

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 | 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 responses 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	
Stairs - Requested	1,117	1,533	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

	Camp 01E	Camp 01W	Camp 02E	Camp 02W	Camp 03	Camp 04	Camp 04 Ext.	Camp 05	HCR							Camp 08E	Camp 08W	Camp 09	Camp 10	Camp 11	Camp 12	Camp 13	Camp 14	IOM					Grand Total						
									Camp 06	Camp 07	Camp 17	Camp 21	Camp 26	Camp 27	Kutupalong RC	Nayapara RC	Transit Center							Camp 15	Camp 16	Camp 18	Camp 19	Camp 20	Camp 20 Ext	Camp 22	Camp 24	Camp 25			
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	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	3,240	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	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	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	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	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	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:



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

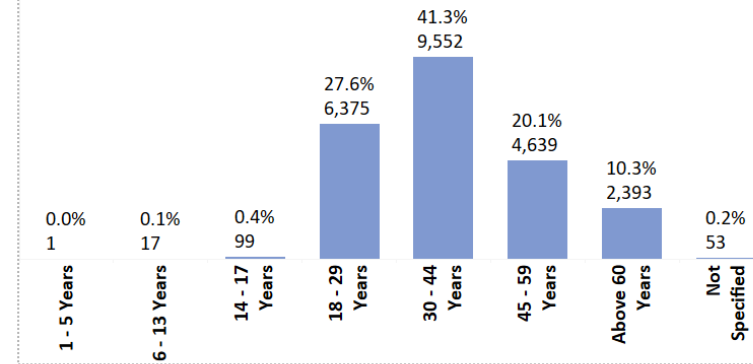
Monthly Overview | January 2026

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 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.*

Tickets Received this Month by Age of Beneficiary



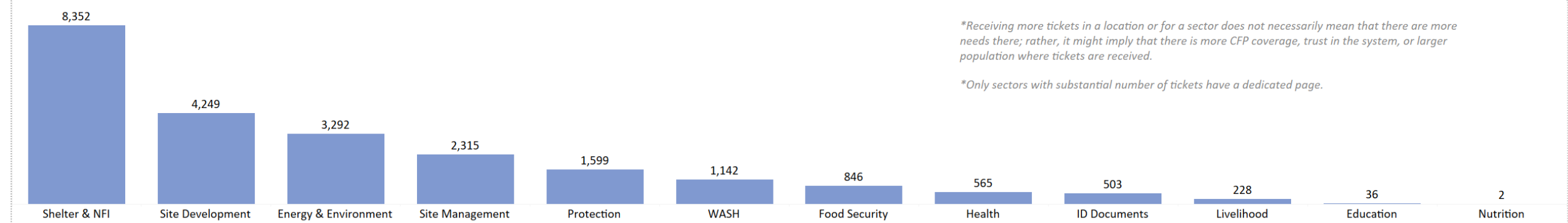
Top Tickets Received this Month

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	1,278	1,482		
Cash for Work - Has not been selected for CFW in long time	311	785		
Slope Protection (erosion) - Requested	488	501		
LPG Gas - Not enough for family	294	619		
Slope Protection (erosion) - Damaged, broken, or needs improvement	320	581		
NFI - Request additional materials	256	582		
Shelter Materials - Missed Distribution	293	429		
Pathway - Damaged, broken, or needs improvement	255	332		
Cash for Work - Requested CFW	161	367		
Shelter Materials - Request additional materials	133	288		
Cash for Work - Has not been enrolled	49	189		
Cooking Stove - Broken or not working	58	179		
Stairs - Requested	86	125		
Pathway - Requested	67	98		
SMART Card & Family Attestation - Add New Born	34	129		
Damage to shelter - Shelter damaged by weather	40	54		

Tickets Received this Month by Camp

		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



**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

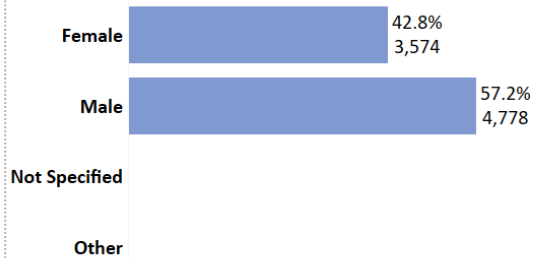
Monthly Sector Report | January 2026 | Shelter & NFI

Summary for January 2026

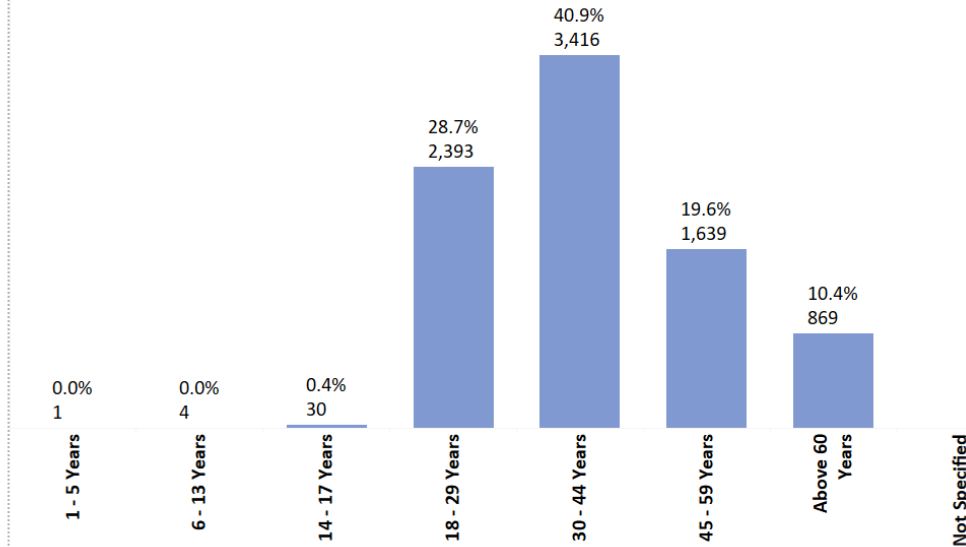
8,352 tickets received across 34 sites
4,191 tickets closed on the spot
4,161 tickets referred to relevant actors
3,738 responses given by relevant actors

**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	782	311	471	504	0
Camp 01W	676	250	426	278	148
Camp 02E	25	0	25	9	16
Camp 02W	9	0	9	4	5
Camp 03	334	152	182	152	30
Camp 04	741	363	378	370	8
Camp 04 Ext.	119	11	108	14	94
Camp 05	323	143	180	143	37
Camp 06	39	13	26	32	0
Camp 07	28	0	28	12	16
Camp 08E	38	32	6	25	0
Camp 08W	123	92	31	63	0
Camp 09	126	109	17	52	0
Camp 10	125	56	69	132	0
Camp 11	85	56	29	82	0
Camp 12	275	116	159	245	0
Camp 13	176	11	165	166	0
Camp 14	131	106	25	43	0
Camp 15	137	105	32	73	0
Camp 16	928	398	530	201	329
Camp 17	444	252	192	253	0
Camp 18	376	310	66	229	0
Camp 19	81	60	21	17	4
Camp 20	35	27	8	12	0
Camp 20 Ext	44	40	4	4	0
Camp 21	323	42	281	53	228
Camp 22	652	628	24	179	0
Camp 24	210	180	30	0	30
Camp 25	121	68	53	0	53
Camp 26	502	142	360	217	143
Camp 27	2	0	2	0	2
Kutupalong RC	232	107	125	140	0
Nayapara RC	110	11	99	34	65
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
Shelter & NFI - Request for information	2,808	2,762	46	2,808	0
Damage to shelter - Shelter damaged over time	2,760	98	2,662	335	2,327
NFI - Request additional materials	838	838	0	0	0
Shelter Materials - Missed Distribution	722	0	722	383	339
Shelter Materials - Request additional materials	421	387	34	9	25
Shelter Number - Requested	347	0	347	147	200
NFI - Missed Distribution	171	0	171	9	162
Damage to shelter - Shelter damaged by weather	94	0	94	18	76
NFI - Received damaged materials	38	38	0	0	0
Request for additional room - Request for new room	34	0	34	7	27
Shelter Materials - Too far to distribution	14	14	0	0	0
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	13	5	8	7	1
Shelter Materials - Received damaged materials	11	11	0	0	0
Shelter & NFI - NFI Concern related to distribution modality facility quality location	10	0	10	1	9
Shelter Kit - Requested (evicted household)	10	0	10	5	5
Shelter Kit - Requested (general households)	10	10	0	0	0
When is the next Shelter Materials distribution day	10	9	1	1	0

Common Feedback Platform - CFP

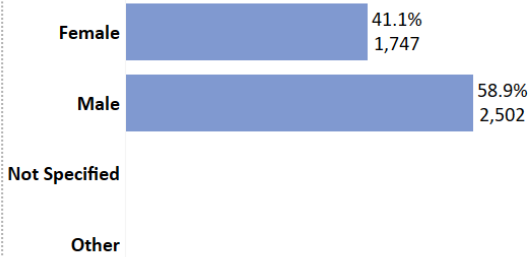
Monthly Sector Report | January 2026 | Site Development

Summary for January 2026

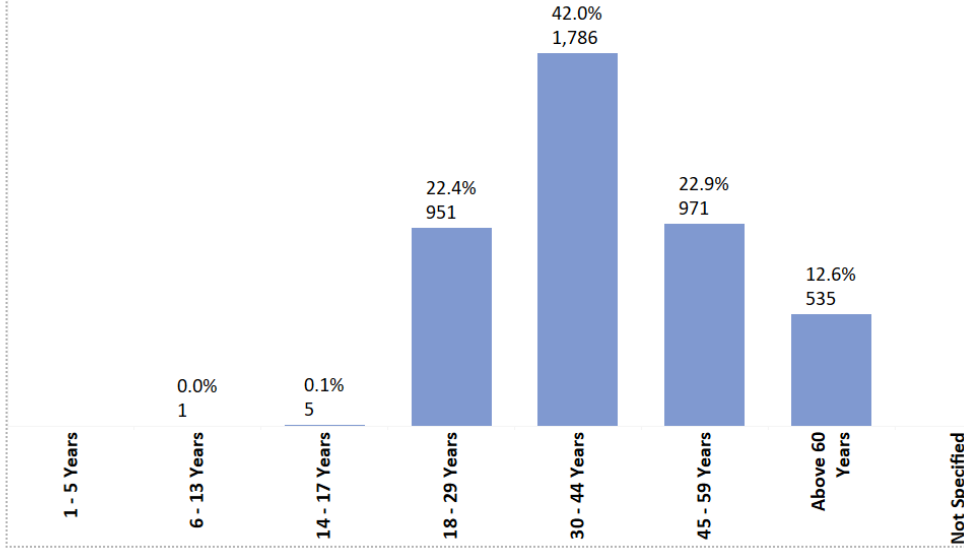
- 4,249** tickets received across 34 sites
- 411** tickets closed on the spot
- 3,838** tickets referred to relevant actors
- 3,528** responses given by relevant actors

**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	73	10	63	17	46
Camp 01W	161	42	119	54	65
Camp 02E	1	0	1	0	1
Camp 02W	1	0	1	1	0
Camp 03	31	10	21	12	9
Camp 04	50	14	36	14	22
Camp 04 Ext.	0	0	0	0	0
Camp 05	76	24	52	24	28
Camp 06	4	0	4	2	2
Camp 07	6	0	6	3	3
Camp 08E	327	33	294	226	68
Camp 08W	330	9	321	260	61
Camp 09	214	15	199	247	0
Camp 10	271	25	246	167	79
Camp 11	285	24	261	346	0
Camp 12	280	53	227	204	23
Camp 13	236	0	236	233	3
Camp 14	205	31	174	196	0
Camp 15	269	13	256	118	138
Camp 16	139	18	121	217	0
Camp 17	72	47	25	47	0
Camp 18	176	2	174	231	0
Camp 19	202	0	202	274	0
Camp 20	104	0	104	170	0
Camp 20 Ext	124	0	124	155	0
Camp 21	151	1	150	1	149
Camp 22	150	0	150	105	45
Camp 24	66	0	66	46	20
Camp 25	110	0	110	74	36
Camp 26	39	10	29	32	0
Camp 27	0	0	0	0	0
Kutupalong RC	57	26	31	26	5
Nayapara RC	39	4	35	26	9
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	989	0	989	748	241
Slope Protection (erosion) - Damaged, broken, or needs improvement	901	0	901	945	0
Pathway - Damaged, broken, or needs improvement	587	0	587	168	419
Site Development - Request for information	458	402	56	458	0
Drainage - Drain Requested	276	0	276	217	59
Stairs - Requested	211	0	211	204	7
Pathway - Requested	165	0	165	142	23
Stairs - Damaged, broken, or needs improvement	154	0	154	139	15
Drainage - Damaged, broken, or needs improvement	125	0	125	145	0
Drainage Cover (Slab) - Requested	104	0	104	89	15
Drainage - Blocked or Water logging	97	0	97	74	23
Lamp post or Street light - Requested	48	0	48	48	0
Lamp post or Street light - Damaged, broken, or needs improvement	35	0	35	38	0
Drainage Cover (Slab) - Damaged, broken, or needs improvement	26	0	26	24	2
Fence or railing for path or stairs - Requested	15	0	15	11	4
Bridge - Damaged, broken, or needs improvement	14	0	14	33	0
Fence or railing for path or stairs - Damaged, broken, or needs improvement	14	0	14	22	0

Common Feedback Platform - CFP

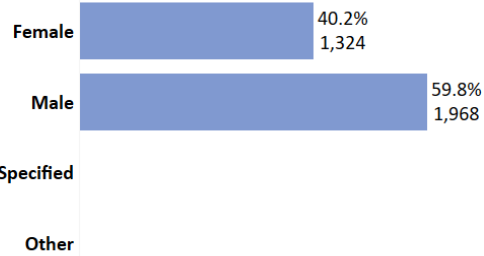
Monthly Sector Report | January 2026 | Energy & Environment

Summary for January 2026

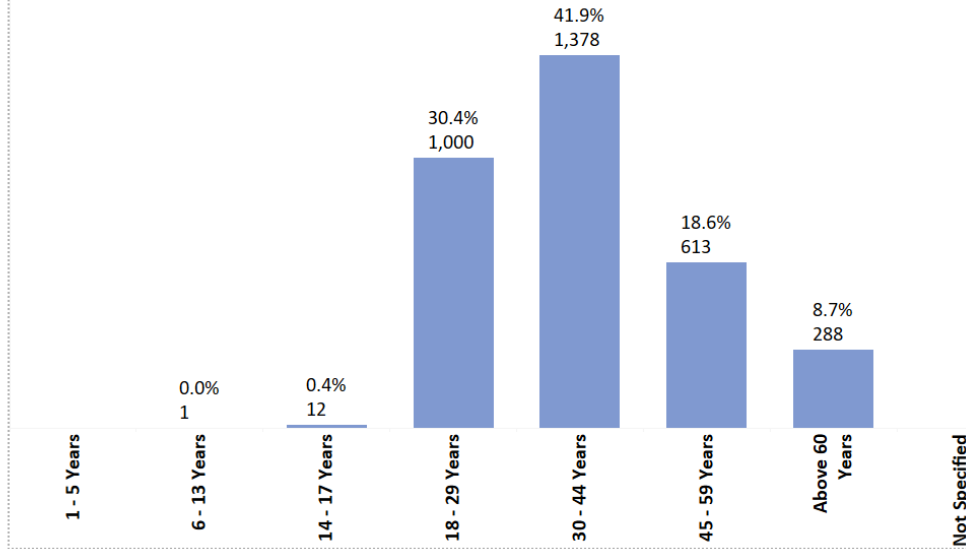
3,292 tickets received across 34 sites
2,265 tickets closed on the spot
1,027 tickets referred to relevant actors
1,767 responses given by relevant actors

**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	37	27	10	28	0
Camp 01W	28	10	18	20	0
Camp 02E	6	0	6	0	6
Camp 02W	5	0	5	0	5
Camp 03	64	45	19	45	0
Camp 04	212	193	19	193	0
Camp 04 Ext.	32	30	2	31	0
Camp 05	79	70	9	79	0
Camp 06	6	1	5	6	0
Camp 07	6	0	6	6	0
Camp 08E	87	24	63	59	4
Camp 08W	169	138	31	42	0
Camp 09	116	108	8	29	0
Camp 10	24	6	18	21	0
Camp 11	24	14	10	37	0
Camp 12	90	60	30	106	0
Camp 13	21	7	14	29	0
Camp 14	143	140	3	5	0
Camp 15	98	90	8	67	0
Camp 16	528	134	394	147	247
Camp 17	79	32	47	58	0
Camp 18	222	215	7	120	0
Camp 19	36	23	13	3	10
Camp 20	44	29	15	18	0
Camp 20 Ext	20	6	14	35	0
Camp 21	229	131	98	196	0
Camp 22	591	577	14	70	0
Camp 24	94	46	48	142	0
Camp 25	80	74	6	78	0
Camp 26	87	28	59	84	0
Camp 27	3	0	3	0	3
Kutupalong RC	17	6	11	6	5
Nayapara RC	3	0	3	0	3
Transit Center	12	1	11	7	4

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	1,203	1,071	132	1,203	0
LPG Gas - Not enough for family	913	715	198	52	146
LPG Gas - Lost or stolen cylinder	309	0	309	67	242
Cooking Stove - Broken or not working	237	237	0	0	0
LPG Gas - Did not receive cylinder	127	0	127	147	0
Cooking set (gas & stove) - Requested	117	117	0	0	0
Cooking Stove - Lost or stolen	91	0	91	56	35
When is the next LPG distribution day?	78	78	0	0	0
Cooking Stove - Did not receive	76	0	76	167	0
LPG Gas - Did not receive refill	50	0	50	32	18
Cooking set (gas & stove) - Broken or not working	33	33	0	0	0
LPG Gas - Lost token	23	0	23	21	2
LPG Porters - Requested	21	0	21	22	0
Cooking Stove - Requested	13	13	0	0	0
When is the next cooking stove distribution day?	1	1	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | January 2026 | Site Management

Summary for January 2026

2,315 tickets received across 34 sites

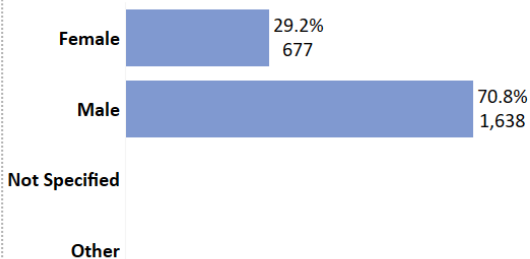
1,887 tickets closed on the spot

428 tickets referred to relevant actors

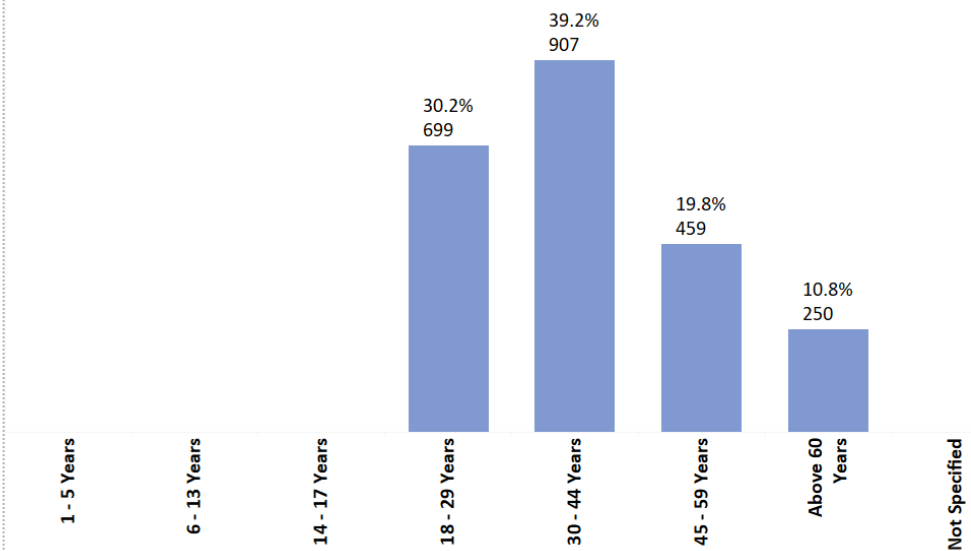
660 responses given by relevant actors

**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	10	10	0	10	0
Camp 01W	10	7	3	10	0
Camp 02E	0	0	0	0	0
Camp 02W	1	0	1	0	1
Camp 03	19	18	1	18	0
Camp 04	10	7	3	7	0
Camp 04 Ext.	9	8	1	8	0
Camp 05	32	24	8	26	0
Camp 06	0	0	0	0	0
Camp 07	3	1	2	1	1
Camp 08E	83	4	79	32	47
Camp 08W	9	4	5	4	1
Camp 09	57	49	8	9	0
Camp 10	20	15	5	26	0
Camp 11	92	64	28	23	5
Camp 12	15	5	10	15	0
Camp 13	28	15	13	2	11
Camp 14	297	290	7	16	0
Camp 15	157	145	12	14	0
Camp 16	23	14	9	8	1
Camp 17	9	2	7	4	3
Camp 18	97	96	1	2	0
Camp 19	60	54	6	7	0
Camp 20	144	132	12	27	0
Camp 20 Ext	247	161	86	171	0
Camp 21	20	13	7	20	0
Camp 22	438	354	84	170	0
Camp 24	300	298	2	7	0
Camp 25	94	93	1	0	1
Camp 26	31	4	27	23	4
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
Cash for Work - Has not been selected for CFW in long time	1,096	1,096	0	0	0
Cash for Work - Requested CFW	528	528	0	0	0
Cash for Work - Has not been enrolled	238	0	238	263	0
Site Management - Request for information	169	140	29	169	0
Electricity Supply - Not working	85	0	85	170	0
When is my next Cash for Work rotation day?	41	41	0	0	0
When is the next Cash for Work payment day?	37	37	0	0	0
Relocation & Repatriation - Repatriation to Myanmar	25	25	0	0	0
Cash for Work - Payment delayed	22	0	22	15	7
Relocation & Repatriation - Relocation within camp	22	0	22	5	17
Skill Training - Requested	17	17	0	0	0
Community Conflict - Tree Cutting	11	0	11	14	0
Community Conflict - Land & shelter extension	8	0	8	12	0
Site Management -Solar light (Requesting the new light)	5	0	5	0	5
Cash for Work - Has received less payment than days worked	2	0	2	9	0
Cash for Work - Was charged to enroll or be selected	2	0	2	2	0
Not working - Solar supply	2	0	2	0	2

Common Feedback Platform - CFP

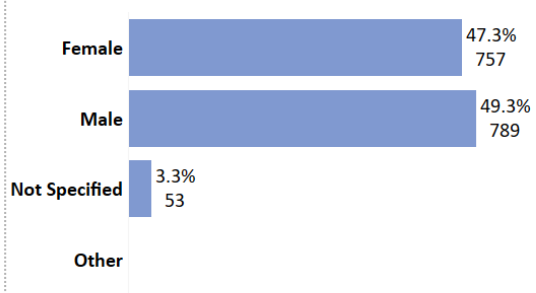
Monthly Sector Report | January 2026 | Protection

Summary for January 2026

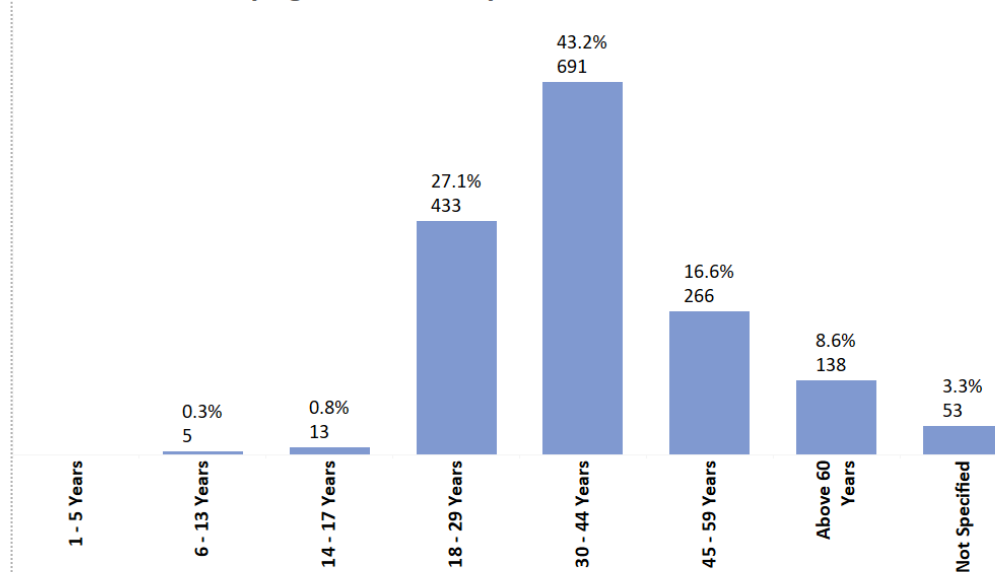
1,599 tickets received across **34** sites
674 tickets closed on the spot
925 tickets referred to relevant actors
1,074 responses given by relevant actors

**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	53	10	43	38	5
Camp 01W	67	9	58	48	10
Camp 02E	22	0	22	15	7
Camp 02W	30	0	30	10	20
Camp 03	44	12	32	32	0
Camp 04	85	46	39	59	0
Camp 04 Ext.	21	13	8	14	0
Camp 05	43	30	13	34	0
Camp 06	16	0	16	7	9
Camp 07	21	0	21	1	20
Camp 08E	38	15	23	11	12
Camp 08W	27	2	25	12	13
Camp 09	79	45	34	54	0
Camp 10	37	3	34	12	22
Camp 11	126	97	29	112	0
Camp 12	45	24	21	28	0
Camp 13	37	26	11	34	0
Camp 14	34	21	13	30	0
Camp 15	46	15	31	30	1
Camp 16	28	23	5	19	0
Camp 17	75	64	11	68	0
Camp 18	12	4	8	8	0
Camp 19	7	3	4	0	4
Camp 20	6	3	3	1	2
Camp 20 Ext	5	4	1	0	1
Camp 21	33	20	13	21	0
Camp 22	37	31	6	34	0
Camp 24	24	0	24	6	18
Camp 25	33	24	9	5	4
Camp 26	108	22	86	88	0
Camp 27	5	0	5	0	5
Kutupalong RC	60	11	49	13	36
Nayapara RC	265	88	177	206	0
Transit Center	30	9	21	24	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	894	620	274	894	0
Protection - Request for Protection Interventions	348	0	348	92	256
Request for Protection Interventions	303	0	303	88	215
Protection Referral (IOM)	34	34	0	0	0
Protection Referral (DRC)	9	9	0	0	0
Protection Referral (NRC)	4	4	0	0	0
Protection Referral (World_Vision)	3	3	0	0	0
Protection Referral (BRAC)	1	1	0	0	0
Protection Referral (MUKTI)	1	1	0	0	0
Protection Referral (Save_The_Children_International)	1	1	0	0	0
Where is the protection office?	1	1	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | January 2026 | WASH

Summary for January 2026

1,142 tickets received across 34 sites

643 tickets closed on the spot

499 tickets referred to relevant actors

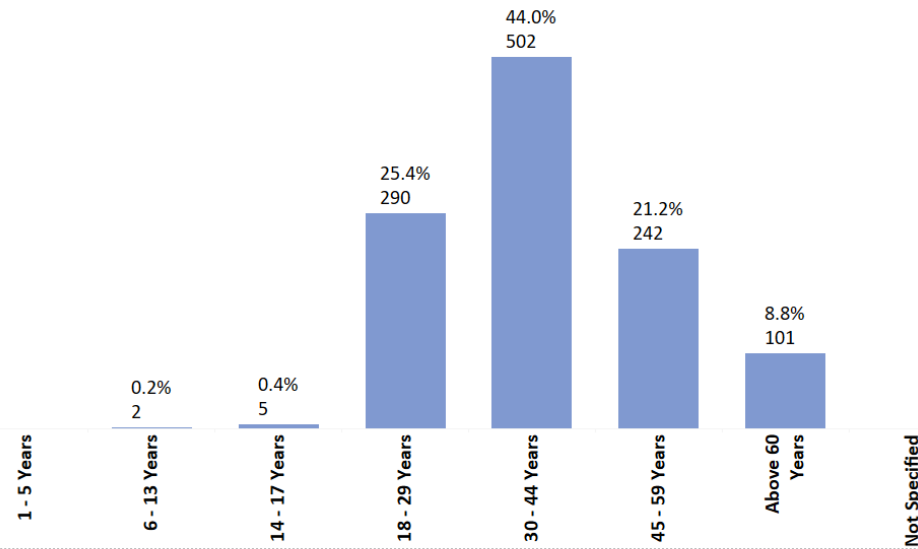
833 responses given by relevant actors

**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	4	1	3	1	2
Camp 01W	7	3	4	3	1
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	5	5	0	5	0
Camp 04	18	18	0	18	0
Camp 04 Ext.	4	4	0	4	0
Camp 05	15	14	1	14	0
Camp 06	0	0	0	0	0
Camp 07	1	0	1	0	1
Camp 08E	63	25	38	44	0
Camp 08W	19	9	10	25	0
Camp 09	44	22	22	44	0
Camp 10	73	13	60	60	0
Camp 11	36	13	23	25	0
Camp 12	57	26	31	66	0
Camp 13	36	19	17	34	0
Camp 14	29	22	7	5	2
Camp 15	100	79	21	102	0
Camp 16	80	29	51	77	0
Camp 17	41	41	0	41	0
Camp 18	59	49	10	45	0
Camp 19	60	0	60	6	54
Camp 20	27	5	22	8	14
Camp 20 Ext	10	0	10	3	7
Camp 21	66	24	42	26	16
Camp 22	163	158	5	124	0
Camp 24	48	27	21	32	0
Camp 25	59	35	24	13	11
Camp 26	11	2	9	8	1
Camp 27	0	0	0	0	0
Kutupalong RC	6	0	6	0	6
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
WASH - Request for information	497	489	8	497	0
Soap & Hygiene Kit - Did not receive	83	0	83	44	39
Soap & Hygiene Kit - Not enough	78	78	0	0	0
Latrine - New toilet requested	62	0	62	51	11
Latrine - Needs desludging	58	0	58	51	7
Water tap - Requested	55	0	55	29	26
Bathing Station - Requested	49	0	49	29	20
Soap & Hygiene Kit - Additional Requested	45	45	0	0	0
Latrine - Broken	35	0	35	33	2
Trash Disposal - Trash bins requested	35	0	35	19	16
When is the next hygiene kit distribution day?	29	29	0	0	0
Bathing Station - Broken or Damaged	22	0	22	20	2
Tubewell - Not Working	20	0	20	19	1
Trash Disposal - Trash pick-up needed	18	0	18	17	1
Water tap & Tubewell - Requesting new facility	16	0	16	0	16
Latrine - Needs cleaning	7	0	7	3	4
Water tap - Not Working	6	0	6	6	0

Common Feedback Platform - CFP

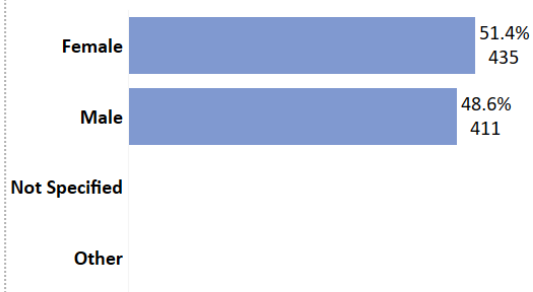
Monthly Sector Report | January 2026 | Food Security

Summary for January 2026

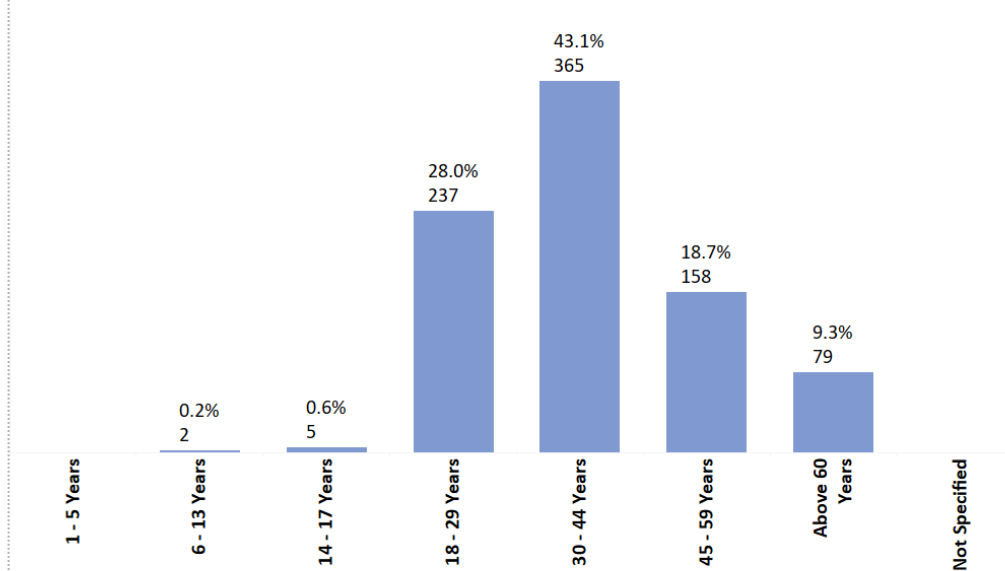
- 846** tickets received across 34 sites
- 688** tickets closed on the spot
- 158** tickets referred to relevant actors
- 671** responses given by relevant actors

*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	61	53	8	53	0
Camp 01W	28	6	22	27	0
Camp 02E	0	0	0	0	0
Camp 02W	5	0	5	0	5
Camp 03	32	29	3	29	0
Camp 04	108	95	13	95	0
Camp 04 Ext.	7	7	0	7	0
Camp 05	32	31	1	32	0
Camp 06	1	0	1	1	0
Camp 07	6	0	6	6	0
Camp 08E	13	2	11	14	0
Camp 08W	14	7	7	17	0
Camp 09	7	4	3	6	0
Camp 10	20	18	2	15	0
Camp 11	1	1	0	2	0
Camp 12	22	18	4	23	0
Camp 13	0	0	0	0	0
Camp 14	34	32	2	8	0
Camp 15	87	86	1	86	0
Camp 16	14	14	0	14	0
Camp 17	15	13	2	14	0
Camp 18	17	17	0	18	0
Camp 19	1	0	1	0	1
Camp 20	4	2	2	3	0
Camp 20 Ext	0	0	0	3	0
Camp 21	45	35	10	43	0
Camp 22	99	97	2	65	0
Camp 24	2	2	0	0	0
Camp 25	66	66	0	0	0
Camp 26	42	14	28	39	0
Camp 27	0	0	0	0	0
Kutupalong RC	43	33	10	33	0
Nayapara RC	0	0	0	0	0
Transit Center	20	6	14	18	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	591	536	55	591	0
Food distributions - Household has not received food	83	15	68	50	18
Food distributions - Request for more food each month	36	36	0	0	0
Farming supplies - Requested	32	32	0	0	0
Food distributions - Want to purchase more but not allowed	27	27	0	0	0
Food distributions - Request for different items or quantities	22	22	0	0	0
Food distributions - Poor quality food items	12	7	5	10	0
When is the next food distribution day? When are the food distribution centres open?	11	11	0	0	0
Food Security - Issue with collector	8	0	8	6	2
Request for fresh food enlistment - Request for fresh food	7	0	7	0	7
Food Porters - Requested	6	0	6	4	2
Food distributions - Missed Token	4	0	4	7	0
Food distributions - Distribution delayed	3	0	3	0	3
Food Security - Issue with distribution item	2	0	2	1	1
Why is my FFC entitlement stopped?	2	2	0	0	0

Common Feedback Platform - CFP

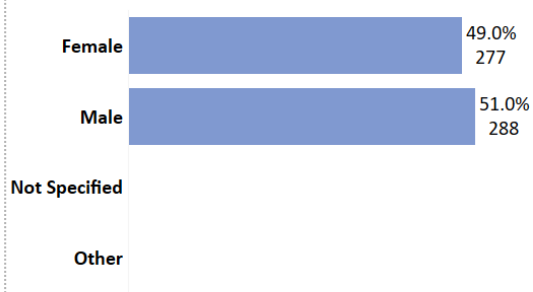
Monthly Sector Report | January 2026 | Health

Summary for January 2026

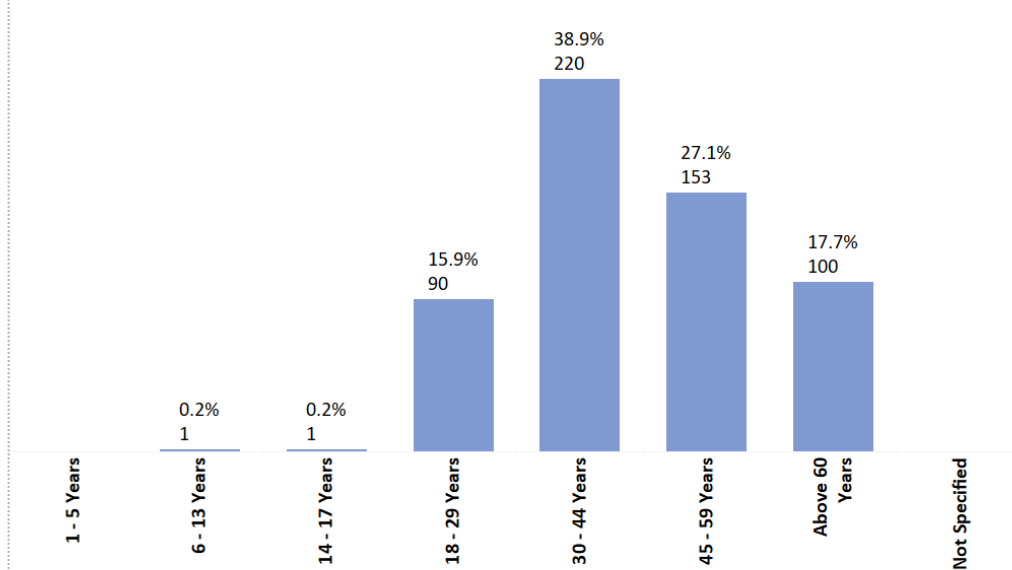
- 565** tickets received across 34 sites
- 439** tickets closed on the spot
- 126** tickets referred to relevant actors
- 509** responses given by relevant actors

**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	7	3	4	3	1
Camp 01W	3	0	3	1	2
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	13	7	6	11	0
Camp 04	14	9	5	9	0
Camp 04 Ext.	8	7	1	7	0
Camp 05	7	4	3	4	0
Camp 06	0	0	0	0	0
Camp 07	1	0	1	0	1
Camp 08E	1	1	0	1	0
Camp 08W	0	0	0	1	0
Camp 09	26	25	1	26	0
Camp 10	2	2	0	3	0
Camp 11	28	28	0	29	0
Camp 12	9	9	0	9	0
Camp 13	6	6	0	6	0
Camp 14	40	37	3	37	0
Camp 15	126	120	6	123	0
Camp 16	67	42	25	42	0
Camp 17	23	23	0	23	0
Camp 18	57	57	0	58	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	18	14	4	14	0
Camp 22	1	1	0	1	0
Camp 24	0	0	0	0	0
Camp 25	1	1	0	1	0
Camp 26	30	13	17	30	0
Camp 27	0	0	0	0	0
Kutupalong RC	5	4	1	4	0
Nayapara RC	70	25	45	65	0
Transit Center	2	1	1	1	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	496	434	62	496	0
General Health Card - Lost, damaged or Stolen	29	0	29	1	28
Health - Assessment of medical conditions required	18	5	13	5	8
General Health Card - Did not receive	7	0	7	1	6
Health - Health Facility is not maintaining standards	3	0	3	0	3
Birth Information Note/Certificate - Lost, damaged or Stolen	2	0	2	0	2
Health - MHPSS continuity of care	2	0	2	0	2
Treatment - Waited too long	2	0	2	1	1
Birth Information Note/Certificate - Requested	1	0	1	0	1
General Health Card - Fully filled up	1	0	1	2	0
General Health Card - Requested	1	0	1	1	0
Health - Identification of Persons with Specific Needs	1	0	1	0	1
Health - Identification of Persons with Specific Needs Elderly refugee	1	0	1	0	1
Treatment - Treatment not good quality	1	0	1	2	0

Common Feedback Platform - CFP

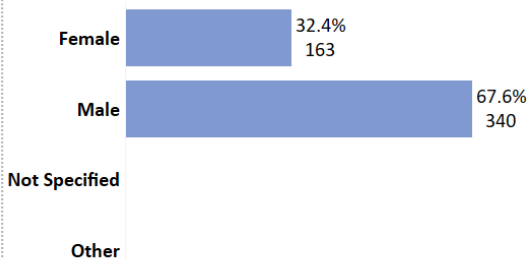
Monthly Sector Report | January 2026 | ID Documents

Summary for January 2026

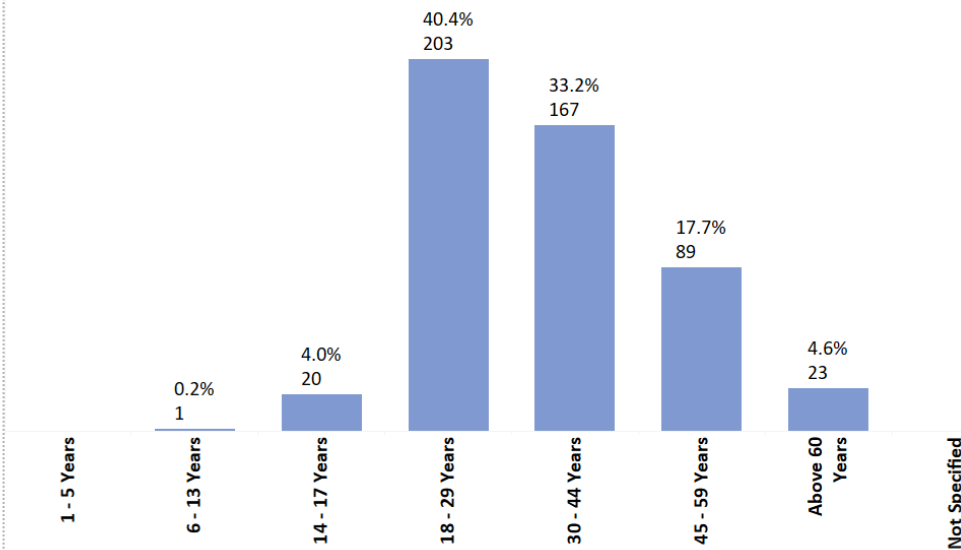
- 503** tickets received across **34** sites
- 419** tickets closed on the spot
- 84** tickets referred to relevant actors
- 102** responses given by relevant actors

**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	0	0	0	0	0
Camp 06	0	0	0	0	0
Camp 07	0	0	0	0	0
Camp 08E	12	2	10	17	0
Camp 08W	3	3	0	0	0
Camp 09	4	2	2	2	0
Camp 10	6	6	0	1	0
Camp 11	2	2	0	0	0
Camp 12	10	6	4	14	0
Camp 13	2	0	2	0	2
Camp 14	64	64	0	0	0
Camp 15	0	0	0	0	0
Camp 16	101	87	14	5	9
Camp 17	0	0	0	0	0
Camp 18	1	0	1	3	0
Camp 19	7	6	1	0	1
Camp 20	9	6	3	4	0
Camp 20 Ext	15	10	5	3	2
Camp 21	0	0	0	0	0
Camp 22	243	218	25	27	0
Camp 24	24	7	17	20	0
Camp 25	0	0	0	6	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	163	163	0	0	0
SMART Card & Family Attestation - Lost ID Card	148	148	0	0	0
SCOPE Card - Has not received new SCOPE Card	49	0	49	75	0
SMART Card & Family Attestation - Request for individual SMART card	41	41	0	0	0
SMART Card & Family Attestation - Lost family attestation card	29	29	0	0	0
SMART Card & Family Attestation - Lost Smart card and family attestation	22	22	0	0	0
SCOPE Card - Lost	18	0	18	11	7
SCOPE Card - Family Attestation doesn't match SCOPE	14	0	14	13	1
SMART Card & Family Attestation - HH requests for vulnerability verification (e.g., Elderly headed HH, Child headed HH, Woman ...	5	5	0	0	0
ID Documents - Request for the information	3	3	0	3	0
SMART Card & Family Attestation - Add New Member	3	3	0	0	0
SMART Card & Family Attestation - Address Change	3	3	0	0	0
SCOPE Card - No balance on card	2	0	2	0	2
SMART Card & Family Attestation - Death Case	1	1	0	0	0
What is the schedule of the UNHCR RAD?	1	1	0	0	0
Where is the UNHCR RAD?	1	0	1	0	1

Common Feedback Platform - CFP

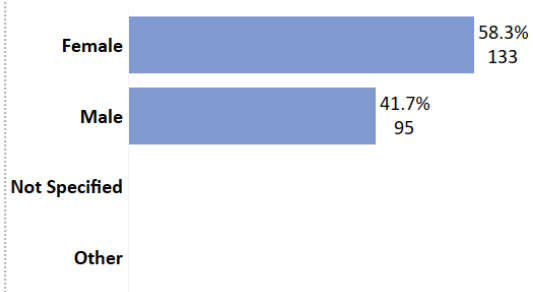
Monthly Sector Report | January 2026 | Livelihood

Summary for January 2026

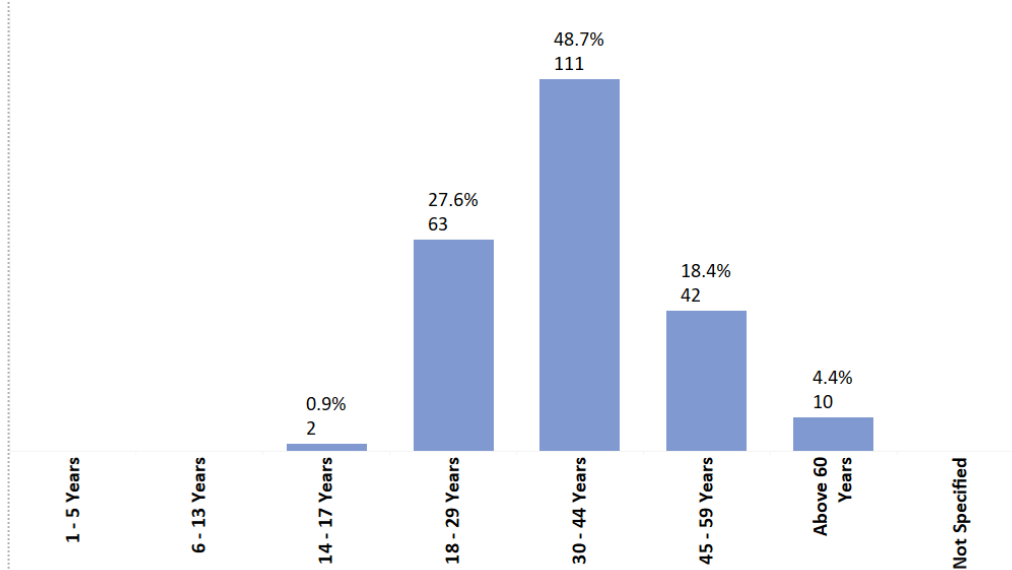
- 228** tickets received across **34** sites
- 217** tickets closed on the spot
- 11** tickets referred to relevant actors
- 228** responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	0	0	0	0	0
Camp 01W	1	0	1	1	0
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	0	0	0	0	0
Camp 04	11	11	0	11	0
Camp 04 Ext.	6	6	0	6	0
Camp 05	0	0	0	0	0
Camp 06	0	0	0	0	0
Camp 07	0	0	0	0	0
Camp 08E	0	0	0	0	0
Camp 08W	0	0	0	0	0
Camp 09	0	0	0	0	0
Camp 10	0	0	0	0	0
Camp 11	2	2	0	2	0
Camp 12	0	0	0	0	0
Camp 13	0	0	0	0	0
Camp 14	0	0	0	0	0
Camp 15	191	191	0	191	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	17	7	10	17	0
Camp 27	0	0	0	0	0
Kutupalong RC	0	0	0	0	0
Nayapara RC	0	0	0	0	0
Transit Center	0	0	0	0	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Livelihood - Request for information	228	217	11	228	0

Common Feedback Platform - CFP

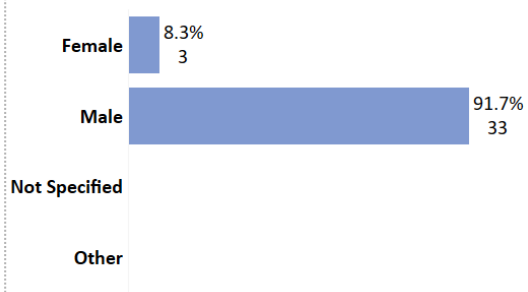
Monthly Sector Report | January 2026 | Education

Summary for January 2026

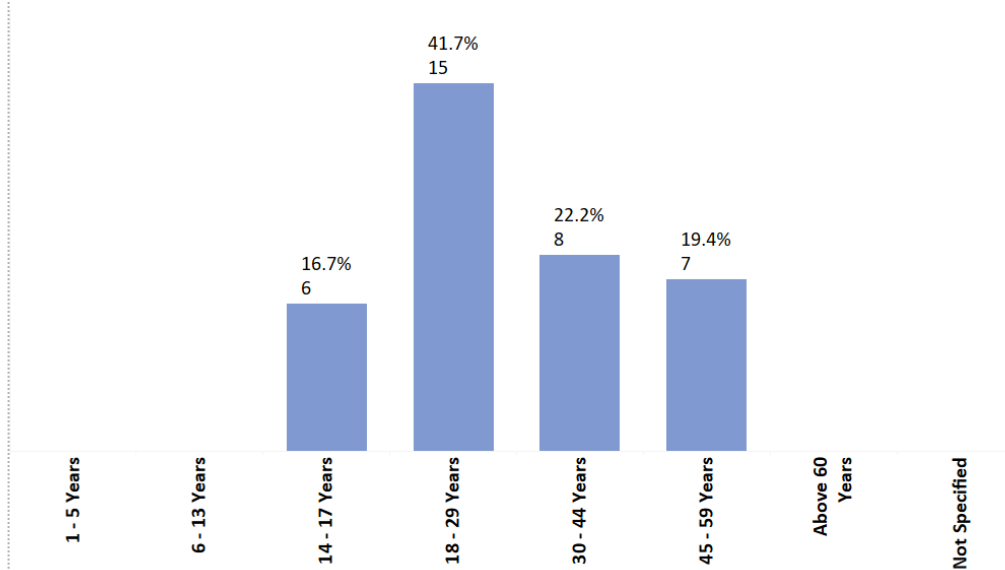
- 36** tickets received across **34** sites
- 19** tickets closed on the spot
- 17** tickets referred to relevant actors
- 24** responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	0	0	0	0	0
Camp 01W	1	0	1	1	0
Camp 02E	1	0	1	1	0
Camp 02W	0	0	0	0	0
Camp 03	0	0	0	0	0
Camp 04	0	0	0	0	0
Camp 04 Ext.	0	0	0	0	0
Camp 05	2	0	2	2	0
Camp 06	0	0	0	0	0
Camp 07	0	0	0	0	0
Camp 08E	0	0	0	0	0
Camp 08W	1	0	1	1	0
Camp 09	1	0	1	1	0
Camp 10	0	0	0	0	0
Camp 11	6	6	0	6	0
Camp 12	0	0	0	0	0
Camp 13	1	0	1	1	0
Camp 14	3	2	1	1	0
Camp 15	10	10	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	1	0	1	1	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	1	0	1	1	0
Camp 25	0	0	0	0	0
Camp 26	6	0	6	6	0
Camp 27	0	0	0	0	0
Kutupalong RC	1	1	0	1	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
Education - Request for information	14	7	7	14	0
Changes to Education - Secondary education requested	10	10	0	0	0
Education - Tertiary Education requested	9	0	9	9	0
Changes to Education - Literacy classes requested	1	1	0	0	0
Changes to Education - Myanmar based curriculum requested	1	1	0	0	0
Temporary Learning Centre - Poor quality teaching or instruction	1	0	1	1	0

Common Feedback Platform - CFP

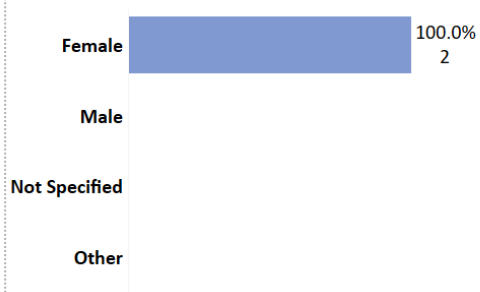
Monthly Sector Report | January 2026 | Nutrition

Summary for January 2026

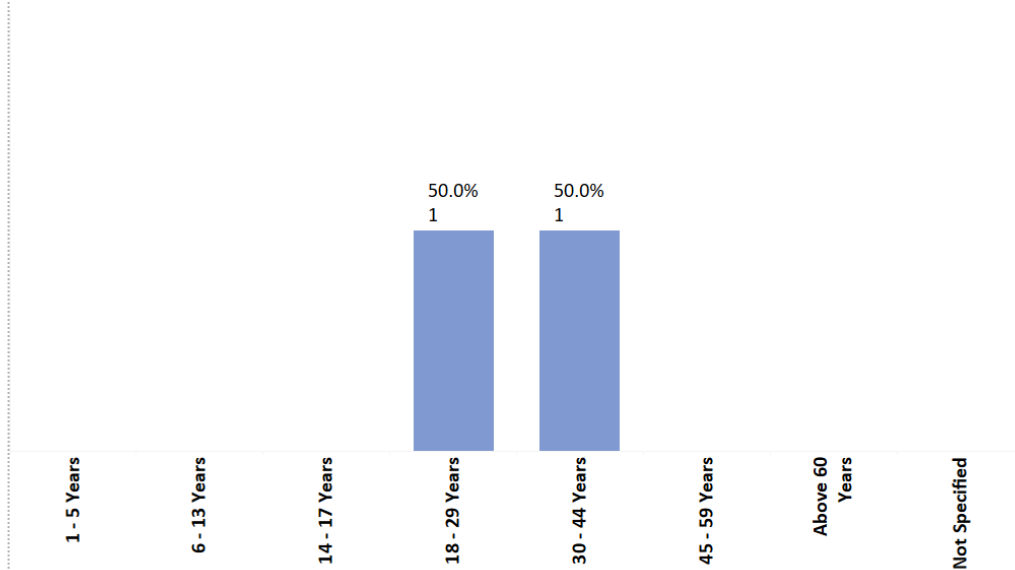
- 2** tickets received across **34** sites
- 2** tickets closed on the spot
- 0** tickets referred to relevant actors
- 1** responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	0	0	0	0	0
Camp 01W	0	0	0	0	0
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	1	1	0	1	0
Camp 04	0	0	0	0	0
Camp 04 Ext.	0	0	0	0	0
Camp 05	0	0	0	0	0
Camp 06	0	0	0	0	0
Camp 07	0	0	0	0	0
Camp 08E	0	0	0	0	0
Camp 08W	0	0	0	0	0
Camp 09	0	0	0	0	0
Camp 10	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 - Issue with nutrition facility	1	1	0	1	0
When is the next Nutrition distribution day?	1	1	0	0	0