

Sri Lankan

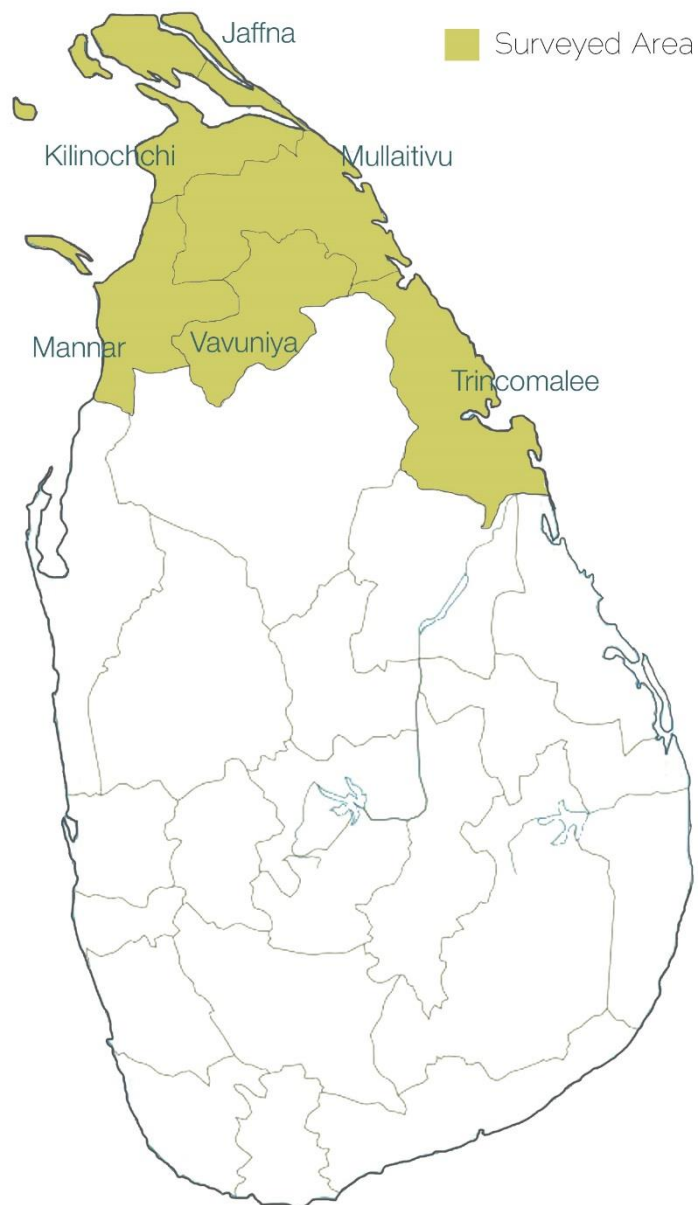
Refugee Returnees

in 2015



Results of Household Visit Protection Monitoring Interviews (Tool Two)

December 2016



UNHCR Sri Lanka

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Reading keys

Constraints: Users of this data should remain aware of the following factors:

Sample size: Although the sample size (150 households) is relatively limited, it represents a significant proportion (50%) of all 2015 returnee households and reaches all districts with significant refugee return. Thus, this data is highly representative of the refugee returnee experience during the reporting period.

Refugee returnees, not IDP returnees: This data reflects the experience of refugee returnees in 2015 and should not be assumed also to reflect the experience of IDP returnees. Throughout this document, the term 'returnee' only refers to refugee returnees. Although each group was forcibly displaced, there are significant differences in their displacement situations, including the duration they were away from the area of origin, educational and work opportunities while in displacement, documentation needs (e.g. birth certificates), as well as programme assistance during the period of return and reintegration.

Data is self-reported: All data is as reported by the refugee returnee respondents. Interviewers did not attempt to verify answers provided by respondents (e.g., independently inspect shelter for damage). Data is therefore accurate only if the respondent was truthful in response.

Abbreviations

BC	Birth Certificate
CID	Criminal Investigation Department
DS	Divisional Secretary Division
GN	Grama Niladhari Division
HoH	Head of Household
HSZ	High Security Zone
IDP	Internally Displaced Person
MoH	Ministry of Health
MRE	Mine Risk Education
NFI	Non-Food Item
NGO	Non-Government Organization
NIC	National Identity Card
PWSN	Persons with Specific Needs
SPSS	Statistical Package for Social Sciences
TID	Terrorist Investigation Division
UNHCR	United Nations High Commissioner for Refugees
UXO	Unexploded Ordnance
WFP	World Food Programme
WATSAN	Water and Sanitation

Introduction

Since the end of the armed conflict in Sri Lanka in May 2009, increasing numbers of Sri Lankan refugees and asylum-seekers outside the country have been considering the possibility of voluntary repatriation.

Responsive to this demand, UNHCR Sri Lanka in cooperation with UNHCR offices in countries of asylum, in particular in Tamil Nadu, India, continues to facilitate the voluntary repatriation of Sri Lankan refugees.

Essential to this on-going voluntary repatriation initiative is to obtain and analyse credible factual data regarding the return and reintegration experience of those who have already returned. Solid protection monitoring data of these returnees allows UNHCR to intervene, as appropriate, to improve the protection environment. The report produced on the basis of data collected from returnees every month is known as “Tool One”, and the report produced on the basis of data collected from returnees every year is known as “Tool Two”. This data and its analysis also assists UNHCR staff in countries of asylum to better counsel Sri Lankan refugees and asylum-seekers who are considering return as to the challenges and potential risks linked to repatriation. Such counselling, when backed by a solid analysis of the situation on the ground, helps to ensure that any decision to repatriate is an informed one.

For **facilitated repatriation**, UNHCR staff in the country of asylum counsel prospective returnees and verify the voluntary nature of their decision. UNHCR then provides air transport for refugees who wish to return. UNHCR Sri Lanka staff meets each facilitated returnee upon arrival at the airport and ensures his / her safe arrival. Under a UNHCR-funded programme with the Bank of Ceylon, a bank account is opened and a reintegration grant is deposited for each household in the joint name of the husband and wife, while a modest transportation allowance is provided to returnees (in cash) for onward transportation to their villages of origin. Upon arrival in the villages of origin, facilitated returnees visit one of the two UNHCR offices in the field to receive NFI cash grant. Returnees also receive counselling on reintegration support, including procedures to obtain essential civil documentation, such as birth certificates and National Identity Cards. Referrals are made to government authorities to obtain further assistance. Furthermore, returnees are directly linked to Mine Risk Education programmes in their areas of return.

A significant number of Sri Lankan refugees return **spontaneously**. Although spontaneous returnees are not eligible for UNHCR cash grants or NFI assistance, UNHCR encourages this group to approach its offices in areas of return for protection monitoring purposes and referral to specialized agencies that can support their reintegration process.

In addition to collecting monitoring information from individuals who approach UNHCR or during frequent visits conducted by UNHCR and partners to returnee areas, **UNHCR Sri Lanka now utilizes the two “tools” to ensure a systematized approach to returnee**

protection assessment and monitoring since 2011. These monitoring “tools” cover all refugee returnees known to UNHCR, whether their return is facilitated or spontaneous.

Tool One:

UNHCR staff undertakes a short, one-time standardized protection interview when returnees approach UNHCR field offices. The report produced on the basis of these interviews is known as ‘Tool One’. Tool One has been operational in all areas of refugee return since May 2011 and its standardized monthly reports are distributed widely to UNHCR offices throughout the Asia region and other regions to assist counselling to prospective returnees.

Although Tool One interviews are one-time snapshots of the initial return experience for each family, the comparison of trends of this *assessment* data from month to month activates a protection *monitoring* function.

While these initial interviews under Tool One provide useful information on the return and reintegration process, the interviews are **relatively short, concentrating on quantitative data**, and are **undertaken within the first few days or weeks following return**. The methodology also disproportionately relies on responses from heads of households, and thus, does not necessarily reflect the age, gender and diversity spectrum of refugee returnees. Thus, soon after the launch of Tool One, it was apparent that an additional protection monitoring mechanism was also needed. The resulting second mechanism is known as **Tool Two**.

Tool Two:

With this method, UNHCR field staff visits households of a representative sample of refugee returnees, to collect a **comprehensive mix of quantitative and qualitative data** regarding the return and reintegration experience (in general one year after return).

UNHCR gains in-depth knowledge and information necessary to analyse the reintegration process and protection challenges faced by returning refugees through both a **mid- and long-term perspective**. Moreover, since interviews take place inside the returnee’s home and include open-ended questions, a **more accurate and in-depth response** is expected.

This Tool Two functions as a detailed protection assessment. In order to ensure it meets its full protection potential, UNHCR analyses the findings of this Tool alongside the findings of Tool One.

This document reports the data, analysis and conclusions of the 2015 Tool Two exercise, and is the work of UNHCR Sri Lanka, with data collected by all field offices, with the combined efforts of Protection and Field teams in Jaffna and Kilinochchi.

Methodology

Tool Two was developed by UNHCR in direct consultation with key external experts in 2013 (prior to first version of Tool Two) in order to provide the most comprehensive data possible regarding the voluntary repatriation and reintegration experience of refugees.

The sampling was carried out in all five districts in the Northern Province and in the Trincomalee district in the Eastern Province. Using structured questionnaires, face-to-face interviews were conducted with 113 respondents out of a sample of 150.

The sample represented both spontaneous and facilitated refugee returnees who approached UNHCR field offices in 2015. Fifty percent (50%) of the total refugee returnees who approached UNHCR field offices from January to December 2015 and were recorded under Tool One were then randomly selected for this Tool Two exercise. The random selection technique sought to balance the return type and districts of returnees; respondents were spread across Jaffna, Kilinochchi, Mannar, Mullaitivu, Trincomalee and Vavuniya districts.

UNHCR Colombo then provided UNHCR offices in each district with the list of households for sampling specific to their district. Field staff visited sample households in August – September 2016, and interviewed the most senior member of the household present. Respondents were informed that the exercise was voluntary and that their participation or non-participation has no link to material assistance or other programmes. Although no visited family refused to participate, 37 (25%) households out of 150 were not available at the time of the visit, as the entire family had reportedly moved to another location in Sri Lanka or for any other reason. If a household was empty at the time of the visit, but neighbours indicated that the family still lived there, the team returned for the interview at another time.

Responses were recorded by staff on paper questionnaires. At the end of every other week, all completed questionnaires were sent to UNHCR Colombo. Questionnaires were scrutinized and keyed into a Microsoft Access data base by a single data coder. Data analysis was then carried out using a combination of Microsoft Excel and SPSS¹ software.

¹Statistical Package for the Social Science

Sample size and availability for interview

- ▶ Of the 150 household sample size, 113 households (75%) were located and interviewed at their stated address (*Table 1*). In comparison to the 2014 Tool Two report, the availability had dropped from 84% to 75% in 2015. The most unavailable for interview were from the Mannar district (12 households).
- ▶ According to community members or local officials, the main reason for the unavailability of returnees (for 20 families) could be attributed to the fact that returnees have moved to another place in the country from their originally stated address (*Table 2*). Another 32% have moved outside the country, particularly 16% to India and another 16% to Middle Eastern countries, for various reasons.

Table 1: Overview of the sample

District	Total sample size sought (families)	Located and interviewed		Families unavailable for interview
		Families	Individuals	
Jaffna	30	25	62	5
Kilinochchi	21	14	35	7
Mannar	36	24	60	12
Mullaitivu	8	7	21	1
Trincomalee	31	26	73	5
Vavuniya	24	17	42	7
Total	150	113	293	37

Table 2: Reasons for unavailability of returnees, according to neighbours, community or GN

District	Returned, but since moved elsewhere, location unknown	Returned, but since moved elsewhere in Sri Lanka	Returned, but since moved back to India	Returned, but since moved outside of Sri Lanka	Died	Total
Jaffna	1	3		1		5
Kilinochchi	1	2	3	1		7
Mannar		6	1	5		12
Mullaitivu			1			1
Trincomalee	1	3			1	5
Vavuniya		6	1			7
Total	3	20	6	7	1	37

The remainder of data in this report, including percentages below, represents responses from those 113 households comprised of 293 individuals, who were visited and interviewed. *The data and resultant analysis could not incorporate the return and reintegration experience of sample households who had moved elsewhere. Their experiences may be different, possibly more negative than those who were interviewed and represented below.*

Summary of findings:

- ▶ 53% of the respondents were female. Of this group, 45% were heads of households.
- ▶ 12% of all individuals were with specific needs. The foremost specific need was women at risk.
- ▶ All returnees had registered with the local governmental (DS or GN) authorities.
- ▶ 67% of respondents stated that persons other than local DS/GN authorities, such as the military, police and NGOs, had visited their residence at least once.
- ▶ 6.5% of all returned individuals did not have a Sri Lankan birth certificate and 15% of adult individuals did not have a NIC. 4.4% of returnees did not have at least one of the essential civil documents at the time of interviews.
- ▶ 74% of respondents stated they had land. However, 18% stated they did not have documentation pertaining to their land. Of the 26% who stated that their household did not have land, 59% had applied for state owned land but none of them had actually received land.
- ▶ 64% of respondents stated they currently did not live in their own house or shelter.
- ▶ Among all the respondents, only 28% stated that they received shelter assistance, mainly from the government.
- ▶ 97% of respondents stated there were no landmines in their area. 56% of the respondents had not received Mine Risk Education (MRE).
- ▶ 56% of the respondents stated not having any problems with the military presence. Respondents were asked “How safe does your family feel today where you currently live”, 97% stated they felt safe.
- ▶ 54% of respondents from all districts felt the relationship between the military and the community was “Good” while the rest answered, “I don’t know”. None of the respondents stated “bad” as a response.
- ▶ Unskilled casual labour was the main income generating source for 33% of families, while skilled labour (12%), farming (9%) and fishing (12%) were the main income generating sources for another 33% of the families. Lack of tools (material and financial) was stated as the main impediment in restoring livelihood for 59% of the respondents. Overall, 85% of the respondents had not received any kind of livelihood assistance.
- ▶ 85% of the respondents were satisfied with their decision to return to Sri Lanka.
- ▶ 77% of the respondents stated “lack of or no livelihood opportunities” as a main concern whilst 48% reported “shelter” and 18% reported “water sanitation”.
- ▶ Only 4% of the respondents received WFP food rations and out of those, only 2 respondents had received them for the stipulated 6 months.
- ▶ 88% of the respondents had undergone health screening or were tested for Malaria and Tuberculosis in Sri Lanka as refugee returnees.
- ▶ It is notable that 34% of all respondents did not have access to a toilet in their premises.
- ▶ 72% stated the main source of drinking water is protected dug well or tube well. 68% of the respondents said they cannot drink water without purifying.
- ▶ It is notable that 100% of the children who had returned to Sri Lanka were attending school.

A Basic information of respondents

Intent of queries: To ensure that responses come from a representative diverse group of individuals within the total returnee population, which, when cross referenced against data from other questions, allows for comparison of the return and reintegration experience amongst, inter alia:

- Male vs. female respondents;
- Head of household vs. other household members.

Matching gender and age characteristics against the profile of the entire returnee population strengthens the representative nature of the data and analysis, particularly compared to the results of Tool One.

In general, most refugee returnees of 2015 found repatriation and reintegration to be a mixed experience:

- ▶ 113 families were interviewed representing 293 individuals (Average family size is 2.6). 68% of the respondents were heads of households while 26% were spouses (*Figure A.1*).
- ▶ 53% of respondents were female. Of those, 45% were heads of household (*Figure A.2*).
- ▶ All interviewed returnees repatriated from India. 95% of all returnees had returned via UNHCR's facilitated voluntary repatriation programme. 5% of the returnees had returned spontaneously (*Figure A.3*).
- ▶ 12% of total individuals were with specific needs (*Table A.1*). Majority were women at risk.

Household role of respondents:

- ▶ 68% of respondents were the heads of household, 26% comprised of the spouse, 5% comprised of adult sons or daughters of the family and 1% represented other relatives of the family.

Figure A.1: Main respondent of the family

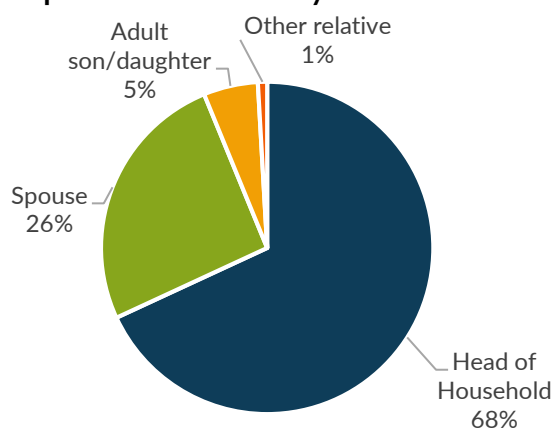


Figure A.2: Female headed households among the respondents

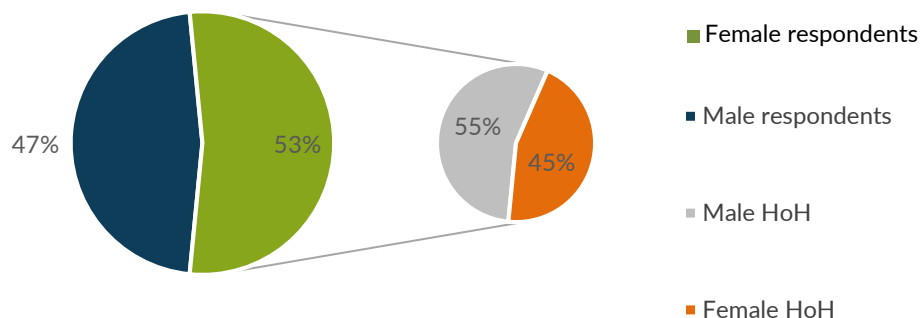


Figure A.3: Type of return to Sri Lanka

- ▶ 95% of respondents have returned with UNHCR facilitation while 5% have returned spontaneously.

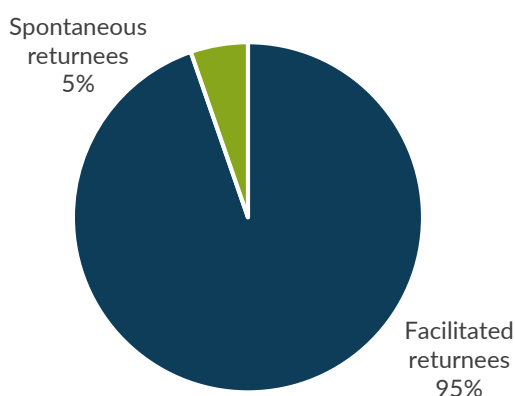


Table A.1: Persons with Specific Needs (PWSNs) in family

- ▶ 12.2% of all individuals are with specific needs. Foremost specific need is women at risk.

Specific need	Number of individuals	Of a percentage of returned individuals
Woman at risk	12	4.1%
Physical disability	8	2.7%
Single elderly person	5	1.7%
Amputee	4	1.4%
Mental illness	2	0.7%
Single parent	2	0.7%
Mute	1	0.3%
Other	2	0.7%
Total	36	12.3%

B Registration and other visits by authorities

Intent of queries: To identify if returnees are able to register as residents in areas of return, if they in fact do so; and to ascertain if returnees are visited by security forces or police, for registration or any other purposes, and the frequency of such visits.

There are numerous and persistent anecdotes regarding the close surveillance of civilians in the North and East by security or intelligence personnel, including repeated visits to homes. This is one attempt to gather factual data on the existence and scope of any such activity.

- ▶ All returnees had registered with the local governmental (DS or GN) authorities at the time of the Tool Two survey. This high registration rate and lack of apparent constraints is a positive indicator of the returnees' reintegration and potential to access state services as citizens. It also compares favourably to the 67% of the same refugee returnee population who had registered at the time of the Tool One survey conducted in 2015.
- ▶ 67% (54% in 2014) of respondents stated that persons other than local DS/GN authorities, such as the military, police and NGOs, had visited their residence at least once (*Figure B.1*). Mainly Police (38%), CID/TID (34%), military (11%) and other (17%) had visited (*Figure B.2*). In most of these cases, such visits were for additional "registration" requirements.
- ▶ 49% (41% in 2014) of respondents stated that their residence was visited by other individuals or groups for interviews other than for registration purposes (*Figure B.3*). The majority of these visits were conducted by the police (47%) and NGO (32%) (*Table B.1*).
- ▶ To the question "Does anyone restrict or register your movements in and out of your village?", only 2% (all from Kilinochchi district) of respondents answered in the affirmative.

Figure B.1: Has anyone or has a group come to your house to register your family, other than DS/GN authorities? District breakdown

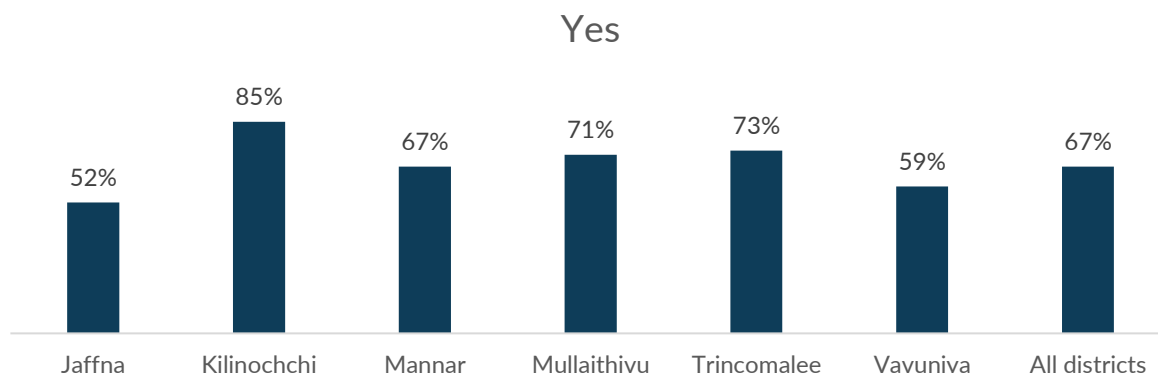


Figure B.2: If yes, who are they? District breakdown

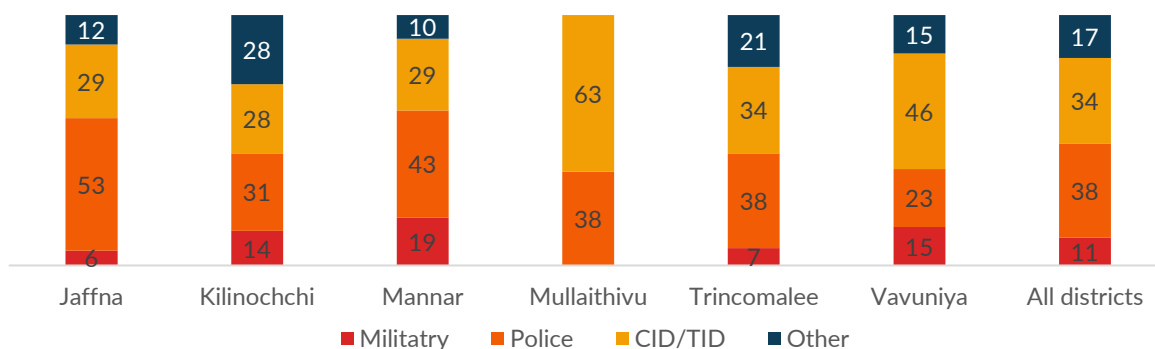


Figure B.3: Other than for registration, has your household been visited by anyone or any group for interviews? District breakdown

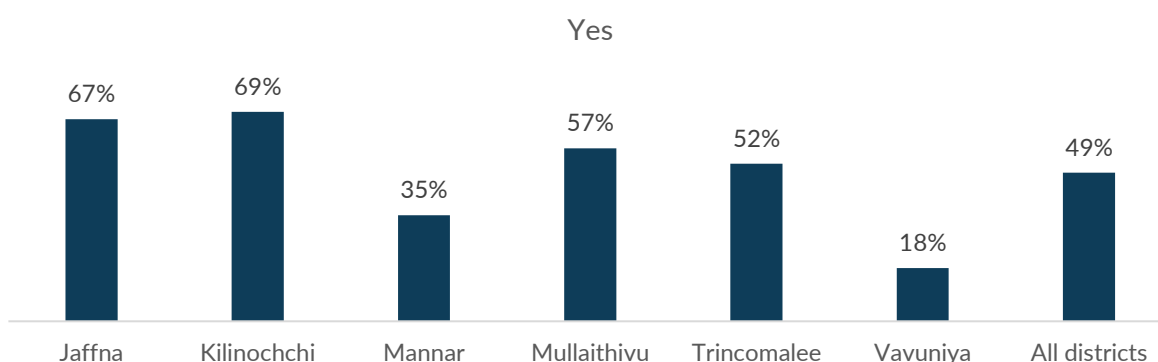
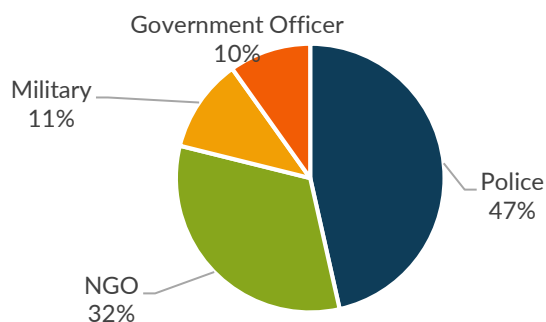


Table B.1: If yes, who are they? How many times did they visit?

	Police		Military	NGO		Govt.
	1 time	More than 1 time	1 time	1 time	More than 1 time	1 time
Jaffna	2	2		6	4	
Kilinochchi	4	3	4	6	2	6
Mannar	3	3	3	0	1	
Mullaitivu	2	1	1	1	0	
Trincomalee	8	5		1	1	
Vavuniya				1	0	1
Total	19	14	8	15	8	7

Figure B.4: Who visited your household for interviews, other than for registration?



C Civil documentation

Intent of queries: To determine if returnees have essential civil documentation (such as birth certificates and National Identity Cards) and to determine if there are any constraints to access them. In this section, the enumerators' ensured data was collected for each family member, not merely the respondent or head of household. For birth certificates, data reflected Sri Lankan vs. non-Sri Lankan issued birth certificates. These queries also helped determine the percentage of refugee returnees who have no essential documents and may be at risk of statelessness.

Birth Certificates

- ▶ Among all the respondents, only 4.4% of the individuals did not have **any birth certificate** (issued in India or in Sri Lanka).
- ▶ 6.5% (7% in 2014) of all the respondents did not have a **Sri Lankan birth certificate** (Table C.1). The figure significantly decreased in comparison to Tool one findings from 2015 when 13% of the respondents (in principle belonging to the same group of refugee returnees) did not have Sri Lankan BC. It gives a positive indication about the availability and efficiency of the civil documentation process. It is considered an achievement as both parties, government and refugee returnees, have recognised the importance of obtaining and being in possession of civil documents which is essential to the reintegration process. There is variance amongst the districts, in Mannar only 1.7% respondents stated that they do not possess their birth certificates while 14.3% in Mullaitivu are not in possession of their birth certificates. Except for four individuals (who had misplaced their birth certificate), none of the respondents, who claimed they do not have birth certificate, ever had a Sri Lankan birth certificate prior to fleeing.
- ▶ Only 2.7% of the returnees under the age of 18 did not have a Sri Lankan birth certificate (Table C.1).
- ▶ Some of the returnees who did not have birth certificates have applied and were awaiting to receive the birth certificate while others stated various reasons for not being in possession of the document, including lack of supporting documents, lack of awareness of the procedure, or they applied and were rejected.

National Identity Cards (NICs)

- ▶ 15% (15% in 2014) of adult individuals do not have a NIC (Table C.2). This is a lower percentage in comparison to Tool One findings (50%). Of the returnees who did not have an NIC, the majority had never possessed an NIC. Of those, many had applied for an NIC but had not received the document yet. While, some had not yet applied as they did not possess the required documentation. Thus, the process of obtaining a new NIC is, presumably, more time consuming and complicated, especially when compared with those who are applying for a replacement NIC.

Absence of Any Essential Documents

- ▶ 4.4% (5.5% in 2014) of respondents did not have at least one of the essential civil documents defined here as: a birth certificate from Sri Lanka, a birth certificate from country of asylum, an NIC (if an adult), or a Sri Lankan passport (Table C.3). Such

persons need particular attention, as they are at a higher risk of being considered stateless² unless they regularize their status and civil documentation.

Family members born in India

- ▶ Among all respondents, approximately 1 in every 4 members were born in India (24%) (Table C.4). Among children who returned to Sri Lanka, 75% were born in India.
- ▶ Among the new born individuals in India, 93% had registered their birth in India. When asked who they were registered by, 44% stated by the Sri Lankan authorities in Chennai, India (the Sri Lankan Deputy High Commission) while 41% stated registrations were done at the refugee camps, 10% at the hospital and 5% at the birth registration department.
- ▶ It is notable that, when asked “If any of your family members were born in India, do you have /did you have problems obtaining Sri Lankan citizenship?” 80% said they did not have any problems obtaining the Sri Lankan citizenship (Figure C.2). Among the respondents who said they had problems, 57% stated delays in obtaining a BC as a reason. 43% stated “they are not aware about the citizenship procedures”.
- ▶ Since some returnees are originally from the plantation area (hill country), respondents were asked whether they were originally from the plantation area. 15% of the returnees stated ‘yes’ (Figure C.1). Responses varied according to the district. It is significant to note that, none of the respondents from Mullaitivu district are originally from the plantation area, while 47% from the Vavuniya district were originally from the plantation area.
- ▶ Among respondents who were originally from the plantation area, all had obtained Sri Lankan citizenship.

Table C.1: Individuals without a Sri Lankan birth certificate (BC)

District	Individuals without a Sri Lankan BC	As a percentage of total surveyed individuals	Below 18 inds. as a percentage
Jaffna	7	11.3%	3.2%
Kilinochchi	3	8.6%	2.9%
Mannar	1	1.7%	1.7%
Mullaitivu	3	14.3%	0.0%
Trincomalee	3	4.1%	1.4%
Vavuniya	2	4.8%	7.1%
Total	19	6.5%	2.7%

Table C.2: How many adult family members do not have a National Identity Card (NIC)?

District	Individuals without a Sri Lankan NIC	As a percentage of total adults
Jaffna	5	11.1%
Kilinochchi	5	17.2%
Mannar	8	20.0%
Mullaitivu	4	33.3%
Trincomalee	2	4.4%

² A person who is not considered as a national by any State under the operation of its law.

Vavuniya	6	21.4%
Total	30	15.1%

Table C.3: How many family members (including minors) do not currently have at least one of these documents?

(Sri Lankan birth certificate, National Identity Card (NIC), or Sri Lankan Passport)

District	Individuals without BC, NIC & Passport	As a percentage of total surveyed individuals
Jaffna	3	4.8%
Kilinochchi	3	8.6%
Mannar	0	0.0%
Mullaitivu	3	14.3%
Trincomalee	3	4.1%
Vavuniya	1	2.4%
Total	13	4.4%

Table C.4: How many family members were born in India?

District	Individuals born in India	As a percentage of total surveyed individuals	As a percentage of total surveyed children
Jaffna	14	22.6%	82.4%
Kilinochchi	8	22.9%	133.3%
Mannar	20	33.3%	100.0%
Mullaitivu	4	19.0%	44.4%
Trincomalee	14	19.2%	50.0%
Vavuniya	10	23.8%	71.4%
Total	70	23.9%	74.5%

Figure C.1: Are you originally from the plantation area?

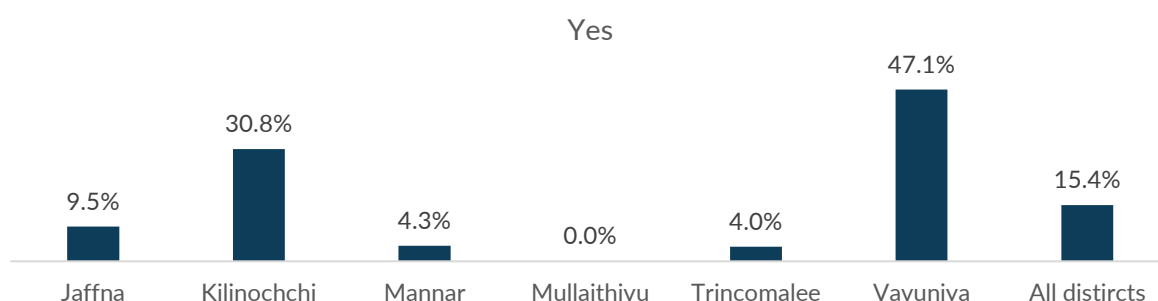
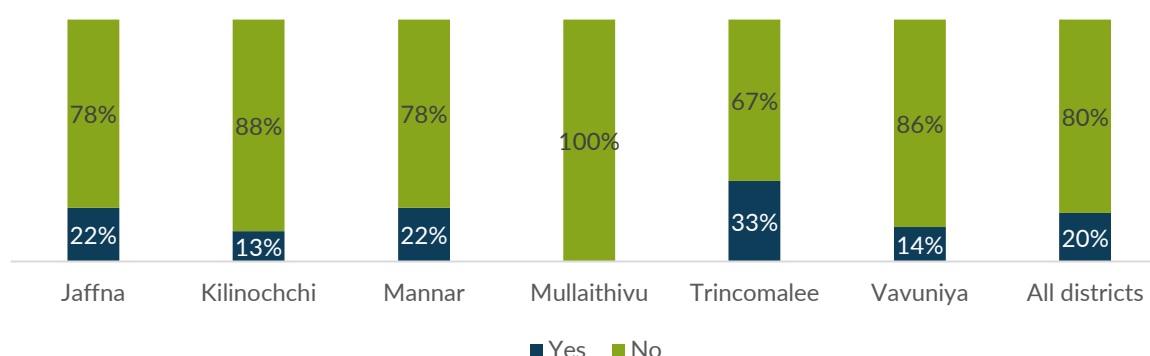


Figure C.2: If any of your family members were born in India, do you have /did you have problems obtaining Sri Lankan citizenship?



D Land and shelter

Intent of queries: To identify shelter needs (repair or construction of a new shelter) of refugee returnees; extent of landlessness; property documentation replacement needs; and what mechanisms are used or trusted by returnees to resolve disputes.

- ▶ A majority—74% (70% in 2014) stated “Yes” to the question “Does your household have land?”(Figure D.1). This initial question was purposefully posed vague to avoid distinctions amongst types of land ownership or use arrangements, which are detailed in later questions. It is notable that only 52% of respondents said “Yes” under the Tool One assessment, which indicates that in the period between return and Tool Two sampling, many persons previously without their “own” land were able to repossess or obtain land.
- ▶ It is notable that all respondents from the Mullaitivu district said they have their own land while only 56% respondents from Jaffna district said they have own land.

Of the respondents who own land (Figure D.2):

- 51% had permits or grants.³
 - 22% had deeds.⁴
 - 9% had a written document or a letter from a GN.
 - 18% did not have documentation pertaining to their land.
 - It is noteworthy that all the respondents from Jaffna district who said they had land, said they had a deed or permit for their lands.
 - It is significant to note that 57% of the respondents from the Mullaitivu district stated that they do not have a document for their lands while 46% of the respondents from Kilinochchi district said they have only a letter of certification for their land.
 - Of the respondents who said they did not have a land document, 40% never possessed any documents. This may indicate that they never had a deed or permit, and that obtaining one may be difficult. The rest said they have applied to authorities and are waiting for their answers.
- ▶ 95% (93% in 2014) answered “Yes” when asked if they had access to their land (Figure D.3). It is notable that all the respondents from Jaffna, Kilinochchi and Mullaitivu districts stated that they had access to their lands. Among those (5%) who did not have access to their land, few families stated they could not access their land due to secondary occupation or overgrown jungle.

³**Permits and Grants**- the Land Development Ordinance provides for state land to be given to individuals under permits and grants. If the conditions of a permit are fulfilled and if the permit holder has been in occupation of, and fully developed the land to the satisfaction of the District Secretary, after a period of 1-3 years, depending on the nature of the land, the permit holder shall be issued a grant in respect of the land. Permit land cannot be disposed of although it can be inherited by children upon the demise of the permit holder. Grant land can be disposed of under certain circumstances and following certain procedures.

⁴A **title deed** denotes ownership of privately owned land. A deed holder has the absolute right to alienate the land described in the deed.

Of the 26% (33 families) who stated, “No”, their household did not have land (Figure D.1):

- 59% had applied for land (Figure D.4) but none of them had received land. The majority (77%) stated that the process was ongoing, while the remainder stated they did not know the reason for not being allocated land. Of the respondents who applied for land, all of them stated they applied through the DS/GN.
 - Of those who had not applied for land:
 - 44% stated they were not aware of the process;
 - 22% were not interested in applying;
 - 11% thought or were told it was not possible.
- ▶ 64% (60% in 2014) of the respondents stated currently they do not live in their own house or shelter (Figure D.5). Of the returnees who do not live currently in their own house or shelter, 64% stated they did not have a house before fleeing while 17% stated their house is totally destroyed and that they have no money or resources to repair it (Figure D.6).
- ▶ Among all the respondents, only 28% stated that they received shelter assistance (Figure D.7), mainly from the government (93%). Only 14% from Mullaitivu and 16% from Jaffna district had received shelter assistance. When asked “what type of shelter assistance was received?”, the majority said they received permanent housing while a small number mentioned they received other shelter material and transitional shelters.

Figure D.1: Does your household have land?

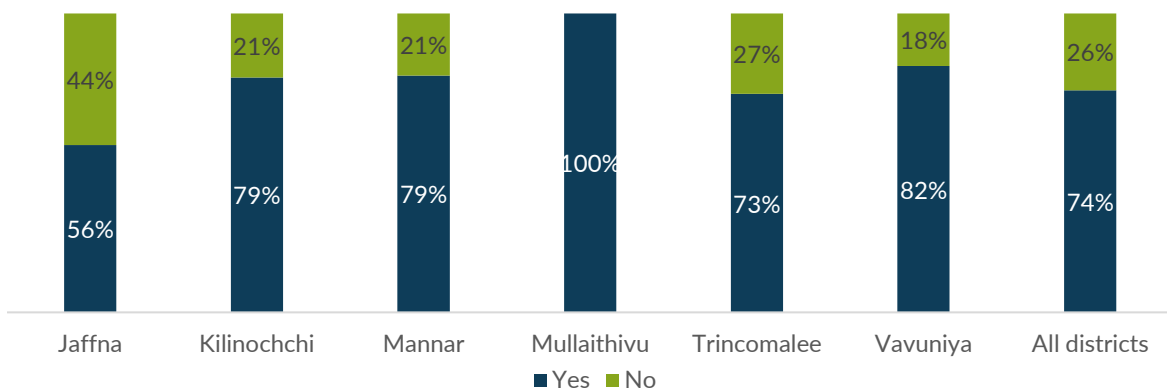


Figure D.2: What document do you have regarding your land?

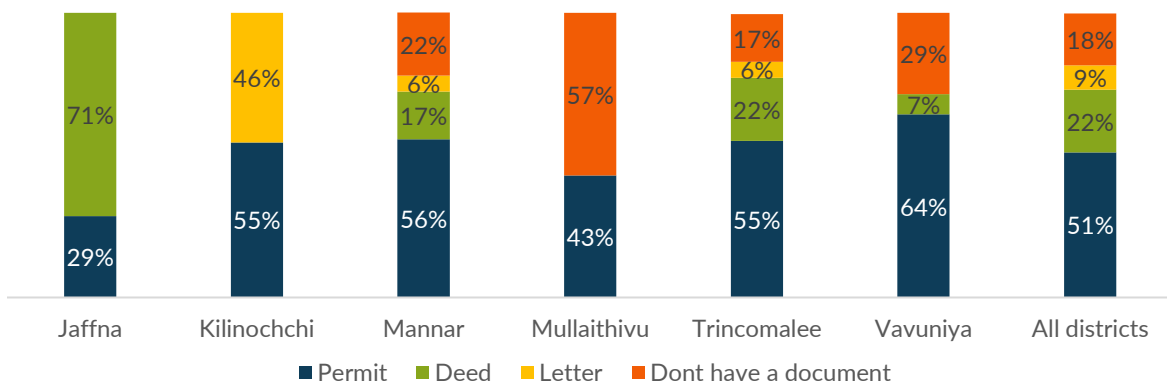


Figure D.3: Does your household have access to your land?

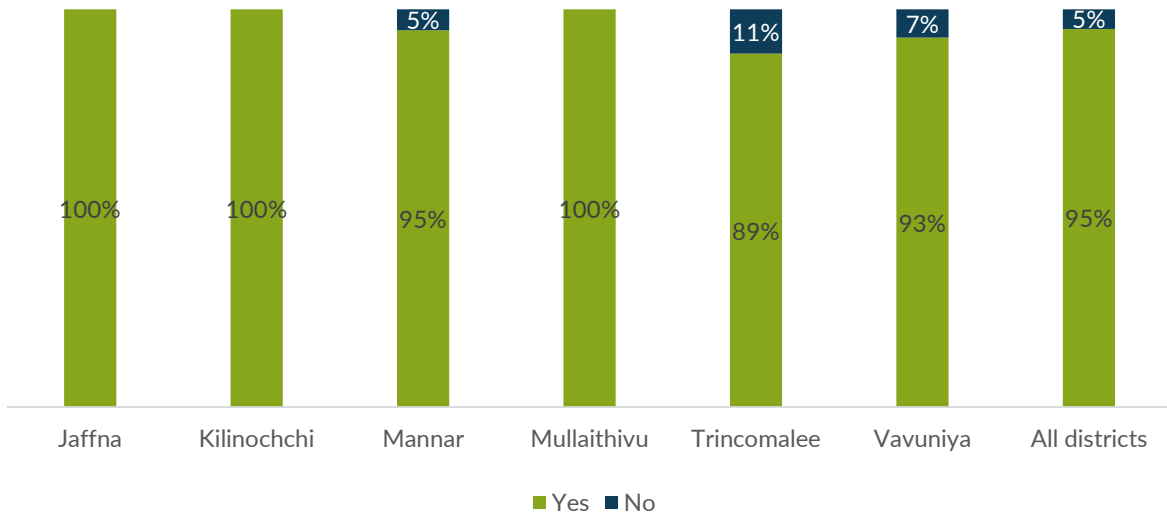


Figure D.4: If your household is landless, did you apply for land with the authorities?

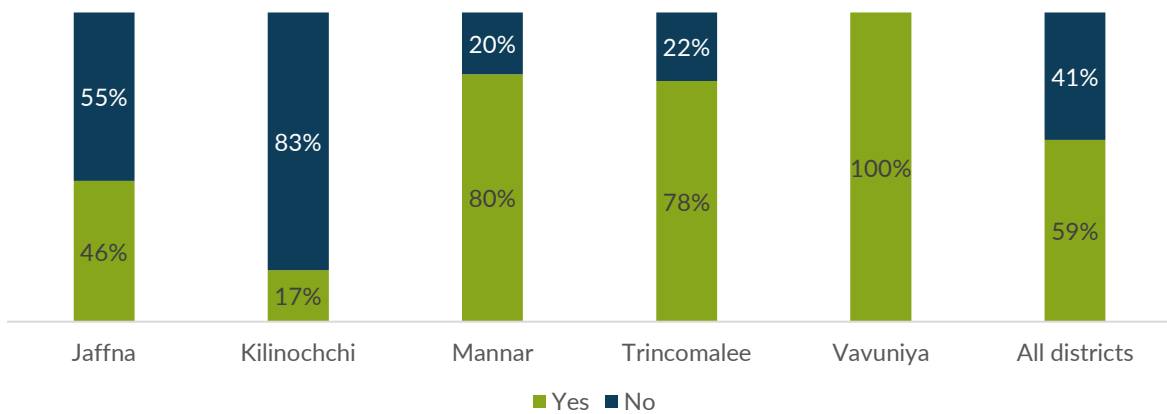


Figure D.5: Are you currently residing in your own house or shelter?

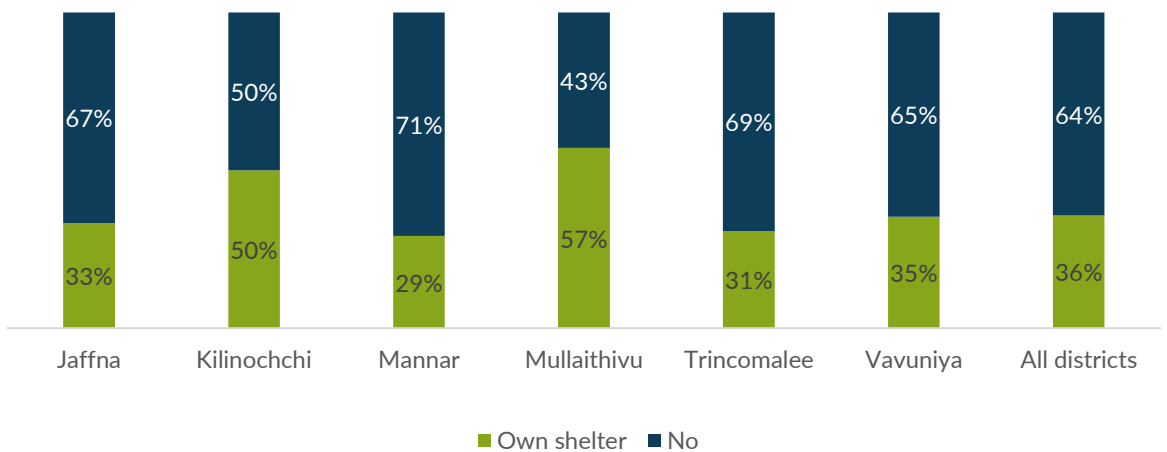


Figure D.6: If you are currently not residing in your own house or shelter, why not?

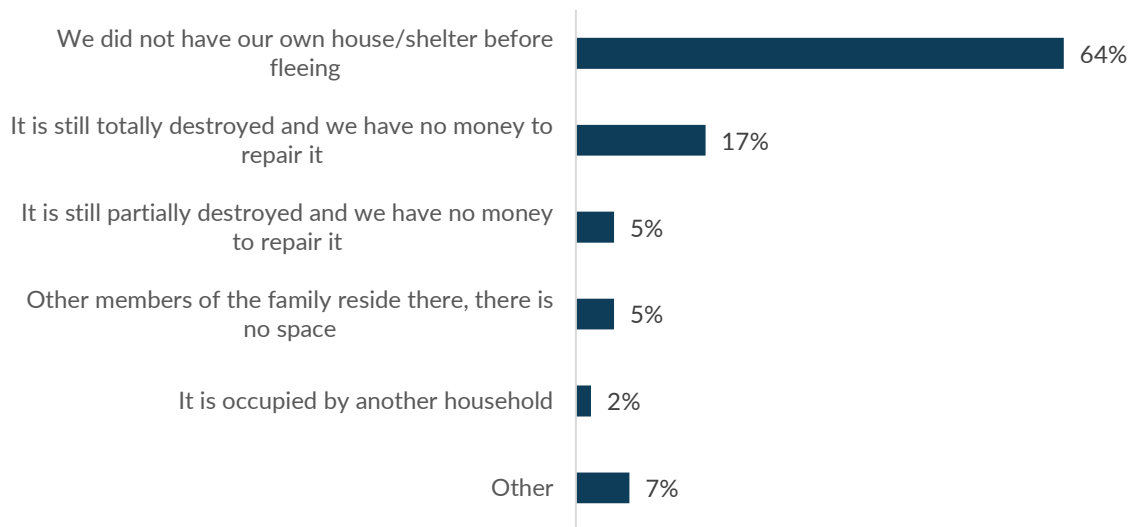
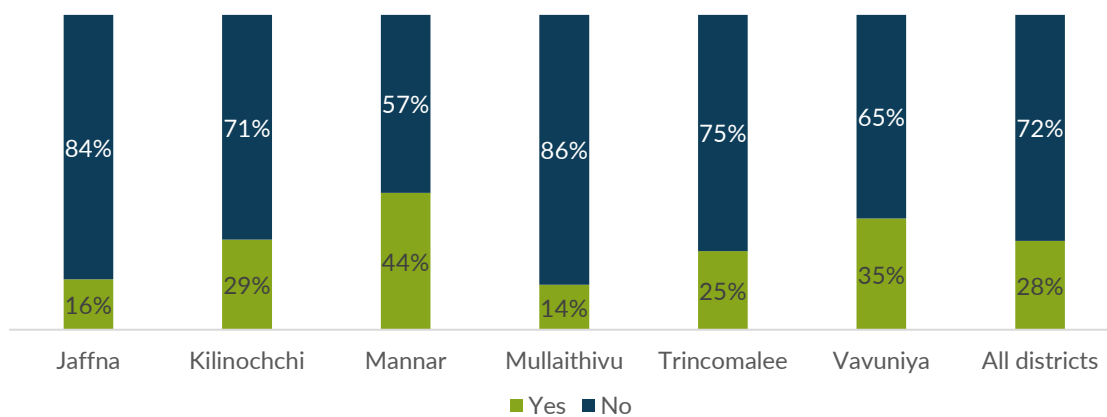


Figure D.7: Did you receive any shelter assistance?



E Security

Intent of queries: To identify refugee returnees' personal perceptions of post-return security and military presence in areas of return; to ascertain how returnees re-integrate within their neighbourhoods and home communities; to identify the impact of landmines and UXOs on reintegration; and to know where returnees go, if they encounter security concerns.

Given the sensitive nature of these questions, all were approached with a mixture of yes/no, multiple choice and open questions in order to promote an accurate response, but without leading a response.

Landmines

- 97% (97% in 2014) of respondents stated there are no landmines in their area. 3% of respondents stated that although landmines are present in their area, landmines did not have an impact in their lives (this group of respondents were from Jaffna and Trincomalee districts) (Figure E.1).
- Only 1 respondent from Kilinochchi district stated that a member of their family or someone from the village had experienced an incident involving a landmine.
- 56% (30% in 2014) of respondents had not received Mine Risk Education (MRE). It is notable that only 29% from Mullaitivu district stated that they had not received MRE while from Trincomalee and Vavuniya districts 65% had not received MRE (Figure E.2). Of all the respondents who received MRE, 67% had received information through MRE sessions during UNHCR reception hours while another 25% have received information from other organisations (Figure E.3).

Military presence

- ▶ The initial question was open and neutral: “How do you feel about military presence in your village and area?” Free text answers were later categorized as the following (Table E.1):
 - 56% of respondents stated they did not have any problem;
 - 38% of respondents stated there was no military presence in their area while rest of the 6% did not respond to the question. Responses varied among the districts: 77% from Vavuniya district and 63% from Mannar district stated there was no military presence. 83% from Mullaitivu district stated that they had no problem, while 17% did not respond.
- ▶ The second question, “How do you think the relationship between the military and the community is...”, included positive and negative answers. The phrasing of the question was carefully designed to allow respondents to refer to concerns about the relationship between the military and the community— and not necessarily the respondent or her/his own family (Figure E.5).
 - 54% (35% in 2013, 43% in 2014) of respondents from all districts felt the relationship between the military and the community was “Good” while none of the respondents stated “Bad” as a response;
 - 46% (47% in 2014) responded stating “I do not know”;
 - Only 17% from Mullaitivu and 24% from Vavuniya districts stated “Good” while 79% from Kilinochchi stated “Good”.

- ▶ When asked “should a serious crime be committed against your family, to whom would you report first” (Figure E.8):
 - A large majority stated the police - 93% (96% in 2014), while 4% mentioned DS/GN and another 4% mentioned the military.
 - 100% of respondents from Kilinochchi, Mullaitivu and Vavuniya districts mentioned they would approach the police, while 12% from Mannar district said they would approach the military.

- ▶ Respondents were asked after their return to Sri Lanka, if any family member had faced any safety concerns such as disappearance, arrest, or harassment. Only 1 incident of arrest was reported from the Kilinochchi district.

- ▶ Respondents were asked “How safe does your family feel today where you currently live” (Figure E.6), 97% (95% in 2014) stated they felt safe (51% mentioned they felt completely safe while 46% mentioned they generally felt safe). 1.8% (3% in 2013) stated they felt safe sometimes, but sometimes in danger, while 0.9% stated “we feel we are in danger”. 1 respondent from Trincomalee stated that they often felt in danger due to frequent visits by CID. Respondents who mentioned that they felt sometimes in danger, said they felt insecure due to general crime/theft risks and elephant caused threats. All the respondents from Kilinochchi, Mullaitivu and Mannar districts stated they feel generally safe or completely safe.

- ▶ Regarding relations within the community: 2 respondents (none in 2014) stated that their families were treated differently by the community upon return. Both of them were from Trincomalee district.

- ▶ Respondents were asked if their family had a civil (not criminal) dispute within the community, where would they go to solve it (Figure E.7):
 - 62% (57% in 2014) said they would go to GN or DS;
 - 38% (42% in 2013) said they would go to the police.

Figure E.1: How does the presence of landmines in your area (if any) affect your daily life?

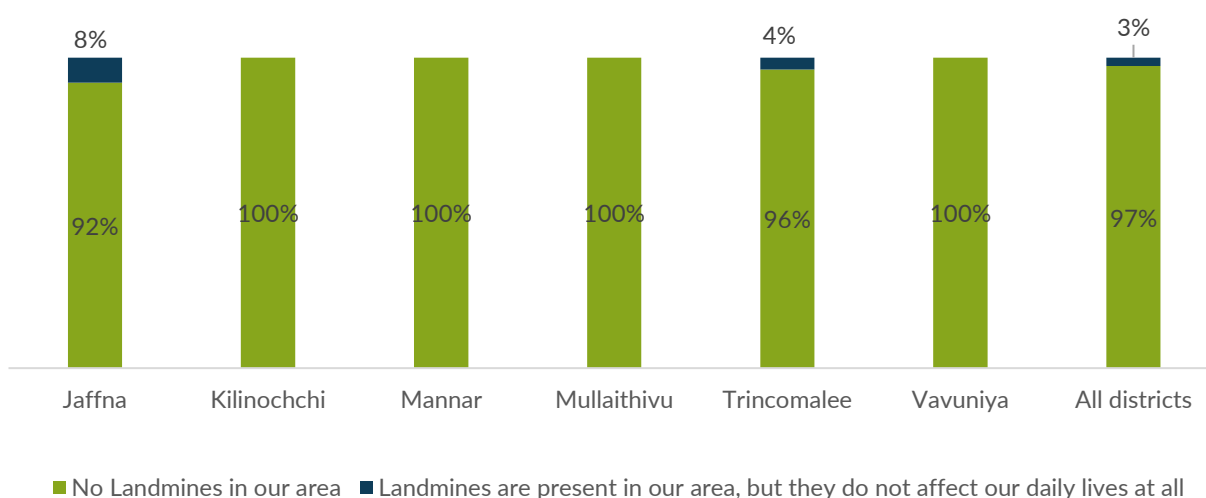


Figure E.2: Did you receive Mine Risk Education (MRE) Information since you returned?

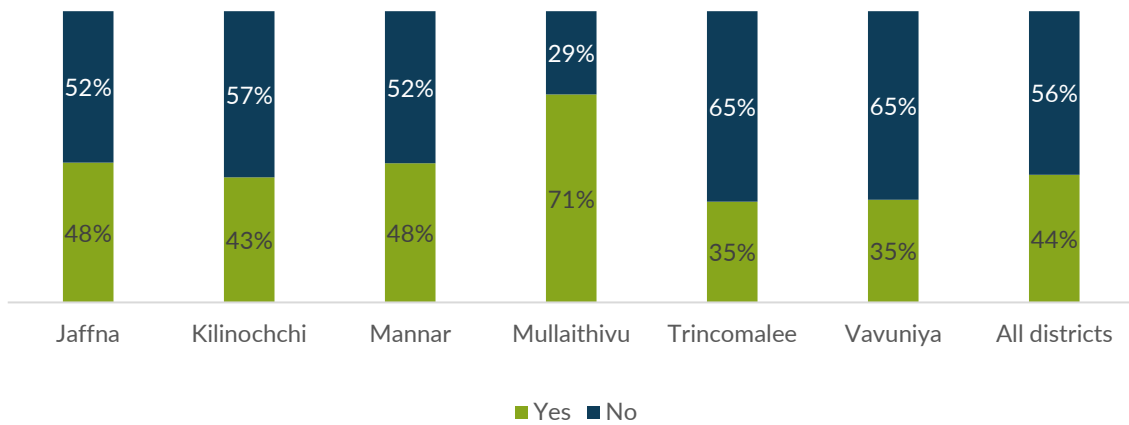


Figure E.3: How did you receive Mine Risk Education (MRE) Information?

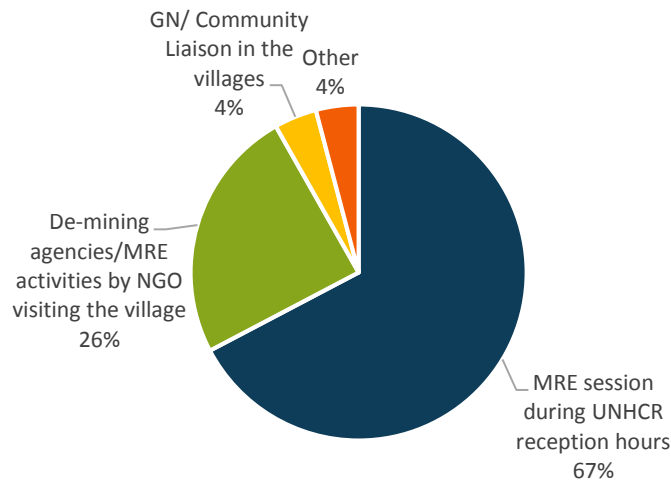


Figure E.4: How do you feel about military presence in your village/area?

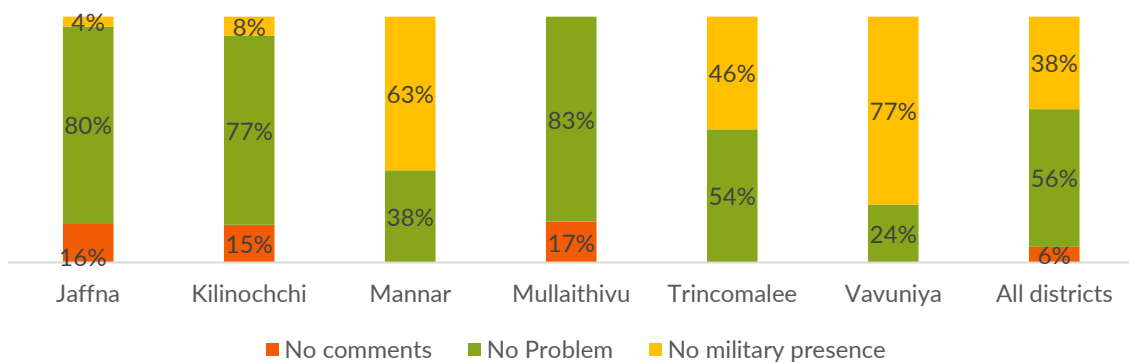


Figure E.5: How do you consider the relationship between the military and the community?

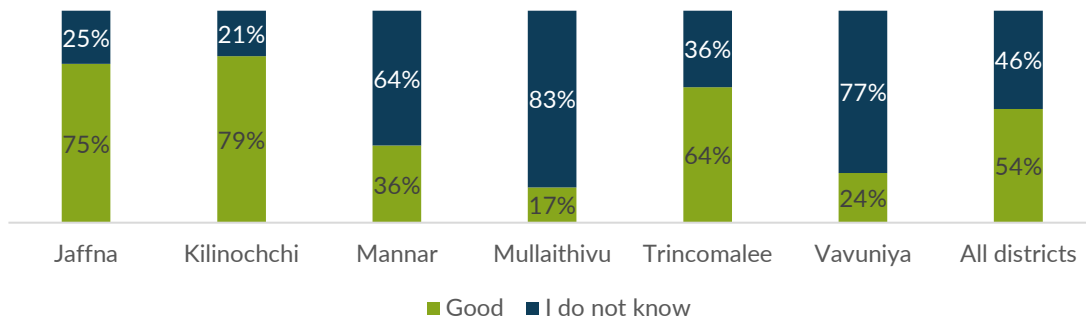


Figure E.6: How safe does your family feel where you currently live?

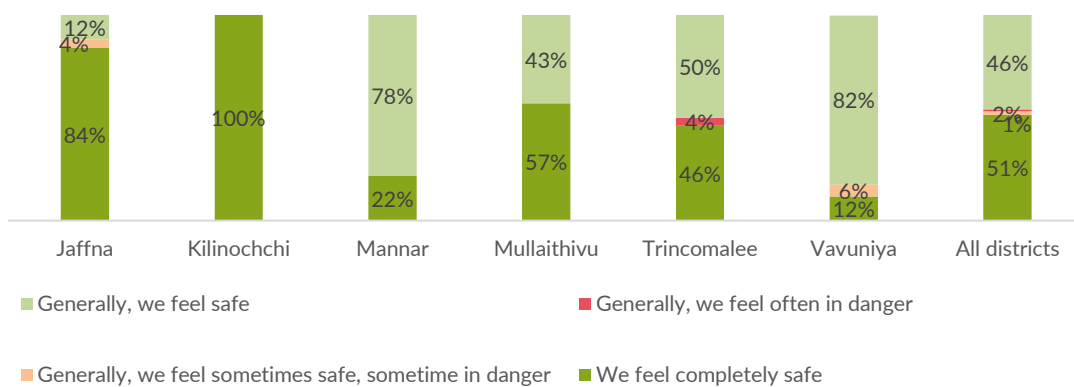


Figure E.7: If your family has a civil (not criminal) dispute within the community/ neighbour, where will you go to solve it?

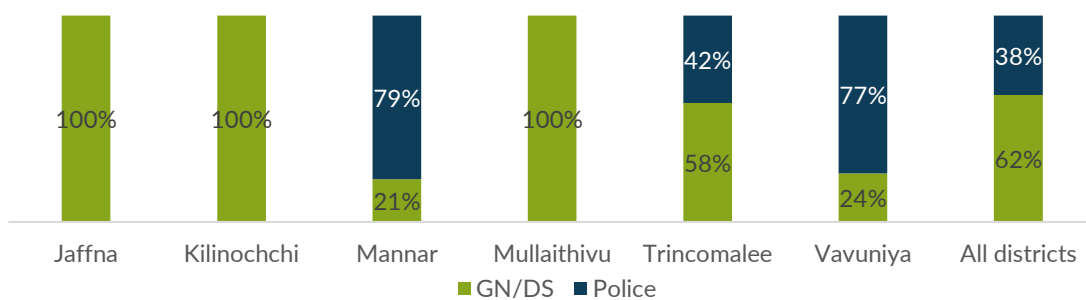
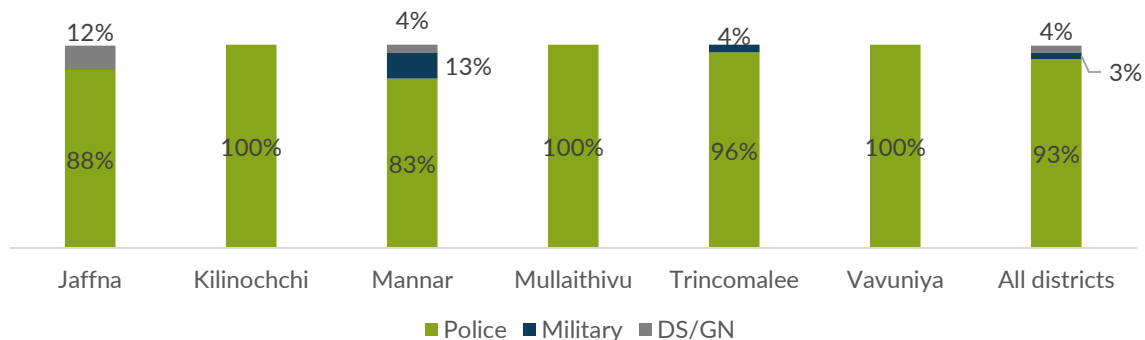


Figure E.8: If a serious crime was committed against your family, who would you report this to first?



F Livelihoods

Intent of queries: To identify if returnees are able to restart their livelihoods or establish new ones, following their return; to gather the type of livelihood activities achieved or sought after; and to ascertain any constraints to establishing livelihoods.

- ▶ Unskilled casual labour is the main income generating source for 33% (26% in 2014) of households, while skilled labour (12%), farming (9%) and fishing (12%) are the main income generating sources for another 33% of the households sampled. While, 19% of households did not have any means of livelihood (15% in 2014). It is noteworthy that salaried employees, such as government and private sector employees, only comprised 4% of the respondents, while for another 3% of respondents' main income was remittances from abroad or assistance from relatives. It is notable that, 29% of the respondents from the Mullaitivu district stated they did not have any livelihood while the rest of the respondents stated their main livelihood was either unskilled or casual labour (*Table F.1*).
- ▶ 62% of the respondents (49% in 2014) said their livelihood was from infrequent daily wages. However, 8% (20% in 2014) said their main source of income was from frequent daily wages. 23% (18% in 2014) of respondents stated that their livelihood was seasonal and only 6% (13% in 2014) reported to have a permanent livelihood (*Figure F.1*).
- ▶ Nearly 47% (45% in 2014) of the households' primary livelihood was different from what they were engaged in before fleeing the country (*Figure F.2*). Those living in the Mullaitivu district have the highest percentage of households (71%) engaged in alternative livelihoods while respondents from Kilinochchi (20%) stated the lowest.
- ▶ Within the number of the respondents who were engaging in farming (80%) and fishing (71%), the majority were practicing the same livelihood they had prior to their flight. It is positive to note that of the respondents who did not have employment before fleeing the country, 89% were now engaged in some form of livelihood.
- ▶ Lack of tools (both material and financial) were stated to be the main impediment to restoring livelihoods for 59% (66% in 2014) of respondents. Lack of financial resources, inability to work due to ailments/old age, and fewer job opportunities were some of the other main impediments stated (*Figure F.3*).
- ▶ Overall, 85% of the respondents claimed they had not received any kind of livelihood assistance (*Figure F.4*).
- ▶ 15% of the respondents who received livelihood assistance, had received support from UN agencies, and other INGOs. Additionally, they had received assistance from the government. The majority of those had received material assistance such as fishing nets, sewing machines and water pumps while some others had received cash assistance (*Figure F.4*).

Table F.1: What is your family's livelihood/ source of income? District breakdown

	Jaffna	Kilinochchi	Mannar	Mullaitivu	Trincomalee	Vavuniya	All districts
Farming	8%	14%	4%	0%	4%	24%	9%
Fishery	12%	0%	21%	0%	23%	0%	12%
Trading/business	4%	7%	0%	0%	4%	0%	3%
Skilled labour	8%	21%	13%	14%	12%	6%	12%
Other casual labour	28%	36%	25%	57%	31%	41%	33%
Salaried Employment	4%	7%	8%	0%	4%	0%	4%
Self-employment	4%	0%	8%	0%	0%	6%	4%
Remittance from abroad	8%	0%	0%	0%	0%	6%	3%
No livelihood at present	24%	14%	13%	29%	23%	12%	19%
Other	0%	0%	8%	0%	0%	6%	3%
Total	100%	100%	100%	100%	100%	100%	100%

Figure F.1: Consistency of Livelihood/ Source of income

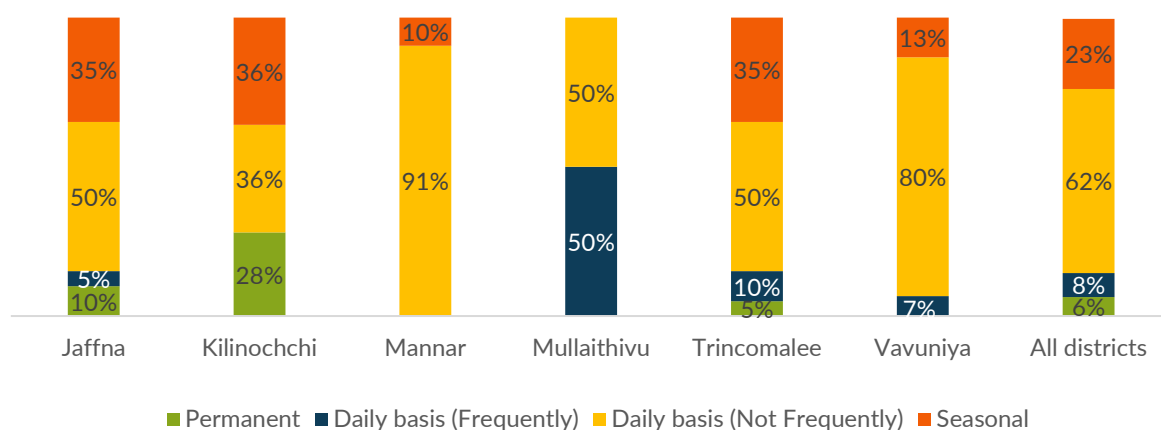


Figure F.2: Do you/your family have the same primary livelihood as you did before leaving Sri Lanka?

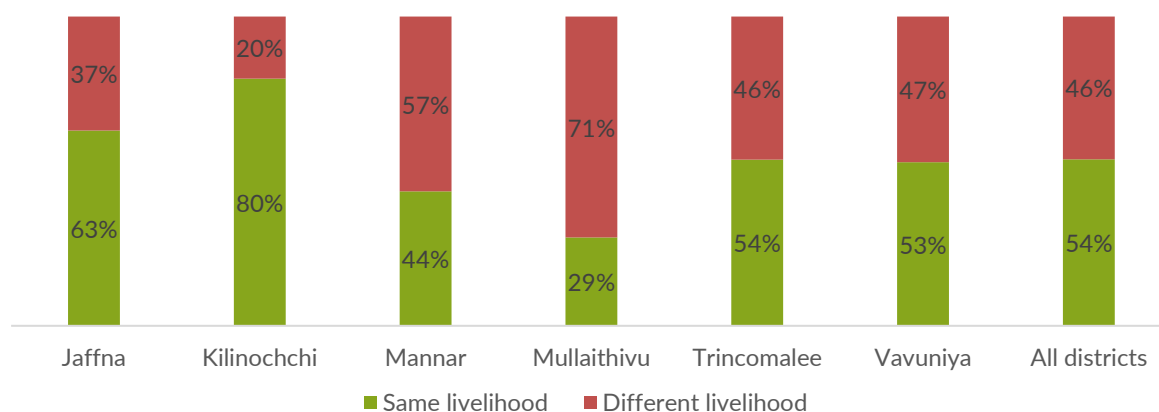


Figure F.3: What are the major impediments or problems (if any) to restoring livelihood?

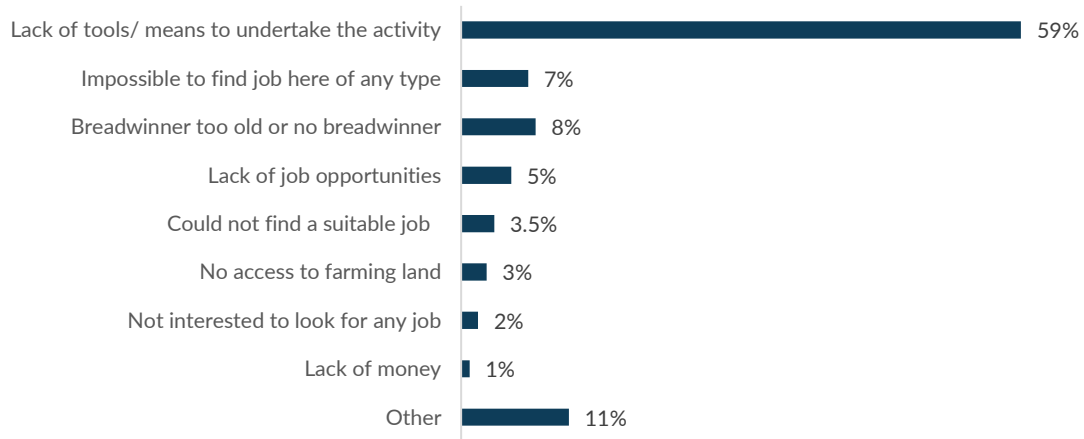
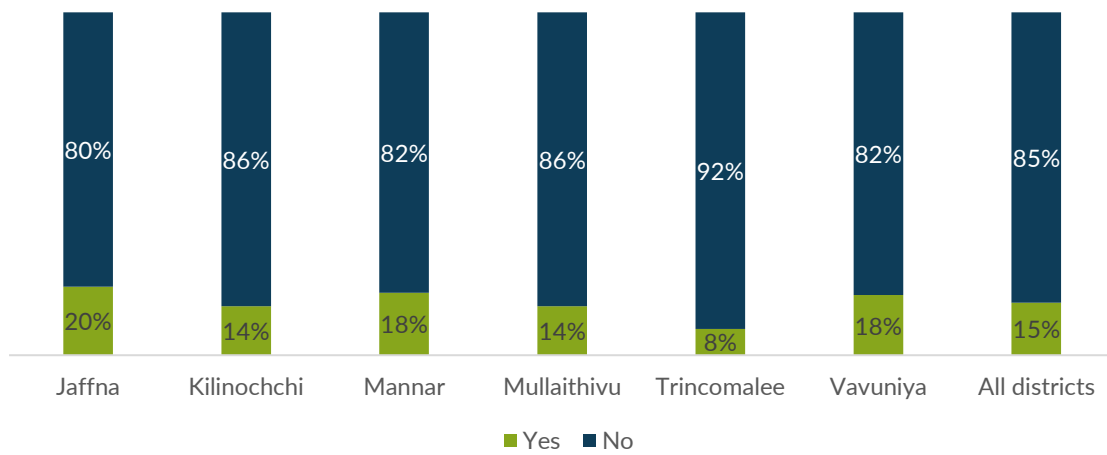


Figure F.4: Did you receive any livelihood assistance?



G Returnees' sentiments regarding return and reintegration

Intent of queries: To collect data regarding the overall satisfaction with return and reintegration, including the intent to remain in the area of return or in Sri Lanka, and recommendations to other refugees still in countries of asylum.

- ▶ To the question, “In general, is your household satisfied about the decision to return to Sri Lanka”(Figure G.1):
 - 85% of the respondents were satisfied with their decision to return to Sri Lanka (71% in 2014). Of those, 77% stated they were happy because they were able to return to their place of origin, while 15% stated reuniting with the family as the reason for their satisfaction to return. 8% stated peace and stability in the country as the reason to return.
 - Of the 15% of respondents who answered “No”, the negative responses differed by District of return:

Mullaitivu-43% (23% in 2014);	Vavuniya-12% (32% in 2014);
Trincomalee-23% (36% in 2014);	Jaffna-16% (21% in 2014);
Kilinochchi- 7% (31% in 2014);	Mannar- 4 % (31% in 2014).
 - “Lack of assistance after returning”, “No livelihood opportunities” and “High cost of living” were mainly mentioned by the respondents (15%) who stated dissatisfaction about their return experience.
- ▶ Compared by gender of respondent:
 - Amongst those answering “No”, males (11%) somewhat outnumbered females (18%), although both groups remain generally satisfied (85%).
- ▶ Reflecting on time spent in Sri Lanka after return, majority are happy with the current place of return and do not wish to relocate.

Intent to remain (Figure G.2):

- 96% (91% in 2014) stated they intended to remain in their current place of residence.
 - 4% (5% in 2014) stated they would make the final decision after further assessing the situation.
- When asked the reason for a decision to move, “no livelihood opportunities” was mentioned as the foremost reason.
- ▶ When asked, “What is the **main concern** of your family?” (Table G.1)
 - 77% (75% in 2014) of respondents stated “**lack of or no livelihood opportunities**” as a main concern whilst “**inadequate housing**” - 48% (59% in

2014) and “water” - 18% (25% in 2014) came up as the second and third concerns.

- 86% of respondents from Kilinochchi and Mullaitivu districts, 84% from Trincomalee, 76% from Jaffna and 63% from Vavuniya district stated insufficient livelihoods as their main concern.
- Only 19% of respondents from Vavuniya District stated inadequate housing as their main concern, compared to 86% from Kilinochchi District. A small number of (4%) the respondents stated high cost of living as their main concern, while 15% of all the respondents stated that they lacked able-bodied family members to help them earn a living. From all the districts only 3% stated obtaining civil documentation was a main concern.

Recommendations to other refugees to voluntarily repatriate:

- ▶ To the question, “Would you advise other refugees to return to Sri Lanka?”(Figure G.3)
 - ▶ 91% (82% in 2014) said “Yes”, and recommended to return either through UNHCR facilitation (87%) or spontaneously (4%);
 - ▶ Only 9% (18% in 2013) said “No”. This negative response ranged significantly by district of return, with Mullaitivu reflecting the highest percentage of negative responses (43%).
 - ▶ When asked why they would advise potential returnees to return through UNHCR facilitation, 53% of respondents stated safety and 46% financial support as the main reasons. Among the returnees who would not recommend return to Sri Lanka, 70% mentioned “lack of post return assistance” as the reason for not recommending return while “high cost of living” and “no livelihood opportunities” were mentioned by others as reasons for not recommending return.
 - ▶ The returnees who recommended spontaneous return, mentioned that the return procedure compared to UNHCR facilitation were quicker and easier.

FigureG.1: “Is your household satisfied about the decision to return to Sri Lanka?”

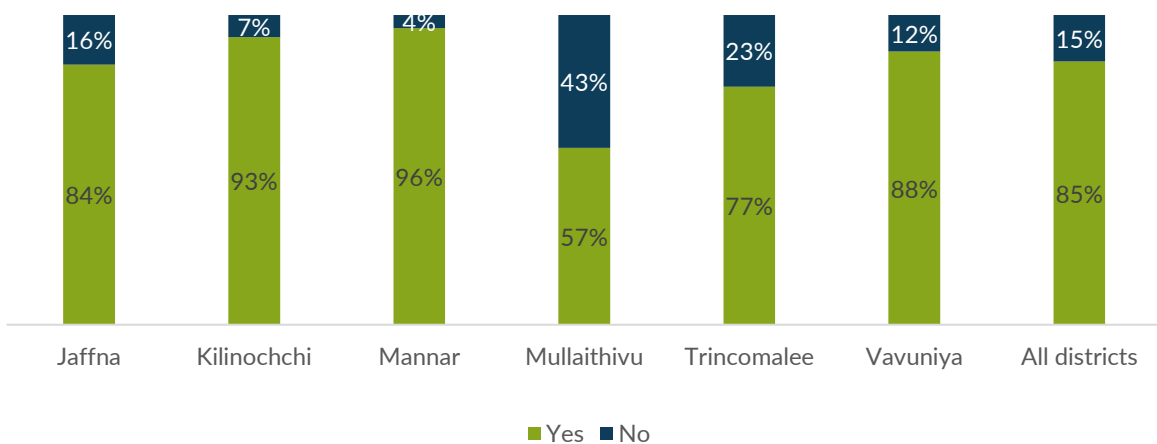


Figure G.2: Does your family intend to remain in the area or move elsewhere (whether in Sri Lanka or outside Sri Lanka)?

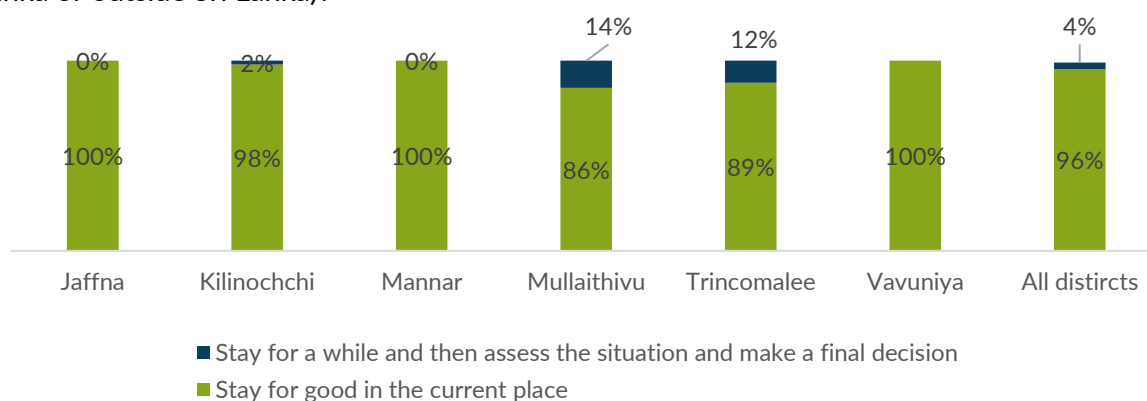
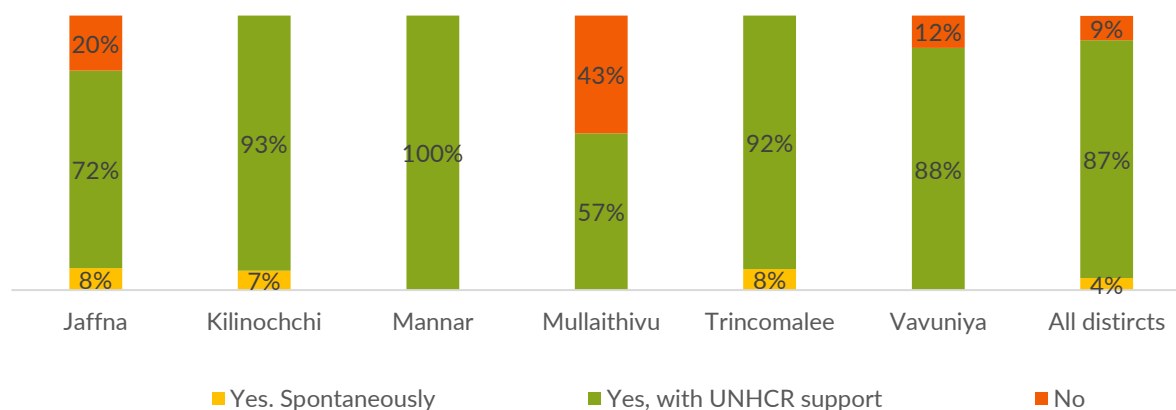


Table G.1: Main concerns by district

Concern	Jaffna	Kilinochchi	Mannar	Mullaithivu	Trincomalee	Vavuniya	All districts
Lack of or no livelihood opportunities	76%	86%	70%	86%	84%	63%	77%
Inadequate housing	72%	86%	20%	86%	32%	19%	48%
Need support for water	0%	29%	25%	14%	20%	25%	18%
Toilet/Sanitation	24%	43%	5%	43%	4%	0%	16%
No family members to make an income	0%	0%	20%	0%	28%	31%	15%
Lack of government support	0%	0%	15%	0%	20%	6%	8%
HoH is disable/sick/Old	0%	0%	15%	0%	8%	0%	5%
Infrastructure has to be developed	0%	0%	15%	0%	4%	6%	5%
Education for children	8%	0%	0%	0%	4%	6%	4%
High cost of living	0%	0%	15%	0%	4%	0%	4%
Medical assistance needed	8%	7%	0%	0%	0%	0%	3%
Insufficient income to manage life	8%	0%	0%	0%	0%	6%	3%
Assistance needed such as dry rations	8%	0%	5%	0%	0%	0%	3%
Civil documents	4%	7%	5%	0%	0%	0%	3%

(Note: Multiple response question, percentages are above 100%)

Figure G.3: Would you advise other refugees to return to Sri Lanka?



H Reintegration programmes of UNHCR and others

Intent of queries: To identify how returnees used financial and material assistance; to gather information if returnees preferred other items or programme alternatives; and to verify that intended beneficiaries received programme entitlements. This theme of queries is useful to UNHCR (and others) for programme design and monitoring purposes, in addition to the underlying value in protection monitoring.

Note: Data regarding UNHCR assistance is collected and relevant only to those who returned with UNHCR facilitation.

- ▶ All returnees facilitated by UNHCR in 2015 received their UNHCR reintegration grant through the Bank of Ceylon.
 - Most facilitated returnees 78.5% (66% in 2014) used the reintegration grant for “everyday” expenses (*Figure H.1*);
 - 11% used it for house/shelter repairs, while 5% used it for medical expenses;
 - Another 4% used the grant for educational expenses or for self-employment purposes;
 - The remainder used the grant for a variety of needs.

It is notable that many families use their reintegration grant for daily expenses, rather than for significant, one-time expenditures to assist their reintegration such as shelter, small business start-up or farming.

- ▶ When asked “*did you receive NFI or monetized cash grant from UNHCR?*” (*Figure H.2*), 41% stated that they received a NFI kit while 59% stated they received cash⁵.
- ▶ Among the respondents who received monetized cash grant, 55% used the cash grant for everyday expenses, while 43% used it to buy NFIs (*Figure H.3*). 2% of the respondents who received monetized cash grant, bought shelter material.
- ▶ When asked “*did you receive other cash vouchers from UNHCR?*”, 54% said “no” while 42% said they received hygiene vouchers and 4% said they received other cash vouchers. Only one respondent stated that he faced some obstacles in receiving the grant while all the others stated they did not face any obstacles in receiving the grant⁶(*Figure H.12*).
- ▶ When asked “*other than UNHCR, did you receive any assistance?*”, only 16% stated “yes”. These respondents mainly received assistance from government and INGOs. Most of these respondents received material assistance such as water pumps and sewing machines, while some received cash assistance (*Figure H.6*).
- ▶ In response to the question “*Have you approached UNHCR in the field/Colombo?*”, 76% stated “yes”(Figure H.5), and of those, 95% responded they visited UNHCR only once.

⁵In 2015, UNHCR converted NFI kits into NFI monetized cash grants.

⁶In 2015 UNHCR provided “Cargils” cash vouchers for women over the age of 18 to procure hygiene KITs. Similarly, cash vouchers were provided to children over the age of 6 and under the age of 18 to procure educational material, such as school bags, books and basic stationery.

While the remaining 5% visited more than once. The majority (83%) of respondents visited UNHCR to register, while 15% visited to request assistance.

- ▶ Respondents were then asked what measures could be taken by UNHCR to improve its repatriation assistance (*Figure H.4*). They provided multiple responses as below.
 - 42% of all the respondents suggested UNHCR enhance the quantity and quality of information received in India while another 35% said to enhance the quantity and quality of information received in Sri Lanka;
 - 39% suggested to increase the monetary value of the grant;
 - 22% suggested to reduce the processing time taken for departure formalities in India;
 - 36% said “nothing” as they were satisfied with what they had received.

Reintegration - Programmes by other agencies/government:

- ▶ When asked, “*other than from UNHCR, did you receive any assistance?*” only 16% of the respondents said they received assistance (*Figure H.6*). Those which received assistance, received it from the Government, other UN agencies or INGOs. Of which, the majority received material assistance and only few received cash assistance, mostly in the form of livelihood tools and cash.

Food security

- ▶ Only 4% (45% in 2014) of respondents received WFP food rations and out of those who received WFP food rations, only 2 respondents received it for the stipulated 6 months. Another 10 respondents received food rations from other organisations. None of the respondents from Kilinochchi received food rations from any organisation (*Figure H.7*).
- ▶ To the question, “*In general, within last week, how many meals per day did household members consume?*” (*Figure H.8*);
 - 90% (84% in 2014) of all the respondents stated they usually have 3 meals per day while the rest stated they usually have only 2 meals per day.
 - It is noteworthy that all the respondents from Jaffna and Mullaitivu districts stated they usually have 3 meals per day while only 82% from Vavuniya district stated so.

Access to school

- ▶ It is a positive indicator that all the returnee children were reported to be attending school.
- ▶ Of the respondents who answered to the question “*were all the relevant school certificates/records from CoA accepted by Sri Lankan educational authorities?*” all the respondents answered in the affirmative. But only 2 respondents stated that their children were brought down a grade.

Health

- ▶ To the question, “*Were you or your family health screened or tested in Sri Lanka because you are a refugee returnee?*” 88% answered “Yes”. It is notable that all the respondents from Jaffna, Kilinochchi and Mullaitivu districts said “Yes” (Figure H.9).
- ▶ Of the respondents who said yes, 57% said they were tested at the MoH by health officials, while 27% said they were tested at a hospital. 84% of the respondents from Vavuniya said, they were tested at the MoH by health officials, while only 14% from Mullaitivu district were tested at the MoH by health officials.
- ▶ When asked “*How far do you have to travel for the closest hospital or clinic/dispensary?*”, 27% of all the respondents stated they can access a health service centre within 2 km and 62% said they have access within 5 km. 24% of the respondents stated they have to travel between 6 to 10 km, while 15% of the respondents stated they have to travel more than 10 km (Figure H.13). District-wise, 83% of those respondents in Jaffna reported to live within 5 km of a health service centre.

Water and Sanitation

- ▶ It is notable that 34% of all respondents stated that they did not have access to a toilet. District variation was high, 71% of the respondents from the Kilinochchi and Mullaitivu districts equally stated that they did not have access to a toilet while only 15% from Trincomalee district stated so (Figure H.10).
- ▶ Of all the respondents who said they have access to a toilet, 90% said they have a permanent toilet in their compound, while 10% said they have a temporary toilet. (Figure H.11).
- ▶ Of the respondents who did not have a toilet, 57% were using a neighbour’s toilet, while the rest stated they use the bush/open ground as a toilet. Of the respondents who use neighbour’s toilet/communal toilet, 68% stated that the toilet is shared by more than 6 individuals (Figure H.14).
- ▶ In response to the question, “*What is the main source of drinking water of your household?*”, 72% used a protected dug well or tube well. 14%, used piped water, while 8% used a common well or common taps. 94% of the respondents from Vavuniya district had a protected dug well, while only 58% from Trincomalee district had protected wells (Figure H.15).
- ▶ 74% of all the respondents had access to water within 50 meters, while 14% stated they have to travel up to 100 meters for drinking water. 12% of the respondents stated they have to travel more than 100 meters (Figure H.17).
- ▶ 68% of the respondents said they cannot drink water without purifying it first. District variation is very high, 96% of the respondents from Trincomalee district said they cannot drink water without purification, while only 24% from Jaffna district stated so (Figure H.16).

Figure H.1: How did your family use the reintegration grant?

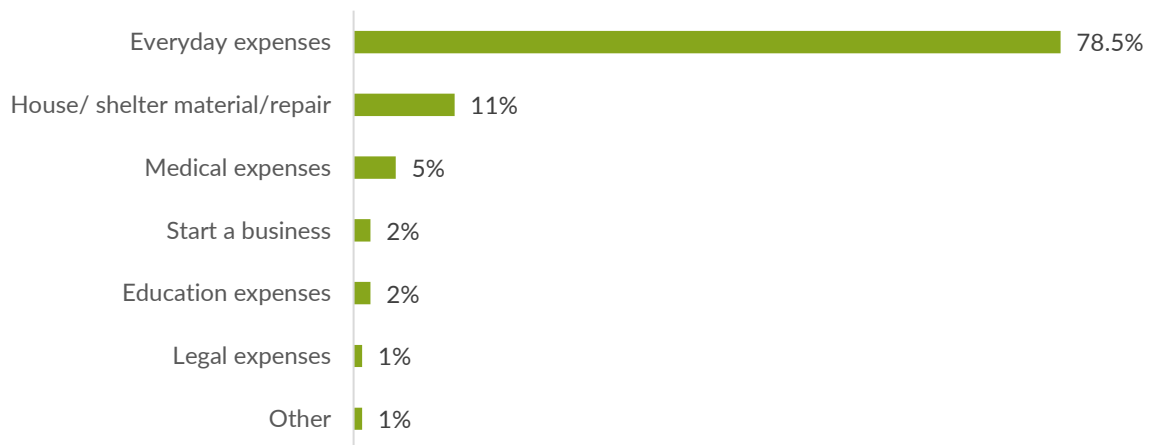


Figure H.2: Did you receive NFI or monetized cash grant from UNHCR?

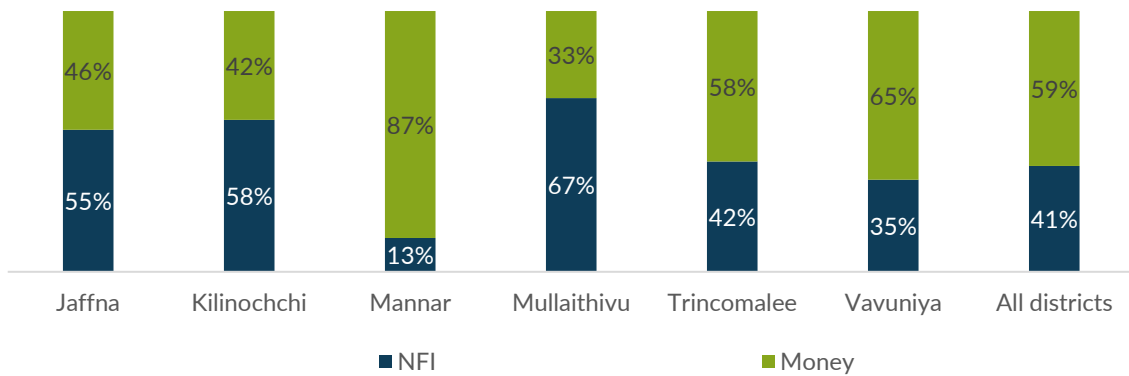


Figure H.3: If you received monetized cash grant, how did you use it?

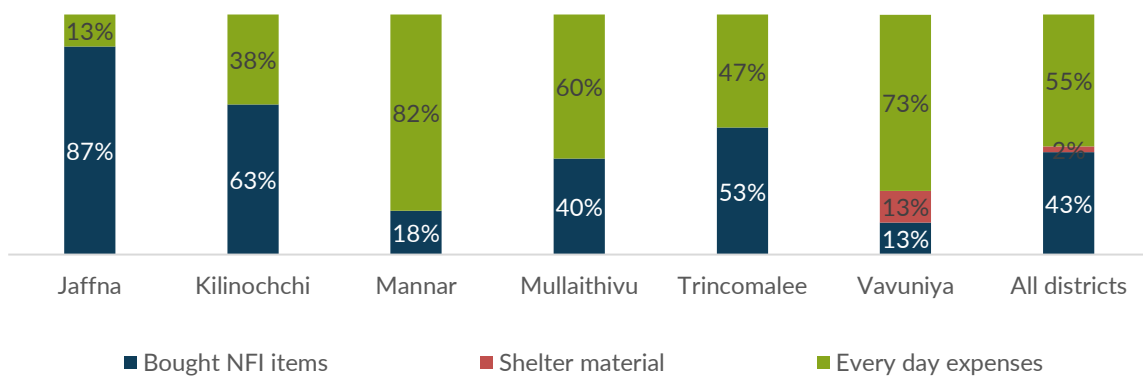
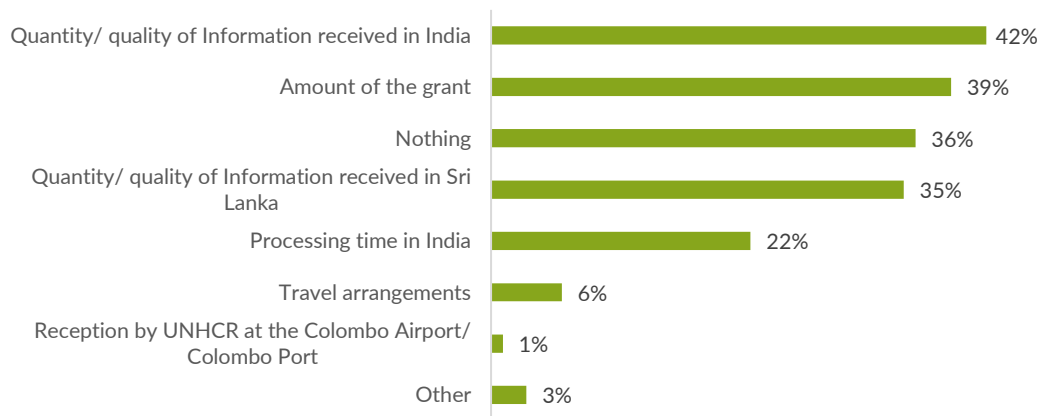


Figure H.4: What is the main thing UNHCR can do to improve its assistance for the repatriation of other returnees to Sri Lanka in future?



**Note: Multiple response question, percentage above 100%.*

Figure H.5: Have you approached UNHCR in the field/Colombo?

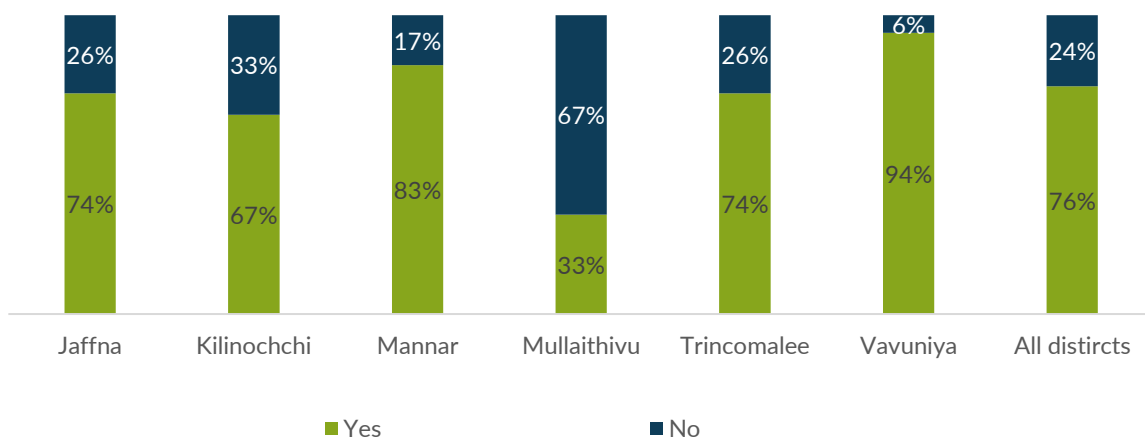


Figure H.6: Other than from UNHCR, did you receive any assistance?

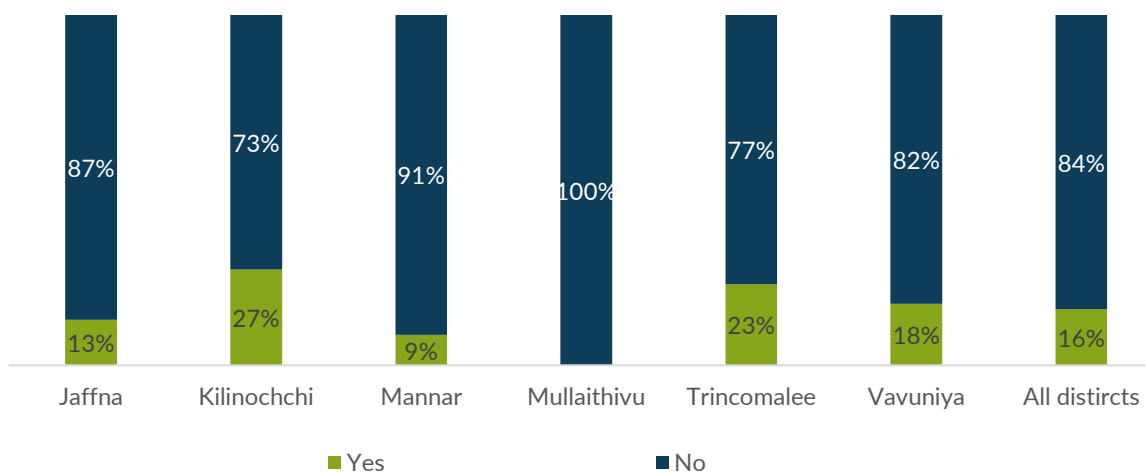


Figure H.7: Upon your arrival to your current location, did your family receive WFP Food Rations?

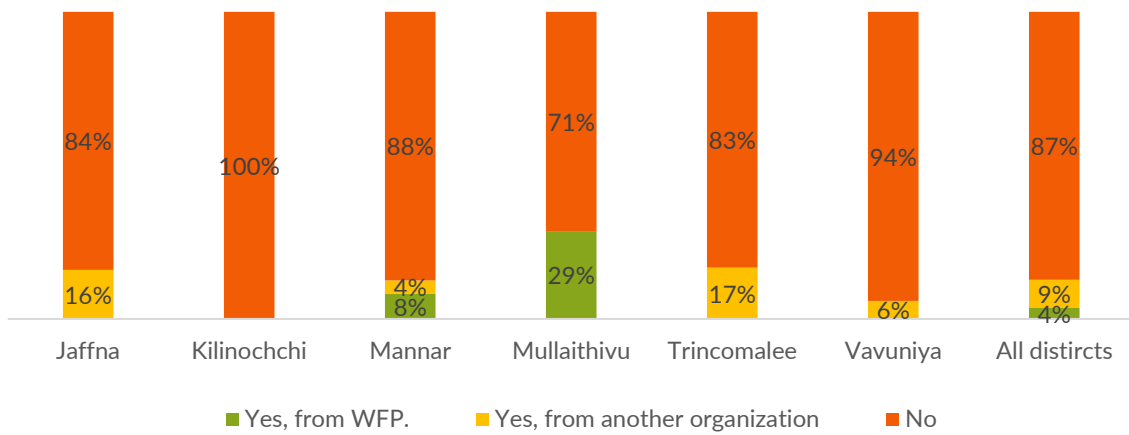


Figure H.8: In general, within last week, how many meals per day did household members consume?

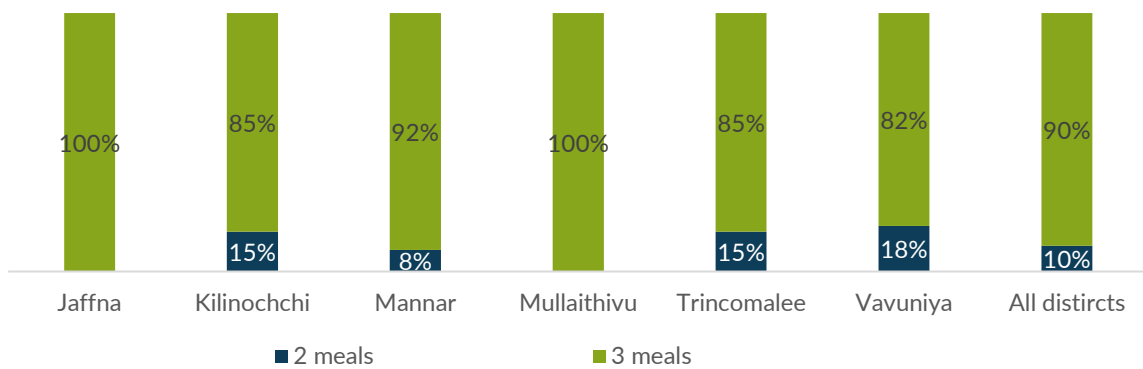


Figure H.9: Were you or your family health screened or tested in Sri Lanka because you are a refugee returnee?

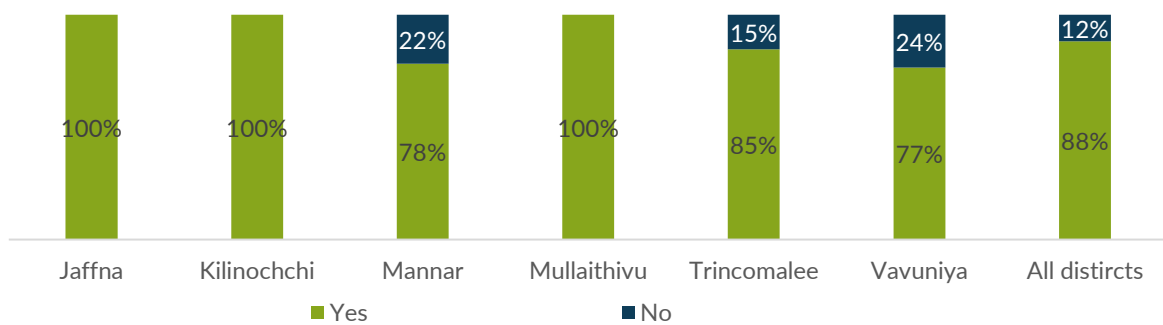


Figure H.10: Do you have access to a toilet?

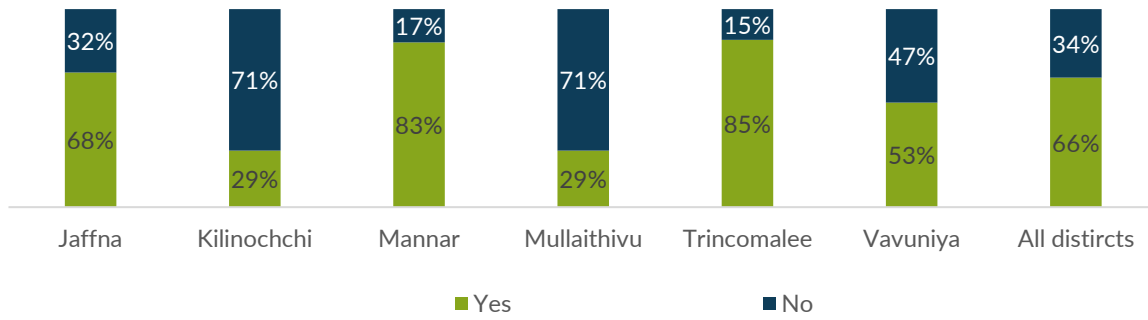


Figure H.11: If yes, what type of toilet do you have?

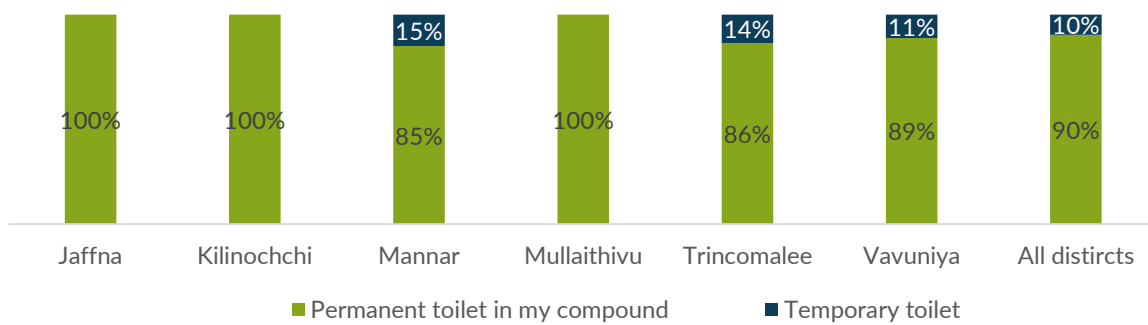


Figure H.12: Did you receive other cash vouchers from UNHCR?

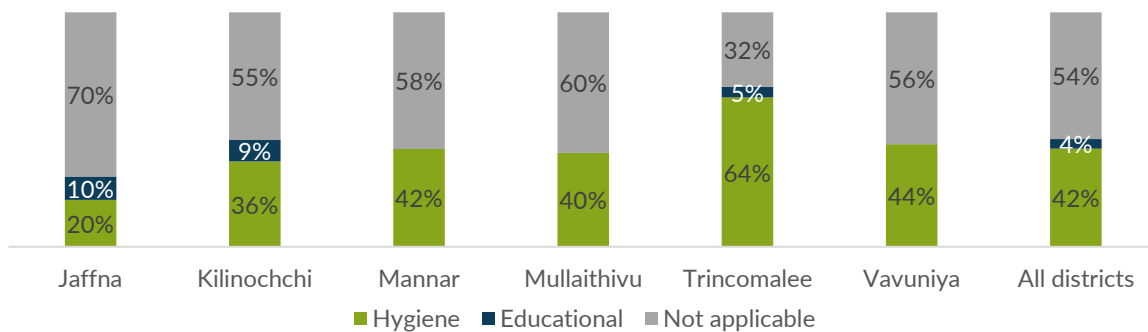


Figure H.13: How far do you have to travel for the closest hospital or clinic/dispensary?

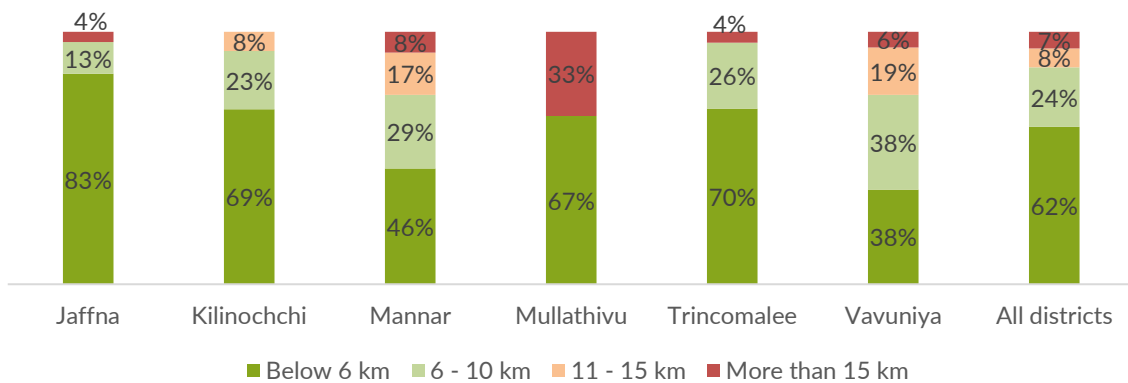


Figure H.14: If you do not have a toilet in your land, what toilet do you use?

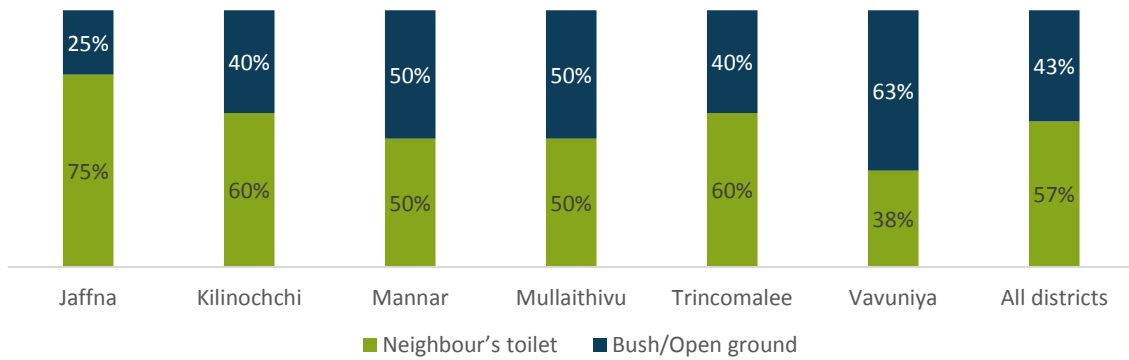


Figure H.15: What is the main source of drinking water of your household?

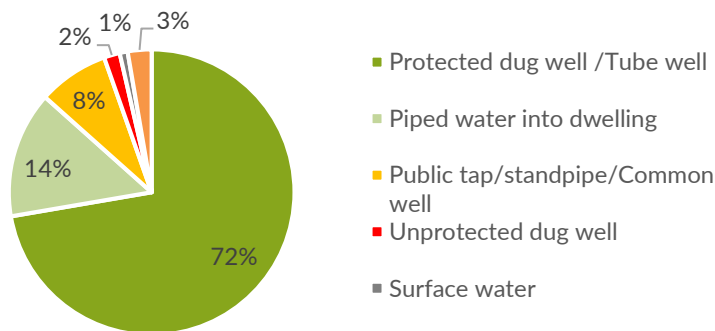


Figure H.16: Can you drink that water without purifying/boiling?

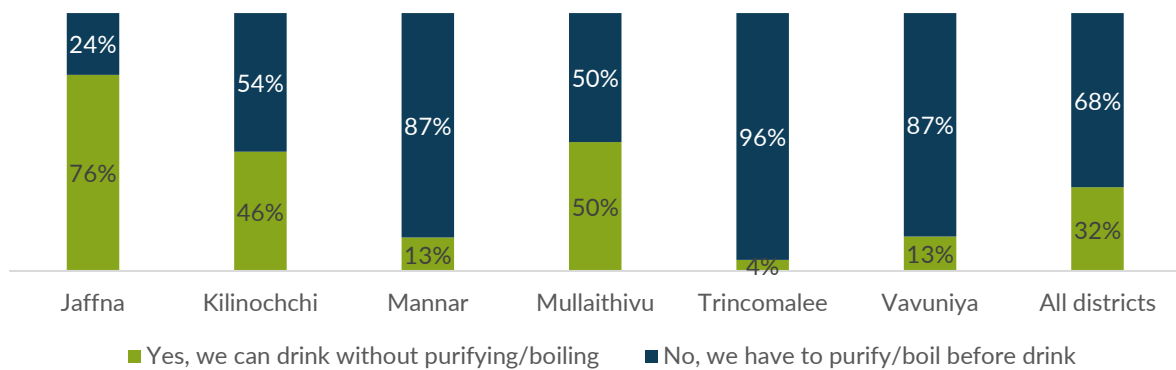
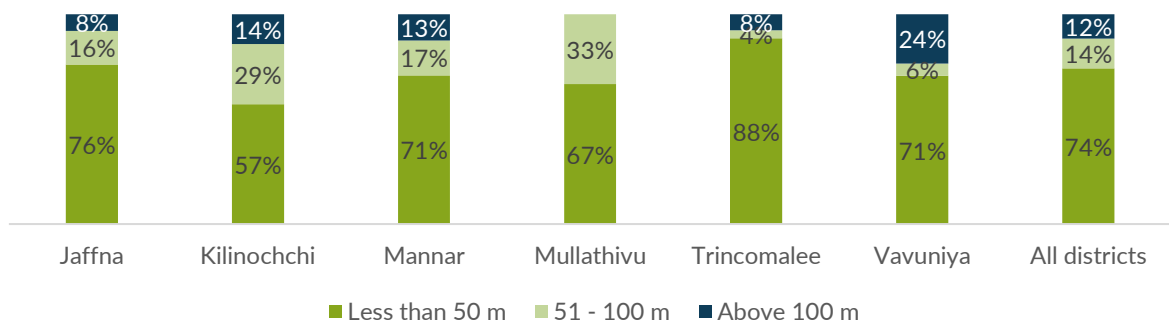


Figure H.17: How far you have to travel to access main source of drinking water?





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