

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 | April 2025 - March 2026

Cumulative Data for Apr 2025 - Mar 2026
364,438 tickets received across 34 sites
171,375 tickets closed on the spot
193,063 tickets referred by 6 actors
223,947 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	April	May	June	July	August	September	October	November	December	January	February	March	Grand Total
Education	94	37	65	41	75	65	82	57	53	36	25	34	664
Energy & Environment	2,943	2,089	2,009	4,034	1,988	2,931	3,582	5,379	4,661	3,292	3,859	3,407	40,174
Food Security	1,833	1,074	1,340	760	780	664	663	700	622	846	589	912	10,783
Health	926	649	738	741	1,085	1,139	1,372	1,468	970	565	650	786	11,089
ID Documents	517	562	399	496	438	486	495	506	346	503	403	378	5,529
Livelihood	192	153	182	139	153	211	377	393	600	228	231	353	3,212
Nutrition	8	3	7	4	9	19	26	7	3	2	2	1	91
Protection	5,640	2,686	2,592	4,319	4,254	4,414	4,757	3,326	2,808	1,599	1,403	2,465	40,263
Shelter & NFI	13,973	13,754	16,310	14,352	13,551	14,114	11,005	7,160	4,973	8,352	8,748	10,672	136,964
Site Development	5,407	5,455	6,149	6,363	5,889	4,975	5,416	4,316	3,209	4,249	3,587	5,050	60,065
Site Management	3,443	3,981	3,810	1,996	3,002	2,409	1,941	6,637	5,720	2,315	1,995	2,342	39,591
WASH	1,391	1,278	1,111	1,409	1,417	1,241	1,441	1,557	1,155	1,142	1,391	1,480	16,013

Cumulative Tickets per Month

	April	May	June	July	August	September	October	November	December	January	February	March	Grand Total
Total Received	36,367	31,721	34,712	34,654	32,641	32,668	31,157	31,506	25,120	23,129	22,883	27,880	364,438
Total Closed on the Spot	14,088	12,539	15,804	12,851	16,070	16,577	15,371	17,272	14,580	11,855	11,531	12,837	171,375
Total Referred	22,279	19,182	18,908	21,803	16,571	16,091	15,786	14,234	10,540	11,274	11,352	15,043	193,063
Total Replies	18,224	16,384	22,160	19,516	23,246	20,368	21,033	20,253	17,163	13,135	14,661	17,804	223,947

Top Tickets Received by Gender

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	20,572	29,032		
Damage to shelter - Shelter damaged by weather	11,796	19,817		
Pathway - Damaged, broken, or needs improvement	5,328	8,767		
Slope Protection (erosion) - Requested	5,466	6,743	3	
Slope Protection (erosion) - Damaged, broken, or needs improvement	4,136	8,020		
Cash for Work - Has not been selected for CfW in long time	3,184	7,996	4	
LPG Gas - Not enough for family	2,980	6,705		
NFI - Request additional materials	2,079	6,081	2	
Shelter Materials - Request additional materials	2,221	5,040	2	
Shelter Materials - Missed Distribution	2,695	3,811		
Cash for Work - Requested CfW	1,537	4,549	4	
Cash for Work - Has not been enrolled	755	2,018	1	
Stairs - Requested	1,071	1,540	1	
Cooking Stove - Broken or not working	403	1,505		
SMART Card & Family Attestation - Add New Born	504	1,313		

Cumulative Tickets by Camp | AOR

	Camp 01E	Camp 01W	Camp 02E	Camp 02W	Camp 03	Camp 04	Camp 04 Ext.	Camp 05	HCR				Camp 07	Camp 17	Camp 21	Camp 26	Camp 27	Kutupalong RC	Nayapara RC	Transit Center	Camp 08E	Camp 08W	Camp 09	Camp 10	Camp 11	Camp 12	Camp 13	Camp 14	IOM				Grand Total		
Total Received	15,094	17,332	8,176	7,229	7,550	17,106	4,191	8,700	10,879	16,166	9,944	9,174	14,549	13,988	6,844	11,111	2,270	7,540	11,370	9,530	9,567	9,823	9,918	9,305	10,983	13,941	10,392	11,511	9,849	7,376	7,073	23,545	12,775	9,637	364,438
Total Closed on the Spot	2,957	3,008	610	623	4,072	9,912	1,993	4,117	4,902	1,255	5,953	3,087	3,019	4,176	1,986	4,614	1,663	2,660	6,377	5,918	4,530	4,314	4,896	2,040	8,909	9,112	6,621	8,358	5,269	4,786	4,274	19,843	7,463	8,058	171,375
Total Referred	12,137	14,324	7,566	6,606	3,478	7,194	2,198	4,583	5,977	14,911	3,991	6,087	11,530	9,812	4,858	6,497	607	4,880	4,993	3,612	5,037	5,509	5,022	7,265	2,074	4,829	3,771	3,153	4,580	2,590	2,799	3,702	5,312	1,579	193,063
Total Replies	5,535	7,771	1,742	2,921	4,555	13,031	2,505	4,662	7,023	4,171	6,531	4,894	9,843	10,330	3,848	6,314	1,793	8,275	9,275	7,044	9,385	8,040	9,245	8,925	3,849	11,043	8,675	7,720	5,560	3,506	3,325	8,446	8,724	5,441	223,947

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 | **March 2026**

Summary for March 2026
27,880 tickets received across **34** sites
12,837 tickets closed on the spot*
15,043 tickets referred to relevant actors
17,804 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).*

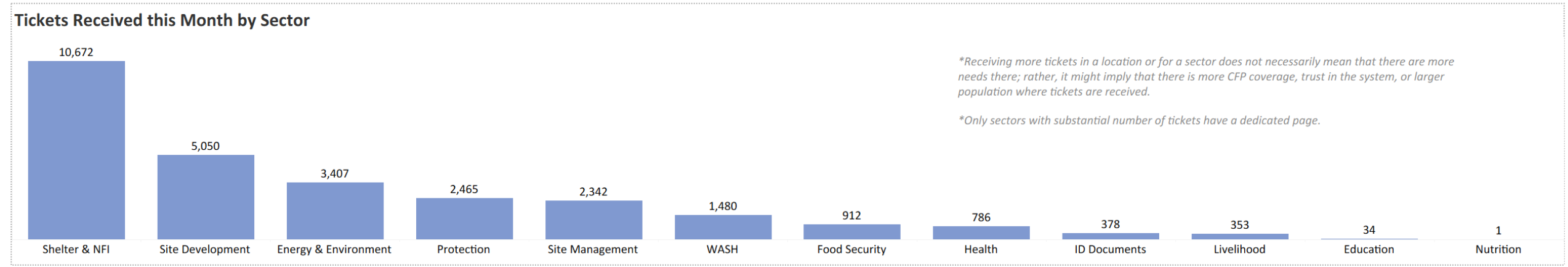
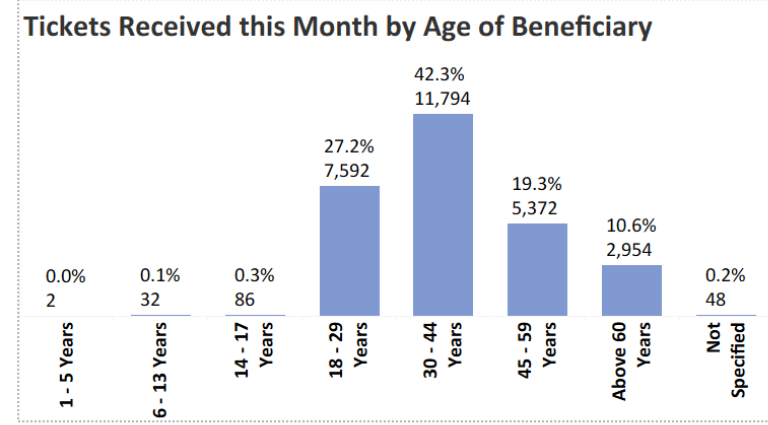
**Responses can be given within the same month or at a later date which might make the responses given higher than the referred tickets.*

Top Tickets Received this Month

Ticket Description	Female	Male	Other	Not Specified
Damage to shelter - Shelter damaged over time	2,026	3,324		
Slope Protection (erosion) - Requested	473	628		
Cash for Work - Has not been selected for CFW in long time	227	761		
Slope Protection (erosion) - Damaged, broken, or needs improvement	257	599		
LPG Gas - Not enough for family	272	565		
NFI - Request additional materials	173	476		
Damage to shelter - Shelter damaged by weather	221	285		
Cash for Work - Requested CFW	98	348		
Shelter Materials - Missed Distribution	178	193		
Shelter Materials - Request additional materials	118	243		
Cash for Work - Has not been enrolled	56	203		
Stairs - Requested	80	141		
Pathway - Requested	45	64		
SMART Card & Family Attestation - Add New Born	24	83		
Pathway - Damaged, broken, or needs improvement	22	79		
Cooking Stove - Broken or not working	10	80		

Tickets Received this Month by Camp

		Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets	
HCR	Camp 01E	842	324	518	534	0	
	Camp 01W	1,401	228	1,173	747	426	
	Camp 02E	503	30	473	117	356	
	Camp 02W	467	21	446	40	406	
	Camp 03	525	339	186	414	0	
	Camp 04	1,340	916	424	1,000	0	
	Camp 04 Ext.	333	178	155	218	0	
	Camp 05	412	265	147	275	0	
	Camp 06	853	23	830	256	574	
	Camp 07	1,446	103	1,343	280	1,063	
	Camp 17	453	282	171	289	0	
	Camp 21	986	367	619	621	0	
	Camp 26	957	158	799	605	194	
	Camp 27	1,639	65	1,574	1,097	477	
	Kutupalong RC	467	253	214	375	0	
	Nayapara RC	631	166	465	424	41	
	Transit Center	21	2	19	11	8	
	IOM	Camp 08E	630	253	377	598	0
		Camp 08W	798	395	403	611	0
		Camp 09	569	361	208	520	0
Camp 10		624	146	478	536	0	
Camp 11		669	254	415	616	0	
Camp 12		1,005	421	584	988	0	
Camp 13		576	117	459	756	0	
Camp 14		906	697	209	456	0	
Camp 15		1,175	863	312	773	0	
Camp 16		751	556	195	771	0	
Camp 18		1,165	669	496	740	0	
Camp 19		488	219	269	367	0	
Camp 20		472	312	160	269	0	
Camp 20 Ext		478	261	217	247	0	
Camp 22		1,571	1,405	166	544	0	
Camp 24	1,573	1,126	447	924	0		
Camp 25	1,154	1,062	92	785	0		



Common Feedback Platform - CFP

Monthly Sector Report | March 2026 | Shelter & NFI

Summary for March 2026

10,672 tickets received across **34** sites

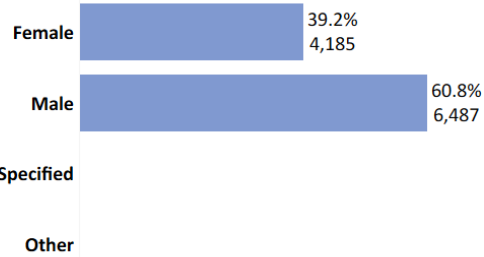
4,098 tickets closed on the spot

6,574 tickets referred to relevant actors

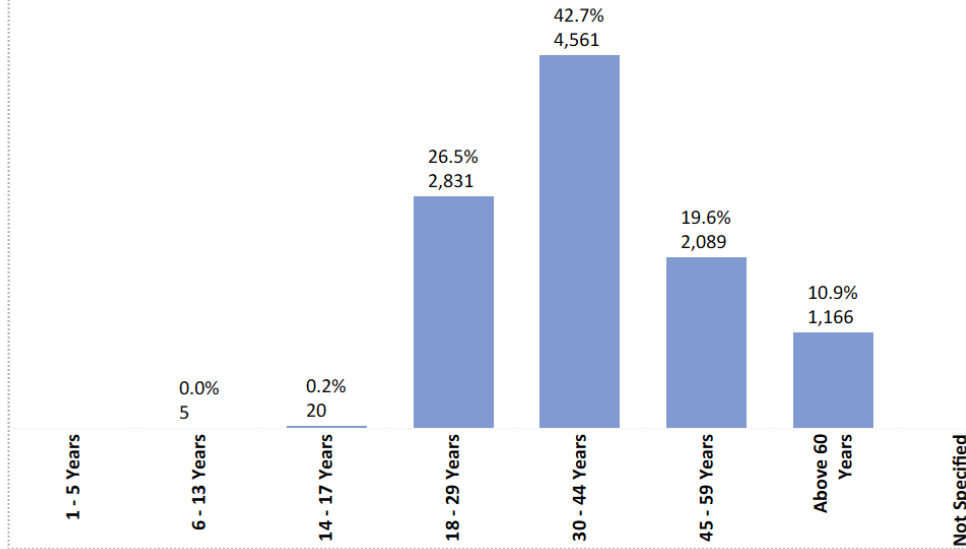
5,320 responses given by relevant actors

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

Tickets Received by Gender



Tickets Received by Age of Beneficiary



Tickets Received by Camp

	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Camp 01E	585	178	407	342	65
Camp 01W	739	69	670	272	398
Camp 02E	364	8	356	30	326
Camp 02W	386	10	376	14	362
Camp 03	287	157	130	195	0
Camp 04	731	426	305	468	0
Camp 04 Ext.	183	91	92	92	0
Camp 05	200	105	95	105	0
Camp 06	729	13	716	225	491
Camp 07	1,046	37	1,009	121	888
Camp 08E	66	53	13	48	0
Camp 08W	167	144	23	131	0
Camp 09	116	112	4	64	0
Camp 10	85	17	68	73	0
Camp 11	59	35	24	38	0
Camp 12	349	155	194	410	0
Camp 13	163	25	138	390	0
Camp 14	83	62	21	38	0
Camp 15	211	199	12	102	0
Camp 16	220	218	2	201	0
Camp 17	211	86	125	86	39
Camp 18	190	165	25	185	0
Camp 19	36	26	10	15	0
Camp 20	60	57	3	37	0
Camp 20 Ext	102	99	3	69	0
Camp 21	324	29	295	111	184
Camp 22	443	440	3	130	0
Camp 24	372	347	25	89	0
Camp 25	487	481	6	455	0
Camp 26	551	83	468	251	217
Camp 27	569	22	547	143	404
Kutupalong RC	232	100	132	221	0
Nayapara RC	325	49	276	169	107
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	5,350	114	5,236	1,169	4,067
Shelter & NFI - Request for information	2,938	2,765	173	2,938	0
NFI - Request additional materials	649	649	0	0	0
Damage to shelter - Shelter damaged by weather	506	0	506	25	481
Shelter Materials - Missed Distribution	371	0	371	673	0
Shelter Materials - Request additional materials	361	317	44	25	19
Shelter Materials - Received amount is not enough	194	194	0	194	0
Shelter Number - Requested	174	0	174	223	0
Request for additional room - Request for new room	45	0	45	9	36
Shelter Materials - Received damaged materials	16	16	0	0	0
NFI - Received damaged materials	11	11	0	0	0
Shelter & NFI - NFI Concern related to distribution entitlement amount timing	10	0	10	3	7
Shelter Kit - Requested (general households)	10	10	0	0	0
Shelter & NFI - NFI Concern related to distribution modality facility quality location	8	0	8	1	7
Shelter Materials - Too far to distribution	8	8	0	0	0
When is the next Shelter Materials distribution day	6	6	0	0	0
When is the next NFI distribution day?	3	3	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | March 2026 | Site Development

Summary for March 2026

5,050 tickets received across **34** sites

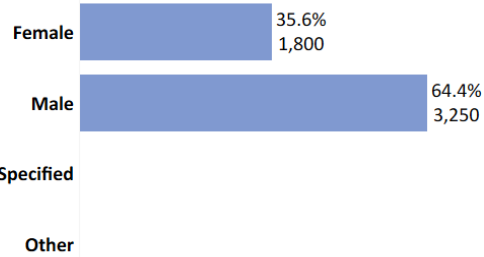
524 tickets closed on the spot

4,526 tickets referred to relevant actors

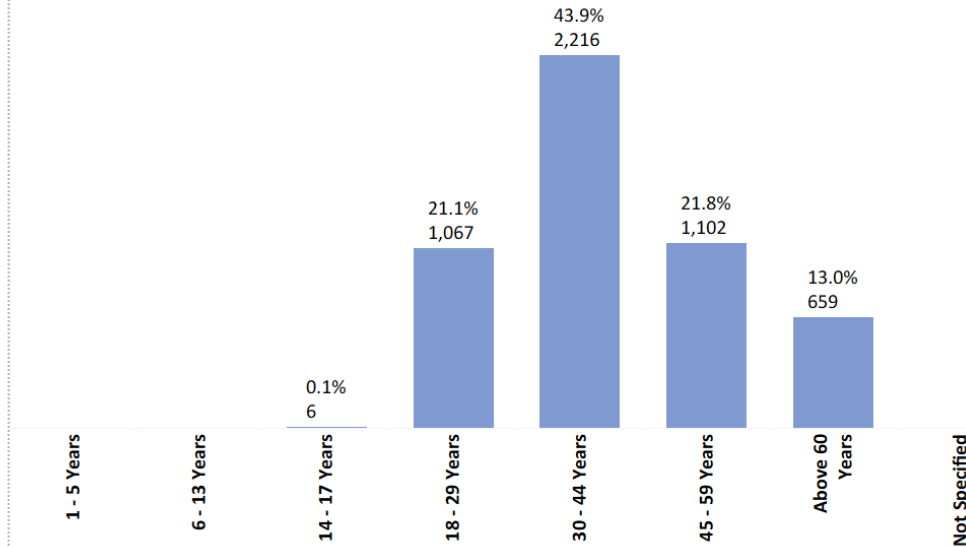
3,668 responses given by relevant actors

**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	74	12	62	31	31
Camp 01W	279	16	263	113	150
Camp 02E	84	0	84	48	36
Camp 02W	50	0	50	2	48
Camp 03	26	9	17	14	3
Camp 04	64	24	40	24	16
Camp 04 Ext.	2	0	2	0	2
Camp 05	33	10	23	10	13
Camp 06	74	0	74	11	63
Camp 07	279	0	279	52	227
Camp 08E	278	47	231	303	0
Camp 08W	364	33	331	285	46
Camp 09	136	20	116	207	0
Camp 10	364	53	311	224	87
Camp 11	244	12	232	301	0
Camp 12	256	55	201	173	28
Camp 13	225	4	221	261	0
Camp 14	222	68	154	168	0
Camp 15	254	15	239	273	0
Camp 16	166	41	125	126	0
Camp 17	23	5	18	5	13
Camp 18	458	16	442	202	240
Camp 19	182	4	178	156	22
Camp 20	86	1	85	117	0
Camp 20 Ext	89	2	87	72	15
Camp 21	121	3	118	4	114
Camp 22	71	1	70	99	0
Camp 24	150	31	119	130	0
Camp 25	37	0	37	21	16
Camp 26	46	8	38	26	12
Camp 27	201	6	195	126	69
Kutupalong RC	29	9	20	9	11
Nayapara RC	83	19	64	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	1,101	0	1,101	755	346
Site Development Pathway - Damaged, broken, or needs improvement	930	0	930	196	734
Slope Protection (erosion) - Damaged, broken, or needs improvement	856	0	856	836	20
Site Management - Request for information	745	506	239	745	0
Drainage - Drain Requested	221	0	221	218	3
Stairs - Requested	221	0	221	173	48
Stairs - Damaged, broken, or needs improvement	120	0	120	120	0
Pathway - Requested	109	0	109	105	4
Pathway - Damaged, broken, or needs improvement	101	0	101	109	0
Drainage - Blocked or Water logging	90	0	90	81	9
Drainage Cover (Slab) - Requested	84	0	84	79	5
Site Development Drainage - Blocked or Water logging	75	0	75	3	72
Drainage - Damaged, broken, or needs improvement	74	0	74	89	0
Site Development Stairs - Damaged, broken, or needs improvement	59	0	59	8	51
Site Development Slope Protection (erosion) - Requested	45	0	45	2	43
Site Development Pathway - Requested	39	0	39	2	37
Lamp post or Street light - Damaged, broken, or needs improvement	34	0	34	35	0

Common Feedback Platform - CFP

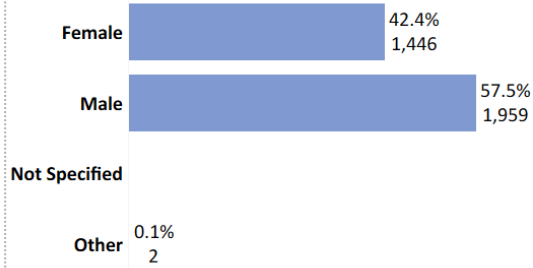
Monthly Sector Report | March 2026 | Energy & Environment

Summary for March 2026

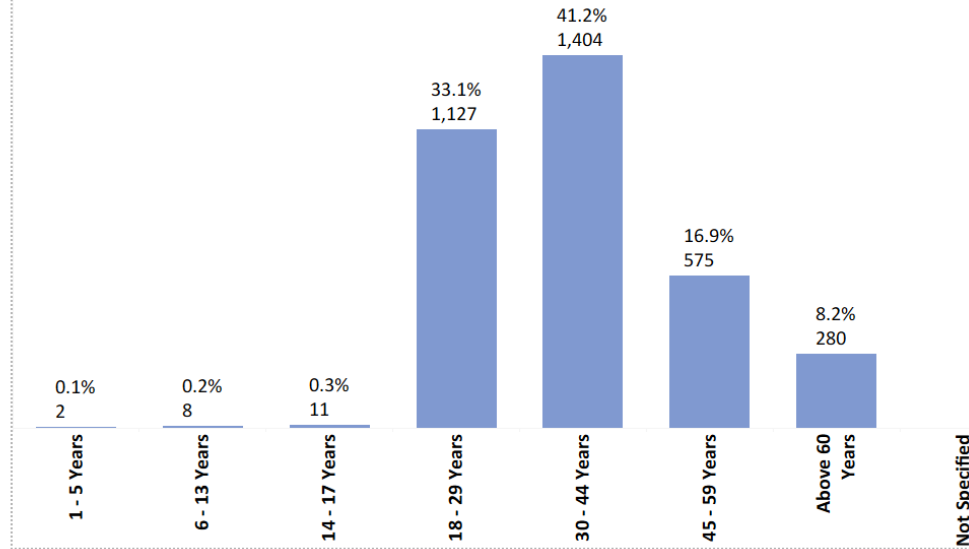
3,407 tickets received across **34** sites
2,218 tickets closed on the spot
1,189 tickets referred to relevant actors
2,547 responses given by relevant actors

**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	18	8	19	0
Camp 01W	72	41	31	58	0
Camp 02E	31	15	16	22	0
Camp 02W	7	2	5	4	1
Camp 03	82	66	16	82	0
Camp 04	209	176	33	197	0
Camp 04 Ext.	59	36	23	46	0
Camp 05	71	59	12	59	0
Camp 06	13	2	11	2	9
Camp 07	107	65	42	101	0
Camp 08E	37	14	23	44	0
Camp 08W	154	131	23	74	0
Camp 09	92	63	29	46	0
Camp 10	38	5	33	60	0
Camp 11	113	23	90	58	32
Camp 12	218	85	133	211	0
Camp 13	28	3	25	17	8
Camp 14	83	75	8	15	0
Camp 15	77	70	7	14	0
Camp 16	66	56	10	216	0
Camp 17	112	94	18	94	0
Camp 18	182	172	10	108	0
Camp 19	37	14	23	37	0
Camp 20	62	42	20	25	0
Camp 20 Ext	33	11	22	51	0
Camp 21	437	271	166	409	0
Camp 22	369	357	12	34	0
Camp 24	169	97	72	130	0
Camp 25	119	104	15	33	0
Camp 26	74	15	59	68	0
Camp 27	195	11	184	188	0
Kutupalong RC	27	25	2	25	0
Nayapara RC	6	0	6	0	6
Transit Center	2	0	2	0	2

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Energy & Environment - Request for Information	1,746	1,315	431	1,746	0
LPG Gas - Not enough for family	837	624	213	61	152
LPG Gas - Did not receive cylinder	219	0	219	249	0
LPG Gas - Did not receive refill	166	0	166	136	30
Cooking Stove - Broken or not working	90	90	0	0	0
Cooking Stove - Did not receive	83	0	83	107	0
When is the next LPG distribution day?	64	64	0	0	0
Cooking set (gas & stove) - Requested	62	62	0	0	0
Cooking Stove - Requested	35	35	0	0	0
LPG Gas - Lost or stolen cylinder	29	0	29	145	0
Cooking set (gas & stove) - Broken or not working	25	25	0	0	0
LPG Gas - Lost token	20	0	20	28	0
LPG Porters - Requested	17	0	17	25	0
Pressure Cooker - Did not receive	6	0	6	2	4
Cooking Stove - Lost or stolen	5	0	5	48	0
When is the next cooking stove distribution day?	2	2	0	0	0
Where is the LPG Distribution Point?	1	1	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | March 2026 | Protection

Summary for March 2026

2,465 tickets received across **34** sites

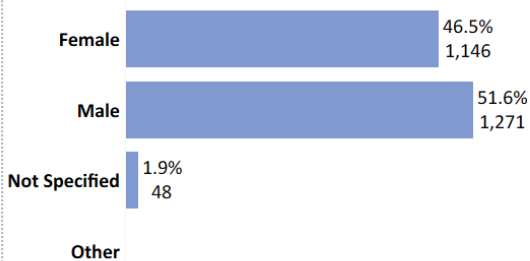
1,605 tickets closed on the spot

860 tickets referred to relevant actors

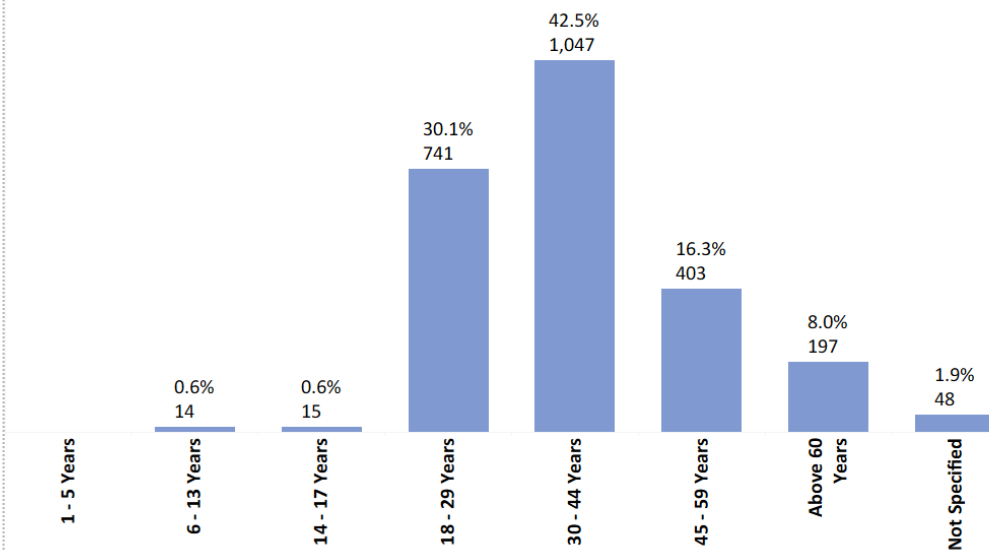
2,230 responses given by relevant actors

**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	78	57	21	72	0
Camp 01W	129	59	70	127	0
Camp 02E	15	6	9	10	0
Camp 02W	16	6	10	13	0
Camp 03	61	45	16	57	0
Camp 04	149	132	17	142	0
Camp 04 Ext.	49	20	29	44	0
Camp 05	66	54	12	62	0
Camp 06	12	2	10	8	2
Camp 07	9	1	8	3	5
Camp 08E	58	52	6	48	0
Camp 08W	23	12	11	21	0
Camp 09	57	48	9	54	0
Camp 10	32	24	8	31	0
Camp 11	74	64	10	72	0
Camp 12	39	34	5	39	0
Camp 13	20	13	7	19	0
Camp 14	110	102	8	109	0
Camp 15	55	38	17	48	0
Camp 16	44	41	3	43	0
Camp 17	58	52	6	57	0
Camp 18	106	102	4	102	0
Camp 19	24	23	1	22	0
Camp 20	50	43	7	39	0
Camp 20 Ext	24	17	7	14	0
Camp 21	30	19	11	30	0
Camp 22	119	118	1	119	0
Camp 24	220	136	84	204	0
Camp 25	112	103	9	90	0
Camp 26	98	23	75	94	0
Camp 27	212	15	197	212	0
Kutupalong RC	113	57	56	58	0
Nayapara RC	193	87	106	159	0
Transit Center	10	0	10	8	2

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Protection - Request for information	1,961	1,539	422	1,961	0
Protection - Request for Protection Interventions	455	17	438	268	170
Protection Referral (IOM)	40	40	0	0	0
Protection Referral (DRC)	5	5	0	0	0
Code of Conduct	2	2	0	0	0
Protection Referral (World_Vision)	1	1	0	0	0
Where is the protection office?	1	1	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | March 2026 | Site Management

Summary for March 2026

2,342 tickets received across **34** sites

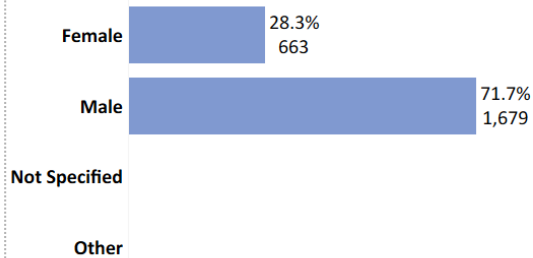
1,841 tickets closed on the spot

501 tickets referred to relevant actors

604 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.*

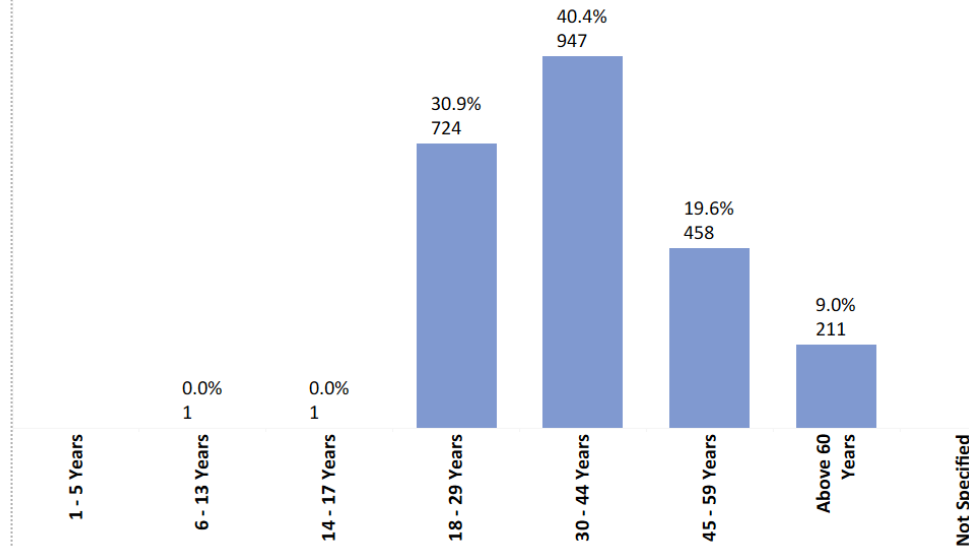
Tickets Received by Gender



Not Specified

Other

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	25	22	3	22	0
Camp 01W	18	3	15	18	0
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	15	13	2	13	0
Camp 04	72	59	13	59	0
Camp 04 Ext.	19	17	2	17	0
Camp 05	9	9	0	9	0
Camp 06	6	0	6	0	6
Camp 07	0	0	0	0	0
Camp 08E	75	16	59	20	39
Camp 08W	13	10	3	19	0
Camp 09	47	40	7	22	0
Camp 10	7	2	5	7	0
Camp 11	65	36	29	43	0
Camp 12	2	0	2	3	0
Camp 13	84	43	41	29	12
Camp 14	194	190	4	10	0
Camp 15	237	226	11	28	0
Camp 16	99	78	21	37	0
Camp 17	19	18	1	18	0
Camp 18	85	83	2	3	0
Camp 19	104	100	4	5	0
Camp 20	141	124	17	2	15
Camp 20 Ext	172	91	81	17	64
Camp 21	20	18	2	19	0
Camp 22	288	230	58	25	33
Camp 24	307	279	28	69	0
Camp 25	125	125	0	21	0
Camp 26	31	6	25	16	9
Camp 27	60	2	58	52	6
Kutupalong RC	3	1	2	1	1
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	988	988	0	0	0
Cash for Work - Requested CFW	446	446	0	0	0
Site Management - Request for information	430	335	95	430	0
Cash for Work - Has not been enrolled	259	0	259	104	155
Electricity Supply - Not working	60	0	60	23	37
When is my next Cash for Work rotation day?	46	46	0	0	0
Relocation & Repatriation - Relocation within camp	35	0	35	2	33
Cash for Work - Payment delayed	16	0	16	23	0
Community Conflict - Tree Cutting	10	0	10	7	3
When is the next Cash for Work payment day?	10	10	0	0	0
Solar supply - Not working	9	0	9	0	9
Skill Training - Requested	8	8	0	0	0
Solar light - Requesting the new light	6	0	6	0	6
Cash for Work - Has received less payment than days worked	5	0	5	4	1
Community Conflict - Land & shelter extension	4	0	4	5	0
Relocation & Repatriation - Repatriation to Myanmar	4	4	0	0	0
Cash for Work - Was charged to enroll or be selected	1	0	1	0	1

Common Feedback Platform - CFP

Monthly Sector Report | March 2026 | WASH

Summary for March 2026

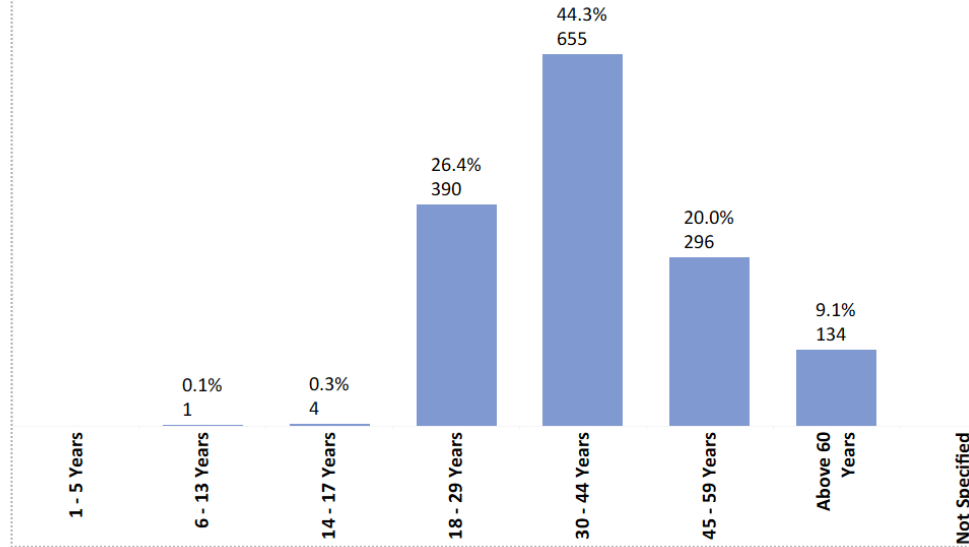
1,480 tickets received across 34 sites
781 tickets closed on the spot
699 tickets referred to relevant actors
1,357 responses given by relevant actors

**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	12	2	10	12	0
Camp 01W	22	4	18	19	0
Camp 02E	7	0	7	6	1
Camp 02W	6	3	3	6	0
Camp 03	12	10	2	12	0
Camp 04	32	27	5	30	0
Camp 04 Ext.	3	0	3	3	0
Camp 05	8	6	2	8	0
Camp 06	6	2	4	6	0
Camp 07	3	0	3	3	0
Camp 08E	60	32	28	93	0
Camp 08W	54	49	5	53	0
Camp 09	82	39	43	86	0
Camp 10	53	5	48	104	0
Camp 11	72	49	23	78	0
Camp 12	80	51	29	84	0
Camp 13	30	4	26	20	6
Camp 14	36	26	10	15	0
Camp 15	65	41	24	50	0
Camp 16	88	55	33	75	0
Camp 17	8	6	2	8	0
Camp 18	87	74	13	80	0
Camp 19	54	1	53	83	0
Camp 20	31	15	16	23	0
Camp 20 Ext	18	6	12	9	3
Camp 21	24	2	22	20	2
Camp 22	100	99	1	83	0
Camp 24	158	106	52	98	0
Camp 25	77	56	21	26	0
Camp 26	40	6	34	35	0
Camp 27	147	4	143	126	17
Kutupalong RC	2	1	1	1	0
Nayapara RC	3	0	3	2	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	741	592	149	741	0
Latrine - Needs desludging	131	0	131	104	27
Soap & Hygiene Kit - Not enough	88	88	0	0	0
Soap & Hygiene Kit - Did not receive	81	0	81	116	0
Latrine - New toilet requested	59	0	59	67	0
When is the next hygiene kit distribution day?	53	53	0	0	0
Soap & Hygiene Kit - Additional Requested	43	43	0	0	0
Bathing Station - Requested	38	0	38	48	0
Water tap - Requested	37	0	37	62	0
Trash Disposal - Trash bins requested	32	0	32	59	0
Latrine - Broken	25	0	25	24	1
Tubewell - Not Working	24	0	24	26	0
Latrine - Latrine not working properly	18	0	18	7	11
Water tap & Tubewell - Not Working	18	0	18	17	1
Trash Disposal - Trash pick-up needed	15	0	15	27	0
Bathing Station - Broken or Damaged	14	0	14	8	6
Water tap - Not enough water	11	0	11	9	2

Common Feedback Platform - CFP

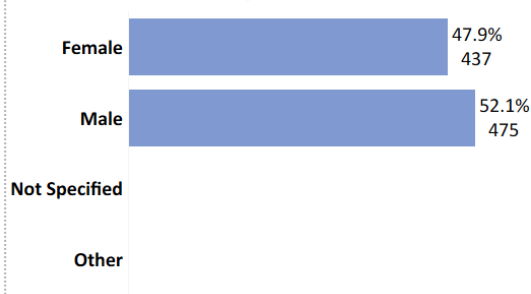
Monthly Sector Report | March 2026 | Food Security

Summary for March 2026

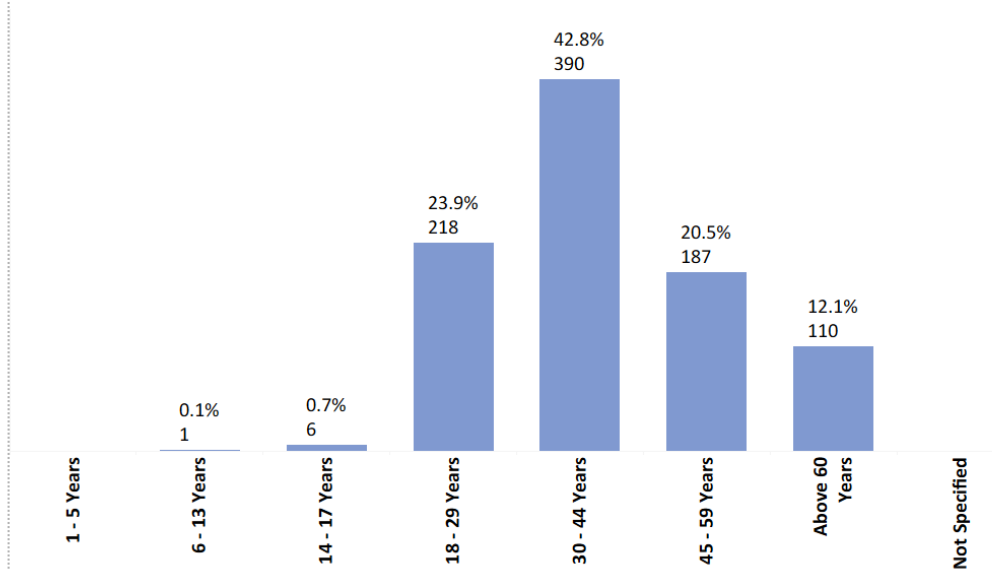
- 912** tickets received across **34** sites
- 594** tickets closed on the spot
- 318** tickets referred to relevant actors
- 835** responses given by relevant actors

*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	35	31	4	31	0
Camp 01W	125	30	95	123	0
Camp 02E	0	0	0	0	0
Camp 02W	0	0	0	0	0
Camp 03	16	14	2	15	0
Camp 04	64	63	1	63	0
Camp 04 Ext.	14	10	4	12	0
Camp 05	15	13	2	13	0
Camp 06	6	3	3	3	0
Camp 07	1	0	1	0	1
Camp 08E	11	4	7	17	0
Camp 08W	10	4	6	17	0
Camp 09	18	18	0	18	0
Camp 10	35	32	3	34	0
Camp 11	2	0	2	3	0
Camp 12	29	20	9	37	0
Camp 13	0	0	0	0	0
Camp 14	52	50	2	41	0
Camp 15	87	87	0	84	0
Camp 16	7	7	0	7	0
Camp 17	14	13	1	13	0
Camp 18	29	29	0	30	0
Camp 19	0	0	0	0	0
Camp 20	10	1	9	4	5
Camp 20 Ext	0	0	0	6	0
Camp 21	20	18	2	19	0
Camp 22	37	37	0	10	0
Camp 24	15	11	4	10	0
Camp 25	33	32	1	0	1
Camp 26	15	6	9	15	0
Camp 27	150	4	146	150	0
Kutupalong RC	55	55	0	55	0
Nayapara RC	2	0	2	2	0
Transit Center	5	2	3	3	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	743	489	254	743	0
Food distributions - Household has not received food	45	0	45	50	0
Farming supplies - Requested	30	30	0	0	0
Food distributions - Poor quality food items	20	18	2	20	0
Food distributions - Request for more food each month	19	19	0	0	0
Food distributions - Want to purchase more but not allowed	18	18	0	0	0
Food distributions - Request for different items or quantities	14	14	0	0	0
Food distributions - Missed Token	5	0	5	8	0
Food Porters - Requested	5	0	5	7	0
Food distributions - HH wants someone outside their family to collect food	4	0	4	4	0
Why was food not distributed?	3	3	0	0	0
Request for fresh food enlistment - Request for fresh food	2	0	2	0	2
When is the next food distribution day? When are the food distribution centres open?	2	2	0	0	0
Food Security - Issue with collector	1	0	1	0	1
Why was food not provided according to the household size?	1	1	0	0	0

Common Feedback Platform - CFP

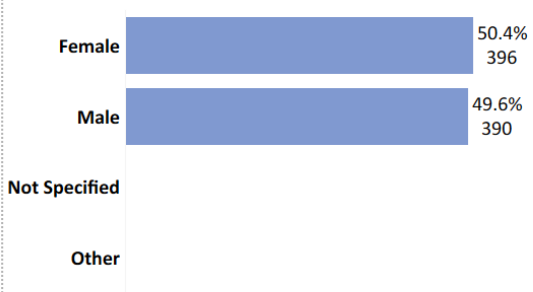
Monthly Sector Report | March 2026 | Health

Summary for March 2026

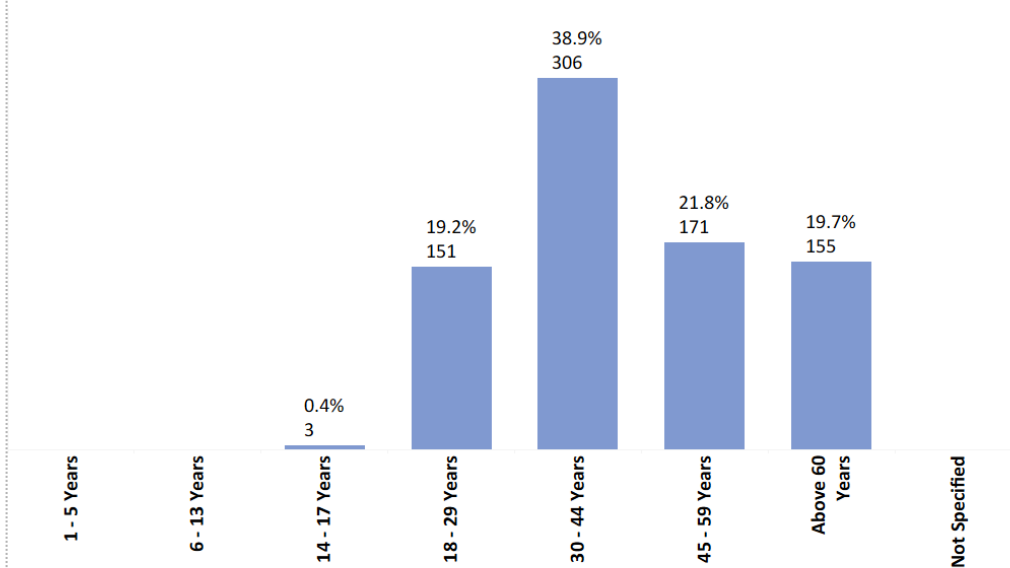
786 tickets received across **34** sites
550 tickets closed on the spot
236 tickets referred to relevant actors
755 responses given by relevant actors

**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	2	2	2	0
Camp 01W	17	6	11	17	0
Camp 02E	2	1	1	1	0
Camp 02W	2	0	2	1	1
Camp 03	24	24	0	24	0
Camp 04	18	9	9	17	0
Camp 04 Ext.	4	4	0	4	0
Camp 05	10	9	1	9	0
Camp 06	7	1	6	1	5
Camp 07	1	0	1	0	1
Camp 08E	18	18	0	14	0
Camp 08W	11	11	0	11	0
Camp 09	20	20	0	20	0
Camp 10	3	3	0	3	0
Camp 11	21	21	0	21	0
Camp 12	17	17	0	17	0
Camp 13	19	18	1	18	0
Camp 14	58	56	2	60	0
Camp 15	76	74	2	76	0
Camp 16	61	60	1	65	0
Camp 17	4	4	0	4	0
Camp 18	28	28	0	28	0
Camp 19	47	47	0	47	0
Camp 20	17	15	2	15	0
Camp 20 Ext	5	2	3	2	1
Camp 21	10	7	3	9	0
Camp 22	2	2	0	2	0
Camp 24	102	66	36	102	0
Camp 25	2	2	0	2	0
Camp 26	43	6	37	41	0
Camp 27	105	1	104	100	4
Kutupalong RC	6	5	1	5	0
Nayapara RC	19	11	8	17	0
Transit Center	3	0	3	0	3

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Health - Request for information	734	544	190	734	0
General Health Card - Did not receive	13	0	13	7	6
Health - Assessment of medical conditions required	13	0	13	1	12
General Health Card - Lost, damaged or Stolen	7	0	7	8	0
Health - Health Facility is not maintaining standards	5	0	5	0	5
Health - Feedback	2	2	0	2	0
Treatment - Treatment not good quality	2	0	2	2	0
Which hospital is responsible for referring and approving out-of-camp treatment for seriously ill patients?	2	2	0	0	0
General Health Card - Requested	1	0	1	0	1
Health - Identification of Persons with Specific Needs	1	0	1	0	1
Health - MHPSS Self harm harm others	1	0	1	0	1
Health post - Clinic not open	1	0	1	0	1
Health Treatment - Waited too long	1	0	1	0	1
Treatment - Waited too long	1	0	1	0	1
Where is the PHD office located?	1	1	0	0	0
Why do health facilitators at camp-based hospitals refuse to provide treatment without properly examining patients?	1	1	0	0	0

Common Feedback Platform - CFP

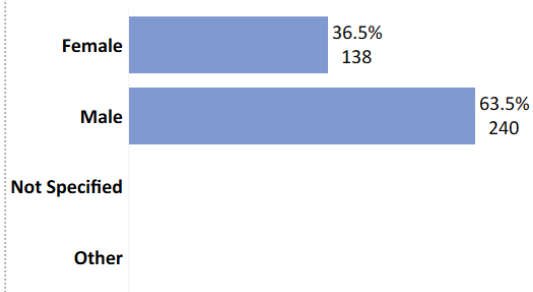
Monthly Sector Report | March 2026 | ID Documents

Summary for March 2026

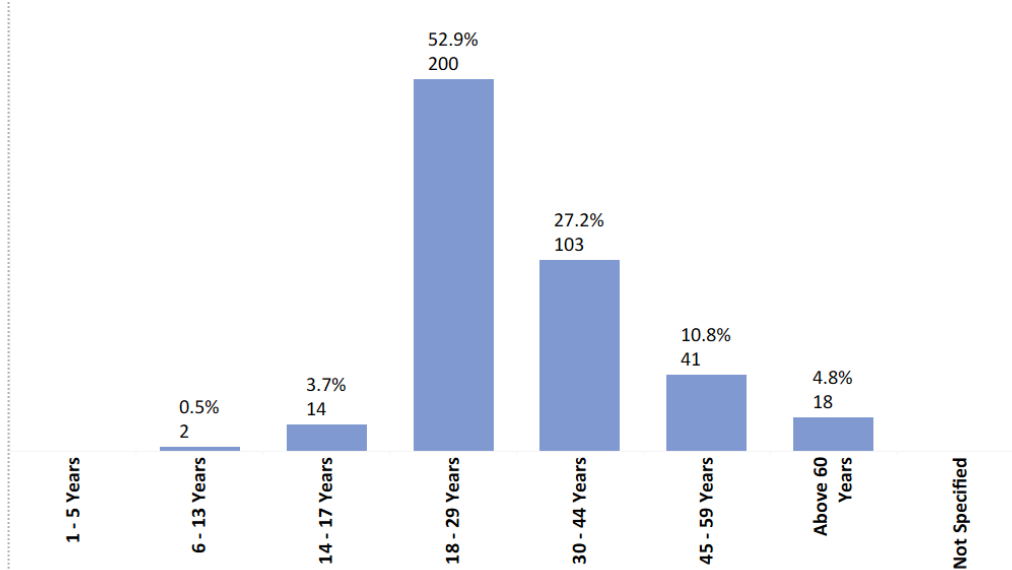
- 378** tickets received across **34** sites
- 306** tickets closed on the spot
- 72** tickets referred to relevant actors
- 118** responses given by relevant actors

**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	27	17	10	11	0
Camp 08W	1	1	0	0	0
Camp 09	1	1	0	3	0
Camp 10	7	5	2	0	2
Camp 11	17	12	5	0	5
Camp 12	15	4	11	14	0
Camp 13	7	7	0	2	0
Camp 14	65	65	0	0	0
Camp 15	3	3	0	0	0
Camp 16	0	0	0	1	0
Camp 17	0	0	0	0	0
Camp 18	0	0	0	2	0
Camp 19	4	4	0	2	0
Camp 20	11	11	0	4	0
Camp 20 Ext	35	33	2	7	0
Camp 21	0	0	0	0	0
Camp 22	141	120	21	41	0
Camp 24	18	0	18	30	0
Camp 25	26	23	3	1	2
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	107	107	0	0	0
SMART Card & Family Attestation - Lost ID Card	69	69	0	0	0
SMART Card & Family Attestation - Request for individual SMART card	62	62	0	0	0
SCOPE Card - Has not received new SCOPE Card	52	0	52	69	0
SMART Card & Family Attestation - Lost Smart card and family attestation	13	13	0	0	0
SCOPE Card - Family Attestation doesn't match SCOPE	12	0	12	26	0
SMART Card & Family Attestation - Add New Member	12	12	0	0	0
SMART Card & Family Attestation - Lost family attestation card	11	11	0	0	0
SMART Card & Family Attestation - Biographical Error	9	9	0	0	0
SCOPE Card - Lost	6	0	6	21	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 - Address Change	3	3	0	0	0
SMART Card & Family Attestation - HH requests for vulnerability verification (only for HH that includes person with disability)	3	3	0	0	0
What is the process to split a Family Attestation Card?	3	3	0	0	0
SCOPE Card - HH wants to change the people who can collect food or LPG	2	0	2	0	2
SMART Card & Family Attestation - Merge and split	2	2	0	0	0
SMART Card & Family Attestation - Marriage case	1	1	0	0	0

Common Feedback Platform - CFP

Monthly Sector Report | March 2026 | Livelihood

Summary for March 2026

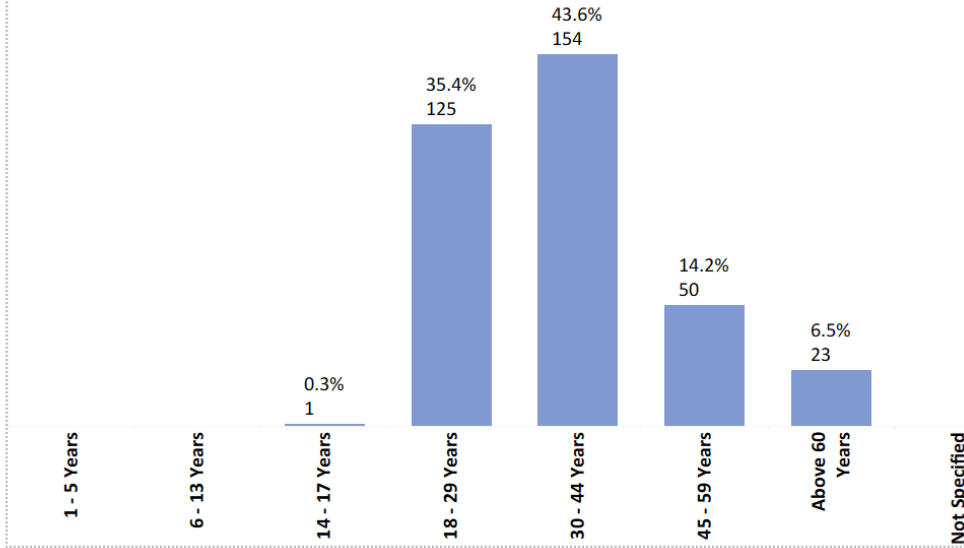
- 353** tickets received across **34** sites
- 291** tickets closed on the spot
- 62** tickets referred to relevant actors
- 353** responses given by relevant actors

**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	3	2	1	3	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	1	1	2	0
Camp 04	0	0	0	0	0
Camp 04 Ext.	0	0	0	0	0
Camp 05	0	0	0	0	0
Camp 06	0	0	0	0	0
Camp 07	0	0	0	0	0
Camp 08E	0	0	0	0	0
Camp 08W	0	0	0	0	0
Camp 09	0	0	0	0	0
Camp 10	0	0	0	0	0
Camp 11	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	98	98	0	98	0
Camp 16	0	0	0	0	0
Camp 17	4	4	0	4	0
Camp 18	0	0	0	0	0
Camp 19	0	0	0	0	0
Camp 20	3	3	0	3	0
Camp 20 Ext	0	0	0	0	0
Camp 21	0	0	0	0	0
Camp 22	1	1	0	1	0
Camp 24	48	42	6	48	0
Camp 25	136	136	0	136	0
Camp 26	58	4	54	58	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	353	291	62	353	0

Common Feedback Platform - CFP

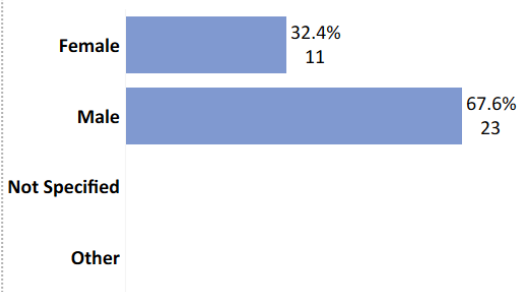
Monthly Sector Report | March 2026 | Education

Summary for March 2026

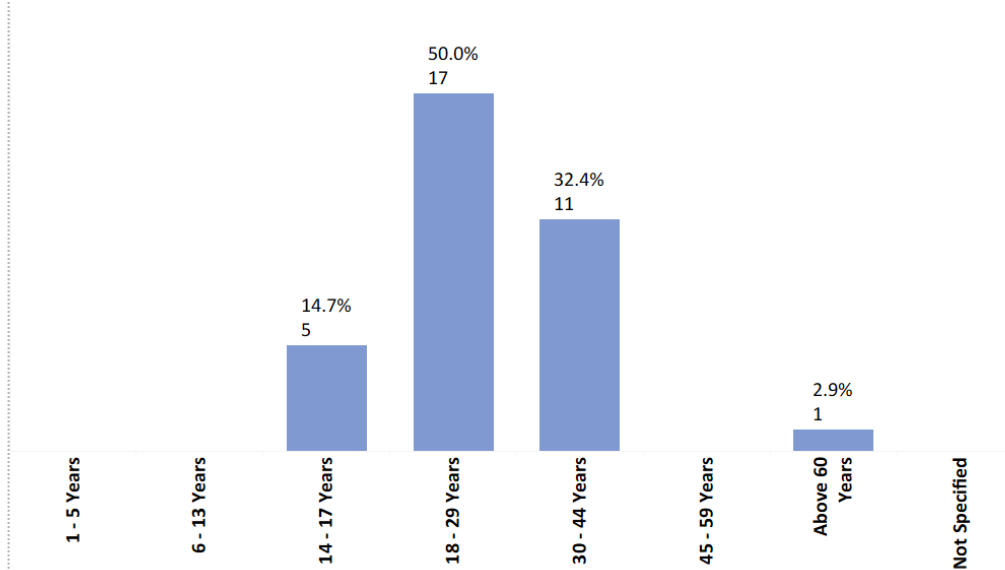
- 34** tickets received across **34** sites
- 29** tickets closed on the spot
- 5** tickets referred to relevant actors
- 17** responses given by relevant actors

**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	1	0	1	0	1
Camp 04 Ext.	0	0	0	0	0
Camp 05	0	0	0	0	0
Camp 06	0	0	0	0	0
Camp 07	0	0	0	0	0
Camp 08E	0	0	0	0	0
Camp 08W	1	0	1	0	1
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	3	3	0	0	0
Camp 15	12	12	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	14	11	3	14	0
Camp 25	0	0	0	0	0
Camp 26	1	1	0	1	0
Camp 27	0	0	0	0	0
Kutupalong RC	0	0	0	0	0
Nayapara RC	0	0	0	0	0
Transit Center	0	0	0	0	0

Top Tickets Received this Month

Ticket Description	Total Received	Total Closed on the Spot	Total Referred	Total Replies	Open Tickets
Education - Request for information	17	14	3	17	0
Changes to Education - Secondary education requested	10	10	0	0	0
Changes to Education - Literacy classes requested	3	3	0	0	0
Changes to Education - Myanmar based curriculum requested	2	2	0	0	0
Education - Tertiary Education requested	2	0	2	0	2

Common Feedback Platform - CFP

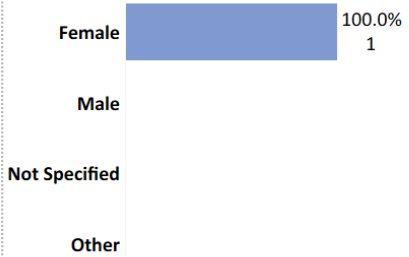
Monthly Sector Report | March 2026 | Nutrition

Summary for March 2026

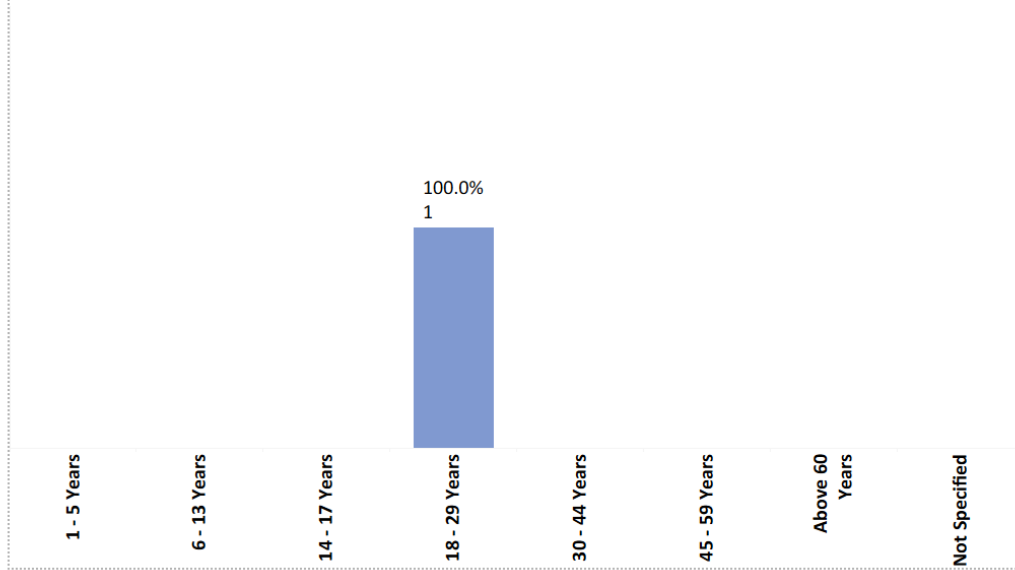
- 1** tickets received across **34** sites
- 0** tickets closed on the spot
- 1** tickets referred to relevant actors
- 0** responses given by relevant actors

**Responses can be given within the same month or at a later date which might make the 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	0	0	0	0	0
Camp 08W	0	0	0	0	0
Camp 09	0	0	0	0	0
Camp 10	0	0	0	0	0
Camp 11	0	0	0	0	0
Camp 12	0	0	0	0	0
Camp 13	0	0	0	0	0
Camp 14	0	0	0	0	0
Camp 15	0	0	0	0	0
Camp 16	0	0	0	0	0
Camp 17	0	0	0	0	0
Camp 18	0	0	0	0	0
Camp 19	0	0	0	0	0
Camp 20	1	0	1	0	1
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