

Review of PBF fu  
"Support for Sri Lanka national  
addressing grievances of the co  
population through targeted res  
the conflict affected interna

Final Re

Jun~~20~~1



29, R.G. Senanaya  
Colombo

Tel:94 11 46  
Fax94+ 11 267

## Acknowledgement

The Research team from the Centre for Poverty Analysis (CEPA) was supported by Mehal, and Ma Mirja Meegodwas. The team was supported by Kus Wettisinghe in her role as a consultant. The team would like to acknowledge contributions of Sri Dhayalini Sivalingam, Yogarajah Yokilas, and I and translating the data for this review. The team would like to thank Asha Abeysekera and colleagues at CEPA for their detailed feedback when the review was made possible by the support of local government Districts, implementing agency staff, the project teams of UNICEF project locations. The review would not have been completed without the contributions made by the beneficiaries of the programme, and for that the findings from this review will be utilized by the government and implemented to improve development interventions and create an environment for individuals and communities to build a prosperous

# Abbreviations

NGO - Non Government Organisation  
NWSI - National Water Supply and Drainag  
PH - Public Health Inspector  
PHM - Public Health Mid  
PB - Peace Building Fund  
PT - Prevention of Terrorism Act  
RD - Reconciliation and Development Ac  
RDF - Regional Director of Health Servic  
RD - Rural Development Foundation  
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## 1. Executive Summary

During the nearly three decades of armed conflict between the forces of the Government (GoSL) and the Liberation Tigers of Tamil Eelam (LTTE) which estimated 400,000 persons were displaced from their places of origin. The Ministry of Resettlement estimated that up to 42,038 persons continued to live in IDP camps. In this context, access to funding from the Peacebuilding Fund (PBF) in agencies to support the immediate assistance needs of displaced persons (IDPs) to return to their places of origin or to their land that was held in Zones and Special Economic Zones in the Districts of Jaffna and T

The intention of the project was to assist IDPs to settle in places of origin after a protracted period of displacement, resume their daily lives and the provision of the following outputs during the initial period of resettlement:

- Housing and assistance for most vulnerable returnee families
- Monitoring of protection needs of newly resettled families
-

The overall lessons learned from the review to be considered for future resettlement of IDPs are the following four categories:

- i. Delivery of project outputs
- ii. Perceptions, experiences and complexity of
- iii. Coordination among state and
- iv. Documenting project history

In delivering project outputs need to take into consideration the process from the release and clearing of land, to the conditions beneficiaries. Similarly, in selecting beneficiaries, the decision to persons such as government servants, and the elderly must be considered factors such as circumstances which contribute to it. External factors can affect the project timeline and implementation process should in project commencement resulted in implementation delay during construction determined the overall sense of support and safety the during the difficult time of the early stages of resettlement.

The perceptions, experiences and complexity particularly in a successful resettlement. While recognising that the immediate assistance in the form of transitional shelter and latrines were appropriate in family composition over the displacement period, the release of origin concurrent with the release of land contributed to a better overall process. The state's commitment towards the resettlement of the conflict affected East. The partial release of land meant that entire communities to return and in certain instances the pending release of agricultural dependent on agriculture were forced to seek alternate form of generation.

The psychological impact of returning to their places of origin and rebuilding not just their homes but their lives from scratch is an effort to ensure the overall well-being of communities. To this end, the support groups as well as training persons with the necessary counselling is a service that should be prioritised in future programs.

Coordination among the organisations necessary in providing resettlement assistance services to avoid beneficiaries feeling either marginalised or distribution of assistance. Such efforts would involve consistent towards returnees in recently released lands. It could also ensure provision of assistance.

The coordination meetings organised by the state and districts used more effectively by state and districts to share experiences and data on diverse needs and referrals to have needs beyond the scope by other agencies would contribute towards avoiding duplication. Furthermore, sharing experiences with the aim of learning and promoting best practices and effectiveness of services.

Similarly, communication between the range of agencies to the provision of assistance to beneficiaries should be considered to ensure beneficiaries are



utility of the assistance exemplified in beneficiaries who were provided transitional shelter utilised their resettlement allowance towards complete near permanent structure. After three to four months these same permanent housing assistance from the government. On with the distribution of assistance from local state representatives, beneficiaries expenditure more productively and were reported to face difficulties housing structure within a shorter time frame.

## 2. Introduction Background

The overarching objective of this project is to understand how the project supported national reconciliation efforts by addressing grievances of the conflict-affected through targeted interventions. The last of the conflict affected internally displaced persons (IDPs) who were resettled in the targeted beneficiary districts of Jaffna and Trincomalee.

The intention of the project was to support the Government of Sri Lanka (GoSL) to facilitate a speedy return of internally displaced persons (IDPs) to their places of origin through the provision of the following outputs during the initial period of resettlement:

- Housing and petty assistance for most vulnerable returnee families
- Monitoring of protection needs of newly resettled families
- Essential sanitation and health services for returnee families
- Mine risk education and awareness session

The project was introduced in 2006 when the Government decided to release IDPs belonging to IDPs. The project was conceptualised because resettlement to their places of origin was a priority for IDPs. (25.9.1999 0.595)-165(it)-13( )-165(w)6(as)-11( )-17

As per data available through the Ministry of Resettlement, Recons (MoR) as of December 2016, it is estimated that up to 42,038 persons in the country's Northern and Eastern Provinces being designated as High Sec of Terrorism Act (PTA), Special Economic Zones (SEZ), or some land cleared for mines and other unexploded ordnance (UXO). SEZs HSZ was privately belonging to individuals displaced as a result of the war.

Since 2009 release of land to its original owners did take place, although government focused primarily on economic recovery through infrastructure widely accepted approach did not contribute sufficiently towards recovery or addressing the grievances of the conflict affected population in the region. It is in such a context that a new

### 3. Object Scope Methodology Review

The purpose of the agreement between CEPA and UNICEF for the review of the project performance to date that would provide evidence of the project's progress and sustainability in achieving its objectives. In addition, the ToR project results framework, the review will also look at the extent to which the project is helping to build confidence in the government and in so doing, contributed to, or is on track to contribute to, a positive peacebuilding. The review was intended to be conducted within a period of three months.

#### 3. Objective

The objective of this project review was to understand how the project was delivered and how it was received by the target beneficiaries. It assesses the project's efficiency, effectiveness and sustainability in relation to the output and results framework. In doing so, the review will also assess the extent to which the project was able to contribute to the theory of change articulated in the project of: when credible and effective institutions are addressed by the state, confidence in the national government will turn contribute to a sustainable and long-term peace.

The project is reviewed at three levels:

- The first level assesses the delivery of services enabling resettlement with dignity.
- The second level assesses the beneficiary's peace acceptance and how it contributes to positive outcomes.
- The third level considers the project's contribution to facilitating government-led peacebuilding.

In addition, this review looks at the implications of the policy related to the PBF fund that has been introduced since the implementation of the PBF fund.

To this end, the review attempts to draw out the key lessons learnt through this project in order to inform future assistance programmes and initiatives.

#### 3. Methodology

##### Overall Approach

CEPA's broader approach towards the review was the PBF funded project Theory of Change.

Through-depth analysis of the implementation process principles p

## Tools

The main tools used for primary data collection were Key Person Interviews in the Districts of Jaffna and Focus Group Discussions (FGDs) with project location representatives. In addition, selected individual beneficiaries from primary data was collected in two phases: the first and part of the of and depth data collection visit. Secondary data on the extent of through project documents/reports.

### Key Person Interviews

The KPIs carried out in Colombo with staff from the contracted U assisted the review team to better understand the project scope framework. A KPI was also conducted with UNHCR resident in Galle, with familiar with the socio and political context of Sampur.

KPIs in the project locations were conducted with government office agencies, and service providers. This allowed understanding of the context regard to the timeline of events pertaining to displacement, interventions, and resettlement in the area.

### Focus Group Discussions

CEPA conducted seven FGDs with local project beneficiaries as participatory tools such as timelines and stakeholder mapping to capture their experiences of the resettlement process. The FGDs allowed us the opportunity to capture perceptions of events within a community of whom were not project beneficiaries regard to their experiences of the project to support their immediate resettlement.

FGDs as a research tool lends itself to be used with a flexible data from group. It also allows for the exploration of diverse experiences in this instance, FGDs were specifically used to generate insights available through the project documents. FGDs are used to explore the experiences around a tightly defined topic, with the accent upon group and the joint construction of meaning. It allows the researcher to understand why people feel the way they do, which have implications which power and social structures influence. In this instance, the joint construction focused the responses on service providers in the early stages of the resettlement process.

Participants of the FGDs represented both women and men, individual groups, and those with diverse resettlement experiences. One FGD were not project beneficiaries of the intervention. An FGD was also

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<sup>6</sup> Sample site selection is explained in the section below

<sup>7</sup> Bryman (2004). Social Research Methods, Oxford University Press, p. 348.

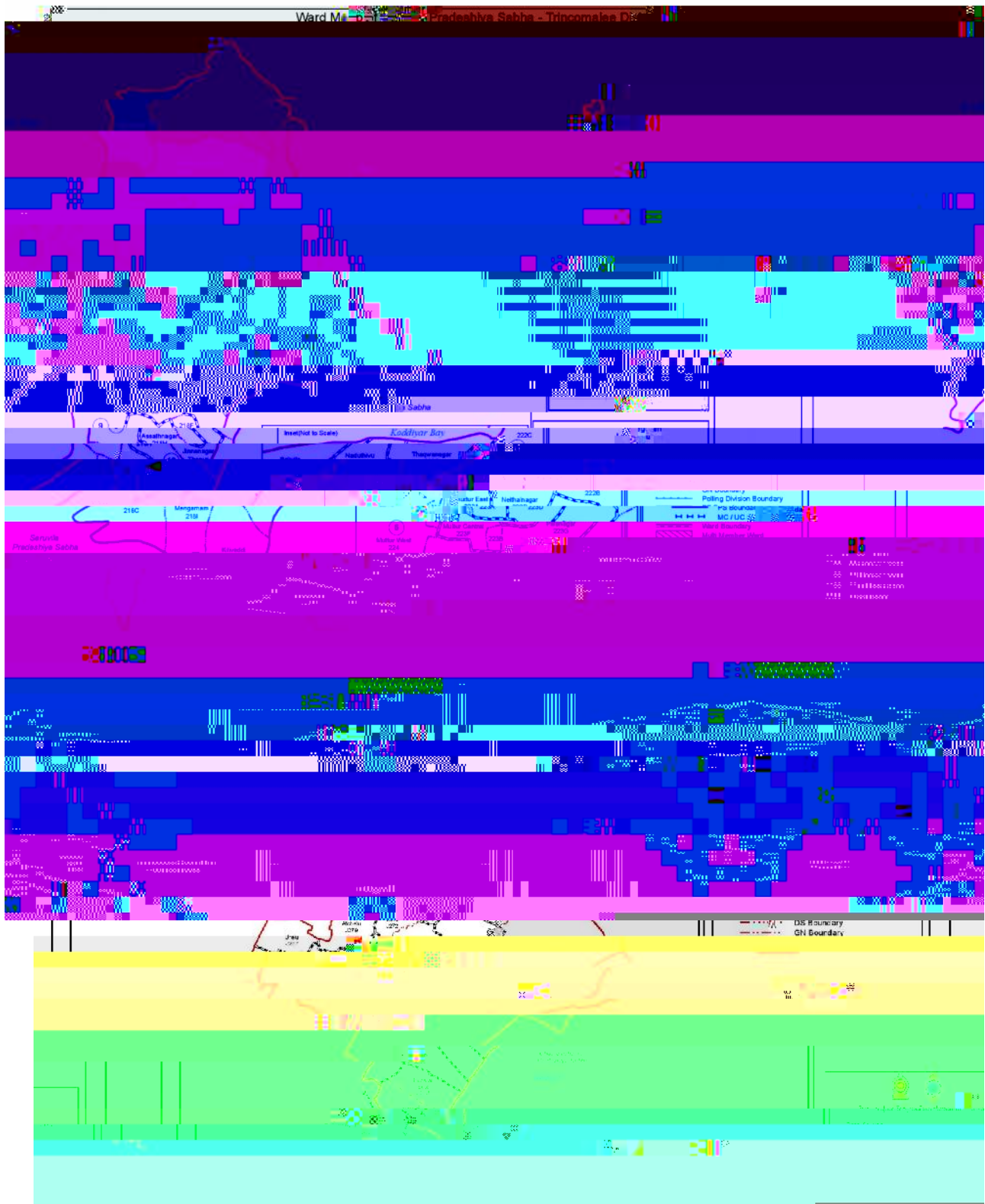
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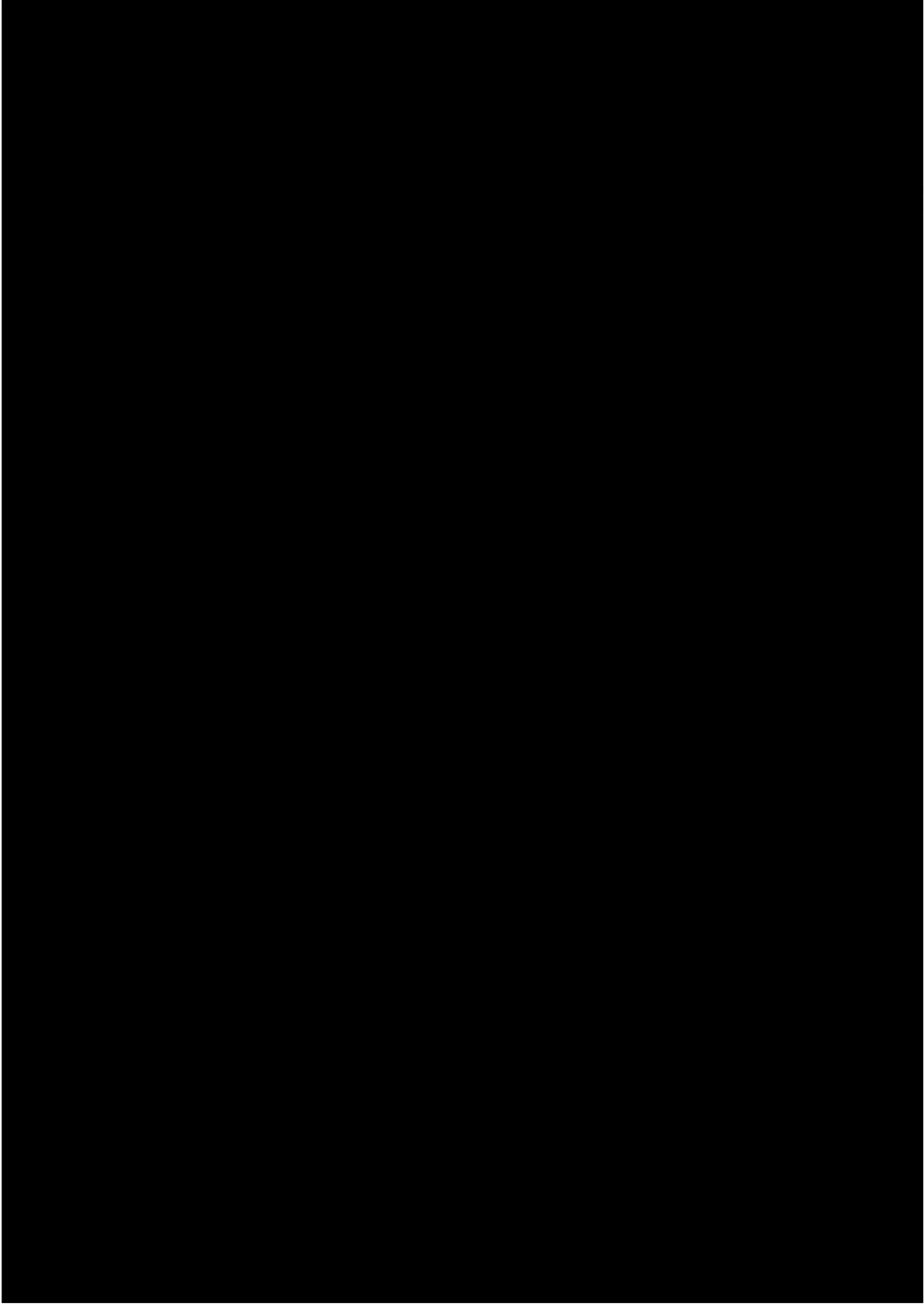
	GN of KK West	Mr. Ravindran			
	Additional District Secretary (Land), J	Mr. Muralithara			
	Sevalanka	Mr. N. Nagulen			
	UNHCR, J	Ms. Sangeetha Mahinthan · Mr. Sivanantha Satkunarasa (b Trincomalee) · Mr. Madhavan Muthupillai			
	DS, Kopa	MsM. Subagini			
	Deputy Director Planning,	Ms. Thabendrat Jeyarajah			
	DS, Thell SOND	Mr. Srimohanar			





The wards for the P. Mutheshiya Sabha, and Valikavayal Noetha East are also shown on the Survey Department of Sri Lanka (2013) which assisted in locating the Districts is found below in





## 4. Context which Project implemented

The key findings from this research are shared by beneficiaries spoke specific and as such, a brief description of each district context is within the context is of particular importance as the districts are distinctly different based on the backgrounds prior to displacement displacement as well as the purpose of land acquisition, resulting Information for this section is supported by secondary data available through existing research reports published by CEPA and other institutions news coverage and KPIs conducted separately.

The beneficiaries' experience in relation to the assistance received funding was also dependent/determined by the time period at which the PBF project time line. Understanding the context with respect to the beneficiaries' perceptions of the services received a state actors towards their needs and priorities. This will in turn contribute to the project and which contributed towards reconciliation and peace.

### 4. Resettlement in Sampur (District of Trincomalee)

In April 2002, 1000 residents of Sampur were displaced following the eruption between the Gotshale and the war ended in 2009 families from the displaced families from the GN Divisions of Sampur were allowed to resettle in the area. The land was part of the land belonging to the displaced families from Sampur. The land was by the government as part of the High Security Zone (HSZ) to construct purposes of defence, while another part was given to the (Sri Lanka Special Economic Zone) government together with a positive the court of law for the residents of Sampur saw the release of a August 2015 and again in March 2016.

According to the Additional Divisional Surgeon, a decade of displacement the residents from Sampur were located in welfare centres in Kiliy and Kattaiparichchaan. The period between the end of the war and by protests and legal battles by the Sampur to claim their land and accept land in any alternate location.

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<sup>12</sup> Fonseka and Rahem (2015) <http://groundviews.org/2015/01/20/war-victims-look-to-return/>

<sup>13</sup> The HSZ was created in 2007 by gazette No. 1499/25. The HSZ was created for the Bol as a SEZ was gazetted (extraordinary) No 1758/26. issued on 17th Source: <http://www.cpalanka.lk/eng/other-pe-cz-info-heavy-industry-sampur-trincomalee/>

<sup>14</sup> The resettled land was released in two phases. At the time of writing the report to the Sampur GN division is still occupied by the Sri Lankan Naval force agricultural land has not been released as there is no formal proof of owners (FV02 Government representative)



showing their existing deeds to determine the land area and location of the initial Gazette which converted the private land into state land. The State is still in the process of issuing the deeds which would validate their claim to the land in the future.

The traditional occupations of residents of Sampur displacement was primarily agriculture and fishing related activities. Due to difficulties in proving ownership, much of these lands are still to be released by the State, and as a result, many are seeking a suitable/steady source of income. This issue is also a challenge for displaced, IDPs from Sampur were not able to engage in traditional agriculture to turn to wage labour or entrepreneurial activities. In this regard, the government is stated to have provided livelihood assistance amounting to LKR 100,000 each to 85 families. Similarly, the Eastern Province Resettlement Ministry have also provided resettlement assistance.

#### 4. Resettlement in Jaffna

Displacement from their places of origin for residents of project locations in the 1990s, spanning a period of almost three decades as a consequence of the war. During this period, the displaced population resided in numerous camps and relatives, and for those with accommodation outside their place of origin, their displacement experience compared to that of the residents of Jaffna on their resettlement experience.

Resettlement in Jaffna in the PBF funded project locations is further complicated except in one GN Division, Palveemankamam South, in all other locations have been partly released as at 18 January 2017. Release of land areas was in May 2015 followed by staggered land release throughout the year 2016. The experience differed during different stages of land release (depending on the space for communities) comparison of assistance received.

Table 2: Period of land release

GN Division	Release
Palveemankamam North	10 April 2015 29 December 2015 25 June 2016 31 October 2016
Palveemankamam South	10 April 2015
K.K.S South J/235	10 April 2015 29 December 2015 25 June 2016 31 October 2016
Varuthalaivilan J/241	10 April 2015 12 November 2015 29 December 2015

<sup>18</sup>Based on documentation shared by the Tellipalai Divisional Secretary du

	25 June 2016
Kadduvan J/238	10 April 2015 25 June 2016 08 July 2016
Vasavilan East J/244	23 March 2015 12 November 2015
Palali South J/252	23 March 2015 10 April 2015 12 November 2015 29 December 2015
Valalai J/284	22 March 2015 31 December 2015

Source: Data

belonging to the village. The distance travelled to access service centres raised as a cause for concern. The findings to compare access to service centres with their resettled locations.

Relocation back to their places of origin in some instances meant employment, skilling - establishing a clientele once more. This instability in their economic situation displaced many people diverse livelihood options from agriculture/ subsistence agriculture to masonry carpentry as per the availability in the host locations.

#### 4.3 Assistance by other State Actors

Once land was released in 2015, the government agents at district populations to be resettled, initiatives for development. The initial needs were the clearance of lands, roads and infrastructure. The PBF fund first agencies to respond to the call for immediate assistance through and latencies also providing support for land and mine clearance.



Livelihood	Ministry of Resettlement, UNDP, WFP, JSAC, OXFAM
Infrastructure	Agrarian Department, WFP, Secretariat Office, Eastern Provincial Council

Source: Status Report in North and East, 2016

In the period during which the project was implemented, a National Conflicted Displacement approach was approved by the Sri Lankan Cabinet in August 2016. The policy was drafted by the Ministry of Prison Reforms, Rehabilitation Affairs, assisted by a team of consultants supported by the United Nations. The consultants included a Senior Protection Officer (SPO), a national expert with contacts in civil society working on the issue, and two national experts with knowledge and experience in the context of displaced populations. The policy affirms the need to respond to all displaced persons in a non-discriminatory, fair, just and equitable manner.

Given the timing of conducting the review, the assistance provided was considered within the contextual elements. As such, these and more project review will be examined in more detail in the following indicators identified.

<sup>20</sup>The policy document can be accessed via <http://resettlementmin.gov.lk/site/images/stories/pdf/final%20policy.pdf>

<sup>21</sup>Wiseberg, L., & Raheem, M. (2016, September 22). The solutions in Sri Lanka challenge of implementation from Displacement Monitoring Centre: <http://www.displacement.org/libraries/2016/09/durable-solutions-sri-lanka-challenge-implementation/>

## 5. Overview of Key Project Outputs

This section provides an overview of the physical and non-physical outputs provided to beneficiaries in the PBF funded areas in the project places. Physical support interventions include the provision of infrastructure and health supply facilities, while non-physical interventions included micro-enterprises and community health services and establishment of mother groups.



interviews in the Trincomalee District sense of protection and



## 6.Outcomes of Resettlement and Progress:

Th

Awareness of selection criteria of the beneficiary selection process from the perspective of the contracted UN agencies and the implementing partners. A list of beneficiaries selected for assistance at the DS office and informed that if they had any concerns about not being selected, complaint and redress would be forthcoming. It was noted that UNHCR did not encounter any complaints in this regard. Further it was stated that assistance through the PBF funded project were identified and the to other assistance providers.

With regard to awareness by beneficiaries of the selection criteria there was a meeting prior to the commencement of the construction of latrines to explain the selection process. It was noted that the wall of the GN office. Other beneficiaries stated that there was who returned immediately (in the first wave) to the released land and assistance, while those who returned later (in the second wave) had and/or latrines.

Mostly people who resettled in the first phase received all assistance in the same situation with those who resettled in the second phase because they did not receive the same assistance yet. (Interviewee: UNHCR, 18/01/2010) and UNHCR 25 (FV02\_Government representative)

It was reported in certain locations that those who were not beneficiaries of the PBF funded project were not receiving permanent housing assistance directly. They were required to return to their original location and were not beneficiaries of the PBF funded project. It was noted that those who had returned earlier and had latrines and assistance, as they had to use their own funds to complete the permanent house. This was a distinct issue in the same community contributed towards a level of discontent among community members.

Exclusion of Beneficiaries: The exclusion of households with members employed receiving transitional shelter assistance was a concern. It was noted that some of these families despite having members employed by the Government support themselves and thus faced difficulties in accessing basic services resulting in a high level of discontent. (Interviewee: UNHCR, 18/01/2010) Therefore, it was recommended that a household's overall status be considered for programmatic resettlement assistance.

Respondents from Valaikkanni mentioned that some of their community who had received shelter assistance (permanent houses) in the displacement location subsequent to the Tsunami in 2004, were not selected as beneficiaries for latrines upon return to their original location. (Interviewee: UNHCR, 18/01/2010) This was because they had already received state housing assistance previously and only returnees were prioritised. Such instances of identifying the most vulnerable were noted.

received displacement to their children as dowry expecting to be returned to their places of origin.

Elderly people who intended to live by themselves were not selected for temporary shelter or placement. They were encouraged to move in with

- The process of return
- Factors that contributed to physical delays

Information about the process was obtained primarily through the radio and television announcements as well as through the community group meetings during the displacement period. Information with regard to payment or initial arrangements was communicated through the GN officer as the local government representative.

Overall, it is reported that return to their places of origin occurred more quickly in Trincomalee District. This is attributed to the fact that those displaced from Jaffna were largely living with host families through the period of displacement. In Trincomalee, where welfare committees were therefore reluctant to return to their places of origin due to a lack of basic services or prospects.

### Motivations for return

One of the main motivations for return to their places of origin was to reclaim and return to their own land, particularly in the case of those displaced from Jaffna. Respondents indicated that they were willing to return to their land with little or no assistance, even just a small amount of money, to be able to place they have called home.

Now we stayed in a small place because, at least we stayed in our own land. When I was displaced from here my age was 22 years and I am now 56.

The ability to be able to carry out their own business and to be able to return to their original land was a sentiment often repeated by respondents. To this end, return to their original land was not only a goal but also a necessity. This was reiterated in depth in an interview with a beneficiary, where the respondent stated the importance of returning to a land which was their own:

We came and just thought, it is ok if they don't provide housing, we will stay in our own land. (Interviewee\_19)

Respondents from the districts displaced for, and in the districts, who had been compelled to move to multiple locations, expressed their relief at being able to return to their places of origin. Similarly, respondents who had been displaced stated that return to their own land would minimise the expenses of their own having to shift houses frequently.

I was displaced from here in 1990. I was displaced to Ariyaratne, then to Tellipalai, then to Vanni and I came to Pooneryn to sit for an exam. Then in 1992 I was displaced to Kilinochchi. In 1998/99 we were displaced to Mulleriyawa in Pooneryn.

Before (during displacement), we lived in a rented house. It is



The persistence of the respondents from Sampur to return characterised by the recognition of the natural resources available to sustain/continue their daily activities.

People only returned here as they expected to find that this land has enough water resources, the soil is good and they could continue their activities.  
(FV02\_Govt representative)

This identification of a particularly important factor was during the period of displacement. Respondents resided in areas not conducive to continuing with activities such as fishing, or cultivation, and were compelled to find times competing for opportunities in host communities.

Intervention through the PBF funded project to facilitate a sustainable return to their lands was timely, for without this assistance, the return may have been delayed.  
(UNHCR staff)

As land was released, people returned to their land without any financial assistance. The objective was to get their own land. But we cannot say that they were satisfied.  
(FV030\_UN Representative)

Once the land was released, respondents were given LKR 13,000 as cash assistance and tools such as spades and knives as land clearance assistance; while 1,700 per person by the Pradeshiya Sabha as land clearance assistance. Respondents entitled to LKR 25,000 worth construction material to set up a temporary shelter. PBF funded transitional shelters were given this (LKR 25,000) as cash assistance for a transitional shelter or for other expenses. This form of assistance was appreciated by beneficiaries as it allowed them to build their own shelter to live in the transitional shelter.

### Reasons for Return

Safety Concerns: Although return to their places of origin was a priority, it was not only when they physically returned to their places of origin that they could ascertain the extent and condition of their lands. Respondents stated that the condition of the land upon their return was overgrown jungle, the flattened houses, and damaged wells meant that return could not be immediate. Given the general abandonment of the land, the land was also inhabited by snakes and wild animals which had to be cleared. Combined with the possibility of the existence of unexploded ordnance and concerns of personal safety in their places of origin.

Given the condition of the land upon their return, respondents stated that they would not bring their entire families and children until the lands had been cleared and a structure was in place. Therefore, respondents stated that beneficiaries would not return until the land was cleared and a structure was in place.

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<sup>25</sup> On parappu is equivalent to

temporary residence to their lands every morning, engage in c boundaries, and erit temporary residence at

People didn't stay permanently in these regions at the beginn from camps in the day time and they returned to the cam (FV1\_Implementing agency representative

Basic Services immediately after the base, was to water was a key require households who chose to return to their places of origin. However supply connections had been interrupted during displacement, returnees had l access to water. Lack of water supply contributed significantly to the del to their places of origin.

In order to facilitate resettlement, the Districts provided water t returnees via public water tanks which were filled on a daily bas rehabilitated and the formal water systems were in place.

Whole families did not return to their area was completely because Then Prayash Sabha supplied tanks of water and then they (FV02\_Returnee

Children's Education the main reasons attributed to a delay in r60(t

A significant proportion of respondents in all three countries reported having large enough plots of land so as to be able to divide the land among all

### 6.3 Provision of Assistance: Shelter, Water, and Sanitation

Three of the main physical resettlement assistance components of the project were shelter, water, and sanitation. These were part of the PBF funded project. While the project was being implemented, there was a significant delay in the release of their own lands after extended periods of displacement. This meant that without immediate resettlement assistance, the return to their original origin may not have occurred as quickly as intended.

The assistance was designed in a manner so as to ensure that settlement debt at the outset of resettlement by the implementing agency:

We gave (assistance) as materials and labour charges for construction loans, we told if you can't do, we will do (help construction mortgage your jewellery) (FVOG agency) representative

Meetings were organised with the beneficiaries to inform them of the quantity and quality of the material they would receive. Beneficiaries documented the material assistance they were entitled to, and were to use the material accordingly.

New families which had expanded between the time of displacement places of origin were re-eligible, and were also eligible for resettlement (as long as they too belonged to the identified mudya area) (land which corresponded with the required minimum assistance: shelter and eventually a permanent house. Land for this purpose original land owner (a parent) distributing their land amongst the return locations. In Pallarj, Sowards stated that since people had parcels of land prior to displacement, dividing the land to their children. However, in locations such as Sampur or Kopai, due to the limited distribution of land was more difficult. This resulted in people having to share land from neighbours or community members who did not intend to return. Resources meant that some families were placed left to return. At the KPI, a certain portion of land had been allocated for new families

Commitment to remain in the place of origin vulnerability criteria receipt of assistance of the other requirements expected of the beneficiaries to return permanently to their places of origin after the construction of certain beneficiaries stated having to give written confirmation of

Before they provided transitional shelter we had meeting by meeting, they said that we only provide shelter to the people continually and they requested a letter. As they had the people. They said if we couldn't stay here continually or we didn't buy a period that they gave then we have to return them to the

A permanent structure in the place of origin of security, which all return with children who had left behind in the displacement location. The transitional shelters for the beneficiaries as a transitional permanent housing assistance to the transitional shelters to securely store needed for the house construction.

Challenges of the challenges identified by the implementing partner transitional shelters was the delay in beginning the construction. during the monsoon season which contributed to the delay in construction.

sand for construction purposes in the North American market and subsequent delays.

A challenge experienced from the perspective of the participants housing assistance was the lack of information on when or how so housing. As a consequence, they contributed their own finances to transitional shelters into permanent housing structures as well as by months that they would also receive permanent housing assistance. The program functioned in a reimbursement model,



assistance immediately after their return. The concept is that if they had not received latrines, they would have to use the latrine and pit, thus increasing the cost of construction of the house. It is important to ensure that everyone, as far as possible,



were not without their own challenges, women felt uncomfortable at the facilities with strangers, especially in the presence of men.

Differences between the two contracted UN agencies in coordination challenges in circumstances of uneven distribution of latrine shelters with some beneficiaries only receiving one or the other. have delayed their return to the places of origin due to the difficulty without shelter. Based on responses from field staff it was clear discrepancies were identified. The agencies worked together to address these issues. During field data collection in Daffna, the research team identified approximately 10 plots of land with latrines. This information was shared with the government to coordinate the construction of transitional shelters due to the government's intervention.

Overall, beneficiaries were pleased to have received assistance in the water supply, and latrines, and indicated as such with the

(FV02\_G101vernmeaprtesen)atThe respondents point of reference compared access to services prior to their places or origin with the period prior displacement.

The services assessed were:

- Healthcare
- Education
- Transport
- Electricity

Access to these services in particular were highlighted during the beneficiaries lives after resettlement.

### Healthcare

Proximity accessing healthcare facilities, beneficiaries located in Telpalai Base hospital were generally more satisfied than beneficiaries who were able to access the hospital with ease. The base hospital also addressed serious healthcare issues of the beneficiaries and expressed satisfaction.

In Sampur, respondents stated that prior to displacement they only had access to healthcare in the vicinity of the village and they would have to travel to Muttur for more serious issues. Since they moved to their places of origin after displacement, they had to travel to Muttur to use the hospital. As part of the project, UNICEF has established a new health facility which is in the vicinity of the village where beneficiaries were pleased about and looking forward to.

Comparatively, respondents in the GN Divisions of Valala stated that accessing healthcare services was a challenge for them. The main challenge was attributed to the distance to the

Although mobile clinics were initially conceptualised as part of the other practicalities or solutions challenges with the Ministry of Health materialise. Mother's groups supported by the project were observed although participation was limited to women with infant children. respondents we spoke to in other locations were not completely aware of this group, which could be attributed to the women we spoke to.

## Education

Although education was not a project objective, it was discussed as a factor that contributed to the respondent's decision to return to the return locations as a means of upward social mobility. Services in the return locations contributed to the respondents' perceptions towards return and resettlement. Therefore, the establishment of services should be given due consideration when designing return and resettlement outcomes.

Families with school-going children who had physically returned to their villages after land was released reported a lack of transport facilities to their children's schools. In Sampur, as the land where the first wave of land was released in the second wave, children had to travel to the neighbouring village for their education.

Families with school-going children were reluctant to return to their villages if they were in close proximity of good schools and tuition facilities. Such facilities were not available in the vicinity of the places of origin. Children in higher grades or due to sit for national examinations stay in their villages throughout the school year which contributed to the places of origin. Efforts to minimise disruption to children's education were the project was implemented.

Families with students who were enrolled in town schools immediately after their land was released in order to minimise children's educational disruption.

Families who did return in localities such as Sathai Varuthalaivillan found that the primary schools in the vicinity were not accessible, resulting in the children having to travel far to access school. Access

or camp girl when attending school while in displacement; as a c  
experienced some children had even dropped out of school (FV01  
Field) therefore, some of the respondents welcomed the move out of  
to a place of their own. Some respondents also felt their childrer  
regard to accessing education, as their displacement were only allowed  
school after 3PM in the host location. However, research studies on  
during the armed conflict reveal that conducting double shifts in s



- Specific needs of vulnerable, children, elderly, and disabled p

## Ministry Education (MRE)

MRE was conducted for the residents in welfare centres by UNICEF to their return to the released land as well as a safe return certification. UXO de-mining contact details and fault locations of UXOs found in Valalai for example, beneficiaries participated in meetings organized upon return to their places to help identify UXOs. During the visit

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## Milstrayence

We were afraid when we returned here because of the army fear of them. In the start we didn't have electricity facility. W and there in the night we really got afraid that (FV02\_19\_

Trust building time elapsed since our return. The respondents stated don't have a problem with army but we have a little fear about the initiative by a community member with regard to the military presence and a boundary between the military residence and the village highlighted in an incident where a military officer came into the village at night to borrow a bicycle convince the officer not to come into the village after a night of military. This has ensured a cordial relationship between the community and the military.

One day an army person came to our village to get a cycle, the night otherwise people got then he agreed and said I will not after. Then they didn't (FV02\_19\_4\_village)

Recognition of concerns were mainly related to the military the village project military officers from the camps to have meeting and the returnees were encouraged to report any issues related to

### Vulnerable groups

The elderly, persons with disabilities, women and children particularly vulnerable groups who would have specific and unique needs in a beneficiaries for resettlement assistance, families which were most this in turn contributed to their well-being.

Women-headed households were the project's beneficiary selection criteria headed households as well as families with high dependence on women selected for shelter assistance, 75 were women-headed households. Shelter and latrine assistance in the places of origin ensured an element as well as a level of privacy and security as compared to welfare during displacement.

An aspect that was particularly appreciated by this group of beneficiaries assistance included both the construction of transitional latrines. This allowed them the opportunity to continue to engage in construction work as going a smooth transition to the resettlement contracts. By providing assistance to provide beneficiaries were expected to contribute towards the construction to minimise the incurred negatively impact on the beneficiaries' income.

Elderly the provision of transitional shelter and/or latrine assistance themselves were not prioritised as recipients of assistance. Rather with their children for resettlement assistance. This criterion was provision of permanent housing assistance with the intention of enable to provide for themselves in the long term with well-being to the (FV02\_Governments) at the project level flexibility in its allocation transitional shelter and latrine assistance in special circumstances household without children. This particularly vulnerable persons v disadvantage due to a rigidity system.

Persons with disabilities households with disabled members were provided design latrine assistance, where the standards for a toilet for a and a wider doorway to ensure ease of use. However, during the



Some families experienced difficulty establishing ownership of land as the owners of previous generations had taken a period of displacement. In such cases, sought from the Legal Aid Commission, the Kachrawa reviewed the DS amendments

(Resident Marjiv) had land issues due to no ownership to the first generation. Because the first generation owned the land and when returning to the country, difficulties in land ownership were experienced. The DS and the 1991 nationalization

of the respondents that if their agricultural land was released, they sustain themselves.

Our earlier employment was agriculture and labouring at the But when we lived in camps we were crowded and had no work of labour. We came to our native village after thirty years and it was very difficult employment (FR/01/08/08)

They facing difficulties to find the jobs even labouring wage job too. Paddy field of the people is still Government by employees (FR/01/08/08)

Respondents also highlighted the lack of employment opportunities in the released areas are still in need of market development such a context, with major services found to be substandard or lacking, the incentive to diminish substantially, affecting the sustained resettlement objectives. A number of examples of respondents stating that one of the reasons for their original location was the limited opportunities available in the distance from the displacement location and the lack of an established source.

In the period since this project was initiated, a number of livelihood initiatives have been implemented. While there are a few positive examples: a woman who used to sew which she used to expand her business/economic activities. Livelihood initiatives has sometimes instigated by the people of requests for livelihood assistance in the project locations.

From the point of view of some of the government officials, there appears to be a concern regard to the provision of livelihood opportunities. One government official expressed the opinion that there was a problem with the attitude of the people expect government to do everything for them. His contention was that despite the start livelihood support programmes and training seminars, these are not taken up by the people.

We are trying to provide the same livelihood facilities to the

initiatives due to their attitudes on the part of the heads of the  
(FV02\_Government representative)

While beneficiaries' attitudes can have a significant impact on the success or failure of an initiative, it is important to ensure the assistance provided is carefully balanced with the development of a sustainable local economy in the resettlement location.

## 7.Theory of

Up unto this stage, the project continues to be upheld by evidence generated through the review. However, this did not extend with the state to the extent that is implied in the stated Theory recognised the implementing patterns as immediate settlement needs specifically shelter and latrines. Recognition of the state a

The challenges the resettled communities faced after resettlement their key needs were not adequately responded to. This, is illustra

shared in Section 6.4. The people were trying to face issues of s  
level. They recognised the State as the main source of service  
provision was slow and ineffective. The experience, in addition their rese  
experiences emerged to undermine the trust the communities had i  
to people especially from

8.



The project's strategy was to work through the panchayats and Pradeshiya Sabha of the respective panchayats and emerge as creating an additional layer between them and the government, thereby distancing them from direct linkages with the government to enable the project to deliver its services effectively and flexibly.

the communities after they had physically returned to their places which affected the overall resettlement experience of the returning

Overall it can be assessed that the project was relevant and effective and the provision of support to IDP communities returning to their places of origin. The relevance of the project strategy, especially leading to realising the project objectives, has been further enhanced if, at design stage, the project had considered the wider context of the displaced communities' resettlement in providing and enabling services that people displaced especially require services to

to ensure voluntariness of return. The lack of assistance from the target is attributed to the engagement of other Navy and local authorities in Muttur who provided skilled and unskilled funds to reach more beneficiaries.

Use of local resources/ use of local partnerships with local/state service providers. The NWSDB and the Pradeshiya Sabha have led to shared accountability returning communities which could have provided assistance through Partnership with state agencies which have worked in the locality in order to drawing on past experiences in the design and construction of latrines to minimise the time spent on planning/proj. stage.

Efficiency in delivery in the commencement of construction of latrine shelters resulted in a clash with the monsoon period which increased this risk. However, the project was able to deliver its outputs efficiently.

### 8.3 Sustainability

With regard to this review, sustainability is defined in terms of people staying in these locations and the longevity of the outcomes beyond its funding. Sustainability also attempts to determine the factors which contributed towards the returnees' decision to remain in their places of origin.

Voluntariness and sustainability of returnees' decision ensured the beneficiaries returned to their places of origin. Information sharing sessions to their return to the places of origin. These sessions provided information on land, the assistance they would be entitled to, as well as go and register to return but did not return at the outset is indicative of voluntary return resulting from support extended by the project. The indicator displaced after return to their places of origin (to be a gauge of sustainability of their return to their places of origin).

Households only permanently returned to their places of origin after important needs, especially access to health care, were met. Delayed return were contingent and dependent on the availability of health services in the Jaffna District who had been displaced for their protracted displacement, sustainable return to their places of origin with the conditions in the displaced location.

Support towards legal aspects of return were only entitled to resettle in the form of



## 9. Lessons learnt

This section will consider both the project outputs in relation to the project's core objective: when core grievances of IDPs affected by the conflict in the state, confidence in the national government is restored, which will in turn lead to a sustainable peace. It will also assess external contextual factors that have either supported or deterred from the overall objective of supporting the settlement of displaced persons.

The lessons learnt are categorised based on the following factors:

- Delivery of project outputs
- Overall experience of communities returning to their places of origin
- Coordination among state and non-state actors
- Documentation of project history

### 9.1 Delivery of Project Outputs

Necessity to identify the process of resettlement, including land for habitation, shelters and latrines, and transport for people to move between displacement and origin.

While the release of land from the demilitarised zones and JSEZs and TRZs was an important factor, it was not the only factor considered by individuals when determining when they would return to their places of origin. A primary condition of the land upon return which was characterised by the destruction of all structures having been razed to the ground. Thus, the immediate characteristics of the land upon return, such as the availability of transitional shelter and/or the information available on future resettlement assistance projects are sensitive to communities' concerns with factors that impact their wellbeing.

Beneficiary selection criteria should allow for flexibility to ensure that those otherwise excluded.

The targeting of vulnerable families such as women-headed households with a large number of dependents as beneficiaries ensured that they were needed to facilitate resettlement. Similarly, flexibility in the selection of beneficiaries is recommended in special circumstances. This was reflected in the case of an elderly woman who was originally excluded from the selection criteria but was able to appeal the decision and be eligible for assistance.

The exclusion of government servants from the list of beneficiaries was initially based on the assumption that they were able to access their own land. However, some participants reported difficulties after returning to their places of origin, with some

need to look beyond the established vulnerable groups when selecting the diverse experiences of war that families across socio economic  
Given the lower than expected numbers of returnees during the initial period returned immediately after the release of the land mine assistance programme irrespective of the vulnerability criteria.

Further room for improvement exists in other areas such as providing (returnees) to land  
Reporting of incidents of UXOs was low at the outset of returnee mistrust towards the military (and by extension the reporting mechanism) in displacement from their places of origin. After resettlement and a quick response time of the military to remove UXOs, the reportage of UXOs in the host environment was still hesitant to military as a first point of contact for representatives from the implementing agency in the GN

Consideration of external factors which can affect confidence.  
The process of providing a standard technical and monitoring as given has largely met with beneficiaries' satisfaction. The project of this nature and the ground level implementing organisation's role has contributed to the process. Nevertheless, delays in commencing adverse weather conditions during the delayed construction has supported and safety the community experienced during the resettlement.

Coordination among organisations providing similar resettlement to avoid beneficiaries feeling either marginalised or privileged due to unequal distribution of assistance within the same communities could create dissatisfaction. For example, some communities previously funded by the project perceived less assistance than what was provided through PL. Therefore, a standard template of basic resettlement assistance should be coordinated with all other agencies to ensure consistency.

## 9.2 Perceptions, Experiences and Complexity of Needs

Providing psychosocial counselling as part of the resettlement process  
A need identified by an implementing partner was to provide support to individuals and families returning to their places of origin as a consequence of displacement. The psychological impact of returning to their places of origin only to find themselves having to start rebuilding not just a house but an element which is still to be addressed to ensure the overall well-being of the community. To this end, the establishment of support groups as well

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<sup>34</sup>When permanent housing assistance was being implemented in the area of...

necessary skills to provide counselling is highlighted in future programme design.

Limited access to essential services of origin along with the perception of the state's commitment towards the returning population. Challenges experienced with regard to the access of essential services such as healthcare, education and electricity connections, are perceived as the state. The development and provision of these services have contributed to a better overall perception of the state among the conflict affected population in the North and East. The difficulty of these services or having to resort to alternative means of arranging transport facilities for attendance contributes negatively towards the perceptions towards the state in providing essential services. To this end, of conducting a comprehensive needs assessment prior to implementation is to understand and meet the supplementary needs of the state.

implementing agencies began operations after the commencement of the project. Beneficiaries are always sure of attributing assistance to a particular funder or agency. There is a distinction in the minds of the beneficiaries between the local and central government. As a result, although they recognise the GN state representative link, agencies established with these service providers do not necessarily reflect trust building in the implementation process. The Change with regard to increased confidence in the ability of the core grievance resolution mechanisms. Strategies and activities are recognised as positive outcomes of immediate service provision which contribute to the state mechanism in general.

### 9.3 Coordination of a range of State Actors

Based on the data gathered as part of the review, the need for coordination of the actors operating at the ground level towards resettlement efforts for improvement. Such efforts would aim to improve the provision of assistance to returnees in recently released lands. It could also ensure quality of assistance.

Coordination meetings with all stakeholders should occur on a regular basis. The coordination meetings organised by the Districts are actively by non-state actors to share experiences and data on resettling community referrals to have needs that are beyond the project's scope by other actors. Duplication of services, and improve the overall quality and effectiveness of experiences with the aim of learning and promoting best practices. Activities may have prevented agencies such as the WFP from delivering assistance at once to beneficiaries who subsequently experience transporting the extent of the assistance. In view of the above, practical considerations must also be considered in delivering assistance. The PBF funded project's effectiveness and the interventions in realising its Theory of Change could have been significantly improved if needs identified by implementers as the project progressed were systematically sought.

The provision of essential services should be implemented in a way that ensures resettlement assistance to the highest levels of satisfaction among beneficiaries. Planning is crucial in the provision of infrastructure services as additional costs and opposition from beneficiaries are common. For example, the road had preceded the laying of a pipe on the other side of the road.

Communication of assistance provision to beneficiaries. Coordination and communication associated in the provision of projects are considered to ensure beneficiaries are able to maximise the utility



these same beneficiaries were eligible for permanent housing assistance to the lack of information with regard to the duration of the assistance. Beneficiaries were unable to plan the expenditure they were expected to face due to difficulties in completing the permanent housing structure with

Last coordination between the two countries was also of the utmost importance to ensure beneficiary selection of beneficiaries receiving only latrines or only water supply. The coordination meetings and collaborations is equally diverse challenges the project faced at different phases of research overcome. The availability of such documentation continued to commissioning organisations.

The link between the project and policy influence is not directly apparent. The drafting of National Policy on Durable Solutions for Displaced Persons at the same time as the project implementation period was assisted by the incorporation of knowledge and experience of consultants supported by the United Nations PRSF funded project documentation of their participatory policy development process, and how the learning from the project. In future, it would be useful to document such interactions for attribution is also underlined in the absence of a specific outline/focus for a project design.

## 9.4 Documenting Project History

Comprehensive documentation is vital for understanding the outcomes of a project and how the outcomes evolved over the duration of the project. Changes in contexts and dynamics that affect project outcomes, particularly beneficial as the project history with its complexity, even turning

What worked, what didn't and learning from project implementation. Detailed documentation of successes and challenges related to the project results changes in outputs will ensure future projects will benefit from the formats to the funder contain limited information or detailed qualitative information in the project documentation as it will internal lessons learnt and survive staff turnover which is inevitable results.

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<sup>33</sup>Wiseberg, L., & Raheem, M. (2016, September 22). The solutions in Sri Lanka challenge of implementation from Internal Displacement Monitoring Centre: displacement library / experience / 2016 / how durable solutions in Sri Lanka challenge implementation

It is recommended that learning from individual UNa be organised by s t location and sector for ease of sharing the learning of implement practitioners of resettlement assistance.

Emphasis on qualitative data

## 10. Conclusion

The assistance provided through this project to the ifraplia cess to fat c origin after a protracted period of displacement was no doubt welc it operated in, where the state had linsittate recstouscweranich the rporic withdrawing from the Norrt Provninacred, Etahset immedipatevadsstlanough the PBF funded projeir p—c8.70483.9767T Q 25.919999 0.5952f85 792 l(o)4( l25.919999



Is there freedom of movement?  
What is the general relationship between  
resettled communities?

Land and property	Do all beneficiaries have their own land? Do they have the documentation to prove ownership? What are the issues faced when attempting to use land in newly released land?
	Are there many land or boundary related issues? Are there many issues now surrounding the returned land and is there a proper mechanism for resolution? Are the returnees free to use the land the way they prefer?
	What are the issues faced by families that have been displaced?
	Do beneficiaries have access to basic livelihoods, particularly important for farming and livestock?
	What challenges do communities who do not have land face?
	Are there issues faced by community members who do not have land?
	Are the returnees happy with the way in which the land was returned to them? How many families did return to their original land? Are there families that were deprived of land and if so, why?
<b>Livelihood</b>	
Livelihood opportunities	What was the main form of livelihood prior to displacement? What was the main form of livelihood during displacement? What are they? Do the beneficiaries have access to livelihood opportunities? Have new livelihood opportunities come up due to resettlement? If yes, details of opportunities and how many people are most from these?
	Main challenges related to livelihood Do people engage in livelihood activities outside the community? Outside the community?
	What livelihood assistance programmes are available? Who are the main providers of livelihood opportunities? Who are the most frequently targeted beneficiaries of these programmes and who has been most successful?
<b>Access to services</b>	
Health	What is the closest health service provider? How far away is it? What is the quality of the service provided? Where is the nearest mother and child clinic and are transport facilities available? Was there support to pregnant women, during pregnancy, at birth and postnatal stage, to access services if needed? Who provided the support?
Sanitation	Does everyone in the community have access to toilets or do they share common toilets? Did they get assistance to build toilets?

	<p>Who provided the assistance? (government)</p> <p>Were people required to dig the pits to a assistance to build the toilet?</p> <p>If show did families without people capab work and without money to pay labourers toilets?</p>
Education	<p>What is the closest primary school to ea</p> <p>How far away is it?</p> <p>What is the closest sle to re d a r h y c s c r h m o u n i t y</p> <p>How far away is it? Are transport faciliti</p> <p>What are the study streams available in</p> <p>What is the quality of the service provid</p> <p>teachers and students? What is the e r r e o s i t e</p> <p>each community access?</p>
Water Differentiate be drinking water general purpos	<p>How do people access water? How many</p> <p>water?</p> <p>How many have individual water connecti</p> <p>If water is accessed t h o u g h e s c h o w o f r a r a</p> <p>located?</p> <p>What is the general quality of water?</p>
Shelter	





	Do you know why some individuals or house assistance and/or sanitation? While others did assistance.
	Was receiving either shelter or sanitation a resettle? Why or why not?
	Were any families displaced after the land was re? Did any families return to their original families?
<b>Protection needs</b>	
Safety	How safe do you feel about land which was security zone? What factors contributed to feelings of not safe? What factors contribute to feeling safe ?  Did the lack of a permanent house or sanitation to feeling unsafe?
	During the period of constructing the temporary resettlement location overnight? Why or why not? If you did not stay, where did you go?
	Is there freedom of movement? What is the general relationship between the community and the GN, DS, Police) and the community? Do you feel comfortable reporting to the community representatives?

	Was there a specific awareness programme
Legal assistance	
Personal docur	Did anyone lose their documentation during How do people get legal assistance with documentation? Who do you approach? In what aspect do you most need legal assis
Land and prop	Do all residents in the village have their ow Does everyone have the documentation? to p What about families that have expanded sin their own land, either here or in another loc
	what were the issues faced when attempting newly released land? Are there many disputes? How do you settle such disputes?
	Do beneficiaries have access to separate la particularly important for farming and livest Of those who do not have their own land, w face?

	<p>What is the quality of food provided? Are there sufficient food and students?</p> <p>What is the most popular school in this community?</p>
Transport	<p>How do you or your family access basic services? (e.g., school, health center, etc.)</p> <p>Mode of transport: public or private?</p> <p>What is the general condition of the road?</p>
Water	<p>How do people access water? How many have individual water connections?</p> <p>Differentiate between drinking water and water for general purposes.</p> <p>If water is accessed through common sources, how is it distributed?</p> <p>What are your perceptions of the quality of water?</p> <p>How did you access water before displacement?</p> <p>How did you access water immediately after displacement?</p>

## Annex 1 Depth Case Study Questionnaire

Instructions to researcher:

First introduce the team and CEPA. Explain the purpose of the project and a separate interview with the respondent (case study). The purpose is to explore the respondent's experience of being displaced and resettling again. We want you to speak to us and share information. Confirm that the information provided will be confidential and that the identity of the respondent will not be shared in any reports. The notes taken during this session are to help the researcher and in no way to identify the respondent.

The questions asked are to help you think about your experience. There are no right or wrong answers. Respondents should express their views freely during the discussion.

### Households and history

Would you like to share your name with us?

How old are you?

How many family members live together?

Does your entire family live here, in this village, or do some family members live elsewhere?

	Did you have to get any assistance to cross boundaries?
Registering to And Physical return	Did you return to your land as soon as you were able to the welfare camp or host housing until the permanent house was constructed? What was the reason for this decision?
	Did the entire community return or only selected of the people return? Are there families that have not returned?
	Are you aware of the registration process; how was it communicated? What did you understand?
	You received temporary shelter/sanitation/food assistance? Have you received other assistance? Did you know you had permanent housing when you first moved back? Do you know why some individuals or households did not receive assistance and/ sanitation assistance while in the camp?



	Do you know who provided the assistance?
Permanent hou	Have you received housing? Do you know if you v If you received permanent housing, to what temporary shelter by the time assistance received Who provided the permanent housing?
Overall	Are there any specific elements you think s

# Annex 4 Indicator Based Performance Assessment

Using the



	displace camps o host families					
Output 1 Land, housing property assistan provided most vulnerab returnee families	Indicato 1.1.1 Number vulnerab families provided with lan housing property assistan through IPs	0	360 Shelter (Origina target)	374 complete		Increas outputs utilizing varianc funds due as result o changes the project period from 18 months 9 month UNHCR
Output 1 Protecti needs o newly resettle families monitore	Indicato 1.2.1 Number individu monitore places of displace to ensure voluntar of return a informed decision	0	50%	287 famil monitore the place of displacem		
	Indicato 1.2.2 Number focus group discussi conduct communi level	0	24 FGD	46 FGDs conduct different and gender g (22 in return location and 24 in place of displacem		
Output 1 Essentia Sanitatio and hea services	Indicato 1.3.1 Number families	0	336 (186 in North, a 150 in East)	529 (259 in N 270 in East)	Estimated were base standard	

provided resettling families	benefitted from a latrine				construction rates. The partner's and stakeholder's own resources led to savings resulting in an increase in the total number of units constructed.	
	Indicator 1.3.2 Number of families with access to an improved water source	0	420 (40 common wells benefited 5 families each in the North, and 220 households water connected from the national grid in the E	520 (50 dug wells and 10 tube wells in North with 5 families shared each, 220 piped water connections in East)	Estimates were based on standard construction rates. The partner's and stakeholder's own resources led to savings resulting in an increase in the total number of units constructed.	
Outcome SHOULD BE 1.4  Returning population know how to identify mines and UXOs, and know what to do	Indicator 1.4.1	0	2,525 families	Mine risk education designed specific taking population groups, including returnees was provided 1,647 resettled families in Jaffna 906 families Trincomalee	Figures for MRE coverage higher due to the fact that UNICEF includes target families that return, or return etc.	
	Indicator 1.4.2 % increase Mine/UXOs	32 exploded devices from Jaffna and	10%	21.8 % increase (624) explosive		

	reported authorit	from Trincom Were reporte the commun over 1 month		devices reported by commu members during 16 month since May 2015 105% increase explosive devices reported communit members during the 12 m period si Novembe 2015 in Sampur)		
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\* END \*