	81	60	60	36	7	7	1	1	0	0	0
Total Closed on the Spot	0	60	54	0	23	6	3	0	0	0	0	0
Total Referred	202	21	6	60	13	1	4	1	1	0	0	0
Total Replies	274	17	7	6	3	0	0	1	0	0	0	0
Open Tickets	0	4	0	54	10	1	4	0	1	0	0	0

Top Open Tickets this Month

Ticket Description	
Soap & Hygiene Kit - Did not receive	46
LPG Gas - Did not receive cylinder	9
Drainage - Drain Requested	4
Shelter Number - Requested	4
Fence or railing for path or stairs - Requested	2
Latrine - Needs desludging	2
Latrine - New toilet requested	2
Protection - Request for Protection Interventions	2
Request for Protection Interventions	2
Water tap - Requested	2
Bridge - Requested	1
Food distributions - Household has not received food	1
Latrine - Needs cleaning	1
LPG Gas - Did not receive refill	1
Pathway - Requested	1
SCOPE Card - Has not received new SCOPE Card	1
Tubewell - Not Working	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report |January 2026 | Camp 20

Summary for January 2026

373 tickets received in this camp

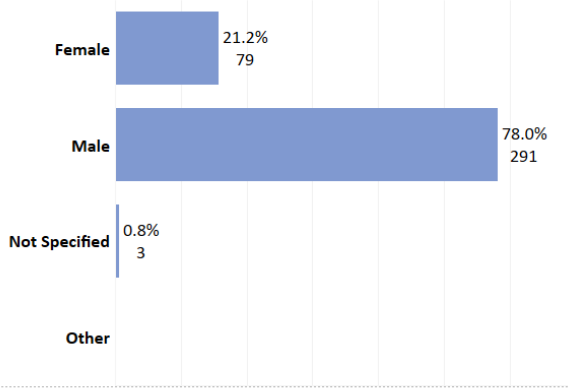
204 tickets closed on the spot*

169 tickets referred to relevant actors

243 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.*

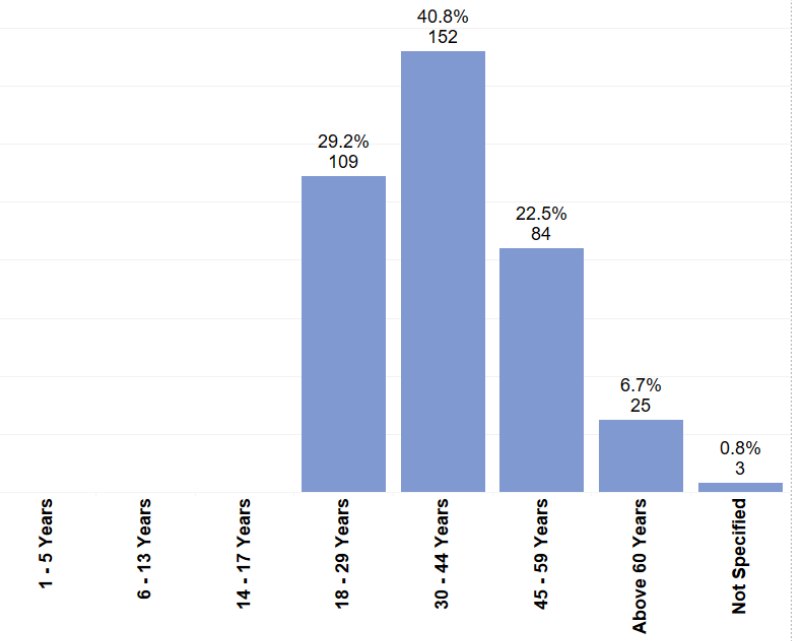
Tickets received by gender



Top Tickets 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	68	68	0	0	0
Cash for Work - Requested CfW	64	64	0	0	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	24	0	24	30	0
Slope Protection (erosion) - Requested	20	0	20	46	0
Damage to shelter - Shelter damaged over time	14	14	0	0	0
LPG Gas - Not enough for family	14	14	0	0	0
Cash for Work - Has not been enrolled	12	0	12	27	0
Pathway - Damaged, broken, or needs improvement	12	0	12	19	0
NFI - Request additional materials	11	11	0	0	0
LPG Gas - Did not receive cylinder	9	0	9	9	0
Cooking set (gas & stove) - Broken or not working	8	8	0	0	0
Stairs - Damaged, broken, or needs improvement	8	0	8	15	0
Drainage - Blocked or Water logging	7	0	7	6	1
Shelter Number - Requested	7	0	7	12	0
Cooking Stove - Broken or not working	6	6	0	0	0
Drainage - Damaged, broken, or needs improvement	5	0	5	6	0
Latrine - New toilet requested	5	0	5	4	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	Site Development	Energy & Environment	Shelter & NFI	WASH	ID Documents	Protection	Food Security	Education	Health	Livelihood	Nutrition
Tickets Received	144	104	44	35	27	9	6	4	0	0	0	0
Total Closed on the Spot	132	0	29	27	5	6	3	2	0	0	0	0
Total Referred	12	104	15	8	22	3	3	2	0	0	0	0
Total Replies	27	170	18	12	8	4	1	3	0	0	0	0
Open Tickets	0	0	0	0	14	0	2	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Soap & Hygiene Kit - Did not receive	5
Drainage Cover (Slab) - Damaged, broken, or needs improvement	3
Water tap - Requested	3
Bathing Station - Requested	2
Water tap - Not enough water	2
Bathing Station - Broken or Damaged	1
Drainage - Blocked or Water logging	1
Latrine - New toilet requested	1
LPG Gas - Lost or stolen cylinder	1
Protection - Request for Protection Interventions	1
Request for Protection Interventions	1
Shelter Number - Needs to be changed	1
Tubewell - Requested	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report |January 2026 | Camp 20 Ext

Summary for January 2026

465 tickets received in this camp

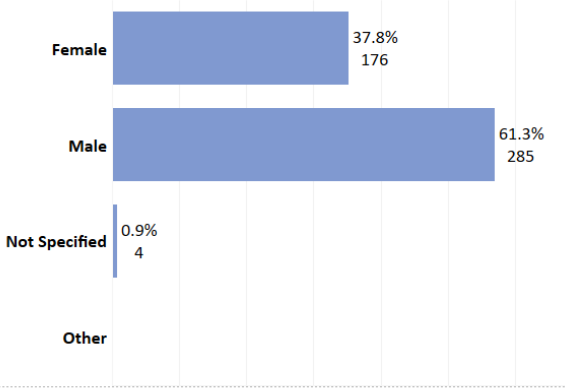
221 tickets closed on the spot*

244 tickets referred to relevant actors

374 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.*

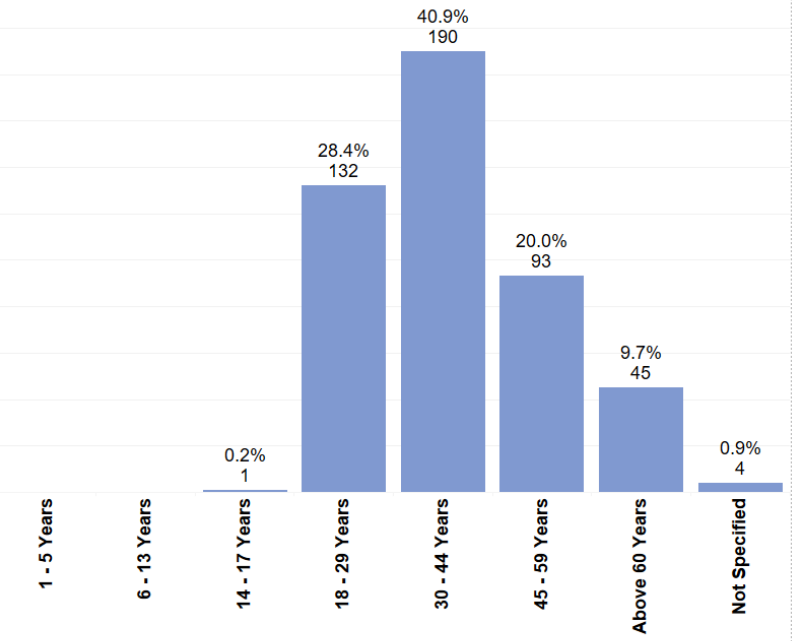
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Cash for Work - Requested CfW	137	137	0	0	0
Cash for Work - Has not been enrolled	85	0	85	168	0
Drainage - Damaged, broken, or needs improvement	30	0	30	43	0
NFI - Request additional materials	28	28	0	0	0
Pathway - Damaged, broken, or needs improvement	28	0	28	30	0
Cash for Work - Has not been selected for CfW in long time	24	24	0	0	0
Slope Protection (erosion) - Requested	11	0	11	22	0
Damage to shelter - Shelter damaged over time	10	10	0	0	0
Lamp post or Street light - Damaged, broken, or needs improvement	10	0	10	11	0
Slope Protection (erosion) - Damaged, broken, or needs improvement	10	0	10	10	0
Drainage Cover (Slab) - Damaged, broken, or needs improvement	8	0	8	7	1
LPG Gas - Did not receive cylinder	8	0	8	22	0
SMART Card & Family Attestation - Lost ID Card	8	8	0	0	0
Pathway - Requested	6	0	6	11	0
LPG Gas - Not enough for family	5	5	0	0	0
Stairs - Damaged, broken, or needs improvement	5	0	5	3	2
LPG Gas - Did not receive refill	4	0	4	8	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	Site Development	Shelter & NFI	Energy & Environment	ID Documents	WASH	Protection	Education	Food Security	Health	Livelihood	Nutrition
Tickets Received	247	124	44	20	15	10	5	0	0	0	0	0
Total Closed on the Spot	161	0	40	6	10	0	4	0	0	0	0	0
Total Referred	86	124	4	14	5	10	1	0	0	0	0	0
Total Replies	171	155	4	35	3	3	0	0	3	0	0	0
Open Tickets	0	0	0	0	2	7	1	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Soap & Hygiene Kit - Did not receive	3
Drainage - Drain Requested	2
Stairs - Damaged, broken, or needs improvement	2
Bathing Station - Broken or Damaged	1
Drainage - Blocked or Water logging	1
Drainage Cover (Slab) - Damaged, broken, or needs improvement	1
Latrine - Broken	1
Latrine - New toilet requested	1
LPG Gas - Lost or stolen cylinder	1
Protection - Request for Protection Interventions	1
SCOPE Card - Has not received new SCOPE Card	1
SCOPE Card - Lost	1
Water tap - Not enough water	1
Water tap - Not Working	1
Water tap - Requested	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report |January 2026 | Camp 21

Summary for January 2026

885 tickets received in this camp

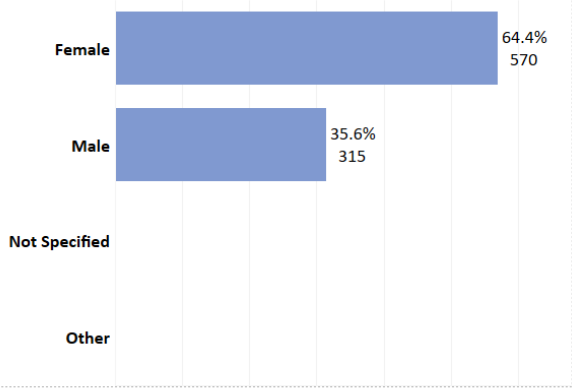
280 tickets closed on the spot*

605 tickets referred to relevant actors

374 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.*

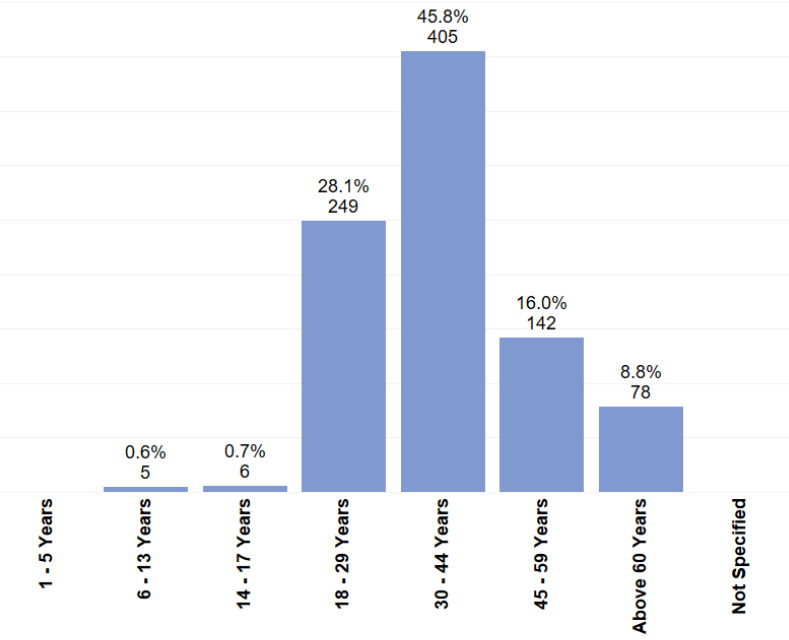
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	248	0	248	0	248
Energy & Environment - Request for Information	196	131	65	196	0
Pathway - Damaged, broken, or needs improvement	130	0	130	0	130
Shelter & NFI - Request for information	53	42	11	53	0
Food Security - Request for information	35	28	7	35	0
LPG Gas - Not enough for family	33	0	33	0	33
WASH - Request for information	26	24	2	26	0
Protection - Request for information	21	20	1	21	0
Site Management - Request for information	20	13	7	20	0
Stairs - Damaged, broken, or needs improvement	18	0	18	0	18
Water tap & Tubewell - Requesting new facility	15	0	15	0	15
Health - Request for information	13	13	0	13	0
Bathing Station - Requested	10	0	10	0	10
Request for additional room - Request for new room	10	0	10	0	10
Damage to shelter - Shelter damaged by weather	9	0	9	0	9
Food distributions - Household has not received food	9	7	2	8	0
Request for Protection Interventions	7	0	7	0	7

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Energy & Environment	Site Development	WASH	Food Security	Protection	Site Management	Health	Education	ID Documents	Livelihood	Nutrition
Tickets Received	323	229	151	66	45	33	20	18	0	0	0	0
Total Closed on the Spot	42	131	1	24	35	20	13	14	0	0	0	0
Total Referred	281	98	150	42	10	13	7	4	0	0	0	0
Total Replies	53	196	1	26	43	21	20	14	0	0	0	0
Open Tickets	228	0	149	16	0	0	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Damage to shelter - Shelter damaged over time	248
Pathway - Damaged, broken, or needs improvement	130
LPG Gas - Not enough for family	33
Stairs - Damaged, broken, or needs improvement	18
Water tap & Tubewell - Requesting new facility	15
Bathing Station - Requested	10
Request for additional room - Request for new room	10
Damage to shelter - Shelter damaged by weather	9
Request for Protection Interventions	7
Latrine - New toilet requested	5
Protection - Request for Protection Interventions	5
Health - Assessment of medical conditions required	3
WASH - Latrine not accessible	3
Drainage - Blocked or Water logging	2
Shelter Materials - Request additional materials	2
WASH - Solid Waste Communal waste pick up needed	2
Bathing Station - Broken or Damaged	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report | January 2026 | Camp 22

Summary for January 2026

2,374 tickets received in this camp

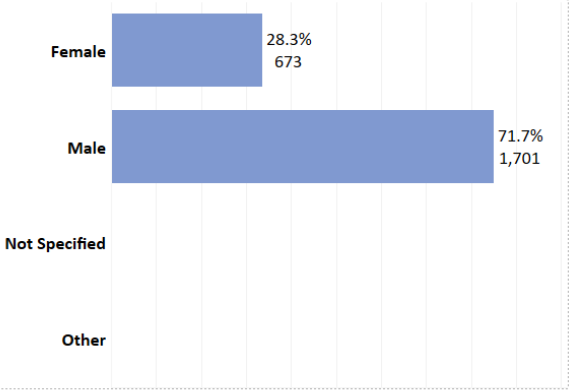
2,064 tickets closed on the spot*

310 tickets referred to relevant actors

775 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.*

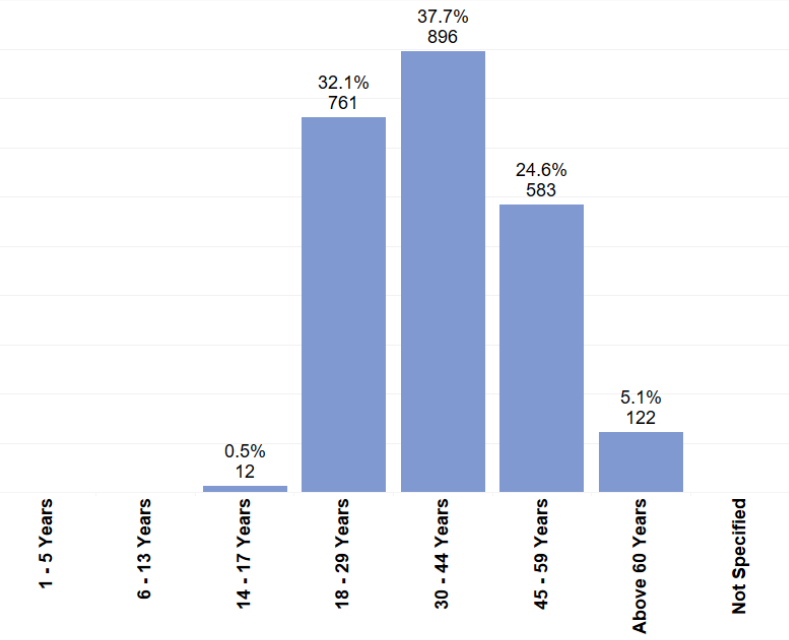
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
NFI - Request additional materials	437	437	0	0	0
LPG Gas - Not enough for family	299	299	0	0	0
Cash for Work - Has not been selected for CfW in long time	233	233	0	0	0
Cooking Stove - Broken or not working	200	200	0	0	0
Shelter & NFI - Request for information	158	158	0	158	0
SMART Card & Family Attestation - Add New Born	143	143	0	0	0
WASH - Request for information	117	117	0	117	0
Cash for Work - Requested CfW	90	90	0	0	0
Electricity Supply - Not working	84	0	84	170	0
SMART Card & Family Attestation - Lost ID Card	72	72	0	0	0
Food Security - Request for information	65	65	0	65	0
Energy & Environment - Request for Information	60	60	0	60	0
Slope Protection (erosion) - Requested	41	0	41	19	22
Protection - Request for information	33	31	2	33	0
Farming supplies - Requested	32	32	0	0	0
Drainage Cover (Slab) - Requested	31	0	31	16	15
Soap & Hygiene Kit - Not enough	25	25	0	0	0

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Energy & Environment	Site Management	ID Documents	WASH	Site Development	Food Security	Protection	Health	Education	Livelihood	Nutrition
Tickets Received	652	591	438	243	163	150	99	37	1	0	0	0
Total Closed on the Spot	628	577	354	218	158	0	97	31	1	0	0	0
Total Referred	24	14	84	25	5	150	2	6	0	0	0	0
Total Replies	179	70	170	27	124	105	65	34	1	0	0	0
Open Tickets	0	0	0	0	0	45	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Slope Protection (erosion) - Requested	22
Drainage Cover (Slab) - Requested	15
Cooking Stove - Did not receive	6
Shelter Number - Requested	5
Slope Protection (erosion) - Damaged, broken, or needs improvement	5
Stairs - Damaged, broken, or needs improvement	5
Drainage - Damaged, broken, or needs improvement	3
Pathway - Requested	3
Food distributions - Household has not received food	2
Lamp post or Street light - Damaged, broken, or needs improvement	2
Request for Protection Interventions	2
Bridge - Damaged, broken, or needs improvement	1
Fence or railing for path or stairs - Damaged, broken, or needs improvement	1
Fence or railing for path or stairs - Requested	1
Lamp post or Street light - Requested	1
Lamp post or Street light - Stolen	1
Latrine - Broken	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report |January 2026 | Camp 24

Summary for January 2026

769 tickets received in this camp

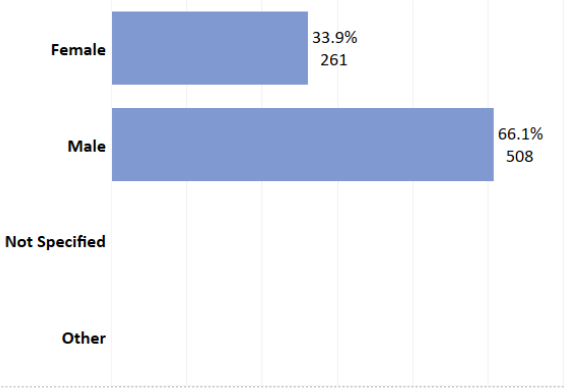
560 tickets closed on the spot*

209 tickets referred to relevant actors

254 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.*

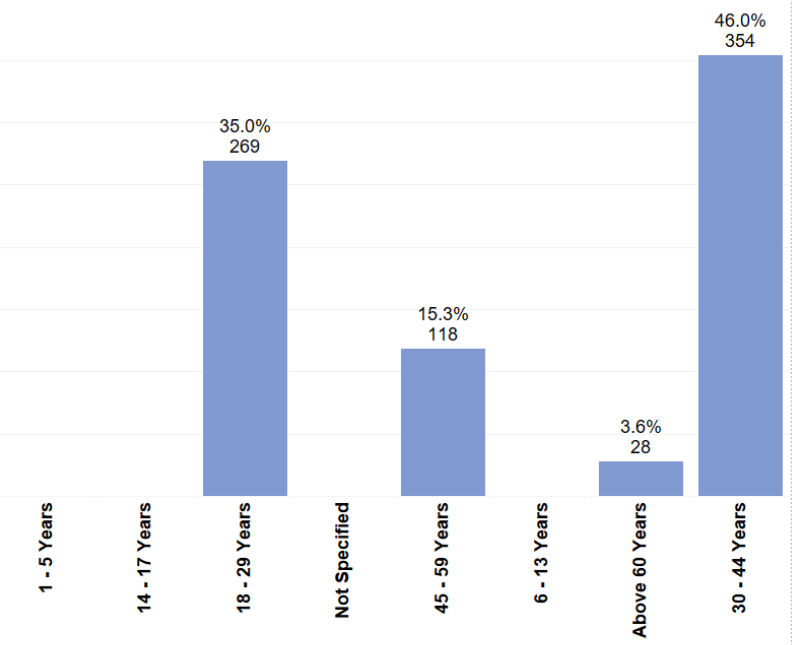
Tickets received by gender



Top Tickets 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	188	188	0	0	0
NFI - Request additional materials	154	154	0	0	0
Cash for Work - Requested CfW	55	55	0	0	0
When is the next LPG distribution day?	45	45	0	0	0
When is the next Cash for Work payment day?	37	37	0	0	0
Shelter Number - Requested	30	0	30	0	30
When is the next hygiene kit distribution day?	25	25	0	0	0
LPG Gas - Did not receive cylinder	21	0	21	25	0
Shelter Materials - Request additional materials	21	21	0	0	0
Cooking Stove - Did not receive	20	0	20	25	0
When is my next Cash for Work rotation day?	18	18	0	0	0
SCOPE Card - Has not received new SCOPE Card	17	0	17	20	0
Protection - Request for Protection Interventions	13	0	13	5	8
Pathway - Requested	12	0	12	4	8
Soap & Hygiene Kit - Did not receive	12	0	12	16	0
Request for Protection Interventions	11	0	11	1	10
Drainage - Drain Requested	10	0	10	5	5

Tickets Received per Age Group



Tickets Analysis by Sector

	Site Management	Shelter & NFI	Energy & Environment	Site Development	WASH	ID Documents	Protection	Food Security	Education	Health	Livelihood	Nutrition
Tickets Received	300	210	94	66	48	24	24	2	1	0	0	0
Total Closed on the Spot	298	180	46	0	27	7	0	2	0	0	0	0
Total Referred	2	30	48	66	21	17	24	0	1	0	0	0
Total Replies	7	0	142	46	32	20	6	0	1	0	0	0
Open Tickets	0	30	0	20	0	0	18	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Shelter Number - Requested	30
Request for Protection Interventions	10
Pathway - Requested	8
Protection - Request for Protection Interventions	8
Drainage - Damaged, broken, or needs improvement	5
Drainage - Drain Requested	5
Slope Protection (erosion) - Damaged, broken, or needs improvement	4
Lamp post or Street light - Requested	3
Latrine - New toilet requested	3
Bathing Station - Requested	2
Drainage Cover (Slab) - Requested	2
Drainage - Blocked or Water logging	1
Drainage Cover (Slab) - Damaged, broken, or needs improvement	1
Stairs - Requested	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report | January 2026 | Camp 25

Summary for January 2026

564 tickets received in this camp

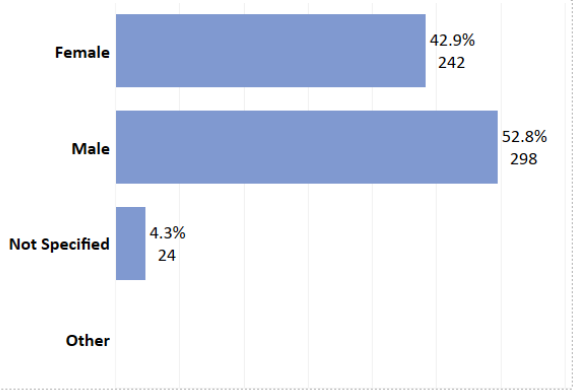
361 tickets closed on the spot*

203 tickets referred to relevant actors

177 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.*

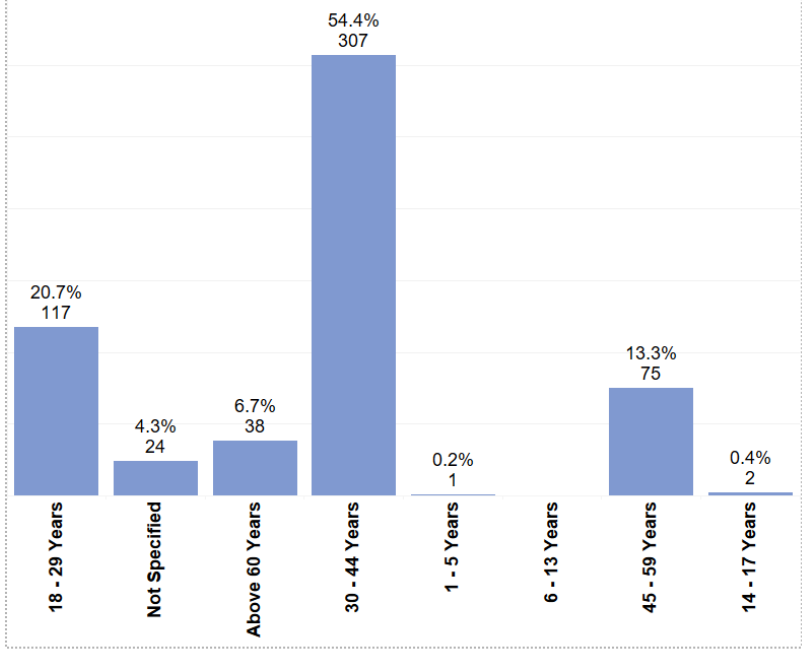
Tickets received by gender



Top Tickets 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	81	81	0	0	0
Shelter Number - Requested	51	0	51	0	51
NFI - Request additional materials	41	41	0	0	0
LPG Gas - Not enough for family	35	35	0	0	0
Food distributions - Request for more food each month	27	27	0	0	0
Pathway - Requested	25	0	25	13	12
Protection Referral (IOM)	24	24	0	0	0
Drainage Cover (Slab) - Requested	23	0	23	14	9
Food distributions - Want to purchase more but not allowed	23	23	0	0	0
Soap & Hygiene Kit - Not enough	23	23	0	0	0
Food distributions - Request for different items or quantities	15	15	0	0	0
Cooking Stove - Broken or not working	13	13	0	0	0
Drainage - Drain Requested	13	0	13	15	0
NFI - Received damaged materials	13	13	0	0	0
Pathway - Damaged, broken, or needs improvement	11	0	11	7	4
Soap & Hygiene Kit - Additional Requested	10	10	0	0	0
Stairs - Requested	10	0	10	3	7

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Site Development	Site Management	Energy & Environment	Food Security	WASH	Protection	Health	Education	ID Documents	Livelihood	Nutrition
Tickets Received	121	110	94	80	66	59	33	1	0	0	0	0
Total Closed on the Spot	68	0	93	74	66	35	24	1	0	0	0	0
Total Referred	53	110	1	6	0	24	9	0	0	0	0	0
Total Replies	0	74	0	78	0	13	5	1	0	6	0	0
Open Tickets	53	36	1	0	0	11	4	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Shelter Number - Requested	51
Pathway - Requested	12
Drainage Cover (Slab) - Requested	9
Stairs - Requested	7
Latrine - Broken	4
Pathway - Damaged, broken, or needs improvement	4
Fence or railing for path or stairs - Requested	3
Latrine - New toilet requested	3
Protection - Request for Protection Interventions	3
Lamp post or Street light - Requested	2
Shelter Number - Needs to be changed	2
Slope Protection (erosion) - Requested	2
Bathing Station - Requested	1
Cash for Work - Has received less payment than days worked	1
Latrine - Needs desludging	1
Request for Protection Interventions	1
Soap & Hygiene Kit - Did not receive	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report |January 2026 | Camp 26

Summary for January 2026

873 tickets received in this camp

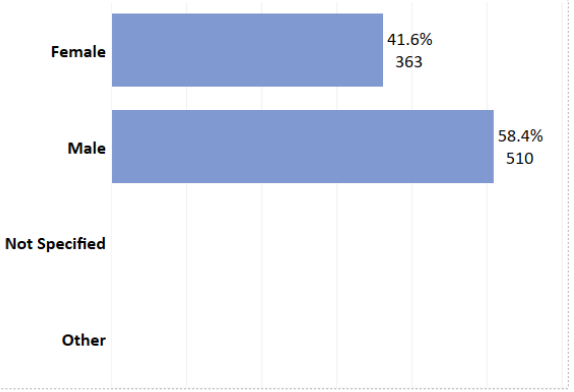
242 tickets closed on the spot*

631 tickets referred to relevant actors

544 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.*

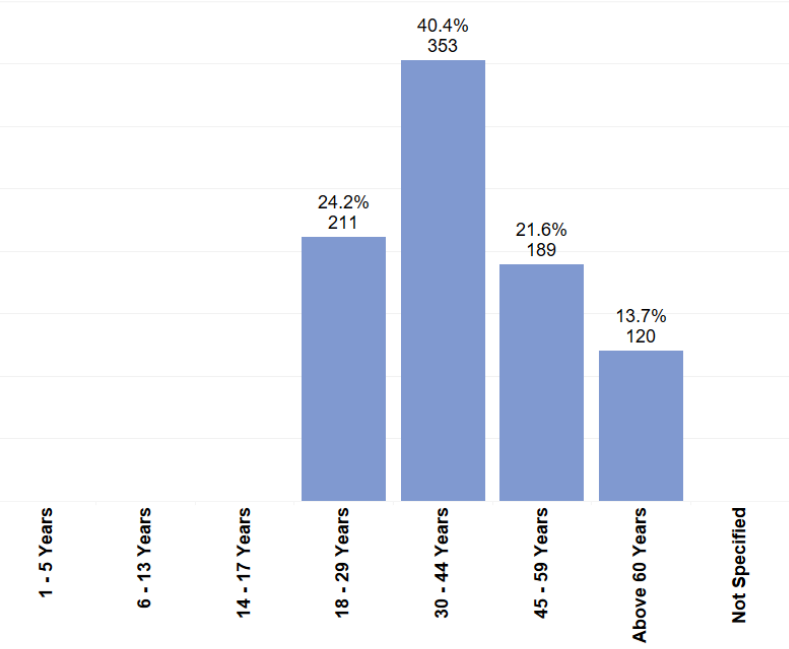
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	342	0	342	60	282
Shelter & NFI - Request for information	153	142	11	153	0
Energy & Environment - Request for Information	84	28	56	84	0
Protection - Request for information	78	22	56	78	0
Food Security - Request for information	39	14	25	39	0
Site Development - Request for information	32	10	22	32	0
Health - Request for information	30	13	17	30	0
Site Management - Request for information	23	4	19	23	0
Request for Protection Interventions	20	0	20	8	12
Livelihood - Request for information	17	7	10	17	0
Protection - Request for Protection Interventions	10	0	10	2	8
Relocation & Repatriation - Relocation within camp	8	0	8	0	8
WASH - Request for information	8	2	6	8	0
Pathway - Damaged, broken, or needs improvement	7	0	7	0	7
Education - Request for information	6	0	6	6	0
Damage to shelter - Shelter damaged by weather	3	0	3	3	0
LPG Gas - Not enough for family	3	0	3	0	3

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Protection	Energy & Environment	Food Security	Site Development	Site Management	Health	Livelihood	WASH	Education	ID Documents	Nutrition
Tickets Received	502	108	87	42	39	31	30	17	11	6	0	0
Total Closed on the Spot	142	22	28	14	10	4	13	7	2	0	0	0
Total Referred	360	86	59	28	29	27	17	10	9	6	0	0
Total Replies	217	88	84	39	32	23	30	17	8	6	0	0
Open Tickets	143	0	0	0	0	4	0	0	1	0	0	0

Top Open Tickets this Month

Ticket Description	
Damage to shelter - Shelter damaged over time	282
Request for Protection Interventions	12
Protection - Request for Protection Interventions	8
Relocation & Repatriation - Relocation within camp	8
Pathway - Damaged, broken, or needs improvement	7
LPG Gas - Not enough for family	3
Shelter Materials - Request additional materials	2
Bathing Station - Broken or Damaged	1
Food distributions - Household has not received food	1
Food Security - Issue with collector	1
Latrine - Needs desludging	1
Request for fresh food enlistment - Request for fresh food	1
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	1
Water tap - Poor quality water	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report | January 2026 | Camp 27

Summary for January 2026

10 tickets received in this camp

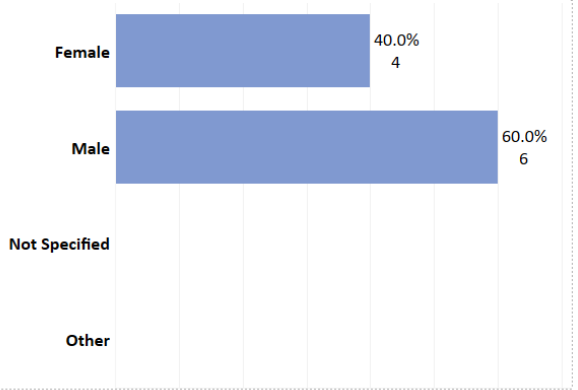
0 tickets closed on the spot*

10 tickets referred to relevant actors

0 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.*

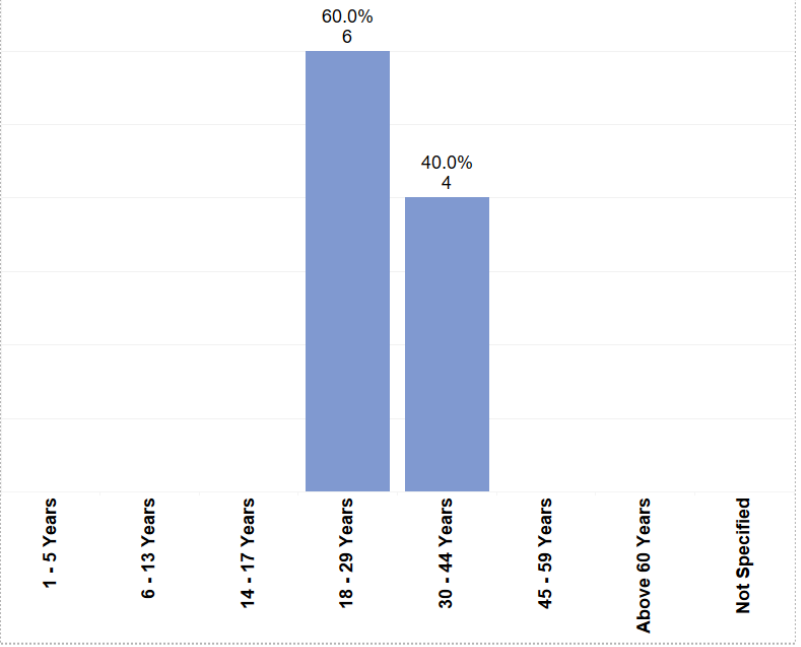
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Request for Protection Interventions	4	0	4	0	4
LPG Gas - Not enough for family	3	0	3	0	3
Damage to shelter - Shelter damaged over time	2	0	2	0	2
Protection - Request for Protection Interventions	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Protection	Energy & Environment	Shelter & NFI	Education	Food Security	Health	ID Documents	Livelihood	Nutrition	Site Development	Site Management	WASH
Tickets Received	5	3	2	0	0	0	0	0	0	0	0	0
Total Closed on the Spot	0	0	0	0	0	0	0	0	0	0	0	0
Total Referred	5	3	2	0	0	0	0	0	0	0	0	0
Total Replies	0	0	0	0	0	0	0	0	0	0	0	0
Open Tickets	5	3	2	0	0	0	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Request for Protection Interventions	4
LPG Gas - Not enough for family	3
Damage to shelter - Shelter damaged over time	2
Protection - Request for Protection Interventions	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report | January 2026 | Kutupalong RC

Summary for January 2026

421 tickets received in this camp

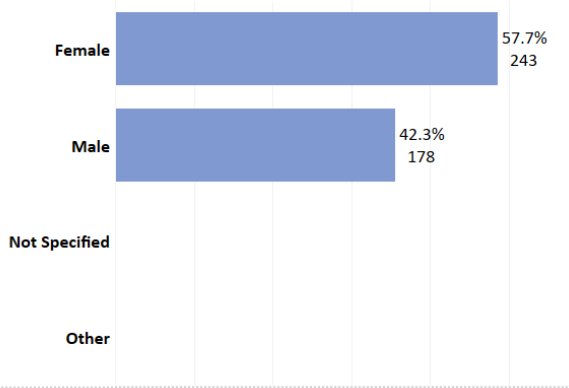
188 tickets closed on the spot*

233 tickets referred to relevant actors

223 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.*

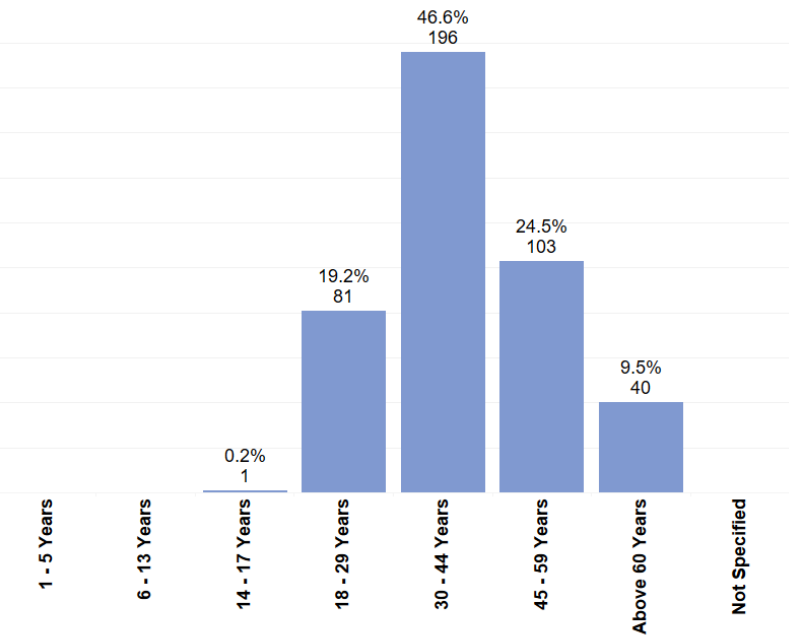
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	116	0	116	33	83
Shelter & NFI - Request for information	103	103	0	103	0
Protection - Request for Protection Interventions	28	0	28	0	28
Food Security - Request for information	26	26	0	26	0
Site Development - Request for information	26	26	0	26	0
Pathway - Damaged, broken, or needs improvement	25	0	25	0	25
Request for Protection Interventions	19	0	19	0	19
Protection - Request for information	13	11	2	13	0
LPG Gas - Not enough for family	11	0	11	0	11
Food distributions - Household has not received food	8	0	8	0	8
Food distributions - Poor quality food items	7	7	0	7	0
Energy & Environment - Request for Information	6	6	0	6	0
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	5	4	1	4	0
Drainage - Blocked or Water logging	4	0	4	0	4
Request for additional room - Request for new room	4	0	4	0	4
Health - Assessment of medical conditions required	3	2	1	2	0
Shelter & NFI - NFI Concern related to distribution modality facility quality location	3	0	3	0	3

Tickets Received per Age Group



Tickets Analysis by Sector

	Shelter & NFI	Protection	Site Development	Food Security	Energy & Environment	WASH	Health	Education	ID Documents	Livelihood	Nutrition	Site Management
Tickets Received	232	60	57	43	17	6	5	1	0	0	0	0
Total Closed on the Spot	107	11	26	33	6	0	4	1	0	0	0	0
Total Referred	125	49	31	10	11	6	1	0	0	0	0	0
Total Replies	140	13	26	33	6	0	4	1	0	0	0	0
Open Tickets	0	36	5	0	5	6	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Damage to shelter - Shelter damaged over time	83
Protection - Request for Protection Interventions	28
Pathway - Damaged, broken, or needs improvement	25
Request for Protection Interventions	19
LPG Gas - Not enough for family	11
Food distributions - Household has not received food	8
Drainage - Blocked or Water logging	4
Request for additional room - Request for new room	4
Shelter & NFI - NFI Concern related to distribution modality facility quality location	3
Latrine - Needs desludging	2
Request for fresh food enlistment - Request for fresh food	2
WASH - Solid Waste Communal waste pick up needed	2
Bathing Station - Requested	1
Shelter Materials - Received amount is not enough	1
Slope Protection (erosion) - Requested	1
Stairs - Requested	1
Water tap & Tubewell - Requesting new facility	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report | January 2026 | Nayapara RC

Summary for January 2026

489 tickets received in this camp

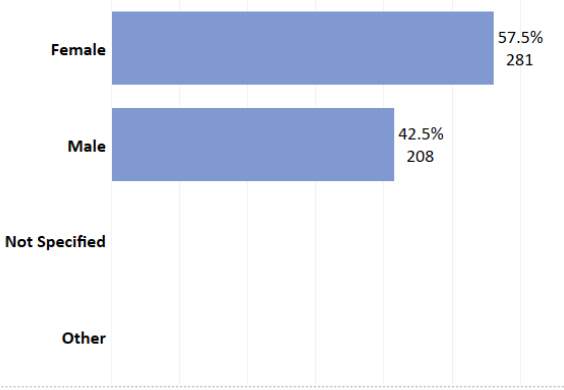
128 tickets closed on the spot*

361 tickets referred to relevant actors

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.*

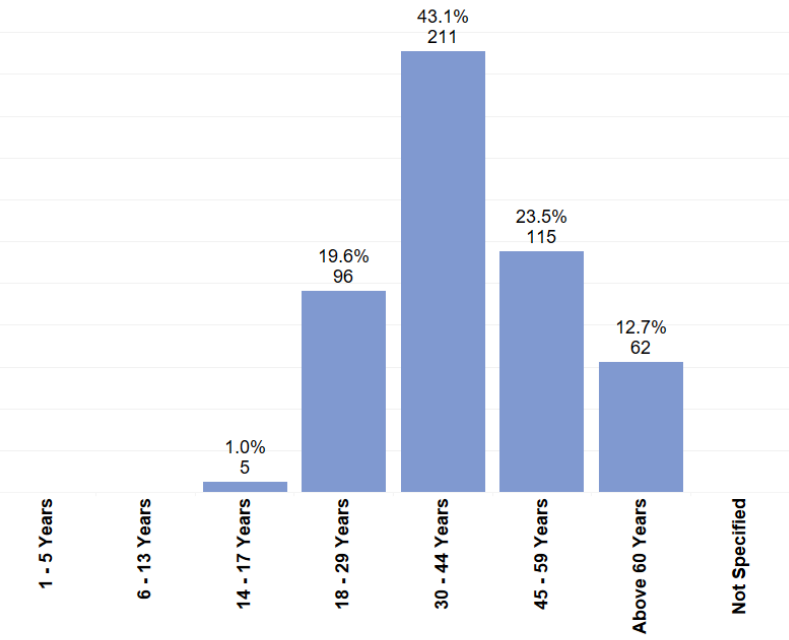
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Protection - Request for information	187	88	99	187	0
Damage to shelter - Shelter damaged over time	96	0	96	22	74
Health - Request for information	65	25	40	65	0
Protection - Request for Protection Interventions	43	0	43	11	32
Request for Protection Interventions	35	0	35	8	27
Site Development - Request for information	26	4	22	26	0
Pathway - Damaged, broken, or needs improvement	12	0	12	0	12
Shelter & NFI - Request for information	11	11	0	11	0
Health - Assessment of medical conditions required	3	0	3	0	3
LPG Gas - Not enough for family	3	0	3	0	3
Health - Health Facility is not maintaining standards	2	0	2	0	2
Request for additional room - Request for new room	2	0	2	1	1
Drainage - Blocked or Water logging	1	0	1	0	1
Education - Tertiary Education requested	1	0	1	1	0
Shelter & NFI - NFI Concern related to distribution modality facility quality location	1	0	1	0	1
Water tap - Poor quality water	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Protection	Shelter & NFI	Health	Site Development	Energy & Environment	Education	WASH	Food Security	ID Documents	Livelihood	Nutrition	Site Management
Tickets Received	265	110	70	39	3	1	1	0	0	0	0	0
Total Closed on the Spot	88	11	25	4	0	0	0	0	0	0	0	0
Total Referred	177	99	45	35	3	1	1	0	0	0	0	0
Total Replies	206	34	65	26	0	1	0	0	0	0	0	0
Open Tickets	0	65	0	9	3	0	1	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	
Damage to shelter - Shelter damaged over time	74
Protection - Request for Protection Interventions	32
Request for Protection Interventions	27
Pathway - Damaged, broken, or needs improvement	12
Health - Assessment of medical conditions required	3
LPG Gas - Not enough for family	3
Health - Health Facility is not maintaining standards	2
Drainage - Blocked or Water logging	1
Request for additional room - Request for new room	1
Shelter & NFI - NFI Concern related to distribution modality facility quality location	1
Water tap - Poor quality water	1

ISCG INTER SECTOR COORDINATION GROUP | Rohingya Refugee Response Bangladesh

Common Feedback Platform - CFP

Monthly Camp Report | January 2026 | Transit Center

Summary for January 2026

64 tickets received in this camp

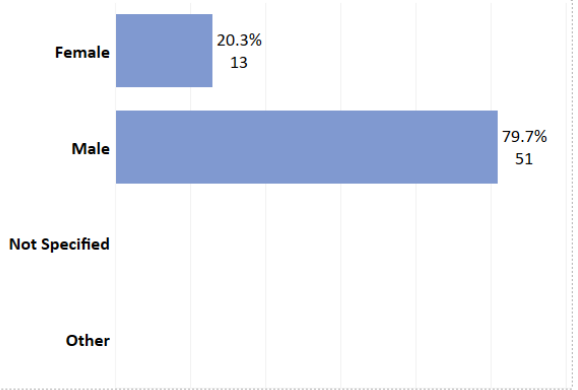
17 tickets closed on the spot*

47 tickets referred to relevant actors

50 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.*

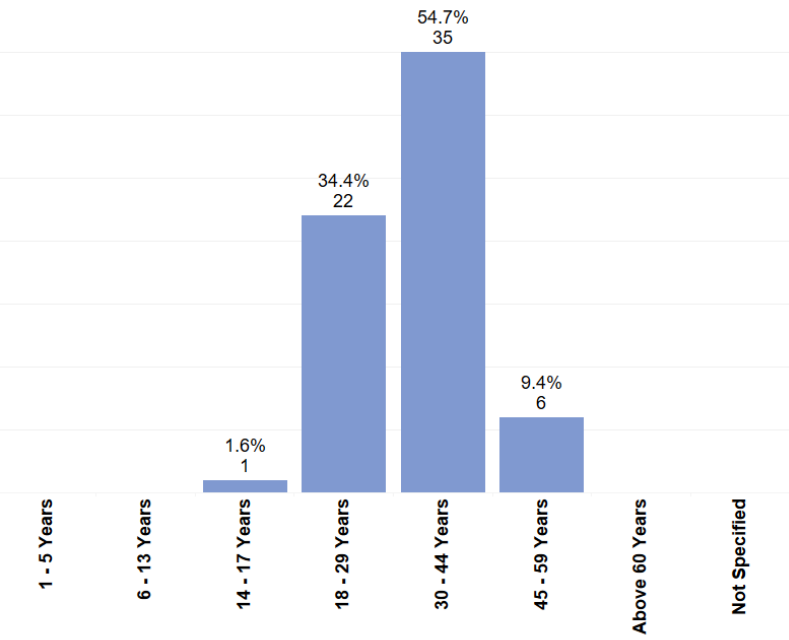
Tickets received by gender



Top Tickets this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Protection - Request for Protection Interventions	14	0	14	10	4
Food distributions - Household has not received food	12	6	6	11	0
LPG Gas - Not enough for family	10	0	10	5	5
Protection - Request for information	10	9	1	10	0
Food Security - Issue with collector	6	0	6	6	0
Request for Protection Interventions	6	0	6	4	2
Energy & Environment - Request for Information	1	1	0	1	0
Food Security - Issue with distribution item	1	0	1	1	0
Health - Assessment of medical conditions required	1	1	0	1	0
Health - Health Facility is not maintaining standards	1	0	1	0	1
LPG Porters - Requested	1	0	1	1	0
Request for fresh food enlistment - Request for fresh food	1	0	1	0	1

Tickets Received per Age Group



Tickets Analysis by Sector

	Protection	Food Security	Energy & Environment	Health	Education	ID Documents	Livelihood	Nutrition	Shelter & NFI	Site Development	Site Management	WASH
Tickets Received	30	20	12	2	0	0	0	0	0	0	0	0
Total Closed on the Spot	9	6	1	1	0	0	0	0	0	0	0	0
Total Referred	21	14	11	1	0	0	0	0	0	0	0	0
Total Replies	24	18	7	1	0	0	0	0	0	0	0	0
Open Tickets	0	0	4	0	0	0	0	0	0	0	0	0

Top Open Tickets this Month

Ticket Description	
LPG Gas - Not enough for family	5
Protection - Request for Protection Interventions	4
Request for Protection Interventions	2
Health - Health Facility is not maintaining standards	1
Request for fresh food enlistment - Request for fresh food	1