

SRI LANKA

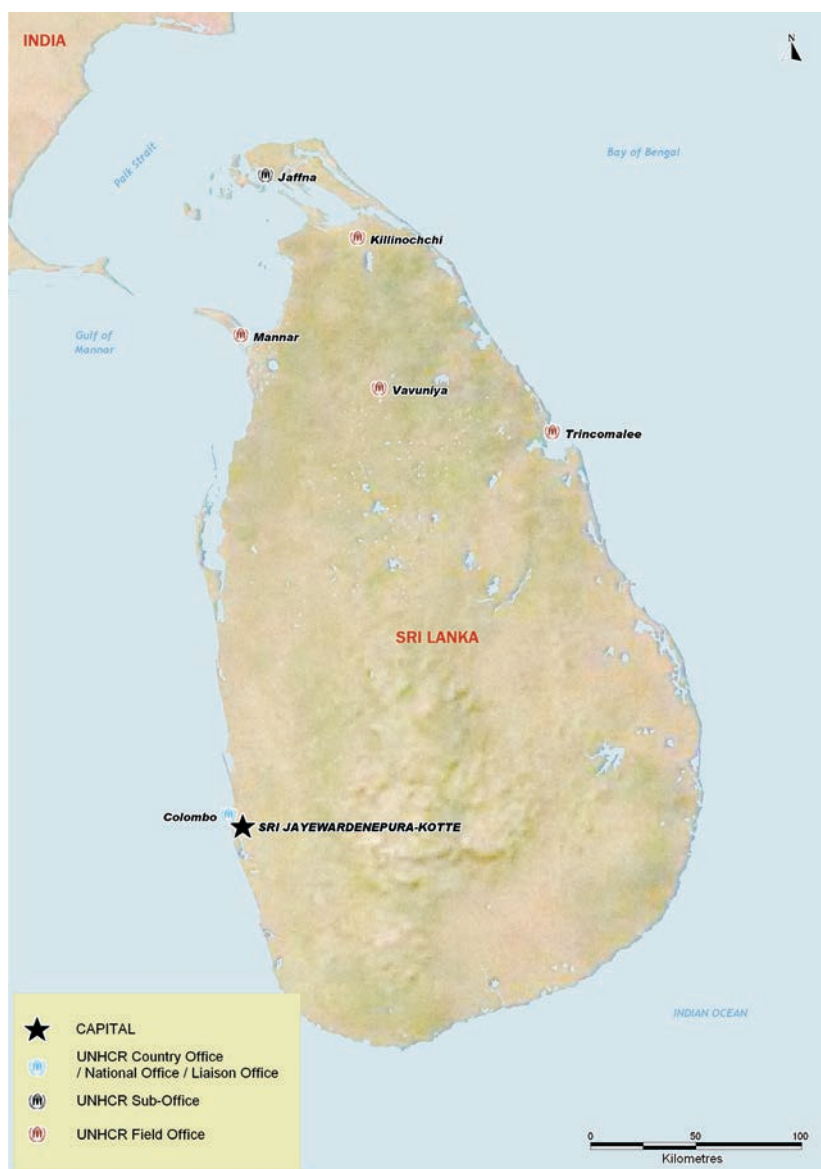
| Operational highlights |

- Some 144,600 internally displaced persons (IDPs) returned to their districts of origin in 2011, bringing the total number of returns since 2009 to over 430,000 persons. UNHCR provided 31,800 kits containing non-food items (NFIs) to IDP and refugee returnees. It also registered and provided shelter grants for close to 9,000 families who returned to former conflict areas in the north.
- The return of Sri Lankan refugees also continued in 2011, but at a slower pace than in the previous year. In the course of the year, UNHCR facilitated the return of some 1,700 refugees, mainly from camps in India. In addition, more than 600 Sri Lankan refugees returned by their own means and registered with UNHCR.
- A total of 117 quick-impact projects (QIPs) were completed in 2011. These included providing support to returnee communities and improving livelihood opportunities, and helping to resolve protection-related issues in villages of return.
- While the focus of UNHCR's activities remained on assisting the return of IDPs and Sri Lankan refugees, it continued to coordinate humanitarian operations as the cluster lead for protection, shelter and NFIs.

| Working environment |

The Government-facilitated return of IDPs from camps to their villages of origin in Sri Lanka's northern districts continued in 2011. IDPs living with host communities also returned spontaneously in increasing numbers to their places of origin during the year. The relatively stable but still fragile recovery environment in the north allowed early recovery and development agencies to continue their assistance to the returnees.

The Government made significant progress in its efforts to re-establish infrastructure (roads, railways and bridges) and services (electricity, pipe-borne water) in former conflict areas in the north. Nevertheless, civil institutions in the area still needed support to become fully functional.



Services in IDP camps were reduced as result of the drop in population numbers and a reduction in the number of partners working in the north. Access to the camps and return areas improved during the year, but remained challenging at times for some NGOs. Key protection concerns included the presence of large numbers of military personnel in areas of return, difficulties in maintaining humanitarian space, limited or no demining of agricultural land and the inadequacy of essential

Persons of concern

Type of Population	Origin	Total	Of whom assisted by UNHCR	Per cent female	Per cent under 18
Refugees	Various	190	190	36	23
Asylum-seekers	Pakistan	190	-	48	37
	Various	10	-	33	50
IDPs	Sri Lanka	138,400	14,300	-	-
Returnees (IDPs)	Sri Lanka	144,600	111,400	-	-
Returnees (refugees)¹	India	2,300	1,700	49	38
	Various	60	60	49	38
Total		285,750	127,650		

¹ The demographic breakdown of returnees refers to the total 2,360 Sri Lankan returning refugees.



Tamil refugee, Antony Selvarani, and family members have returned home to Sri Lanka after 20 years in exile in India.

UNHCR / G. AMARASINGHE

services, including mechanisms to combat sexual and gender-based violence (SGBV) in return areas.

| Achievements and impact |

• Main objectives and targets

UNHCR's primary objectives included monitoring and advocating for the rights of IDPs, returnees and refugees; assisting with individual protection interventions and protection monitoring; and advocating for and supporting civil status documentation, land and property rights. UNHCR also sought to enhance returnees' self-reliance, and to strengthen SGBV prevention and response capabilities through awareness raising, training and capacity-building.

In addition to facilitating the return and reintegration of IDPs and that of Sri Lankan refugees returning from other countries, UNHCR also sought to protect asylum-seekers and refugees in the country, and to offer them durable solutions mainly through resettlement and voluntary repatriation.

Favourable protection environment

- While monitoring the protection concerns of IDPs, IDP returnees and Sri Lankan refugee returnees, UNHCR continued to strengthen protection networks among UN agencies and NGOs. It also chaired the Protection Working Group in Colombo and in field locations, identifying protection risks and devising strategies to alleviate them.

- Regular protection monitoring and the shelter grant registration process helped UNHCR to identify persons with specific needs, who were assisted or referred to specialized institutions. In addition, UNHCR refugee returnees were provided with a comprehensive assistance package that included a reintegration grant and NFIs. Both UNHCR-assisted refugee returnees and those who returned by their own means benefited from protection monitoring and other assistance activities in their villages in the north and east.
- Some 800 monitoring visits conducted in 2011 to displacement and returnee locations covered more than 15,900 people. Close to 9,000 returning families were interviewed during the distribution of shelter grants. UNHCR also assisted some 200 refugees from other countries who sought asylum in Sri Lanka and registered some 170 asylum-seekers. Some 60 people were resettled in the United States and Canada.

Fair protection processes

- UNHCR and its partners again helped IDPs to obtain or renew their civil status documentation. Some 80 advocacy campaigns were held for this purpose in displacement locations, and more than 8,000 persons were helped with essential civil status documentation during the year. Around 140 advocacy campaigns and individual interventions targeting civil documentation for refugee returnees were carried out. UNHCR also provided technical support and equipment to local authorities to help them produce civil status documents, and supported

mobile documentation clinics in several locations in the north. This enabled both IDP and refugee returnees to obtain these essential documents and avoid the risk of statelessness by regularizing their status.

- UNHCR provided individual documentation including means of identification for asylum-seekers and refugees in Sri Lanka, to protect them from being detained for overstaying their visas.

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 persons with specific needs. To this end, it provided training for close to 4,000 individuals in the police, navy and mediation boards, as well as a number of IDPs. These sessions were conducted with the collaboration of government service-providers. UNHCR also provided training on SGBV, domestic violence, sexually-transmitted diseases and child protection, and worked closely with women working in development positions to build their capacity to combat SGBV.

Basic needs and services

- UNHCR supported IDPs returning to their villages of origin in former conflict areas with shelter grants and NFIs. In 2011, close to 9,000 families were registered for the shelter grant which benefited approximately 31,400 individuals. The grants enabled returnees to repair or reconstruct damaged shelters, to cover other basic needs, and to invest in livelihood projects during the initial post-return phase. The shelter grant programme has assisted more than 86,000 families since it began in October 2009. Shelter materials were provided for more than 700 extremely vulnerable returnee families, mainly among the protracted cases (those displaced before April 2008) in Jaffna, Vavuniya and Trincomalee.
- In 2011, some 31,800 NFI kits were distributed to returning IDP and refugee families to meet their immediate basic needs upon arriving in their home areas. A total of 120,000 kits have been distributed to returnees since the return process began in August 2009.
- Overall, UNHCR and its partners assisted some 16,500 vulnerable individuals with counselling, NFIs and livelihood assistance. UNHCR also trained Social Service Officers and referred cases identified through protection monitoring to the relevant agencies for follow-up. Some 3,900 persons with specific needs were identified during the distribution of shelter grants and provided with assistance or referred to relevant partners for specialized support.
- UNHCR provided children recognized as refugees with access to primary and secondary education. It also supplied all refugee families with a monthly subsistence allowance as they are not allowed to work in Sri Lanka, as well as medical support and access to free, governmental health care.

Community participation and self-management

- A total of 117 quick impact projects (QIPs) were implemented in 2011, either by UNHCR or its implementing partners, in close cooperation with the

local authorities and local community-based organizations. The projects were based on proposals put forward by the communities, which were jointly managed with local authorities, thus helping to foster stronger relationships. QIPs ranged from community support and improved livelihood opportunities for IDP returnees, to protection-related activities, such as the issue of documentation in villages of return.

Durable solutions

- UNHCR's efforts to assist IDP and Sri Lankan refugee returnees helped them restart their lives in their villages of origin in the north and east. This assistance, coupled with protection monitoring by UNHCR and its partners in return villages, ensured that returns were sustainable. In addition, UNHCR expressed its readiness to assist the Sri Lankan Government to find durable solutions for people remaining in a state of protracted displacement.
- Some 20 refugees in Sri Lanka were submitted for resettlement during the year, in addition to some 100 who had been submitted prior to 2011. Of these, some 60 left Sri Lanka for their new homes in 2011.

External relations

- UNHCR continued to facilitate missions by various stakeholders and donors to the field, enabling them to make a first-hand assessment of the situation on the ground. Regular updates on operational highlights and key developments were also shared with donors. To raise awareness of UNHCR's activities in the country, three major photographic and video missions commissioned by UNHCR recorded different aspects of the operation.

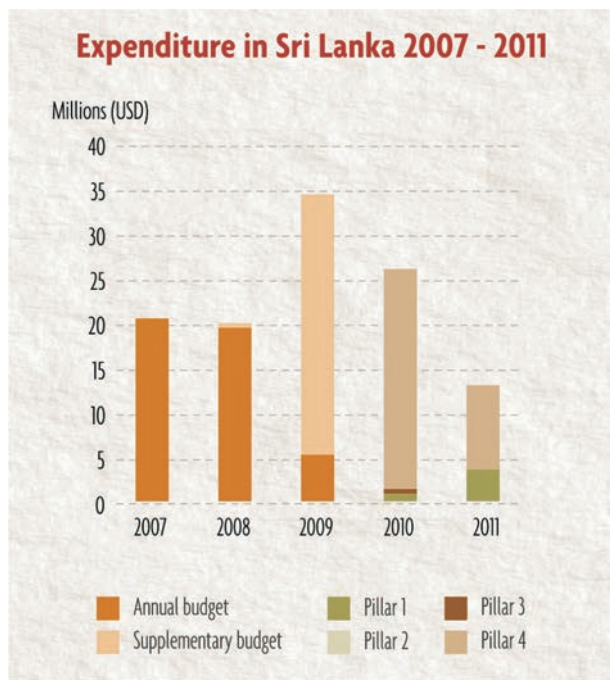
Logistics and operational support

- UNHCR optimized its storage capacity in Vavuniya and Colombo, reducing the number of its warehouses, as well as its transport capacity. Validation exercises were conducted in all locations, applying recognized international public sector accounting standards for inventory management.

| Constraints |

Humanitarian access to return areas in the north improved after July 2011, when clearance from the Ministry of Defence was no longer needed. However, some NGOs found it difficult to access parts of the area during the year, which at times limited their ability to implement activities for returnees. The Presidential Task Force oversaw most activities in the north, including assistance for IDPs and returnees. Sometimes, military involvement in administrative work in the north, including in humanitarian or development projects, affected the ability of UNHCR and its partners to implement programmes effectively.

The re-establishment of civilian authority and social services in return areas continued, though much remained to be done. Some areas, particularly in Jaffna, continued to be classified as high-security zones, prolonging displacement in the north, while demining activities also continued.



The lack of a comprehensive policy on land issues had an adverse impact on the sustainability of return.

Financial information

Total budgetary requirements based on identified needs were USD 25 million. UNHCR received USD 10.2 million in 2011, which amounted to 41 per cent of these requirements. The funding shortfall constrained efforts to implement reintegration activities, including QIPs and shelter solutions, at a full-scale.

Organization and implementation

UNHCR's re-established office in Kilinochchi also covered the Mullaitivu District, two of the agency's main operational areas in Sri Lanka. The Kilinochchi office had previously been closed following the evacuation of humanitarian agencies from the region in September 2008, but was reinstated two years later.

UNHCR's presence in 2011

□ Number of offices	6
□ Total staff	113
International	13
National	92
JPOs	3
UNVs	2
Others	3

Working with others

As the lead for inter-agency coordination in the areas of protection and shelter/NFLs, UNHCR had implementation agreements with 15 partners, including international and local NGOs, government counterparts and other UN agencies. Separate agreements with the World Bank and several UN agencies supported information-sharing and the provision of assistance.

Overall assessment

Improvements in security in 2011 allowed progress towards the early recovery and development phase in the north, although humanitarian needs remained, including regular protection monitoring. Stronger protection networks, more capacity in the civil administration and among service-providers, material assistance for vulnerable persons, shelter grants and community-based projects to aid reintegration were still required.

UNHCR continued to advocate for the Government to uphold international standards for IDPs as they returned to their home areas, albeit at a slower pace than in previous years. Mines remained a protection risk: it was estimated that some highly contaminated areas would take years to make safe.

Further progress was made towards the sustainable return of the refugees steadily repatriating to Sri Lanka, for whom UNHCR continued to provide a comprehensive voluntary repatriation assistance package.

Unmet needs

- Due to initial difficulties experienced by partners in implementing QIPs, some delays occurred which reduced the total number of projects planned and completed.
- Pending the Government's approval to start a survey in Menik Farm to understand IDP views regarding relocation, it was not possible to obtain accurate information on their intentions to return or relocate.
- Delays in data collection for a survey to profile and quantify the IDPs who had been in a situation of displacement since before April 2008 limited the progress in UNHCR's efforts to provide guidance to the authorities on durable solutions for this group.
- Some areas continued to be classified as high security or military zones, and some had yet to be cleared of mines, slowing returns to those areas.

Partners
Implementing partners
<p>Government agencies: Ministries of Finance and Planning; Resettlement</p> <p>NGOs: Danish Refugee Council, Jaffna Social Action Centre, Muslim Aid, OFERR Ceylon, Organization for Habitation and Resources Development, Rural Development Foundation, Sewalanka Foundation, The Refugee Rehabilitation Organization</p> <p>Others : Bank of Ceylon, Human Rights Commission of Sri Lanka, Sri Lanka Red Cross Society, UNDP, UNOPS</p>
Operational partners
<p>Government agencies: Presidential Task Force for Resettlement, Development and Security in the Northern Province, Department of Immigration and Emigration, Attorney General's Department, Ministries of External Affairs, Defence, Public Administration and Home Affairs, National Languages and Social Integration, Social Services</p> <p>NGOs: Agency for Technical Cooperation and Development, CARE International, Caritas Sri Lanka, Centre for Policy Alternatives, Centre on Housing Rights and Evictions, Danish Demining Group, <i>Deutsche Welthungerhilfe</i>, <i>Fondation Suisse de Déménagement</i>, Habitat for Humanity International, Handicap International, Legal Aid Foundation, Malteser International, Mines Advisory Group, Norwegian Refugee Council, Oxfam-GB, Peace Winds Japan, People in Need, Red Cross Movement, RedR, Save the Children in Sri Lanka, <i>Schweizerisches Arbeiterhilfswerk</i>, <i>Terre des Hommes</i>, United Methodist Committee on Relief, World Vision International Sri Lanka, ZOA Refugee Care</p> <p>Others: Asian Development Bank, <i>Deutsche Gesellschaft für Internationale Zusammenarbeit</i>, FAO, ILO, IOM, JICA, OCHA, OHCHR, UNDSS, UNFPA, UN-HABITAT, UNICEF, UNV, WFP, World Bank</p>

Budget, income and expenditure in Sri Lanka | USD

	PILLAR 1 Refugee programme	PILLAR 4 IDP projects	Total
FINAL BUDGET	7,627,840	17,498,959	25,126,799
Income from contributions	7,584,819	2,597,055	10,181,874
Other funds available	-3,029,839	6,870,344	3,840,505
TOTAL FUNDS AVAILABLE	4,554,980	9,467,399	14,022,379
EXPENDITURE BREAKDOWN			
<i>Favourable protection environment</i>			
National administrative framework	0	342,751	342,751
Prevention of displacement	0	343,207	343,207
Subtotal	0	685,958	685,958
<i>Fair protection processes and documentation</i>			
Registration and profiling	17,177	247,715	264,892
Fair and efficient status determination	46,880	0	46,880
Individual documentation	185,639	0	185,639
Civil status documentation	252,088	271,802	523,890
Subtotal	501,784	519,517	1,021,301
<i>Security from violence and exploitation</i>			
Law enforcement	123,760	0	123,760
Gender-based violence	158,527	297,530	456,057
Access to legal remedies	175,070	278,850	453,920
Subtotal	457,357	576,380	1,033,737
<i>Basic needs and essential services</i>			
Shelter and other infrastructure	418,850	2,876,002	3,294,852
Basic domestic and hygiene items	218,644	273,044	491,688
Primary health care	13,271	0	13,271
Education	51,845	0	51,845
Services for groups with specific needs	7,960	247,630	255,590
Subtotal	710,570	3,396,676	4,107,246
<i>Community participation and self-management</i>			
Participatory assessment	34,355	0	34,355
Self-reliance and livelihoods	686,119	1,009,161	1,695,280
Subtotal	720,474	1,009,161	1,729,635
<i>Durable solutions</i>			
Voluntary return	368,441	0	368,441
Rehabilitation and reintegration	185,639	716,502	902,141
Resettlement	34,354	0	34,354
Subtotal	588,434	716,502	1,304,936
<i>Logistics and operations support</i>			
Supply chain and logistics	0	769,067	769,067
Programme management and coordination	475,155	794,631	1,269,786
Subtotal	475,155	1,563,698	2,038,853
Other objectives	0	2,218	2,218
Balance of instalments with implementing partners	173,978	997,286	1,171,264
Total	3,627,752	9,467,396	13,095,148