



Sri Lankan Refugee Returnees in 2014

RESULTS OF HOUSEHOLD VISIT PROTECTION MONITORING INTERVIEWS (TOOL TWO)

November 2015

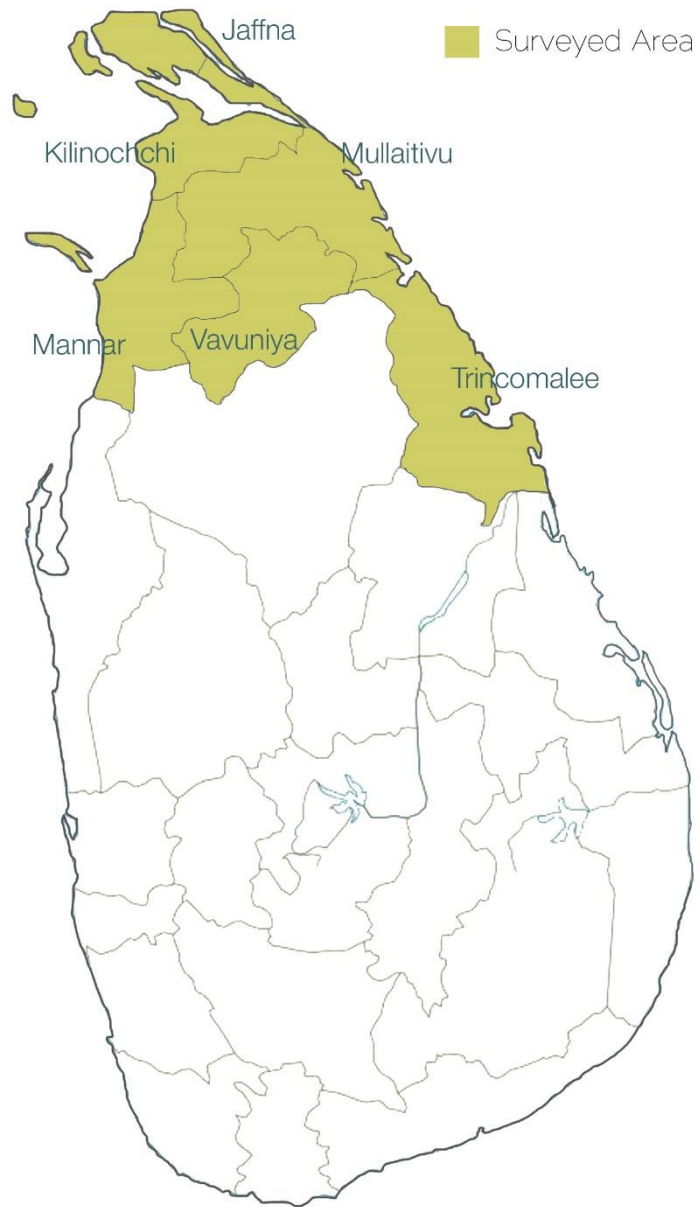


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Reading keys

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

Sample size: Although the sample size (145 households) is relatively limited, it represents a significant proportion (50%) of all 2014 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 2014 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
HRC	Human Rights Commission (Sri Lanka)
HSZ	High Security Zone
IDP	Internally Displaced Person
MBBS	Medicinae Baccalaureus, Baccalaureus Chirurgiae (Bachelor of medicine/surgery)
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, continues to facilitate the voluntary repatriation of Sri Lankan refugees.

Essential to this on-going voluntary repatriation initiative is a credible 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. 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 three UNHCR offices in the field to receive non-food item (NFI) assistance or 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 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 and referral to specialized agencies that can support the reintegration process.

In addition to collecting monitoring information through individuals who approach UNHCR or from frequent visits conducted by UNHCR and partners to returnee areas, **UNHCR Sri Lanka now utilizes two “tools” to ensure a systematized approach to returnee protection assessment and monitoring.** These **monitoring “tools” cover all refugee returnees known to UNHCR, whether 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, Kilinochchi and Vavuniya.

Methodology

Tool Two was developed in direct consultation with UNHCR focal persons and 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, return, 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 a sample of 145 respondents.

The sample represented both spontaneous and facilitated refugee returnees who approached UNHCR field offices. Fifty percent (50%) of the total refugee returnees who approached UNHCR field offices from January to December 2014 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 the 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 July and August 2015, and interviewed the most senior member of the household present. Respondents were informed that participation is voluntary and participation or non-participation has no link to material assistance or other programmes. Although no visited family refused to participate, 23 (16%) households out of 145 were not available at the time of the visit, as the entire family had reportedly moved to another location 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 by pouch. Questionnaires were scrutinized and keyed into the Access database by a single data coder. Data analysis was then carried out using a combination of Excel and SPSS¹ software.

¹Statistical Package for the Social Science

Sample size and availability for interview

- ▶ Of the 145 household sample size, 122 households (84%) were located and interviewed at their stated address (*Table 1*). All the selected families were able to be interviewed in Jaffna District as in 2013. One reason could be that Jaffna is more economically stable in comparison to other Districts therefore returnees may not have had the need to move elsewhere. 24% in Vavuniya, 22% in Trincomalee, 20% in Kilinochchi, 16% in Mannar and 13% in Mullaitivu could not be located.
- ▶ According to community members or local officials, the main reason for the unavailability of returnees (13 families) could be attributed to the fact that returnees have moved to another place in the country from their originally stated address (*Table 2*):

Table 1: Overview of the sample

District	Total sample size sought (families)	Located and interviewed		Families unavailable for interview
		Families	Individuals	
Jaffna	28	28	78	0
Kilinochchi	20	16	38	4
Mannar	31	26	70	5
Mullaitivu	15	13	36	2
Trincomalee	18	14	33	4
Vavuniya	33	25	71	8
Total	145	122	326	23

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

District	Never lived at address	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							
Kilinochchi			3			1	4
Mannar	1		1	1		2	5
Mullaitivu			2				2
Trincomalee			4				4
Vavuniya	2	1	3	1	1		8
Total	3	1	13	2	1	3	23

The remainder of data in this report, including percentages below, represents responses from those 122 households comprised of 326 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:

- ▶ Of the returnees that could not be located for interviews, majority have moved to another place from their original place of return. 2 families have gone back to India.
- ▶ Of the interviewed respondents, 9 out of 10 respondents are **satisfied with the current location** and do not want to move to any other place.
- ▶ Nearly 10% of all the individuals, are persons **with specific needs**. The main category being **women at risk**. Of the female respondents, majority are female headed households.
- ▶ Almost all the respondents have **registered with local government** (DS or GN) authorities. Additionally they have been visited/registered by other authorities, mainly by military and police.
- ▶ 5% of the individuals **do not have a birth certificate** (including Indian), national identity card or passport. 7% of the individuals **do not have a Sri Lankan birth certificate**. 15 individuals never had a birth certificate. 15% of the adult individuals **do not have a National Identity Card**.
- ▶ Among all returned individuals, approximately 1 out of every 4 members are born in India. 90% of the children who returned to Sri Lanka were born in India.
- ▶ Of the total of 84 individuals born in India, **30 have not obtained a Sri Lankan citizenship** yet.
- ▶ A large majority (70%) of the respondents **have their own land** and 88% have a legal document for their land.
- ▶ 60% of all the respondents are **currently not living in their own house**. Majority (47 families) **did not have a house before fleeing** while some houses (12 families) have been **totally destroyed**.
- ▶ Of all the respondents only **14% have received shelter assistance**.
- ▶ Except for a few families all the respondents said there are **no landmines** in their respective areas and 70% of the respondents have received Mine Risk Education.
- ▶ 95% of the respondents **feel secure** in their current location. All the respondents stated that their **family/s were not treated differently** by the community upon return.
- ▶ Mixed responses (positive, negative and neutral) were received to the questions related towards military presence and the relationship with the military.
- ▶ Mainly **unskilled/skilled labor** is the income generating source for many families while some others engage in fishing and farming as livelihood activities. Majority of the respondents **do not earn an income on regular basis**.
- ▶ 89% of all the respondents have **not received any kind of livelihood assistance**. The main impediment in restoring livelihood is **lack of tools** (material and financial).
- ▶ Nearly 45% of the respondent's **current livelihood is different** from what they were engaged in before fleeing the country.
- ▶ Majority (71%) are **satisfied with the decision** to return to Sri Lanka citing reasons of being able to return to the country of origin and re-unite with the family.
- ▶ When respondents were asked of the main concerns, **'lack of or no livelihood opportunities'**, **'inadequate housing'** and **'watsan'** were articulated as the main three concerns.
- ▶ 82% of the respondents said they would recommend other refugees in India **to return to Sri Lanka**.
- ▶ Most facilitated returnees (66%) have used the reintegration grant received by UNHCR for **everyday expenses**.
- ▶ Other than from UNHCR, only 16% have received assistance from other sources.
- ▶ Except for 2 returnee children, all other students are **attending school**.
- ▶ 36% of the respondents **have access to a health service** centre within 2 km. Only 5% of the respondents have to travel more than 10 km to access a health service centre.
- ▶ 36% of all the respondents **did not have access to a toilet**. Of the respondents who said they have access to a toilet, only 43% said they have a permanent toilet in their compound.

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*
- *Age of respondents*

Matching gender and age characteristics against the profile of 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 2014 found repatriation and reintegration to be a mixed experience:

- ▶ 70% of respondents were head of households while 20% were spouses (*Figure A.1*).
- ▶ 57% of respondents were female respondents. Of them 51% were female headed households.
- ▶ All the interviewed returnees returned from India. 82% of all returnees have returned as UNHCR facilitated returnees. Other returnees have returned spontaneously. Of them 2% have returned by boat. (*Figure A.2*).
- ▶ 122 families interviewed representing 326 individuals (Average family size is 2.7).
- ▶ 9.5% of total individuals are with specific needs (*Table A.1*).
- ▶ 24% of respondents were between the ages 16 – 30, 27% were between the ages 31 – 45, 32% were between the ages 46 – 60 while 17% were above 60 years.

Household role of respondents:

- ▶ 70% of respondents were the head of household, 20% comprised of the spouse, 5% comprised of adult sons or daughters of the family and 3% represented other relatives of the family.

Figure A.1: Main respondent of the family

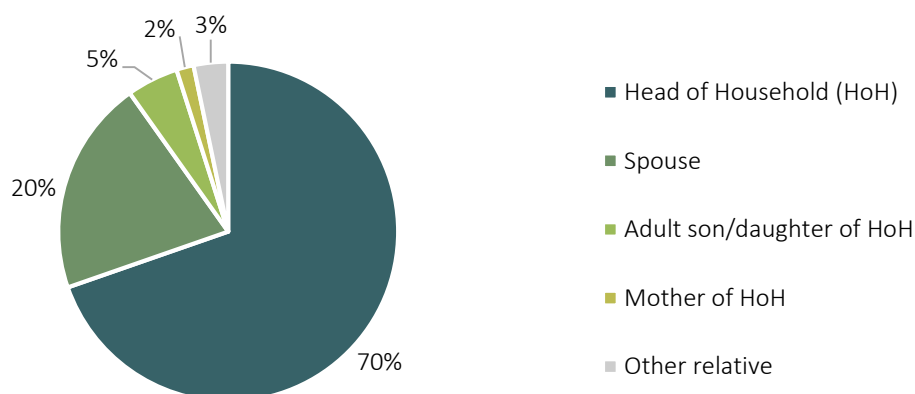


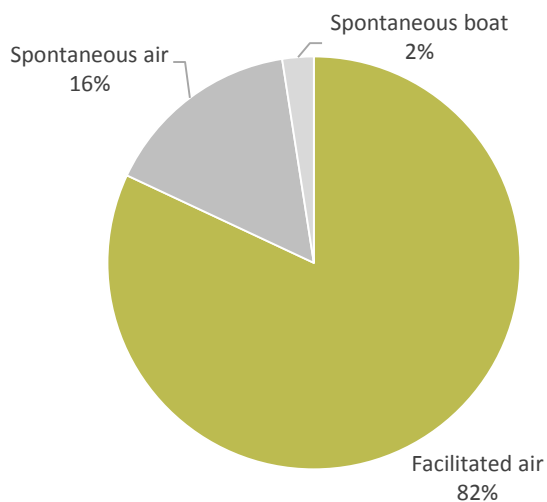
Table A.1: Persons with Specific Needs (PWSNs) in family

- ▶ 9.5% of the all the individuals are with specific needs. Foremost specific need is women at risk.

Specific need	Number of individuals
Woman at risk	12
Physical disability	7
Single older person	5
Single parent	4
Unaccompanied or separated child	1
Deaf	1
Amputee	1
Total	31

Figure A.2: Type of return to Sri Lanka

- ▶ 82% of respondents have returned with UNHCR facilitation while rest of the 18% have returned spontaneously.



B. Registration & 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, whether for registration or other surveillance purposes, and the frequency of such visits.

There are numerous, 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 hard data on the scope of any such activity.

- ▶ Except one family, all the returnees (99%) have 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 84% of same refugee returnees who had registered at the time of the Tool One survey in 2013.
- ▶ 54% (69% in 2013) 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 CID/TID (38%), military (37%) and Police (22%) have visited them (*Figure B.2*). In most of these cases, such visits were for additional "registration" requirements.
- ▶ 41% (55% in 2013) 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 (85%) of these visits were conducted by the military (35%) and police (50%) (*Figure B.4*).

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

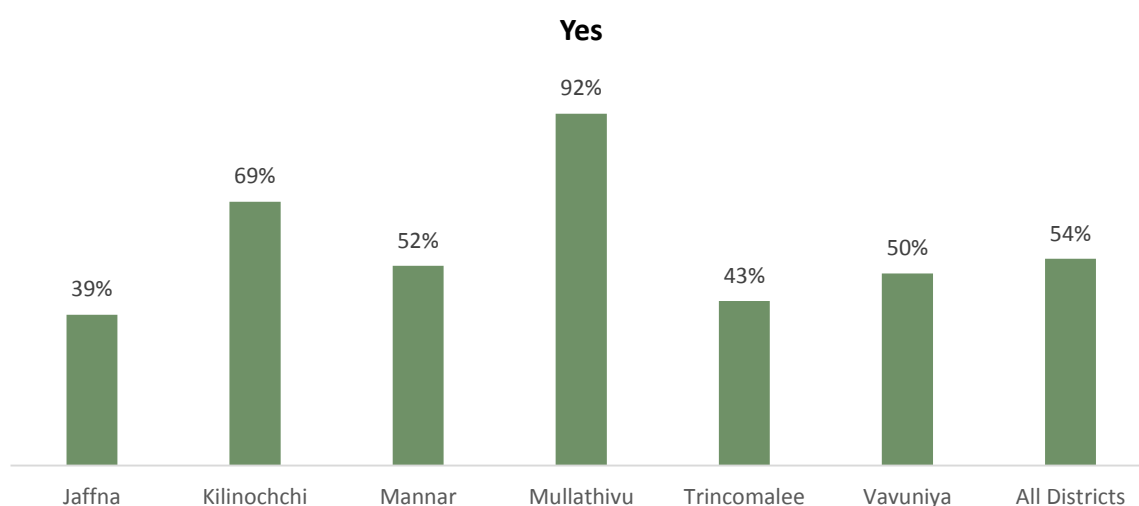


Figure B.2: If yes, who are they? District breakdown

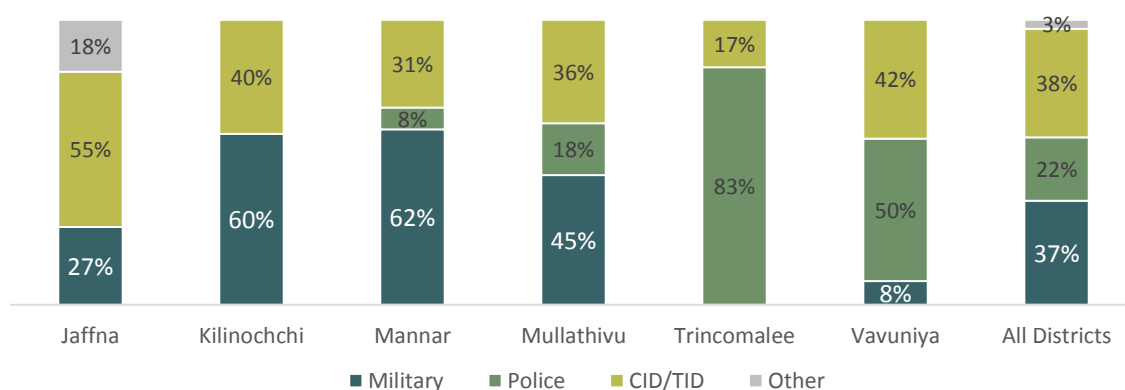


Figure B.3: Other than for registration, has your household been visited by anyone or group for interviews? District breakdown

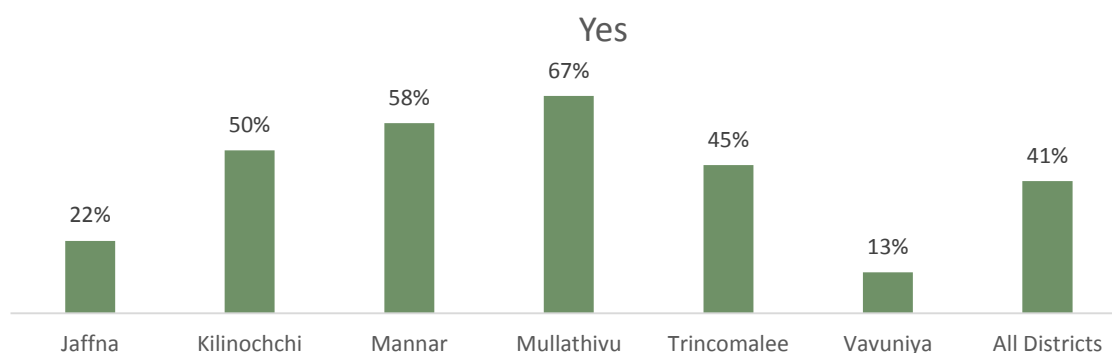
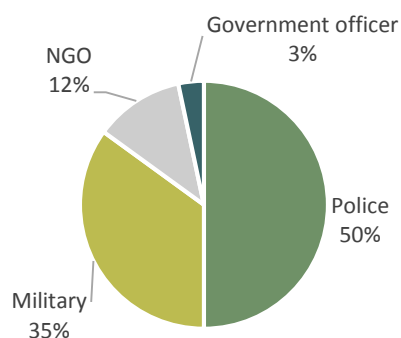


Table B.1: If yes, who are they? How many times did they visit?

District	Military		Police		NGO	Govt Officer
	1 time	More than 1 time	1 time	More than 1 time	1 time	1 time
Jaffna	0	1	2	2	4	2
Kilinochchi	2	0	4	3		
Mullaitivu	0	2	5	2		
Trincomalee	1	0	3	2		
Mannar	11	2	5	2	3	
Vavuniya	2	0	0	0		
Total	16	5	19	9	7	2

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 (birth certificates and National Identity Cards (NICs)) and to determine if there are any constraints to access them. In this section, surveyors 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 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 returnees, 5% of the individuals did not have **any birth certificate** (Indian or Sri Lankan).
- ▶ 7% (11% in 2013) of all returned individuals did not have a **Sri Lankan birth certificate** (*Table C.1*). In comparison to Tool One findings (16%) captured in 2014 interviewing the same refugee returnees, the figure has significantly dropped at the time of the Tool Two assessment. It gives a positive indication about the documentation process. It is a great achievement as both parties, government and refugee returnees, have realised the importance of having civil documents.
There is variance amongst the Districts, in Jaffna almost all returnees are in possession of their birth certificates while 13% in Vavuniya are not in possession of their birth certificates (*Table C.1*). Among the returnees who said currently they do not have a birth certificate, except four individuals (who have misplaced their birth certificates), all others never had a Sri Lankan birth certificate before fleeing.
- ▶ Only 3% of the returnees under the age of 18 did not have a Sri Lankan birth certificate.
- ▶ 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. Reasons given were lack of supporting documents, lack of awareness of the procedure, or they applied and were rejected.

National Identity Cards (NICs)

- ▶ 15% (10% in 2013) of adult individuals do not have a NIC (*Table C.2*). Although this is a lower percentage in comparison to Tool One findings (50%), almost 75% (27 individuals) of those without a NIC have never had one. Thus, the process of obtaining an NIC will, presumably, be more time consuming and complicated, especially when compared with those who merely need a replacement of the NIC.

Absence of Any Essential Documents

- ▶ 5.5% (9% in 2013) of returnees do 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, a 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 stateless unless they regularize their documentation.

Family members born in India

- ▶ Among all returned individuals, approximately 1 of every 4 members were born in India. Among children who returned to Sri Lanka, 90% of them were born in India.
- ▶ Among the new born individuals in India, 92% have registered their birth in India. When asked where the registrations were done; 39% stated at the refugee camps while 37% stated to be registered with Chennai counsellor, 15% with the birth registration department and 9% at the hospital.
- ▶ It is notable that, when asked “among family members born in India, did they obtain Sri Lankan citizenship?” 61% said they did not obtain the Sri Lankan citizenship (*Figure C.2*). Among the respondents who said ‘no’, 43% stated ‘they are not aware about the citizenship processes’. But interestingly, 48% of them stated they have applied and were waiting to receive citizenship. 1 respondent cited lack of resources to pay the late citizenship application administrative fee (25,000 Rps).
- ▶ Since some returnees are originally from the plantation area (hill country), respondents were asked whether they were originally from the plantation area. Interestingly 22% of the returnees stated ‘yes’ (*Figure C.1*). Responses vary according to the Districts. It is significant to note that, none of the respondents from Jaffna District are originally from the plantation area while 46% from the Vavuniya District are originally from the plantation area.
- ▶ Among respondents who were originally from the plantation area, only one respondent stated he/she is in possession of an Indian passport.

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
Jaffna	1	1%
Kilinochchi	3	8%
Mannar	3	4%
Mullaitivu	4	11%
Trincomalee	2	6%
Vavuniya	9	13%
All Districts	22	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	8	14%
Kilinochchi	7	29%
Mannar	7	13%
Mullaitivu	3	13%
Trincomalee	4	16%
Vavuniya	7	14%
All Districts	36	15%

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

(Srilankan birth certificate, National Identity Card (NIC), or Srilankan Passport)

District	Individuals without BC, NIC & Passport	As a percentage of total surveyed individuals
Jaffna	2	3%
Kilinochchi	3	8%
Mannar	2	3%
Mullaitivu	2	7%
Trincomalee	1	3%
Vavuniya	8	11%
All Districts	18	5%

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

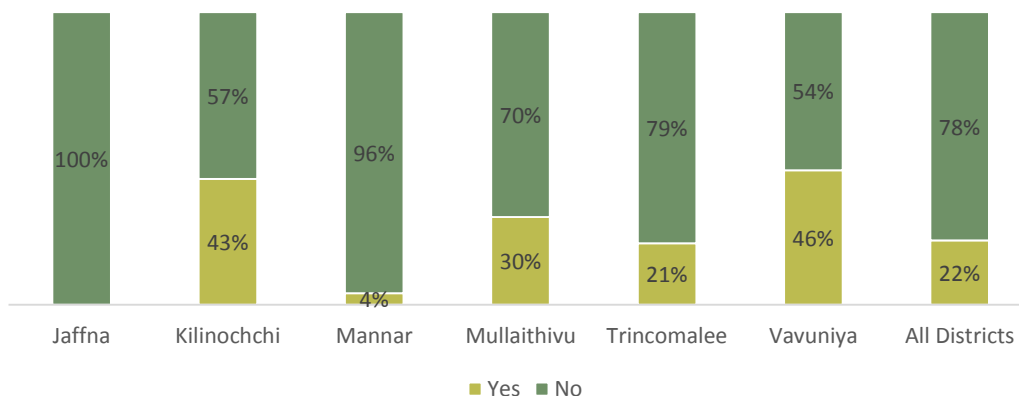
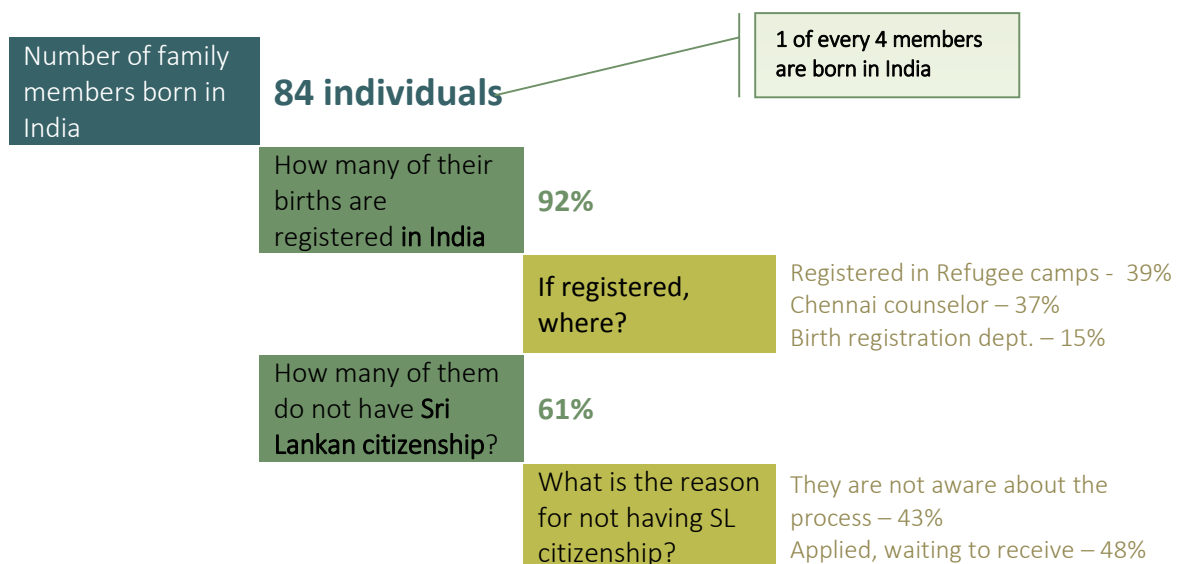


Figure C.2: Family members born in India



D: Land and shelter

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

- ▶ A majority—70% (75% in 2013) stated “Yes” to the question “Does your household have land?” (Figure D.1). This initial question was purposefully vague to avoid distinctions amongst types of land ownership or use arrangements, which are detailed in later questions. It is notable that only 62% 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.

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

- 27% have deeds
 - 45% have permits or Grants
 - 7% have a written document or a letter from GN
 - 22% do not have documentation pertaining to their land
 - It is significant to note that 90% of the respondents from the Jaffna District stated that they have deeds for their lands. 41% of respondents from the Mannar District do not have land documents while 33% of the respondents from Kilinochchi have only a letter of certification for their land.
 - Of the respondents, who said they do not have a document, 25% never had a document. This may indicate that they never had a deed or permit, and that obtaining one may be difficult.
- ▶ 93% (96% in 2013) of those who answered “Yes” have access to their land. Among those (7%) who do not have access to their land, 5 families stated they cannot access their land due to secondary occupation.

Of the 30% (33 families) who stated, “No”, their household does not have land:

- 58% have applied for land (Figure D.3) but only 1 family has received land. Majority stated the process is ongoing while the rest stated they do not know the reason for not obtaining land. Of the respondents who applied for land, majority (82%) stated they applied with DS/GN while rest mentioned they applied through a politician.
 - Of those who have not applied for land
 - 36% think or were told it was not possible.
 - 27% have not applied because they do not know the process.
 - 18% said they had to deal with more urgent issues.
- ▶ 60% (54% in 2013) of returnees stated currently they do not live in their own house or shelter (Figure D.4). Of the returnees who do not live in their own house or shelter currently, 65% 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.5).

- ▶ To the question, “If there is currently a dispute regarding ownership of the land, where did/will you go to resolve this dispute?” majority stated they would approach the DS or GN.
- ▶ Among all the respondents, only 14% stated that they received shelter assistance. Mainly from the government (Indian housing project) and UN agencies. None from the Trincomalee District have received shelter assistance. When asked ‘what type of shelter assistance was received?’ majority said they received permanent housing while a few mentioned they received transitional shelters.

Figure D.1: Does your household have land?

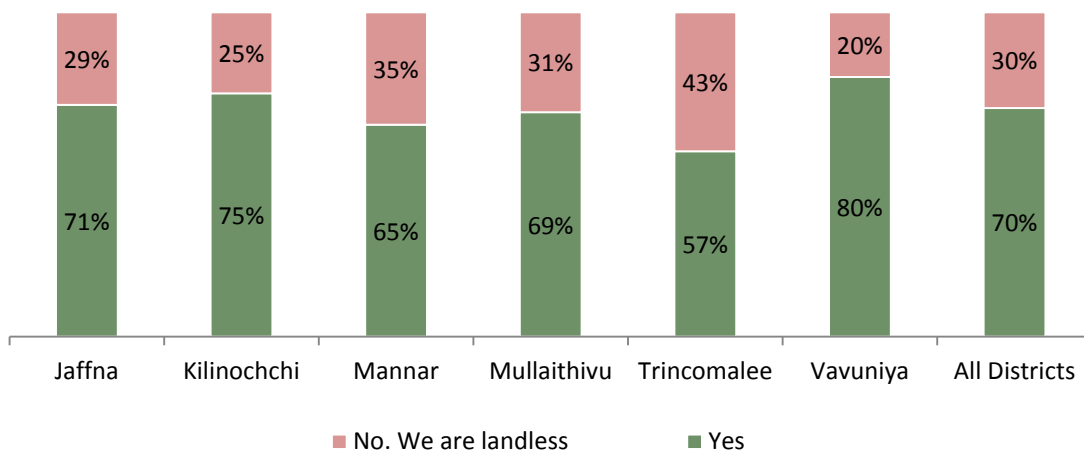


Figure D.2: What document do you have regarding your land?

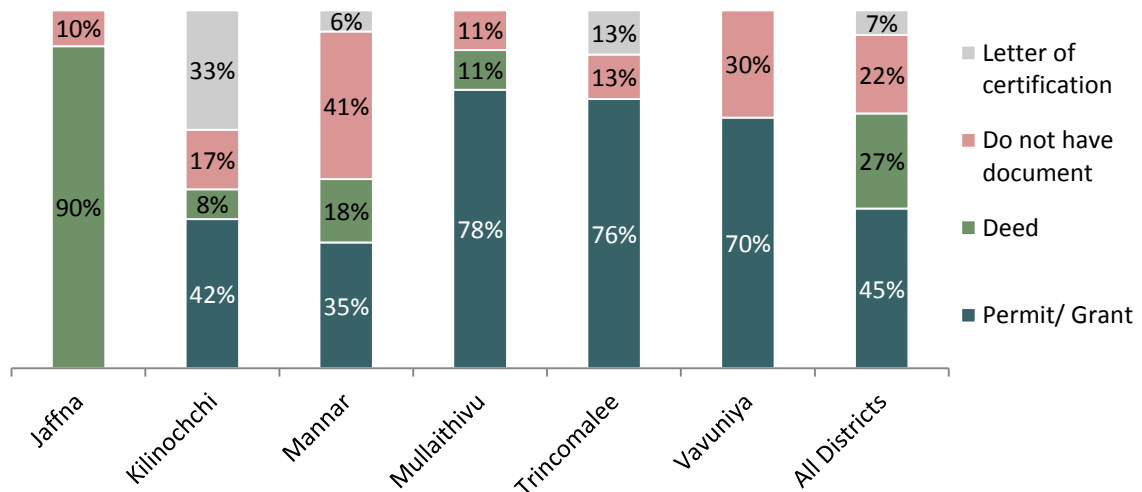


Figure D.3: If your household is landless, did you apply for land with the authorities?

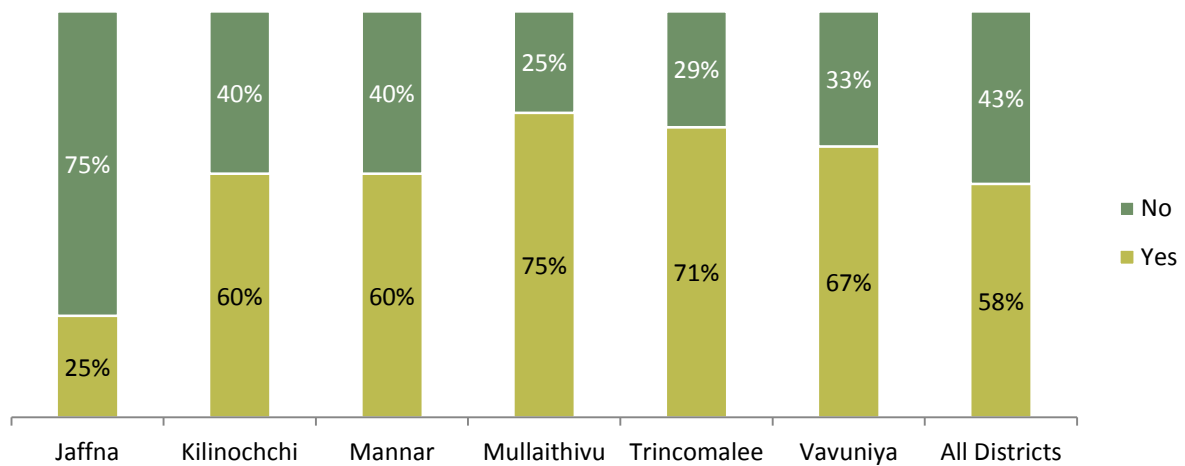


Figure D.4: Are you currently residing in your own house or shelter?

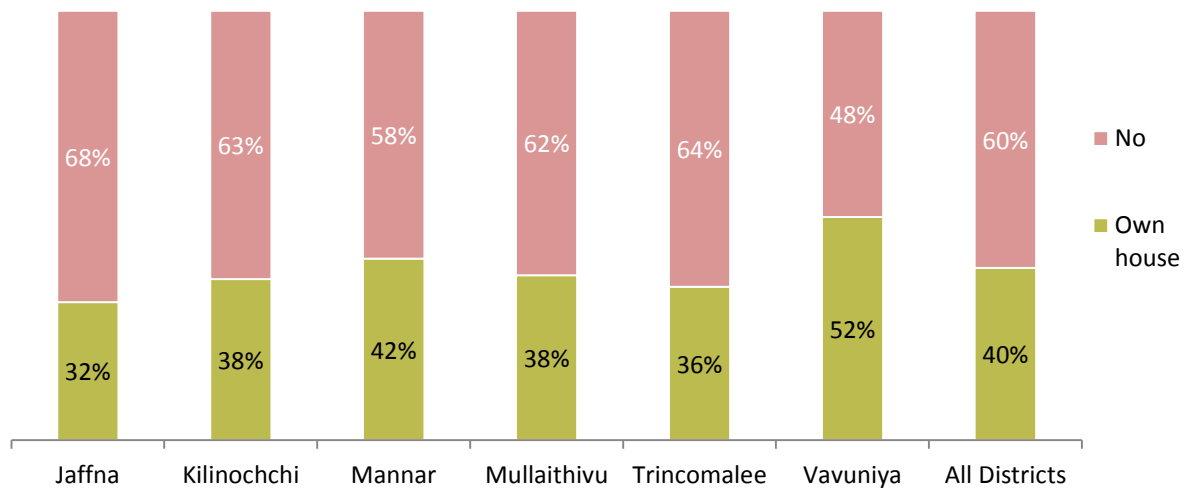
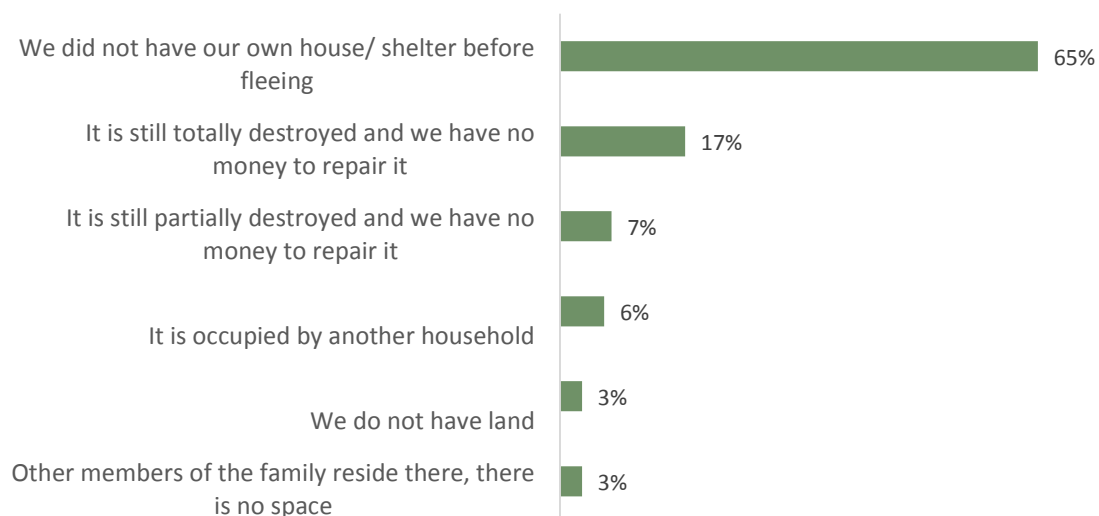


Figure D.5: If you are currently not residing in your own house or shelter, why not?



E. Security

Intent of queries: To identify refugee returnees' own 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% (95% in 2013) of respondents stated that there are no landmines in their area. 3% of respondents stated that although landmines are present in their area, landmines do not have an impact in their lives.
- 4% of respondents stated that a member of their family or someone from the village have experienced a mine incident (*Figure E.1*).
- 30% (56% in 2013) of respondents have not received Mine Risk Education (MRE). It is notable that 100% of the respondents from both Kilinochchi and Mullaitivu Districts have received MRE while from Jaffna District only 21% received MRE (*Figure E.2*). Of all the respondents who received MRE, 93% have received information only through MRE sessions during UNHCR reception hours.

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*):
 - 39% (53% in 2013) were generally positive statements
 - 13% (18% in 2013) were negative
 - 23 did not comment while 27% stated that there was no military presence in the area
 - In comparison to other Districts none of the respondents from the Vavuniya District mentioned negative feelings about the military presence.
- ▶ The second question *"How do you think the relationship between the military and the community is..."* included a finite list of multiple choice 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—not necessarily the respondent or respondent's own family (*Figure E.4*).
 - 43% (35% in 2013) of respondents from all Districts felt the relationship between the military and the community is "Good".
 - 6%(9% in 2013) of respondents think it is "Sometimes good, sometimes bad"
 - Only 2% (1.6% in 2013) felt the relationship is "Bad".
 - 47% (51% in 2013) responded with "I do not know" while a few said "I do not want to respond" (2%).
 - Interestingly only 14% from Trincomalee and 20% from Vavuniya Districts stated 'Good' while 94% from Kilinochchi stated 'Good'. 27% from Mannar stated that the relationship with military is 'sometimes good, sometimes bad'.

- ▶ When asked should a serious crime be committed against your family, to whom would you report first:
 - A large majority stated the Police - 96% (83% in 2013) while 4% mentioned DS/GN.
 - 100% of respondents from Mullaitivu, Trincomalee and Vavuniya Districts mentioned they would approach the police.

Based on the answers provided, it seems that returnees generally do not see the military as providing their community with security, but rather, it is a role for the police.
- ▶ 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 2 incidents of missing persons and arrests were reported from the Mannar and Trincomalee Districts.
- ▶ Respondents were asked “How safe does your family feel today where you currently live”, 95% (87% in 2013) stated that they feel safe (21% mentioned they feel completely safe while 74% mentioned generally feel safe). 3% (11% in 2013) stated feel safe sometimes, sometime in danger while 2% stated we feel we are in danger. 3 from Mullaitivu and 1 from Jaffna stated that they feel danger sometimes, and sometimes safe. Only 1 mentioned that they feel unsafe due to military presence (*Figure E.5*). All the respondents from Mannar and Trincomalee Districts stated they feel safe.
- ▶ Relations within the community: None (96% in 2013) of the respondents stated that their families were treated differently by the community upon return.
- ▶ Respondents were asked if their family had a civil (not criminal) dispute within the community, where would they go to solve it (*Figure E.6*):
 - 57% (68% in 2013) said they would go to GN or DS
 - 42% (14% in 2013) said they would go to the police

Figure E.1: Has any member of your family or anyone from your village experienced a mine incident?

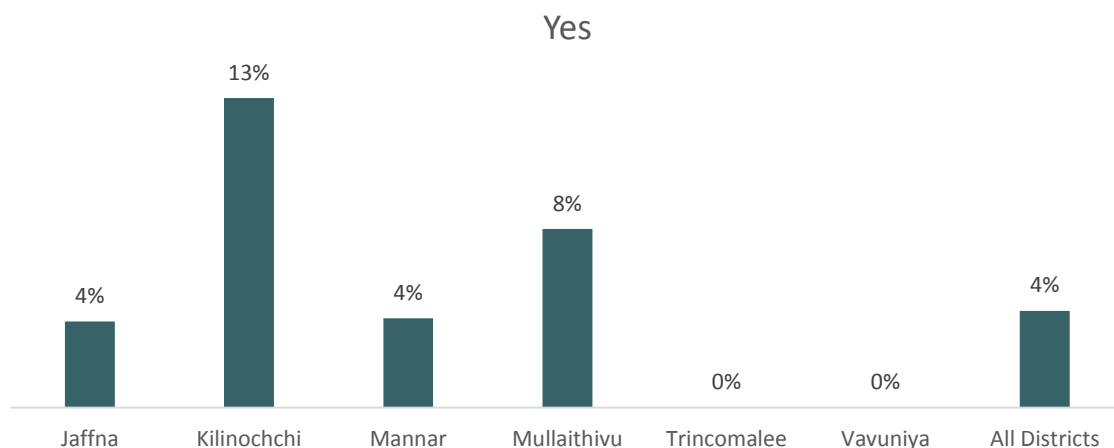


Figure E.2: Did you receive Mine Risk Education (MRE) Information since you returned?

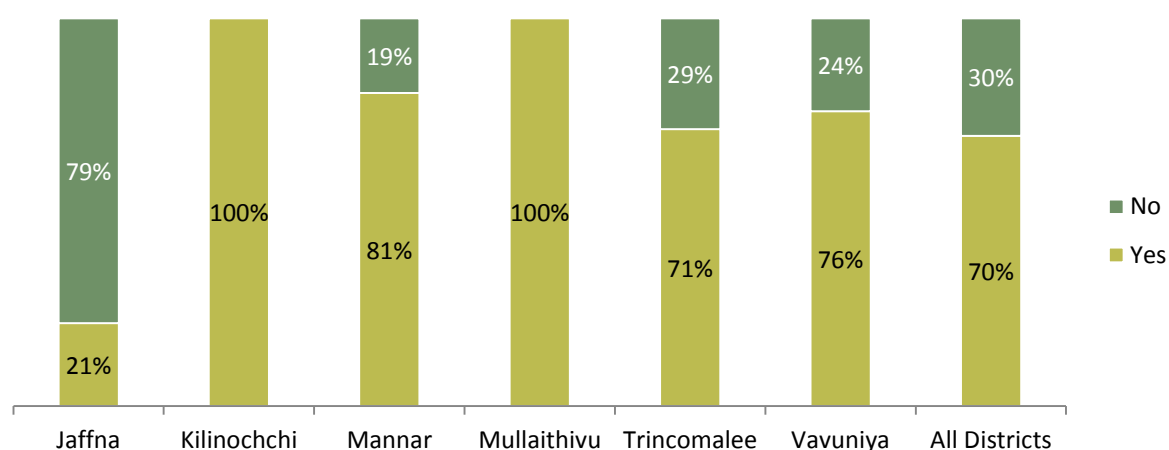


Figure E.3: How did you receive Mine Risk Education (MRE) Information?

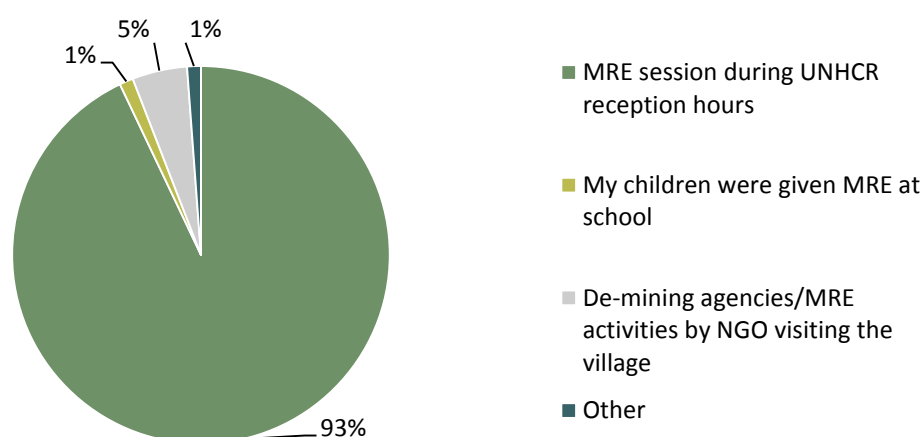


Table E.1: How do you feel about military presence in your village/area?

	Jaffna	Kilinochchi	Mannar	Mullaithivu	Trincomalee	Vavuniya	All Dist.
Generally neutral responses							
No comments	50%	25%	15%	38%	%	4%	23%
No military presence	4%	%	19%	%	79%	64%	27%
Generally positive responses							
Feeling safe	36%	56%	46%	46%	14%	32%	39%
Generally negative responses							
Feeling unsafe as living alone/damaged house	4%	%	%	8%	%	%	2%
We do not deal with military/not interested	%	6%	%	8%	%	%	2%
Feeling fear due to military presence	%	6%	4%	%	%	%	2%
Feeling unhappy due to military presence	%	%	8%	%	%	%	2%
Feeling insecure	7%	6%	8%	%	7%	%	5%
	100%	100%	100%	100%	100%	100%	100%

Figure E.4: How do you consider the relationship between the military and the community?

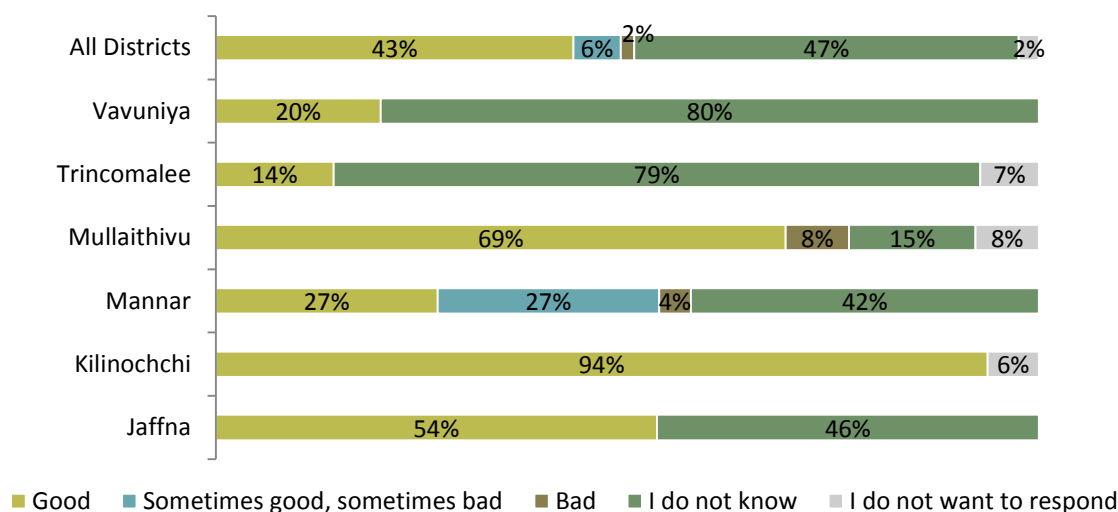


Figure E.5: How safe does your family feel where you currently live?

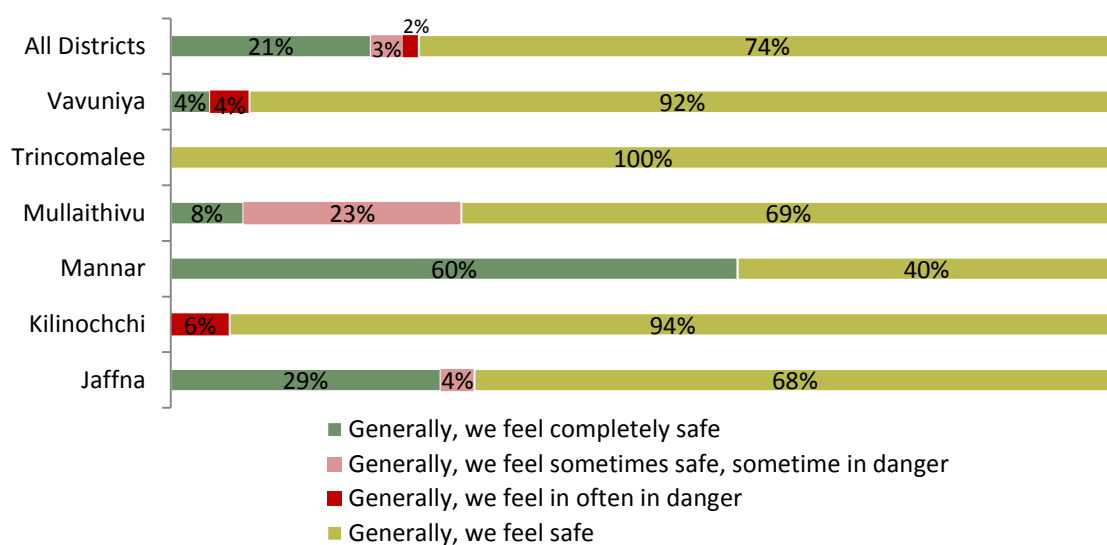
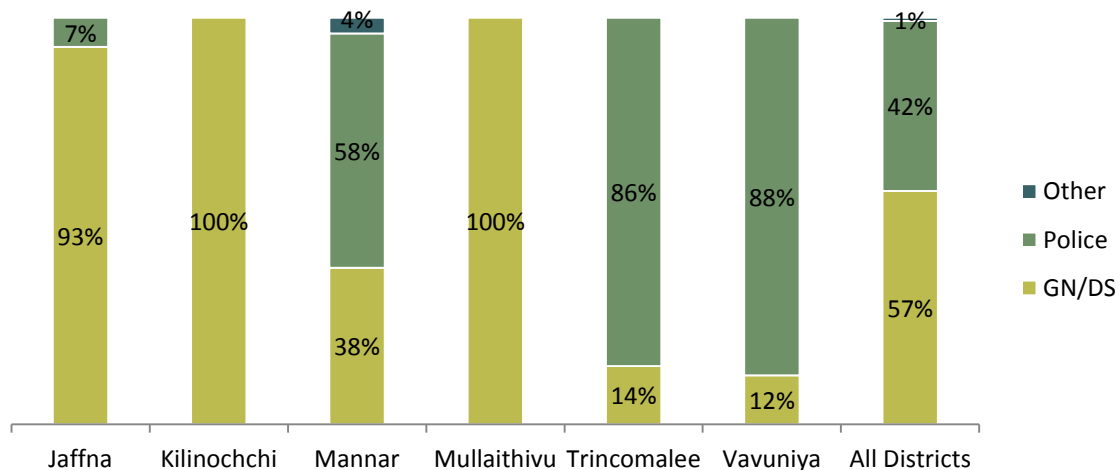


Figure E.6: If your family has a civil (not criminal) dispute within the community/ neighbour, where will you go to solve it?



F: Livelihood

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 26% (22% in 2013) of families, while skilled labour (12%), farming (12%) and fishing (10%) are the main income generating sources for another 34% of the families. 15% of families do not have any means of livelihood. It is noteworthy that salaried employees, such as government and private sector employees, only comprised 4% of respondents, while another 12% of respondents' main income is remittances from abroad or assistance from relatives. 31% of the respondents from the Kilinochchi District stated they do not have any livelihood. (*Table F.1*).
- ▶ 49% of the respondents (54% in 2013) said their livelihood is made of daily wages and this income is not frequent. However, 20% (7% in 2013) said their main income is based on daily wages, but is frequent. 18% (32% in 2013) of respondents stated that their livelihood is seasonal and only 13% (6% in 2013) had a permanent livelihood (*Figure F.1*).
- ▶ Nearly 45% (52% in 2013) of the families' current primary livelihood is different from what they were engaged in before fleeing the country (*Figure F.2*). Those living in the Vavuniya District have the highest percentage of families (63%) now engaged in alternative livelihoods while respondents from Trincomalee (23%) stated the lowest. 40% of respondents whose livelihood was fishing before fleeing Sri Lanka, are currently engaging in the same livelihood. But, 44% of respondents whose livelihood was farming, currently do not possess any livelihood. 86% of respondents who worked as unskilled casual labourers, are currently doing the same while 50% of the respondents who did not have any livelihood before fleeing, currently are having some livelihood sources.
- ▶ Lack of tools (material and financial) is the main impediment in restoring livelihood for 66% (79% in 2013) of respondents while lack of financial resources is the second main impediment (*Figure F.3*).
- ▶ Overall, 89% of the respondents have not received any kind of livelihood assistance. It is notable that 38% from Mullaitivu District have received livelihood assistance while only 4% from Jaffna and Mannar Districts have received livelihood assistance (*Figure F.4*).
- ▶ Respondents who have received livelihood assistance, have received support from the government, UN agencies and INGOs almost equally. Majority of them have received material assistance such as fishing nets, sewing machines and water pumps while few others have received cash assistance.

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

	Jaffna	Kilinochchi	Mannar	Mullaithivu	Trincomalee	Vavuniya	All Districts
Other casual labour (Unskilled)	4%	31%	42%	31%	31%	28%	26%
Farming	11%	13%	12%	8%	15%	16%	12%
Skilled labour	18%	0%	8%	15%	8%	20%	12%
Remittance from abroad	21%	6%	12%	0%	8%	12%	12%
Fishery	21%	6%	8%	8%	15%	0%	10%
Self-employment	14%	0%	4%	8%	0%	4%	6%
Salaried Employment	0%	13%	8%	0%	8%	0%	4%
Trading/business	0%	0%	0%	8%	0%	0%	1%
Other	4%	0%	0%	0%	8%	0%	2%
No livelihood at present	7%	31%	8%	23%	8%	20%	15%
	100%	100%	100%	100%	100%	100%	100%

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

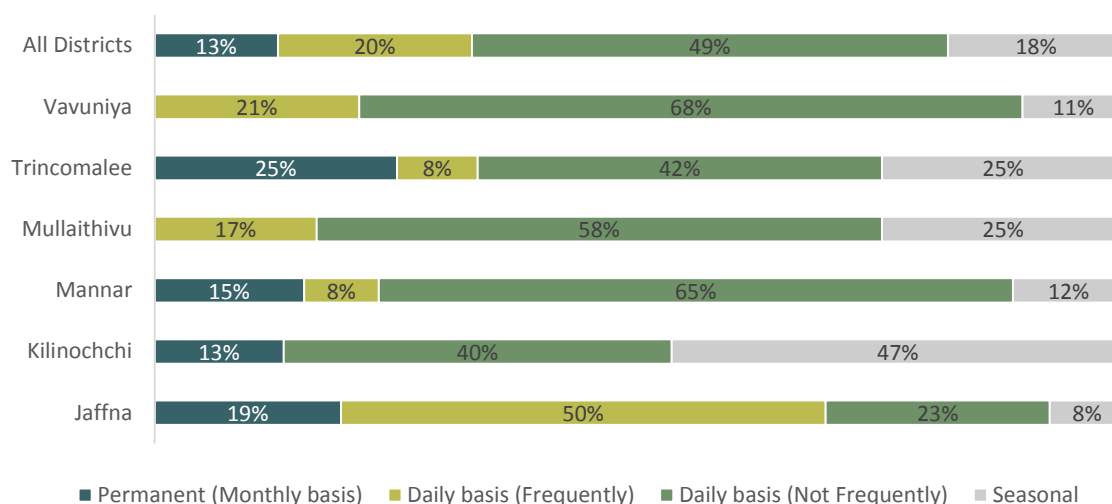


Figure F.2: Do you/your family having the same primary livelihood as you were having before leaving Sri Lanka?

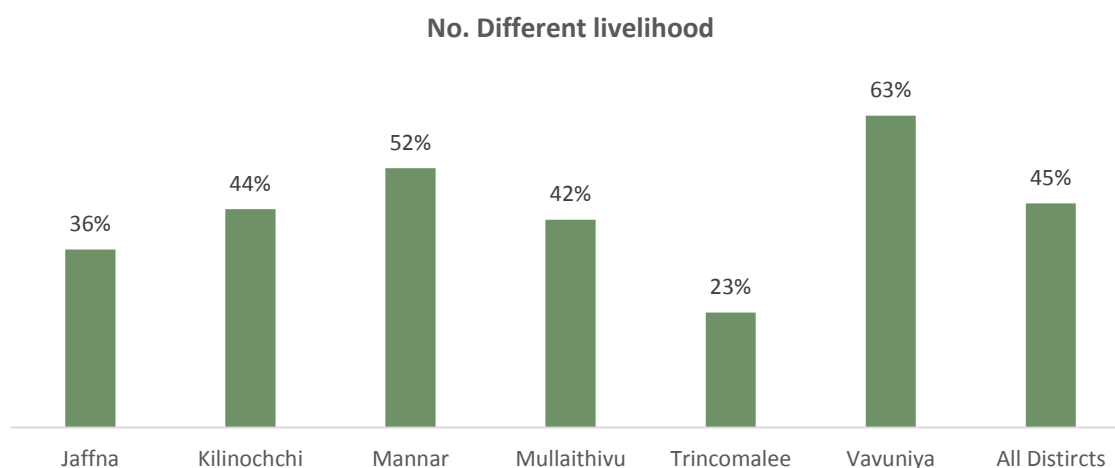


Figure F.3: What are the major impediments or problems (if any) to restoring livelihood?

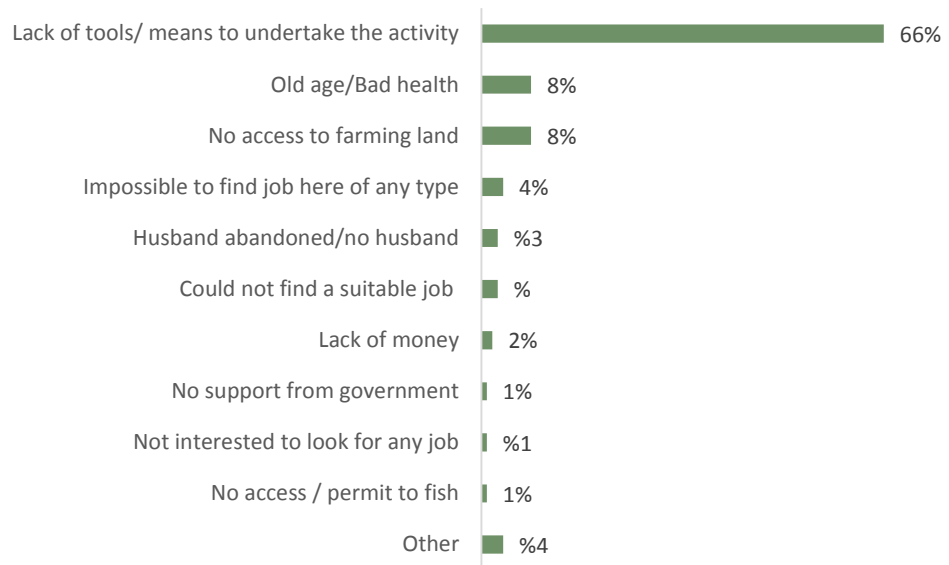
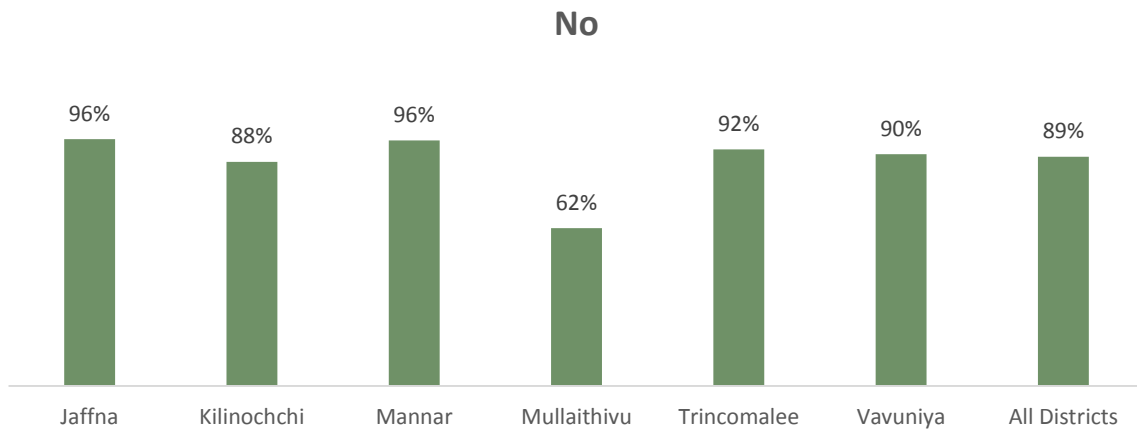


Figure F.4: Did you receive any livelihood assistance?



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):
 - 71% of the respondents are satisfied with their decision to return to Sri Lanka (69% in 2013). Of them, 66% stated they are happy because they were able to return to their place of origin while 29% stated ‘re-uniting’ with the family’ as the reason for their satisfaction to return.
 - Of the 29% of respondents who answered “No”, the negative responses differed by District of return:

Mullaitivu -23% (15% in 2013)	Vavuniya–32% (23% in 2013)
Trincomalee–36% (48% in 2013)	Jaffna –21% (30% in 2013)
Kilinochchi– 31% (36% in 2013)	Mannar– 31 % (31% in 2013)
 - ‘Cost of living is high’, ‘no livelihood opportunities’ and ‘lack of assistance after returning’ were mainly mentioned by the respondents (29%) who stated dissatisfaction about their return experience.
- ▶ Compared by gender of respondent :
 - Amongst those answering “No”, males (32%) somewhat outnumbered females (26%), although both groups remain generally satisfied (71%).
- ▶ On a comparative note with regard to time spent in Sri Lanka post return mixed feelings were expressed:
 - Returnees who were spending their first year after return were more satisfied (77%) in comparison to the returnees who were spending their second year (69%). But, it is significant to note that returnees who have reintegrated for more than 2 years in Sri Lanka, are more satisfied with their decision to return and feel more stable about their reintegration due to the assistance received and livelihood opportunities.
- ▶ Intent to remain (Table G.1):
 - 91% (87% in 2013) stated they intend to remain in their current place of residence.
 - 5% (9% in 2013) stated they will make the final decision after further assessing the situation.
 - 2.5% (2.4% in 2013) stated that the entire family wishes to move elsewhere. It is notable that 11% from Jaffna stated that their entire family will move somewhere else.
 - Only 2% (1.6% in 2013), stated they planned to split the family--some to move, some to stay.

When asked the reason for the move, ‘no livelihood opportunities’ and ‘no land/house’ were mentioned as the foremost reasons. 2 families stated that they will move if they face difficulties to integrate to the community or the country.

- ▶ When asked, “What is the **main concern** of your family?”(Table G.2)
 - 75% (87% in 2013) of respondents stated the ‘**lack of or no livelihood opportunities**’ as a main concern whilst ‘**housing is inadequate**’ - 59% (81% in 2013) and **watsan** - 25% as the second and third concerns.
 - 96% from Mannar District named insufficient livelihood as the main concern.
 - A lower percentage of respondents in the Jaffna District state lack of livelihood opportunities (59%) as a main concern in comparison to other Districts.
 - Only 29% of respondents from Trincomalee District stated inadequate housing as their main concern while 43% stated they need financial support. It is interesting that none of the respondents from Kilinochchi and Mullaitivu Districts stated high cost of living as a main concern while 29% from Vavuniya District stated high cost of living as a main concern. From all the Districts only 2.5% stated obtaining civil documentation as 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.2)
 - ▶ 82% (82% in 2013) said “Yes”, with return recommended either by UNHCR facilitation (78%) or spontaneously (4%);
 - ▶ 18% (18% in 2013) said “No”. This negative response ranged significantly by District of return, with Mullaitivu reflecting the highest percentage of negative responses (31%) and Mannar (11.5%) being the lowest.
 - ▶ When asked why they would advise potential returnees to return through UNHCR facilitation, 66% of respondents stated financial support and 34% stated safety as the main reasons. Among the returnees who said not to recommend return to Sri Lanka, 50 % mentioned ‘no proper assistance post return’ 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 option.

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

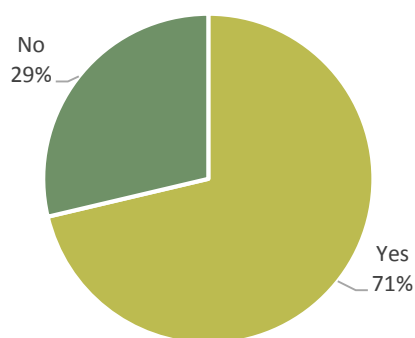


Table G.1: Does your family intend to remain in the area or move elsewhere (whether in Sri Lanka or outside Sri Lanka)?

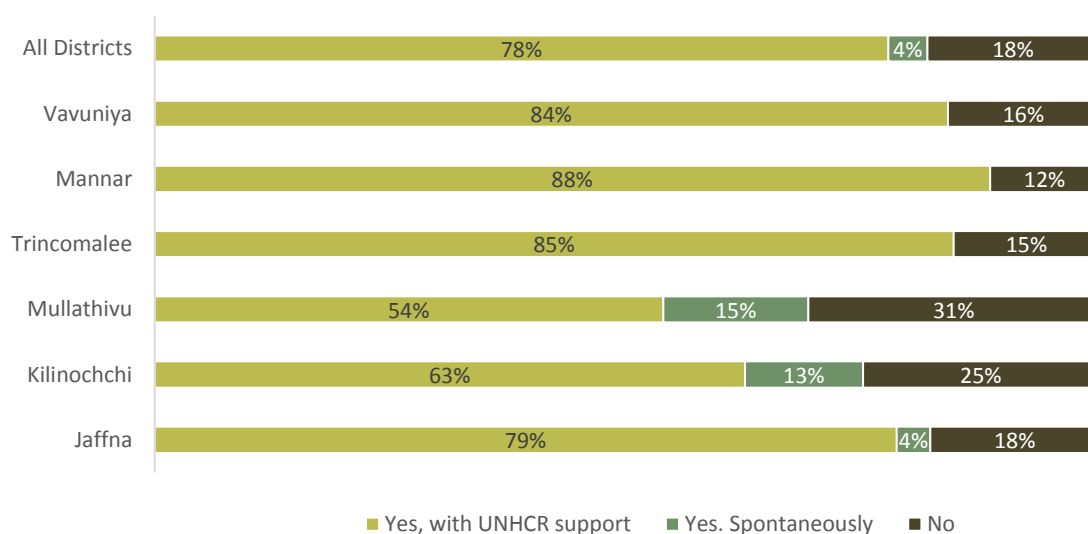
District	Stay for good in the current place	Stay for a while and then assess the situation and make a final decision	Split the family, some would stay, some would move (or have to) to other places	entire family will move somewhere else
Jaffna	82%	7 %	0%	11%
Kilinochchi	87.5%	6%	6%	0%
Mannar	88.5%	8%	4%	0%
Mullaitivu	100%	0%	0%	0%
Trincomalee	100%	0%	0%	0%
Vavuniya	96%	4%	0%	0%
All Districts	91%	5%	2%	2.5%

Table G.2: Main concerns by District

Concern	Jaffna	Kilinochchi	Mullaitivu	Trincomalee	Mannar	Vavuniya	All Dist.
No source of income/Livelihood	59%	75%	62%	71%	96%	79%	75%
No housing assistance/ No house	63%	81%	77%	29%	56%	50%	59%
Watsan	26%	44%	62%	0%	24%	8%	25%
Livelihood support needed	22%	19%	15%	0%	16%	13%	15%
High cost of living	4%	0%	0%	21%	16%	29%	13%
Financial support needed	0%	0%	8%	43%	8%	13%	10%
No family members to make income	4%	0%	0%	21%	4%	21%	8%
Housing assistance needed	15%	6%	15%	0%	12%	0%	8%
HoH is disable/sick/Old	19%	0%	0%	7%	0%	8%	7%
Other	19%	31%	31%	0%	4%	13%	15%

(Note: Multiple responses, Percentages are above 100%)

Figure G.2: 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 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 for programme design and monitoring, 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 2014 received their UNHCR reintegration grant through the Bank of Ceylon.
 - Most facilitated returnees (66%) used the reintegration grant for “everyday” expenses (*Figure H.1*)
 - 11% used it for house/shelter repairs while 5% used it for self-employment
 - 8% used the grant for educational expenses
 - 4% have not spent the grant yet
 - The remainder used the grant for a variety of needs

It is notable that many families use their reintegration grant for their 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*), 48% stated that they received a NFI kit while 50% stated they received money. Only 2% said they did not receive anything. Among the respondents who received the NFI kit, almost all have made use of the NFI kit.
- ▶ Among the respondents who received monetized cash grant (*Figure H.3*), 54% of them have used cash grant for everyday expenses while 29% have used it to buy NFI items. 10% of the respondents who received monetized cash grant, have bought shelter material.
- ▶ When asked ‘did you receive other cash vouchers from UNHCR’, 66% said ‘no’ while 20% said they received hygiene vouchers and another 13% said they received other cash vouchers.
- ▶ Respondents were then asked what measures could be taken by UNHCR to improve its assistance for repatriation to Sri Lanka (*Table H.1*). They were given multiple responses as below.
 - 70% of all the respondents stated an increase in the amount of the reintegration grant
 - 35% said to enhance the quantity and quality of information received in India while another 32% said to enhance the quantity and quality of information received in Sri Lanka
 - 27% suggested to reduce the processing time taken for departure formalities in India
 - 11% said there is nothing to do as they were happy with what they have received.

- ▶ The respondents were asked, 'have you approached UNHCR in the field/Colombo?' 82% said 'yes, we approached UNHCR' (Figure H.4). It is notable that from Kilinochchi and Mullaitivu Districts less number of respondents have approached UNHCR in comparison to other Districts.
 - Among the respondents who approached UNHCR, 83% have approached only 1 time and rest have approached a UNHCR office more than 1 time. Majority of them (78%) stated the main purpose to visit UNHCR was 'to register with UNHCR'. Purpose of 14% of respondents who approached UNHCR, was to request assistance while 3.5% said to clear banking process/cash.

Reintegration - Programmes by other agencies:

- ▶ When asked, other than UNHCR, did you receive any assistance? Only 16% of the respondents said they received assistance (Figure H.5). They have received assistance from the government, UN agencies and INGOs. Of them, majority have received material assistance and only few have received cash assistance. They have mainly received food, livelihood tools, and shelter as material assistance.

Food security

- ▶ 45% (65% in 2013) of respondents received the WFP food rations and out of those who received WFP food rations, only 61% received it for the stipulated 6 months. District variance is high, 85% of returnees from Mannar have received WFP food ration while none from Trincomalee have received food rations (Figure H.6).
- ▶ To the question, "In general, within last week, how many meals per day did household members consume?" (Figure H.7);
 - 84% of all the respondents stated they usually have 3 meals per day while the rest stated that they usually have only 2 meals per day.
 - It is noteworthy that all the respondents from Jaffna District stated they usually have 3 meals per day while only 72% from Vavuniya District stated so.

Access to school

- ▶ Only 2 returnee children are not attending school, 1 from the Jaffna District and 1 from the Kilinochchi District.
- ▶ Of the respondents who answered to the question 'were all the relevant school certificates/records from CoA accepted by Sri Lankan educational authorities?' only 2 respondents said 'no'. "School didn't allow" and 'not qualified' were mentioned as the reasons for the non-acceptance of certificates/records by the authorities.

Health

- ▶ To the question, "Were you or your family health screened or tested in Sri Lanka because you are a refugee returnee?" 57% said "Yes", including 4% from Vavuniya and 96% from Mannar (Figure H.8).

- ▶ Of the respondents who said yes, 52% said they were tested at the hospital while 45% said they were tested at the MoH by health officials. All the respondents from Mullaitivu said, they were tested at the Hospital while none from Vavuniya to be tested at the Hospital.
- ▶ Of the respondents who said yes, 51% said tests were done by a MBBS doctor while another 41% said the tests were done by MoH.
- ▶ When asked ‘How far do you have to travel for the closet hospital or clinic/dispensary?’, 36% of all the respondents stated they can access a health service centre within 2 km. 38% of the respondents stated they have to travel between 3 to 5 kms while 21% of the respondents stated they have to travel 6 to 10 kms to find a health service centre. 5.5% of the respondents said, they have to travel more than 10 kms.
- ▶ Interestingly 52% of the respondents from Mannar District can access a health service centre within 2 km while only 11% from Trincomalee responded so.

Sanitation

- ▶ It is notable that 36% of all the respondents did not have access to a toilet (the question was ‘Do you have access to a toilet?’). District variation was high, 89% of the respondents from the Jaffna District stated they have access to a toilet while only 14% from Kilinochchi stated so (Figure H.9).

It is noteworthy, of all the respondents who said they have access to a toilet, only 43% said they have a permeant toilet in their compound. 23% of the respondents who have access to a toilet stated they have temporary toilets while rest of the 34% stated they use the toilet in the neighbourhood (Figure H.10).

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

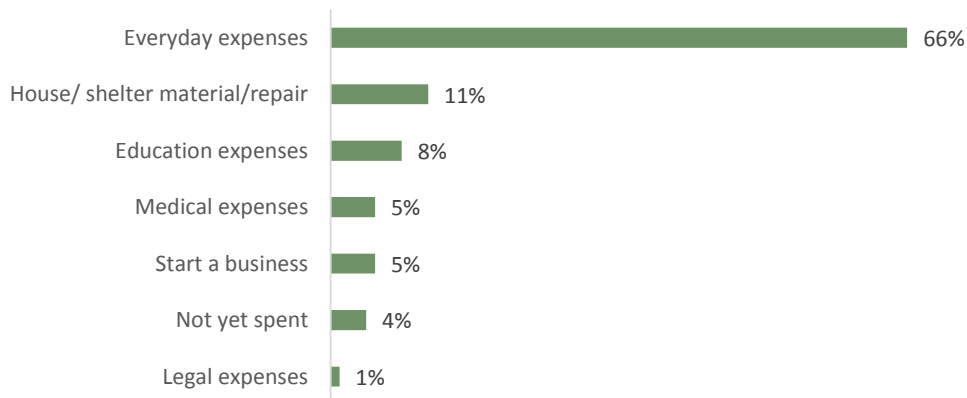


Figure H.2: Did you receive NFI or monetized cash grant from UNHCR?

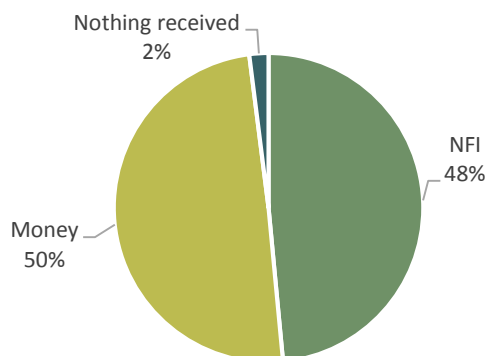


Figure H.3: If you received monetized cash grant, how did you use it?

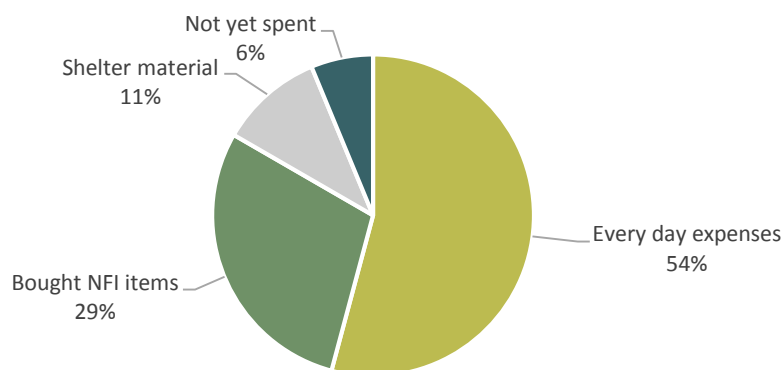


Table H.1: What is the main thing UNHCR can do to improve its assistance for the repatriation of other returnees to Sri Lanka in future?

UNHCR should...	Percentage (%)*
Increase the amount of the grant	70%
Quantity/ quality of Information received in India	35%
Quantity/ quality of Information received in Sri Lanka	32%
Processing time in India	27%
Nothing	11%
Travel arrangements	10%
Provide temporary shelter	6%
Reception by UNHCR at the Colombo Airport/ Colombo Port	5%
Livelihood assistance	4%
Reception by UNHCR in India	2%
Provide basic facilities	2%

*Note: Multiple responses - Percentage above 100%.

Figure H.4: Have you approached UNHCR in the field/Colombo?

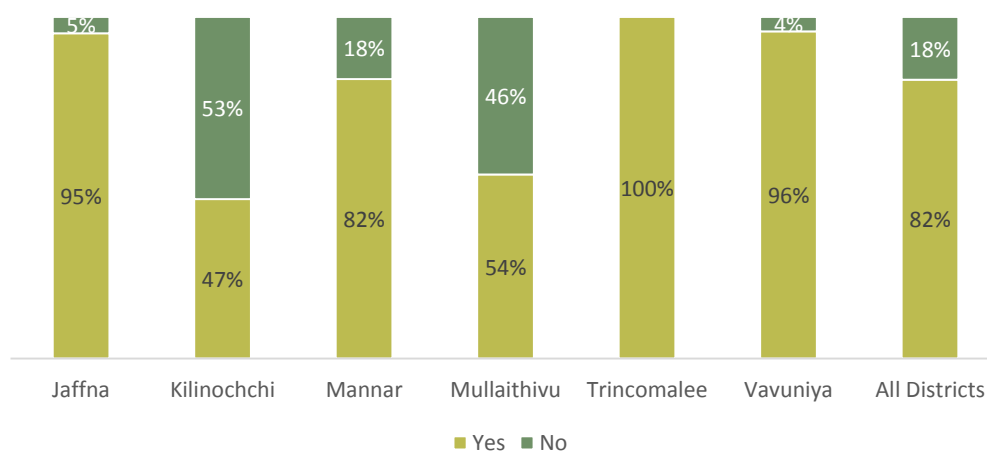


Figure H.5: Other than UNHCR, did you receive any assistance?

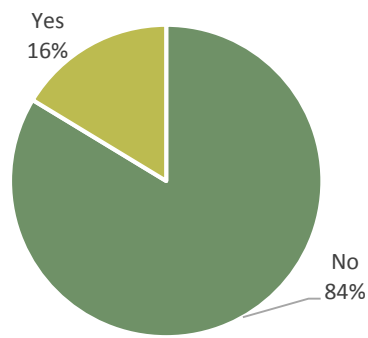


Figure H.6: Upon your arrival to your current location, did your family receive WFP Food Rations?

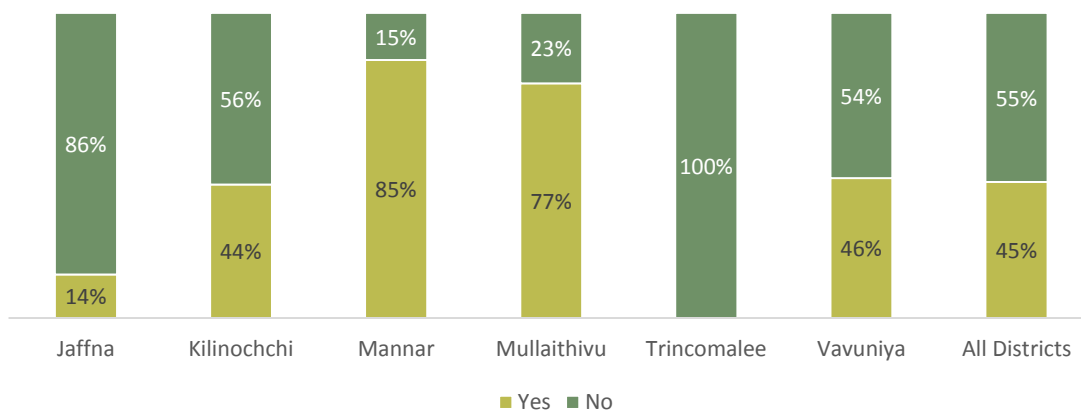


Figure H.7: In general, within last week, how many meals per day did household members consume?

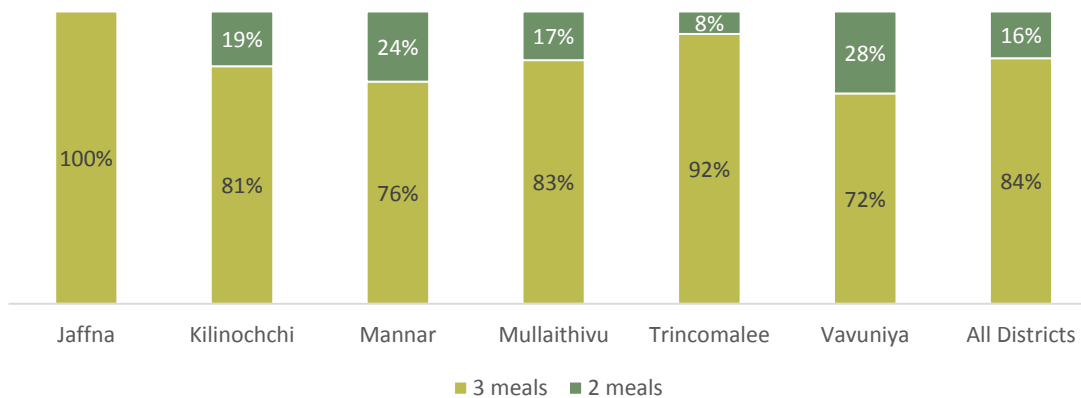


Figure H.8: Were you or your family health screened or tested in Sri Lanka because you are a refugee returnee?

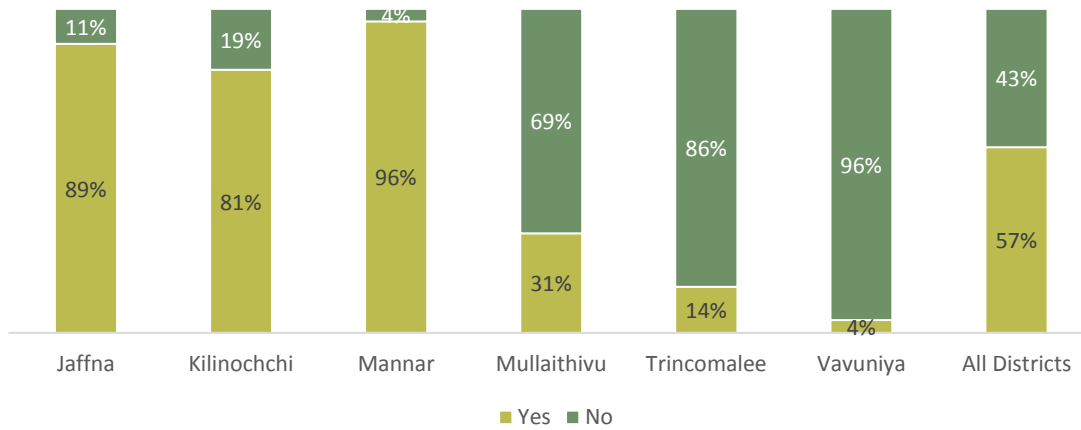


Figure H.9: Do you have access to a toilet?

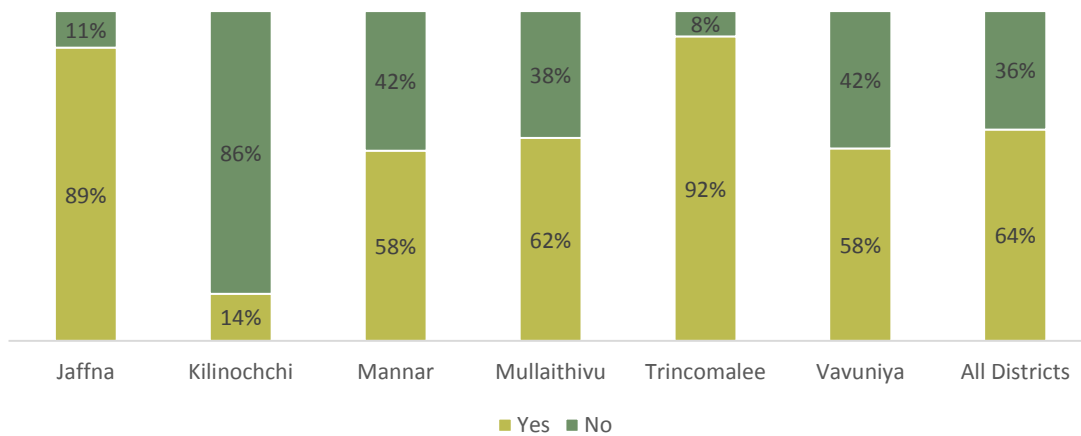
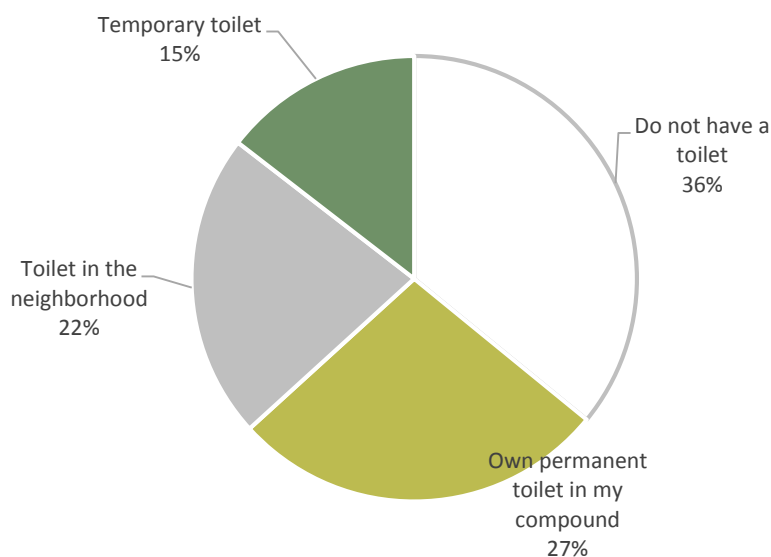


Figure H.10: If yes, what type of toilet do you have?



Additional comments about the daily life...



The final “open” question asked if there were any further comments respondents wished to make. Majority of them pointed need for greater assistance (mainly livelihood assistance) from the Government, NGOs or any other organisations. Repeatedly, the respondents pointed that they struggle with many issues due to low income and lack of job opportunities.

Some of the respondents requested from UNHCR to provide dry rations after return and to assist spontaneous returnees as well. Some spoke about inadequate shelter and land documentation issues while the remainder had quite diverse comments.