

SRI LANKA

| Operational highlights |

- In 2010, more than 161,000 internally displaced persons (IDPs) returned to their districts of origin in Sri Lanka. UNHCR provided non-food item (NFI) return kits to some 57,600 families and registered 58,100 families for the shelter grant. Of the 14 IDP sites established after 2008, only four remained at the end of 2010, bringing the total number of closed sites to 15, including those established before 2008.
- Following the end of the 26-year long conflict between the Government and the Liberation Tiger of Tamil Eelam (LTTE), Sri Lankan refugees began to return home, with the number of returns in 2010 more than triple what it was in 2009. By the end of the year, UNHCR had facilitated the return of over 2,000 refugees, mainly from India. Another 3,000 Sri Lankan refugees returned through their own means.
- Although many of its partners experienced difficulty in obtaining access to parts of the country, UNHCR was able to reach persons of concern in areas of displacement and return. Advocacy was intensified at national, provincial and local levels to try and preserve the humanitarian space in Sri Lanka.
- In 2010, UNHCR shifted from an emergency operation to a return operation for IDPs and refugees. At the same time, it continued to coordinate the humanitarian response as the lead agency for protection, shelter and NFIs.
- UNHCR reopened its office in Kilinochchi in October 2010. The office had been closed following the evacuation of humanitarian agencies from the region in September 2008. In June 2010 UNHCR closed its office in Batticaloa, in the east of the country, as conditions in the area had improved.

| Working environment |

The end of the internal conflict in May 2009 and the return of relative calm in 2010 allowed for the Government-facilitated return of IDPs to Sri Lanka's northern districts. Presidential and parliamentary elections

were held in early 2010, leading to some changes in the government structure. With insecurity reduced, many IDPs living outside camps with host communities also spontaneously returned home. The improved environment allowed early recovery and development actors to become involved in assisting returnees.

By the end of 2010, approximately 161,000 people had returned to their districts of origin during the year. Some 66,000 people continued to live with host communities and



Persons of concern

Type of Population	Origin	Total	Of whom assisted by UNHCR	Per cent female	Per cent under 18
Refugees	Others	220	220	36	28
Asylum-seekers	Pakistan	130	-	44	40
IDPs	Sri Lanka	273,800	273,800	51	-
Returnees (IDPs)	Sri Lanka	61,100	161,100	51	-
Returnees (refugees)	India	5,000	5,000	-	-
	Others	20	20	-	-
Total		440,270	440,140		



Students of Katchilaimadu Government School, in Oddusudan, returned to their home areas after years of displacement.

20,000 remained in the camps, while 183,000 IDPs who had been displaced before April 2008 remained in displacement throughout the country. Some 2,500 people were left stranded, unable to return to their homes because of concerns related to incomplete mine removal, unexploded ordnance and occupation of their land. In spite of the progress achieved in 2010, many humanitarian needs still remained to be met in the north.

Conditions in IDP camps improved as population densities decreased following people's departure for their homes. Access to the camps and return areas also improved during the year but continued to be challenging, particularly for some NGOs. Key protection concerns included the risk of secondary displacement due to mines, the presence of large numbers of military personnel in areas of return, a lack of or limited basic services in return areas and risk of sexual and gender-based violence.

| Achievements and impact |

• *Main objectives and targets*

UNHCR's objectives included: advocating for the rights of IDPs; assisting with individual protection interventions; and improving the response to sexual and gender-based violence through awareness-raising, training and capacity-building activities. The Office also endeavoured to provide protection monitoring, emergency shelter and NFIs for IDPs living in

camps and with host communities, and assistance for refugee returnees.

Other UNHCR goals were to find durable solutions through the return, local integration and relocation of IDPs, and to facilitate the voluntary repatriation of Sri Lankan refugees. Asylum-seekers and refugees in the country received protection while durable solutions were sought for them through resettlement and voluntary repatriation.

Favourable protection environment

- UNHCR monitored the protection concerns of IDPs and returnees and continued to strengthen protection networks among UN agencies and local and international NGOs. It also chaired the Protection Working Group in Colombo and in field locations with high IDP and returnee populations. Protection risks were identified and strategies devised to alleviate them.
- During the year, 1,200 monitoring visits to displacement and returnee locations covered more than 43,000 people. Almost 30,000 returning families were profiled during the distribution of shelter grants; and more than 1,000 people with specific needs were identified through this process and provided with assistance or referred for specialized support. UNHCR also assisted 170 asylum-seekers and 220 refugees from other countries who sought asylum in Sri Lanka.

Fair protection processes and documentation

- UNHCR and its partners helped IDPs in welfare centres to obtain or replace their civil documentation. Some 100 government personnel were trained in this area. Dedicated mobile documentation teams helped more than 2,000 people obtain civil documents and some 600 people to restore land and housing papers. Information on documentation was also provided to close to 400 returning refugees, with 80 cases referred for further assistance. UNHCR provided technical support and equipment to local authorities to help them produce civil documents.

Security from violence and exploitation

- UNHCR advocated for IDPs to have uninterrupted access to basic services and assistance and for improved security for women, children and those with specific needs. Some 180 awareness-raising sessions on sexual and gender-based violence were conducted in camps and return areas for IDPs, returnees and officials. In addition, more than 100 sexual violence-related cases received support from UNHCR and its partners.

Basic needs and services

- In 2010, UNHCR registered more than 58,000 families, benefiting approximately 200,000 people, for the shelter grant which enabled returnees to repair or reconstruct damaged shelters or invest in other basic needs and livelihood projects during the initial post-return phase. Shelter materials given to vulnerable returnees among the protracted cases (those displaced before April 2008), helped in the repair of 230 damaged houses and the reconstruction of 130 shelters in Jaffna and Trincomalee.
- Some 57,600 returning IDP and refugee families were provided with NFIs to meet their basic needs immediately upon arriving in their home areas. A total of 109,000 kits have been distributed to returnees since the returns began in August 2009. In close cooperation with partners, UNHCR coordinated the maintenance and decommissioning of IDP sites, 15 of which were closed during the year.
- UNHCR identified almost 800 people with specific needs who received targeted assistance from partners, mostly through livelihood interventions. This helped improve their standard of living and reduced protection risks. Almost 95 per cent of those with specific needs were able to earn a regular income, and about 25 per cent were able to expand their businesses. More than 1,000 people with specific needs were interviewed during the distribution of shelter grants and provided with advice on available services.

Community participation and self-management

- UNHCR and its partners helped some 30 community-based committees in areas of displacement and return to improve management structures. Five leadership training sessions were held for these communities and some 400 youths received career guidance training.

Durable solutions

- UNHCR implemented eight quick-impact community-based projects to help the reintegration of returnees. Some 2,000 Sri Lankan refugees, mainly from India but also from other countries, benefited from UNHCR's facilitation of voluntary repatriation. Members of this group received a transportation grant, an NFI kit and protection assistance. Another 3,000 Sri Lankan refugees who returned spontaneously also benefited from NFI return kits and protection monitoring.
- In 2010, 80 refugees found a durable solution through resettlement and departed Sri Lanka. An additional 80 cases were submitted for resettlement during the year.

External relations

- UNHCR facilitated numerous missions to the field, ensuring that donors and other external stakeholders were able to get a first-hand look at the situation. During the missions, general and project-specific briefings were provided by UNHCR and its partners. Regular updates on operational highlights and key developments were also shared with donors. The Sri Lanka operation was featured in UNHCR's *Global View*, highlighting the assistance provided to displaced families returning home to the former conflict zone.

Logistics and operational support

- At the beginning of 2010, UNHCR had 19 warehouses, which were reduced to 16 following the closure of the office in Batticaloa. The number of trucks in UNHCR's fleet grew from 17 to 20 to support timely and effective distribution of NFIs to returnees.

| Constraints |

Although much improved in recent years, humanitarian access to return areas remained difficult, especially for some NGOs, forcing a halt in activities in July and August and resulting in a growing backlog in the provision of assistance. Mine action continued in all areas of the north, though some areas remain highly contaminated and will require years of work. Some High Security Zones have not yet been cleared for return, and new zones have been established, prolonging displacement in the north and east.

The re-establishment of civilian authority and social services in most of the return areas continued, albeit slowly. UNHCR was unable to assist IDPs living with host communities in Vavuniya, owing to restrictions imposed by authorities.

| Financial information |

The total requirement based on identified needs was USD 35 million. UNHCR received approximately USD 24.3 million, which amount to about 60 per cent of total requirements. The shortfall prevented UNHCR from implementing activities that supported reintegration, such as quick-impact projects and shelter solutions for the long-term displaced.

Organization and implementation

UNHCR had five field offices in Sri Lanka and a Country Office in Colombo. In June, the office in Batticaloa was closed, with early recovery actors and local authorities taking over. As the number of returns to the area increased, in October 2010, UNHCR reopened its office in Kilinochchi, which had been closed following the evacuation of humanitarian agencies in September 2008. In addition to its regular staff, UNHCR continued to benefit from generous secondments by partner agencies.

UNHCR's presence in 2010

□ Number of offices	6
□ Total staff	150
International	20
National	124
JPOs	1
UNVs	2
Others	3

Working with others

UNHCR is the lead agency for inter-agency coordination in the areas of protection and shelter/NFIs and facilitates information sharing, coordination and the development of common strategies and positions on key issues. Partnerships were established with over 20 national and international partners, including government agencies, NGOs and UN organizations. Separate agreements with the World Bank and several UN agencies supported information-sharing and the provision of assistance.

Overall assessment

Sri Lanka is steadily moving towards an early recovery and development phase, though humanitarian needs still exist, including for a regular protection-monitoring presence. Also required are stronger protection networks, more capacity among civil administration and service providers, material assistance for vulnerable people, and shelter grants and community-based projects to aid reintegration.

UNHCR continued to advocate for the upholding of international standards in IDP returns by the Government. The improved security situation allowed for the return of IDPs and refugees at an accelerated pace, although it will take years of work to demine in some highly contaminated areas.

Intensive advocacy during the previous year helped pave the way for more access to IDP camps. As a result of the increased returns, 15 IDP sites were closed. UNHCR coordinated the decommissioning of these sites.

Progress was made in finding durable solutions for refugees. With the significant increase in Sri Lankan refugee

returns, UNHCR prepared to scale up its voluntary repatriation assistance.

Partners

Implementing partners

Government: Ministries of Disaster Management and Human Rights; Economic Development; Finance and Planning; Resettlement; Public Administration and Home Affairs

NGOs: Alternative Dispute Resolution Institute, Center for the Promotion and Protection of Human Rights, Danish Refugee Council, Jaffna Social Action Centre, Muslim Aid, OfERR Ceylon, Organisation for Habitation and Resources Development, Rural Development Foundation, Sewalanka Foundation, Socio-Economic Development Organization of Trincomalee, Sri Lanka Red Cross Society, The Refugee Rehabilitation Organization

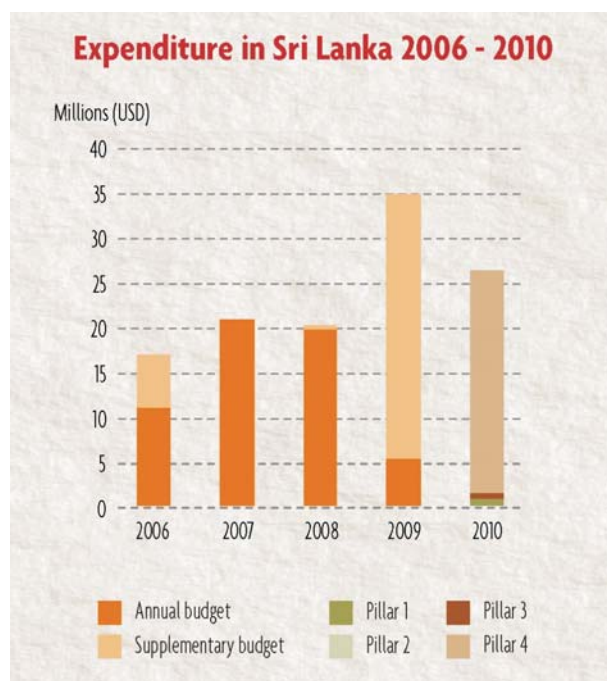
Others: Bank of Ceylon, Human Rights Commission of Sri Lanka, UNDP, UNOPS

Operational partners

Government: Attorney General's Department, Department of Immigration and Emigration, Development and Security in the Northern Province, Presidential Task Force for Resettlement, Ministries of External Affairs, Social Services, National Languages and Social Integration

NGOs: Adventist and Development Relief Agency, Agency for Technical Cooperation and Development, CARE International, Centre on Housing Rights and Evictions, Caritas Sri Lanka, Centre for Policy Alternatives, Danish Demining Group, *Deutsche Welthungerhilfe*, FORUT, Foundation for Coexistence, *Fondation Suisse de Deminage*, Habitat for Humanity International, Handicap International, Legal Aid Foundation, Malteser International, *Médecins Sans Frontières-Holland*, Mines Advisory Group, Norwegian Refugee Council, OXFAM-GB, Peace Winds Japan, People in Need, Red Cross Movement, RedR, Relief International, Sarvodaya, Save the Children Sri Lanka, *Schweizerisches Arbeiterhilfswerk*, *Solidar*, *Terre des Hommes*, United Methodist Committee on Relief, World Vision International Sri Lanka, ZOA Refugee Care

Others: Asian Development Bank, *Deutsche Gesellschaft für Internationale Zusammenarbeit*, FAO, ILO, IOM, JICA, OCHA, OHCHR, UNDSS, UNFPA, UNHABITAT, UNICEF, UNV, WFP, World Bank



Budget, income and expenditure in Sri Lanka | USD

	PILLAR 1 Refugee programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	Total
FINAL BUDGET	5,906,127	635,032	29,174,350	35,715,509
Income from contributions ¹	9,940,731	0	14,449,177	24,389,908
Other funds available	(6,072,263)	540,440	10,394,810	4,862,987
TOTAL FUNDS AVAILABLE	3,868,468	540,440	24,843,987	29,252,895
EXPENDITURE BREAKDOWN				
<i>Favourable protection environment</i>				
International and regional instruments	19,512	0	0	19,512
National legal framework	0	39,086	89,614	128,700
National administrative framework	0	0	184,550	184,550
Policies towards forced displacement	0	0	63,676	63,676
Prevention of displacement	0	50,032	127,886	177,918
Co-operation with partners	0	0	62,448	62,448
Public attitudes towards persons of concern	0	0	52,730	52,730
<i>Non-refoulement</i>	19,512	0	0	19,512
Environmental protection	0	0	52,730	52,730
Subtotal	39,024	89,118	633,633	761,775
<i>Fair protection processes and documentation</i>				
Reception conditions	114,622	0	0	114,622
Access to asylum procedures	22,567	0	0	22,567
Fair and efficient status determination	53,833	0	132	53,965
Family reunification	0	0	146,088	146,088
Individual documentation	0	0	131,437	131,437
Civil status documentation	0	113,444	166,141	279,585
Subtotal	191,022	113,444	443,798	748,264
<i>Security from violence and exploitation</i>				
Impact on host communities	0	0	52,345	52,345
Effects of armed conflict	0	0	63,339	63,339
Law enforcement	0	50,873	46,112	96,986
Gender-based violence	22,139	0	133,859	155,998
Protection of children	0	0	43,185	43,185
Freedom of movement	0	0	97,714	97,714
Non-arbitrary detention	0	0	60,509	60,509
Access to legal remedies	0	0	118,171	118,171
Political participation	0	0	44,039	44,039
Subtotal	22,139	50,873	659,274	732,286
<i>Basic needs and essential services</i>				
Food security	0	0	85,797	85,797
Shelter and other infrastructure	59,731	13,309	11,351,523	11,424,564
Basic domestic and hygiene items	69,545	13,309	2,260,572	2,343,426
Primary health care	8,270	0	0	8,270
HIV and AIDS	0	0	88,177	88,177
Education	39,953	0	0	39,953
Services for groups with specific needs	4,729	14,832	203,174	222,734
Subtotal	182,228	41,449	13,989,244	14,212,921

	PILLAR 1 Refugee programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	Total
<i>Community participation and self-management</i>				
Participatory assessment and community mobilisation	21,066	0	140,999	162,065
Community self-management and equal representation	0	0	169,035	169,035
Camp management and coordination	0	0	103,128	103,128
Self-reliance and livelihoods	0	0	135,720	135,720
Subtotal	21,066	0	548,881	569,948
<i>Durable solutions</i>				
Voluntary return	13,000	112,971	203,006	328,978
Rehabilitation and reintegration support	0	0	269,288	269,288
Resettlement	13,000	0	0	13,000
Local integration support	0	0	123,720	123,720
Subtotal	26,001	112,971	596,014	734,986
<i>External relations</i>				
Donor relations	0	0	184,553	184,553
Public information	0	0	204,898	204,898
Subtotal	0	0	389,452	389,452
<i>Logistics and operations support</i>				
Supply chain and logistics	0	0	2,624,520	2,624,520
Programme management, coordination and support	328,440	79,946	1,579,244	1,987,630
Subtotal	328,440	79,946	4,203,765	4,612,151
Instalments to implementing partners	29,512	52,638	3,379,927	3,462,078
Other objectives	(1)	0	0	(1)
Total	839,432	540,440	24,843,987	26,223,859

¹ Income from contributions includes indirect support costs that are recovered from contributions to Pillars 3 and 4, supplementary budgets and the "New or additional activities - mandate-related" (NAM) reserve. Contributions towards all pillars are included under Pillar 1.