Review of PBF funded project:
"Support for Sri Lanka national reconciliation efforts by addressing grievances of the concerned sections of the population through targeted resettlement of the last of the conflict affected internally displaced persons"

Final Report

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cepa

centre for poverty analysis

Acknowledgements

Abbreviations

ACLG - Assistant Commissioner of Local Government

ADS - Additional Divisional Secretary

AGA - Assistant Government Agent

AGDM - Age, Gender and Diversity Mainstreaming

ARR - Assist Resettlement and Renaissance

BoI - Board of Investment

CEB - Ceylon Electricity Board

CEPA - Centre for Poverty Analysis

DS - Divisional Secretary

FGD - Focus Group Discussion

GN - Grama Niladhari

GoSL - Government of Sri Lanka

HSZ - High Security Zone

IASC - Inter-Agency Standing Committee

IDMC - Internal Displacement Monitoring Centre

IDP - Internally Displaced Person

IRF - Immediate Response Facility

JSAC - Jaffna Social Action Centre

KPI - Key Person Interview

LLRC - Lessons Learnt and Reconciliation Commission

LTTE - Liberation Tigers of Tamil Eelam

MoH - Ministry of Health

MoR - Ministry of Resettlement, Reconstruction and Hindu Religious Affairs

MRE - Mine Risk Education

MRR - Ministry of Rehabilitation, Resettlement and Refugees

NELSIP - North East Local Services Improvement Project

NGO - Non-Government Organisation

NWSDB - National Water Supply and Drainage Board

PHI - Public Health Inspector

PHM - Public Health Mid-Wife

PBF - Peace Building Fund

PTA - Prevention of Terrorism Act

RDA - Reconciliation and Development Advisor

RDHS - Regional Director of Health Services

RDF - Rural Development Foundation

SAH - Swiss Labour Assistance

SDC - Swiss Agency for Development and Cooperation

SLF - Sevalanka Foundation

SLRC - Sri Lanka Red Cross

SLTB - Sri Lanka Transport Board

SOND - Social Organisations Networking for Development

SEZ - Special Economic Zone

SOND - Social Organisations Networking for Development

ToR - Terms of Reference

UNHCR - United Nations High Commissioner for Refugees

UNICEF - United Nations Children's Fund

UNDP - United Nations Development Programme

UXO - Unexploded Ordnance

WASH - Water Sanitation and Hygiene

WFP - World Food Programme

Contents

1. Executive Summary

During the nearly three-decades of armed conflict between the forces of the Government of Sri Lanka (GoSL) and the Liberation Tigers of Tamil Eelam (LTTE) which came to an end in May 2009, an estimated 400,000 persons were displaced from their places of origin and as at December 2016, the Ministry of Resettlement estimated that up to 42,038 persons continued to be displaced. In such a context, access to funding from the Peacebuilding Fund (PBF) in 2015 allowed the contracted UN agencies to support the GoSL to provide immediate assistance to the internally displaced persons (IDPs) to return to their places of origin upon release of their land that was held in the High Security Zones and Special Economic Zones in the Districts of Jaffna and Trincomalee.

The intention of the project was to support the GoSL to facilitate a speedy return of IDPs to their places of origin after a protracted period of displacement, and to help them resume their daily lives through the provision of the following outputs during the initial period of resettlement:

- Housing and property 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 sessions

The objective of this project review was to understand how the programme was conceptualised, delivered and how it was received by the targeted beneficiaries. To this end, the review assesses the project's efficiency, effectiveness, and sustainability in relation to the output indicators stated in the results framework. In doing so, the review attempted to determine if the project was able to attain the Theory of Change articulated in the project of: when core grievances of IDPs affected by the conflict are addressed by the state, confidence in the national government will be strengthened, which will in turn contribute to a sustainable and long-term peace.

The evaluation criteria of the review looked at the key project outputs – transitional shelter and latrines, water supply and hygiene, formation of mothers' support groups and health services, mine risk education and awareness programmes, and protection monitoring exercises – intended to assist beneficiaries. The review established that the beneficiaries recognised the implementing partners as responsive to their immediate family-based resettlement needs specifically shelter and latrines in land areas devoid of former structures.

The review also looked beyond the project outputs at access to services such as healthcare, education, transport, and electricity, as well as access to livelihood opportunities, as these factors contributed to the beneficiaries' speed of return to their places of origin, quality of living, and general resettlement experience. The challenges experienced by beneficiaries in accessing services emerged to undermine the trust the communities had in the state as being accountable to people's needs especially resulting from war related displacement. As such, although the direct project assistance to provide transitional shelter and latrines generated positive perceptions of local government, and implementing agencies' responsiveness to immediate resettlement needs, this was undermined by communities' experiences of accessing key services. Therefore, the need for working together with other state and non-state actors to ensure complementary resettlement services are established to meet returning communities' needs is one of the key findings from this review.

The overall lessons learnt from conducting the review to be considered for future engagement in resettlement of IDPs are categorised into the following four categories:

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

In delivering project outputs, there is a need to take into consideration the entire resettlement process from the release and clearing of land, to the conditions in the places of origin prior to beneficiaries return. Similarly, in selecting beneficiaries, the decision to exclude certain categories of persons such as government servants, and the elderly must be considered within broader/holistic factors such as circumstances which contribute to non-traditional vulnerabilities. External factors that can affect the project timeline and implementation process should be taken into consideration; delays in project commencement resulted in implementation occurring during the monsoon period delayed constructions and undermined the overall sense of support and safety the community experienced during the difficult time of the early stages of resettlement.

The **perceptions, experiences and complexity of beneficiary needs** are particularly key towards successful resettlement assistance. While recognising that the immediate physical resettlement assistance in the form of transitional shelter and latrines were appreciated by beneficiaries, changes in family composition over the displacement period, access to essential services in their places of origin concurrently with the release of land could have contributed to a better overall perception of the state's commitment towards the resettlement of the conflict affected population in the North and East. The partial release of land in returning locations meant that entire communities were not able to return and in certain instances the pending release of agricultural land meant that families dependent on agriculture for livelihoods were then forced to seek alternate forms of income generation.

The psychological impact of returning to their places of origin only to find themselves having to start rebuilding not just their homes but their lives from scratch is an element which is still to be addressed to ensure the overall wellbeing of the returning communities. To this end, the establishment of support groups as well as training persons with the necessary skills to provide psycho-social counselling is a service that should be prioritised in future programme design.

Coordination among state and non-state organisations is necessary when providing resettlement assistance services to avoid beneficiaries feeling either marginalised or privileged due to unequal distribution of assistance. Such efforts would minimise the existing gaps in the provision of assistance towards returnees in recently released lands. It could also ensure quality and standardisation in the provision of assistance.

The coordination meetings organised by each District's Government Agent could be used more effectively by state and non-state actors to share experiences and data on resettling communities' diverse needs, and make referrals to have needs that are beyond the scope of individual projects met by other actors. This would contribute towards avoiding duplication of services. Furthermore, sharing experiences with the aim of learning and promoting best practices would improve the overall quality and effectiveness of services.

Similarly, communication between state and non-state actors with regards to the provision of physical assistance to beneficiaries' must also be considered to ensure beneficiaries are able to maximise the

utility of the assistance provided. An example cited in the review is of beneficiaries who were provided transitional shelter, and utilised their resettlement allowance towards completing the shelter into a near permanent structure. After three to four months these same beneficiaries were eligible for permanent housing assistance from the government. Due to the lack of information with regard to the distribution of assistance from local state representatives, beneficiaries were unable to plan their expenditure more productively and were reported to face difficulties in completing the permanent housing structure within the allotted time frame.

Documenting of project history from the outcomes of coordination meetings and collaborations with other actors is especially important to trace the diverse challenges the project faced at different phases of resettlement, and how these were overcome. This is particularly beneficial as the project history will exist beyond the project duration, as well as ensure continuity in the event of staff turnover. In this documentation process it is of particular importance to supplement outcome indicators with qualitative data providing comprehensive understanding of reasons for variations (if any).

Projects of this nature, implemented during challenging times where service mechanisms are not yet in place, generate valuable learning that could shape state policies for future support to displaced communities. Implementers of the reviewed project have participated in such policy formulation forums but lacks documented records of these interactions. Documenting the project process, including experiences on policy influencing, and learning from these would help place the project within the broader picture of providing resettlement support in post-crises situations, thereby contributing to defining national (and global) standards for such assistance.

2. Introduction and Background

The overarching objective of this review is to understand how the project "Support for Sri Lanka national reconciliation efforts by addressing grievances of the concerned sections of the population through targeted resettlement of the last of the conflict affected internally displaced persons", was conceptualised, and delivered and also how it was received by the targeted beneficiaries in the 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 property 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 sessions

The project was introduced in 2015 when the newly elected government decided to release land belonging to IDPs. The project was conceptualised because resources to assist families returning to their places of origin were scarce. The immediate resettlement assistance provided via the project was appreciated by government officials/representatives as it supplemented state resettlement assistance. Although beneficiaries were grateful for the support, there was a considerable delay in the physical return of IDPs to their places of origin attributed to a lag in the provision of support services and infrastructure necessary for a complete and sustained resettlement.

The review is guided by the following research questions:

1. How relevant was the project to the intended beneficiaries? What are some of the key effects of participating in the project?
2. Was the project effective in meeting its intended outcomes? What factors contributed to the successful or unsuccessful delivery of the project?
3. How did the context in which the project was implemented impact effectiveness?
4. What are some of the unintended consequences, both positive and negative, of the programme?

2.1 Background

Sri Lanka experienced nearly three-decades of armed conflict between the armed forces of the Government of Sri Lanka (GoSL) and the Liberation Tigers of Tamil Eelam (LTTE), which came to an end officially in May 2009. During this period, it is estimated that nearly 400,000 people were displaced from their places of origin as a result of the conflict.[1] Many of the displaced persons were housed in welfare camps, while others found shelter with friends and relatives in host communities.

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[1]Internal Displacement Monitoring Centre (IDMC) Dataset. Sourced from http://www.internal-displacement.org/database/country/?iso3=lka

As per data available through the Ministry of Resettlement, Reconstruction and Hindu Religious Affairs (MoR), as at December 2016, it is estimated that up to 42,038 persons remained internally displaced in the country's Northern and Eastern Provinces.[2] This is attributed to certain land areas within the Northern and Eastern Provinces being demarcated as High Security Zones (HSZ) under the Prevention of Terrorism Act (PTA), Special Economic Zones (SEZ), or some lands area still in the process of being cleared for mines and other unexploded ordnance (UXO).[3] Much of the land acquired as HSZs and SEZ was privately owned, belonging to individuals displaced as a result of the war.

Since 2009 the release of land to its original owners did take place, albeit at a slow pace as the previous government focused primarily on economic recovery through infrastructure development. It was widely accepted that this approach did not contribute sufficiently towards promoting reconciliation or addressing the grievances of the conflict affected population in the Northern and Eastern Provinces. It is in such a context that a new President was elected in January 2015. President Sirisena was mandated to prioritise the issues and needs of the internally displaced persons, which included the release of land held in SEZs and HSZs. At this time however, the emergency assistance to a post-conflict setting had dwindled to the extent that, many development actors had either withdrawn or were in the process of withdrawing from their activities in the Northern and Eastern Provinces of Sri Lanka, resulting in limited resources being available to assist displaced persons resettle, and to assist the government's efforts towards peace and reconciliation.

Access to funding from the Peacebuilding Fund (PBF) in 2015 allowed the contracted UN agencies of UNICEF and UNHCR to support the Government of Sri Lanka fulfil its intentions of providing immediate assistance to the IDPs to return to their places of origin, upon release of their land that was held in HSZs in the Districts of Jaffna and Trincomalee. The intention of providing immediate shelter and sanitation assistance was to provide returnees with an incentive to return to their places of origin, and help them resume their daily lives after a protracted period of displacement. As stated in the project proposal description (29.06.2015), sustainable resettlement was seen as "a key element of trust and confidence building among the communities" and the expected overall outcome of the project was: "*A more conducive environment for building peace created by addressing and minimising the grievances of the vulnerable Internally Displaced People (IDPs) with regard to their access to land and the provision of immediate assistance that ensures sustainability of their return and foster confidence".*

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[2]Ministry of Resettlement, Reconstruction and Hindu Religious Affairs (2016). Retrieved from
http://resettlementmin.gov.lk/site/index.php?option=com_content&view=article&id=5&Itemid=21&lang=en
[3]This is applicable specifically for the GN Divisions of Sampur in the Trincomalee District of Sri Lanka.

3. Objective, Scope and Methodology of the Review

The purpose of the review as agreed between CEPA and UNICEF based on the Terms of Reference (ToR) was for CEPA to conduct an independent, third-party, end-of-term review of the project's performance to date that would provide evidence of the project's relevance, efficiency, effectiveness and sustainability in achieving its objectives. In addition, the ToR also specified that outside of the core project results framework, the end-of-term review will also look at the extent to which the project is helping to build confidence amongst the minority communities and in so doing, whether it has contributed to, or is on track to contribute to, a positive peacebuilding impact. At the planning stage, the review was intended to be conducted within a period of three months.[4]

3.1 Objective

The objective of this project review was to understand how the programme was conceptualised, delivered and how it was received by the targeted beneficiaries. To this end, the review assesses the project's efficiency, effectiveness, and sustainability in relation to the output indicators stated in the results framework. In doing so, the review attempts to determine if the project was able to attain the Theory of Change articulated in the project of: when core grievances of IDPs affected by the conflict are addressed by the state, confidence in the national government will be strengthened, which will in turn contribute to a sustainable and long-term peace.

The project is reviewed at three levels:

- The first – evaluates the delivery of basic services enabling resettlement without undue delay
- The second – assesses the beneficiaries' perceptions of the assistance and how they contribute to achieving project outcomes
- The third – considers the project's impact on facilitating a conducive environment for peacebuilding

In addition, this review looks at the implications of the policy related to conflict affected displacement that has been introduced since the implementation of the PBF funded project.

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

3.2 Methodology

Overall Approach

CEPAs broader approach towards this review was to study the logic of the PBF funded project and the Theory of Change underlying the project's specific objectives, activities, and intended outcomes. Special attention was paid to the context in which the project was implemented: the resettlement of displaced persons in their lands released from the demarcated High Security Zones (HSZ) and Special Economic Zone (SEZ) starting from 2015 to 2016.

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[4]At the stage of writing the report, the evaluation period was extended by a further two weeks excluding the Sri Lankan new year holidays in April.

Through an in-depth analysis of the implementation process, people's perceptions, and grievances with regard to their resettlement experience, we assess the project's successes and failures. In doing so, the review also attempts to assess whether the process of implementation contributed to sustainable return and resettlement of the displaced population. As this review examines respondents' perceptions with regard to the identification of priority needs, and an overview of service provision by the state and non-state actors, the methodology used for this review was qualitative in nature.

Structure of the Review

The review was structured in three stages detailed below, and formed the basis for assessing the successes and failures of the project in terms of achieving its intended outcomes.

Step one: Review of project objectives [5]

The review inquired into the architecture of the project. In doing so, the project objectives and intended outcomes were critically analysed. Furthermore, the beneficiary selection criteria were examined, and by carefully reviewing all project documents made available to us and speaking to key project officials, we ascertained the needs and grievances of communities that were identified by the project prior to its launch. At this stage we studied the logic and the theory of change of the project in relation to the needs and grievances of beneficiaries that were pre-identified by the project.

Step two: Review of project implementation and communication

This stage examined the implementation of the project in relation to the project objectives. The way in which the objectives were communicated as well as executed were reviewed to understand how the objectives were translated into activities. The overall successes and challenges of the implementation process was the key point of inquiry at this stage. The review examined whether the project employed a context analysis throughout the implementation process to better target the evolving needs of the beneficiaries. The review also inquired into the extent of collaboration and/or coordination between multiple state and non-state actors during the period of implementation.

Step three: Review of the experiences of the beneficiaries

This stage of the review was two-fold and focused on understanding: (a) how the project had succeeded in meeting its objectives and indicators, as well as (b) the impact that the project had on the lives of the beneficiaries. To this end, we reviewed what assistance the beneficiaries received, and the process through which they were delivered while also reviewing how the project was perceived by the beneficiaries who received support through the PBF funding. The review aimed to capture various experiences of those who belong to different genders, age groups, duration of displacement, vulnerable groups etc. Based on their experiences, we will identify suggestions for improvement in order to address grievances. This stage also attempted to capture the perceptions of the beneficiaries with regard to the project's overall outcome of "Confidence in the government and the peace process is increased as a result of sustainable resettlement of the remaining IDPs".

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[5]This first step was completed during the inception phase of the review and contributed to the development of steps two and three as well as towards the development of the tools used for data collection.

Tools

The main tools used for primary data collection were Key Person Interviews (KPIs) in Colombo and in the Districts of Jaffna and Trincomalee, Focus Group Discussions (FGDs) with returnees from the project location, and in-depth interviews with selected individual beneficiaries from the FGDs. The primary data was collected in two phases: the first as part of the scoping visit and the second as part of an in-depth data collection visit. Secondary data on the extent of service delivery was accessed through project documents/reports.

Key Person Interviews

The KPIs carried out in Colombo with staff from the contracted UN agencies (UNHCR and UNICEF), assisted the review team to better understand the project scope and thus inform the evaluation framework. A KPI was also conducted with an economist based at the University of Colombo, who is familiar with the socio-economic and political context of Sampur.

KPIs in the project locations were conducted with government officials, project staff, implementing agencies, and service providers. This allowed us to gain a better understanding of the context with regard to the timeline of events pertaining to displacement, government re/actions, PBF interventions, and resettlement in the area.

Focus Group Discussions

CEPA conducted seven FGDs with beneficiaries from selected project locations[6] using participatory tools such as timelines and stakeholder mapping in order to capture their experiences and perceptions of the resettlement process. The FGDs allowed us the opportunity to capture diverse views and perceptions of respondents within a community, some of whom were not project beneficiaries, with regard to their experiences, needs, and impacts of the project that aimed to support their immediate resettlement.

FGDs as a research tool lends itself to be used in a flexible manner when gathering data from a diverse group. It also allows for the exploration of diverse experiences in relation to the project objectives. In this instance, FGDs were specifically used to generate insights into respondents' experiences not available through the project documents and progress reports. FGDs are effectively used to explore the experiences related to a fairly tightly defined topic, with the accent upon interaction within the group and the joint construction of meaning. It allows the researcher to develop an understanding of meaning as to why people feel the way they do, which may have implications on varied factors, of which power and social dynamics resulting from it is one.[7] In this instance, the 'joint construction of meaning' focused on the respondents' perceptions of service provision in the early stages of the resettlement process and their experiences.

Participants of the FGDs represented both women and men, individuals belonging to vulnerable groups, and those with diverse resettlement experiences. One FGD in Valalai included individuals who were not project beneficiaries of the immediate resettlement assistance. A FGD was also conducted

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[6] Sample site selection is explained in the section below
[7] Bryman, A., (2004). Social Research Methods, *Oxford University Press,* (pp 347-348)

with a group of school-aged participants in Varuthalaivilan to understand the implications of resettlement for this cohort.

In-depth Interviews

In-depth interviews with selected respondents from the FGDs allowed us to further understand the motivations and experiences of beneficiaries related to resettlement experiences. Within the broad framework set by the in-depth interview questionnaire guide,[8]these interviews created a space for exploration of factors particular to their resettlement experience, and for which they were selected as respondents for the in-depth interviews. As such, these interviews were less structured allowing respondents to speak about aspects that illustrated nuances of the selected communities' resettlement experience.

Criteria for selection of in-depth interviews were based on varied reasons identified through FGDs. Some considerations were, individuals experiencing vulnerabilities such as women headed households, and elderly persons; respondents with diverse experiences of resettlement such as households with young children, different levels of access to resettlement support; and a family who had adapted well to the resettlement environment.

The interviews with three different groups of individuals allowed us to triangulate the information obtained pertaining to the project. The KPIs, FGDs and in-depth interviews were based on semi-structured interview questionnaires which are annexed at the end of the report.[9]

A general overview of the scope of primary data collection is provided below in Table 1.

Table 1: Overview of Primary Data Collection

Location (District)	Organisation	Name(s)	Data collection tool	Number of interactions	Number of respondents
Colombo			KPI	3	6
	UNICEF, Colombo	• Mr. Suranga De Silva • Ms. Tetyana Nikitina • Ms. Lara Perera • Mr. Mihlar Mohammad Abdul Malik			
	UNHCR, Colombo	Ms. Dushanthi Fernando			
	University of Colombo	Professor K. Amirthalingam			
Jaffna (scoping)			KPI	11	11
	GN of Palai Veemankamam South	Ms. M. Jeyanthi			

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[8]See Annex 3

[9] See Annex 1,2 and 3 respectively

	GN of KKS West	Mr. Ravindran			
	Additional District Secretary (Land), Jaffna	Mr. Muralitharan			
	Sevalanka	Mr. N. Nagulendran			
	UNHCR, Jaffna	• Ms. Sangeetha Mahinthan • Mr. Sivanantham Satkunarasa (based in Trincomalee) • Mr. Madhavan Muthupillai			
	DS, Kopail	Ms. M. Subagini			
	Deputy Director Planning, Kopai	Ms. Thabendrathevi Jeyarajah			
	DS, Thellipillai	• Mr. Srimohanan			
	SOND	• Ms. N. Thevika • Ms. K. Genga			
	JSAC	• Mr. Ramana			
Jaffna (scoping)			FGD	2	21
Batticaloa	UNICEF, Batticaloa	• Mr. Anthonypillai Nimaladas • Ms. Refinceyaa Patterson • Mr. Kirupairajah Gowriswaran	KPI	1	3
Trincomalee			KPI	5	8
	GN, Sampur West	Ms. Leugil			
	Pradeshiya Sabha, Muttur	• Mr.Mayooran			
	ADS, Muttur	• Mr. A. Thahir			
	National Water Supply and Drainage Board, Trincomalee	• Mr. L. Subakaran • Mr. N. Suthesan • Mr. Sarjoon			
	Assistant Government Agent	Mr. M. Pradeepan			
Trincomalee			FGD	2	19
Trincomalee			In-depth interviews	2	2
Jaffna			KPI	8	8

	Former Acting GN of Varuthalaivillan	Mr. Thuvarakan			
	Pradeshiya Sabha, Valikamam North	Mr. R. Pakeerathan			
	GN, Palali South	Ms. Anton Francis			
	GN, Varuthalaivilan	Ms. Vasanthi			
	GN, Vasavilan East	Mr. Nishanthan			
	GN, Valalai	Mr. Santharooben			
	Kachcheri Jaffna, Development Assistant	Mr. Dhayabaran			
	(former UNHCR)	Mr. Muhunthan			
Jaffna			FGD	7	93
Jaffna			In-depth interviews	7	8

Site Selection

The project was implemented in nine Grama Niladhari (GN) Divisions, spanning three Divisional Secretariat (DS) Divisions and two Districts.[10] The site selection for this review was purposive and covered respondents from a total of five GN Divisions (of the nine GN Divisions) in which the project was implemented. The locations selected were the GN Divisions of Sampur, Palali South, Vasavilan East, Varuthalaivilan, and Valalai, which covered all three DS Divisions of Muttur, Tellipalai and Kopai.

The purposive sampling method for selecting the GN Divisions took into account the following criteria:

1) The number of GN Divisions within the DS Division where the project was implemented.
2) Access and distance to the main road and services from the resettlement area.
3) The extent of privately owned land versus 'Colony' land.[11]
4) The GN divisions where land was released completely versus land that was still to be released.
5) The time period during which land was released over the course of the PBF project time-line.

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[10]In the District of Trincomalee, the project was implemented in the Sampur GN Division. In the District of Jaffna, in the Tellipalai DS Division, the project was implemented in the GNs of Kankeksanthurai South, Palali South, PalaiVeemankamam North, PalaiVeemankamam South, Vasavilan East, Kadduvan, and Varuthalaivilan, and in the Kopai DS Division, in the Valalai GN Division.

[11]Colony land are parcels of land where residents do not have a title deed but instead have permits which prove land ownership.

The ward maps for the Muttur Pradeshiya Sabha, and Valikamam North and East were sourced from the Survey Department of Sri Lanka (2013) which assisted in locating the project locations in each of the Districts is found below in Figure 1.
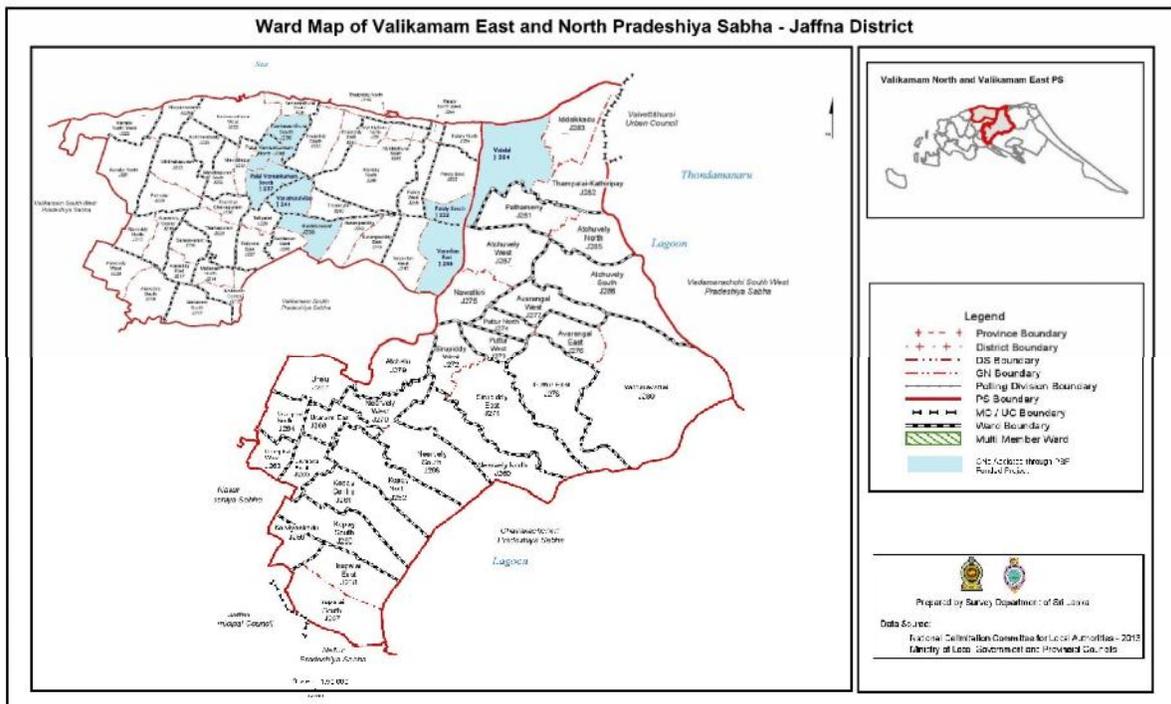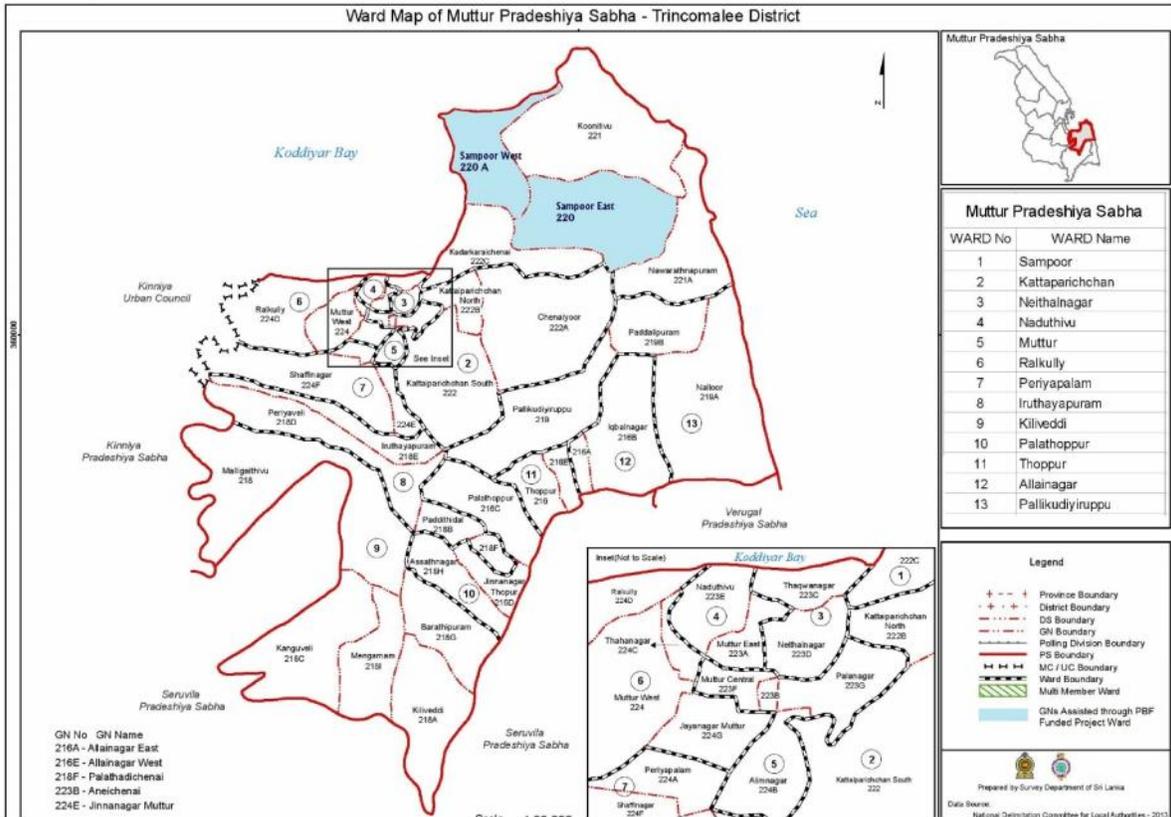
Sample Selection

Beneficiaries across the sample locations were identified based on their gender, age, duration of displacement, and belonging to identified vulnerable groups – such as female headed households and elderly – in order to understand their varied resettlement experiences. During primary data collection, we spoke to two FHH's in in-depth interviews. The sample selection was not based on a quantitatively representative sample of different categories of beneficiaries. By using a purposive sample selection, we ensured that all the key categories of beneficiaries were spoken to during data collection.

Limitations of the Review

In the time that has elapsed since the completion of the physical infrastructure i.e. shelters and toilets, some of the beneficiaries have received permanent houses which are in the process of being completed. Some beneficiaries in the selected villages have also received shelter and sanitation assistance from other implementing organisations since the project conclusion. As a consequence, the beneficiary's ability to attribute assistance received to a particular institution was observed to be compromised. While recognising the entrance and engagement of multiple actors into the resettlement assistance context, this review attempted to understand how this project contributed to the overall wellbeing of the target population.

The sparse information available in the project documents due to the reporting format, also proved to be a challenge in initially understanding the context and breakdown of beneficiaries reached by location. This was mitigated to some extent during the scoping visit through speaking to the field teams of the UNHCR and UNICEF officials, implementation partners as well as selected Divisional Secretaries, Grama Niladhari's and beneficiaries themselves.

In addition, some of the staff members who were involved in the project, have left the organisations that implemented the project, as have some of the government officers been transferred since the implementation phase of the project. Thus, some limitations were experienced in gaining insights into the challenges faced at the time of implementing the project.

Since the review of the project is conducted using qualitative data based on interviews and FGDs, the data generated will be affected by issues that crop-up from self-reported data such as selective memory biases. We aimed to minimize restrictive impacts of this on the study by triangulating the information.

Due to the time lapse between assistance received and when the review was conducted, other experiences could have influenced the respondents' perceptions limiting our insights into service delivery through the project during early resettlement. Any negative or distressing experiences related to resettlement and service accessibility in the more recent past also has implications on the respondents' perceptions towards trust building with the government agencies, which in turn can impact the Theory of Change the project adopted in order to realise the peace building objectives of the project.

4. Context in which the Project was Implemented

The key findings from this review and perceptions shared by beneficiaries spoken to are context specific and as such, a brief description of each district context is provided below. Situating the findings within the context is of particular importance as the displacement experiences of beneficiaries are distinctly different based on their socio-economic backgrounds prior to displacement, the duration of displacement as well as the purpose of land acquisition, resulting in varying resettlement dynamics. Information for this section was supplemented by and sourced from secondary data available through existing research reports published by CEPA and other institutions on Sri Lanka's post-war context, news coverage, and KPIs conducted as part of the project review.

The beneficiaries' resettlement experience in relation to the assistance received through the PBF funding was also dependent/determined by the time period at which land was released in relation to the PBF project time line. Understanding the contextual dimensions is important particularly with regard to the beneficiaries' perceptions of the services received and responsiveness of state and non-state actors towards their needs and priorities. This will in turn contribute towards understanding the extent of the project and the context which contributed towards reconciliation and peace building.

4.1 Resettlement Context – Sampur (District of Trincomalee)

In April 2006, the 12,000 residents of Sampur were displaced as a consequence of the fighting that erupted between the GoSL military and the LTTE at the time.[12] When the war ended in 2009, the families from the displaced locations – except families from the GN Divisions of Sampur East and West – were allowed to resettle in their land. The non-release of the land was due to a part of the land belonging to the then displaced families from Sampur East and West being acquired by the government as part of the High Security Zone (HSZ) to construct and maintain a Navy Camp for purposes of defence, while another part was given to the Sri Lankan Board of Investment (BoI) as a Special Economic Zone (SEZ).[13] A change in government together with a positive result delivered by the court of law for the residents of Sampur saw the release of a significant part of these lands in August 2015 and again in March 2016.[14]

According to the Additional Divisional Secretary (ADS) of Muttur, during the decade of displacement, the residents from Sampur were located in welfare centres in Kiliveddy, Paddiththidal, Manalchenai and Kattaiparichchaan. The period between the end of the war and resettlement was characterised by protests and legal battles by the residents of Sampur in a bid to claim their land and a refusal to accept land in any alternate location.

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[12]Fonseka, B. and Raheem, M. (2015) Revisiting Sampur: How Long Will it Take to Return Home?, Sourced from http://groundviews.org/2015/01/28/revisiting-sampur-how-long-will-it-take-to-return-home/

[13]The HSZ was created in 2007 by gazette (extraordinary) No.1499/25 dated 30 May 2007. The land allocated for the BoI as a SEZ was created through gazette (extraordinary) No 1758/26 issued on 17th May 2012. Sourced from http://www.cpalanka.org/revoking-the-creation-of-the-special-zone-for-heavy-industry-in-sampur-trincomalee/

[14]The residential land was released in two phases. At the time of writing the report a part of the land belonging to the Sampur GN division is still occupied by the Sri Lankan Naval force and while another area of largely agricultural land has not been released as yet, on the basis of non-existence of formal proof of ownership (FV02_06_Government representative).

Due to the history of non-release of land and the resultant mistrust between the state and the community, the level of cooperation between the beneficiaries and the service providers of resettlement assistance when land was ultimately released in 2015, in general, is seen to be of a fragile nature, characterised by suspicion and mistrust. The UNICEF field officers located in Batticaloa, perceived this to be a challenge that hampered the service delivery process. The National Water Supply and Drainage Board (NWSDB) in Trincomalee recall manifestations of such mistrust through minor incidents of un-cooperation by residents. One example cited, was the residents' unwillingness to allow the breaking-up of part of the road to lay pipes which would supply pipe-borne water to the other side of the village.

According to the ADS of Muttur, the extent of assistance Sampur has received for resettlement was considered unprecedented compared to the inflow of resettlement assistance to other locations in the District. While resettlement assistance through the PBF fund was the one of the first, Sampur was soon after also the recipient of assistance by, but not limited to USAid, Sevalanka, UNDP, Richard Pieris Group of Companies, Oxfam, WFP, Assist Resettlement and Renaissance (ARR), Peace Winds Japan, and the Resettlement Authority, the DS office, Sri Lanka Navy and the Ceylon Electricity Board (CEB). The Pradeshiya Sabha of Muttur explained that the extent of assistance that has flowed in to Sampur in the last year caused some amount of discontent among residents of neighbouring GNs who returned to their lands prior to 2015 but didn't receive as much assistance towards resettlement either from state or non-state actors.

In keeping with the recommendations of the Lessons Learnt and Reconciliation Report (LLRC) report, in the most recent progress update (April, 2016), the Sri Lankan Navy had agreed to release 237 acres of Sampur village for resettlement purposes after relocating the Navy camp to a strategic location.[15] This decision was endorsed by the cabinet of Ministers, indicative of political will (to an extent). While there is still land in the area to be released to its original residents, conversations with the Additional Government Agent (AGA) of Trincomalee indicated that progress was being made albeit at a slow pace.

Since land release was staggered, resettlement assistance at each stage also differed. For instance, families whose land was released during the project period, had access to transitional shelter; however, families whose land was released in the second phase in March 2016 had access to different types of assistance by a range of donors, but were not able to access similar resettlement assistance as those whose lands were released in 2015.[16]

The residents of Sampur are still plagued by legal issues related to the validity of their existing land deeds as the reversal of the gazette converting the private lands to state land has still not been completed.[17] As a consequence, although they were allowed to return and claim their lands by

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[15]Ministry of Prison Reforms, Rehabilitation, Resettlement and Hindu Religious Affairs. (2016). National Plan of Action for the Implementation of LLRC recommendations - Progress upto April 30, 2016. Retrieved from http://resettlementmin.gov.lk/site/images/stories/pdf/llrc%20updated%2030th%20april%202016%20-%20copy%20reduced%20completed.pdf

[16]The provision of transitional shelters was halted on the basis of the Government's pledge to provide 65,000 permanent houses to conflict affected families. However, progress has not been made due to ongoing debates on the material, cost and viability of the proposed houses.

[17]Thus far, only the gazette converting the SEZ land to state land has been completed.

showing their existing deeds to determine the land area and location, these deeds are legally invalid due to the initial Gazette which converted the private land into state land. The ADS of Muttur stated that they (the State) were still in the process of having new deeds re-issued to the residents which would validate their claim to the land in the future.

The traditional occupation of the residents of Sampur, prior to displacement was primarily farming and fishing related activities. Due to difficulties in proving ownership of generational cultivation land, much of these lands are still to be released by the State, and as a consequence returnees are still seeking a suitable/steady source of income. This issue is also attributed to the fact that when in displacement, IDPs from Sampur were not able to engage in traditional agricultural activities and had to turn to wage labour or entrepreneurial activities in the host communities. To this end, the government is stated to have provided livelihood support assistance in the last year to returnees amounting to LKR 100,000 for each of the 85 families. Similarly, the Pradeshiya Sabha and the Eastern Province Resettlement Ministry have also provided resettlement assistance to returnees.

4.2 Resettlement Context – Jaffna

Displacement from their places of origin for residents of project locations in Jaffna began as far back as the 1990s, spanning a period of almost three decades and was a direct consequence of the civil war. During this period, the displaced population resided in numerous welfare centres, with friends and relatives, and for those with means, in rented accommodation outside their places of origin. The longer displacement experience compared to that of the residents of Sampur would have an impact on their resettlement experience.

Resettlement in Jaffna in the PBF funded project locations is further complicated by the fact that except in one GN Division – Palai Veemankamam South – the land in all other locations have only been partly released as at January 2017.[18] The earliest release of land areas was in March and April 2015, followed by staggered land release throughout the year in 2016. The assistance for resettlement differed during different stages of land release (depending on the assistance provider), which leaves space for communities' comparison of assistance received.

Table 2: Period of land release since 2015

GN Division	Release date
Palai Veemankamam North J/236	10 April 2015 29 December 2015 25 June 2016 31 October 2016
Palai Veemankamam South J/237	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

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[18] Based on documentation shared by the Tellipalai Divisional Secretary during the field visit.

	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 shared by the DS officers of Tellipalai and Kopai in January 2017

The partial release of land means that there are still members of the community waiting to return to their original lands. Partial release of land is also seen to have particularly affected beneficiaries in the project locations where the traditional income source was through engagement in agricultural activities. Where agricultural land has not been released, those who have resettled in their places of origin are compelled to seek an alternate form of income generation and skill acquisition. In agriculture dominant locations where the cultivation was carried out communally prior to displacement, the non-return of other community members has necessitated hiring labour to help till the lands.

Individual family contexts that influenced decisions related to resettlement

The extension of families. Compared to Sampur, people in Jaffna were displaced for a longer period, nearly three decades, during this time, families expanded due to marriage and births. Families with large enough plots of land were able to distribute their land area among the family; while some other returnees were able to purchase land from neighbours who did not intend on returning. However, those without such means were left landless and unable to return or receive resettlement assistance. In comparison, this issue does not seem to strongly affect the returnees of Sampur, in the Trincomalee district. In Sampur the emergence of new families was less during one decade of displacement and most new families without land were provided land by the government in state owned land. Due to limited land availability in Jaffna, allocating additional land for landless new families was not a feasible option.

Identification of their land and boundaries. This was complicated as a consequence of changes to the landscape over time primarily due to dense vegetation, and the destruction/demolition of houses and other landmarks during the long period of displacement. Challenges in identifying their land was further complicated when identification of boundaries was being done by the second or third generation of the family who had either been very young at the time of displacement or were born in the displacement locations.

Accessibility of services and livelihoods. Since land release and resettlement is happening at a gradual pace, restoration of services such as a regular transport services or schools or shops is still in the process of being fully restored. Interior roads leading into the village are still to be renovated, while some routes are inaccessible to the resettled communities as they are still in unreleased areas

belonging to the village. The distance travelled to access services from the resettled location is also raised as a cause for concern. This leads some beneficiaries to compare access to services in welfare centres with their resettled locations.

Relocation back to their places of origin in some instances meant having to seek alternate forms of employment, re-skilling or re-establishing a market or demand/clientele once more. This meant instability in their economic situation once again, as during displacement many people diversified their livelihood options from agriculture/ subsistence economies to engage in wage labour or skilled work in masonry or carpentry as per the availability in the host locations.[19]

4.3 Assistance by other State and non-State Actors

Once land was released in 2015, the government agents at district levels had the data on the populations to be resettled, locations and the urgent needs for resettlement. Some of the initial needs were the clearance of lands, roads and mine clearance. UNICEF and UNHCR with PBF funding were the first agencies to respond to the call for immediate assistance through the provision of transitional shelter and latrines, while also providing support for land and mine clearance.

This initial assistance was followed by other service providers and actors who provided similar types of assistance such as shelter, latrines and water supply. Some addressed other resettlement needs that would ideally follow the provision of transitional shelter. These included assistance to promote food security, education, electricity, infrastructure, and livelihoods. Table 3 below provides the list of key actors who provided resettlement assistance during the project time period.

Table 3: Resettlement assistance and providers

Resettlement assistance	Providers
Land clearance	Ministry of Resettlement, WFP, UNHCR, RDF
Mine clearance	HALO trust, SOND
Clearance of access roads	Ministry of Resettlement, Pradeshiya Sabha (NELSIP), WFP
Shelter (temporary, transitional shelter and permanent housing)	Ministry of Resettlement, UNHCR/JSAC, UNHCR/Sevalanka, Karunya Foundation, ARR
Food security	WFP, Sevalanka
Water facilities (water supply and well clearance)	Pradeshiya Sabha, Ministry of Resettlement, SLRC, SDC, UNICEF, National Water Supply and Drainage Board, SL Navy, Peace Winds Japan, Sarvodaya, Anbe Sivam
Sanitation (latrines and hygiene promotion)	UNHCR/JSAC, UNHCR/Sevalanka, SOND, Pradeshiya Sabha, UNICEF, UNHCR/RDF, ARR, Offer Ceylon, Sarvodaya
Education	CCH, ARR
Health	MoH, UNICEF
Electricity	CEB
Transport	SLTB

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[19]Amirthalingam, K. & Lakshman, R. (2010). Financing of Internal Displacement: Excerpts from the Sri Lankan Experience. *Disasters,* 34(2), 402-425.

Livelihood	Ministry of Resettlement, Sevalanka, SAH, UNDP, WFP, JSAC, OXFAM
Infrastructure	Agrarian Department, WFP, UNDP, Divisional Secretariat Office, Eastern Province-Provincial Council

Source: Status Report- Resettlement in North and East, 20 October 2016

In the period during which the project was implemented, a National Policy on Durable Solutions for Conflict-Affected Displacement[20] was approved by the Sri Lankan Cabinet in August 2016. While the policy was drafted by the Ministry of Prison Reforms, Rehabilitation, Resettlement and Hindu Religious Affairs, it was assisted by a team of consultants supported by the United Nations and civil society working on the issue with knowledge and experience of displacement contexts.[21] The team of consultants included a Senior Protection Officer (SPO), a national consultant with extensive knowledge and with contacts in civil society working on the issue, and two national UN Volunteers. The policy affirms the need to respond to all IDPs and displacement-affected populations in a manner that is non-discriminatory, fair, just and equitable.

Given the timing of conducting the review, the assistance provided through the PBF funding will be considered in line with the contextual elements. As such, these and more specific findings from the project review will be examined in more detail in the following sections in keeping with the key indicators identified.

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[20]The policy document can be accessed via
http://resettlementmin.gov.lk/site/images/stories/pdf/final%20policy.pdf
[21]Wiseberg, L., & Raheem, M. (2016, September 02). *New policy on durable solutions in Sri Lanka: the challenge of implementation.* Retrieved from Internal Displacement Monitoring Centre: http://www.internal-displacement.org/library/expert-opinion/2016/new-policy-on-durable-solutions-in-sri-lanka-the-challenge-of-implementation/

5. Overview of Key Project Outputs

This section of the review documents the physical and non-physical project outputs provided to beneficiaries of the PBF funded assistance returning to their places of origin. Physical support interventions include the provision of transitional shelters, latrines, and water supply facilities; while the non-physical interventions included mine risk education (MRE), protection monitoring exercises, health service establishment of mothers groups, and promoting hygiene, and sanitation awareness.

5.1 Transitional Shelter and Latrines

As per the details shared by the UNHCR and UNICEF field offices and the project documents, a total of 374 transitional shelters and 434 latrines had been constructed in the project locations utilising PBF funding at the completion of the project. To be eligible for assistance, at a minimum, beneficiaries needed to prove ownership of their land and show a commitment to continued residence in their places of origin. Implementation of the construction of the transitional shelters and latrines was carried out at the project locations in Jaffna by the Sevalanka Foundation (SLF) and the Valikamam North Pradeshiya Sabha, and in Sampur by the Rural Development Foundation (RDF), Muttur Pradeshiya Sabha, and Office of the Regional Assistant Commissioner of Local Government (ACLG), Trincomalee.

Table 4: Distribution of assistance of transitional shelter and latrines across project locations

	Actual	
Location	**Shelter**	**Latrines**
Palai Veemankamam North (J/236)	35	42
Palai Veemankamam South (J/237)	26	83
K.K.S South (J/235)	8	14
Varuthalaivilan (J/241)	26	26
Kadduvan (J/238)	1	2
Vasavilan East (J/244)	13	12
Palali South (J/252)	40	39
Valalai (J/284)	11	8
Sampur (220/220A)	214	216
Total families reached	374	442
End of project indicator target[22]	360	336

Source: Data from field teams and End of Project Report, reporting period June 2016-November 2016

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[22]These figures were obtained from the End of Project Report, Reporting period June 2016-November 2016

5.2 Water Supply and Hygiene

Water supply to the resettled communities was provided through the Pradeshiya Sabha of each respective location who were the implementation partners of UNICEF. Initial water supply was provided through the daily provision of water in tanks placed in strategic locations throughout the villages. More permanent water supply channels were facilitated through the National Water Supply and Drainage Board (NWSDB) by linking households to the main water supply network and where this was not feasible through the provision of tube well connections. The cleaning and rehabilitation of twenty common dug wells which were damaged during the displacement period ensured that households without individual water supply were also able to access water to meet their basic household needs. UNICEF also supported the provision of fifty individual household water connections through the main grid in Trincomalee, the construction of ten tube wells and fifty dug wells.

As a part of the sanitation and hygiene component of WASH, information about good hygiene practices and accessing safe water was communicated to beneficiaries with the intention of reducing the risk of communicable diseases among resettled communities.

5.3 Formation of Mothers' Support Groups and Health Services

The strengthening of approximately 40 mothers' support groups in the returnee locations was facilitated through partnership with the Regional Director of Health Services (RDHS) ensuring improved health and nutrition, particularly of expectant mothers and children under five years in the returnee communities.

Although mobile health clinics were originally planned in the resettlement locations, these were not implemented as it was felt by project staff that the funds would be better utilised if invested in more permanent health centres (CI0_KPI_01). Therefore, funds were redirected towards the construction of a 'gramodhaya' health centre in Sampur and the equipping of four health centres in Jaffna. In addition, UNICEF through its implementation partners provided training to 400 health professionals. The training and promotion of rural health assistants to be included in the formal MoH cadre was conducted with the intention of bridging the shortfall that existed of Public Health Mid-Wife (PHMs) in the district.

5.4 Mine Risk Education (MRE)

Mine risk education (MRE) was carried out through Social Organisations Networking for Development (SOND) as an implementation partner of UNICEF to all returnees and families due to return, reaching a total of 1647 families in Jaffna and 906 families in Trincomalee. MRE programmes on Unexploded Ordinances (UXOs) for returnee communities were carried out immediately prior to and after the return to their places of origin to minimise the fears related to return and resettlement. These MRE programmes were continued for communities living in at-risk areas after return to their places of origin in order to encourage reporting of UXO found to the relevant authorities.

5.5 Protection Monitoring Exercises

The UNHCR conducted a total of 28 age, gender, diversity mainstreaming (AGDM) FGDs and 20 individual targeted interviews in the Jaffna District, as well as 22 AGDM FGDs and 9 individual targeted

interviews in the Trincomalee District to assess the communities' sense of protection and safety.[23] [24] These interviews were conducted between October and November 2015 with IDPs living in host communities as well as those who had returned to their places of origin. The protection monitoring interviews were conducted in the presence of a team comprising of protection staff of UNHCR, Economic Development Officers from the Divisional Secretary offices, GN officers, planning Unit Staff of the DS offices, staff of Sevalanka and Jaffna Social Action Centre.

[23]UNHCR. (December, 2015). *Durable Solutions for Internally Displaced Persons in Jaffna District.*
[24]UNHCR (2015). *Durable Solutions for Internally Displaced Persons in Trincomalee District.*

6. Outcomes of Resettlement Process: Main Findings

This section discusses the impacts of the direct project intervention on the resettlement experiences of the returnees. The main findings of this review are categorised by the indicators listed below. The indicators were conceptualised to assess the relevance, efficiency, effectiveness and sustainability of the PBF funded project in meeting the needs of the beneficiaries returning to their places of origin after a period of displacement. These indicators were also used to assess the impact of beneficiaries' resettlement experience. The analysis/information for this section is informed by the data gathered via KPIs, FGDs, and in-depth interviews, and supplemented by the project documents.

- Beneficiary selection for project assistance
- Return process
- Provision of assistance: shelter, sanitation and water
- Access to services: healthcare, education, transport, and electricity
- Protection needs
- Legal assistance
- Livelihood

6.1 Beneficiary Selection for Project Assistance

Beneficiaries for the PBF funded assistance of transitional shelters and latrines were selected from an existing list prepared by the local DS officer of households who had registered to return to their original lands after displacement. From this list, the contracted UN agencies would apply their own selection criteria to identify the most vulnerable returnees eligible for the limited assistance available. The criteria for identifying beneficiaries for PBF funded assistance by UNHCR is as follows: (FV01_05_UNHCR Field team).

- Beneficiary should be an IDP/Returnee to the newly released area
- Registered and willing to return
- Single headed household: Widows, as well as women who are survivors of violence; Widowers
- The head of a household or member of a household not receiving any shelter support
- Very low income from the current occupation
- Households with 5 and more members of dependents that would include 2 or more children under the age of 18 and adult females who are not working or unable to work
- Persons with special needs
- The head of a household or member of a household who is not the permanent employee of Government/ Private sector or having remittance from someone working abroad

Prior to the physical return to their places of origin, an awareness programme was conducted for returning families. This programme through consultative meetings ensured the voluntariness of return as well as informed them of the nature of assistance they would receive. These awareness programmes were conducted together with the UNHCR, the DS officers as government representatives, as well as the implementing partners, and community based organisations (FV01_KPI_UNCHR Field team). Some beneficiaries were taken on "go and see visits" prior to physical return so that they were able to see where they would be locating to, in order to familiarise themselves with the condition of the lands released (KPI_UNHCR Colombo).

Awareness of selection criteria - Transparency of the beneficiary selection criteria from the perspective of the contracted UN agencies and the implementing partners was ensured by posting the list of beneficiaries selected for assistance at the DS office and in the village. All returnees were informed that if they had any concerns about not being selected, they were welcome to lodge a complaint and redress would be forthcoming. However, UNHCR field staff stated that they did not encounter any complaints in this regard. Further it was stated that those who did not receive assistance through the PBF funded project were identified and their names shared by the DS officers to other assistance providers.

With regard to awareness by beneficiaries of the selection criteria, some beneficiaries stated that there was a meeting prior to the commencement of the construction of the transitional shelters and latrines to explain the selection process and the list of those selected for assistance was hung up on the wall of the GN office. Other beneficiaries stated that there was no discrimination, rather, everyone who returned immediately (in the first wave) to the released land were eligible for shelter and latrine assistance, while those who returned later (in the second wave) had not received transitional shelter and/or latrines.

> "Mostly people who resettled in the first phase received all assistance but we couldn't identify the same situation with the second phase of resettled people because they didn't receive the same assistance yet except the (government assistance of) LKR 13,000 and LKR 25,000" (FV02_08_ Government representative).

It was reported in certain locations that those who returned during the second wave received permanent housing assistance directly. These 'second wave returnees' particularly in Jaffna however, who were not beneficiaries of the PBF funded project faced an additional expense compared to those who had returned earlier and had already received latrine assistance, as they had to utilise part of the housing assistance received towards constructing a latrine and pit, resulting in a higher contribution of their own funds to complete the permanent house. This distinction in the level of assistance in the same community contributed towards a level of discontent among community members.

Exclusion of Beneficiaries - The exclusion of households with members employed by the state from receiving transitional shelter assistance was raised as a point of concern in Sampur. It was stated that some of these families despite having members employed by the state, were not in a position to support themselves and thus faced difficulties in accessing basic services upon return such as latrines, resulting in them having to use their neighbour's latrine (FV02_04_Government representative). Therefore, it was recommended that a household's overall status be assessed prior to exclusion from programmatic resettlement assistance.

Respondents from Valalai stated that certain members of their community who had already received shelter assistance (permanent houses) in the displacement location (outside their places of origin) subsequent to the Tsunami in 2004, were not selected as beneficiaries for transitional shelter or latrines upon return to their original land (FV02_18_ Returnee). This was because they had already received state housing assistance previously and only returnees who had received no assistance prior were prioritised. Such instances of identifying the most vulnerable households as beneficiaries for resettlement assistance were commended by respondents. However, the challenges and complexity of applying beneficiary selection criteria were highlighted in instances where parents had given houses

received during displacement to their children as dowry expecting to receive assistance when they returned to their places of origin.

Elderly people who intended to live by themselves were not selected as beneficiaries for assistance of temporary shelter or permanent housing. They were encouraged to move in with their children if possible. However, in Valalai one elderly female respondent who was looking after her mother stated that although she had not been eligible for assistance at the outset given her household composition, she was able to make a case for herself as she did not have children or any other support system, and thus was able to secure herself transitional shelter assistance.

Respondents during a FGD stated that they were aware of a village where transitional shelter was provided to certain households, but these shelters were now abandoned. This was attributed to these particular households already having shelter in another location. Thus, respondents were of the opinion that such instances are investigated prior to providing assistance to ensure that assistance is provided to those who are most in need. It was also the opinion of a certain respondent during another FGD, that some individuals returned to their places of origin only to obtain assistance and subsequently left to other residences.

> "They provided temporary shelter but there are no people in that village and houses are locked because, that village people have houses in another place so, they don't come to their village. So, it is better if they provide that house to houseless people. People have to think, that we are not going to stay so, we should give this chance to those who really don't have a house, and government should take action against these kind of activities" (FV02_20_ Returnee).

> "Some of the people came to their own land to get livelihood assistance only, once they got it they returned to their places where they lived before. So, there is no one to live in their houses and all those houses remain locked" (FV02_16_ Returnee)

Respondents stated that prior to being selected as beneficiaries for transitional shelters and/or latrines, one of the conditions emphasised to potential beneficiaries was their commitment to continued residence in their places of origin. To this end, beneficiaries were asked to write a letter confirming their intent to remain. However, implementers did not expect the entire family to physically return until the transitional shelter was provided, given the lack of basic facilities in the places of origin immediately after land release.

> "They organised a meeting to announce the beneficiaries list, before they provide it, they asked that we will stay here continually because, if a beneficiary is not going to stay here continually then another person will get a chance to get it, who like to stay here. So, after we confirmed it they provided the shelter for us" (FV02_26_Returnee).

6.2 Return Process

This indicator on the return process assessed:

- The experience of the beneficiaries with regard to the release of land and their decision to return to their places of origin

- The process of return
- Factors that contributed towards delays in physically returning once the land was released

Information about land release by the community was obtained primarily through the newspapers and television announcements as well as through the community groups that had formed during the displacement period. Information with regard to payment or initial resettlement assistance was communicated through the GN officer as the local government representative.

Overall, it is reported that return to their places of origin occurred more slowly in the Jaffna District as compared to Trincomalee District. This is attributed in part to the fact that households displaced from Jaffna were largely living with host families or in rented properties as opposed to those living in welfare centres in Trincomalee, and were therefore reluctant to return to their places of origin which lacked basic services or livelihood prospects.

Motivations for Return

'One's Own Land' - Beneficiaries spoken to during the review stated the primary reason for returning, was to reclaim and return to their own soil "*sonda mann*", a place of their own, particularly after living in displacement for several years. Older respondents indicated that they were willing to come back to their land with little or no assistance, even just a small hut, to be able to live out their days in the only place they have called home.

> "Now we stayed in a small shed and happy because, at least we stayed in our own house. When I displaced from here my age was 25 now I am in 56" (FV02_18_ Returnee).

The ability to be able to carry on with their lives in a post-war context was sentiment often repeated by respondents. To this end, return to their original land was not contingent upon assistance received, and was reiterated during an in-depth 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 house for us. It is only enough if we stay in our own land" (FV02_19_Returnee).

Respondents from Jaffna who had been displaced for almost 30 years, and during this time had been compelled to relocate to multiple locations with varying conditions expressed their relief at being able to return to their places of origin. Similarly, respondents who had rented property while displaced stated that return to their own land would minimise the expenses of paying for a place that was not their own or having to shift houses frequently.

> "I displaced from here in 1990. I displaced to Alavetti, Sanganai and then in 1992 we went to Tellipalai then Vanni and I came again to Varuthalaivilan to sit for exam. Then in 1995 we went to Kilinochchi. In 1998/99 we displaced to Mukkomban in Poonagari" (FV02_18_Returnee).

> "Before (during displacement), we lived in a rented house. It is better if we stay here in a small shelter rather than spend money for rent. That is why we returned to our land… Before we came here I changed houses at least ten times. This is our own land and we don't want to change the house anymore" (FV02_22_Returnee).

The persistence on the part of the respondents from Sampur to return to their own land is characterised by the recognition of the natural resources available to them and the ability to sustain/continue their daily activities.

> "People only returned here to get land without any expectation because this land is good; it has enough water resources, the soil is good and they can do their fishing job" (FV02_05_Government representative).

This is identified as a particularly important contributory factor motivating return, as during the period of displacement many resided in areas not conducive to continuing with traditional livelihood activities such as fishing, or cultivation, and were compelled to find alternate sources of income, often times competing for opportunities with residents of host communities.

Intervention through the PBF funded project to facilitate a sustained return to the recently released lands was timely, for without this assistance, the return may have taken longer. This was recognised by a former UNHCR staff member:

> "As land was released, people returned to their land without expecting anything. Their only objective was to get their own land. But we cannot say that they don't have needs" (FV02_30_UN Representative).

Once the land was released, returnees in Sampur were given LKR 13,000 as cash assistance, and some tools such as spades and knives as land clearance assistance; while in Jaffna returnees were given LKR 1,700 per "parappu"[25] by the Pradeshiya Sabha as land clearance assistance. Returnees were also entitled to LKR 25,000 worth construction material to set up a temporary shelter. Beneficiaries of the PBF funded transitional shelters were given this (LKR 25,000) as cash which they used to complete the transitional shelter or for other resettlement related expenses. This form of assistance was greatly appreciated by beneficiaries as it limited the amount of their own contribution required to complete the transitional shelter.

Reasons for Delayed Return

Safety Concerns – Although return to their original land upon its release was of utmost priority, it was only when individuals physically returned that they were able to ascertain the extent and condition of their lands. Respondents stated that the condition of the land upon return was a shock to them. The overgrown jungle, the flattened houses, and damaged wells meant that even though their land was released, return could not be immediate. Given the general abandonment of the land over time, the land was also inhabited by snakes and wild animals which had to be chased away. These factors combined with the possibility of the existence of UXOs also contributed to delays in return due to concerns of personal safety in their places of origin.

Given the condition of the land upon release and safety concerns, respondents stated that they could not bring their entire families, especially children until the lands had been cleared and some form of structure was in place. Therefore, respondents stated that beneficiaries would travel from their

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[25]One parappu is equivalent to 0.0625 acres

temporary residence to their lands every morning, engage in clearing the land and marking boundaries, and return to their temporary residence at night.

> "People didn't stay permanently in these regions at the beginning of resettlement. They came from camps in the day time and they returned to the camps in the night again" (FV1_12_Implementing agency representative).

Basic Services – Immediately after the land was released, access to water was a key requirement for households who chose to return to their places of origin. However, as the wells and existing water supply connections had been damaged during the period of displacement, returnees had limited access to water. The lack of water supply contributed significantly to the delay in households returning to their places of origin.

In order to facilitate resettlement, the Pradeshiya Sabha in both districts provided water to the returnees via public water tanks which were filled on a daily basis until the common wells were rehabilitated and the formal water systems were in place.

> "Whole families did not return to their land completely because there was no water access. Then Pradeshiya Sabha supplied tanks of water and then they provided well" (FV02_26_Returnee).

Children's Education – One of the main reasons attributed to a delay in physically returning to their original land was the children's education. Respondents stated that they waited until the end of the school year before moving their children to minimise the disruption to their education. In order to be eligible for assistance, in some instances, parents would relocate to the released land and occupy a small area while the transitional shelter was being constructed while the children remained in the displaced location with a family member (such as a grandparent) and continued their education. Parents with young children stated that it was easier to transfer children attending pre-school and thus, these families relocated in entirety as the land was released. Comparatively, families with children studying for their G C E Ordinary or Advanced Level examinations delayed their return due to the lack of 'quality' functioning schools and tuition facilities in the vicinity of the return location. In one location, a respondent stated that the lack of electricity immediately after resettlement meant that she would send her children to her sister's house in the evening so that they could study at night.

> "All are not returned to their land as soon as land was released because of the children's education" (FV02_04_Government representative).

Expansion of Family and Kin - Return to their places of origin after the release of land was complicated by the extension of families over the displacement period due to marriage and/or birth of new members. As a consequence, it was no longer possible for the entire extended family to live together upon return as they required separate housing/shelter. This was especially the case for standard transition shelters which consisted of two rooms. In order to get more than one transitional shelter and latrine assistance, the land would have to be divided among the children with a minimum land area allocated for the placement of the transition shelter, latrine and the permanent house when/ if assistance was provided or built by the returnees themselves.

A significant proportion of respondents in Palali South and Vasavilan East reported having sufficiently large enough plots of land so as to be able to divide the land among the extended families to ensure all who returned immediately were entitled to assistance. Comparatively, respondents from Valalai and Sampur stated that their plots of land were not sufficiently large enough to divide the land. Certain respondents in Sampur stated that they were able to purchase land from others in the village who did not return or who were willing to sell their lands. An interview with the ADS of Muttur indicated that the government had allocated a portion of state land upon which houses were constructed and gifted to a number "new families" belonging to the Sampur GN Division; such distribution or even sale of land was cited as a difficult task in the DS Division of Kopai where most of the land was privately owned.

> "We (the DS office) provided houses to newly married families from camps in land separate of the parents" (FV02_06_Government representative).

> "There is not enough state land to distribute among them (the families returning). We gave land to (some) women headed households who are landless, even though there is not enough land to provide landless people" (FV02_17_Government representative).

Established Livelihoods – Another reason attributed to the delay in return was the lack of established livelihood opportunities in the return locations. Those who had been displaced for over 30 years had already established an income source; comparatively in the resettlement location, income opportunities were scarce and would take time to be established. Limited employment opportunities and return to their places of origin resulted in one respondent reporting a loss of an employment opportunity. As a steady income source is crucial to a sustainable resettlement, some beneficiaries delayed the return to their places of origin.

> "We don't have enough job opportunities it is difficult to get. We cannot get labour wage jobs every day. Because of the (lack of) job some people didn't come here. This is something like 'giving rice without curry'" (FV02_25_ Returnee).
> "My sister missed a chance to get a nursing job because of we resettled here" (FV02_25_Returnee).

The significance of livelihood for the returning population, although not a component of the PBF funded project is discussed in more detail below as a separate indicator, as it contributes towards a sustainable resettlement experience.

Despite numerous issues faced by beneficiaries with regard to return to their original land especially at the beginning, there is an overall sense of satisfaction upon returning to their own land after an extended period of displacement.

> "Even though we face to more issues and difficulties during the beginning of resettlement, we can understand the different between our life at camps and in our native land. We feel more comfort and satisfaction in our native land. Now we feel very happy in our native land" (FV01_10_ Returnee).

6.3 Provision of Assistance: Shelter, Water, and Sanitation

Three of the main physical resettlement assistance components – the provision of water, sanitation and shelter – were part of the PBF funded project were. Although returnees were extremely pleased about the release of their own lands after extended periods of displacement, the condition of their land upon return meant that without immediate resettlement assistance, return to their places of origin may not have occurred as quickly or in a sustainable manner.

The decision to release lands from the demarcated HSZs and SEZ came on the heels of a change in government in 2015. However, in a context where additional funding was not available from the state and many of the non-state actors had withdrawn their presence in the Northern and Eastern Districts, the assistance provided through the PBF funded project ensured that those who decided to return to their own lands after a protracted period of displacement would receive the support necessary for a sustained resettlement.

> "After 30 years in displacement camps, they have this joy when they go back to their own land. I don't think they expected it to happen in their lifetime. Some of these returnees are so appreciative that they have a roof over their head and their own space" (CI_01_UNICEF Colombo).

> "We were the pioneers and the first responders to the emergency need. Not only we were engaged in providing transitional shelters. Our investment was a motivation to the people; without assistance people won't come back to the released lands. When development is interpreted as positive, people started to come back" (FV01_05_UNHCR Field team).

This section will look at each of the following physical resettlement assistance components in more detail as well as consider the corresponding wellbeing aspects of the beneficiaries.

- Transitional shelter
- Water supply
- Latrines

Transitional Shelter

A total of 374 transitional shelters were constructed as part of the PBF funded project (refer section 5.1, Table 4 for details of shelters constructed in specific project locations).

Design – Once the released lands were cleared of the dense vegetation, selected beneficiaries were entitled to transitional shelter assistance implemented by Sevalanka in Jaffna and RDF in Sampur. The structure had two rooms, an estimated lifetime of three years or more, and cost between LKR 140,000 – 150,000. Beneficiary assistance for these shelters consisted of construction materials, labour charges (to hire external labour) and cash (FV01_04_Implementing agency representative; FV01_12_Implementing agency representative).

As the design of the transitional shelter assistance consisted of a foundation, one completed wall and the remaining walls five cement blocks high, beneficiaries were expected to (and they did) use the cash assistance provided as resettlement assistance to complete the transitional shelter. Some beneficiaries even used the material from their temporary shelters in welfare centres to complete or extend the transitional shelter.

The assistance was designed in a manner so as to ensure that selected beneficiaries would not go into debt at the outset of resettlement. As stated by one implementing agency:

> "We gave (assistance) as materials and labour charges for construction. We told them not to take loans, we told 'if you can't do, we will do' (help construct) and give. Don't go and mortgage your jewellery/ Thali" (FV01_04_Implementing agency representative).

Meetings were organised with the beneficiaries to inform them of the extent of assistance, inclusive of the quantity and quality of the material they would receive. Beneficiaries were also given a file documenting all the material assistance they were entitled to, and were expected to sign, accept and use the material accordingly.

New families – Families which had expanded between the time of displacement and return to their places of origin were referred to as new families, and were also eligible for resettlement assistance (as long as they too belonged to the identified vulnerable criteria); provided they were able to acquire land areas which corresponded with the required minimum space necessary to construct a transitional shelter and eventually a permanent house. Land for this purpose was generally acquired by the original land owner (a parent) distributing their land amongst the children, as was the case in many of the return locations. In Palali South in particular, it was stated that since people had owned large parcels of land prior to displacement, dividing the land to their children was not a difficult task. However, in locations such as Sampur or Kopai, due to the limited proportions of land owned, distribution of land was more difficult. This resulted in people having to purchase lands where possible from neighbours or community members who did not intend to return. However, scarcity of land and resources meant that some families were not able to return to their places of origin. According to a KPI, a certain portion of land had been allocated for 'new families' on state land in Sampur.

Commitment to remain in the places of origin – In addition to the vulnerability criteria identified for receipt of assistance, one of the other requirements expected of the beneficiaries was a commitment to return permanently to their places of origin after the construction was complete. To this end, certain beneficiaries stated having to give written confirmation of their commitment to return.

> "Before they provided transitional shelter we had meeting by UNHCR and Sevalanka. In that meeting, they said that we only provide shelter to the people who are going stay here continually and they requested a letter as declared those things. After that they provided. They said if we couldn't stay here continually or we didn't build the shelter within the time period that they gave then we have to return the money to them" (FV02_24_ Returnee).

A permanent structure in their places of origin provided a sense of security, which allowed families to return with children whom they had left behind in the displacement location while the construction of the transitional shelter was ongoing. When beneficiaries of transitional shelters later received permanent housing assistance, they used the transitional shelters to securely store the material needed for the house construction.

Challenges – One of the challenges identified by the implementing partners in the provision of transitional shelters was the delay in beginning the construction. This resulted in the project starting during the monsoon season which contributed to further delays in project completion. A shortage of

sand for construction purposes in the Northern Province also contributed to the rising cost of material and subsequent delays.

A challenge experienced from the perspective of the beneficiaries who also later received permanent housing assistance was the lack of information on when or how soon they would receive permanent housing. As a consequence, beneficiaries had contributed their own finances to convert their transitional shelters into permanent housing structures when they received notice after about three months that they would also receive permanent housing assistance. Since the housing assistance functioned on a re-imbursement model, certain beneficiaries were found to be struggling to complete the construction of the permanent houses within the allotted time frame. While beneficiaries were grateful to the state for providing permanent housing assistance, better coordination and communication between state, non-state actors and beneficiaries with regard to the provision/roll-out of resettlement assistance would have increased the beneficiaries' capacity to make informed decisions.

Water Supply

Access to water was a key concern for all returning families and a primary need for both drinking and supporting cultivation activities. Upon release of land, returnees found that their wells had been damaged and closed, and since the houses with water connections prior to displacement had been either been demolished or severely damaged, the water lines were damaged too. Lack of or limited water supply had also affected the construction of shelters and latrines. Thus assistance to restore water supply was a priority need to facilitate resettlement of returning families.

Meeting immediate water needs – In all the locations visited, respondents stated that access to water was one of their biggest needs/requirements upon return. Responding to this need, the local Pradeshiya Sabha as an implementing partner of UNICEF provided water through tanks located in common locations within the village which were filled daily via bowsers. This was a short term solution to meet the immediate needs of the returning population but was not a sustainable one. In addition, the water provided was not always adequate or distributed evenly amongst the returnees. This lack of access to water was a contributory factor for the delay in the return to their places of origin.

A beneficiary in Vasavilan East highlighted the importance of water, not just for daily usage but also for the construction of infrastructure such as toilets in the released land areas. This beneficiary went on to describe the various channels through which water was accessed immediately after land was released; first by the Pradeshiya Sabha and then via a well formerly used by the army.

> "As we return here our first need was water. We faced more difficulty to get water to build the toilet. Then Pradeshiya Sabha supplied tank water and there was a well that was used by the army so we got water from that well. Pradeshiya Sabha supplied 500 litres of water for 3 houses" (FV02_22_Returnee).

Certain respondents stated that water supply through the Pradeshiya Sabha's common tanks was only supplied some months after they returned. This delay was perceived by beneficiaries to have affected their resettlement experience and left them having to resort to alternate solutions.

Rehabilitation of wells – A more sustainable approach to the provision of water was the rehabilitation of damaged wells. This involved cleaning the wells of possible UXOs and animal carcasses, in addition

to locating and renovating pre-existing wells damaged during the displacement period. For this purpose, the implementing partners reported that the Navy in Sampur provided their assistance in the form of skilled labour. In addition to the local implementing partners, other non-state actors had also provided assistance towards well renovation in the target locations which were also appreciated by beneficiaries. It was the perception of one of the implementing partners that helping the beneficiaries clean the wells and accessing regular water supply was extremely useful as the high cost involved with renovating the wells could not have been afforded by the returnees.

> "All wells had to be cleaned and it cost approximately LKR 100,000 (per well), but it is too expensive for those people" (FV01_11_Implementing agency representative).

Once the wells were renovated and cleaned, the Public Health Inspector (PHI) would test the water quality to ensure the water was safe for drinking. In the one instance of an animal's carcass being found in the well during the cleaning process, the beneficiary was advised not to use the well as it had been permanently contaminated. Project staff also stated that educating the community about purification of drinking water was a component of the hygiene promotion intervention led by UNICEF (CI_01_UNICEF Colombo).

In Sampur, UNICEF worked together with the NWSDB to provide and restore water supply connections through pipelines for beneficiaries. However, at the time of writing the report, only half of the village on one side of the road had access to pipe borne water, while the other half relied on access to water from wells or from neighbours. An interview with the NWSDB revealed that infrastructure was needed and the existing road had to be dug in order to supply water for residents on the other side of the road.

Latrines

The project supported the construction of 442 latrines, of which 300 were constructed by UNICEF and 142 by UNHCR (refer section 5.1, Table 4 for details of latrines constructed in specific project locations).

The provision of latrines to beneficiaries was more than a physical, sanitation structure. According to project staff during a KPI, access to latrines "gave them (returnees) a sense of dignity and provided psycho-social benefits" (CI_01_UNICEF Colombo). This was especially the case for beneficiaries returning to their original lands after having resided in numerous welfare centres where women and young girls experienced a lack of privacy and safety concerns when sharing common latrines. The provision of latrines also contributed to the safety and hygiene of beneficiaries who returned to their original land immediately after the land was released as their alternative was to use the uncleared/jungle areas, risking encounters with wild animals and snakes.

Variation in the outward appearance of the latrines was visible in terms of the roofing structure, where some had metal roofs and others had a concrete slab. Once the basic structure was completed, implementers left the finishing components such as roofing and plastering an option for the beneficiaries with the intention of creating a sense of ownership.

The review observed a few irregularities in the provision of latrines to the first wave of returnees and the 'delayed' returnees. While respondents who returned immediately after their land was released were eligible for latrine assistance, respondents who delayed their return stated that they did not receive latrine assistance. These 'delayed' returnees however were eligible for permanent housing

assistance immediately after their return. The complaint from these respondents' perspective was that since they had not received latrines, they would have to use the limited housing assistance towards the construction of a latrine and pit, thus increasing their financial contribution towards completing the construction of the house. Since immediate return to their original lands was not possible for everyone, due to various reasons discussed earlier, certain respondents felt unfairly discriminated against in the distribution of assistance.

The contribution of labour by the Navy in Sampur towards the construction of latrine pits was welcomed by the implementing agency as reducing the labour costs in turn allowed them the opportunity to construct ten extra latrines.

> "When we started Navy also worked. We didn't pay labour cost to navy. We did internal work. So we did more toilets (10 extra) with the remaining funds" (FV02_06_Government Representative).

This contribution of labour by the Navy however, was not recognised or highlighted by the beneficiaries during the stakeholder mapping exercises.

Challenges – One of the challenges implementers experienced in the provision of latrines was the increased cost associated with excavating the pit due to the unexpectedly rocky terrain. This contributed to an overall delay in the construction timeline as well as increased the cost of individual latrines from the estimate.

> "For the pit excavation the allocation was LKR 15,000 but it went up to LKR 25,000 - 30,000 because the land was rocky and this would add to the cost. Also people did not prefer to use the stones that they got from excavating for the foundation of their construction process (for shelter)" (FV01_04_Implementing Agency Representative).

A delay in the project start date coincided with the monsoon season which contributed to further delay. This too contributed to increased financial costs as implementers had to spend additional funds to clean the pits dug as they would fill with rain water. A shortage of water for construction purposes was also noted to hinder the implementers delivery/completion schedule.

These identified delays in the completion of latrines were contributory factors for beneficiaries to delay their physical return to their places of origin. Until the construction of latrines was completed, beneficiaries were reluctant to relocate their entire families from their displacement locations; whereas according to the programme staff, they were reluctant/unable to provide the services prior to the confirmed return of the beneficiaries especially given the discrepancy between those who registered to return and physical returnees.

> "In the North implementation was much trickier. For people to return, they wanted to see services and for us to provide services, we wanted to see people. It was a chicken and egg situation" (CI_01_UNICEF Colombo).

The provision of common latrines in the return locations was also challenging for project staff, especially in Jaffna district as there was limited public land upon which to construct a common latrine. According to project staff, together with Sri Lanka Red Cross (SLRC), they were able to provide six latrines in Tellipalai and three in Kopai for the returning population. These common latrines however,

were not without their own challenges for beneficiaries; women felt uncomfortable and shy in sharing the facilities with strangers, especially in the presence of men.

Differences in the beneficiary selection criteria between the two contracted UN agencies and challenges in coordination, resulted in instances of uneven distribution of latrines and transitional shelters with some beneficiaries only receiving one or the other. Such beneficiaries were found to have delayed their return to the places of origin due to difficulties in occupying their land either without shelter or latrines. Based on responses from field staff it was clarified that once the discrepancies were identified, the agencies worked together to address the mis-match and prevent such occurrences in the future. During field data collection in Jaffna, the research team observed approximately 10 plots of land with latrines but without shelter. The implementation agencies attributed this to coordination issues linked to the decision by all resettlement assistance providers to halt the provision of transitional shelters due to the government's intention to provide permanent houses.[26]

Overall, beneficiaries were pleased to have received assistance in the form of transitional shelters, water supply, and latrines, and indicated as such with their gratitude towards the implementing agencies and the funders apparent. Such sentiments were expressed especially by people who had lived in welfare centres, and people who were living in rudimentary structures before transitional shelter was provided.

> "We were very happy when they announced they are going to provide temporary shelter for us. We got all the things we need." (FV02_25_Returnee).

> "The year before they provided this (temporary) shelter to us. We stayed in a shed in the camp. Here also we stayed in the same kind of shed before receive the temporary shelter. I would like to thank UNHCR for temporary shelter and to UNICEF for the toilet. When we came here we hadn't toilet facility." (FV02_09_Returnee).

One beneficiary even went as far as to recommend the transitional shelter model be replicated in other resettlement locations as it allowed beneficiaries to reside in their places of origin until a more permanent structure was constructed.

> "Currently in Muhamalai they are providing the shelters by using just the thatched roof. It is so difficult to live in that temporary shelter. So comparing with that kind of shelter we have got better one. Others should get like this one" (FV02_16_Returnee).

6.4 Access to Services

While essential basic facilities of shelter, water, and latrines, provided through the project enabled resettlement, availability of the following services in the resettled locations not under the purview of the project were also assessed with regard to how they contributed towards the beneficiaries' resettlement experience and their overall wellbeing in the places of origin. As indicated in interviews with key persons and beneficiaries during the primary data collection, limited access to services in the places of origin was a key factor that contributed to delays in returning from the displaced locations

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[26]The provision of 65,000 houses to households displaced as a result of the war was meant to begin in January 2016 but is still to commence.

(FV02_11_Government representative). The respondents' point of reference compared their present access to services after return to their places or origin with the period prior to displacement or during displacement.

The services assessed were:

- Healthcare
- Education
- Transport
- Electricity

Access to these services in particular were highlighted during the FGDs as impacting markedly on the beneficiaries lives after resettlement.

Healthcare

Proximity – In accessing healthcare facilities, beneficiaries located in GN Divisions closer to the Tellipalai Base hospital were generally more satisfied than beneficiaries located further away, as they were able to access the hospital with ease. The base hospital also had the capacity to deal with more serious healthcare issues which contributed to the beneficiaries' sense of satisfaction.

In Sampur, respondents stated that prior to displacement they only had access to a small health facility in the vicinity of the village and they would have to travel to Muttur which is the nearest town for more serious issues. Since returning to their places of origin after displacement, returnees continue to use the hospital in Muttur. As part of the project, UNICEF has contributed towards the equipping of a new health facility which is in the process of being constructed inside the village which the beneficiaries were pleased about and looking forward to.

Accessibility – Comparatively, respondents in the GN Divisions of Valalai and Vasavilan East stated that accessing healthcare services was a challenge to them after returning to their places of origin. The main challenge was attributed to the distance to the closest hospital located in Achchuveli, Tellipalai and Jaffna town and the corresponding condition of the roads used to access these hospitals. Returnees to Vasavilan East further stated that although a shorter route to access the hospitals and the town existed it was currently inaccessible as the road goes through the military camp, resulting in residents having to travel an additional 20KMs on an alternate route.

Accessibility is further challenged by the lack of a regular or frequent public transport service, resulting in residents having to hire private transport, incurring further expenses. Respondents compared accessibility after return with their ability to access healthcare facilities during the displacement period where the respondents had been located closer to townships or city centres.

> "We don't have bus. We spend LKR 300 to get three-wheeler. Night traveling is hard. We had bus facilities before displacement. It took fifteen minutes to go to Tellipalai hospital before. Now it takes than 45 minutes" (FV02_25_Returnee).

> "When we consider facility of hospital, there is a hospital in Tellipalai, Achchuveli and Jaffna. We travel by cycle to the hospital. Before, we stayed in a place that was close to the hospital. In hospitals doctors treat us very well" (FV02_25_ Returnee).

Although mobile clinics were initially conceptualised as part of the project outputs, due to cost and other practicalities such as coordination challenges with the Ministry of Health, this did not materialise. Mother's groups supported by the project were observed to be functioning in Sampur, although participation was limited to women with infant children. As a consequence, some of the respondents we spoke to in other locations were not completely aware of the existence or functions of this group, which could be attributed to the women we spoke to having older children.

Education

Although education was not a project output, as discussed earlier, children's education was a key factor that contributed to the respondent's decision to return to their places of origin. This is due to the attribution of education as a means of upward social mobility. The provision of education related services in the return locations contributed to the respondents' perception of the state's commitment towards return and resettlement. Therefore, the establishment of education related services should be given due consideration when designing return assistance for IDPs to ensure a sustainable outcome.

Families with school going children who had physically returned to their places of origin immediately after land was released reported a lack of transport facilities to the nearest school as one of the key challenges their children experienced. In Sampur, as the land where the school was located was only released in the second wave, children who had returned to their places of origin in the first wave were compelled to travel to the neighbouring village for their education.

Families with school going children were reluctant to return to their places of origin especially when they were in close proximity of 'good' schools and tuition facilities in their displacement locations as such facilities were not immediately available in the vicinity of the places of origin. Respondents with children in higher grades or due to sit for national examinations stated their reluctance to disrupt their children's education mid-way through the school year which also contributed to the delayed return to the places of origin. Efforts to minimise disruption to children's education was reported in both Districts where the project was implemented.

> "Families with students who were enrolled in town schools in Trincomalee did not return immediately after their land was released in order to minimise the disruption to their children's education (CI_03_Academic).

Accessibility – Families who did return in locations such as Palai Veemankamam South, and Varuthalaivillan found that the primary and secondary schools in the vicinity were not yet operational, resulting in the children having to travel far to access school. Accessing public transport was also a challenge for these students as the bus service would only start at 7.30AM resulting in students being unable to attend school on time.[27] In addition, the students spoken to during a FGD in Varuthalaivilan stated that due to the current condition of the road, when it rained they were unable to attend school as the road became impassable.

Discrimination – Return to their places of origin also contributed positively towards children's education and their social wellbeing, especially for families who resided in welfare centres during displacement. Respondents reported incidents where their children were referred to as "camp boy"

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[27]Schools begin at 7.30AM in Sri Lanka

or "camp girl" when attending school while in displacement; as a consequence of the discrimination experienced some children had even dropped out of school (FV01_08_Returnee; FV01_05_UNHCR Field team). Therefore, some of the younger respondents welcomed the move out of welfare centres to a place of their own. Some respondents also felt their children were discriminated against with regard to accessing education when in displacement, as their children were only allowed to attend school after 3PM in the host location. However, research studies on emergency education in Sri Lanka during the armed conflict reveal that conducting double shifts in schools to accommodate children of host and displaced communities was necessary to ensure non-disruption to children's school education during displacement.[28]

Transport

Communities returning to their places of origin identified access to transport as a key requirement as it facilitated their mobility and access to other services. To this end, two main elements were highlighted:

- Public transportation services
- Internal road conditions

In Varuthalaivilan, Kopai, and Palai Veemankamam South in particular, there is a shortage of public transportation. Further it is reported that the current bus schedule is not suitable for children to attend school. As a result, the residents of these locations have had to resort to arranging their own private transportation facilities.

> "Here there is lack of bus services. …. Now we have arranged a small lorry for school service ourselves. We have complained about lack of transportation, but they didn't make any action" (FV01_10_ Returnee).

Respondents also attributed the lack of transport facilities to the condition of the road, stating that buses were reluctant to travel on the internal roads. As a consequence, respondents in locations such as Valalai and Vasavilan East reported having to walk approximately 2-3KMs to the main road to catch a bus. One respondent even went as far as attributing the condition of the road to his inability to use a cycle tyre for longer than a year. Transport at night in the event of an emergency is also identified as a cause for concern given the lack of electricity and transport facilities in their places of origin. Respondents are thus compelled to rely on private transport alternatives which are an additional financial burden they must bear.

The condition of the internal roads was also reported to have affected respondents returning to their places of origin with regard to the additional costs borne for transporting construction material. This factor was even recognised by an implementing agency with regard to the higher transport costs associated with delivery of materials for beneficiaries located away from the main road.

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[28]Uyangoda D. (2013), Education in Emergencies in Sri Lanka 2001 – 2010, Lessons Learned, Save the Children, Norway.

Electricity

A number of respondents stated that they had electricity supply prior to displacement but reconnections after return to their places of origin was not immediate and took time. Given the dense forestation surrounding the places of origin and the sparse population, the lack of electricity when land was released contributed towards concerns for safety and a subsequent delay in returning immediately after the land was released.

Safety – The prevalence of snakes and other animals also meant that beneficiaries were reluctant to remain overnight in their places of origin while the shelter and latrine was being constructed as there was no common illumination/street lights. It was also perceived that street lighting would ensure more secure movement for women travelling after dark either when returning home after work or going to the shops.

> "Electricity Board (CEB) should provide street light because, it will protect the women who are going for jobs. They can go to the shops in the night" (FV02_20_ Returnee).

Impact on children's education – The lack of electricity was also perceived to hamper children's education. One respondent, who had returned to the place of origin after the transitional shelter was completed, stated that she was able to send her children to her sister's house in the evenings where there was electricity in order to facilitate the children's learning. However, this was not a possibility for all beneficiaries who would have to wait to re-obtain electricity connections upon return to their places of origin.

> "Once I received the transitional shelter I changed my children's school. We didn't get electricity connection yet so I send my children to my sister's home to study in the night. My sister got electricity by got a loan" (FV02_22_ Returnee).

Overall, it can be concluded that access to services such as electricity, transportation, education, and healthcare each contribute towards the sustainability of the resettlement experience. Although the immediate needs of shelter and sanitation were met as soon as beneficiaries physically returned to their places of origin, their overall resettlement experience after return was challenged due to limited access to services as well as the timing (delay) of the provision of these services. The returnees' experiences in turn impact their perception of the state and other services providers with regard to the commitment and responsiveness to their needs.

6.5 Protection Needs

The assessment of protection needs of beneficiaries returning to their places of origin were informed by the IASC framework on Durable Solutions for Internally Displaced Persons (2010). To this end, the review captured the protection needs of returnees with regard to physical safety as well as perceptions of safety at the point of return and after return.

Protection needs were assessed with regard to:

- Mine risk education
- Military presence

- Specific needs of vulnerable groups – women, children, elderly, and disabled persons

Mine Risk Education (MRE)

MRE was conducted for the residents in welfare centres by UNICEFs implementing partner SOND prior to their return to the released land as well as after their return. The MRE entailed identification of UXO devices and contact details of relevant authorities to be reached for removal of devices found. In Valalai for example, beneficiaries stated that they had participated in "awareness meetings" organised upon return to their places of origin which helped them identify UXOs. During the visits to the sites for data collection, it was possible to observe information banners listing the name of the organisation and the number to contact in the event of finding a UXO.

Although a 'low mine risk' certificate was issued when land was released, it is reported that a number of residents had hesitated to return to their places of return on account of concern for their physical safety. Slower return to their places of origin was reported in Tellipalai where incidents of UXOs was the highest. KPIs also stated that residents were unwilling to engage in cleaning damaged wells due to UXOs being found inside.

Reporting incidents of UXOs – Conversations with GNs revealed that people generally called the officers from the MRE programmes or the GN officer, and only if the community was unable to get through to them, would they contact the military or police. Hesitation to report incidents of UXOs is attributed to concerns that it could lead to re-displacement. However, after a series of awareness campaigns and 'trust building exercises' the reportage of UXOs was seen to increase significantly (CI_01_UNICEF Colombo). This was also attributed by the UNICEF project staff in part to the Sri Lankan Army's speedy/ efficient removal of UXOs reported. Compared to respondents from Jaffna, certain respondents in Sampur were of the view that since their land had been occupied by the Navy, there was less likelihood of UXOs to be found.

Military Presence

Proximity of camps to the village – Military camps being located in close proximity to the released land was reported as a cause for concern for households at the outset of resettlement. However, as there have not been any untoward incidents reported since the return to their places of origin, respondents stated that they were generally unaffected by the military presence.

In return locations such as Palali South and Vasavilan East, respondents indicated that they were initially very concerned by the military presence, particularly since the military camp occupied (and continues to occupy) a significant proportion of the villages making them feel surrounded. Therefore, as land was released in Palali South in particular, only ten families returned to clear their lands; families with young children or female led households were reluctant to return immediately after the land was released. Thus, in Palali South it was reported that it took almost one year for the families to fully resettle after the land was released (FV02_13_ Government representative).

Fear of the military was also compounded by the lack of electricity connections for households upon return, resulting in self-imposed restrictions on movement among the community after dark.

> "We were afraid when we returned here because of the army. But now we don't have any fear of them. In the start we didn't have electricity facility. When the vehicles were going here and there in the night we really got afraid on that" (FV02_19_ Returnee).

Trust building - In the time elapsed since return to their places of origin, respondents stated that "We don't have a problem with army but we have a little fear about them still" (FV02_16_ Returnee). An initiative by a community member with regard to the military presence to ensure community safety and a boundary between the military and the residence areas is highlighted in an incident where a military officer came into the village at night to borrow a bicycle and the respondent was able to convince the officer not to come into the village at night in order to minimise the fear toward the military. This has ensured a cordial relationship between the community and the military in the locality.

> "One day an army person came to our village to get a cycle, then I said to him: don't come in the night otherwise people get fear on you, then he agreed and said I will not come here after. Then they didn't visit our village" (FV02_24_ Returnee).

Recognising the returning populations concerns were mainly related to the military presence close to the village, the project organised military officers from the camps to have meetings with the returnees and the returnees were encouraged to report any issues related to the military.[29]

Vulnerable Groups

The elderly, persons with disabilities, women headed households, and children are particularly vulnerable groups who would have specific and unique needs in a resettlement context. In selecting beneficiaries for resettlement assistance, families which were most vulnerable were prioritised and this in turn contributed toward their protection needs.

Women headed households and girls – The project's beneficiary selection criteria prioritised women headed households as well as families with higher female composition. To this end, of the 374 families selected for shelter assistance, 75 were women headed households. The provision of transitional shelter and latrine assistance in the places of origin ensured an element of protection from external elements as well as an increased level of privacy and security as compared to shared latrines used in welfare centres during displacement.

An aspect that was particularly appreciated by this group of beneficiaries was that the provision of assistance included both material and labour wages for the construction of transitional shelter and latrines. This allowed them the opportunity to continue to engage in livelihood activities while the construction was ongoing, ensuring a smooth transition to the resettlement location. This model contrasts distinctively with permanent housing assistance provided in the past where beneficiaries were expected to contribute their own labour towards the construction to minimise the labour costs incurred which negatively impacted the beneficiaries' stream of income.[30]

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[29]UNHCR (2015) Durable Solutions for internally displaced persons in Jaffna District (Internal Report)

[30] Based on previous studies carried out by CEPA: Gunasekara, V., Najab, N., & Munas, M. (2015). *No Silver Bullet.* Colombo: Centre for Poverty Analysis (CEPA); Romeshun, K., Gunasekara, V., & Munas, M. (2014). *Life and Debt.* Colombo: Centre for Poverty Analysis (CEPA).

Elderly – In the provision of transitional shelter and/or latrine assistance, older returnees living by themselves were not prioritised as recipients of assistance. Rather, they were encouraged to move in with their children to be eligible for resettlement assistance. This criterion was also adopted in the provision of permanent housing assistance with the intention of ensuring that beneficiaries would be able to provide for themselves in the long term with regard to their physical and social wellbeing (FV02_06_Government representative). The project did allow a level of flexibility in its allocation of transitional shelter and latrine assistance in special circumstances such as in the case of an elderly household without children. This ensured that particularly vulnerable persons were not at a disadvantage due to a rigidity system.

Persons with disabilities – Households with disabled members were provided consideration in the design of latrine assistance, where the standard construction plan was modified to account for a ramp and a wider doorway to ensure ease of use. However, during the field data collection process, the team did not encounter a significant number of reports of persons with disabilities resulting from the armed conflict.

Overall/General Safety Concerns

Respondents indicated that since the released land had been abandoned over an extended period of time, when clearing the land, they encountered snakes, scorpions and wild boars which contributed to their physical safety concerns. As a result, respondents stated that they would engage in clearing the land in the morning but return to their displacement locations at night. In one instance, a responded stated that they had initially only partially completed the walls of their shelter, but after a snake came inside they contributed their own funds to complete the wall to protect themselves from such future incidents (FV02_27_ Returnee).

A few incidents of stolen construction material were reported by respondents which was attributed to the material being stored in a common location and without surveillance during the nights when everyone would return to their displacement locations while the transitional shelters were being constructed. Although one such incident had been reported to the police, it had not been resolved. The lack of street lighting in public spaces was also highlighted as a cause for concern immediately after return prior to the provision of electricity connections.

6.6 Legal Assistance

As part of its monitoring component, UNHCR played a role in assisting returning families with regard to legal documentation. Since beneficiaries were only eligible for assistance if they had a proof of ownership, deeds or permits were an essential component for potential beneficiaries. Issues related to legal documents were more prevalent in the Jaffna district due to the extended period of displacement and the conditions under which displacement occurred.

In issues related to determining land boundaries, returnees had either sought assistance from the government or an independent third party such as a community mediation board. Accepting the difficulties in identifying land boundaries, beneficiaries were reported to have often sought to resolve these issues by themselves. Challenges in identifying land boundaries were attributed to identifiable landmarks having been either destroyed or damaged during the displacement period.

Some families experienced trouble establishing ownership of land as the ownership rested with members of the previous generations of their family, and documents did not indicate the transfer of ownership that had taken place during the period of displacement. In such cases, assistance was sought from the Legal Aid Commission, the Kachcheri or the DS office to issue new deeds or amendments.

> "(Residents in) Varuthalaivilan had land issues such as no deed, or no ownership to the land. Because the first generation owned the land and when returning, the second generation faced difficulties in land ownership. Legal aid commission, the DS and the Land Kachchery has given permits and then only people could get the shelter in that case" (FV01_04_Implementing agency representative).

Due to the condition of armed conflict that was prevalent at the time, many of the people took their deeds with them when they were being displaced. In Valalai in particular, it was reported that some families whose deeds were damaged during displacement had written down the number so that when the release of land was announced they were able to register their lands almost instantly (FV01_07_Government representative).

With regard to personal identification documents i.e. birth certificates and national identity cards etc., respondents stated that as the government had organised mobile services while in displacement, they did not need to get new documents. Therefore, from the data that was collected, issues concerning deeds and other legal documents were not highlighted.

6.7 Livelihood

Although the provision of livelihood assistance was not part of the project, it is an element highlighted in both the project documents and repeatedly by the respondents themselves as a key factor/need that is necessary to ensure the sustainability of the resettlement process. Beneficiaries' responses reflected comparisons of their livelihood activities prior to displacement, during displacement and after return to their places of origin.

Respondents indicated that prior to displacement they engaged primarily in agricultural and fishing related activities and were able to sustain themselves and their families. When displacement occurred they were unable to engage in the same economic activities due to limited opportunities in the host locations. As such, they were compelled to seek alternative employment opportunities and skills mainly as wage labourers, masons or carpenters. As stated by a respondent from Palali South during a FGD:

> "Before war, our livelihood was agriculture only. But after we displaced to other places, we did any work what we got" (FV02_16_ Returnee).

Return to their places of origin therefore, was about more than claiming their land, but it was also about a sense of reclaiming their social identities which they lost during the displacement period. In locations such as Sampur and Palali South, although respondents were grateful to have returned to their lands and the assistance they had received, the non-release of agricultural land meant that they were compelled once more to seek alternative livelihood opportunities. It was the perception of one

of the respondents that if their agricultural land was released, they would be in a better position to sustain themselves.

> "Our earlier employment was agriculture and labouring at the Cement factory in the 1990s. But when we lived in camps, we could only find some menial forms of labour. We came back to our native village after thirty years and it was very difficult for us to find any suitable employment" (FV01_08_ Returnee).

> "They facing difficulties to find the jobs even labour wage jobs. Fishing is not functioning well too. Paddy field of the people is still occupied by army" (FV02_04_Goverment representative).

Respondents also highlighted the lack of employment opportunities available in the return location as the released areas are still in need of development and markets. In such a context, where access to major services were found to be substandard or lacking, the incentive to return and resettle can diminish substantially, affecting the sustained resettlement objective of the project. To this end, there were a number of examples of respondents stating that one of the reasons for delay in returning to their original location was the limited opportunities available in the return location as well as the distance from the displacement location where respondents already had an established income source.

In the period since this project was initiated, a number of state and non-state livelihood initiatives have been implemented. While there are a few positive examples such as a woman who received a sewing machine which she used to expand her business/economic activity, the level of success of livelihood initiatives has come into question. This is underlined by the continued high prevalence of requests for livelihood assistance in the project locations.

From the point of view of some of the government officials, there appears to be some frustration with regard to the provision of livelihood opportunities. One government official in Trincomalee was of the opinion that there was a problem with the attitude of the people and that the people expected the government to do everything for them. His contention was that despite the state's attempts to kick start livelihood support programmes and training seminars, these opportunities have not been taken-up by the people.

> "We are trying to provide the same livelihood facilities to the people. Government provided LKR 100,000 worth of livelihood for 85 families. We (Pradeshiya Sabha) provided some livelihood to people who are doing paddy cultivation and fishing. Eastern Province Resettlement Ministry also provided some livelihood assistance. People have vocational training to improve their livelihood but, they didn't come to get proper training. We also built a handloom centre for the people. To work in that centre we selected 20 people to give the training by the government but they didn't come continuously; then only 5 people had finished their training" (FV2_08_Government representative).

The AGA of Trincomalee too reiterated that despite several initiatives introduced by the government to support livelihoods, returnees typically show a lack of interest of availing these opportunities. Amongst the measures introduced are a handloom centre, self-employment development programmes, and an ex-combatant training. He attributed the low participation rate in these

initiatives due to their attitudes of dependency and complacency on the side of the recipient (FV02_08_ Government representative).

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

7. Theory of Change

The Theory of Change of the project is described briefly in the project planning documents as follows:

If the UN partners with the government to enable the most vulnerable IDP families including the female headed households to access shelter and basic services, with security of tenure, based on a voluntary and consultative basis, this will enable the immediate return of IDPs to their original land. Then, the trust and confidence in the overall process of land release and resettlement will be reinforced amongst the minority communities (living in Sri Lanka as well as those who are taking refuge externally) and their political representatives at the provincial level. This will reinforce confidence in the ability of the national government to deliver on core grievances while moving towards a sustainable and long terms peace (IRF Project Document, June 2015).

In order to understand the extent to which the project's outcomes support the Theory of Change, it has been broken down into key points at which the data is generated through the review for outcome assessment. The key inputs at each step is described together with the returnees' experience and their perception of the resettlement experience.

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1. Land release – by the GoSL

Key contribution by project:

- Liaising with DS offices to identify communities and services required for resettlement
- Access to communities identified as in need of immediate resettlement assistance

Outcome:

- Project is recognised by the state and beneficiary community as a state affiliated mechanism for resettlement assistance

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2. Pre-requisites for resettlement

Key contribution by the project:

- Discussion with registered communities on willingness to resettle
- Assistance to establish legal ownership or recognition or provisional ownership documentation
- 'Go and see visits' in selected sites
- Provision of information on assistance entitled to through the project
- MRE prior to resettlement
- Financial assistance for selected families for preliminary activities related to resettlement

Outcomes:

- Establishing voluntariness of resettlement
- Establish legal entitlement to resettlement
- Land is cleared for constructing transitional shelters and latrines

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3. Direct service provision by the project

Key contribution by the project

- Interactions related to implementation with selected beneficiary communities and implementing partners on specificities of the intervention
- Provision of financial and material assistance for transitional shelter and latrines
- Equipping health centres in the resettled areas
- Construction of the 'gramodya' centre
- Continuous MRE
- Water supply
- FGDs for protection monitoring
- Interactions for planning and monitoring with implementing partners

Outcomes:

- Safe place for selected beneficiaries to call home in their own land
- Access to water and sanitation facilities
- Identification and reporting of UXOs
- Beneficiaries experienced a sense of immediate resettlement needs being met

Emerging perceptions related to this stage:

Closest interaction of the community and their perceptions on responsiveness towards their needs was through the implementing agencies, local NGOs, and the Pradeshiya Sabha as discussed in all FGDs.

UNICEF and UNHCR as support agencies were recognised by the local partner organisations. But only recognised by the community in three of the five FGDs.

The Central government was recognised for the release of land but not necessarily as a provider of immediate resettlement assistance; rather it was attributed to the local government representatives such as the Pradeshiya Sabha, DS, and GS.

Up unto this stage, the project inputs directly contributing to the Theory of Change are upheld by evidence generated through the review. However, this did not extend to the level of trust building with the state to the extent that is implied in the stated Theory of Change. For example, they recognised the implementing partners as responsive to their immediate family-based resettlement needs specifically shelter and latrines. Recognition of the state at a national level emerged strongly with regard to the release of land and as a provider of infrastructure such as clearance of roads and supply of water and electricity. To this end, the presence of the Pradeshiya Sabha was associated strongly with the infrastructure based needs.

This context is observed to change with resettled communities' experiences of accessing key services that defines the quality of their living in their places of origin, after resettlement. This is illustrated in the following box (4) below:

4. **Access to essential services* (provided by non-project agencies)**
*access to other services for their daily functioning and participation in socio-economic activities in their life, identified by the respondents as impacting the resettlement experience.

- Education
- Healthcare
- Electricity
- Road and transport
- Livelihoods

Inputs by the project:

Except for healthcare, the project was not involved in providing the above services. Some of the needs such as livelihoods recurrently emerged in implementing/commissioning agencies interactions with the communities. The evaluation did not generate any data on the project systematically sharing information on these needs with other state or non-state service providers to have these needs addressed.

Outcomes (experiences are diverse across communities and are listed in summary below and are indicative of challenges communities experienced due to gaps in accessibility to services):

Education e.g.–
In some resettled locations not all schools were opened; some schools were under resourced; access to schools was hampered by poor transport.

Healthcare e.g. –
Living close to the Thellipillai Base Hospital in Jaffna, which was fully equipped, increased peoples' sense of emotional security of having access for their health needs to be addressed. In other areas in Jaffna, poor road and transport conditions impeded communities' ability to access health services.

Electricity e.g. –
Lack of coverage of electricity supply reduced peoples sense of safety and security in resettled areas in the nights. The lack of electricity was also seen as a factor that affected children's education.

Road and transport e.g. –
Although the main roads are motorable, the interior roads are not conducive to transport, this affects reliable transport services. Accessibility of above mentioned services are affected by poor road conditions.

Livelihoods e.g. –
This emerged as a crucial need not effectively addressed. People felt deprived of livelihood opportunities, but they did not interpret this as resulting from ethnic or war-related discrimination. The community felt that it was the responsibility of the state to provide sufficient economic opportunities subsequent to resettlement.

The challenges the resettled communities faced after resettlement has given rise to perceptions that their key needs were not adequately responded to. This is illustrated in communities' comments, as

shared in Section 6.4. The people were trying to face issues of service accessibility at an individual level. They recognised the State as the main service provider although the mechanism of service provision was slow and ineffective. Thereby, the challenges experienced in their resettlement experiences emerged to undermine the trust the communities had in the state as being accountable to people especially resulting from war related displacement. As such, although the direct project assistance to provide transitional shelter and latrines generated positive perceptions of local government and implementing agencies' responsiveness to immediate resettlement needs, this was undermined by communities' experiences of accessing key services.

This disparity across stages of their resettlement experience underlines the complexities of trust building with the State, particularly in post conflict settings. Trust building is complex and is not dependent on a single factor, a core aspect that is highlighted in the discourse on peacebuilding; OECD (2010, quoting DFID, 2009) reiterates that '…these processes take place in extraordinarily complex environments, in which every activity (whether labelled state-building or peace-building) will potentially impact peace, stability and the relationship between the state and the society". This is also clearly reflected in the parameters of peace building and state-building, as stated in the Dili Declaration on peace-building and state-building, made at Dili, Timor-Leste, 9 – 10 April, 2010.[31] The declaration defines goals of peace-building and state-building within a broad range of factors that affect communities lives, which includes inclusive political settlements and process, establishing basic safety and security, achieving peaceful resolution of conflicts and access to justice, developing effective and accountable government institutions to facilitate service delivery, creating foundations for inclusive economic development and sustainable livelihoods, developing social capacities for reconciliation and co-existence, and fostering regional stability and cooperation.

In comparison to this, the Theory of Change adopted by the project is linear, expecting a direct outcome of communities' trust building with the state mechanism, due to availability of essential facilities for resettlement provided through the project. Although the communities are undoubtedly relieved to return to their places of origin and, through the project, have access to facilities such as shelter and latrines that enabled their return and resettlement, this alone does not define their experience of resettlement or their perception of their services being met by the state.

As such, an assessment of the Theory of Change points out that up to the point where the project had control of addressing immediate resettlement needs as outlined in the project document, the Theory of Change is supported. However, due to the lack of initiative of the project to coordinate and network with other service providers beyond the project, the wider needs of the community have not been fully addressed, reducing the capacity of the project to realise the Theory of Change.

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[31]International Dialogue on Peace-building and State-building, 2010, Peace-building and State-building Priorities and Challenges: A Synthesis of Findings from Seven Multi-Stakeholder Consultations, OECD

8. Relevance and Effectiveness, Efficiency, and Sustainability

This section provides an overview with regard to the relevance, efficiency, effectiveness, and sustainability of the PBF funded project aimed at Supporting Sri Lanka's National Reconciliation Efforts by Addressing Grievances of the Concerned Sections of the Population through Targeted Resettlement of the Last of the Conflict Affected Internally Displaced Persons. The project is briefly evaluated with regard to:

- Relevance and effectiveness of the project
- Efficiency
- Sustainability

8.1 Relevance and Effectiveness of the Project

At the time when the project was designed and conceptualised, a new government had been voted into power in Sri Lanka with the mandate to release more lands held as part of HSZ's and SEZ's in the Northern and Eastern Provinces since the end of the armed conflict in 2009. At the time, the number of persons residing as IDPs from the Northern and Eastern Province was estimated to be 30,000.

The increased frequency of land release in the Northern and Eastern Districts occurred at a time when limited state and non-state resources were available to assist families returning to their places of origin. In such a context, the project's initiative to provide immediate resettlement assistance was welcomed by the state and the returning communities to assist them resume their daily lives after a protracted period of displacement.

Timely – The intervention by the project is deemed as timely given that the government did not have the necessary resources allocated to assist the returning communities in a comprehensive manner; and many of the non-state development actors had either withdrawn or were in the process of withdrawing. As such, the assistance provided was contributory towards the government's efforts towards peace and reconciliation.

Approach and strategy – The project's strategy of working within the state mechanism indicated high relevance, both in the short and long term, to the context of post conflict resettlement and state-building. The project worked together with the DS offices to identify the beneficiaries and used state implementing agencies such as the Pradeshiya Sabha's.

In the short term, this helped the local governance mechanisms, particularly DS offices to address immediate resettlement needs of the communities under their purview. It also provided space for project implementers and local governance agencies to share experiences and knowledge on working within the post conflict settings resulting in capacity enhancement of both parties. Working with the UN mechanisms increased the local governance agencies and local partner organisations familiarity to work within global standards of safety and security guidelines such as IASC guidelines used in protection monitoring by the project.

Utilising local government organisations to provide resettlement assistance also aimed to improve the communities' relationship with local government in approaching them for future needs. However, in implementation this did not significantly translate into increased trust in the central government which the project aimed to establish.

The project's service delivery strategy was to work through local partner organisations, i.e. Sevalanka and RDF, in addition to the Pradeshiya Sabha of the respective project locations. Although this may emerge as creating an additional layer between the community and their local governance agencies, thereby distancing them from direct linkage building with them; in practice, this emerges to have enabled the project to deliver its services more efficiently as these organisations are able to work with flexible work hours and systems that are not always possible within rules and regulations of the state mechanism. Furthermore, in terms of long term relevance, this enables use of local expertise, thereby re-investing of resources in the project locations. It also contributes towards enhancing capacities of these non-state local partners through knowledge sharing and gaining experience by working on the project.

Responding to ongoing needs as the project progressed – One of the most significant aspects in relevance as well as effectiveness of the project is the recognition of the transitional nature of the intervention. This required service provision that met the transitional context of the resettled locations where essential services were not yet in place. Simultaneously, it also called for project interventions that did not undermine more permanent/existing service provision structures in the long run. The project's understanding of this and flexibility to change the project's delivery according to emerging needs is observed to have contributed to the effectiveness of delivering the planned outputs. For example, when addressing the priority need for water supply, upon communities' immediate resettlement, the project met this need through a temporary solution of providing water from bowsers, supplied by the Pradeshiya Sabha's. This was followed by more long term options such as support to clean wells, testing water quality through PHIs, and supporting provision of pipe borne water through the NWSDB.

Similarly, in designing transitional shelters, the need for these to withstand use of a minimum of three years was considered, and was facilitated by providing houses with a more solid foundation and walls with a few rows of brick. This enabled the resettled families to live in more secure housing during early resettlement, especially in an environment that had threats of snakes etc. It has also helped the families who later received permanent housing to use the transitional shelters in productive ways such as extending these as living or storage spaces or using them as shops.

When providing support for health care, the project is observed to have worked flexibly to meet the emerging needs and gaps in recognition of available health services. For instance, in the provision of mobile healthcare services, the project team made the decision to suspend the provision of such services due to the proximity towards functional hospitals in the vicinity of the resettled communities. The provision of mobile clinics were also recognised as being a temporary/short-term provision of assistance, and funds were instead re-directed towards the construction and equipping of medical centres (a more sustainable output).

The main gaps in the approach and strategy are seen to be in the lack of planned interventions to work systematically with state and other service providers through networking and coordination, to address resettled communities' needs outside of the direct project outputs. Although the project implementers at local and national levels have participated in state coordination mechanisms, there exists no documentation of these to illustrate how the project has used these spaces to enhance resettled communities access to essential services. The project is deemed to have struggled to respond to or redirect the emerging needs that were beyond the project's direct outputs. Access to services such as education, transportation and electricity connectivity which were identified as key needs by

the communities after they had physically returned to their places of origin were slow in being met, which affected the overall resettlement experience of the returning communities.

Overall, it can be assessed that the project was relevant and effective in the given context in its design and the provision of outputs to assist former IDP communities returning to their places of origin. The relevance of the project strategy, especially leading to realising of the Theory of Change, could have been further enhanced if, at design stage, the project considered the relevance of the intervention in the wider context of the displaced communities' resettlement in locations that were yet to be provided and enabled key services that people essentially required, once their basic needs were met.

8.2 Efficiency

Based on the indicator based performance assessment available via the end of project report, efficiency is initially assessed by comparing the target outputs with the actual project outputs.

Table 5: Comparison of target indicators and actual project output

Indicator	End of project indicator target	Actual output
Number of families who returned to their own land	2525	2022
Percentage of IDP families who become re-displaced after return to their own land	<5%	0%
Number of individuals* monitored at places of displacement to ensure voluntariness of return * since the actual is listed as families, calculation is made on the basis of families	50% of target 1263 families*	14% 287 families
Number of Focus Group Discussions conducted at community level	24	46
Number of families provided with land, housing and property assistance	360	374
Number of families benefiting from latrines	336	442
Number of families with access to an improved water source	420	520
Returning population know how to identify mines and UXOs and know what to do	2525	2553
Percentage increase of mines/UXOs reported to authorities	10%	21.8%

Source: Project Documents

Targeted vs actual output – As can be observed, the project teams have exceeded the end of project indicator targets in all indicators except the number of families monitored at places of displacement

to ensure voluntariness of return. The increase in the provision of latrines and transitional shelter assistance from the target is attributed to the engagement of other state actors such as the Sri Lankan Navy and local authorities in Muttur who provided skilled and unskilled labour, which made available funds to reach more beneficiaries.

Use of local resources/ use of local expertise – Partnerships with local/state service providers such as the NWSDB and the Pradeshiya Sabha have led to shared accountability in the provision of services to returning communities which could be replicated in future resettlement assistance programmes. Partnership with local non-state agencies which have worked in the locality in the past would have led to drawing on past experiences in the design and construction of latrines and transitional shelters and minimise the time spent on planning/design stages of the project.

Efficiency in delivery – Delays in the commencement of construction of latrines and transitional shelters resulted in a clash with the monsoon period which increased the costs. However, apart from this minor set-back, the project was able to deliver its outputs efficiently within the project timeline.

8.3 Sustainability

With regard to this review, sustainability is defined in terms of persons voluntarily returning to their places of origin, continuing to stay in these locations, as well as assessing the longevity of the project outcomes beyond its funding duration. Sustainability also attempts to determine the extent and the factors of the project which either contributed towards or undermined the returnees' decision to remain in their places of origin as well as trust-building towards the state.

Voluntariness and sustainability of return – The project design ensured the beneficiaries who returned to their places of origin did so voluntarily by conducting information sharing sessions prior to their return to the places of origin. These sessions provided information about the condition of the land, the assistance they would be entitled to, as well as 'go and see visits'. The fact that people registered to return but did not return at the outset is indicative of the voluntariness of the decision to return resulting from support extended by the project. The indicator of number of families that re-displaced after return to their places of origin (0%) can be considered to be a gauge of the sustainability of their return to their places of origin.

Households only permanently returned to their places of origin after assessing access to their most important needs, especially access to education facilities for children. Therefore, permanent return and delayed return were contingent and dependent on access to services, particularly for beneficiaries in the Jaffna District who had been displaced for approximately three decades. As a consequence of their protracted displacement, sustainable return to their places of origin depended on comparison with the conditions in the displaced location.

Support towards legal aspects of tenure – Beneficiaries were only entitled to resettlement assistance in the form of shelter and latrines only if they could prove ownership of land. Families who had lost ownership documents, deeds/permits or in cases where ownership had transferred to the next generation and thus faced difficulties proving ownership were directed towards the Legal Aid Commission for assistance. Proof of ownership, is vital either for receipt of PBF project funded physical assistance or for state sponsored permanent housing assistance or for future claims on the land occupied. Legal assistance towards validating ownership of land contributed towards the sustainability of return and resettlement. The issuance of land to 'new families' in certain instances contributed towards a greater motivation for families to return and remain within the community.

Continuing to remain in their places of origin –The meeting of immediate resettlement needs of shelter, latrines, and water through the project together with the provision of MRE and protection monitoring contributed to the returnees' ability to continue to remain in their places of origin.

Challenges to sustainability – Some of the key factors that challenged the sustainability of the communities' return and the overall project are livelihood prospects, accessibility to key services such as education, transport facilities, and electricity which are discussed in detail in sections 6.7 and 6.4 respectively.

Limited livelihood opportunities in the return location contributed to delays in families returning to their places of origin. In one instance, return to their place of origin in Jaffna resulted in a loss of employment opportunity to a beneficiary who could not find a similar opportunity as a pre-school teacher in the place of return. Such instances impact the overall sustainability of return, especially for the primary income earners.

Delays in return to their places of origin were attributed to limited availability or delays in the establishment of essential services such as quality education, electricity connectivity, or transport to access services such as education or healthcare.

State capacity – The project has demonstrated a strategy capable of addressing the immediate needs of IDP communities resettling to their places of origin. However, this strategy/ process needs to be documented and shared widely with other practitioners in appropriate language to ensure it is absorbed by the State at both local and central levels. Further, the project should document the core guidelines followed that enhanced the effectiveness and service provision of the project in order to ensure that these can be replicated in future resettlement assistance programmes to be implemented in keeping with the recent policy formulated.

Overall sustainability of the project and donor intervention can be undermined by a lack of coordination with local agencies to support, in a holistic manner, an environment of accountable service provision to meet the needs of a community returning to their places of origin after a protracted period of displacement.

9. Lessons Learnt

This section will consider both the project outputs in relation to the outcomes in keeping with the project's Theory of Change of: when core grievances of IDPs affected by the conflict are addressed by the state, confidence in the national government will be strengthened, which will in turn contribute to a sustainable and long-term peace. It will also assess external contextual factors which contributed to or deterred from the overall objective of supporting resettlement of conflict affected internally displaced persons.

The lessons learnt are categorised based on the following factors:

- Delivery of project outputs
- Overall experiences and needs of communities returning to their places of origin
- Coordination among state and non-state actors
- Documenting the project history

9.1 Delivery of Project Outputs

Necessity to consider the entire process of resettlement: clearing land for habitation, building shelters and latrines, and transport for people to move between displacement location and places of origin.

While the release of land from the demarcated HSZs and SEZs in the districts of Jaffna and Trincomalee was an important factor, it was not the only factor considered by individuals and families in determining when they would return to their places of origin. This was attributed primarily to the condition of the land upon return which was characterised by overgrown vegetation and with almost all structures having been razed to the ground. Thus, the immediate return process was largely characterised by returnees/beneficiaries cleaning their land during the day and returning to their displacement locations at night with complete physical return only occurring *after* the receipt of transitional shelter and/or latrine assistance. Therefore, it is important that future resettlement assistance projects are sensitive to communities' concerns with regard to the overall process and factors that impact their wellbeing.

Beneficiary selection criteria should allow for flexibility to evaluate vulnerable households otherwise excluded.

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

The exclusion of government servants from the list of beneficiaries was a contested issue. They were initially excluded on the assumption that they were able to access alternative resettlement assistance. However, in Sampur particularly, it was reported that families with government servants experienced difficulties after returning to their places of origin without the project assistance. This underlines a

need to look beyond the established vulnerable groups when selecting beneficiaries, especially given the diverse experiences of war that families across socio economic categories have experienced.

Given the lower than expected numbers of returnees during the initial project period, those who returned immediately after the release of land were entitled to resettlement assistance outlined in the programme irrespective of the vulnerability criteria.

Further room for improvement exists in the area of trust building on authorities respecting their (returnees) right to land.
Reporting of incidents of UXOs in return locations was low at the outset of return due to fear and mistrust towards the military (and by extension the state) due to concerns that reporting would result in re-displacement from their places of origin. Continuous MRE after resettlement and corresponding quick response time of the military to remove the identified UXO has resulted in higher incidents of reportage of UXOs in the return locations. However, beneficiaries were still hesitant to contact the military as a first point of contact and preferred contacting representatives from the MRE implementing agency or the GN officer.

Consideration of external factors that affect the project timeline which can affect beneficiary confidence.
The process of providing transitional shelters and latrines and the technical and monitory assistance given has largely met with beneficiaries' satisfaction. The project's capacity in assisting in emergencies of this nature and the ground level implementing organisation's close interaction with the community has contributed to the process. Nevertheless, delays in commencing the project, aggravated by adverse weather conditions during the delayed construction has undermined the overall sense of support and safety the community experienced during the difficult time of the early stages of resettlement.

Coordination among organisations providing similar resettlement assistance services is necessary to avoid beneficiaries feeling either marginalised or privileged due to unequal distribution of assistance. The unequal distribution of assistance by different organisations to families within the same communities could create disharmony when one group receives more or less assistance than another. For example, this was the case in Sampur where a previously resettled community not funded by the project, received less assistance than what was provided through PBF funding for resettlement. Therefore, a standard template of basic resettlement assistance should be devised through coordination with all other actors with regard to immediate resettlement assistance.[32]

9.2 Perceptions, Experiences, and Complexity of Needs

Providing psycho-social counselling as part of the resettlement process.
A need identified by an implementing partner was the necessity of providing psycho-social counselling to individuals and families returning to their places of origin to address the trauma experienced as a consequence of displacement resulting from war. The psychological impact of returning to their places of origin only to find themselves having to start rebuilding not just their homes but their lives from scratch is an element which is still to be addressed to ensure the overall wellbeing of the returning communities. To this end, the establishment of support groups as well as training persons with the

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[32]When permanent housing assistance was being implemented between 2013-2015, all implementing agencies provided a fixed amount which was only adjusted for inflation. CEPA (2014;2015)

necessary skills to provide psycho-social counselling is a service that should be prioritised in future programme design.

Limited access to essential services in the places of origin contributes to a negative perception of the state's commitment towards the returning population.

Challenges experienced with regard to the access of essential services in their places of origin such as healthcare, education, transport and electricity connections, are perceived as delayed provision by the state. The development and provision of these services concurrently with the release of land may have contributed to a better overall perception of the state's commitment towards the resettlement of the conflict affected population in the North and East. The difficulties experienced in accessing these services or having to resort to solutions of their own – as in the case of arranging private transport facilities for the children to attend school – contributes negatively towards the returnees' perceptions towards the state's commitment to providing essential services. To this end, the necessity of conducting a comprehensive needs assessment prior to implementation of the project in order to understand and meet the supplementary needs of returnees is recognised. Similarly, state mechanisms at the District level need to coordinate with diverse state and non-state agencies to facilitate these services in parallel to the processes of identifying beneficiaries and establishing willingness to return. In such a context, resettling communities are more likely to have some degree of essential services in place at the time of return and resettlement in their places of origin.

Partial release of land had implications for livelihoods.

As land area in many of the GN divisions were only released in part, entire communities were unable to return to their places of origin. In most instances, it was the residential lands which were released while the agricultural lands were still in the process of being released. This affected families who were dependent on their agricultural lands and skills for earning an income as they were then forced to seek alternate forms of income generation.

A survey of family size and suitable alternatives of resettlement assistance devised for new families.

Return to their places of origin was contingent for some family members on the availability of sufficient land to accommodate the "new families" that had formed since displacement. Where existing land was insufficient for distribution, families would either purchase land or be compelled to remain in their displacement locations, contributing to the IDP population. Where state land was available, as in the case of Sampur, selected new families were eligible for land and resettlement assistance by the state. In Jaffna, the state has made efforts to allocate state land to displaced households without own lands such as from the Kankasanthurai Cement Factory. Limited state land availability continues to pose a challenge. Resettlement support interventions should, therefore consider the impacts of long-term displacement of families and their diverse needs when returning to their places of origin. Apart from family composition, changes in occupation of family members, age related priorities of returning populations, such as youth or school going children etc., may also impact a family's inclination and capacity to return and resettle in their places of origin.

Attribution of resettlement assistance is not clear among beneficiaries.

In the provision of physical assistance to beneficiaries in the form of transitional shelter, latrines and renovation of wells, the beneficiaries attribute the assistance towards either the implementing agency or the contracted UN agencies. Comparatively, since the provision of water for drinking and water connections through the grid and tube wells was provided through the Pradeshiya Sabha which is a recognised state institution, attribution of services to the state is closer. As an increased number of

implementing agencies began operations after the commencement of the project, returnees were not always sure of attributing assistance to a particular funder or agency.

There is a distinction in the minds of the beneficiaries between the local state representatives and the central government. As a result, although they recognise the GN officer or the Pradeshiya Sabha as a state representative, the linkages established with these ground level service providers do not necessarily reflect trust building in the central government. This impacts the project's Theory of Change with regard to increased confidence in the ability of the national government to deliver on core grievances of the returning communities. Specific strategies and activities are required to expand positive outcomes of immediate service provision which contribute towards trust building with the state mechanism in general.

9.3 Coordination among State and Non-State Actors

Based on the data gathered as part of the review, the need for concerted coordination between all the actors operating at the ground level towards resettlement efforts has been identified as a key area for improvement. Such efforts would minimise the existing gaps in the provision of assistance towards returnees in recently released lands. It could also ensure quality and standardisation in the provision of assistance.

Coordination meetings with all stakeholders should occur on a continuous and regular basis.
The coordination meetings organised by each District's GA could be used more effectively by state and non-state actors to share experiences and data on resettling communities' diverse needs, make referrals to have needs that are beyond the scope of individual projects met by other actors, avoid duplication of services, and improve the overall quality and effectiveness of services by sharing experiences with the aim of learning and promoting best practices. The use of this space for such an activity may have prevented agencies such as the WFP from delivering three months' worth of food assistance at once to beneficiaries who subsequently experienced difficulties with storing and transporting the extent of the assistance. In such instances, although the provisions were appreciated, practical considerations must also be considered in delivering assistance.

The PBF funded project's long-term effectiveness and the intervention's contribution towards realising its Theory of Change could have been significantly enhanced if communities' needs that were identified by implementers as the project progressed were systematically shared and collaborations sought.

The provision of essential services should be implemented in parallel with the provision of resettlement assistance to ensure the highest levels of satisfaction among beneficiaries. Detailed planning is crucial in the provision of infrastructure services as a lack of planning could lead to additional costs and opposition from beneficiaries. For example, in Sampur, the construction of 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 physical assistance must also be considered to ensure beneficiaries are able to maximise the utility of the assistance provided. In the example of beneficiaries who were provided transitional shelter, they utilised their resettlement allowance towards converting the shelter into a near permanent structure. After three to four months

these same beneficiaries were eligible for permanent housing assistance from the government. Due to the lack of information with regard to the distribution of assistance from local state representatives, beneficiaries were unable to plan their expenditure more productively and were reported to have faced difficulties in completing the permanent housing structure within the allotted time frame.

Lastly, coordination between the two contracted UN agencies and other implementing agencies in the field is also of the utmost importance to ensure beneficiary selection is cohesive and future incidents of beneficiaries receiving only latrines or only transitional shelters does not re-occur. Documenting the outcomes of such coordination meetings and collaborations is equally important to trace the diverse challenges the project faced at different phases of resettlement, and how these were overcome. The availability of such documentation contributes to the learning of implementing and commissioning organisations.

The link between the project and policy influence is not directly apparent

The drafting of the National Policy on Durable Solutions for Conflict-Affected Displacement took place at the same time as the project implementation period. Although the drafting of the policy was assisted by and incorporated the knowledge and experience of "a small team of consultants supported by the United Nations"[33] the PBF funded project lacks documentation of their participation in this policy development process, and how the learning from the project was shared for policy influencing. In future, it would be useful to document such interactions for attribution of policy influence. This gap is also underlined in the absence of a specific outline/focus for advocacy and policy influencing in the project design.

9.4 Documenting Project History

Comprehensive project documentation is vital for understanding the intended project outcomes at inception and how the outcomes evolved over the duration of the project, factoring in complex changes in contexts and dynamic beneficiary needs at each of the project locations. This is particularly beneficial as the project history will still exist, ensuring continuity in the event of staff turnover.

What worked, what didn't and why. Sharing learning from project implementation.
Detailed documentation of successes and challenges related to project implementation and the reasons for changes in outputs will ensure future projects will benefit from this. The current reporting formats to the funder contain limited information due to character limitations. A greater emphasis on detailed qualitative information in the project documentation is also beneficial as it will document internal lessons learnt and survive staff turnover which is inevitable and the loss of knowledge that results.

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[33]Wiseberg, L., & Raheem, M. (2016, September 02). *New policy on durable solutions in Sri Lanka: the challenge of implementation.* Retrieved from Internal Displacement Monitoring Centre: http://www.internal-displacement.org/library/expert-opinion/2016/new-policy-on-durable-solutions-in-sri-lanka-the-challenge-of-implementation

It is recommended that learning from individual UN organisations be consolidated and categorised by location and sector for ease of sharing the learning of implementing the project with district level practitioners of resettlement assistance.

Emphasis on qualitative data

Building on the earlier lesson with regard to documentation, it is further recommended that output indicators which are currently in a quantitative format be supplemented by qualitative data in reporting reasons for variations (if any).

10.   Conclusion

The assistance provided through this project to the families that decided to return to their places of origin after a protracted period of displacement was no doubt welcomed. Given the context in which it operated in, where the state had limited resources and the non-state actors were in the process of withdrawing from the Northern and Eastern Provinces, the immediate assistance provided through the PBF funded project facilitated a smoother resettlement for beneficiaries returning to their places of origin than what may have been possible without the assistance.

Coordination and communication between UN agencies as well as between state and non-state actors working on the ground to assist the returning population is essential. While recognising the complexities involved in balancing the interests of various stakeholders, it is essential that all actors working towards assisting the returning population work together to ensure the assistance provided to the targeted beneficiaries contributes towards sustained and positive resettlement experience and eventually trust building. To this end, it is important that the assistance provided over time as more land is released from the demarcated HSZs remains consistent across the different phases of resettlement in order to minimise the discontent among different groups of beneficiaries.

A detailed and context specific needs assessment must be undertaken periodically, especially with regard to the provision of livelihood assistance which should be incorporated within any future resettlement assistance programmes formulated representing a holistic assistance package.

An overarching thread/theme running through this review is that the project interventions sat within a broader context were additional factors and supplementary support services that may not have been considered at the project design stage were found to impact on the outcomes of the direct interventions of the project and thereby determine the overall success or failure of the project. Therefore, it is important to consider the external and contributory factors that contribute towards the wellbeing of the targeted population.

Annex 1 - KPI Questionnaire

Instructions to researchers:
First introduce the team and CEPA. Explain the purpose of the project and the reason for selecting the respondent for the interview. Ask if respondent is willing to speak to us and share information. Confirm that the information provided will be confidential and the identity of the respondent will not be shared in reports or any public documentation. State the duration of the interview.

Return process	
Land release	When was the land in question released? Year, month What was the condition of the released land? How did the people whose land was released, get to know that the land was released and the condition of the land? What type of assistance was provided to returnees? How was information communicated?
Additions from UNICEF	Were lands released with a mine risk certificate? Do returnees have sufficient knowledge of unidentified objects? Were there any casualties after the return?
Registering to return And Physical return	After registering, what was the average duration for a family to physically return? If delayed, what are the reasons to delay return to their own land? Conditions for return: what was expected to ensure physical return would happen? Did the whole family return? Why?
	Did the entire community return or only selected families? With the return of IDP communities, has the previous community balance been disturbed? What differences do you see in their communal behaviour after return? Is there the concept of communal behaviour still applicable to the returned communities?
	Are there families that have been separated as a result of the return process?
	As a percentage how many families had permanently settled in other locations
	Information about de-registration; how was this information communicated?
	Were any families re-displaced Did any families return to welfare camps or host families
	How were vulnerable families identified or selected for shelter and/or sanitation assistance under PBF funds?
	Was receiving either shelter or sanitation assistance an incentive for people to resettle? Why or why not?
Protection needs	
Safety	Do people feel generally safe to return to land which was formerly part of the high security zone? What contributed to feelings of 'not being safe'? If feeling safe, what promotes 'feeling safe?
	Did the lack of a permanent house contribute to feeling unsafe? →During the period of constructing the temporary shelter did beneficiaries stay in the resettlement location overnight? Why?

	Is there freedom of movement? What is the general relationship between the military and the resettled communities?
	What is the general relationship between the state representatives and the resettled community?
	Does the resettled community feel comfortable reporting incidents or issues of concern to state representatives? Which authorities are they more likely to reach out to? Are there safety concerns due to some people in the resettled community being more / or less powerful than others? Does the community feel comfortable reporting of these incidents to security forces/police/state representatives?
Specific needs/concerns of women and children	How many widows or FHHs are recorded for the area?
	Are there needs or concerns that are specific to females with regard to safety or security? Issues identified within the community or outside the community
	What are the main concerns for children or youth returning to resettlement areas?
	What specific assistance do females or children receive upon resettlement?
Specific needs/concerns of vulnerable persons (disabled and elderly)	How many disabled persons are in the community? What are the main issues/challenges faced by these persons? Do they receive any assistance? What sort of assistance do they receive? Were needs specific to their condition considered when facilitating resettlement assistance to them/their families. If so, what are these? Were there specific needs considered when developing common facilities in the village? If yes, what were these?
	How many elderly persons are in the community? What are the main issues/challenges faced by these persons? Do they receive any assistance? What sort of assistance do they receive? Were needs specific to their condition considered when facilitating resettlement assistance to them/their families. If so, what are these?
Relationships/collectives within the community	Are there any community level societies established which assist with the resettlement related issues or assistance? Are there any informal networks /organised support mechanism among community members that have sprung up/revived to help communities' resettlement process?
Physical safety – mine awareness	Did this community receive mine risk awareness? Who do they call in the event of a mine related incident? Is it state or non-state actors? What is the communities' level of satisfaction about response from relevant authorities to mine related incidents?
	Was there a specific awareness programme for children?
Legal assistance	
Personal documentation	How do people in the area get legal assistance with regard to personal documentation? Do they know who they can approach for assistance? For what do they mostly need legal assistance?

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 demarcate boundaries in newly released land?
	Are there many land or boundary related disputes?
	Are there many issues now surrounding the legal rights over lands returned and is there a proper mechanism to solve them?
	Are the returnees free to use the land they hold for any commercial use as they prefer?
	What are the issues faced by families that have extended during displacement?
	Do beneficiaries have access to separate land for livelihood? (this is particularly important for farming and livestock related livelihoods)
	What challenges do communities who do not have own lands and are given land by the state face?
	Are there issues faced by communities as a result of partly released land?
	Are the returnees happy about the way in which the land was release to them?
	How many families did return to their original lands?
	Are there families that were deprived of their original lands? If any, reasons?
Livelihood	
Livelihood opportunities	What was the main form of livelihood pre-displacement?
	What was the main form of livelihood during displacement?
	Do the beneficiaries have access to livelihood opportunities after displacement? What are they?
	Have new livelihood opportunities come up due to changed context with resettlement? If yes, details of opportunities and who benefits most from these?
	Main challenges related to livelihood
	Do people engage in livelihood activities within the community? Outside the community? Outside the District?
	What livelihood assistance programmes have been introduced?
	Who are the main providers of livelihood assistance and opportunities?
	Who are the most frequently targeted beneficiaries of such programmes and who has less access to livelihood assistance?
Access to services	
Health	What is the closest health service provider to each community?
	How far away is it?
	What is the quality of the service provided?
	Where is the nearest mother and child clinic? Where do women go for confinement and are transport facilities available to easily reach these hospitals.
	Was there support to pregnant women, during early resettlement stage, to access medical care when needed? Who provided this support?
Sanitation	Does everyone in the area have their own toilet or do they have common toilets?
	Did they get assistance to build toilets?

	Who provided the assistance? (government, NGO, own funds) Were people required to dig the pits to access balance financial assistance to build the toilet? If so, how did families without people capable of doing such manual work and without money to pay labourers manage? Did they build toilets?
Education	What is the closest primary school to each community? How far away is it? What is the closest secondary school to each community? How far away is it? Are transport facilities available? What are the study streams available in this school? What is the quality of the service provided? Are there sufficient teachers and students? What is the most popular school children in each community access?
Water *Differentiate between drinking water and general purpose water*	How do people access water? How many have access to pipe borne water? How many have individual water connections? If water is accessed through common sources, how far are these located? What is the general quality of water?
Shelter	
Temporary shelter	What proportion of the people got temporary shelter assistance? What organisation provided assistance? (state, NGOs, own funds)
Permanent housing	What proportion of the people received permanent housing assistance? What proportion of the people are expected to get permanent housing assistance?
	What sort of assistance did they receive? Monetary or materials What was the extent of the assistance? (full, part- funded, own labour contribution) Who provided the assistance? (state, NGO, other, own funding) Were there any pre conditions to access housing assistance? If so, what were these? What options were available to those who did not meet these qualifying criteria? How did they access housing assistance?
Overall	
	What was the primary motivation for beneficiaries to return or not return? What were the main issues experienced by the beneficiaries upon return?
	To what extent is the state involved in assisting people/ communities to resettle in the newly released lands? What are the perceived gaps in the provision of assistance? What are the good practices that should be continued?
Are there any other comments or issues you would like to highlight? Thank you for participating.	

Annex 2 - FGD Questionnaire

Instructions to researcher:

First introduce the team and CEPA. Explain the purpose of the project and the reason for conducting a focus group discussion. Ask if respondents are willing to speak to us and share information. Confirm that the information provided will be confidential and the identity of the respondent will not be shared in reports or any public documentation. The notes taken during this session are to help the researcher and in no way to identify them individually.

The questions asked will be open-ended, for which there are no right or wrong answers. In this discussion there is no need to reach consensus or make decisions. Encourage respondents to express opinions freely during the discussion, and for one person to speak at a time to give each respondent an opportunity to share their opinion.

Instructions: In order for participants to feel more comfortable with the group, the Focus Group Discussion will begin by using participatory tools which will allow participants to break into smaller groups.	
Return process	
Land release	When were you first displaced?
	How many times were you displaced?
	When was the land released? Year, month
	How did you find out about the land being released?
	When did you return?
	What was the condition of the released land?
	Did you go 'check-up'/visit your land prior to its official release?
Registering to return and Physical return	Why did you return immediately?
	Or what were the reasons for delayed return?
	Did the whole family return?
	If someone didn't return what was the reason for not returning?
	Did the entire community return or only selected families?
	Are there families that have not returned?
	How did you find out about the land release?
	What was the main reason for returning?
	What sort of assistance was provided once the land was released?
	How did you find out about the assistance provided?
	Were you aware of any assistance you would receive when you decided to return to your land?
	Anything else?
	Did you receive any monetary assistance meant to help with return and reintegration?
	Are you aware of the process of de-registration; how was this information communicated? What did you understand?
	Of the participants who received temporary shelter assistance?
	Who received sanitation assistance?
	Who received both?
	Did anyone **not** receive any assistance?

	Do you know why some individuals or households received shelter assistance and/ sanitation assistance? While others did not receive assistance.
	Was receiving either shelter or sanitation assistance an incentive for you to resettle? Why or why not?
	Were any families re-displaced after the land was released? Did any families return to welfare camps or host families?
Protection needs	
Safety	How safe do you feel about land which was formerly part of the high security zone? What factors contributed to feelings of 'not feeling safe'? What factors contribute to 'feeling safe'? *Probe:* Did the lack of a permanent house or sanitation facilities contribute to feeling unsafe?
	During the period of constructing the temporary shelter did you stay in the 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 military?
	What is the general relationship between the state representatives (such as the GN, DS, Police) and the community? → Do you feel comfortable reporting incidents or issues of concern to state representatives? Which authorities are they more likely to reach out to? If not state authorities, who would you reach out to?
	Are there safety concerns due to some people within the resettled community?
Specific needs/concerns of women and children	How many widows or FHHs are in this area? Are there any here in the group today?
	Are there needs or concerns that are specific to females with regard to safety or security? Issues identified within the community or outside the community
	What are the main concerns for children or youth returning to resettlement areas?
	What specific assistance do females or children receive upon resettlement?
Specific needs/concerns of vulnerable persons (disabled and elderly)	How many disabled persons are in the community? What are the main issues/challenges faced by these persons? Did disabled persons get any special consideration during resettlement? Do they receive any form of assistance? What sort of assistance do they receive? What sort of assistance are they in need of?
	How many elderly persons are in the community? What are the main issues/challenges faced by these persons? Do they receive any assistance? What sort of assistance do they receive?
Relationships/collectives within the community	Are there any community level societies established which assist with the resettlement related issues or assistance?
Physical safety – mine awareness	Did this community receive mine risk awareness? Who do you call in the event of a mine related incident? Is it state or non-state actors?

	Was there a specific awareness programme for children?
Legal assistance	
Personal documentation	Did anyone lose their documentation during displacement?
	How do people in the area get legal assistance with regard to personal documentation? Who do you approach?
	In what aspect do you most need legal assistance?
Land and property	Do all residents in the village have their own land?
	Does everyone have the documentation to prove ownership?
	What about families that have expanded since displacement? Do they have their own land, either here or in another location?
	what were the issues faced when attempting to demarcate boundaries in newly released land?
	Are there many land related disputes?
	How do you settle such disputes?
	Do beneficiaries have access to separate land for livelihood? (this is particularly important for farming and livestock related livelihoods)
	Of those who do not have their own land, what specific challenges do they face?
	Have these HH been given land by the state? Do they have proof of ownership?
	Are there issues faced by communities as a result of partly released land
Livelihood	
Livelihood opportunities	What was the main form of livelihood pre-displacement?
	What was the main form of livelihood during displacement?
	Are you or your household involved in the same livelihood opportunities after displacement? If not, what is the new livelihood opportunity?
	Who benefits the most from the changes in livelihood options?
	What are the main challenges related to livelihood?
	Are there sufficient opportunities?
	Do people engage in livelihood activities within the community? Outside the community? Outside the District?
	What livelihood assistance programmes have been introduced?
	Who are the main providers of livelihood assistance and opportunities?
Access to services	
Health	What is the closest health service provider to each community?
	Where is the nearest mother and child clinic?
	How far away is it? Are there transport facilities to reach these hospitals?
	What is the quality of the service provided?
	When you first resettled was this health service functional?
Sanitation	Does everyone in the area have their own toilet or do they have common toilets?
	Did they get assistance to build toilets?
	Who provided the assistance? (government, NGO, own funds)
	When did you build the toilet?
	Did you have to contribute some of your own funds to build the toilet?
	Did you have to dig your own pit? If yes: How did families without members capable of manual labour manage?
Education	What is the closest primary school to each community?
	How far away is it?
	What is the closest secondary school to each community?
	How far away is it?

	What is the quality of the service provided? Are there sufficient teachers and students? What is the most popular school, children in this community access?
Transport	How do you or your family access basic services such as health/hospitals or schools? *Probe: public or private transport facilities* What is the general condition of the road?
Water *Differentiate between drinking water and general purpose water*	How do people access water? How many have access to pipe borne water? How many have individual water connections? If water is accessed through common sources, how far are these located? What are your perceptions of the quality of water? How did you access water before displacement? How did you access water immediately after return?
Overall	How were these services provided by NGO at the time of your return? Were you happy the manner in which it was delivered? If not what would have been the best method for it to have been delivered?
Shelter	
Transitional shelter	Of those here, how many got temporary shelter assistance as the land was released? How many in the village got this assistance? Are you aware of any pre-conditions to access this assistance? How did those who did not get assistance manage? What organisation provided assistance for this purpose? (state, NGOs, own funds)
	What sort of assistance did you receive? Monetary or materials What was the extent of the assistance? (full, part- funded, own labour contribution)
Permanent housing	How many people received permanent housing assistance? Are you aware of any pre-conditions to access this assistance? Are there still people who have not received any form of assistance in the village? Do you know why they haven't received any assistance?
	Who informed you about the assistance?
	What sort of assistance did you receive? Monetary or materials What was the extent of the assistance? (full, part- funded, own labour contribution) Who provided the assistance? (state, NGO, other, own funding)
Overall	
	What was the primary motivation to return or not return? What were the main issues experienced upon return? What do you think could have been done better to ensure a more secure return to your land?
	Do you think receiving shelter and/or sanitation facilities was an incentive to return? What were your main expectations to return?
	What do you think the state has done to assist in the resettlement process? Do you think the state has done anything at all?
	Now that you have returned, what are your main concerns?
Thank you for participating	

Annex 3 - In-depth Case Study Questionnaire

Instructions to researcher:

First introduce the team and CEPA. Explain the purpose of the project and the reason for conducting a separate interview with the respondent (case study). The purpose of this interview is to understand the respondent's experience of being displaced and resettling again. Ask if respondent is willing to speak to us and share information. Confirm that the information provided will be confidential and the identity of the respondent will not be shared in reports or any public documentation. The notes taken during this session are to help the researcher and in no way to identify them individually.

The questions asked will be open-ended, for which there are no right or wrong answers. Encourage respondents to express opinions 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? Are there some members of your immediate family who live elsewhere?
	When did you displace from this location? How old were you? How many people were in your family at the time? Where did you displace to? How many times were you displaced?

	Can you describe what the village was like at the time of displacement?
	    - What was your house like?
	    - What were the houses of your neighbours and others in the village like?
	What sort of livelihood did people in the village engage in during that time (before displacement)? What was the main livelihood in your family?

	Who is the main income earner in your family at present? What sort of livelihoods is your family currently engaged in?
Return process	
Land release, return	What was your first reaction when you heard your land was being released? Had you visited the land before it was released? Were you aware of the condition it was in before returning? What is the main difference you see?
	Were you aware of any assistance you would receive when you returned to your land? Anything else? Did you receive any monetary assistance meant to help with return and reintegration? Were you expecting any assistance? What motivated you to return? What concerns did you have about returning? Did the village return as a whole or did you return as individual households?
	What information was available to you when you returned?

	Did you have to get any assistance to recognise your land or mark the boundaries?
Registering to return And Physical return	Did you return to your land as soon as it was released? Or did you go back to the welfare camp or host housing until the temporary shelter or permanent house was constructed? What was the reason for this decision?
	Did the entire community return or only selected families? When did most of the people return? Are there families that have not returned?
	Are you aware of the process of de-registration; how was this information communicated? What did you understand?
	You received temporary shelter/sanitation/both shelter and sanitation assistance? Have you received permanent housing? Did you know you would receive permanent housing when you first moved back?
	Do you know why some individuals or households received shelter assistance and/ sanitation assistance while others did not receive assistance? What are your thoughts on this selection criteria? Who decided who would get assistance and who would not?
Protection needs	
Safety	How safe do you feel about land which was formerly part of the high security zone? What factors contributed to feelings of 'not feeling safe'? (mines, jungle) *Probe:* Did the lack of a permanent house or sanitation facilities contribute to feeling unsafe?
	What is the general relationship between the state representatives (such as the GN, DS, Police) and the yourself/your household? → Do you feel comfortable reporting incidents or issues of concern to state representatives? Which authorities are you more likely to reach out to? Why? If not state authorities, who would you reach out to? Why? Are there safety concerns due to some people in the resettled community being more / or less powerful than others?
Specific needs/concerns of women and children	Are there needs or concerns that are specific to females with regard to safety or security? Issues identified within the community or outside the community
	What are the main concerns for children or youth returning to resettlement areas? Do children get any special benefit when their families resettle?
	What group in the community do you think needs the most assistance when resettling? Why?
Legal assistance	
Land and property	Do you own the land? Do you have the legal documentation as proof? Do you have electricity or water supply for the house? - If no: do you plan on getting? - If yes: when did you get the connection? If you do not have a document to prove ownership, do you face any challenges such as receiving assistance to build a house?

	Did you experience any boundary related disputes? Did anyone else you know experience such disputes? What was their solution?
Livelihood	
	Do you have access to separate land for livelihood? (this is particularly important for farming and livestock related livelihoods)
Livelihood opportunities	What are the main challenges related to livelihood? Are there sufficient opportunities? Have any new livelihood options come up? Do people engage in livelihood activities within the community? Outside the community? Outside the District?
	Did you receive any livelihood assistance since resettlement? Who are the main providers of livelihood assistance and opportunities?
Access to services	
Health	What is the closest health service provider to you? How often do you have to visit? What is the quality of healthcare now compared to when you were in displacement? When you first resettled were there sufficient health services available?
Sanitation	Does everyone in the area have their own toilet or do they have common toilets? Did you get assistance to build toilets? How much? Was it material or monetary? Who provided the assistance? (government, NGO, own funds) Were you required to dig the pits to access financial assistance to build the toilet? If so, how did families without people capable of doing such manual work and without money to pay labourers manage? Did they build toilets?
Education	What is the closest primary school? How far away is it? What is the closest secondary school? How far away is it? Are there sufficient (public) transport facilities to reach the school What is the quality of the service provided? Are there sufficient teachers and students? What is the most popular school, children in this community access?' Is there a difference in schools your children were able to access during displacement and now? *If interviewee is a young person – check about vocational training opportunities and how resettling has impacted on accessing these. – perceptions*
Water *Differentiate between drinking water and general purpose water*	How do people access water? How many have access to pipe borne water? How many have individual water connections? If water is accessed through common sources, how far are these located? What are your perceptions of the quality of water? How did you access water before displacement? How did you access water immediately after return?
Shelter	
Transitional shelter	Did you receive a temporary shelter when you resettled? Was it built for you? Were you given money to build it? Did you get materials to build it? What could have been the better alternative?

	Do you know who provided the assistance?
Permanent housing	Have you received permanent housing? / do you know if you will receive?
	If you received permanent housing, to what extent had you completed the temporary shelter by the time you received the assistance?
	Who provided the permanent housing?
Overall	
	Are there any specific elements you think should be taken into consideration when providing resettlement assistance?
	Are there any groups of people who would require particular assistance more than others?
	What could have been done better?
	According to you, what was done significantly well? What makes you feel so?
	What was the primary motivation to return or not return?
	What were the main issues experienced upon return?
	What do you think could have been done better to ensure a more secure return to your land?
	Do you think receiving shelter and/or sanitation facilities was an incentive to return?
	What were your main expectations to return?
	What do you think the state has done to assist in the resettlement process?
	Do you think the state has done anything at all? Who do you attribute for the resettlement assistance?
	Now that you have returned, what are your main concerns?
Thank you for participating	

Annex 4 - Indicator Based Performance Assessment[34]

*Using the **Project Results Framework as per the approved project document***

	Performance Indicators	Indicator Baseline	End of project Indicator Target	Current indicator progress	Reasons for Variance/ Delay (if any)	Adjustment of target (if any)
Outcome 1 Tamil confidence in the government and the peace process is increased as a result of sustainable resettlement of remaining IDPs	Indicator 1.1 No of families who return to their own land	0	2,525 families	During 2015/2016, 4,009 acres of land has been released by the Government. 2,022 families have already returned to their places of origin. Remaining families are visiting their land on a regular basis	Sporadic release of land; findings of unexploded ordinances in the areas of return (created delays, as areas had to be screened/cleared again); lack of livelihood/income generation opportunities;	
	Indicator 1.2 Percentage of IDP families reporting satisfaction with the resettlement process and support received	0	75%	100%	Information from protection monitoring and focus group discussions as well as post return site visits	
	Indicator 1.3 Percentage of IDP families who become re-displaced or returned to the	0	<5% of the target 2,525 families	0%	Out of the families who returned to their places of origin, none have been subjected to re-displacement	

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[34] Sourced from PBF End of Project Report, Sri Lanka. Reporting period June 2016-November 2016

	displacement camps or host families					
Output 1.1 Land, housing and property assistance is provided for most vulnerable returnee families	Indicator 1.1.1 Number of vulnerable families provided with land, housing and property assistance through IPs	0	360 Shelters (Original target)	374 completed		Increased outputs utilizing the variance in funds due as a result of changes in the project period from 18 months to 9 months_ UNHCR
Output 1.2 Protection needs of newly resettled families monitored	Indicator 1.2.1 Number of individuals monitored at places of displacement to ensure voluntariness of return and informed decision.	0	50%	287 families monitored at the place of displacement.		
	Indicator 1.2.2 Number of focus group discussions conducted at community level	0	24 FGDs	46 FGDs were conducted for different age and gender groups (22 in return location and 24 in the place of displacement).		
Output 1.3 Essential Sanitation and health services	Indicator 1.3.1 Number of families	0	336 (186 in the North, and 150 in the East)	529 (259 in North, 270 in East)	Estimated targets were based on standard	

provided for resettling families	benefitting from a latrine				construction rates. The use of partner's and stakeholder's own resources led to savings resulting in an increase of 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 benefitting 5 families each in the North, and 220 household water connections from the national grid in the East	520 (50 dug wells and 10 tube wells in North with 5 families shared each, 220 household piped water connections in East)	Estimated targets were based on standard construction rates. The use of partner's and stakeholder's own resources led to savings resulting in an increase of the total number of units constructed.	
Outcome 2 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 for specific risk-taking population groups, including returnees, was provided for 1,647 resettled families in Jaffna and 906 families' in Trincomalee.	The figures for MRE coverage is higher due to the fact that UNICEF also includes target families that are due to return, or could return etc.	
	Indicator 1.4.2 % increase of Mine/UXOs	32 explosive devices from Jaffna and 3	10%	21.8 % increase (624) explosive		

	reported to authorities	from Trincomalee Were reported by the community over 1 month		devices reported by community members during 16 months' sine May 2015). 105% increase (74 explosive devices reported by community members during the 12 months period since November 2015 in Sampur)		

END