

Common Feedback Platform - CFP

About the Common Feedback Platform

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

IOM Methodology and Definitions:

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

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

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

Definitions

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

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

- **If the ticket can be resolved without referral.**

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

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

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

UNCHR Methodology and Definitions:

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

- o **Complaints** trigger an automatic referral within the system. The ticket is directed to the appropriate focal point depending on the nature of the complaint (SEA, complaint against staff/partner or report of refugee fraud) for assessment and action in line with the relevant SOPs.
- o **Feedback:** These inquiries are automatically closed in the system upon receipt, once the Intake form is submitted, if they typically do not require further action beyond acknowledgment and recording the feedback from individuals. However, for negative feedback, the data is analyzed and shared with the focal persons on a monthly basis.
- o **Request for information:** These enquiries are automatically closed in the system after the provision of the requested information found in the library of Frequently Asked Questions (FAQs). If the information is not available in the FAQs, these queries are recorded as a request for humanitarian assistance or for protection intervention depending on their nature.
- o **Requests for Humanitarian Services:** These queries trigger an automatic referral within the system. The ticket is directed to the relevant focal point depending on the sector and the nature of the query for assessment and action. The ticket can only be closed after action has been taken according to the CAIPP SOPs for that sector.
- o **Requests for Protection interventions:** These queries trigger an automatic referral within the system. The ticket is directed to the appropriate Protection focal point to take action. Once action has been taken, the ticket is closed in line with CAIPP SOPs. Some actions may require case management, in which case the ticket is closed in CAIPP, and case management is recorded in proGres (not CAIPP).

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

Definitions

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

Types of queries:

- o **Complaints:** Concerns raised by refugees regarding service delivery or grievances, typically seeking a resolution or correction. Complaints can involve significant concerns such as safety, health, and well-being. They arise when there is a perceived failure to deliver promised aid, breaches of rights, or unethical behavior by staff or volunteers, requiring immediate attention.
- o **Feedback:** General comments on services or operations that provide insights or observations to help improve the effectiveness, efficiency, or appropriateness of humanitarian interventions. Typically constructive, feedback can range from appreciative to critical. It focuses less on immediate rectification and more on long-term improvement, not always requiring immediate action.
- o **Request for Humanitarian Service:** Requests for specific assistance such as food, shelter, WASH or medical aid and others.
- o **Request for Information:** Inquiries seeking details about services, processes, or rights.
- o **Request for Protection Interventions:** Requests related to the provision of protection services such as legal aid or interventions to protect from and/or respond to harm.

Common Feedback Platform - CFP

Monthly Sector Cumulative Report | March 2025 - February 2026

Cumulative Data for Mar 2025 - Feb 2026

366,938 tickets received across 34 sites

175,997 tickets closed on the spot

190,941 tickets referred by 6 actors

232,433 responses given by relevant actors

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

Tickets Received each Month per Sector

Sector	March	April	May	June	July	August	September	October	November	December	January	February	Grand Total
Education	77	94	37	65	41	75	65	82	57	53	36	25	707
Energy & Environment	1,922	2,943	2,089	2,009	4,034	1,988	2,931	3,582	5,379	4,661	3,292	3,859	38,689
Food Security	318	1,833	1,074	1,340	760	780	664	663	700	622	846	589	10,189
Health	776	926	649	738	741	1,085	1,139	1,372	1,468	970	565	650	11,079
ID Documents	4,110	517	562	399	496	438	486	495	506	346	503	403	9,261
Livelihood	226	192	153	182	139	153	211	377	393	600	228	231	3,085
Nutrition	1,069	8	3	7	4	9	19	26	7	3	2	2	1,159
Protection	2,207	5,640	2,686	2,592	4,319	4,254	4,414	4,757	3,326	2,808	1,599	1,403	40,005
Shelter & NFI	8,963	13,973	13,754	16,310	14,352	13,551	14,114	11,005	7,160	4,973	8,352	8,748	135,255
Site Development	3,955	5,407	5,455	6,149	6,363	5,889	4,975	5,416	4,316	3,209	4,249	3,587	58,970
Site Management	4,745	3,443	3,981	3,810	1,996	3,002	2,409	1,941	6,637	5,720	2,315	1,995	41,994
WASH	2,012	1,391	1,278	1,111	1,409	1,417	1,241	1,441	1,557	1,155	1,142	1,391	16,545

Cumulative Tickets per Month

	March	April	May	June	July	August	September	October	November	December	January	February	Grand Total
Total Received	30,380	36,367	31,721	34,712	34,654	32,641	32,668	31,157	31,506	25,120	23,129	22,883	366,938
Total Closed on the Spot	17,459	14,088	12,539	15,804	12,851	16,070	16,577	15,371	17,272	14,580	11,855	11,531	175,997
Total Referred	12,921	22,279	19,182	18,908	21,803	16,571	16,091	15,786	14,234	10,540	11,274	11,352	190,941
Total Replies	26,290	18,224	16,384	22,160	19,516	23,246	20,368	21,033	20,253	17,163	13,135	14,661	232,433

Top Tickets Received by Gender

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	20,433	28,581		
Damage to shelter - Shelter damaged by weather	11,971	19,789		
Pathway - Damaged, broken, or needs improvement	5,664	9,236		
Slope Protection (erosion) - Requested	5,417	6,597	4	
Slope Protection (erosion) - Damaged, broken, or needs improvement	4,102	7,835		
Cash for Work - Has not been selected for CfW in long time	3,171	7,951	4	
LPG Gas - Not enough for family	2,890	6,539		
NFI - Request additional materials	2,163	6,353	2	
Shelter Materials - Request additional materials	2,149	4,930	2	
Shelter Materials - Missed Distribution	2,630	3,725		
Cash for Work - Requested CfW	1,538	4,592	4	
Cash for Work - Has not been enrolled	786	1,999	1	
Stairs - Requested	1,097	1,503	1	
Cooking Stove - Broken or not working	441	1,605		
SMART Card & Family Attestation - Add New Born	520	1,318		

Cumulative Tickets by Camp | AOR

	Camp 01E	Camp 01W	Camp 02E	Camp 02W	Camp 03	Camp 04	Camp 04 Ext.	Camp 05	HCR Camp 06	Camp 07	Camp 17	Camp 21	Camp 26	Camp 27	Kutupalong RC	Nayapara RC	Transit Center	Camp 08E	Camp 08W	Camp 09	Camp 10	Camp 11	Camp 12	Camp 13	Camp 14	IOM Camp 15	Camp 16	Camp 18	Camp 19	Camp 20	Camp 20 Ext	Camp 22	Camp 24	Camp 25	Grand Total
Total Received	15,353	17,136	9,543	7,595	7,769	17,279	4,121	8,892	10,851	15,779	10,397	9,308	14,587	13,112	6,830	10,951	2,530	7,727	11,761	9,869	9,718	10,151	9,991	9,188	11,081	13,651	10,334	11,339	10,064	7,506	7,166	24,019	12,060	9,280	366,938
Total Closed on the Spot	3,059	3,189	1,276	880	4,200	10,119	1,966	4,306	5,223	1,453	6,298	2,948	3,131	4,336	1,976	4,721	1,902	2,846	6,826	6,300	4,734	4,701	5,127	2,045	9,068	8,883	6,529	8,470	5,443	4,789	4,357	20,177	7,019	7,700	175,997
Total Referred	12,294	13,947	8,267	6,715	3,569	7,160	2,155	4,586	5,628	14,326	4,099	6,360	11,456	8,776	4,854	6,230	628	4,881	4,935	3,569	4,984	5,450	4,864	7,143	2,013	4,768	3,805	2,869	4,621	2,717	2,809	3,842	5,041	1,580	190,941
Total Replies	5,816	8,630	2,863	3,536	4,806	13,457	2,491	4,884	7,678	4,597	6,949	5,146	9,971	9,751	3,863	6,297	2,106	8,572	9,495	7,392	9,701	8,598	9,291	9,031	3,845	11,291	8,727	7,709	5,642	3,396	3,275	8,759	9,731	5,137	232,433

CFM Implementers and Data Contributors:



CFM Report Designed and Produced by NPM:



Disclaimer:
IOM : The data is collected in all the 17 IOM AoR camps where the submitted tickets either closed on the spot or referred. Once a referred ticket is replied to, the feedback is shared with the beneficiary concerned. The beneficiary confirms if they consider their ticket resolved or not. Zite manager Link - <https://www.zitemanager.org/bangladesh>
UNCHR: UNHCR collects data from all 33 camps. Queries by refugees are either answered on the spot or they generate a ticket that is referred to the relevant focal point for follow up. Once action has been taken in line with the UNHCR CAIPP Standard Operating Procedures (SOPs), the ticket is closed.

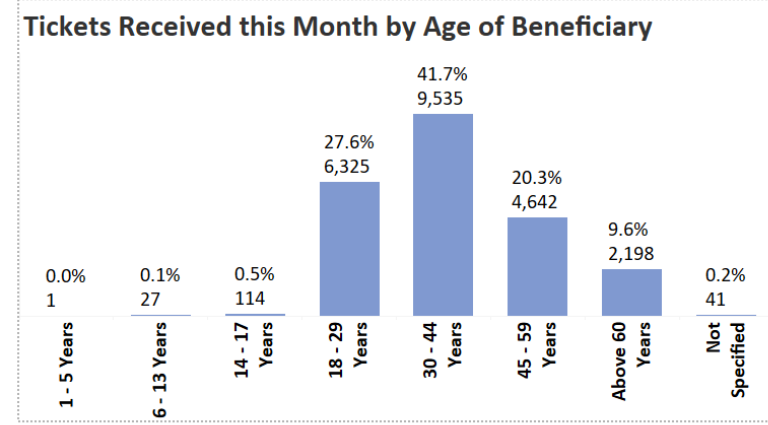
Common Feedback Platform - CFP

Monthly Overview | February 2026

Summary for February 2026
22,883 tickets received across **34** sites
11,531 tickets closed on the spot*
11,352 tickets referred to relevant actors
14,661 responses given by relevant actors

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

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

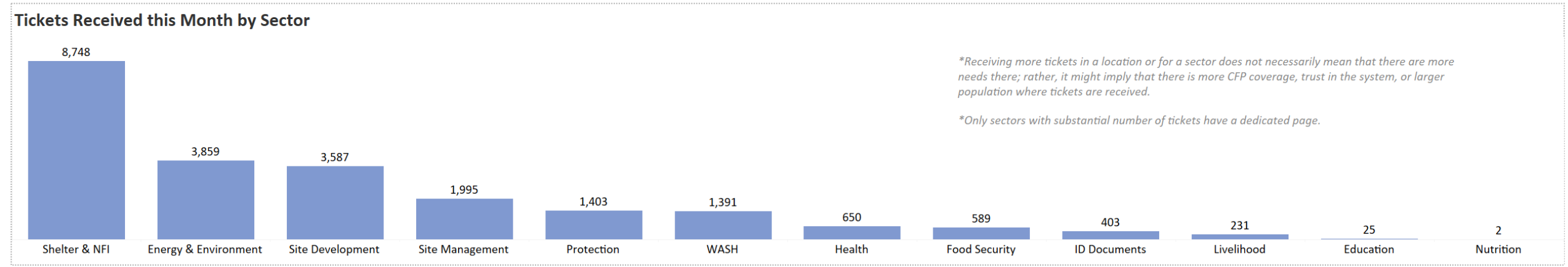


Top Tickets Received this Month

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	1,663	2,379		
LPG Gas - Not enough for family	357	778		
Cash for Work - Has not been selected for CFW in long time	247	775	1	
NFI - Request additional materials	141	711		
Slope Protection (erosion) - Requested	349	414	2	
Pathway - Damaged, broken, or needs improvement	263	398		
Slope Protection (erosion) - Damaged, broken, or needs improvement	174	404		
Cash for Work - Requested CFW	103	303		
Shelter Materials - Missed Distribution	175	195		
Damage to shelter - Shelter damaged by weather	143	179		
Shelter Materials - Request additional materials	93	170		
Cash for Work - Has not been enrolled	51	169		
Stairs - Requested	75	96		
Cooking Stove - Broken or not working	29	120		
Pathway - Requested	49	93		
SMART Card & Family Attestation - Add New Born	26	93		

Tickets Received this Month by Camp

		Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets	
HCR	Camp 01E	864	264	600	519	81	
	Camp 01W	695	140	555	519	36	
	Camp 02E	240	24	216	57	159	
	Camp 02W	294	11	283	27	256	
	Camp 03	506	244	262	288	0	
	Camp 04	1,222	782	440	1,060	0	
	Camp 04 Ext.	324	113	211	255	0	
	Camp 05	347	198	149	201	0	
	Camp 06	431	3	428	210	218	
	Camp 07	895	77	818	284	534	
	Camp 17	398	167	231	169	62	
	Camp 21	977	427	550	773	0	
	Camp 26	1,324	296	1,028	984	44	
	Camp 27	494	41	453	320	133	
	Kutupalong RC	415	141	274	148	126	
	Nayapara RC	682	220	462	505	0	
	Transit Center	39	17	22	29	0	
	IOM	Camp 08E	497	107	390	556	0
		Camp 08W	721	381	340	516	0
		Camp 09	611	415	196	429	0
		Camp 10	600	248	352	620	0
		Camp 11	783	416	367	610	0
		Camp 12	756	328	428	682	0
		Camp 13	504	124	380	367	13
		Camp 14	1,046	882	164	448	0
Camp 15		942	711	231	735	0	
Camp 16		685	509	176	1,104	0	
Camp 18	883	646	237	544	0		
Camp 19	314	109	205	251	0		
Camp 20	427	276	151	119	32		
Camp 20 Ext	410	214	196	173	23		
Camp 22	2,030	1,823	207	681	0		
Camp 24	1,016	743	273	265	8		
Camp 25	511	434	77	213	0		



**Receiving more tickets in a location or for a sector does not necessarily mean that there are more needs there; rather, it might imply that there is more CFP coverage, trust in the system, or larger population where tickets are received.*

**Only sectors with substantial number of tickets have a dedicated page.*

Common Feedback Platform - CFP

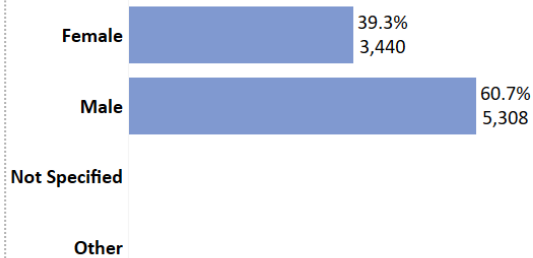
Monthly Sector Report | February 2026 | Shelter & NFI

Summary for February 2026

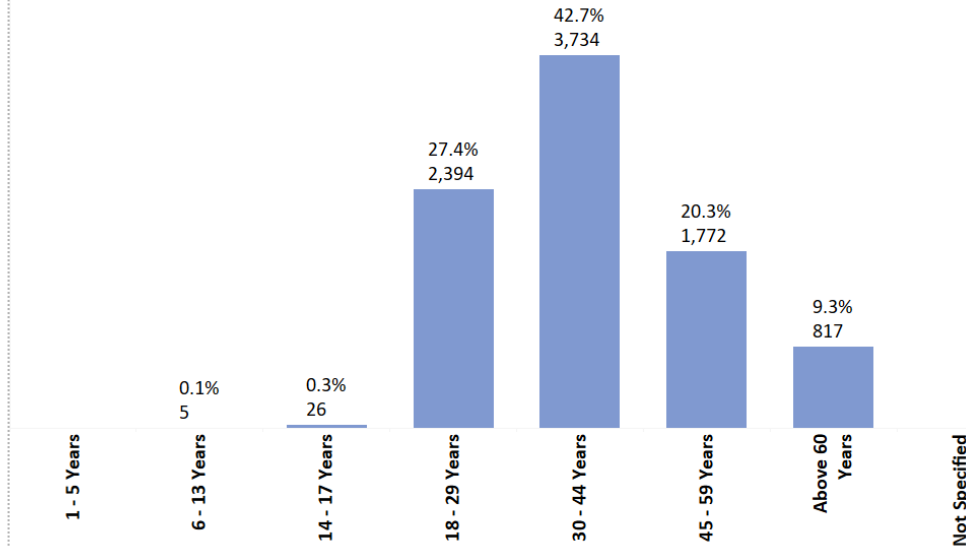
8,748 tickets received across 34 sites
3,764 tickets closed on the spot
4,984 tickets referred to relevant actors
5,220 responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	554	131	423	352	71
Camp 01W	393	49	344	282	62
Camp 02E	174	5	169	25	144
Camp 02W	247	6	241	8	233
Camp 03	287	124	163	131	32
Camp 04	704	383	321	610	0
Camp 04 Ext.	226	54	172	185	0
Camp 05	158	68	90	68	22
Camp 06	366	2	364	197	167
Camp 07	619	10	609	163	446
Camp 08E	33	29	4	25	0
Camp 08W	151	134	17	133	0
Camp 09	132	123	9	95	0
Camp 10	103	76	27	152	0
Camp 11	211	95	116	105	11
Camp 12	245	127	118	153	0
Camp 13	147	6	141	134	7
Camp 14	97	90	7	47	0
Camp 15	107	97	10	102	0
Camp 16	328	320	8	664	0
Camp 17	232	86	146	86	60
Camp 18	292	263	29	206	0
Camp 19	37	28	9	18	0
Camp 20	43	38	5	12	0
Camp 20 Ext	58	58	0	36	0
Camp 21	256	10	246	160	86
Camp 22	579	573	6	163	0
Camp 24	358	357	1	29	0
Camp 25	109	108	1	53	0
Camp 26	773	178	595	492	103
Camp 27	209	18	191	93	98
Kutupalong RC	198	47	151	47	104
Nayapara RC	321	71	250	194	56
Transit Center	1	0	1	0	1

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Damage to shelter - Shelter damaged over time	4,042	78	3,964	1,632	2,332
Shelter & NFI - Request for the information	1,945	1,902	43	1,945	0
NFI - Request additional materials	852	852	0	0	0
Shelter & NFI - Request for Information	662	609	53	662	0
Shelter Materials - Missed Distribution	370	0	370	537	0
Damage to shelter - Shelter damaged by weather	322	0	322	84	238
Shelter Materials - Request additional materials	263	217	46	15	31
Shelter Number - Requested	107	0	107	157	0
NFI - Received damaged materials	48	48	0	0	0
Request for additional room - Request for new room	47	0	47	23	24
Shelter Kit - Requested (general households)	17	17	0	0	0
NFI - Missed Distribution	12	0	12	126	0
Shelter Materials - Received damaged materials	11	11	0	0	0
Shelter Materials - Too far to distribution	10	10	0	0	0
NFI and shelter request for the information	9	9	0	9	0
When is the next Shelter Materials distribution day	7	7	0	0	0
Shelter Kit - Requested (new arrival)	6	0	6	3	3

Common Feedback Platform - CFP

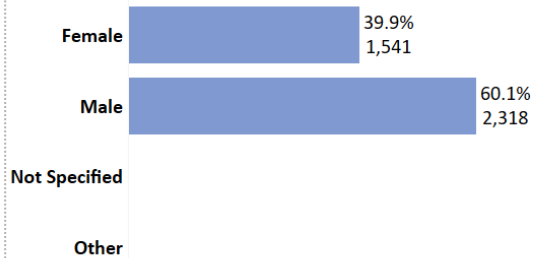
Monthly Sector Report | February 2026 | Energy & Environment

Summary for February 2026

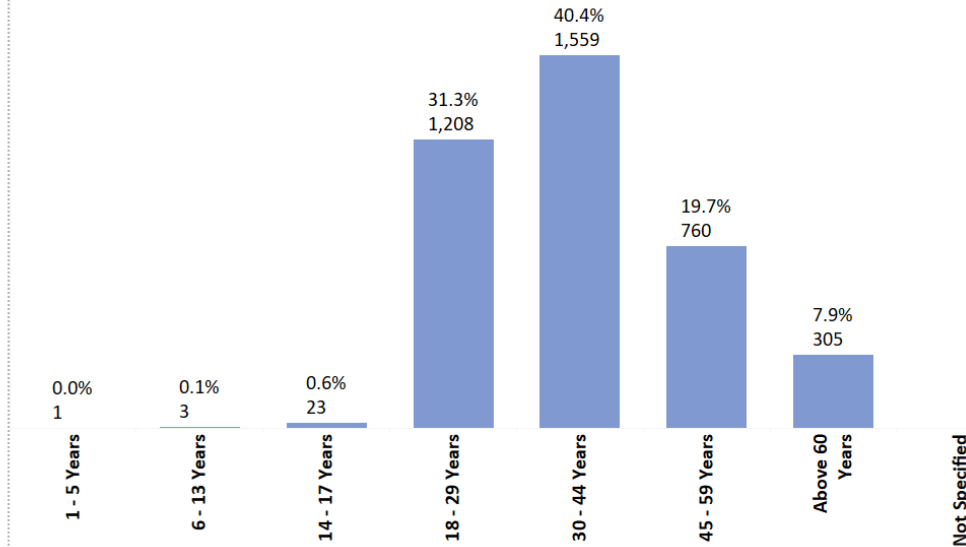
3,859 tickets received across 34 sites
2,692 tickets closed on the spot
1,167 tickets referred to relevant actors
2,421 responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	67	40	27	40	0
Camp 01W	75	37	38	57	0
Camp 02E	36	17	19	26	0
Camp 02W	11	1	10	7	3
Camp 03	103	55	48	71	0
Camp 04	235	201	34	201	0
Camp 04 Ext.	52	35	17	36	0
Camp 05	93	70	23	72	0
Camp 06	19	0	19	1	18
Camp 07	123	67	56	119	0
Camp 08E	46	15	31	68	0
Camp 08W	187	166	21	80	0
Camp 09	132	109	23	73	0
Camp 10	38	13	25	30	0
Camp 11	136	64	72	65	7
Camp 12	110	63	47	97	0
Camp 13	24	14	10	18	0
Camp 14	184	176	8	27	0
Camp 15	107	95	12	60	0
Camp 16	69	48	21	229	0
Camp 17	102	41	61	41	20
Camp 18	151	136	15	45	0
Camp 19	32	12	20	31	0
Camp 20	64	53	11	30	0
Camp 20 Ext	47	17	30	25	5
Camp 21	517	366	151	499	0
Camp 22	524	508	16	52	0
Camp 24	127	66	61	38	23
Camp 25	163	137	26	35	0
Camp 26	108	22	86	100	0
Camp 27	128	17	111	114	0
Kutupalong RC	41	29	12	29	0
Nayapara RC	1	0	1	0	1
Transit Center	7	2	5	5	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Energy & Environment - Request for Information	1,855	1,490	365	1,855	0
LPG Gas - Not enough for family	1,135	831	304	64	240
LPG Gas - Did not receive cylinder	169	0	169	146	23
Cooking Stove - Broken or not working	149	149	0	0	0
When is the next LPG distribution day?	97	97	0	0	0
Cooking Stove - Did not receive	91	0	91	75	16
Cooking set (gas & stove) - Requested	79	79	0	0	0
LPG Gas - Did not receive refill	75	0	75	48	27
LPG Gas - Lost or stolen cylinder	74	0	74	166	0
LPG Porters - Requested	52	0	52	18	34
Cooking set (gas & stove) - Broken or not working	34	34	0	0	0
LPG Gas - Lost token	27	0	27	18	9
Cooking Stove - Requested	9	9	0	0	0
Pressure Cooker - Did not receive	8	0	8	1	7
Cooking Stove - Lost or stolen	2	0	2	30	0
When is next LPG package distribution date for new arrivals?	1	1	0	0	0
When is next LPG package distribution date?	1	1	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | February 2026 | Site Development

Summary for February 2026

3,587 tickets received across 34 sites

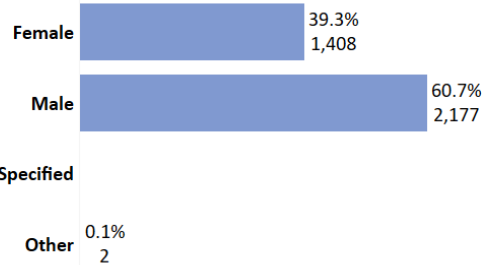
447 tickets closed on the spot

3,140 tickets referred to relevant actors

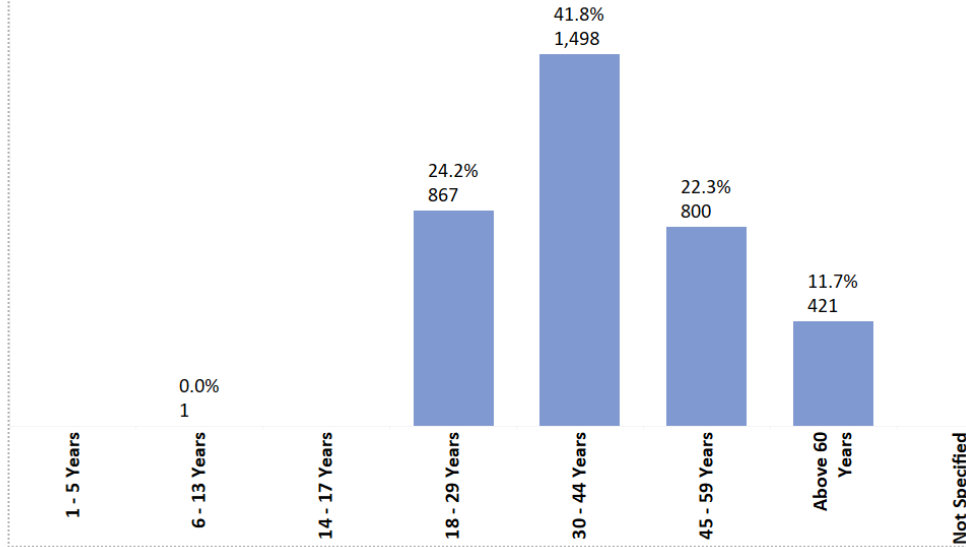
3,169 responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	105	16	89	28	61
Camp 01W	106	4	102	69	33
Camp 02E	14	0	14	0	14
Camp 02W	20	0	20	0	20
Camp 03	24	7	17	7	10
Camp 04	60	25	35	49	0
Camp 04 Ext.	1	0	1	0	1
Camp 05	27	6	21	6	15
Camp 06	33	1	32	6	26
Camp 07	133	0	133	0	133
Camp 08E	266	13	253	334	0
Camp 08W	285	14	271	217	54
Camp 09	128	29	99	108	0
Camp 10	277	81	196	322	0
Camp 11	146	33	113	198	0
Camp 12	226	50	176	280	0
Camp 13	193	19	174	125	49
Camp 14	190	63	127	209	0
Camp 15	190	17	173	203	0
Camp 16	96	1	95	26	69
Camp 17	14	6	8	6	2
Camp 18	160	2	158	148	10
Camp 19	127	0	127	163	0
Camp 20	87	1	86	25	61
Camp 20 Ext	84	0	84	69	15
Camp 21	118	2	116	60	56
Camp 22	96	0	96	171	0
Camp 24	117	7	110	114	0
Camp 25	30	0	30	82	0
Camp 26	38	6	32	23	9
Camp 27	70	2	68	39	29
Kutupalong RC	41	7	34	7	27
Nayapara RC	85	35	50	75	0
Transit Center	0	0	0	0	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Slope Protection (erosion) - Requested	765	0	765	756	9
Pathway - Damaged, broken, or needs improvement	661	0	661	235	426
Slope Protection (erosion) - Damaged, broken, or needs improvement	578	0	578	622	0
Site Development - Request for information	525	429	96	525	0
Drainage - Drain Requested	201	0	201	204	0
Stairs - Requested	171	0	171	189	0
Pathway - Requested	142	0	142	148	0
Stairs - Damaged, broken, or needs improvement	118	0	118	91	27
Drainage - Blocked or Water logging	101	0	101	65	36
Drainage - Damaged, broken, or needs improvement	83	0	83	91	0
Drainage Cover (Slab) - Requested	72	0	72	99	0
Lamp post or Street light - Damaged, broken, or needs improvement	36	0	36	25	11
Lamp post or Street light - Requested	32	0	32	40	0
Drainage Cover (Slab) - Damaged, broken, or needs improvement	20	0	20	20	0
Bridge - Damaged, broken, or needs improvement	19	0	19	8	11
When will my issue be prioritized for resolving?	19	18	1	1	0
Fence or railing for path or stairs - Damaged, broken, or needs improvement	15	0	15	19	0

Common Feedback Platform - CFP

Monthly Sector Report | February 2026 | Site Management

Summary for February 2026

1,995 tickets received across 34 sites

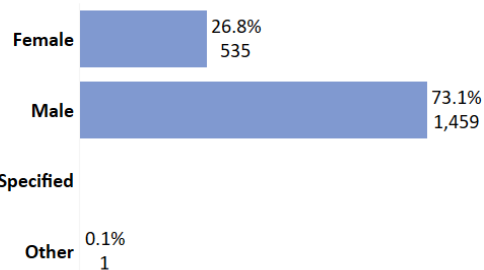
1,638 tickets closed on the spot

357 tickets referred to relevant actors

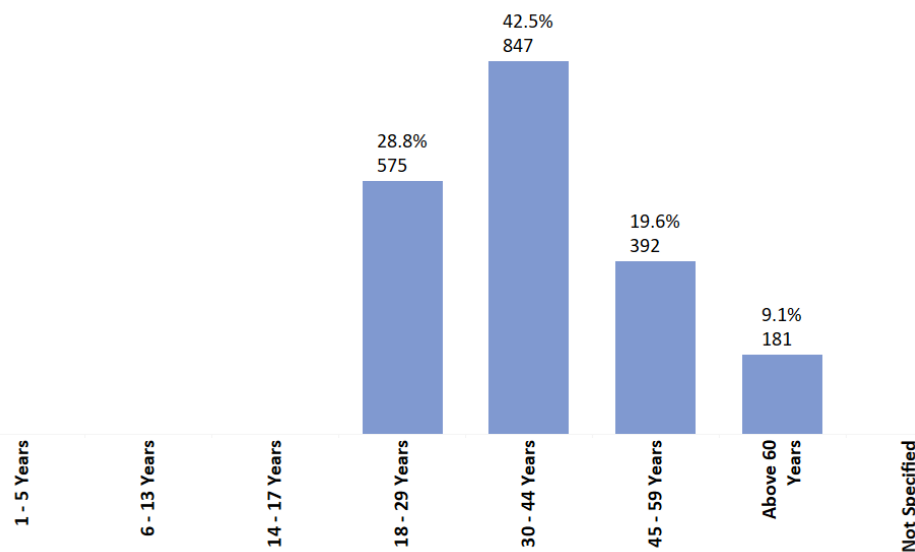
366 responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	40	32	8	32	0
Camp 01W	1	1	0	1	0
Camp 02E	1	0	1	0	1
Camp 02W	0	0	0	0	0
Camp 03	17	14	3	14	0
Camp 04	57	54	3	54	0
Camp 04 Ext.	8	2	6	2	4
Camp 05	20	16	4	16	0
Camp 06	2	0	2	0	2
Camp 07	0	0	0	0	0
Camp 08E	57	1	56	78	0
Camp 08W	7	2	5	0	5
Camp 09	49	39	10	11	0
Camp 10	14	2	12	3	9
Camp 11	78	47	31	38	0
Camp 12	8	0	8	11	0
Camp 13	52	35	17	6	11
Camp 14	217	211	6	4	2
Camp 15	180	162	18	6	12
Camp 16	27	20	7	22	0
Camp 17	9	9	0	9	0
Camp 18	77	76	1	0	1
Camp 19	50	48	2	0	2
Camp 20	177	144	33	2	31
Camp 20 Ext	165	108	57	1	56
Camp 21	0	0	0	0	0
Camp 22	339	294	45	42	3
Camp 24	242	239	3	3	0
Camp 25	82	81	1	2	0
Camp 26	14	1	13	9	4
Camp 27	1	0	1	0	1
Kutupalong RC	3	0	3	0	3
Nayapara RC	1	0	1	0	1
Transit Center	0	0	0	0	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Cash for Work - Has not been selected for CFV in long time	1,023	1,023	0	0	0
Cash for Work - Requested CFV	406	406	0	0	0
Cash for Work - Has not been enrolled	220	0	220	143	77
Site Management - Request for information	148	140	8	148	0
Electricity Supply - Not working	47	0	47	41	6
When is my next Cash for Work rotation day?	35	35	0	0	0
Relocation & Repatriation - Relocation within camp	27	0	27	0	27
When is the next Cash for Work payment day?	19	19	0	0	0
Cash for Work - Payment delayed	16	0	16	7	9
Community Conflict - Tree Cutting	15	0	15	11	4
Relocation & Repatriation - Repatriation to Myanmar	10	10	0	0	0
Relocation & Repatriation - Relocation to another camp	9	0	9	3	6
Not working - Solar supply	6	0	6	0	6
Community Conflict - Land & shelter extension	5	0	5	8	0
Skill Training - Requested	4	4	0	0	0
Site Management - Solar light (Requesting the new light)	3	0	3	0	3
Can new arrivals be engaged in Cash for Work program?	1	1	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | February 2026 | Protection

Summary for February 2026

1,403 tickets received across **34** sites

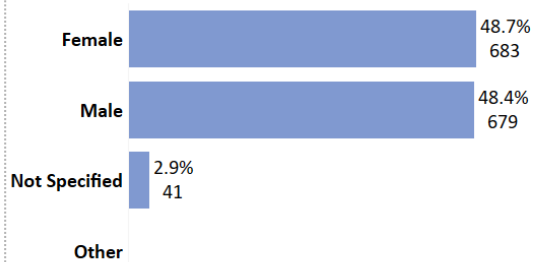
731 tickets closed on the spot

672 tickets referred to relevant actors

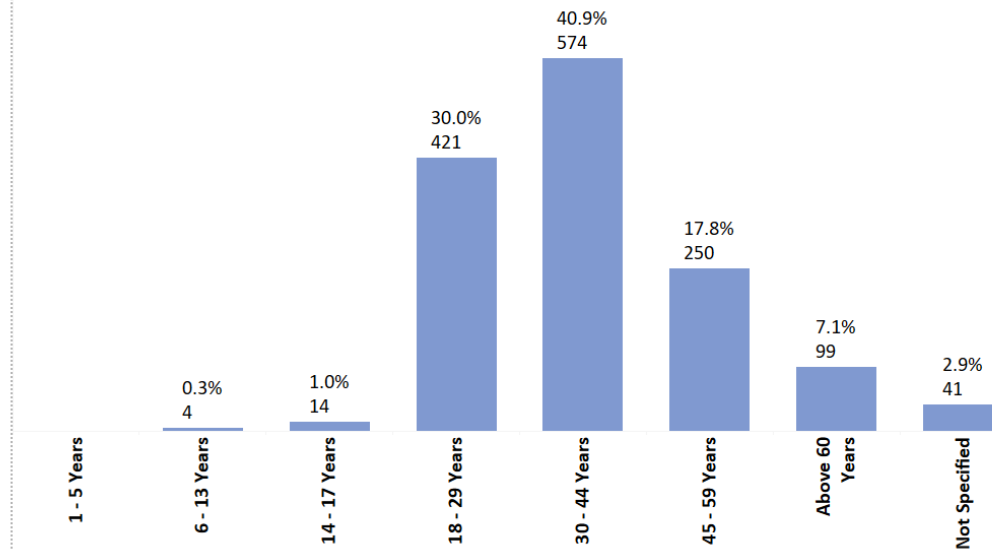
1,093 responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	38	4	34	26	8
Camp 01W	53	17	36	48	0
Camp 02E	12	2	10	4	6
Camp 02W	15	4	11	12	0
Camp 03	40	15	25	35	0
Camp 04	63	32	31	55	0
Camp 04 Ext.	25	13	12	22	0
Camp 05	21	15	6	16	0
Camp 06	6	0	6	5	1
Camp 07	12	0	12	0	12
Camp 08E	38	29	9	22	0
Camp 08W	15	1	14	12	2
Camp 09	43	23	20	26	0
Camp 10	18	4	14	15	0
Camp 11	70	52	18	68	0
Camp 12	59	44	15	48	0
Camp 13	42	20	22	38	0
Camp 14	48	39	9	46	0
Camp 15	41	29	12	33	0
Camp 16	5	1	4	4	0
Camp 17	28	17	11	18	0
Camp 18	15	6	9	6	3
Camp 19	9	7	2	7	0
Camp 20	17	11	6	8	0
Camp 20 Ext	10	10	0	4	0
Camp 21	20	14	6	16	0
Camp 22	163	156	7	162	0
Camp 24	37	17	20	25	0
Camp 25	11	10	1	0	1
Camp 26	90	18	72	69	3
Camp 27	12	0	12	7	5
Kutupalong RC	84	25	59	30	29
Nayapara RC	225	85	140	193	0
Transit Center	18	11	7	13	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Protection - Request for information	872	687	185	872	0
Protection - Request for Protection Interventions	488	1	487	221	266
Protection Referral (IOM)	25	25	0	0	0
Protection Referral (DRC)	13	13	0	0	0
Code of Conduct	3	3	0	0	0
Where can we report a dispute between community members?	1	1	0	0	0
Which organization is the GBV service provider in Camp 10?	1	1	0	0	0

Common Feedback Platform - CFP

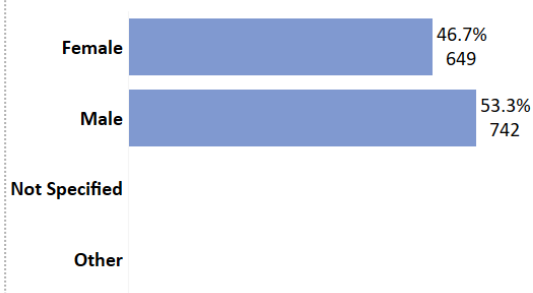
Monthly Sector Report | February 2026 | WASH

Summary for February 2026

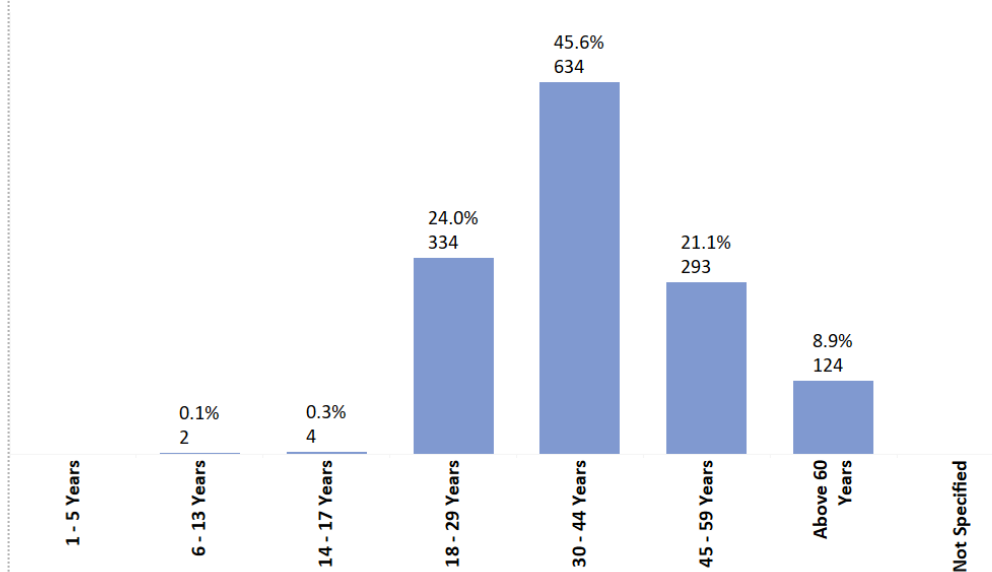
1,391 tickets received across 34 sites
806 tickets closed on the spot
585 tickets referred to relevant actors
1,007 responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	14	2	12	2	10
Camp 01W	6	0	6	5	1
Camp 02E	2	0	2	2	0
Camp 02W	1	0	1	0	1
Camp 03	2	1	1	1	0
Camp 04	26	23	3	23	0
Camp 04 Ext.	1	1	0	1	0
Camp 05	10	9	1	9	0
Camp 06	1	0	1	0	1
Camp 07	3	0	3	1	2
Camp 08E	43	15	28	15	13
Camp 08W	55	44	11	53	0
Camp 09	80	47	33	70	0
Camp 10	107	30	77	76	1
Camp 11	75	63	12	95	0
Camp 12	60	19	41	63	0
Camp 13	26	13	13	27	0
Camp 14	79	72	7	8	0
Camp 15	62	58	4	75	0
Camp 16	86	46	40	77	0
Camp 17	7	4	3	4	0
Camp 18	115	90	25	65	0
Camp 19	43	0	43	20	23
Camp 20	15	8	7	28	0
Camp 20 Ext	20	5	15	30	0
Camp 21	33	8	25	8	17
Camp 22	137	127	10	78	0
Camp 24	95	43	52	34	18
Camp 25	58	41	17	26	0
Camp 26	74	28	46	67	0
Camp 27	44	4	40	37	3
Kutupalong RC	9	3	6	5	1
Nayapara RC	2	2	0	2	0
Transit Center	0	0	0	0	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
WASH - Request for information	632	565	67	632	0
Soap & Hygiene Kit - Not enough	132	132	0	0	0
Latrine - Needs desludging	103	0	103	69	34
Soap & Hygiene Kit - Did not receive	97	0	97	61	36
Soap & Hygiene Kit - Additional Requested	61	61	0	0	0
Latrine - New toilet requested	45	0	45	45	0
When is the next Hygiene Kit distribution day?	41	41	0	0	0
Trash Disposal - Trash bins requested	40	0	40	29	11
Latrine - Broken	31	0	31	34	0
Water tap - Requested	31	0	31	36	0
Bathing Station - Broken or Damaged	30	0	30	22	8
Bathing Station - Requested	29	0	29	32	0
Tubewell - Not Working	21	0	21	13	8
Trash Disposal - Trash pick-up needed	13	0	13	9	4
Water tap - Not enough water	12	0	12	6	6
Latrine - Latrine not working properly	11	0	11	4	7
Water tap - Not Working	11	0	11	4	7

Common Feedback Platform - CFP

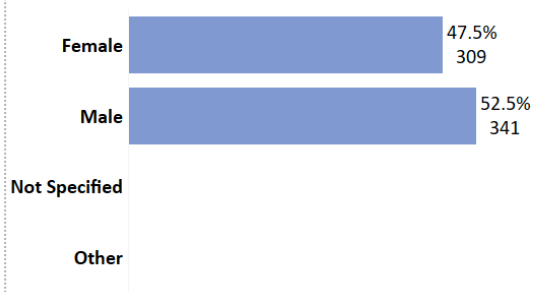
Monthly Sector Report | February 2026 | Health

Summary for February 2026

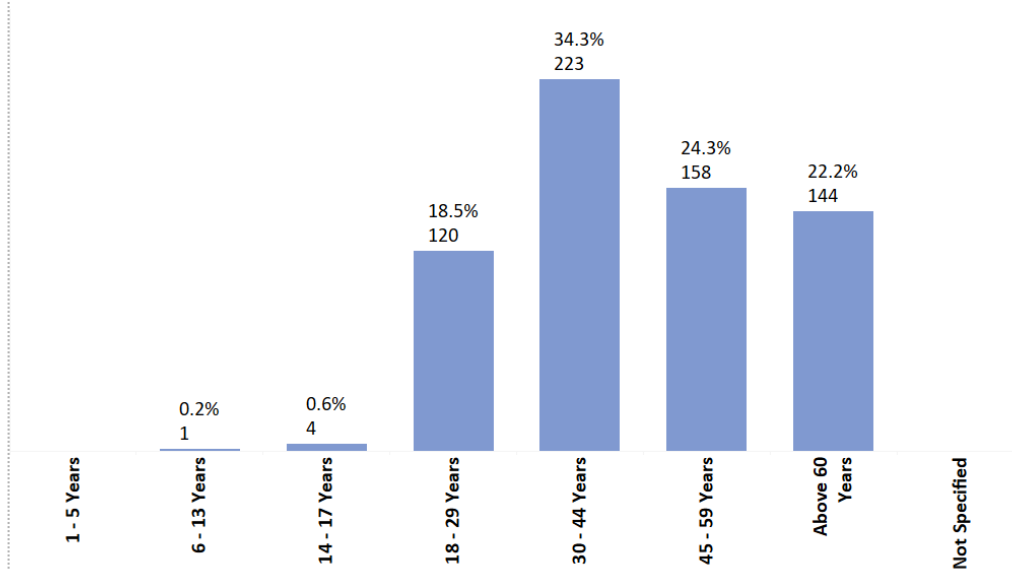
- 650** tickets received across **34** sites
- 513** tickets closed on the spot
- 137** tickets referred to relevant actors
- 647** responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	18	15	3	15	0
Camp 01W	4	2	2	3	0
Camp 02E	1	0	1	0	1
Camp 02W	0	0	0	0	0
Camp 03	21	18	3	18	0
Camp 04	26	17	9	21	0
Camp 04 Ext.	8	5	3	6	0
Camp 05	10	8	2	8	0
Camp 06	2	0	2	0	2
Camp 07	4	0	4	1	3
Camp 08E	3	3	0	3	0
Camp 08W	8	8	0	8	0
Camp 09	19	18	1	22	0
Camp 10	4	4	0	3	0
Camp 11	32	32	0	34	0
Camp 12	11	11	0	11	0
Camp 13	18	16	2	18	0
Camp 14	98	98	0	98	0
Camp 15	52	50	2	60	0
Camp 16	52	51	1	73	0
Camp 17	3	1	2	2	0
Camp 18	63	63	0	65	0
Camp 19	9	9	0	9	0
Camp 20	9	9	0	9	0
Camp 20 Ext	4	4	0	4	0
Camp 21	14	13	1	13	0
Camp 22	0	0	0	0	0
Camp 24	9	9	0	9	0
Camp 25	0	0	0	0	0
Camp 26	81	18	63	80	0
Camp 27	10	0	10	10	0
Kutupalong RC	11	4	7	4	3
Nayapara RC	46	27	19	40	0
Transit Center	0	0	0	0	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Health - Request for information	604	512	92	602	0
Health - Assessment of medical conditions required	20	0	20	1	19
General Health Card - Did not receive	13	0	13	9	4
General Health Card - Lost, damaged or Stolen	4	0	4	31	0
Health - Health Facility is not maintaining standards	4	0	4	0	4
Treatment - Waited too long	4	0	4	0	4
Does the IOM Health Post provide financial support to beneficiaries for treatment?	1	1	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | February 2026 | Food Security

Summary for February 2026

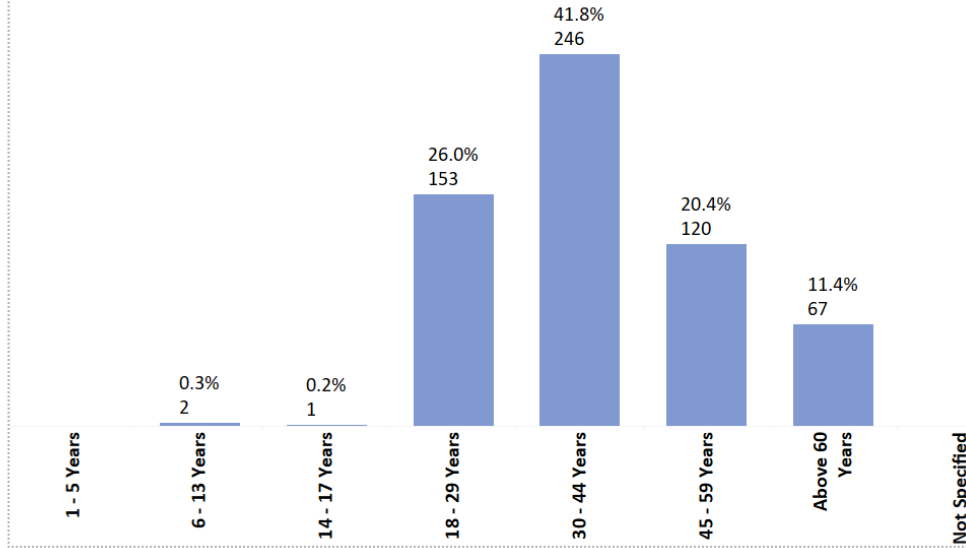
- 589** tickets received across **34** sites
- 454** tickets closed on the spot
- 135** tickets referred to relevant actors
- 459** responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	26	23	3	23	0
Camp 01W	56	30	26	54	0
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	9	8	1	9	0
Camp 04	40	36	4	36	0
Camp 04 Ext.	1	1	0	1	0
Camp 05	6	5	1	5	0
Camp 06	2	0	2	1	1
Camp 07	0	0	0	0	0
Camp 08E	5	0	5	7	0
Camp 08W	13	12	1	12	0
Camp 09	26	25	1	24	0
Camp 10	21	20	1	19	0
Camp 11	3	1	2	1	1
Camp 12	19	8	11	14	0
Camp 13	1	0	1	1	0
Camp 14	35	35	0	9	0
Camp 15	97	97	0	94	0
Camp 16	9	9	0	9	0
Camp 17	3	3	0	3	0
Camp 18	10	10	0	9	0
Camp 19	1	1	0	1	0
Camp 20	2	0	2	0	2
Camp 20 Ext	5	0	5	1	4
Camp 21	19	14	5	17	0
Camp 22	30	30	0	8	0
Camp 24	1	0	1	0	1
Camp 25	42	42	0	0	0
Camp 26	46	14	32	44	0
Camp 27	20	0	20	20	0
Kutupalong RC	28	26	2	26	0
Nayapara RC	0	0	0	0	0
Transit Center	13	4	9	11	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Food Security - Request for information	416	338	78	416	0
Food distributions - Household has not received food	39	0	39	14	25
Food distributions - Request for more food each month	36	36	0	0	0
Farming supplies - Requested	22	22	0	0	0
Food distributions - Poor quality food items	22	18	4	20	0
Food distributions - Want to purchase more but not allowed	20	20	0	0	0
Food distributions - Request for different items or quantities	15	15	0	0	0
When is the next food distribution day? When are the food distribution centres open?	5	5	0	0	0
Food distributions - Missed Token	4	0	4	6	0
Food Porters - Requested	3	0	3	2	1
Food Security - Issue with collector	3	0	3	1	2
Request for fresh food enlistment - Request for fresh food	3	0	3	0	3
Food distributions - HH wants someone outside their family to collect food	1	0	1	0	1

Common Feedback Platform - CFP

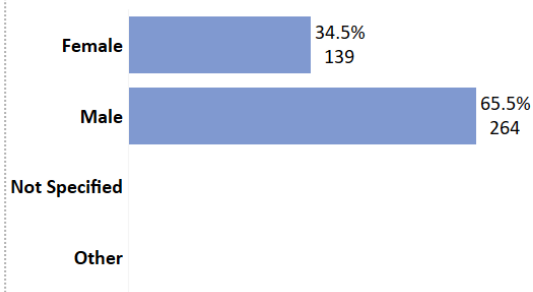
Monthly Sector Report | February 2026 | ID Documents

Summary for February 2026

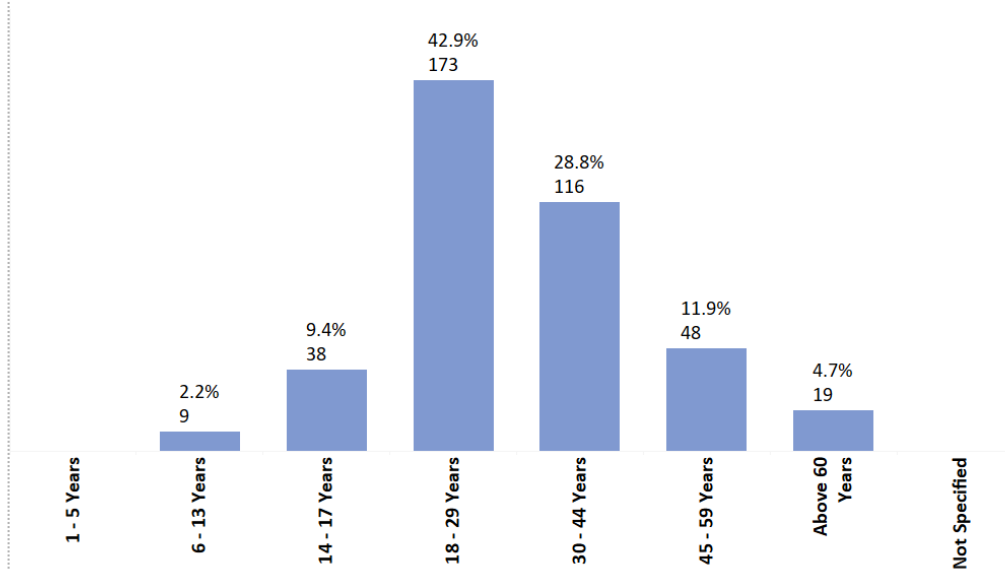
- 403** tickets received across 34 sites
- 323** tickets closed on the spot
- 80** tickets referred to relevant actors
- 34** responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	0	0	0	0	0
Camp 01W	0	0	0	0	0
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	0	0	0	0	0
Camp 04	0	0	0	0	0
Camp 04 Ext.	0	0	0	0	0
Camp 05	1	0	1	0	1
Camp 06	0	0	0	0	0
Camp 07	0	0	0	0	0
Camp 08E	6	2	4	4	0
Camp 08W	0	0	0	1	0
Camp 09	2	2	0	0	0
Camp 10	15	15	0	0	0
Camp 11	26	24	2	1	1
Camp 12	18	6	12	5	7
Camp 13	1	1	0	0	0
Camp 14	97	97	0	0	0
Camp 15	0	0	0	0	0
Camp 16	13	13	0	0	0
Camp 17	0	0	0	0	0
Camp 18	0	0	0	0	0
Camp 19	6	4	2	2	0
Camp 20	12	11	1	4	0
Camp 20 Ext	17	12	5	3	2
Camp 21	0	0	0	0	0
Camp 22	162	135	27	5	22
Camp 24	25	0	25	8	17
Camp 25	2	1	1	1	0
Camp 26	0	0	0	0	0
Camp 27	0	0	0	0	0
Kutupalong RC	0	0	0	0	0
Nayapara RC	0	0	0	0	0
Transit Center	0	0	0	0	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
SMART Card & Family Attestation - Add New Born	119	119	0	0	0
SMART Card & Family Attestation - Request for individual SMART card	78	78	0	0	0
SMART Card & Family Attestation - Lost ID Card	66	66	0	0	0
SCOPE Card - Has not received new SCOPE Card	54	0	54	26	28
SMART Card & Family Attestation - Lost family attestation card	23	23	0	0	0
SCOPE Card - Family Attestation doesn't match SCOPE	16	0	16	3	13
SMART Card & Family Attestation - Lost Smart card and family attestation	11	11	0	0	0
SCOPE Card - Lost	8	0	8	4	4
SMART Card & Family Attestation - Biographical Error	6	6	0	0	0
SMART Card & Family Attestation - HH requests for vulnerability verification (e.g., Elderly headed HH, Child headed HH, Woman ..	6	6	0	0	0
SMART Card & Family Attestation - Add New Member	4	4	0	0	0
What is the process to split Family Attestation Card (FAC)?	3	3	0	0	0
Does DRC SM support in receiving ID documents from UNHCR?	1	1	0	0	0
How to request replacement for a lost SMART card?	1	1	0	0	0
SCOPE Card - Damaged	1	0	1	0	1
SCOPE Card - HH wants to change the people who can collect food or LPG	1	0	1	0	1
SMART Card & Family Attestation - Address Change	1	1	0	0	0

Common Feedback Platform - CFP

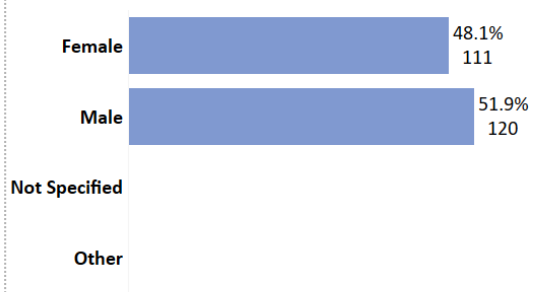
Monthly Sector Report | February 2026 | Livelihood

Summary for February 2026

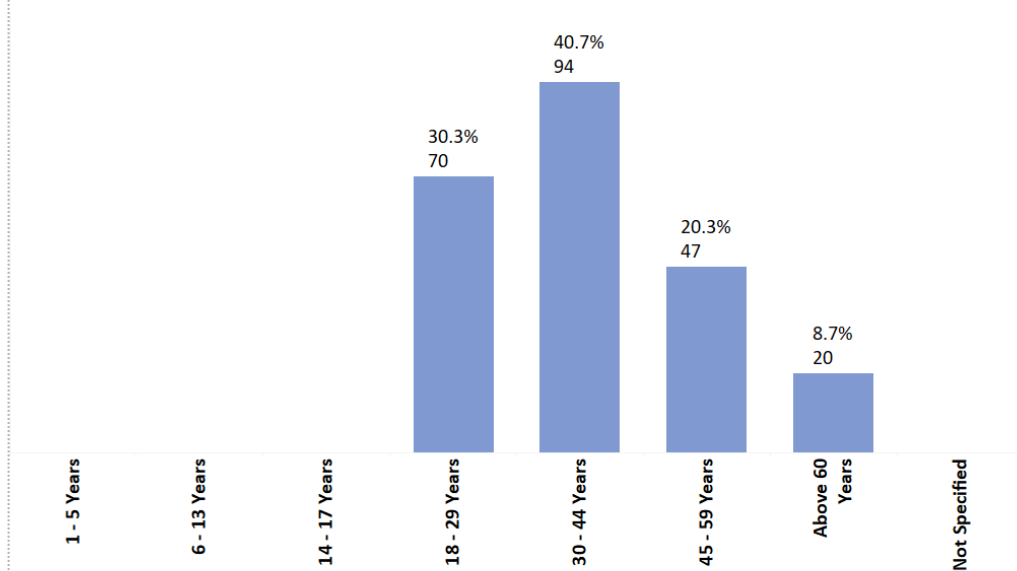
- 231** tickets received across 34 sites
- 144** tickets closed on the spot
- 87** tickets referred to relevant actors
- 231** responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	1	1	0	1	0
Camp 01W	0	0	0	0	0
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	2	2	0	2	0
Camp 04	11	11	0	11	0
Camp 04 Ext.	2	2	0	2	0
Camp 05	1	1	0	1	0
Camp 06	0	0	0	0	0
Camp 07	0	0	0	0	0
Camp 08E	0	0	0	0	0
Camp 08W	0	0	0	0	0
Camp 09	0	0	0	0	0
Camp 10	0	0	0	0	0
Camp 11	0	0	0	0	0
Camp 12	0	0	0	0	0
Camp 13	0	0	0	0	0
Camp 14	0	0	0	0	0
Camp 15	99	99	0	99	0
Camp 16	0	0	0	0	0
Camp 17	0	0	0	0	0
Camp 18	0	0	0	0	0
Camp 19	0	0	0	0	0
Camp 20	1	1	0	1	0
Camp 20 Ext	0	0	0	0	0
Camp 21	0	0	0	0	0
Camp 22	0	0	0	0	0
Camp 24	3	3	0	3	0
Camp 25	14	14	0	14	0
Camp 26	96	10	86	96	0
Camp 27	0	0	0	0	0
Kutupalong RC	0	0	0	0	0
Nayapara RC	1	0	1	1	0
Transit Center	0	0	0	0	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Livelihood - Request for information	231	144	87	231	0

Common Feedback Platform - CFP

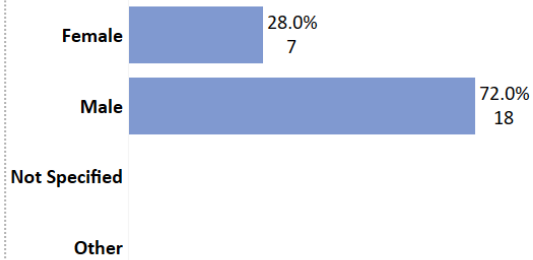
Monthly Sector Report | February 2026 | Education

Summary for February 2026

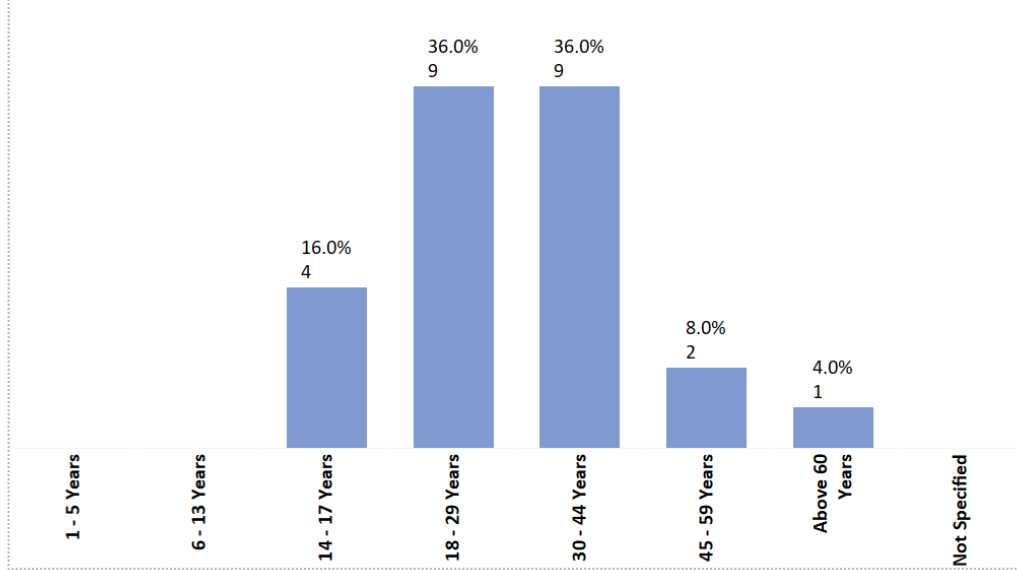
- 25** tickets received across **34** sites
- 18** tickets closed on the spot
- 7** tickets referred to relevant actors
- 14** responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	0	0	0	0	0
Camp 01W	1	0	1	0	1
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	1	0	1	0	1
Camp 04	0	0	0	0	0
Camp 04 Ext.	0	0	0	0	0
Camp 05	0	0	0	0	0
Camp 06	0	0	0	0	0
Camp 07	1	0	1	0	1
Camp 08E	0	0	0	0	0
Camp 08W	0	0	0	0	0
Camp 09	0	0	0	0	0
Camp 10	2	2	0	0	0
Camp 11	6	5	1	5	0
Camp 12	0	0	0	0	0
Camp 13	0	0	0	0	0
Camp 14	1	1	0	0	0
Camp 15	7	7	0	3	0
Camp 16	0	0	0	0	0
Camp 17	0	0	0	0	0
Camp 18	0	0	0	0	0
Camp 19	0	0	0	0	0
Camp 20	0	0	0	0	0
Camp 20 Ext	0	0	0	0	0
Camp 21	0	0	0	0	0
Camp 22	0	0	0	0	0
Camp 24	2	2	0	2	0
Camp 25	0	0	0	0	0
Camp 26	4	1	3	4	0
Camp 27	0	0	0	0	0
Kutupalong RC	0	0	0	0	0
Nayapara RC	0	0	0	0	0
Transit Center	0	0	0	0	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Education - Request for information	14	11	3	14	0
Changes to Education - Secondary education requested	5	5	0	0	0
Education -Tertiary Education requested	4	0	4	0	4
Are the LCs closed for few days due to Bangladesh national election?	1	1	0	0	0
When will the higher education system start in all camps?	1	1	0	0	0

Common Feedback Platform - CFP

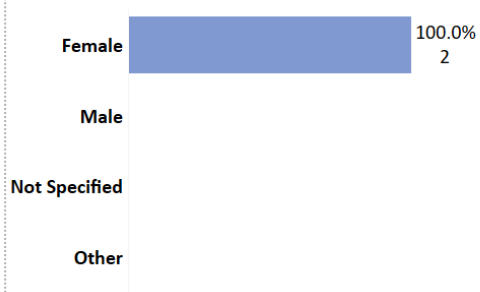
Monthly Sector Report | February 2026 | Nutrition

Summary for February 2026

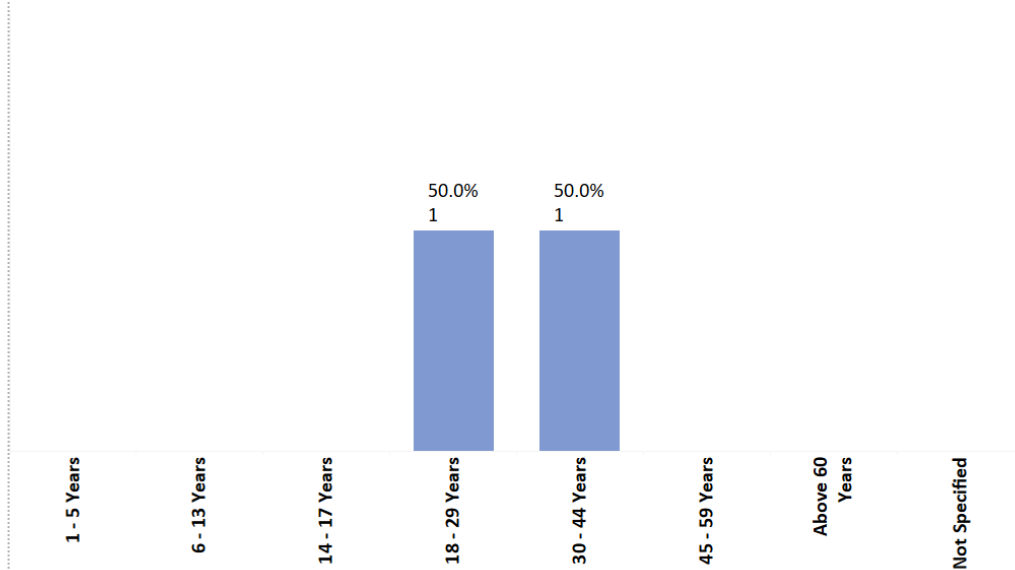
- 2** tickets received across **34** sites
- 1** tickets closed on the spot
- 1** tickets referred to relevant actors
- 0** responses given by relevant actors

**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



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	1	0	1	0	1
Camp 01W	0	0	0	0	0
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	0	0	0	0	0
Camp 04	0	0	0	0	0
Camp 04 Ext.	0	0	0	0	0
Camp 05	0	0	0	0	0
Camp 06	0	0	0	0	0
Camp 07	0	0	0	0	0
Camp 08E	0	0	0	0	0
Camp 08W	0	0	0	0	0
Camp 09	0	0	0	0	0
Camp 10	1	1	0	0	0
Camp 11	0	0	0	0	0
Camp 12	0	0	0	0	0
Camp 13	0	0	0	0	0
Camp 14	0	0	0	0	0
Camp 15	0	0	0	0	0
Camp 16	0	0	0	0	0
Camp 17	0	0	0	0	0
Camp 18	0	0	0	0	0
Camp 19	0	0	0	0	0
Camp 20	0	0	0	0	0
Camp 20 Ext	0	0	0	0	0
Camp 21	0	0	0	0	0
Camp 22	0	0	0	0	0
Camp 24	0	0	0	0	0
Camp 25	0	0	0	0	0
Camp 26	0	0	0	0	0
Camp 27	0	0	0	0	0
Kutupalong RC	0	0	0	0	0
Nayapara RC	0	0	0	0	0
Transit Center	0	0	0	0	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Nutrition Assistance - Did not receive distribution	1	0	1	0	1
When is the next nutrition assistance distribution day?	1	1	0	0	0