

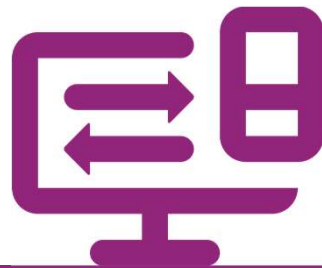


## COMMON FEEDBACK PLATFORM

### Towards Common Systems & Practices of Accountability

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*Experiences of building a common feedback and referral system in Cox Bazar, Bangladesh*





# Community Feedback Mechanisms & Accountability

- Commitment towards community feedback enshrined in AAP & global commitments of humanitarian aid.
- Despite this, AAP tends to be approached as each individual agency's responsibility to fulfill. Commitments towards AAP tend to be in “top level” in value commitments without much operational best practices – especially for larger systems or responses.
- Acceptance of multiple systems and practices within a response and lack of common standards is a major barrier to the effective operation of these systems...
- Equivalent to allowing multiple types of services based on different standards of assistance to be given within the same sector.
- Useful to think of this as a service and analysis “service seeking behavior” with respect to these systems.



## Community Feedback in Cox Bazar

- Cox Bazar as a case study for the problems of exclusively-siloed approach to accountability.
- Recent qualitative [study](#) involving 200 qualitative interviews found...
  - “In most discussions, the existing community feedback mechanisms were said to be unreliable or unclear. This resulted in approximately half of both female and male FGDs reporting an overall negative experience when trying to report problems and issues in the camps.”
  - “In 73% of female FGDs, there were participants who did not know where they could report complaints or provide feedback; some simply said they do not report problems.”
  - “Participants in 30% of the 107 male FGDs in which negative experiences with providing complaints and feedback were raised said they no longer trust humanitarians to help them because of their inability to respond to and resolve their issues.”

*‘Whenever we make a complaint to [a humanitarian organisation], they do not resolve our problem. They refer us to the CiC and the CiC refers us to [a different humanitarian organisation]. Sometimes they refer us to go to Panbazar. We have to go there more than 3–5 times and they extend the matter for more than one month. Even for small issues, they take a long time.’*



## At the beginning of this system...

- Two years ago “top-line” guidance existed on basic practices (feedback should be collected, referred to responsible agencies, etc.) but nothing existing that evaluated or monitored a feedback loop and its effectiveness.
- Generally it seemed that while some agencies had standardized or developed collection of feedback little was tracked after that (issues were marked within office as “referred” or “resolved”).
- Lots of talk about how systems were different when really they generally functioned the same with some differences just in terms of what data was collected and how it was referred.

## Referred

- Different agencies, issues require different information for referral, can vary on location, agency, issue, etc. Often unclear what is needed. Referrals often fail because of this
- Transfer of mandate for rest of “the accountability loop”

## Received

- Often by an agency or team that is often not responsible for resolving the problem.
- Often required to have operational understanding of all mandates, required information for referral, sectors, etc.
- Disconnected from agencies to which they refer issues.



## Response

- Actions/responses not possible on a particular issue. Often reveals broader issues with an agencies’, sector’s or program’s ability to communicate about their programs.
- Lack of clarity on what it means to “resolve” community feedback”

## Reply

- Simply does not happen very often. “Transfer of mandate” generally means receiving agency doesn’t feel responsible for this.
- Agency that resolves the problem doesn’t often retain capacity to reply to everything they receive as a referral (even if they address).

Received

Referred

Response

Reply

# Impact of Split Mandates

- One of the main obstacles in the sense that often this split mandate diffuses responsibility can lead to a “passing the buck”
- Referring agency doesn't own responsibility for responding to case or replying to person.
- Agency responsible for taking action isn't necessarily the one with the relationship to the person.
- Often leads people in “referral limbo” either pinged between different systems, agencies or dropped between them. Also happens due to different rules of different systems.



# Possible Solutions

If someone came to us for help, if we agreed to take their information and detail their problem, and if we commit to providing this as a service or function within the response, then why don't we assume the responsibility for at least explaining to the person at the end of the day why they could not be helped?

Essentially, why should we pass responsibility for at the very least apologizing for failing to help someone, explaining something, or ensuring their issue is resolved?



## Principles of the system we wanted to design...

- Take responsibility for closing the feedback loop.
- Accept all feedback & provide a response.
- Simplify and make things easier.
- Develop & use common language.
- Monitor CFM performance & motivate CFM workers.
- Standardize collection & referral practices within team & between camps.
- Adaptable system that can be frequently changed.
- Avoid centralizing response & referral.
- Use common & familiar tools.
- Don't break what works.
- Be honest & transparent where it is failing.
- Always room to improve.



## Thinking about a “collective system”

People think of a perfect system. Don't.

You will fail. Keep trying different things.

Common doesn't mean everyone

Start with agencies with interest & willingness

Common agreements are needed for common systems

Create standards and language around communication.

Common language is critical

How we describe problems matters and changes referrals.  
Agree on language. Train people on language.

Common analysis doesn't require sensitive data

Standardize data & don't discriminate in how data is presented or collected.

Use same practices & operational trainings (not solely values or principles based)

Create manuals, training modules, etc. provide routine and consistent feedback after the trainings

Agencies will adopt systems that function & are easy

Make your system better than alternatives.

Sustainability matters

Avoid large recurrent costs & inflexible systems

Monitoring your own system is more important with respect to development of the system than accepting feedback data at face value...







## What is it? Show us already..

- Common Feedback Platform is currently in use by 8 agencies and governed by a steering committee of 3 agencies (DRC, UNHCR and IOM) that run the system on different servers.
- Based on Common Feedback Referral standards developed by the Steering Committee in coordination with different sectors under a Taskforce of CwC WG.
- Over 300 enumerators working the in the system managing community feedback across the different agencies.
- Producing monthly IM outputs and analytics.



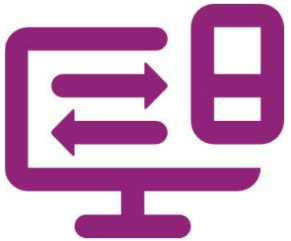
## As of April end this year...



- 74,426 tickets were received across 32 camps.
- Over 15,000 tickets received in April alone.



- 67% of referrals were reported resolved.
- Resolution is reported by person who provided the feedback not the responding agency.



- 31,552 referrals were made this year.
- Over 6,000 referrals received in April.



- 21,000 replies were made to people about the feedback they provided this year.
- 5,100 replies were given to people in April.







# Information Outputs



## CFP Sector Analysis - SD

Monthly Report - April



1,362 tickets were received



1,339 tickets were referred

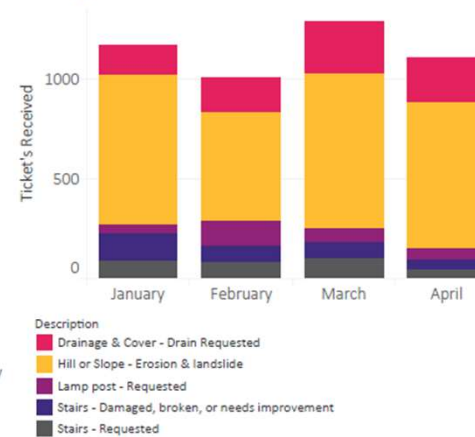


4% reported resolved



603 people received a reply

Monthly Received



Tickets received by Camp

Camp	Received	Referred	Replied	Resolved
Camp 02W	3	0	0	0%
Camp 03	16	7	7	29%
Camp 05	3	0	0	0%
Camp 06	5	4	0	0%
Camp 08E	112	112	1	100%
Camp 08W	16	16	0	0%
Camp 10	163	163	43	0%
Camp 11	21	21	2	0%
Camp 12	27	27	1	0%
Camp 14	42	40	8	0%
Camp 15	244	244	78	6%
Camp 16	26	26	0	0%
Camp 18	47	47	0	0%
Camp 19	358	358	100	0%
Camp 20	109	109	69	3%
Camp 20 Ext	16	16	5	0%
Camp 22	50	50	49	2%
Camp 23	1	1	1	0%
Camp 24	16	16	12	8%
Camp 25	64	64	43	67%
Camp 26	23	18	4	100%

Top Feedback Received this Month

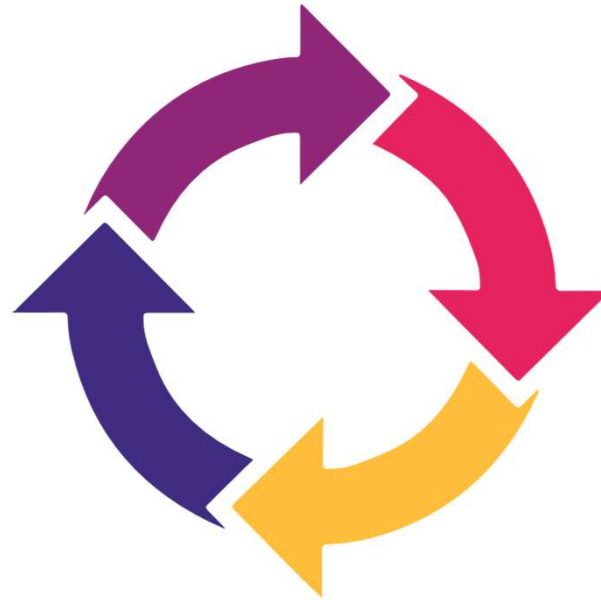
Description	Received	Resolved
Hill or Slope - Erosion & landslide	736	3%
Drainage & Cover - Drain Requested	208	6%
Lamp post - Requested	53	13%
Drainage & Cover - Drainage Cover Requested	53	27%
Drainage & Cover - Blocked or Water logging	36	0%
Drainage & Cover - Full of trash	26	33%
Lamp post - Damaged, broken, or needs improvement	13	17%
Bridge - Damaged, broken, or needs improvement	9	0%
Bridge - Requested	3	0%

## Referred

- Email / Coordination Structure
- Weekly referral sheets are generated when the data is exported from Kobo and imported into MS Access Database

## Received

- Kobo Form.
- Generates Ticket Number.
- Feedback collection standardized as multiple selected from pre-set options.



## Response

- Agencies respond to tickets verbally about resolution of cases. Sometimes formally in writing.
- After a certain period of time team will initiate a reply regardless.

## Reply

- Kobo Form (requires ticket number to be entered so data can be merged).
- Respondent is asked whether ticket was resolved. This is recorded.
- Other relevant information is shared.

Received

Referred

Responded

Reply

## CFP - Received Form

### ▼ ID Number

INPUT YOUR CFM-ID NUMBER <i>Check that it matches your name below</i> 101
ENUMERATOR NAME Md. Mamun
PROGRAM SMSD

### ▼ General Information

CAMP <i>In which camp is the issue?</i> <input type="radio"/> Camp 8E <input type="radio"/> Camp 8W <input checked="" type="radio"/> Camp 9 <input type="radio"/> Camp 10 <input type="radio"/> Camp 11
---

## Features of Forms

- Tracks Enumerators & auto-fills their program, name, and camp based off of a unique 3 digit number.
- Customize forms based on programming team.



## Feedback about service

WHAT TYPE OF AID IS THE FEEDBACK ABOUT?
<input type="radio"/> WASH
<input type="radio"/> Health
<input type="radio"/> Site Management
<input checked="" type="radio"/> Site Development
<input type="radio"/> Energy & Environment
<input type="radio"/> Protection
<input type="radio"/> Shelter & NFI
<input type="radio"/> Food Security
<input type="radio"/> Nutrition
<input type="radio"/> Education
<input type="radio"/> Identity Documents
WHAT IS THE FEEDBACK ABOUT? *
<input checked="" type="radio"/> Drainage & Cover
<input type="radio"/> Bridge
<input type="radio"/> Hill or Slope
<input type="radio"/> Lamp post
<input type="radio"/> Pathway
<input type="radio"/> Stairs
<input type="radio"/> Other
WHAT IS THE ISSUE? *
<input checked="" type="radio"/> Blocked or Water logging
<input type="radio"/> Full of trash

# Features of Forms

- Smart list options that filter choices based on sectors and type of issues.
- All options based on sector standards.
- Further information is requested based on the type of issue. For example, if a SCOPE card issue is selected, the form prompts for SCOPE data to be collected.
- Available in Bangla & English

<input checked="" type="radio"/> Site Development <input type="radio"/> Energy & Environment <input type="radio"/> Protection <input type="radio"/> Shelter & NFI <input type="radio"/> Food Security <input type="radio"/> Nutrition <input type="radio"/> Education <input type="radio"/> Identity Documents	
WHAT IS THE FEEDBACK ABOUT? *	
<input type="radio"/> Drainage & Cover <input type="radio"/> Bridge <input type="radio"/> Hill or Slope <input checked="" type="radio"/> Lamp post <input type="radio"/> Pathway <input type="radio"/> Stairs <input type="radio"/> Other	
WHAT IS THE ISSUE? *	
<input checked="" type="radio"/> Damaged, broken, or needs improvement <input type="radio"/> Requested <input type="radio"/> Other	

## Features of Forms

- Prompts the enumerator with a customized message of what to tell the person reporting that issue – for example, the forms instructs the person to explain what the referral process looks like and whether their feedback is likely to be addressed.
- This allows for issues which are not accepted for referral by other sectors to be immediately closed but still recorded for research & needs monitoring.

### ▼ Please explain the following to the person

WE WILL REFER YOUR ISSUE TO THE SITE DEVELOPMENT TEAM. IT WILL TAKE THEM SOMETIME TO ASSESS THE PROBLEM BUT AFTER THEY ASSESS, WE WILL LET YOU KNOW WHETHER THEY WILL BE ABLE TO FIX THIS PROBLEM.





# Features of Forms

WHAT IS THE FEEDBACK ABOUT? *
<input type="radio"/> SCOPE Card
<input checked="" type="radio"/> SMART Card & Family Attestation
<input type="radio"/> Marriages, Deaths & Divorces
WHAT IS THE ISSUE? *
<input type="radio"/> Add new family member
<input checked="" type="radio"/> Add newborn child
<input type="radio"/> Change address
<input type="radio"/> Merge and split
<input type="radio"/> Lost family attestation card
<input type="radio"/> Lost ID Card
<input type="radio"/> Marriage case
<input type="radio"/> Biographical error (changes to information)
<input type="radio"/> Other

Message changes based on the type of issue selected. Also available in multiple languages as a function.

## ▼ Please explain the following to the person

CURRENTLY IN THE CAMPS THERE ARE MANY NEWBORN CHILDREN THAT HAVE NOT BEEN REGISTERED. BECAUSE THERE ARE SO MANY, UNHCR IS GOING BLOCK BY BLOCK TO REGISTER THEM AT ONE TIME. THIS PROCESS IS TAKING TIME BUT UNHCR WILL COME TO YOUR BLOCK EVENTUALLY TO REGISTER YOUR NEWBORN. PLEASE BE PATIENT - YOU CANNOT RIGHT NOW REGISTER YOUR CHILD DIRECTLY. YOU WILL HAVE TO WAIT UNTIL THEY COME TO YOUR BLOCK.



## ▼ SMART Card

SCAN THE PERSON'S SMART CARD  
*Scan back of card.*



The bearer of this card, whose photograph appears on the front, is a Forcibly Displaced Myanmar National/ Person of Concern to UNHCR registered by the Government of Bangladesh. This person should be protected from forcible return to a country where he/she would face threats to his/her life or freedom. The bearer has the obligation to respect national laws.

এই ব্যক্তি যার ছবি প্রথম পৃষ্ঠায় মুদ্রিত আছে, তিনি বাংলাদেশ সরকার কর্তৃক নিবন্ধিত, জোরপূর্বক বাস্তুচ্যুত মিয়ানমার নাগরিক/ইউএনএইচসিআর এর সাথে সংশ্লিষ্ট। তাকে মুরফা প্রদান করতে হবে এবং বলপূর্বক এমন কোনো দেশে পাঠানো যাবে না যেখানে তাঁর জীবন ও স্বাধীনতা হুমকির সম্মুখীন হওয়ার সম্ভাবনা রয়েছে। বাংলাদেশে অবস্থানকালে এই কার্ডধারী ব্যক্তি এই দেশের প্রচলিত আইন মেনে চলতে বাধ্য থাকবে।

If this card is found, please return to the RRRC/UNHCR.  
এই হারানো কার্ড কেউ যদি পেয়ে থাকলে, দয়া করে আর আর আর সিইউএনএইচসিআর অফিসে ফেরত দিন।  
Motel Road, 4700, Cox's Bazaar  
For any queries contact Tel: +880341 63550.

Scan this barcode

## Features of Forms

- Ability to scan in information of beneficiaries for referral.
- Works with all versions of UNHCR smart card in circulation.
- Reduces time required to enter ticket information.

## ▼ Review the Information

NAME
PROGRES ID
GENDER
DATE OF BIRTH

## ▼ Personal Details

PLEASE WRITE THE PROGRES NUMBER <i>If the card did not scan, enter number manually, enter like this TCJ-12345678. The number is to the left of the FCN number</i>	*
TCJ-0281233 <b>Value not allowed</b>	
FCN NUMBER 3123 <b>Must have 6 numbers</b>	
NAME Danny	*
AGE 101 <b>Must be under 100</b>	*
SEX <input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Other	*
TELEPHONE # 123 <b>Must have 11 numbers</b>	
IS THE PERSON ANY OF THE FOLLOWING? <input type="radio"/> General Community Person <input type="radio"/> Mazi	

# Features of Forms

- Form validation to prevent enumerator errors when manual entry is required (if the card does not scan correctly).
- Form is able to auto-detect whether form has scanned correctly and request manual entry of information if scanning is not working.

## ▼ Ticket Details

<b>TICKET STATUS:</b> OPEN
<b>CASE NUMBER:</b> 1010124194712
<b>PERSON'S NAME:</b> DANNY
<b>PHONE #:</b> 01870000000
<b>SUBBLOCK:</b> G45
<b>DESCRIPTION:</b> LAMP POST - DAMAGED, BROKEN, OR NEEDS IMPROVEMENT
<b>SECTOR:</b> SITE DEVELOPMENT
<b>PRIORITY:</b> ELDERLY COMMUNITY LEADER

# Features of Forms

- Form auto-compiles a summary of the person's complaint.
- Assigns a unique ticket number
- Allows for easy and immediate tracking of tickets.
- Prioritization of tickets based on the vulnerability of person submitting the ticket
- Full received form can be found here if you want to explore it more: <https://ee.humanitarianresponse.info/preview/NE2MiNqS>



# Data Processing & Referral

Common Feedback Platform - Ticket Overview for Camp 15										
Ticket #	Received Date	Received Week	Status	Camp	Sub-bloc	Sector	Type	Description	Requested Item	Priority
1281122102740	22/11/2020	47	Closed	Camp 15 H2	Energy & Environment	Feedback & Requests	LPG Gas - Missed refill day			
1281122103929	22/11/2020	47	Closed	Camp 15 C3	Energy & Environment	Feedback & Requests	Cooking Stove - Requested			
1281122104640	22/11/2020	47	Closed	Camp 15 G4	Energy & Environment	Feedback & Requests	LPG Gas - Did not receive cylinder			
1281122105627	22/11/2020	47	Closed	Camp 15 B6	Health	Feedback & Requests	Treatment - Permission to travel outside camp for healthcare			
1281122110432	22/11/2020	47	Closed	Camp 15 H12	SMART	Feedback & Requests	SMART Card & Family Attestation - Request to change/update address			
1251122112302	22/11/2020	47	Closed	Camp 15 H7	Energy & Environment	Feedback & Requests	LPG Gas - Did not receive refill			
1281122113951	22/11/2020	47	Closed	Camp 15 C1	Site Management	Feedback & Requests	Cash for Work (CFW) - Requested CFW			
1281122115339	22/11/2020	47	Closed	Camp 15 B4	Site Management	Feedback & Requests	Cash for Work (CFW) - Requested CFW			
1281122115634	22/11/2020	47	Closed	Camp 15 A7	Site Management	Feedback & Requests	Cash for Work (CFW) - Requested CFW			
1281122120901	22/11/2020	47	Closed	Camp 15 D13	Health	Feedback & Requests	Treatment - Permission to travel outside camp for healthcare			
1281122123852	22/11/2020	47	Closed	Camp 15 G4	Site Development	Feedback & Requests	Hill or Slope - Erosion & landslide			
1311122101218	22/11/2020	47	Closed	Camp 15 A3	Site Management	Feedback & Requests	Cash for Work (CFW) - Requested CFW			
1311122101440	22/11/2020	47	Closed	Camp 15 G6	Site Management	Feedback & Requests	Cash for Work (CFW) - Requested CFW			
1311122101606	22/11/2020	47	Closed	Camp 15 E5	Site Management	Feedback & Requests	Cash for Work (CFW) - Requested CFW			
1311122101718	22/11/2020	47	Closed	Camp 15 F13	Site Management	Feedback & Requests	Cash for Work (CFW) - Requested CFW			
1311122101821	22/11/2020	47	Closed	Camp 15 F8	Site Management	Feedback & Requests	Cash for Work (CFW) - Requested CFW			
1311122102023	22/11/2020	47	Closed	Camp 15 E3	Site Management	Feedback & Requests	Cash for Work (CFW) - Requested CFW			
1321122103331	22/11/2020	47	Closed	Camp 15 D7	Shelter & NFI	Feedback & Requests	NFI - Request additional materials	Floor Mat		
1301122103617	22/11/2020	47	Closed	Camp 15 A4	Shelter & NFI	Feedback & Requests	NFI - Request additional materials	Floor Mat		
1301122104340	22/11/2020	47	Closed	Camp 15 D7	Shelter & NFI	Feedback & Requests	NFI - Request additional materials	dustbin		
1301122104709	22/11/2020	47	Closed	Camp 15 G10	Shelter & NFI	Feedback & Requests	NFI - Request additional materials	Floor Mat		
1311122111451	22/11/2020	47	Closed	Camp 15 C9	Shelter & NFI	Feedback & Requests	NFI - Request additional materials	Mosquito net	Elderly	
1311122113610	22/11/2020	47	Closed	Camp 15 C9	Shelter & NFI	Feedback & Requests	NFI - Request additional materials	Food storage container		
1311122111725	22/11/2020	47	Closed	Camp 15 C9	Shelter & NFI	Feedback & Requests	NFI - Request additional materials	Food storage container		
1311122111919	22/11/2020	47	Closed	Camp 15 C9	Shelter & NFI	Feedback & Requests	NFI - Request additional materials	Food storage container		
1311122112018	22/11/2020	47	Closed	Camp 15 C9	Shelter & NFI	Feedback & Requests	NFI - Request additional materials	Food storage container		

- After data is exported and stored in MS Access data base, we then filter and export it into excel files.
- These referral sheets are updated weekly and are customized by sector based on the information they need to make referrals.
- Whenever a case is replied to it is marked as closed. This means that these files are dynamic and allow Camp Managers to see what issues have been addressed or remain open.



# Future Developments

- Currently working on moving into a dedicated Cloud Based Application that is based on the current platform.
- Allow for more detailed reporting and analytics.

The screenshot displays the 'Submission Case ID Detail' page for a 'CFP - Received Form' with Case ID 481624846383868. The form details include:

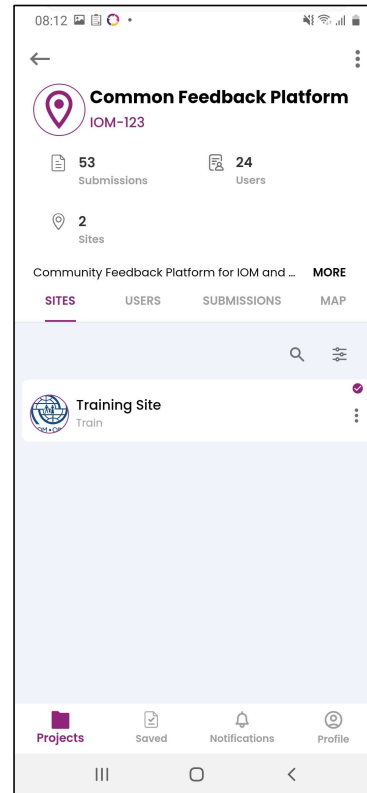
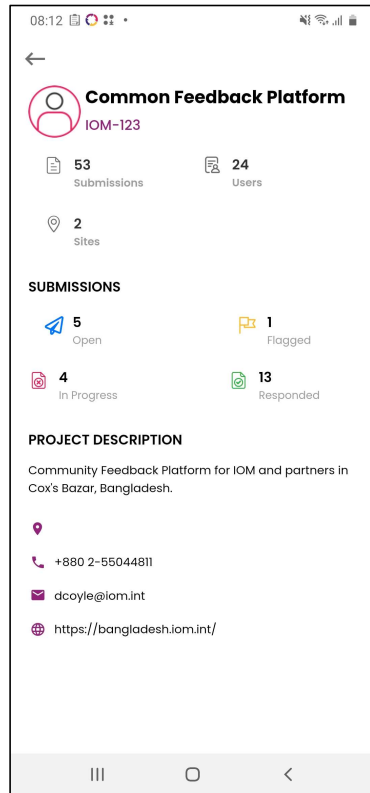
- Submitted by:** Test User
- Submitted on:** June 28th 2021, 8:13:49 AM
- Person's Name:** Freeman\_Begun
- Phone #:** (Empty field)
- Subblock:** FIH
- Description:** Cash for Work - Has not been selected for CW in long time
- Sector:** Site Management
- Case ID:** STJ-18C00109

The right-hand sidebar shows the status as 'Responded' and a comment: 'This woman will be selected for Cash for Work in two weeks. Please inform her.' The 'REASON' dropdown is set to 'Resolved'. A 'Save' button is visible at the bottom of the sidebar.





# Dedicated Application - Demo



- Currently working on moving into a dedicated Cloud-Based Application that is based on Kobo/ODK.
- Allows for automated referral and tracking of tickets within platform.



# Dedicated Application - Demo

commonfeedbackplatform.org/#/submission-case-detail/2/481624846383868

COMMON FEEDBACK PLATFORM

My Profile Teams Projects Sites Users Forms

Submission Case ID Detail

**CFP - Received Form**  
481624846383868

Site Information

**CFP - RECEIVED FORM**  
CASEID: 481624846383868

Submitted by: Test User Submitted on: June 28th 2021, 8:13:49 AM

**Person's Name:**  
Freeman\_Begun

**Phone #:**

**Subblock:**  
FII

**Description:**  
Cash for Work - Has not been selected for CFW in long time

**Sector:**  
Site Management

**Case ID:**  
STJ-18C00109

**STATUS** HISTORY

Responded

**COMMENT**

This woman will be selected for Cash for Work in two weeks. Please inform her.

**Attached File**

**REASON**

Resolved

**REFER**

Save

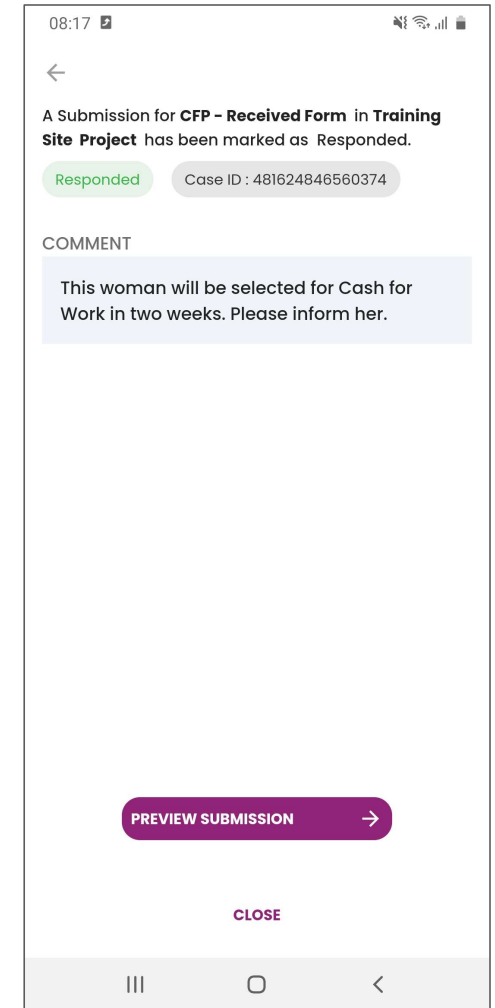
- Web portal allows people to receive referrals and respond to tickets.
- They have a dashboard which shows them the tickets they are responsible for.
- Can be customized by responsible sector, etc.





## Dedicated Application - Demo

- Staff in field then receive notifications when tickets are resolved or responded to by the person or agency that the ticket was referred to. They then can go back to the person to follow-up & close the feedback loop.
- Currently starting field pilot of this solution in July. Hope to have it running in all IOM camps in next few months.
- Open-Source solution – no cost other than server space to implement this. Application is found on Google Play Store currently. If you want to learn more, get in touch.





## Closing Remarks

- Presentation has covered where we have gone with our system and some functions / features that we introduced to try and improve things.
- CFM is context specific and this approach isn't necessarily the best fit for every context.
- This process has been one of continuous failure and effort. Many things still don't work and ultimately we should refer to the fact that most of the affected population in the response feel these systems don't work.
- Effective CFM systems don't necessarily mean things are resolved effectively. Can't since this often relies on responsible actors to do their part. However accountable CFM systems should allow you to see, analyze, and show what is and isn't being resolved and have an open discussion about why that might be.