



International Federation  
of Red Cross and Red Crescent Societies



# Red Cross Post Conflict Recovery Programme Final Evaluation Report (2016 July)

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## TABLE OF CONTENTS

1	INTRODUCTION AND BACKGROUND .....	1
1.1	Post Conflict Environment in Northern Sri Lanka .....	1
1.2	The Red Cross Post Conflict Recovery Programme .....	2
1.3	Programme Coverage and Cumulative Progress.....	5
1.4	The Owner-Driven Housing Approach.....	7
1.5	Purpose of the Evaluation .....	9
1.6	Evaluation Team .....	10
1.7	Methodology .....	10
1.7.1	DeskStudy .....	12
1.7.2	Key Informant Interviews.....	12
1.7.3	Focus Group Discussions.....	13
1.7.4	Technical Inspection / Auditing.....	14
1.7.5	Household Questionnaire Survey .....	15
1.7.6	Limitations.....	17
2	EVALUATION FINDINGS .....	19
2.1	Overall Findings.....	19
2.1.1	Evaluation Guidelines.....	19
2.1.2	Relevance .....	19
2.1.3	Efficiency .....	20
2.1.4	Effectiveness .....	21
2.1.5	Coverage .....	22
2.1.6	Impacts.....	22
2.1.7	Coherence .....	23
2.1.8	Sustainability and Connectedness .....	23
2.2	Development Objective, Programme Design and Quality.....	25
2.3	Achievement of Objectives and Outputs.....	26
2.3.1	Shelter .....	26
2.3.2	Water, Sanitation & Hygiene Promotion (WASH).....	36
2.3.3	Health and Care .....	40

<b>2.3.4</b>	<b>Livelihood .....</b>	<b>41</b>
<b>2.3.5</b>	<b>Disaster Management .....</b>	<b>43</b>
<b>2.3.6</b>	<b>Organizational Development .....</b>	<b>44</b>
<b>2.3.7</b>	<b>Public Infrastructure .....</b>	<b>44</b>
<b>2.4</b>	<b>Status of Vulnerable Groups in the Programme Area .....</b>	<b>45</b>
<b>2.5</b>	<b>Occupation Status of Housing.....</b>	<b>45</b>
<b>2.6</b>	<b>Programme Management.....</b>	<b>47</b>
<b>2.7</b>	<b>Monitoring and Evaluation.....</b>	<b>47</b>
<b>2.8</b>	<b>Awareness Creation and Visibility .....</b>	<b>47</b>
<b>3</b>	<b>LESSONS LEARNT, GOOD PRACTICES AND RECOMMENDATIONS .....</b>	<b>49</b>

## LIST OF TABLES

Table 1	Housing Planned Under the IHP by Implementing Agencies.....	4
Table 2	Cumulative Progress of Shelter Programme as of April 26 <sup>th</sup> . 2016 .....	5
Table 3	Cumulative Progress of RC PCR Programme as of April 26 <sup>th</sup> . 2016 .....	6
Table 4	Comparison of Housing Costs (Owner-Driven vs. Private Sector / Donor-Driven)..	8
Table 5	Focus Group Discussions - Participant List.....	14
Table 6	Number of Inspected Places.....	15
Table 7	Quality of Foundation.....	29
Table 8	Quality of Walls .....	30
Table 9	Quality of Roofing .....	31
Table 10	Quality of Flooring.....	32
Table 11	Quality of Doors and Windows .....	33

## **LIST OF FIGURES AND PHOTOGRAPHS**

Figure 1	Conflict Affected Districts in the Northern Province of Sri Lanka .....	1
Figure 2	Examples of Key Informant Interviews .....	12
Figure 3	Focus Group Discussions with Programme Staff and Community.....	13
Figure 4	Technical Inspection .....	14
Figure 5	Family Not Selected Due to Scoring System .....	28
Figure 6	Illustration of Poor Workmanship in Wall Construction .....	29
Figure 7	Quality in Roof Construction .....	31
Figure 8	Quality of Flooring.....	32
Figure 9	Quality of Doors and Windows .....	33
Figure 10	Time Taken or Time Needed for Loan Repayment .....	35
Figure 11	Quality of Beneficiary Toilets.....	37
Figure 12	Quality of Toilet Prior to Displacement and After Resettlement in Places of Origin.. .....	38
Figure 13	Prevalence of Water Borne Diseases .....	39
Figure 14	Beneficiary Satisfaction with Healthcare Promotion Activities .....	41
Figure 15	Livelihood Activities.....	43
Figure 16	Common Infrastructure Facilities .....	45
Figure 17	Unoccupied / Abandoned Housing .....	46

## **LIST OF ANNEXES**

Annex 1	References .....	55
Annex 2	Terms of Reference (TOR) for Final Evaluation .....	56
Annex 3	Key Informant Interview Guideline .....	68
Annex 4	Key Informant Interview Brief.....	74
Annex 5	Focus group/ Community Group Discussion Guideline .....	89
Annex 6	Focus Group Discussion brief.....	91
Annex 7	Technical Inspection Brief .....	95
Annex 8	Quantitative Households Survey Questionnaire .....	101
Annex 9	Survey Results .....	110

## **LIST OF ABBREVIATIONS**

BDRT	Branch Disaster Response Team
BoQ	Bill of Quantities
CBHFA	Community Based Health and First Aid
CBO	Community Based Organization
CM	Community Mobilizers
DDG	Deputy Director General
DDRT	Divisional Disaster Response Team
DO	Development Officer
DS	Divisional Secretary
EU	European Union
EWHCS	Estate Workers Housing Cooperative Society
FGD	Focus Group Discussion / Interviews
GA	Government Agent /also called District Secretary
GoI	Government of India
GoSL	Government of Sri Lanka
GS/ GN	Grama Sevaka / Grama Niladhari
HFH	Habitat for Humanity
HCI	High Commission of India
IDPs	Internally Displaced People / Persons
IFRC	International Federation of Red Cross and Red Crescent Societies
IA	Implementing Agency
IG	Indian Government
IHP	Indian Housing Project
IOM	International Organization of Migration
KIIs	Key Informant Interviews
LKR	Sri Lankan Rupee
MRE	Mine Risk Education
NAITA	National Apprenticeship and Industrial Training Authority
NGO	Non-Government Organization
NHDA	National Housing Development Authority
MoU	Memorandum of Understanding
PCRPP	Post Conflict Recovery Programme
PNS	Partner National Societies
PPA	Project Partnership Agreement
RC	Red Cross
SLRCS	Sri Lanka Red Cross Society
TI	Technical Inspection

TO	Technical Officer
ToR	Terms of Reference
USAID	United States Agency for International Development
VTA	Vocational Training Authority
ZDE	Zonal Director of Education
WRDS	Women Rural Development Society
WASH	Water, Sanitation and Hygiene

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## **EXECUTIVE SUMMARY**

### **Introduction**

The conflict in the North and East of Sri Lanka spanning over 25 years officially ended on 18th May 2009. During the last stages of the conflict in early 2009, over 300,000 persons were displaced and a large proportion of their houses were damaged or destroyed. Most of the displaced population was accommodated in the so called welfare camps established by the government and subsequently resettled in their places of origin. Initially the Red Cross Post Conflict Recovery Programme (RC PCR) catered to the urgent needs of the displaced population in welfare camps such as potable water and temporary toilets, medical aid, utensils and tools.

The RC PCR was implemented through the International Federation of Red Cross and Red Crescent Societies (IFRC) and Sri Lanka Red Cross Society (SLRCS). The key constituent of the RC PCR programme was owner-driven housing development, complemented by the provision of other needs such as water and sanitation, livelihoods, health and care, disaster management, organizational development and other infrastructure. This programme was implemented by IFRC/SLRCS with funding from IFRC<sup>1</sup> and Partner Red Cross Red Crescent (RCRC) National Societies (PNSs) in May 2010, one year after the end of the conflict. The IFRC/SLRCS also supported, as one of the implementing partners, the implementation of the so called Indian Government funded Indian Housing Project (IHP). The IHP was included in the RC PCR programme in September 2012.

A total of 21,125 families were included in the RC PCR, of which 1359 families (6.4%) were funded by IFRC and 1812 families (8.6%) funded by PNSs. These two together accounted for a total of 3171 families and were supported for housing, WASH facilities, health and care, livelihood development, disaster management and organizational development by the IFRC/SLRCS. A further 17,954 families (85%) funded by the Indian Government (IG) under the IHP were supported by IFRC/SLRCS for housing and toilets only. The total budget of RC PCR was Swiss Franc 17 million (excluding the beneficiaries grant for Indian housing programme) and the total budget of the IHP for the RC PCR was US\$ 100 million.

Other priority needs of the returnees at that time were infrastructure facilities such as internal roads, market linkages, re-issuing of land ownership documents lost by beneficiaries during conflict. These were not addressed by the programme as these were government responsibilities.

The Indian Government funded Indian Housing Project (IHP) in Sri Lanka, planned the construction of 50,000 houses (46,000 houses for conflict affected population in the Northern and Eastern provinces and 4000 houses for Tamils of Indian origin in the Central and Uva Provinces). The IHP was implemented through a Memorandum of Understanding with the Government of Sri Lanka<sup>2</sup> under three phases from 2010 to 2018. Phase 1 of the project to

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<sup>1</sup> Referring to IFRC Secretariat.

<sup>2</sup> This MoU emphasized that the Government of Sri Lanka is to take responsibility of the infrastructure and livelihood provision within the project areas.

construct 1000 houses on a donor-driven basis was implemented from June 2010 to July 2012 in all districts of the Northern Province. Phase 2 of the project to construct 45,000 houses (build 44,000 new houses and repair 1000 houses) in the Northern and Eastern provinces was implemented from September 2012 to April 2016. Phase 3 of the IHP to construct 4000 houses through an innovative community-driven model involving the Estate Workers Housing Cooperative Societies (EWHCS) and beneficiaries will be implemented over a two-year period from June 2016. Four implementing agencies (IAs) were selected for implementing the IHP. The IFRC associated with SLRCS was one of the IAs together with UN Habitat, National Housing Development Authority (NHDA) and Habitat for Humanity (HFH). The IFRC/SLRCS was responsible for implementing the construction/repair of 17,954 houses under the IHP, covering the districts of Kilinochchi, Mullaitivu, Mannar and Jaffna in the Northern Province of Sri Lanka. The implementation of the construction/repair of the balance 27,046 houses was executed by the other 3 IAs in all 8 districts in the Northern and Eastern provinces.

The objective of RC PCR programme was to support the returning population in the following areas:

- Shelter–Repair and construct permanent houses for 21,125 affected families (105,625 individuals) by engaging them in the construction process, through the provision of cash grants and guidance on improved building techniques, ensuring safe and adequate shelter and settlement solutions to restore the living environment.
- Water, sanitation & hygiene promotion – Provision of safe water, adequate sanitation and hygiene promotion for up to 21,125 families (105,625 individuals) to reduce the risk of water and sanitation related diseases and the number of deaths, illnesses and impact from diseases.
- Health and Care – Interventions addressing health and care needs for 3,171 families (15,855 individuals), to reduce health risks through the provision of health promotion and disease prevention.
- Livelihood – Assist 3,171 families (15,855 individuals) in replacing, repairing, re-establishing and strengthening their household income through the provision of cash grants and guidance on sustainable livelihood interventions.
- Disaster Management – Assist local communities to prepare and equip to respond to disasters, targeting 3,171 families (15,855 individuals), to reduce number of deaths, injuries and impact from disasters.
- Organizational Development - Enhancement of local societies’ capacities, which includes building resilience of communities to cope with future disasters through community-based disaster preparedness programme as well as building the National Society’s institutional capacity in disaster preparedness and response.
- Public Infrastructure – Re-establish or repair communal infrastructure facilities.

The main purpose of this evaluation is to determine the Relevance, Efficiency, Effectiveness, Coverage, Impacts, Coherence and Sustainability of the programmes in accordance with

established programme framework (appeals and proposals) and guidelines. The Objectives of the Final Evaluation are to:

- a) Identify key lessons, and gaps in the implementation of the programme
- b) Provide recommendations on the overall achievements and effectiveness of similar on-going programmes and to inform future policy and strategy of similar programme globally
- c) Inform the positive (and negative) changes on the lives of the beneficiary families, beneficiary satisfaction and its sustainability.

The methodology used for this evaluation included several methods such as desk study, key informant interviews with relevant stakeholders, focus group discussions with beneficiaries and non-beneficiaries, household questionnaire surveys and technical inspection of a randomly selected sample of houses, common infrastructure facilities and water and sanitation facilities. A household socio-economic survey was conducted on a randomly selected proportionate sample of 5% (954) of the beneficiaries (92% IG-funded and 8% IFRC-funded<sup>3</sup>) and a small sample (96) of non-beneficiaries. A technical survey was also conducted on the same sample of households selected for the socio economic survey. This evaluation covers the families supported under IFRC and IHP only (19,313 families) and not the families under the PNS funding.

### **Findings on Owner-Driven Housing Approach**

The programmes were conducted by using a so called “owner-driven” housing approach. This approach involved direct-beneficiary cash transfer with the donor providing a certain proportion of the funds and technical guidance and the beneficiary providing the rest of the funds. A major benefit of using this approach was that the beneficiaries took up ownership and built good quality houses, even above the minimum standards established by the implementing agencies through this approach, the beneficiary also gained skills for environmental friendly construction. This included information on how to obtain permits, fulfil administrative procedures and ensure quality in construction.

The owner-driven approach could be considered more effective as the owner was able to build the house according to his/her own requirements, compared to the donor-driven approach experienced during Tsunami rehabilitation and during the initial stages of the IHP, under which the expectations of the beneficiary were often not met. The effectiveness was also due to the fact that the owner was able to complete the house according to minimum standards as per objective of the programme with over 60% of the beneficiaries completing the houses within the expected time period of 6 months.

Cost estimates of owner-driven housing based on average amount spent by the beneficiary, value of own labour contribution and the amount of grant provided by the donor was found to be less than the estimated cost of construction by the private sector and more than the BoQ estimate.

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<sup>3</sup> Referring to IFRC Secretariat.

**Table Comparison of Housing Costs (Owner-Driven vs. Private Sector / Donor-Driven)**

Cost Components	Estimated Cost of 550 Sq. Ft. Area House					
	BoQ Estimate		Owner-Driven		Private Sector*	
	Rs 000	%	Rs 000	%	Rs 000	%
Material Cost	480	59.2	-	-	600	54.5
Labour Cost	270	33.3	-	-	280	25.5
Donor Grant for Materials	-	-	550	58.8	-	-
Owner Contribution for Materials (From Survey)	-	-	50	5.3	-	-
Owner Contribution to Hired Labour (From Survey)	-	-	225	24.1	-	-
Value of Own Labour (1/3 of unskilled labour cost as per BoQ)	-	-	50	5.3	-	-
Administrative Cost (10% of Donor Grant)	60.5	7.5	60.5	6.5	-	-
Profits	-	-	-	-	220	20.0
Total	805	100.0	930	100.0	1,100	100

Sources: SLRCS, Evaluation Survey Data and Housing Industry Standard Estimates

\* - Total Cost (550 sq.ft. X Rs 2000/sq.ft)

Thus, in this context, the owner-driven approach appears to be cost effective as well as efficient. From the perspective of a donor, the cost of construction of an owner-driven house was about half the estimated cost of construction of a similar house by a private contractor (donor-driven house). The donor spent a total of Rs 610,500 per house (Grant Rs 550,000 + Administration Cost Rs 60,500) under the owner-driven approach, whereas the cost of construction of the same house if given to a private contractor would be Rs 1,100,000 assuming there were no administrative costs. Thus, the donor saved about Rs 500,000 per house under the owner-driven approach. The economic cost of an owner-driven house worked out to Rs 935,500 [(Donor Contribution Rs 550,000, + Adm. Cost Rs 60,500 + Owner Cash Contribution Rs 275, 000 (estimated average from survey) + Estimated Value of Own Unskilled Labour Contribution Rs 50,000 (one third of total cost of unskilled labour as per BoQ)]. This is still Rs 164,500 less than the cost of construction by a private contractor (Rs 1.1 Million). However, it needs to be noted that close monitoring and technical advice was required to ensure that the houses were constructed according to the established minimum standards.

Another drawback of the owner-driven approach was the variation in time taken for completing the house. The period required for completion under the owner-driven approach varied from 54 days to over two years. However, the majority of the houses (60%) were completed within the prescribed six-month period. Under a donor-driven approach, it is likely that the contractor would be able to complete all the houses within the stipulated time period of six months. Thus, the owner-driven approach may be slower than a donor-driven approach as about 40% of the families took much longer than the stipulated period to complete their houses. The reasons for the delay in construction may have been the following; inability to provide the beneficiaries' own cash contribution due to financial difficulties (the donor grant financed only part of the cost of construction, the balance amount was expected to be contributed by the beneficiary);

preference for building larger houses than which were funded; not residing permanently in the resettlement areas, not interested in continuing construction as the beneficiaries had permanently settled in areas where they were temporarily settled, as these areas had good schools, health care, roads, and livelihood opportunities.

### Other Findings

The details of the assistance provided under the RC PCR and the progress made (up to April 2016) show that over 98% of the housing and 98%-100% of the complementary components have been completed. Details are presented in below Table.

Table Cumulative Progress of RC PCR Programme as at April 26<sup>th</sup>. 2016

Type of Assistance	Donor			
	IFRC	PNS	IG (IHP)	Total
Start Date	May 2010	May 2010	Sept. 2012	
End Date	Mar. 2012	Mar. 2012	Apr. 2016	
<b>Shelter Programme and WASH</b>	<b>Beneficiaries</b>			
No. Planned	1,359	1,812	17,954*	21,125
No. Completed	1,333	1,800	17,684*	20,777
Completed %	98.1	99.3	98.5	98.4
*Only toilets for IHP beneficiaries				
<b>WASH (Communities/Schools)</b>	<b>IFRC (Planned)</b>	<b>PNS (Planned)</b>	<b>IFRC % Achieved</b>	<b>PNS % Achieved</b>
Tot. No. of Communities	22	4	100	100
No. of Direct Beneficiaries	1,335	243	100	100
No. of Indirect Beneficiaries	904	164	100	100
Tot. No. of Beneficiaries	2,239	407	100	100
No of Schools Benefitted	474	0	100	
No of Children Benefitted	32,235	0	100	
<b>Health and Care</b>	1359	1812	98.1	99.3
<b>Livelihood</b>	1359	1812	98.1	99.3
<b>Disaster Management</b>	1359	1812	98.1	99.3
<b>Other Infrastructure</b>				
Tot. No. of Communities	3	11	100	100
No. of Direct Beneficiaries	182	667	100	100
No. of Indirect Beneficiaries	123	452	100	100
Tot. No. of Beneficiaries	305	1119	100	100

Source: SLRCS

Overall 98%-100% of the planned activities had been completed as of April 2016<sup>4</sup>.

The PC PCR programme adhered to the IFRC's owner-driven housing reconstruction guidelines and complied with the terms and conditions of the contracts (IG-IFRC and IFRC-SLRCS) and operation manual of the IHP. The beneficiary selection process was transparent, although there were issues relating to the verification of ownership of other houses of the beneficiaries. Grievance redressal, complaint response procedures and support mechanisms were effective. Most of the programme related activities, including livelihood development were relevant to the needs and priorities of the beneficiaries. Selection procedure was appropriate, although there were concerns among the non-beneficiaries that families with adolescent children (girls) above 18 years, and young couples with pregnant wives were left out. The owner-driven approach seems to have promoted to a higher level financial contribution by the beneficiaries themselves for housing construction. One of the reasons for the high level of own cash contribution was that the cash grant provided by the IG was inadequate.

Construction efficiency was high with 98% completing their houses within the programme period, despite initial material delivery delays and skilled-worker shortages. The level of indebtedness among beneficiaries was high, although most beneficiaries believed that they would be able to pay back their loans within the upcoming 4 years. Construction cost inflation was high due to the need for transportation of materials like sand, cement and wood from other districts and demand for large quantities of materials within a short period. There were no major internal or external issues except the inability to improve the capacity of community based organizations (CBOs) as planned; as the government did not permit this at that time. The monitoring system operated well and human and financial resources were utilized efficiently, except in the case of about 1-2 % of the beneficiaries who used livelihood or housing grants for other purposes.

Most activities were completed as planned due to good coordination among stakeholders and the beneficiaries, effective monitoring at the field level, dedication of the implementation staff and high level of participation of beneficiaries. The implementation and monitoring capacity of SLRCS (Branch Staff), Volunteers RC PCR staff was enhanced. The quality and effectiveness of the technical support provided to beneficiaries improved as a result. The beneficiaries' knowledge and capacity for construction increased substantially through the on-site visits and technical instructions given by the programme staff.

Communication and visibility activities were effective. However, there was negative publicity by local media due to poor awareness of the programme, particularly on the owner driven housing approach.

The programme activities were relevant to the needs and priorities of eligible resettled population. The IFRC- and PNS-funded parts of the programme covered main needs including permanent shelter, water and sanitation facilities, livelihoods, common infrastructure and health

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<sup>4</sup> WASH facilities for communities and schools and other community infrastructure were implemented during the project period based on the requests made by the beneficiaries and availability of funds with the donor agencies.

and care. As mentioned earlier, the Indian Government funded IHP programme provided only housing and sanitation facilities. Although in addition to these, livelihood development was considered of high priority, it was not possible to extend support for this activity to the IHP due to funding issues. Other beneficiary needs such as improvement of management and governance capacity of the civil society, rural infrastructure including roads were only partly met by the Government of Sri Lanka (GoSL) or other aid agencies or still needs to be provided.

A total 21,125 families were planned to be covered by the programme, of which 30% were highly vulnerable families (women headed and families with disabled or old persons). Most beneficiaries were highly satisfied with the assistance provided and indicated that they were much better off now with all families at least having permanent houses. Survey results showed that there were positive changes in the quality of life and social cohesion within the community<sup>5</sup>:

The beneficiaries appeared to have the capacity to maintain and sustain the assets, systems and knowledge transferred and to protect the environment and continue their social and cultural practices. The sustainability of the housing programme can be also seen to have improved due to the ownership promoted through family financial contribution, knowledge transfer and own labour inputs. However, very poor households may not have had adequate incomes to maintain their houses in an appropriate order. The skills gained also appeared to be sustainable, particularly skills for upgrading existing livelihoods and construction management.

The occupancy rate for housing programme was more than 95%. The government officials have taken the responsibility of this and have assured that the occupancy rate would be increased further. According to the feedback from beneficiaries, the integrated approach (IFRC-funded part for 3,171 families) appeared to be more sustainable as other needs such as livelihoods, common facilities, disaster preparedness and health and care activities were included under this approach. However, the cost of the integrated approach was obviously higher. The prospects for long term sustainability of the housing and Water, Sanitation and Hygiene (WASH) interventions appear to be good.

It is too early to assess the sustainability of common facilities which had been recently completed. Sustainability of common facilities would depend on whether responsibility for maintenance will be taken over by the relevant authorities such as school heads, Community Based Organizations (CBOs) / Non-Government Organizations (NGO), Pradeshiya Sabhas or other government agencies. However, the outlook for long term sustainability of the environment, social and cultural values appears to be good. A high level of coordination between government officials, programme staff, beneficiaries and stakeholders was achieved during implementation with local level officials taking over ownership of the programme. This will help in ensuring the continuity of the complementary activities of the programme and improve sustainability.

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<sup>5</sup> For example, increased safety - 80%; improved children's education- 76%; protection from rain and floods -76%; increased social harmony 66%; increased community participation -66%; reduction of cast and social barriers-6% and positive change in family income -12%.

**Lessons Learnt, Good Practices and Recommendations**

<b>Lessons Learnt / Good Practices</b>	<b>Recommendations</b>
<b>I. Programme Planning</b>	
<p>Many houses are not occupied due to lack of infrastructure, such as electricity, water, roads, schools, livelihood opportunities, health care facilities, etc.</p>	<p>It is recommended that an integrated approach, where housing assistance is combined with the provision of other needs of the community be adopted for greater effectiveness and sustainability of the interventions. Although this approach may be costly, the overall impact on the welfare of the beneficiary including, income, health, education, social well-being and resilience to hardships and sustainability will be high. The additional cost can be justified on this basis.</p>
<p>The logical framework for implementing the programme was not updated to incorporate changes in project design. Therefore was not useful for monitoring purposes.</p>	<p>It is recommended that in future a logical framework should be updated when changes are made, to improve implementation and monitoring of the programme.</p>
<p>The staff of the SLRCS/IFRC were able to perform their duties very effectively as they were trained and motivated to perform well. The beneficiaries were satisfied with the services provided by SLRCS/IFRC staff.</p>	<p>It is recommended that this approach should be adopted in future projects as well.</p>
<b>II. Housing Development</b>	
<b>a) Owner-Driven Housing</b>	
<p>Due to the adoption of the owner-driven approach, the beneficiaries gained knowledge and skills as well as experience in adopting environmentally safe construction practices, learnt about administrative procedures, benefited from construction training and gained knowledge on how to access services e.g. from government agencies and banks.</p>	<p>The beneficiaries gained knowledge and skills in many diverse areas, which they would never have learnt under the donor-driven approach. Such skills would also be helpful in their day to day lives and livelihoods. Therefore it is also recommended that the owner-driven approach be given preference.</p>
<p>The local media lacked a clear understanding of the owner-driven approach and created a wrong impression that the houses were constructed by the IG and not by the beneficiaries themselves. According to the media, the houses constructed by the IG were either too small or of poor quality and were not sustainable.</p>	<p>It is recommended that media personnel be provided with a better awareness and understanding of the owner-driven approach for housing and other related components of the programme. Resources should be allocated for this purpose and strategies for media awareness incorporated in the overall plan of operations.</p>
<b>b) Beneficiary Selection Procedure</b>	
<p>The second essential criterion for eligibility under the IHP, that the beneficiary "should not own another permanent house in his/her own name or in the name of any other family member anywhere in Sri Lanka" was difficult to verify since verifying this required checking through housing records of the entire country.</p>	<p>It is recommended for local Government authorities to take adequate measures to ensure that shortlisted beneficiary candidates do not possess another permanent house elsewhere in Sri Lanka. It will be up to the government agencies to choose how to implement this. It is recommended that this criterion be revised to limit the coverage to ownership of a permanent house in the area of origin of the displaced</p>

	household instead of covering entire Sri Lanka.
One of the details not included in the verification process was whether the beneficiary was a permanent resident of the area. Such verification could have improved the occupancy of the houses and reduced slowly- progressing cases.	It is recommended that in the future, all applicants should provide proof of permanent residence in the resettlement village prior to potentially being selected. The Divisional Secretaries and the Grama Niladhari's must ensure this in all future projects.
The list of beneficiaries initially selected for the programme was publicized in places like GN and DS offices. This was a good practice as it improved the transparency of the programme and allowed the programme to review the list after comments received from the public. This, in turn, enabled the project to select the most suitable candidates for assistance.	It is recommended that the same or a similar procedure should be adopted for future projects as well.
At the same time as the initial list of beneficiaries was publicized, some banks had requested all listed beneficiaries to open bank accounts. Some of the beneficiaries who were in the initial list opened bank accounts but were not selected in the final review and were unhappy as they perceived that programme had deceived them.	It is recommended that, relevant government officials should instruct the associated banks to not issue directives/letters asking beneficiaries to open bank accounts, prior to final selection as this may create unnecessary issues among the beneficiary community.
<b>c) Housing Design</b>	
According to the beliefs in the Hindu culture, one room in the house should be window-free. However, according to the standards approved for the programme, all rooms should have ventilation. Most of the requested changes were approved by the programme subsequently.	It is recommended that in future the design changes (due to cultural or other reasons) that apply the same context and that were now approved within IHP will be included in the catalogue of approved designs. As a result separate approvals should not be needed in the future for such design changes.
<b>d) Indian Housing Project - Scoring System</b>	
The IHP scoring system for selection of beneficiaries did not give weight to family members above 18 years of age, couples without children and new couples with pregnant wives (who would have been be eligible once they had given birth).	It is recommended that the scoring system will be revised to take into account such family circumstances when undertaking similar projects in the future The Government of Sri Lanka and the donors should take notice of these issues.
According to Hindu culture, daughters need to be provided with a house as dowry when they are given in marriage. Thus the scoring system discriminated against families with girls of marriageable age. (> 18 years)	It is recommended that the scoring system be revised to take into account cultural factors when undertaking similar projects in the future. As a result, the system should give more weight to families with girls of marriageable age. The Government of Sri Lanka and the donors should take notice of these issues on the scoring system.

<b>e) Supply of Construction Materials and Skilled Labour</b>	
Beneficiaries faced difficulties in obtaining their required materials and labour as there was a high demand for these due a number of beneficiaries constructing their houses at the same time.	Such shortages could be avoided in the future if special arrangements such as bulk purchases of materials, import of skilled labour, etc. could be made in advance by the government agencies (GAs and DSs). These approaches could result in more affordable pricing and also increase the availability of the needed building materials.
<b>f) Monitoring of Housing Construction</b>	
Although slow cases (in terms of slow construction of houses), were identified by programme officers, the relevant government officials were not informed about this at the early stages. Consequently these officials could not take remedial action.	It is recommended that the project adopt a joint monitoring approach to improve the effectiveness of monitoring in future projects and to reduce the incidence of slow construction and to prevent beneficiaries from exiting from the programme.
A log book was maintained by the beneficiary to denote and update progress of construction when field officers of the programme visited the beneficiary. This was a good practice.	Field officers updated only the physical progress of construction in the log book maintained by the beneficiary. It would be more effective if the financial progress is also included in the log book.
<b>g) Management of Beneficiary Finances</b>	
The programme officials made unofficial arrangements with the banks to prevent misuse of IHP grant funds by beneficiaries. As an example, the beneficiary had to provide a certification from the programme that a particular phase of work had been completed in order to withdraw the money.	This was a good practice that should be adopted in future projects. However this is not an approved banking practice and therefore should be regularized through an official arrangement between the bank and the implementation agency.
Vulnerable families were assisted and guided by government officials to obtain loan facilities and manage their finances to accelerate housing construction.	This is a good practice and is recommended for adoption in similar projects in the future.
Several vulnerable households (women-headed, households with disabled, old or sick persons) faced difficulties, particularly financial constraints in completing their houses compared to other households.	It is recommended that consideration will be given in future projects to provide an additional grant for such households.
<b>III. Water and Sanitation</b>	
The quality of maintenance of common facilities for water and sanitation built in locations such as schools, community centres, etc. varied. In some locations such infrastructure was not maintained well. The sustainability of these structures will depend on proper maintenance, by the relevant agencies.	The finding that some infrastructure facilities were not maintained well was despite the responsibilities regarding maintenance of the infrastructure being clearly stated in the MoUs signed between relevant agencies and IFRC and SLRCS. Thus, it is recommended that an appropriate (government) agency, CBO, or beneficiary group follows up on the implementation of these MoUs.

<b>IV. Health and Care</b>	
Health care needs were assessed and activities for health awareness and promotion were implemented through stakeholder and community workshops assisted by volunteers recruited for this programme.	This approach was viewed as successful and also appreciated by the beneficiaries. Thus it is recommended to be used when implementing similar programmes in the future.
<b>V. Livelihoods</b>	
It was found that promoting existing livelihoods through cash grants and skill development was more successful (> 90% success) than supporting new or unfamiliar livelihoods (<10% success) <sup>6</sup> .	For any future projects, it is recommended that priority will be given to supporting and enhancing existing livelihoods. If new livelihoods are promoted, more attention must be paid to establishing producer groups and market linkages to enhance the viability of such new livelihood activities.
<b>VI. Disaster Management</b>	
It was found that the branch and divisional disaster response teams comprising of government and Governance staff and volunteers, who were trained in disaster response and who then conducted training for the community in disaster response, were not functioning effectively. This seemed to be because government officials had not taken responsibility for managing these teams.	It is recommended that in the future, it is necessary to obtain a commitment from the government agency by signing an agreement for maintenance before investing in such an activity.

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<sup>6</sup> 70% of livelihoods supported were for existing livelihoods and 30% for new livelihoods.

## 1 INTRODUCTION AND BACKGROUND

### 1.1 Post Conflict Environment in Northern Sri Lanka

The conflict in the North and East of Sri Lanka spanning over 25 years officially ended on 18th May 2009. The majority of the returnee populations who were displaced from the Northern and Eastern rebel held areas found little of their houses or assets left to start up their lives. They restarted life in self-built mud huts thatched with coconut fronds, in tents donated by agencies or simple makeshift shelters built with frames and tin sheets provided as part of the return package.

All the districts in the Northern Province of Sri Lanka were affected by the conflict; the entire populations of the Killinochchi and Mullaitivu districts were fully displaced, with partial displacements of the population in the Mannar, Vavuniya and Jaffna districts.



**Figure 1 Conflict Affected Districts in the Northern Province of Sri Lanka**

The conflict left hundreds of thousands of people in transit, displaced, and seeking refuge with host families or in government-run camps or centers for internally displaced people. At the end of the conflict situation, the displaced population had lost almost everything including accessibility and availability of shelter, water and sanitation, health care, livelihoods and other basic services and facilities. Civil society was almost non-existent and community social support systems had broken down. At present (2016) around 20% of the households in the Northern Province are women headed, with the men either dead or missing, or divorced. The number of disabled persons consists of 1%-3% of the population. Many elderly persons were left without the support of their children, as they were married off early to avoid recruitment by the rebel groups operating in the areas during the conflict period.<sup>7</sup>

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<sup>7</sup> The rebel groups usually recruited unmarried youth to their movements.

In the early stages of the post conflict period, access to the north was restricted for all non-governmental organizations and international organizations. Stringent screening methods were applied for activities and organizations before access was granted to implement tangible “hardware” activities such as housing and infrastructure. Until the present regime change, approvals for “software” components such as community capacity building and training, and group formation were restricted. It was under these conditions that Sri Lanka Red Cross Society (SLRCS) along with government, local and international non-government agencies and international agencies such as United Nations Development Programme (UNDP), Food and Agriculture Organization (FAO), International Organization of Migration (IOM), United States Agency for International Development (USAID) and European Union (EU) pioneered early post conflict recovery activities in the Northern Province of Sri Lanka.

## 1.2 The Red Cross Post Conflict Recovery Programme

The Red Cross Post Conflict Recovery Programme (RC PCR) in Sri Lanka was an integrated Red Cross and Red Crescent Movement intervention with overall coordination assistance by International Federation of Red Cross and Red Crescent Societies (IFRC) and implementation by SLRCS, since May 2010. As described earlier, the RC PCR was implemented as an integrated programme to support resettling communities within a comprehensive package of shelter, water and sanitation, livelihoods, hygiene promotion, health and care, disaster management, community infrastructure and organizational development. It primarily supported people who had been displaced due to the conflict and resettled at present.

During the last stages of the conflict in early 2009, over 300,000 persons were displaced and a large proportion of their houses were damaged or destroyed. Most of the displaced population was accommodated in the so called welfare camps established by the government. Subsequently, the displaced population was resettled in their places of origin. Initially the RC PCR programme catered for the needs of the population in welfare camps, though, for example, the delivery of potable water and temporary toilets, medical aid, utensils and tools. The RC PCR subsequently focused on meeting the priority needs of the returning populations in the North of Sri Lanka, such as housing, water and sanitation, livelihoods, health care, etc. starting in Kilinochchi district and then moving on to other districts in the Northern province. Similar programmes were implemented in all conflict affected districts in the Eastern and Northern Provinces by the Government of Sri Lanka with assistance from international organizations such as EU and USAID.

Construction of new houses and repairing damaged houses (often cited as the “shelter component”) was the key constituent of the RC PCR as the majority of the houses of the IDPs were destroyed by the conflict and a permanent house was necessary to re-start their lives and livelihoods. Other areas of support complemented the sustainability and the resilience of the community. As mentioned earlier, the Movement partners supported all the components of RC PCR, while the Indian Government (IG) only supported the shelter and sanitation components under the Indian Housing Project (IHP). Other priority needs of the returnees at that time, which

were not addressed by the programme included infrastructure facilities such as internal roads, market linkages, re-issuing of land ownership documents lost by beneficiaries during conflict.

The programme for owner-driven housing and other needs was started by the SLRCS and RC PCRP one year after the end of the conflict in May 2010, with coordination and support from the IFRC to cater to the needs for the recovery of the resettling population and completed in March 2012. The RC PCRP was funded by the IFRC<sup>8</sup>, Partner RCRC National Societies (PNS) and the IG. The IFRC-funded programme was completed prior to the start of the IG-funded programme (September 2012). The total budget of IFRC and PNS for the RC PCRP was Swiss Franc 17 million and the total budget of the IHP for the RC PCRP was US\$ 100 million approximately<sup>9</sup>.

More specifically, the IFRC-funded programme was implemented through SLRCS and supported by the Red Cross partners from Australia, Canada, Ireland, Korea, Monaco, Norway, Spain, Hong Kong, Taiwan and the Red Crescent Society of United Arab Emirates. A total of 1,359 families were assisted for shelter (owner-driven housing), water and sanitation (WASH), livelihood development, health and care, disaster management, institutional development and public infrastructure under the IFRC-funded programme. The PNS programme funded by the Japanese and the German Red Cross Societies comprised the same interventions as the IFRC-funded programme, was implemented through the SLRCS (without the involvement of IFRC) and supported a total of 1812 families.

The Government of India supported 17,954 families for housing and WASH (toilets) under the IHP. This was also an owner-driven housing and reconstruction project comprising of shelter and sanitation support only. It needs to be noted, that the MoU between the Governments of Sri Lanka (GoSL) and India had specified that the provision of funds for other supplementary activities such as livelihood, health, disaster management or institutional development was the responsibility of the Sri Lankan government. As the GoSL did not provide funds for this purpose, only 3171 families were provided with assistance for supplementary activities. Livelihood, health care and disaster management were also very critical for the recovery of the families from conflict and an important gap that was not addressed in the case of a majority (85%) of the total number of households selected for the programme.

The Government of India (GoI) planned the construction of 50,000 houses (46,000 houses for conflict affected population in the Northern and Eastern provinces and 4000 houses for Tamils of Indian origin in the Central and Uva Provinces) through the IHP. The IHP was implemented through a Memorandum of Understanding with the Government of Sri Lanka<sup>10</sup>. The GoI chose a phased approach to construct the houses. Under Phase 1 of the project (June 2010-July 2012), 1000 houses were constructed on a donor-driven basis covering all districts of the Northern Province. Phase 2 of the project to construct 45,000 houses (build 44,000 new houses and repair 1000 houses) in all districts of the Northern and Eastern provinces was implemented from

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<sup>8</sup> Referring to IFRC Secretariat

<sup>9</sup> This excluded the beneficiaries' own contribution to housing construction.

<sup>10</sup> This MoU emphasized that the Government of Sri Lanka is to take responsibility of the infrastructure and livelihood provision within the project areas.

September 2012 to April 2016. Phase 3 of the IHP to construct 4000 houses through an innovative community-driven model involving the Estate Workers Housing Cooperative Societies (EWHCS) and beneficiaries will be implemented over a two-year period starting from June 2016. Four implementing agencies (IAs) were selected for implementing Phase 2 of the IHP. The IFRC associated with SLRCS was one of the IAs together with UN Habitat, National Housing Development Authority (NHDA) and Habitat for Humanity (HFH). The IFRC/SLRCS was responsible for implementing the construction / repair of 17,954 houses under the IHP, covering the districts of Kilinochchi, Mullaitivu, Mannar and Jaffna in the Northern Province of Sri Lanka. The implementation of the construction/repair of the balance 27,046 houses was executed by the other 3 IAs in all 8 districts in the Northern and Eastern provinces.

The details of housing development under the IHP by the different IAs are presented in Table 1.

**Table 1 Housing Planned Under the IHP by Implementing Agencies**

Implementing Agency	New Houses	Repair of Houses	Total
IFRC / SLRCS	17,500	454	17,954
UN Habitat	17,500	446	17,946
Habitat for Humanity	4,000	50	4,050
NHDA	5,000	50	5,050
Total	44,000	1,000	45,000

Source: SLRCS

The RC PCR programme aimed at facilitating the returning families to return to normal conditions and set up more resilient communities within the original areas of residence. The objective of this programme was to support the returning population in the following areas:

- Shelter–Repair and construct permanent houses for 21,125 affected families (105,625 individuals) by engaging them in the construction process, through the provision of cash grants and guidance on improved building techniques, ensuring safe and adequate shelter and settlement solutions to restore the living environment.
- Water, sanitation & hygiene promotion – Provision of safe water, adequate sanitation and hygiene promotion for up to 21,125 families (105,625 individuals) to reduce the risk of water and sanitation related diseases and the number of deaths, illnesses and impact from diseases.
- Health and Care – Interventions addressing health and care needs for 3,171 families (15,855 individuals), to reduce health risks through the provision of health promotion and disease prevention.
- Livelihood – Assist 3,171 families (15,855 individuals) in replacing, repairing, re-establishing and strengthening their household income through the provision of cash grants and guidance on sustainable livelihood interventions.
- Disaster Management – Assist local communities to prepare and equip to respond to disasters, targeting 3,171 families (15,855 individuals), to reduce number of deaths, injuries and impact from disasters.

- Organizational Development - Enhancement of local societies' capacities, which includes building resilience of communities to cope with future disasters through community-based disaster preparedness programme as well as building the National Society's institutional capacity in disaster preparedness and response.
- Public Infrastructure – Re-establish or repair communal infrastructure facilities.

### 1.3 Programme Coverage and Cumulative Progress

Geographically 263 Grama Niladhari Divisions (30% of the total of 867 GN Divisions) in the 24 Divisional Secretariat Divisions out of 34 within all 05 Administrative districts in the province were covered under the RC PCR programme. This evaluation covers the families supported under IFRC and IHP only (19,313 families) and not the families under the PNS funding.

The IFRC- and PNS-funded programmes were started in May 2010 and completed in March 2012 prior to the start of the IHP programme, in September 2012. The IHP was completed in March 2016. However, there are still a few houses not completed up to now under the IFRC and PNS programmes as well as the IHP. Details of progress of the shelter programme are presented in Table 2.

**Table 2 Cumulative Progress of Shelter Programme as of April 26<sup>th</sup> 2016**

Progress of Shelter Programme	Funding Agency			
	IFRC	PNS	IG	Total
	Number of Houses			
Start Date	May 2010	May 2010	Sept. 2012	May 2010
End Date	Mar 2012	Mar 2012	Apr. 2016	Apr. 2016
New Construction	1,355	1,486	17,500	20,341
Repair	4	326	454	784
Total Planned	1,359	1,812	17,954	21,125
Fully Completed*	1,305	1,788	17,684	20,777
Completed to Liveable Condition*	28	12	0	40
% Completed (Fully or up to liveable condition)	98.1	99.3	98.5	98.5
Write Off	14	12	270	296
Not Started	12	0	0	12

\*Includes repaired houses

Source-IFRC Updated Data Base

Initially a total of 300 resettled families in Kilinochchi district were provided housing assistance under the RC PCR Programme. This programme was scaled up later to 3,171 families in the

entire Northern Province<sup>11</sup>. Moreover the programme extended its support to another 17,954 families with the support of the Government of India (GoI) through the IHP.

Over 98% of the planned number of houses under the RC PCR programme had been completed by April 2016. About 1%-2% of the planned houses had to be written off due to non-completion.

**Table 3 Cumulative Progress of RC PCR Programme as of April 26<sup>th</sup>. 2016**

Type of Assistance	Donor			
	IFRC	PNS	IG (IHP)	Total
Start Date	May 2010	May 2010	Sept. 2012	
End Date	Mar. 2012	Mar. 2012	Apr. 2016	
Shelter Programme and WASH	Beneficiaries			
No. Planned	1,359	1,812	17,954*	21,125
No. Completed	1,333	1,800	17,684*	20,777
Completed %	98.1	99.3	98.5	98.4
*Only toilets for IHP beneficiaries				
WASH (Communities/Schools)	IFRC (Planned)	PNS (Planned)	IFRC % Achieved	PNS % Achieved
Tot. No. of Communities	22	4	100	100
No. of Direct Beneficiaries	1,335	243	100	100
No. of Indirect Beneficiaries	904	164	100	100
Tot. No. of Beneficiaries	2,239	407	100	100
No of Schools Benefitted	474	0	100	
No of Children Benefitted	32,235	0	100	
<b>Health and Care</b>	1359	1812	98.1	99.3
<b>Livelihood</b>	1359	1812	98.1	99.3
<b>Disaster Management</b>	1359	1812	98.1	99.3
<b>Other Infrastructure</b>				
Tot. No. of Communities	3	11	100	100
No. of Direct Beneficiaries	182	667	100	100
No. of Indirect Beneficiaries	123	452	100	100
Tot. No. of Beneficiaries	305	1119	100	100

Source-IFRC Updated Data Base

Though the RC PCR programme was initially planned to reach all 21,125 families (105,625 individuals) under the complementary components, such as health and care, livelihood, disaster management and organizational development components, it was only possible to reach to 3,171 families (15,855 individuals) with IFRC and PNS funding support. The responsibility for providing the complementary components for the IHP beneficiaries was with the GoSL

<sup>11</sup>Mullaitivu District was not taken up as there were security issues in this district at the time of the start of RC PCR in May 2010.

according to the MoU signed between the Indian and Sri Lankan governments. The WASH component of the RC PCR programme was implemented for all the shelter programme beneficiaries, except for the IG-funded IHP beneficiaries who received assistance for toilets only. WASH facilities were provided to schools and communities in the entire IHP areas with IFRC and PNS funds, although this was also the responsibility of the GoSL. All the activities planned under the complementary components for 3,171 families and the WASH assistance for communities and schools have been completed. Details are provided in Table 3.

#### 1.4 The Owner-Driven Housing Approach

The owner-driven approach adopted under the RP PCR was implemented bringing in the lessons learnt from a owner-driven programme of 2004 Indian Ocean Tsunami operations<sup>12</sup>. Within the RC PCR, the owner-driven approach involved direct-beneficiary cash transfer mechanisms in order to empower beneficiaries and improve their sense of ownership of the houses built by them.

Under the owner-driven approach, the donor provided a certain proportion of the funds and technical guidance needed to complete the required activity according to minimum standards established by the donor. The beneficiary was required to provide the balance funds, own labour and any other inputs needed to complete the activity according to the standards.

The major benefit of this approach was that the beneficiary took up the ownership of the activity, in this case, housing construction. The minimum quality standards were also maintained under this approach, because the activity was closely supervised and monitored by the implementing staff. The beneficiaries also gained knowledge and skills as well as experience in adopting good environmental practices (obtaining sand, timber and transport permits), administrative procedures (land permit, house plan approval), benefits from attending training (construction training) and ways of obtaining services from government agencies, banks, etc. This approach was more effective than the donor-driven approach as the owner was able to build the house according to his/her own requirements. Donor-driven housing, especially under the Tsunami rehabilitation and during the initial stages of the IHP did not meet with the expectations of the beneficiaries in terms of their socio-cultural and religious needs.

Another benefit of this approach was that it was more efficient as the cost of construction was lower when compared to the alternative of hiring private contractors to undertake the construction. Cost estimates of owner-driven housing based on average amount spent by the beneficiary, value of their own labour contribution and the amount of grant provided by the donor was found to be less than the estimated cost of construction by the private sector and more than the BoQ estimate. Thus, the owner-driven approach appears to be cost effective.

Under the owner-driven approach, houses adhering to basic minimum standards were built at about half the estimated cost of construction by the donor through private contractors. Under the

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<sup>12</sup> The owner-driven housing programme under the 2004 Tsunami operations was implemented through the SLRCS and funded by several international donors.

owner-driven approach adopted by the RC PCR programme, the donor spent only Rs 550,000 (grant) plus Rs 60,500 (11%) for administrative costs resulting in a total of Rs 610, 500 per house, whereas the cost of construction of the same house (area 550 sq.ft.) by a private contractor was estimated at prevailing costs of construction in the private sector to be Rs 1.1 Million (550 sq.ft.X Rs.2000/sq.ft.) assuming there were no administrative costs. Thus the donor would have saved about Rs 500,000 per house under the owner-driven approach. The results of the survey conducted for the assessment, showed that the average amount contributed by the owner was about Rs 275,000 per house (average of 95% of the respondents in the survey). About 5% of the respondents contributed Rs 1 million or more per house. The average value of the labour contribution of the owner was estimated at Rs 50,000 per house (estimated at one third of the unskilled labour cost of Rs 145,000 as per BoQ of a 550sq. ft. basic house). Thus the approximate total cost of a house constructed under the owner-driven approach was about Rs 875,000 plus administrative costs of Rs 60,500 for a total of Rs. 935,500 The economic gains would amount to Rs 164, 500 (1,100,000-935,500) per house. Thus, this approach can be considered cost effective..

**Table 4 Comparison of Housing Costs (Owner-Driven vs. Private Sector / Donor-Driven)**

Cost Components	Estimated Cost of 550 Sq. Ft. Area House					
	BoQ Estimate		Owner-Driven		Private Sector*	
	Rs 000	%	Rs 000	%	Rs 000	%
Material Cost	480	59.2	-	-	600	54.5
Labour Cost	270	33.3	-	-	280	25.5
Donor Grant for Materials	-	-	550	58.8	-	-
Owner Contribution for Materials (From Survey)	-	-	50	5.3	-	-
Owner Contribution to Hired Labour (From Survey)	-	-	225	24.1	-	-
Value of Own Labour (1/3 of unskilled labour cost as per BoQ)	-	-	50	5.3	-	-
Administrative Cost (10% of Donor Grant)	60.5	7.5	60.5	6.5	-	-
Profits	-	-	-	-	220	20.0
Total	815.5	100.0	935.5	100.0	1,100	100

Sources: SLRCS, Evaluation Survey Data and Housing Industry Standard Estimates

\* - Total Cost (550 sq.ft. X Rs 2000/sq.ft)

The beneficiaries were expected to supplement the donor grant with their own cash contribution in order to complete the construction of their houses. This was because the grant provided by the donor was not adequate to construct a house according to the standards specified by the programme. The majority (77%) of the beneficiaries obtained loans to fill this gap as their incomes were not adequate to meet this commitment. The majority of the resettled population is still vulnerable and financially weak and therefore increasing the grant size appears to be a good option to improve the effectiveness of the programme. An increased housing grant may also motivate the beneficiaries to complete the construction of houses within the prescribed time

frame. In addition, the beneficiary may be able to use loan facilities to re-establish their lives and livelihoods. If the donor is unable to increase the grant due to funding limitations, the number of beneficiaries could be reduced in order to increase the grant amount.

One of the drawbacks of the owner driven housing approach was the large variation in the time required by the beneficiaries to complete their houses. For example, very few (9) beneficiaries completed their houses within 52 days, about 60% completed their houses within 6 months, while about 20% completed within a period of 15 months, 18% completed within 24 months and about 2% took more than 24 months to complete. One of the reasons for the delay in construction was that the beneficiaries constructed larger houses than what was specified under the programme (550 sq.ft.), which required more time and additional funds to complete. Another reason for the delay was that some households were not able to provide their own contribution for construction due to poverty or financial issues. As discussed above, increasing the grant amount may reduce the debt burden of the beneficiaries and reduce delays in construction. Cultural issues such as adherence to the custom of laying the foundation stone as well as other construction activities on an auspicious day or time - a practice followed by a large number of households, also caused delays in construction. Some beneficiaries were not residing permanently in the resettlement areas, which disrupted the construction process and delayed completion. A few others were not interested in continuing this activity as their economic interests were in their temporarily resettled areas. In contrast, a private sector contractor would have probably completed the construction within the agreed time frame to avoid paying any penalty.

Under this approach, as discussed earlier, attention is needed to improve the monitoring aspects of project activities. For example, relevant government officials, who have the authority to take action against those who were not progressing in the construction work, were not informed regularly of the progress of construction of housing by the project officials. These “slow cases” of construction were only referred to the government officials at the later stages of the project. As a result, the government officials were not able to take early action to accelerate the progress of slow cases of construction. In the future the project officials should work in close collaboration with government officials from the beginning of the project.

## 1.5 Purpose of the Evaluation

The evaluation focused on IFRC and IG-funded programmes of the Red Cross Post Conflict Recovery Programme implemented in the Northern Province of Sri Lanka. Overall purpose of this final evaluation is to determine the Relevance, Efficiency, Effectiveness, Coverage, Impact, Coherence and Sustainability of the programme in accordance with established programme framework (appeals and proposals) and guidelines.

The Objectives of the Final Evaluation are to:

- a) Identify key lessons, and gaps in the implementation of the programme

- b) Provide recommendations on the overall achievements and effectiveness of similar on-going programmes and to inform future policy and strategy of similar programme globally
- c) Inform the positive (and negative) changes on the lives of the beneficiary families, beneficiary satisfaction and its sustainability.

## 1.6 Evaluation Team

The evaluation was offered to the EML Consultants (Pvt.) Limited by the International Federation of Red Cross and Red Crescent Societies (IFRC), Sri Lanka delegation. EML Consultants (Pvt.) Ltd, [EML], was incorporated in 1993 to provide technical and management consultancy services to the private and public sector in Sri Lanka and worldwide<sup>13</sup>. The planning of the evaluation was done by EML Consultants in consultation with IFRC/SLRCS officials, who were involved with the RC PCR. A team of consultants and field staff were recruited by EML Consultants for the evaluation. The field staff were recruited from the project areas and trained by the consultant team.

## 1.7 Methodology

The evaluation was undertaken over a period of three months from December 11, 2015 to March 15, 2016, including an extension period<sup>14</sup>. The evaluation process was started with the submission of inception report by the EML. The final selection of the sample for the surveys was undertaken after the submission of the inception report and approval for the evaluation design proposed in the inception report. The senior officials of the client assisted the consultants in selecting the samples for the surveys and technical inspection by providing the list of beneficiaries and other information such as addresses, locations and GN divisions. Field data collection was carried out from 6th January to 15th February. All issues and questions specified in the ToR were addressed through the data collection process designed for the evaluation. The responses were triangulated using at least three sources of data to reduce bias and to ensure reliability of the results. The evaluation team pledged confidentiality to respondents if they did not want their responses quoted in the evaluation report.

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<sup>13</sup> Its initial scope of services was focused on environmental and natural resources management. Within a short time, EML emerged as a leading service provider in consultancy assignments, and successfully expanded its services to cover a diverse spectrum of areas to include community and livelihood development, socioeconomic surveys, monitoring and evaluation, institutional development, and infrastructure projects related to water supply, transport and coastal management. EML's new environmental friendly head office is located in the outskirts of Colombo City and has a permanent staff of 30 professionals and equal number of support staff. In addition, EML has ready access to over 200 technical experts, who could be mobilized within a short time

<sup>14</sup> Final report was only submitted in July 2016.

The major methods used in the evaluation were:

1. Desk Study
2. Key Informant Interviews.
3. Focus Group Discussions.
4. Technical Inspection
5. Household Questionnaire Survey

### 1.7.1 Desk Study

The team undertook a comprehensive review of all available programme documents including plans, appeals, guidelines, operational manuals, reports, beneficiary lists and community communications for construction to gain a wider understanding of the programme design, processes and procedures implemented. (Annex 01).

### 1.7.2 Key Informant Interviews

A set of interview guidelines were developed for the key informant interviews (KIIs) of stakeholders and programme officials (Annex 03). The formats drawn up for KIIs were used as a guideline for undertaking the discussions. Other relevant issues arising during the discussions were further probed for better insight of the issues. The KIIs were conducted with a representative sample of the stakeholders involved in programme activities. Persons interviewed included staff of RC PCRP, Heads of SLRCS and IFRC, government officials such as Government Agents, Divisional Secretaries, Grama Niladharis, and CBO representatives of the Programme area. The list of key informants and a brief summary of the discussions are provided in Annex 04.

**Figure 2 Examples of Key Informant Interviews**



**Chairman, SLRCS**



**Head of Delegation: IFRC, Sri Lanka**



**Deputy Director General , SLRCS**



**Senior Delegate, IFRC, Jaffna**



**Programme Officer, SLRCS, Jaffna**



**District Secretary- Jaffna**



District Secretary- Mannar



District Secretary - Mullaitivu



District Secretary- Kilinochchi

### 1.7.3 Focus Group Discussions

A format was developed as a guide for discussions with focus groups (Annex 05). Other relevant issues arising during the discussions were further probed for better insight of the issues. Beneficiaries, non-beneficiaries, field officials of the programme and government officials such as Samurdhi and the Grama Niladhari officers from the programme area were selected for focus group discussions (FGD). The project staff and relevant government officials were requested to invite beneficiary and non-beneficiary members of the community for the focus group discussions. The FGDs were held with all the members (beneficiaries and non-beneficiaries) who responded to the invitation. The type of participants and the summary of the discussions are provided in (Annex 06).

**Figure 3 Focus Group Discussions with Programme Staff and Community**



Technical Staff of RC PCR



Community Discussion at Thambapitty- Kayts

**Table 5 Focus Group Discussions - Participant List**

DS Division	GN Divisions/ Location	No of Beneficiaries	No of Non- Beneficiaries	Total
Kayts	Thampatti	32	34	66
Kopay	Valani West	05	07	12
Thenmarachchi	Eluthumattuvan South	-	09	09
Maruthankerney	Chempianpattu North	-	12	12
Poonakari	Naachikudah	03	05	08
Karachchi	Krishnapuram	05	07	12
DS Office Karachi	GNs and Dos	14 officers		
Manthai west	Kayanagar	16	09	25
Mannar Town	Uppukulam South	11	13	24
Nanattan	Rasamadu	08	06	14
Oddusuddan	Pulliyankulam	03	05	08
Total		38	33	71

The beneficiaries were selected from the official list of beneficiaries obtained from the project office, while the non-beneficiaries were selected from the list provided by Grama Niladharies or the Divisional Secretaries of the areas.

#### 1.7.4 Technical Inspection / Auditing

The technical experts of the Consultant Team visited a randomly selected number of houses, common infrastructures and WASH facilities to assess quality of construction of these structures and the level of compliance as per standards and guidelines provided by the programme. A summary of the findings of the technical quality inspection and evaluation is provided in Annex 07.

**Figure 4 Technical Inspection**



**House built under IFRC Component**



**House built under IHP component**



**New Toilet Facility of a School funded by IFRC in IHP area**



**IFRC-funded Community Building**



**New Toilets and Repaired Rain Water Harvesting Facility funded by the IFRC in IHP area**



**Repaired Water Facility funded by IFRC in IHP area**

**Table 6 Number of Inspected Places**

IFRC-funded		Indian Government-funded		
New Houses	Common Buildings	WASH Facilities	New Houses	Repaired Houses
42	01	07	119	04

### 1.7.5 Household Questionnaire Survey

The household questionnaire survey comprised of two parts, a social survey and a technical survey

1. **Social Survey** – The questionnaire was developed on the basis of the various programme activities. The survey was administered to two groups comprising 974 beneficiaries (76-IFRC-funded and 898 –IG-funded) and 96 non-beneficiaries, for a total of 1070 persons. Responses were obtained from all 1070 persons who were surveyed (100% response)<sup>15</sup>. The beneficiary questionnaire was of a wider scope comprising a variety of questions

<sup>15</sup> Additional samples of beneficiaries and non-beneficiaries were taken in order to substitute for missing persons or for those who did not want to be interviewed.

relating to the issues and perceptions of the beneficiaries on the assistance provided to them. The Non-Beneficiary questionnaire was of limited scope with questions on their perceptions about the selection procedures and community cooperation in such programme interventions. The questionnaires used in the surveys are provided in Annex 08. A team of experienced local enumerators were trained by the consultants and mobilized for the survey.

2. **Technical Survey-** The questionnaire for this survey was developed on the basis of specifications for construction and programme minimum standards for assessing the technical quality of the housing. The technical survey was also conducted with the same sample of beneficiaries selected for the household survey with a 100% response. The results provide a quantified assessment of the quality of construction. The survey questionnaire is provided in Annex 08. A team of enumerators experienced in conducting household surveys were trained in the technical aspects of construction by the technical expert of the team and mobilized for the survey.

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#### 1.7.5.1 Sampling Design for Household Surveys

As per the ToR a random sample of 5% of beneficiaries were selected for administering the social and technical household survey questionnaires. A total of 974 households were interviewed for these surveys. The sample of households was selected proportionally to the beneficiary population representing IFRC and IG-funded housing interventions. A total of 76 (8%) IFRC-funded beneficiaries and 898 (92%) IG-funded housing beneficiaries were selected for the surveys. Households from all Districts, DSs and GNs of the programme area were covered by the surveys. The beneficiary list was stratified by GN division and a random sample of 5% selected from each GN on a proportionate basis. A systematic random sampling procedure was used for the selection of the samples in order to obtain a representative sample covering all locations.

The survey of non-beneficiaries was administered to 96 households who had not been selected for assistance under the RC PCR in the programme area. The questionnaire for non-beneficiaries' focused on the perceptions and awareness of these households on the programme interventions in the villages.

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### 1.7.6 Limitations

The team faced the following limitations during the conduct of the evaluation. However, it was felt that these limitations did not affect the results of the evaluation.

- Lack of adequate community participation- Few (3 out of 14) of the FGDs had to be cancelled due to lack of participation. However, an adequate number of FGDs were completed to obtain the required data for the evaluation. More community members could have been induced to participate if a small payment had been offered to them.
- Scaling down of programme staff- The field staff of the RC PCR programme was reduced as the programme was nearing completion at the time of the evaluation. It was difficult to locate interior villages which were assisted by the programme, without the presence of the particular field officer who had worked in the area, causing delays in data collection. It would have been useful to start the evaluation prior to reducing field staff, as the evaluators could then gain considerable insights about the project through talking to such staff. The field staff would have also been likely able to help the enumerators in identifying and locating households selected for the survey.
- Non-availability of Government Officials- It was difficult to meet the relevant government officials due to their busy schedules. Although prior appointments were made with these officials, many officials were not available at the scheduled times due to their urgent commitments. The consultants had to make many visits in order to meet such officials, thus delaying the field data collection. In future such delays could be avoided if the government officials in the areas are notified in advance by letter about the proposed evaluation. These officials should be requested to allocate some of their time for a meeting with the evaluators<sup>16</sup>.
- Vast area and poor roads- Programme components covered a vast area within the province. The poor condition of interior roads hindered transport to these areas and caused delays in field data collection as the team had to travel by foot to such interior locations. The time frame for completing the evaluation should be extended if a high proportion of the project area has poor access.
- Non-availability of beneficiaries –The households were selected on a systematic random basis and according to this procedure, whenever the selected household members were found to be absent or missing, the next household in the list should be selected for the interview. However, as the household beneficiary list had not been prepared on the basis of location, the next household could be residing at a distant location. The enumerators faced this problem of the absence of selected household members in over 30% of the households surveyed. In many instances the enumerators had to walk a long distance to locate the next household, causing delays in the completion of the household surveys. Such delays could be reduced if the beneficiary lists were prepared on the basis of location. In addition, advance notice of the survey should be given to selected

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<sup>16</sup> The letter can be sent by a high official of the Ministry concerned with rehabilitation. The donors or the implementing agencies can request for such a letter

households by the field staff (the scaling down of the staff prior to the survey prevented this).

- Beneficiaries reluctant to give information – This problem were encountered only in one area, Championpattu North in Maruthankerney DS division in Jaffna District. The beneficiaries in this area were not willing to answer all the questions posed in the questionnaire. This was because they were aggrieved that only about half the amount of cash grant was provided to them compared to other beneficiaries. In the IFRC programme the amounts provided for housing varied due to the change in Government Policy during the implementation period. The housing grant approved initially by the GoSL for IFRC-funded houses was less than Rs 550,000 at the early stages. Those beneficiaries who completed their houses during the period when this policy was in force received this lower amount. The grant amount was increased by the GoSL later on and those beneficiaries who delayed or progressed slowly were able to obtain the additional amount for the remaining installments according to the revised policy. Those who completed the houses earlier were deprived of this additional amount causing “heartburn” among this group of beneficiaries. It may be useful to have an awareness programme on special issues like this with the beneficiaries and ensure that such policy changes apply to all beneficiaries equally to avoid such situations in the future.

## 2 EVALUATION FINDINGS

### 2.1 Overall Findings

The programme interventions were relevant and appropriate to the needs of the beneficiaries. A high level of efficiency was achieved during implementation. The programme interventions were effective and covered the needs of the majority of the population. The programme was assessed to have had a tangible impact on the beneficiaries. Intangible benefits of the programme included safety and security of family and peace of mind due to the possession of a permanent house, stability for livelihood activities and improved welfare of the community. The overall findings in terms of the fundamental principles, relevance and appropriateness, efficiency, effectiveness, coverage, impact, coherence, sustainability and connectedness are discussed in more detail below.

#### 2.1.1 Evaluation Guidelines

The programme was in line with the IFRC's Owner-Driven Housing Reconstruction guidelines and complying with the terms and conditions of the contracts (IHP-IFRC and IFRC-SLRCS) and operation manual of the IHP. The Beneficiary selection process was transparent<sup>17</sup>. The beneficiary selection process and marking schemes were prepared by the High Commissioner of India (HCI), while the list of potential beneficiaries was prepared by the respective DSs and GAs. The grievance redressal mechanism operated well and was appreciated by the beneficiaries as many of their issues were resolved through this mechanism. Response and complaint mechanisms were also effective. Programme implementation and monitoring mechanisms operated well and beneficiaries were highly satisfied with the level of support (technical advice and guidance) provided by the field technical staff.

#### 2.1.2 Relevance

According to the perceptions of the beneficiaries, all or most of the project activities were considered to be relevant to their needs and priorities. Permanent housing, water and sanitation interventions and community infrastructure were highly relevant as this was identified as the main priority of the returnees and also the GoSL. Support for livelihood development was also very relevant, particularly the assistance provided for reviving and expanding existing activities. Assistance for new activities was less relevant as many did not take up new activities, despite the provision of grants and the required skills. New or unfamiliar activities were not sustainable due to lack of market linkages. The procedure for selection of beneficiaries was appropriate as this was completed without many delays. Beneficiary contribution was also facilitated by the design, as most households made more than the expected level of contribution. The owner-driven approach appears to have motivated the beneficiaries to increase their own cash contribution

<sup>17</sup> There were issues relating to verification of certain conditions, particularly ownership of other houses anywhere in Sri Lanka, which were difficult to verify with programme time limitation

towards the construction of the houses. High inflation in the construction sector may also have compelled the beneficiaries to increase their level of cash contribution. According to the Bill of Materials (BoM), the cost of a similar house (550 sq.ft.) was Rs 750,000 or about Rs 200,000 more than the grant provided to beneficiaries. Thus the amount of cash grant provided appears to be inadequate. Civil society capacity building was probably not relevant at that time due to the restrictions placed by the government on the formation or operation of civil societies in the conflict area<sup>18</sup>.

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### 2.1.3 Efficiency

The level of cash or in-kind contribution by the beneficiary varied from LKR 125,000 to LKR 250,000 and can be considered to be high. Construction efficiency was high with more than 98% of the houses being completed up to the minimum required standards. However, the level of debts was also high (77% of the beneficiaries had taken loans), while only 23% of those taking loans had repaid. Most beneficiaries (66%) who had taken loans believe that they would be able to repay their loans within 1-4 years, suggesting that debts may not be a major issue among beneficiaries. The high cost of construction was one of the issues brought up in FGDs. The implementing agencies successfully negotiated with the High Commission of India to reduce the (BoM) of house construction to acceptable levels and permit the use of salvaged / used timber, doors and windows, used roofing sheets and flat burnt clay tiles of acceptable quality to offset the high cost of construction. Although beneficiaries were encouraged to make use of this concession and substitute some components with used materials, this was not acceptable to most beneficiaries as they wanted the house to have a good/new appearance. Bulk purchase was undertaken only by the Fishery Society in Kayts, as they were willing and capable of providing this service. Other community organizations were either not willing or not capable of providing this service and therefore bulk purchase was not adequate to meet the needs of all the beneficiaries. Consequently, the above mentioned efforts made to reduce costs did not meet with much success. This is an area that may need attention in future projects.

The programme did not face many internal or external issues, except the inability to improve the capacity of civil organizations, which was not permitted by the government at the time of project implementation. The funds allocated for capacity building of civil organizations were used for capacity improvement of the staff of implementing agencies.

The monitoring and tracking systems operated effectively and were adequate for assessing the quality of the programme outputs. Human and financial resources were utilized efficiently by the implementing agencies. However, a few households (1%-2%) used the grants provided for livelihood or housing development for other unintended purposes such as for consumption and household expenses. As a result some did not start any livelihood activity or delayed construction of their houses. Overall project management and support services were efficient. However, at the early stages of implementation, there were some delays in release of funds by

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<sup>18</sup> The programme for civil society capacity improvement involved building resilience of communities to cope with future disasters through community-based disaster preparedness programme as well as building the National Society's institutional capacity in disaster preparedness and response.

SLRCS Head Office for the IFRC programme which delayed fund transfers to field offices and affected the progress of construction. This issue was rectified later.

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#### 2.1.4 Effectiveness

The quality of implementation was assessed to be good, with most activities implemented according to the planned criteria and standards. The level of participation of beneficiaries was very high, and most beneficiaries indicated that their knowledge and capacity for construction were greatly increased as a result of the empowerment interventions under the programme<sup>19</sup>. The planned outputs have been mostly achieved under the programme, with 98% of the houses completed.

Communication and visibility activities were effective. However, local media was not fully aware about the programme interventions, particularly the owner-driven approach for housing development, resulting in some misconceptions and negative publicity given by the local media about the programme. The local media lacked a clear understanding of the owner-driven approach adopted for housing development under the programme. This resulted in the media giving the wrong impression to the general public, stakeholders and beneficiaries that the houses were constructed by the donor and not by the beneficiaries themselves. According to the local media reports, the houses constructed under the programme were either too small or of poor quality and as such were not suited to the needs of the beneficiaries and not sustainable. This misconception by the media caused various issues within the community, stakeholders, government officials, media and politicians. The owners built the houses according to their desires or requirements and financial capacity while adhering to the minimum standards set by the programme. Thus the houses varied in size and may have differed in quality as well. The IG or the RC CRP should not be blamed for any lapses as the owners themselves were responsible for the construction of the houses.

The visibility interventions were effective in improving the image of IG and IFRC/SLRCS, among the stakeholders and the community. Beneficiaries indicated that capacity building interventions were appropriate and effective in improving their knowledge and skills, particularly construction skills. The original objectives of the organizational development component of the programme were to enhance the capacity of local organizations and the National Society to cope with future disasters and to improve the capacity of the programme staff. Since the capacity improvement programme of CBOs was not implemented, the funds saved were used for the capacity improvement of SLRCS volunteers, staff of branches and the RC PCR team. The quality and effectiveness of the technical support staff was high and the beneficiaries were very satisfied by the services provided.

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<sup>19</sup> In-situ technical training in construction methods, awareness on complying with standards or specifications for quality, field demonstrations, and awareness on use of banking facilities

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### 2.1.5 Coverage

The IFRC-funded programme covered most of the prioritized needs of the resettled people eligible for assistance under the programme, such as, permanent shelter, water and sanitation facilities, livelihoods, common infrastructure and health and care needs. Under the IG-funded programme only housing and sanitation facilities were provided. The livelihood activity was considered as high priority by the programme. However, it was not possible to extent this support to IHP beneficiaries due to funding issues. Other needs such as capacity improvement of civil societies, education, rural infrastructure, were not covered by the programme, due to lack of funding. These needs were met to some extent by GoSL or other aid agencies or are still pending. About 19,283 families were covered by the programme. Among those included in the programme were 3200 (17%) women headed families and 2530 (13%) families with disabled and elderly members. In the selection process priority was given to families with children less than 12 years of age and to families with elderly household heads. Thus, the coverage of households with disabled, old persons or young children and women headed households can be considered to be adequate.

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### 2.1.6 Impacts

The evaluation team observed that the majority of the resettled families had already started their livelihood and economic activities in their native places even prior to the construction of permanent houses. Part of the assistance provided under the IFRC was meant to expand or improve their livelihoods. Most beneficiaries were highly satisfied with the assistance provided for livelihood development and indicated that they were better off now than prior to the assistance. The team also observed that most families had better housing and sanitary facilities, compared to the condition of these facilities prior to the assistance<sup>20</sup>. The benefitted families appeared to be satisfied and very grateful for the assistance provided. According to the results of the questionnaire survey, the positive impacts of the housing programme were: increased safety - 80%, improved children's education- 76%, protection from rain and floods -76%, increased social harmony 66%, increased community participation-66%, reduction of cast and social barriers -6% and positive change in family income -12%.

During FGDs, most beneficiaries and stakeholders stated that they were in debt. The questionnaire survey results showed that 77% (750 of 974) of the beneficiaries had not repaid their loans. This confirmed the findings in FGDs. However, a majority of the loan recipients were planning to repay their loans within the next four years. About 60% of the beneficiaries who received livelihood assistance under the IFRC component reported that their incomes had improved by about 10% as a result of the assistance. Thus programme interventions appear to have had a high positive impact on the socio-economic indicators, including income, improved well-being and quality of life as well as positive behavioral changes and improved social cohesion among the community.

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<sup>20</sup> Mostly the attached houses and temporary toilets.

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### 2.1.7 Coherence

The IFRC's Owner-Driven Housing Reconstruction guidelines, and terms and conditions of the contracts (IHP-IFRC and IFRC-SLRCS), the operation manual of the IHP, were generally acceptable to the beneficiaries, stakeholders and implementing staff. There were certain issues with regard to the above (described in detail elsewhere in the report) and changes in policy should be considered in future projects to address these issues. Housing grants were transferred directly to beneficiary bank accounts. When it was found that these funds were being misused by some beneficiaries, the Implementing Agency (IA) took action to control beneficiary bank accounts and informally come to an arrangement with banks to reduce such misuse<sup>21</sup>. This enabled the IAs to prevent misuse of funds withdrawn from bank branches in which the beneficiaries had their accounts.

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### 2.1.8 Sustainability and Connectedness

Sustainability in this context can be defined as the ability or capacity of people (beneficiary or community), administrative systems and procedures to maintain or sustain constructed assets, established service delivery, environment, social interaction, cultural practices as well as maintain the viability of established livelihoods in the future. The three main questions that can be posed with regard to the sustainability of the programme pertain to the two main types of programme interventions and the environmental, social and cultural impacts of the programme and can be stated as follows:

1. Can the owner-driven approach with direct assistance in the form of cash grants to the beneficiaries for the construction of housing, water and sanitation facilities (toilets) and livelihood development be sustained after the end of the programme?
2. Can common facilities provided for the community by the programme in the form of common and community infrastructure, schools and pre-schools, water and sanitation facilities be sustained by the community or relevant agency after the end of the programme.?
3. Can negative social and environmental impacts be minimized and cultural practices be sustained by the community and relevant agencies after the end of the programme?

With respect to the first question, the sustainability of the owner-driven housing construction under both programmes can be considered to be high. Almost all beneficiaries also invested their own money for the construction of their houses and toilets. Therefore there is greater ownership and it is very likely that they will want to keep this important asset well maintained. The knowledge transfer on building techniques and maintenance guidelines helped in improving the sustainability of the housing programme. Most of the beneficiaries appeared to

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<sup>21</sup> The banks released funds in four instalments. Each instalment was released only on receipt of a certification from the implementing official that the beneficiary had completed the work relating to the particular instalment.

be maintaining their homes properly and also ensured that they would continue to do so. This was probably due to the ownership promoted through the owner-driven housing approach. However, it is also possible that very poor households<sup>22</sup> may not have adequate incomes to maintain their houses in good order. There may be beneficiaries, who also possess other house/s elsewhere and such beneficiaries may not be interested in keeping this house well maintained<sup>23</sup>. However, the proportion of beneficiaries belonging to the above two categories may be small. In addition, the skills imparted to the beneficiaries through the capacity building programme are being used in their livelihood and day to day activities. Thus, the prospects for long term sustainability of the assets such as housing, water and sanitation appear to be good.

The occupancy rate for housing was more than 95% in the programme area. In areas where houses are not occupied as yet (mostly remote areas), it is expected that the beneficiaries would occupy them once essential infrastructure facilities such as water, electricity, roads and other infrastructure are in place. According to relevant government officials (GAs and DSs), action is being taken to provide such infrastructure in the near future. These officials assured that the owners of houses, who have still not occupied their houses after completion of construction, will come into occupation once the required basic infrastructure facilities are provided. Overall, the sustainability of the housing programme appears to be good, with government officials taking the responsibility for improving the occupancy of unoccupied houses.

The integrated approach implemented by (IFRC) of fulfilling the housing and other related basic needs of the beneficiaries can be considered to be superior to the approach where the housing and sanitary facility needs have been fulfilled (IHP). The former approach has provided much greater benefits, with high positive impacts on the welfare, income, livelihoods and community cohesion. This integrated approach can be easily replicated and also further fine-tuned in future projects. The safety, security and health of the households and resilience to economic hardships and disaster impacts have greatly improved as a result of the interventions such as disaster preparedness, health care, awareness programmes and improved common infrastructure under the integrated approach. However, the cost of integrated approach was 30% more than the housing only approach of the IHP. The additional cost of the integrated approach can be justified considering the high social and economic benefits received by the beneficiary through the integrated approach.

With regard to the second question regarding sustainability of common facilities, observations from a field visit of a community building in Krishnapuram, Kilinochchi, completed earlier on under the IFRC component indicated that this facility was well maintained by the CBO in the village. Common water and sanitation facilities were also provided by the IFRC programme in the IHP area. Some of them were inspected by the team. The construction of most of the facilities inspected had, however, just been completed and it is too early to determine the level or quality of maintenance of these facilities. Sustainability will depend on whether the relevant

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<sup>22</sup> Households with incomes below district poverty lines and with high depth of poverty.

<sup>23</sup> A few such beneficiaries may have been selected as it was not possible to verify ownership of other houses.

authorities such as school heads, CBOs/NGOs, Pradeshiya Sabhas or other government agencies take up the responsibility for maintenance of these facilities. The common facilities constructed earlier under the IFRC programme appear to be sustainable.

With regard to the third question on environmental, social and cultural sustainability, the following observations can be made. Any major development activity is bound to have some impacts on environment. In the case of the housing programme, too, there were certain environmental impacts. The large scale use of building materials such as timber and sand may have caused damage to forests and river basins. As it was a one-time activity, the damage caused would not be continued after the completion of the programme. Households which did not own lands were settled within a compact area, which reduced the large scale clearing of lands and consequent damage to the environment. In the case of households which were resettled on their own lands, the environmental damage was minimal as these were previously settled areas. Environmental damage will be minimized in the future both in the previously settled areas as well as in the new areas once the households are permanently settled.

The programme gave preference to the poorest and the most vulnerable families in providing housing assistance. Permanent housing had a high social value for these poor families, resulting in considerable positive impacts on social sustainability. There was considerable improvement in the sustainability of social security and privacy of female members of the household due to permanent housing. There was less privacy or security when they lived in temporary houses or shelter. The programme respected the cultural values and practices of the resettled community, for example, allowing changes in housing design to suit cultural norms, and thus reducing any negative impacts on cultural sustainability. From the beginning itself, the programme was able to foster a harmonious relationship and good coordination with government officials at all levels of the government. At the village level, there was even greater awareness about the processes and components of the programme as a result of coordination between programme officials and the beneficiaries. Local level government officials have taken ownership of the programme, particularly for progress monitoring and for ensuring the continuity of some programme activities after programme closure due to the good coordination and understanding among the stakeholders.

A high level of coordination and collaboration was achieved among programme staff from SLRCS and branches, the IFRC, the High Commission of India and Consulate in Jaffna and government officials such as GAs, GSs, GNs, etc. and this contributed substantially to the implementation and success of the programme and it is expected to improve the future interventions of local government officials in the area on project assets monitoring.

## **2.2 Development Objective, Programme Design and Quality**

- The development objectives of the programme were found to be in line with the needs of the affected population. The activities of both IFRC and IG-funded programme comprising of direct assistance to beneficiaries among resettled communities for permanent housing, water and

sanitation infrastructure and livelihood assistance and community infrastructure were also priorities in the Northern Reconstruction and District and Divisional Development Plans of GoSL.

- The Integrated approach of RC PCRP was also in-line with the current thinking behind post disaster reconstruction and early recovery. The owner-driven approach to housing has proved to be more effective than other housing interventions in all aspects. This approach has been advocated globally by international agencies as well as by GoSL, as the preferred approach to housing reconstruction. Although the programme contains many non-core activities, it adheres to the fundamental principle of the Red Cross, strategy 2020 and SLRCS' strategic plan.
- There was greater integration in the IFRC programme as it fulfilled many needs of the resettled population such as housing, water and sanitation, livelihood assistance, disaster management, health care, organizational development and community infrastructure. On the other hand the IG-funded part of the programme only comprised of housing and toilets. Although this integrated approach may have been costly (30% more than the housing only approach), the overall impacts on the welfare of the beneficiary including, income, health, education, social well-being and resilience to hardships and sustainability were high. The additional cost can be justified on this basis.
- The plans for the programme namely the Appeal and the Operational Plan of Action of the IFRC/SLRCS were updated based on the operational ground conditions and developed into a logical framework. However, the activities of the programme were not updated in the logical framework. Therefore the logical frame-work was not used as a base for this evaluation.

## 2.3 Achievement of Objectives and Outputs

Overall the programme has achieved most of its objectives. The approach used for addressing the basic needs of the people can be considered to be successful with tangible results being achieved. The details of the achievements are discussed below.

### 2.3.1 Shelter

Repair and construct permanent houses for 21,125 affected families (105,625 individuals) by engaging them in the construction process, through the provision of cash grants and guidance on improved building techniques, ensuring safe and adequate shelter and settlement solutions to restore the living environment.

Note: - This evaluation excluded the PNS components of the above objective (1,812 families and 9,060 persons)

According to the progress data from the Divisional Secretaries' in the programme area and database of the programme, more than 97% of the houses have been completed. The required minimum standards of the housing have also been achieved under the programme. Assistance for the construction 30 houses (0.16%) was cancelled either due to lack of interest or non-availability of the beneficiaries in the village (Annex 04). Some households, which were selected

for housing assistance left the villages and did not return. Housing grants earmarked for these households were cancelled. A few households were not interested in continuing with the construction and did not want to resettle in the area as it lacked basic infrastructure and other facilities needed to restart their livelihoods. They may have been better off in their previous places of residence, where they probably had better opportunities for livelihoods, education for their children and adequate housing. The rest of the houses (about 2%) were built up to the lintel level (except roofing) with minimum standards having been met up to this level of construction. A few beneficiaries were unable to continue above this level due to financial difficulties. During the discussions with government officials (DSs and ADPs), it was indicated that the programme for the repair of houses had been almost completed.

In addition, during field inspections, it was difficult to determine whether the repairs were actually completed or not in some instances. As the inspector did not know the condition before the repair, it was not possible to determine whether the repair was done or not and had to depend on the word of the respondent regarding the completion of repairs. In some cases it was not possible to physically verify the whether the repair was done or not as used materials like tiles, timber, etc. had been used for such repair. However, in most cases it appeared that required repairs had been completed by the households.

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#### **2.3.1.1 Beneficiary Selection Criteria**

The team found that beneficiary selection process and grievance redressal mechanism was transparent and appropriate. However, it was observed that the essential criteria No 2 under the IHP component “Should not own another permanent house in his/her own name or in the name of any other family member anywhere in Sri Lanka” was difficult to verify, as records had to be searched from all parts of the country. It was even more difficult in the case long term IDPs, such as those from high security zones, evicted Muslim population from the north and those who had migrated voluntarily due to the war for education of their children. According to one DS, who had sent the selected list for verification from a GA of another district where displaced people were residing temporarily, the GA did not even reply to the verification request, although such verification was the responsibility of the government. (Annex 4 DS Musali).

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#### **2.3.1.2 IHP Scoring System**

The scoring system for eligibility for housing assistance did not take into account some cultural aspects of the communities in the area. For example, because of the dowry system that prevails in the Tamil culture, the parents are expected to provide a house when they give their daughters in marriage. Families with unmarried girls over 18 years of age were, however, not given extra weight in the scoring system, and as a result some vulnerable households with daughters may not have been given houses. Young married couples, even those with pregnant wives were neither given any weightage in the scoring system. On the other hand, old couples with no children obtained assistance for housing (Annex 04, 07). It is suggested that in the future, the donors such as the IG need to consult all stakeholders including IAs to formulate appropriate

selection criteria and scoring systems to accommodate such vulnerable families in future projects.

**Figure 5 Family Not Selected Due to Scoring System**



A family with two girls over 18 years of age, not selected for the housing programme

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### 2.3.1.3 Quality Of Construction

In general, the quality of construction appeared to be good. However, there were a few cases where low quality materials had been used in the construction and the workmanship was poor in a few other cases. It is possible that the owner-driven approach may have been a challenge to the beneficiaries, due to the limited experience in managing such a process. Details are presented below

#### **01 Quality of Foundation**

During the technical inspection, it was observed that the foundations for the houses had been constructed according to the foundation standards provided in the construction guidelines of RC PCRP and technical specifications of the IHP manuals as well as the sector standards of the National Housing Development Authority (NHDA) of Sri Lanka. In a few villages, the foundations could not be raised above the seasonal flood levels, as these levels were too high and the households could not afford to spend a large amount to build the foundation to such a level. However, since the floods usually last only for a few days, building a high foundation did not appear to be practical (Naachikkudah in Madu Division and Rasamadu in Nanattan Division).

**Table 7 Quality of Foundation**

Foundation Components*	Good	Fair	Poor
	%		
The foundation constructed according to a) A structural design b) soil bearing capacity of the site	97	3	1
The level of the foundation	95	4	1
The foundation height (plinth) above flood level	91	7	1
No Evidence of rising damp or moisture and availability of DPC/DPM (Damp-Proof Coating/Damp-Proof Membrane)	88	8	4

\*Total Number of Houses Surveyed = 974

According to the technical survey of beneficiaries, the quality of the foundation of a majority of the houses (90% or more) was assessed by the enumerators to be good. In a small proportion of the houses the Damp-Proof Course (DPC) / Damp-Proof Membrane Course (DPMC) level was slightly below the flood water level. This may be because the inspection was done immediately after heavy monsoon rains.

## 02 Quality of Walls

The construction of the walls of a majority of the houses complied with the housing construction guidelines of RC PCRP and technical specifications of the IHP manuals for walls and superstructure as well as the sector standards of the National Housing Development Authority (NHDA) of Sri Lanka. Only 12 out of the 161 houses inspected (7%) by the Technical Expert showed some minor cracks on the walls. Most of these cracks were due to settling of the construction (settlement cracks) or were minor in nature. These cracks would not pose much threat to the safety of the houses, as most of the houses are small with low roof weight.

**Figure 6 Illustration of Poor Workmanship in Wall Construction**

Sample of minor wall cracks

Poor workmanship was observed in a few houses particularly in the non-structural components of the walls such as plastering and brickwork.

**Table 8**      **Quality of Walls**

Wall Components	Good	Fair	Poor
	%		
The building appears to be structurally safe	96	4	1
Load bearing walls were of appropriate thickness & properly supported on foundation/beams/other walls	95	5	0
Doors/windows and other openings have lintels	94	5	2
The walls are vertical	98	2	0
Walls stable and free of cracks	95	4	1
Wall surfaces are in good condition	94	5	1

*\*Total Number of Houses Surveyed = 974*

Overall, wall construction can be considered to be satisfactory and up to the required standards. The quality of the construction of walls in more than 90% of the houses was considered good according to the technical survey. In contrast, the quality of construction of walls in about 1-2% of the houses was considered poor. The most crucial requirement of good wall construction is that the wall should be perfectly vertical (vertical walls). It was observed that walls were not vertical due to poor workmanship in less than 1% of the houses surveyed.

### **03      Quality of Roofing**

The roofing comprises of large number of components and the quality will be determined by several factors such as quality of materials used (timber, tiles, gutters, etc.) and the workmanship such as interlocking of timber, tiles, gutters and chimneys and fastening of the timber to the wall superstructure. The quality of each of these factors has been taken into account in assessing the overall quality of the roofing. Details are presented Table 09.

The overall quality of roofing appears to be satisfactory. Most of the roof structures of completed houses inspected by the Evaluation Team complied with technical specifications prescribed in the guidelines of RC PCR and IHP manuals as well as the sector standards of the National Housing Development Authority (NHDA) of Sri Lanka. The RC PCR had approved houses with single roofs. However, the beneficiaries in the Jaffna District preferred houses with multiple roofs and obtained approval for this change. . Thus most of the houses constructed in the Jaffna District had multiple roofs.. More than 95% of the roofs (154 of 161) were properly anchored with the superstructure of the house. It was observed that immature timber was used for less critical roofing structures such as timber for retaining tiles (not main structures like gable or hip rafters) in a small proportion (<15%) of the inspected houses in all divisions. This was observed particularly in houses where coconut timber had been used. The joints of the of the roof timber were found to be satisfactory. Wood preservatives had not been applied to some of the roof timber in a small percentage of houses.

**Figure 7 Quality in Roof Construction**



Roof components properly treated by preservatives, connected well and properly anchored



Roof timber not joined properly, no preservatives used and not anchored with the superstructure



Roof timber and tiles properly connected, timber (circled) immature and tiles (circled) of poor quality



Roof properly connected anchored but not treated with preservatives

**Table 9 Quality of Roofing**

Roof Components*	Good	Fair	Poor
	%		
Sag free roofs	89	10	1
Roof components (roof cladding, purlins, rafters, wall plate) firmly fastened to each other	92	7	1
Roof components firmly fastened to the super structure	91	7	2
Roofing tiles lapped in both directions	89	7	3
The roofing of houses free of leaks, around chimneys or other projections through roof, at valley gutters and other locations	87	8	4

\*Total Number of Houses Surveyed = 974

The quality of the various roof components was assessed to be good in about 90% the houses. Leakages were observed in about 4% of the housing due to poor workmanship. Many of the roofing components such as gutters and lapping of tiles, had not been fitted properly to prevent leaks.

With respect to sagging of roofs, about 11% of the housing was assessed as either poor or fair.. This was due to poor workmanship, particularly improper fastening of the joints and use of immature timber.

#### 04 Quality of Flooring

In general the quality of flooring was assessed to be of good. Most floors were of even level and crack free. A few houses were found to have minor cracks, due to settling of the concrete or cement surface of the floor. However, these flooring cracks will not affect the structural safety of the house. The inspection team observed large cracks in flooring in one IHP house in Delft division, due to the inadequate time given for settlement of the filled soil below the flooring prior to cementing or concreting the flooring One IFRC-funded house found in Karainagar Division, had not concreted the floor, but had used mud instead, for the surface of the floor.

**Figure 8 Quality of Flooring**



**Table 10 Quality of Flooring**

Floor Components	Good	Fair	Poor
	%		
The floors finished properly and free of cracks	93	6	1
The floors properly leveled	90	9	1

*\*Total Number of Houses Surveyed = 974*

In general, the quality of flooring was assessed to be of good quality in over 90% of the houses. Under the minimum standard of the programme, the requirement was only for concreting and leveling off the floor. Cementing of the surface of the floor and further finishing were optional.

The cracks that were observed on the floors of a few houses were due to the lack of time given for settling and limited workmanship.

### 05. Quality of Doors and Windows

The majority of the beneficiaries had fitted expensive front doors and windows of high quality for their houses, particularly in Jaffna district. This was because many of the displaced families from Jaffna, particularly those from the town areas used to live in good houses and therefore wanted to resettle in similar type of houses. They also typically have access to additional resources (remittances from abroad, access to loans and incomes from other sources) and thus have the possibility to spend more on their houses. In a majority of the houses in other districts, the doors and windows were of average quality<sup>24</sup>. A few beneficiaries did not fit doors or windows due to lack of interest or finances. The minimum standards require an internal lockable room in the IFRC-funded housing programme and a lockable house in the IG-funded IHP. The technical inspection team found that more than 90% of the houses had met the minimum standards. The inspection team also found that the doors and windows had not been properly fitted or treated in about 20% (32 of 161) of the houses.

**Figure 9 Quality of Doors and Windows**



Expensive and high quality doors and windows

Average quality front door and windows

Windows not fixed

**Table 11 Quality of Doors and Windows**

Condition of Doors and Windows	Good	Fair	Poor
	%		
Doors and windows functional and in good condition, properly treated and painted	55	25	20
Door and window frames and sashes of proper size and made of good quality material	79	17	4
The doors properly fixed to the frames	86	11	2

\*Total Number of Houses Surveyed = 974

<sup>24</sup> Made of less expensive wood

In about 20% of the houses, doors and windows did not function properly due to improper fixing and/or because the doors and/or windows were not properly treated. In the rest of the houses the doors and windows were made of good material and of the proper size as well as fixed properly to the frames. Overall, the quality of doors and windows can be considered to be above average. In only 2%-4% of the houses, the fixing and quality of the doors was poor, as some house owners were not interested in fixing good quality doors and windows or in making improvements in quality, such as proper treatment.

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#### 2.3.1.4 Beneficiary Contribution To Housing

The IFRC and the IHP housing programmes were owner-driven and therefore the beneficiary played the main role in the implementation, quality of construction and the eventual success of the programme. Most households made the necessary cash contribution and together with cash grant provided by the IFRC and IG were able to complete their houses. It was observed that wherever the beneficiary lacked interest or finances, the construction of the houses slowed down considerably. The main reasons for the lack of interest were; use of the housing grant for other purposes; beneficiary had gone back to the temporarily resettled area; or economic and social (lack of schools, availability of infrastructure etc.) issues.

##### I. Design selection

The beneficiaries were shown 8 different types of house plans by the programme staff. According to the results of the social survey, 49.8% of the beneficiaries indicated that housing plans were selected by the beneficiary or family members and 50.2% of the beneficiaries stated that they approved the plans selected for them by the programme staff. Thus all beneficiaries did have a say in the selection of designs for their houses. The programme allowed the beneficiaries to change the design of their houses according to the prevalent cultural practices, particularly the Tamil culture, under which one room should be free of windows and the room size should be based on numerology (Annex 04). The programme field team, ensured that the required minimum quality standards were met for the selected designs or for any changes approved subsequently.

##### II. Cash and Labour Contribution

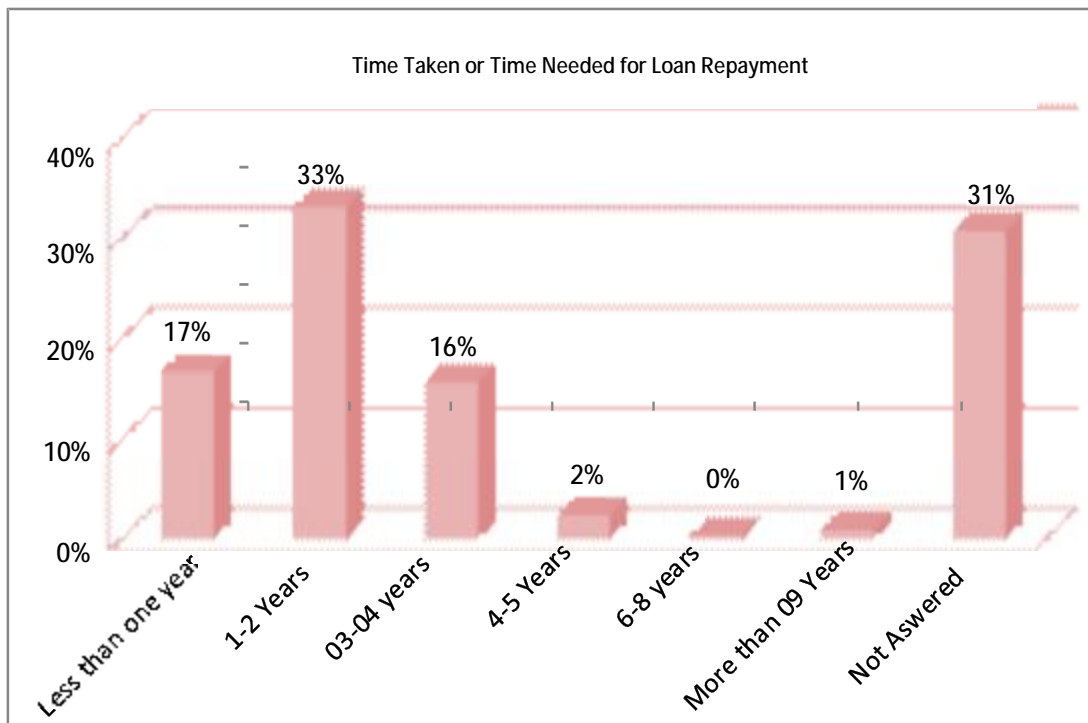
The housing programme expected the beneficiaries to contribute their own labour and if necessary cash to complete the houses according to the required minimum standards. If they were unable to contribute sufficient own labour, then the beneficiaries needed to contribute cash which could be used for hiring labour needed for construction. If the cash grant was not adequate to purchase all the materials needed for the construction, then the beneficiaries needed to contribute cash for such purchases. The evaluation team found that the beneficiary needed to contribute between LKR 125,000 – LKR 275,000 in addition to the grant provided by the programme in order to complete the house based on the Bill of Quantities (BOQ) of the accepted minimum standard (the higher amount for transportation to far areas and islands and cost inflation). A few beneficiaries stated that they were able to complete their houses with a

contribution of LKR 100,000 or less as compared to the higher level of contribution made by most of the beneficiaries (Annex 06).

According to the survey, 77% (750 of 974) of the beneficiaries had obtained housing loans to complete their houses. Out of those who had obtained loans only 23% (123 of 750) had already repaid their loans (Annex 09). The results of the FGDs and KIIs conducted among beneficiaries and stakeholders also showed that the majority of the beneficiaries have incurred debts, mainly for constructing their houses. Furthermore, inflation had added to the cost of housing according to the beneficiaries. (Annexes 04 and 06).

The time required by beneficiaries to pay back their loans is presented in Figure 10.

**Figure 10 Time Taken or Time Needed for Loan Repayment**



According to the survey, the majority (66%) of the beneficiaries indicated that they had already repaid or will be able to repay their housing loans within 4 years. This suggests that outstanding loans may not be a big burden to beneficiaries for a lifetime investment such as permanent housing. The fact that most beneficiaries have completed their houses over a short period and are able to repay their loans within 4 years indicates that the majority of the beneficiaries may not be debt-ridden over the long-term.

### 2.3.1.5 Training And Service Delivery

The quality of the service delivery to beneficiaries in the IFRC and the IHP housing programmes varied. This was measured using both direct and indirect indicators. The direct indicators included frequency of visits to sites by Community Mobilizers (CM) and Technical Officers

(TO), the services they provided, usefulness of trainings, usefulness of documents, and satisfaction with design of house and the speed of cash transfers, while indirect indicators included beneficiaries' understanding of processes, procedures and entitlements.

- I. The young field teams that provided assistance to the beneficiaries seemed to be doing an excellent job. More than 82% of the beneficiaries responded that the TOs and CMs visited them at least once a week. About 12% of the beneficiaries stated that they visited bi-weekly or once a month. Only 6% indicated that visits were made once in two or more months
- II. The programme conducted one awareness/orientation session for the beneficiaries at a mass meeting at the beginning of the programme<sup>25</sup>. The TOs and CMs visited the beneficiaries regularly and guided them in technical matters. According to the survey about 83% of the beneficiaries stated that they gained knowledge about the quality of construction materials through the orientation/training programmes (Annex 09).
- III. In addition, training was provided for artisans to increase the supply of skilled labour for the housing programme. The artisans' skill development training was implemented through the Vocational Training Authority of Sri Lanka (VTA), the National Apprentice and Industrial Training Authority (NAITA), College of Technology, Jaffna College and the Institute of Technology. The team found that the artisan training did not have the intended impact, as most of those who were trained did not pursue this vocation. Consequently, the beneficiaries sub-contracted masons and carpenters from the Eastern Province to complete the work on time<sup>26</sup> (Annex 04).

### 2.3.2 Water, Sanitation & Hygiene Promotion (WASH)

Provision of safe water, adequate sanitation and hygiene promotion for up to 21,125 families (105,625 individuals) to reduce the risk of water and sanitation related diseases and the number of deaths, illness and impacts from diseases

Note: - This evaluation excluded the bilateral components of the above objective (1,812 toilets and 9,060 individuals)

1. All housing beneficiaries under the IFRC programme and the IHP were provided assistance to construct toilets under the WASH programme. Some beneficiaries did not construct new toilets under the programme as the existing toilets were in good condition (beneficiaries mostly in the Delft area in the Jaffna District). The quality of the completed toilets that the

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<sup>25</sup> The very first meeting held prior to the start of the programme for all selected beneficiaries to provide awareness about the programme. It was delivered by the project staff.

<sup>26</sup> There was a severe shortage of skilled masons and carpenters in the Northern Province as several housing construction programmes were being implemented in this province at the same time. In contrast, the housing construction programmes had concluded in the Eastern Province, and there were adequate number of masons and carpenters available for hire at prevailing rates or more often at slightly higher rates than in the Northern Province. Many beneficiaries had no other option than to sub-contract such skilled persons from the Eastern Province.

team inspected during the evaluation visit complied with the specifications of the IFRC and IHP

2. The team found that construction of some toilets was delayed as the toilet pits could not be constructed due to the high ground water table in the area (Rasapuram -Nanattan).
3. The programme implementation agency had planned to provide water filters to all housing beneficiaries, under the IHP. However, due to financial/sustainability issues it was decided to cancel this and instead provide support for improving community level water facilities, particularly to schools and pre-schools. During the inspection visit the team observed that common WASH facilities repaired or constructed under the programme in schools and pre – schools met the required standards according to the specifications of the programme. Most of the facilities visited had just been completed and consequently the team is not in a position to comment much on the maintenance and sustainability aspects of these facilities. In one school<sup>27</sup> that was visited by the team the toilets and water facilities currently in use were not cleaned properly due to poor maintenance by the school authorities. It is doubtful whether a newly constructed toilet in a pre-school<sup>28</sup> would be properly used or will be sustainable as it is located in an open unprotected area without any boundary fence.

**Figure 11 Quality of Beneficiary Toilets**



Sample of a well finished beneficiary toilet



New toilet not constructed. Household using existing toilet. (Delft)

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<sup>27</sup> School in Kuddiyapulam, Thellipplai DS division.

<sup>28</sup> Murugan Pre-school, Karainagar DS division



Toilet pit construction delayed due to high ground water table.(Rasapuram, Nanattan DS)



Sample of a single unit school toilet



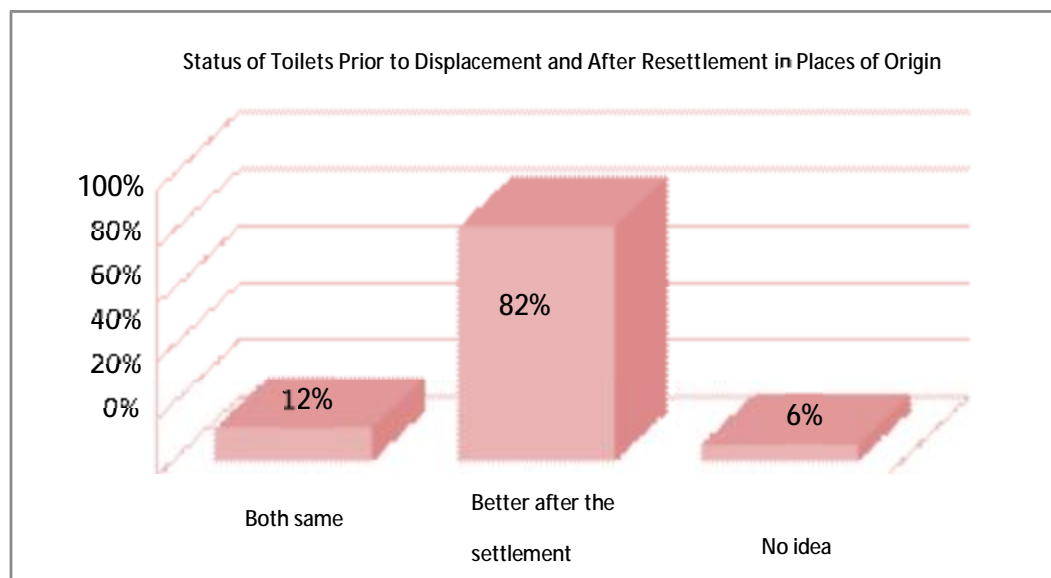
Poorly maintained water facility Kuddiyapulam – Thellippalai DS



Sample school toilet complex-Puttur, Kopay DS

The results of the beneficiary household survey with respect to the status of toilets prior to displacement compared with the status of toilets after re-settlement in their places of origin is presented in Figure 12.

**Figure 12 Quality of Toilet Prior to Displacement and After Resettlement in Places of Origin**



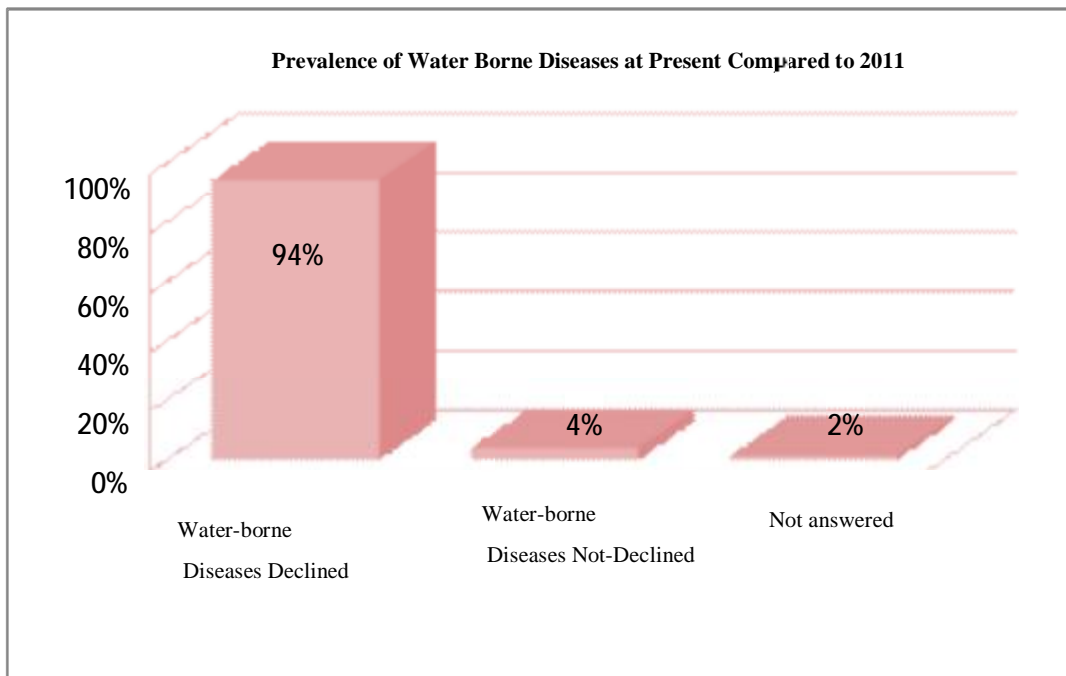
\*Total Number of Houses Surveyed = 974

Over 80% of the beneficiaries stated that the quality of the toilets constructed after re-settlement was better than the toilets that they had prior to displacement, in their places of origin. Generally the household toilets were maintained well in all areas. According to observations, most households practiced hand washing after the use of toilets. In rural areas, soap was not used for hand washing because of water shortages.. However, there is high awareness about good sanitation practices due to the health promotion activities of the government, other NGOs, and the IFRC programme of the RC PCRP and to some extent other programmes delivered by the Red Cross branches in the area. Thus the IFRC programme has had a good impact on the households with respect to improved sanitation.

**01 Impact of WASH on Health**

According to the results of the household survey, over 90% of the beneficiaries indicated that the prevalence of water borne diseases had declined compared to 2011, present compared when the programme was started. It is possible that other health related interventions of the programme, as well as interventions by other agencies (government, NGOs, etc.) may also have had an impact in reducing the prevalence of water borne diseases. The details are presented in Figure 13.

**Figure 13 Prevalence of Water Borne Diseases**



### 2.3.3 Health and Care

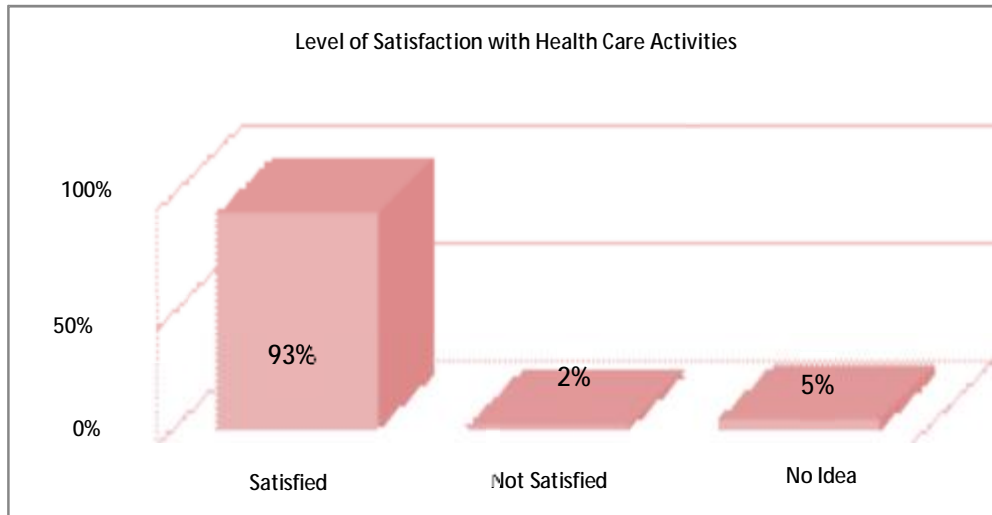
Interventions to address health care needs of 3,171 families (15,855 individuals), to reduce health risks through the provision of health promotion and disease prevention

Note: - This evaluation excluded the bilateral components of the above objective (1,812 families and 9,060 individuals)

1. Health care promotion activities were undertaken only under the IFRC programme. These activities were conducted by the staff of the Red Cross branches of Kilinochchi and Mullaitivu and by volunteers mobilized for this purpose.
2. Activities were undertaken to assess the acute health needs of the re-settled community and develop plans for health care promotion and implement these plans with the full participation of the community.
3. Stakeholder and community workshops were conducted by the programme to enhance the health care knowledge in the target areas.
4. Dengue prevention campaigns and first aid camps were conducted for the returning families. Staff and volunteer capacities of Red Cross branches were developed through support for Community Based Health and First Aid (CBHFA)

The health care activities of the IFRC comprised of staff, volunteer and student training as well as awareness campaigns for the community and other stakeholders (such as GNs). During the programme implementation period, there were restrictions in holding large meetings/awareness programmes due to post war security issues. Despite these constraints, the health care activities achieved their objectives, according to the data obtained from programme records. and from discussions held with related staff and stakeholders.

The satisfaction level of the health care promotion activities of the IFRC component of the programme was assessed through the household surveys. The results of the survey are presented in Figure 14.

**Figure 14 Beneficiary Satisfaction with Healthcare Promotion Activities**

Over 90% of the beneficiaries reported that they were satisfied with the health care activities conducted under the IFRC programme. Only 2% stated that they were not satisfied, while 5% were not aware that such activities were conducted. Thus, overall, the health care programmes appear to have had a good impact with improved health and well-being of the population. Health and care activities of the programme were complemented by the normal health care activities of the government.

#### 2.3.4 Livelihood

Assist 3,171 families (15,855 individuals) in replacing, repairing, re-establishing and strengthening their household income through the cash grants and guidance on sustainable livelihood interventions

Note: - This evaluation excluded the bilateral components of the above objective (1,812 families and 9,060 individuals)

According to the programme design, livelihood improvement was a supplementary activity of RC PCR. The livelihood assistance provided to beneficiaries adhered to the government specifications for livelihood assistance that prevailed at that time (Only cash or material transfers and skill development allowed). Accordingly, the programme provided a cash grant of LKR 35,000 in two installments for the purchase of livelihood assets. The second installment was released after proof of purchase of assets/materials was submitted to the programme. A workshop was conducted in each location to identify the type of livelihood to be promoted by the programme and the type of skills needed by the beneficiaries to facilitate livelihoods. Due to government regulations that prevailed at that time in the Northern Province, it was not allowed

to form any groups, not even producer groups. The programme therefore promoted market linkages with purchasers and wholesalers (Annex 03-PO RC PCR).

According to the findings of the survey, stakeholder discussions and inspection visits, the livelihood programme can be considered to have been partially successful. Typically, those who received assistance for livelihood activities which they were practicing earlier were successful and such activities (home garden, goat farming, etc.) can be considered to be sustainable. Those who had started unfamiliar or new ventures (scrap iron selling, etc.) did not perform well and most of such activities appeared to have failed<sup>29</sup>). The investments promoting existing or familiar livelihood activities can be considered to be of high value in terms of returns expected from such investments. Furthermore, the initial seed capital for livelihoods provided to those who had lost all or most of their assets can be considered to have a very high value. Thus, it may be more sustainable to concentrate on promoting livelihood activities practiced earlier or existing activities operating on a small scale, particularly through developing new techniques and skills, expanding the scale of activities and improving the marketing of the produce or outputs.

The skills development programme for livelihood activities implemented by the IFRC/SLRCS can be considered to be partially successful. Skill development programmes in activities that the beneficiaries had practiced earlier, appear to have been more successful. Skill development programmes for new and unfamiliar activities appear to have had little or no impact. Most of those who received such training or skills appear not to have taken up these activities or have given up these activities after operating their enterprises for a short period.

During the observation visit the team found that 69% of the IFRC beneficiaries (29 of 42) invested their livelihood grants in on-going activities such as home gardening and paddy cultivation. About 16 % (7 of 42) reported that they had invested in livestock farming. Some of the livestock farmers (dairy, poultry) had given up their livelihood activities as they had not practiced this type of farming earlier. A few farmers gave up livestock farming after losses incurred due to drought or disease. Some who had taken up goat keeping, which they had practiced earlier, were still continuing this activity. About 14% (6 of 42) beneficiaries stated that they had invested the grant given for livelihood for housing, while a few others were not willing to give an answer.

A total of 76 beneficiaries were selected from the IFRC programme for the household survey. About 7% of these beneficiaries stated that their income increased by 1%-20% through livelihood activities assisted by the programme. About 42% indicated that there was no change in their incomes due to this activity. About 51% of the beneficiaries did not respond to the question.

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<sup>29</sup> About 30% or approximately 407 families out of 1359 families assisted for livelihood development ventured into new or unfamiliar activities as extrapolated from qualitative findings.

**Figure 15 Livelihood Activities**



**Home Garden Krishnapuram-Kilinochchi**



**Goat farming Karainagar South-Jaffna**

### 2.3.5 Disaster Management

Assist Local Communities to prepare and equip to respond to disasters, targeting 3,171 families (15,855 individuals); to reduce number of deaths, injuries and impacts from disaster.

Note: - This evaluation excluded the bilateral components of the above objective (1,812 families and 9,060)

1. The programme provided training for staff of SLRC branch offices, government officials in the area and volunteers on several aspects of disaster management including mine risk education (MRE), basic disaster management, contingency planning for disaster management and communications in emergency situations.
2. In addition, branch and divisional disaster response teams (BDRT & DDRT) comprising of branch governance, government officials relevant to disaster, branch staff and volunteers were formed and the teams were trained in disaster response. The knowledge of the community for disaster response was enhanced through the above training and planning activities.

All disaster management activities were completed by the end of 2013. During stakeholder discussions, it was confirmed that these activities were conducted by SLRC branches and the knowledge gained was helpful in actual disaster management situations encountered by them. However, the BDRT and DDRT have stopped functioning as government officials are not taking the responsibility for coordinating these teams, after the end of the programme activities.

### 2.3.6 Organizational Development

Enhancement of local civil societies' capacities, which includes building resilience of communities to cope with future disasters through community-based disaster preparedness programme as well as building the National Society's institutional capacity in disaster preparedness and response.

Note: - This evaluation excluded the bilateral components of the above objective

1. It was noted that this activity was not encouraged by government policy that prevailed at the time of implementation. Therefore it was decided to develop the capacity of the SLRCS for the development of community level service delivery mechanisms in Kilinochchi and Mullaitivu districts. For this purpose interim committees were established in the SLRCS branches in both districts. These committees have become functional.
2. The volunteer network and staff for programming was established and training has been completed to provide services to the local community in the long run. The programme has extended support to other branches for service provision.
3. A total of about 30 workshops / training were conducted for staff and volunteers of the branches. These activities have enhanced the capacity for improved service delivery of the branches of the SLRCS.

### 2.3.7 Public Infrastructure

Re-establish or repair communal infrastructure

Note: - This evaluation excluded the PNS components of the above intervention. Objective

Public infrastructure such as community halls, tube wells, urinary units, school buildings and toilets were constructed in Kilinochchi, Mullaitivu and Vavuniya Districts. Under the IFRC programme.

The evaluation team found that the quality of construction of these facilities was good. Although there were some maintenance issues in school urinary units and community halls, overall the sustainability of the infrastructure facilities appeared to be very good. The team observed that the utilization and maintenance of the community hall (Krishnapuram) was excellent.

**Figure 16 Common Infrastructure Facilities**



Community hall at Krishnapuram-Kilinochchi

#### 2.4 Status of Vulnerable Groups in the Programme Area

The survey results showed that an adequate proportion of households with disabled members and women headed households were included in the programme. The survey shows that 17% (162 of 974) of the households were women headed (National Ave. 22%) and 13% (128 of 974) of the households comprised disabled members (National Ave. 8%). The programme coverage was higher than the national average for households with disabled members and slightly lower for women headed households. The sample survey values were extrapolated to the total beneficiary population of 19,313 households, and the above values work out to approximately 3,200 women headed households and 2,530 households with disabled members. Under the scoring system, preference was given to these vulnerable groups in the selection process for beneficiaries. The scoring system could be further refined to improve the representation of vulnerable groups in line with district averages.

#### 2.5 Occupation Status of Housing

Most beneficiaries have come into occupation of the newly built or repaired houses. During the inspection visit, the team found that in urban areas, almost 100% of the houses were occupied (Columbuthurai –Jaffna, Uppukkulam South- Mannar and Krishnapuram- Kilinochchi). However, in the islands in Jaffna district and remote areas in Kilinochchi and Vavuniya districts,

the level of occupation was about 95%. According to the observations of the inspection team it was estimated that over 98% of the houses under the IFRC-funded program were occupied. In the case of the IHP, the occupancy rate was in the region of 95% according to the estimates of the inspection team.

**Figure 17 Unoccupied / Abandoned Housing**



Unoccupied IHP House, Jaffna

Unoccupied IFRC House, Jaffna

Abandoned IHP House, Mannar

in addition, the evaluation team noted that the occupation rate in the resettled areas of long term Internally Displaced Persons (IDP) (mostly Muslim households) was less than 80% in the Mannar District. Most of the long term Muslim IDPs were evicted from their native places by Tamil armed group in October 1990, These IDPs were temporally re-settled in the Puttalam district. These groups were not able go back to their native place till the end of the war in 2009. Because of the long period of displacement (about 20 years), the households were forced to take up different occupations and educate their children in the temporarily re-settled areas. The new generation of these IDPs are educated and employed in these areas. Thus, even if the older generations of these IDPs were interested in resettling, the younger generations were not willing to go back to their native places for permanent settlement due to the lack infrastructure, education and employment opportunities.

During the discussion with DS Musali, the team was informed that the government had cancelled all types of registrations of long term Muslim IDPs in Puttalam District. For example, registrations for obtaining GN certificates, National Identity Cards, Voters Lists, government subsidies/assistance, etc. The IDPs were compelled to go back to their native places in order to be eligible for these services. As a result the number of IDPs returning for permanent settlement in their native places has gradually increased (Annex 04 DS Musali). During discussions, the IDPs requested that they would require infrastructure, such as schools, health care, roads, and community infrastructure, livelihood and employment opportunities in order to resettle permanently.

## 2.6 Programme Management

The findings on programme management are based on interviews and focus group discussions with officials of the SLRCS, and IFRC.

It can be stated that the lessons learnt from post-tsunami recovery and resettlement operations of the SLRCS were applied successfully in implementing this programme. There was adequate supervision of activities at the field level by the programme management staff including SLRCS head office staff. The already existing operational structure was strengthened through additional staff recruitment and development of appropriate systems and processes to implement the programme. The strengthened organization was effective in implementing the programme successfully. There was very good coordination between the external stakeholders and SLRCS, according to the opinion of the external stakeholders (Annex 04). IFRC and SLRCS teams worked with great commitment and displayed excellent team spirit from top management to the field staff during the implementation of the programme. It was possible to promote good staff commitment (SLRCS/IFRC staff), for the programme by recruiting suitable persons and motivating them to perform well, by rewarding good work and punishing any malpractices. The beneficiaries appreciated the hard work of the program staff and were very satisfied with their services. The programme tasks at the field level were executed well and progressed as planned, with only marginal variations among the programme locations.

## 2.7 Monitoring and Evaluation

The monitoring system established for the programme was effective in ensuring transparency and accountability of the operation and promoting effective service delivery to beneficiaries. Monitoring was carried out at several levels, beginning with the field level comprising of monitoring officers and senior monitoring officers reporting to the senior delegate of the IFRC in Jaffna.

The team found that monitoring formats, beneficiary complaint receiving system (call center) and field monitoring check list improved the quality of monitoring and reporting. However, the logical framework for implementing the programme was not updated to incorporate the subsequent changes in project design and therefore was not useful for monitoring purposes.

## 2.8 Awareness Creation and Visibility

Awareness creation was carried out through activities such as radio shows for humanity, web stories, coordination meeting and video films. The programme also undertook several activities to improve the visibility of the donor and the implementing agency, through sign boards, plaques, wall tiles, roof painting, etc. The above activities increased the knowledge and awareness about the programme among stakeholders and beneficiaries as well as increased the

visibility of the agencies among the population of the area. Survey results showed that over 90% (87 of 96) of the non-beneficiary population were well aware of the programme interventions in their villages.

Some local media gave adverse publicity about the programme by criticizing the IG-funded owner-driven housing programme, due to the lack of knowledge about the owner-driven approach. They were of the view that the IG-funded houses were of low quality due to poor workmanship and poor quality materials, the houses were too small and that houses built were not complete. However, they were not aware that IG was only providing cash grants and technical guidance, and the owner was actually responsible for constructing the house. Wherever the owner lacked interest or finance the houses were not properly constructed.

### 3 LESSONS LEARNT, GOOD PRACTICES AND RECOMMENDATIONS

Key lessons learnt, good practices and recommendations for the future are presented below.

	<b>Lessons Learnt / Good Practices</b>	<b>Recommendations</b>
<b>3.1 Programme Planning</b>		
a.	Many houses are not occupied due to lack of infrastructure, such as electricity, water and sanitation, roads, schools, livelihood opportunities, health care facilities, etc.	It is recommended that an integrated approach, where housing assistance is combined with the provision of other needs of the community be adopted for greater effectiveness and sustainability of the interventions. Although this approach may be costly, the overall impacts on the welfare of the beneficiary including, income, health, education, social well-being and resilience to hardships and sustainability were be high. The additional cost can be justified on this basis.
b.	Logical framework for implementing the programme was not updated to incorporate the subsequent changes in project design and therefore was not useful for monitoring purposes.	It is recommended that in future a logical framework should be updated when changes are made, to improve implementation and monitoring of the programme.
c.	The staff of the SLRCS/IFRC was able to perform their duties very effectively as they were trained and motivated to perform well. The beneficiaries were satisfied with the services provided by SLRCS/IFRC staff.	It is recommended that this approach should be adopted in future projects as well.
<b>3.2 Housing Development</b>		
<b>I. Owner-Driven Housing</b>		
a.	Due to the adoption of the owner-driven approach, the beneficiaries gained knowledge and skills as well as experience in adopting good environmental practices (obtaining sand, timber and transport permits), learnt about administrative procedures (land permit, house plan approval), benefited from attending training courses (construction training) and gained knowledge on how to access services e.g. from government agencies and banks.	The beneficiaries gained knowledge and skills in many diverse areas, which they would never have learnt under the donor-driven approach. Such skills would also be helpful in their day to day lives and livelihoods. Therefore it is also recommended that the owner-driven approach be given preference.
b.	The local media lacked a clear understanding of the owner driven approach adopted for housing development under the programme. This resulted in the media giving the wrong impression to the general public, stakeholders and beneficiaries that the houses were constructed by the IG and not by the beneficiaries themselves. According to local media reports, the houses constructed under the programme were either too small or of poor quality and as such were not suited to the needs of the	It is recommended that media personnel be provided with a proper awareness and understanding of the owner driven approach for housing and other related components of the programme, through media conferences, announcements and notifications, as well as the leaflets and pamphlets describing the activities. One press conference among local media personnel, at which details of the programme are explained well, should suffice, provided it is well-attended. If not

	beneficiaries and were not sustainable. This caused various issues within the community, stakeholders, government officials and politicians.	well-attended, a second conference should be called up. In addition, updates on the project should be provided to the press from time to time. If the cooperation of the media is obtained, it would facilitate the smooth implementation of such a programme. Resources should be allocated for this purpose and strategies for media awareness incorporated in the overall plan of operations.
<b>II.</b>	<b>Beneficiary Selection Procedure</b>	
a.	It was found that most criteria used for the selection of beneficiaries were generally appropriate. However, the second essential criterion for eligibility under the IHP which states that the beneficiary "should not own another permanent house in his/her own name or in the name of any other family member anywhere in Sri Lanka" was very broad in coverage as housing records of the entire country had to be checked to verify this criterion. Furthermore, the records have to be checked for every single member of the household. This is indeed an extremely difficult and time consuming task and it is unlikely that such verifications were actually undertaken in the selection process. This criterion also delayed the selection process unnecessarily.	It is recommended for local Government authorities to take adequate measures to ensure that shortlisted beneficiary candidates do not possess another permanent house elsewhere in Sri Lanka. It will be up to the government agencies to choose how to implement this. It is recommended that this criterion be revised to limit the coverage to ownership of a permanent house in the area of origin of the displaced household instead of covering entire Sri Lanka. This would be easier to verify by concerned officials.
b.	The initiative taken by the programme to verify the beneficiary details provided by government officials is commendable. One of the details not included in the verification process was whether the beneficiary was a permanent resident in the area. Such verification could have improved the occupancy of the houses and reduced non-moving (left after partial construction) and slowly progressing cases (not meeting the project time-line). In many cases, the beneficiaries selected were originally from the village but were probably settled permanently elsewhere and did not want to settle in their places of origin. Such cases could be eliminated if verification is done prior to selection by DS or GN of the respective area.	It is recommended that in future, all applicants should provide proof of permanent residence in the resettlement village prior to potentially being selected. The Divisional Secretaries and the Grama Niladhari's must ensure this in all future projects.

c.	The list of beneficiaries initially selected for the programme was publicized in places like GN and DS offices. This was a good practice as it improved the transparency of the programme and allowed the programme to review the list after receiving comments from the public. This in turn enabled the project to select the most suitable candidates for assistance. The initial list allowed beneficiaries and non- beneficiaries to clear their doubts on the selection procedure and put forward their viewpoints, issues or comments so that the most suitable persons could be selected.	It is recommended that the same or a similar procedure should be adopted for future projects as well.
d.	At the same time as the initial list was publicized, some banks had requested all listed beneficiaries to open bank accounts.. This was not a requirement of the programme. Some of the beneficiaries who were in the initial list opened bank accounts but were not selected in the final review were unhappy as they perceived that programme had deceived them.	It is recommended that, other players such as associated banks should become involved with the beneficiaries only after the final selection has been made and an official list of those selected is made available to them. Government officials should instruct the associated banks not to issue directives/letters asking beneficiaries to open bank accounts, prior to final selection as this may mislead the applicants for assistance.
<b>II I.</b>	<b>Housing Design</b>	
a.	One of the beliefs in the Hindu culture regarding the construction of houses is that one room in the house should be window-free. However, according to the standards approved for the programme, all rooms should have ventilation. Nevertheless, requested design changes were approved by the programme.	It is recommended that in future the design changes that were approved due to cultural or other reasons be included in the catalogue of approved designs. Therefore separate approvals should not be needed in the future for such design changes. However this process and design changes is subjected to the approval of Pradeshiya Sabha / Urban Development Authority approval.
<b>I V.</b>	<b>Indian Housing Project - Scoring System</b>	
a.	The IHP scoring system for selection of beneficiaries did not give weightage to family members above 18 years of age, couples without children and new couples with pregnant wives (who would have been eligible once they had given birth). Such a scoring system precluded these deserving categories from obtaining housing assistance.	It is recommended that such families should also be given some weightage in the scoring system as they are deserving cases. Pregnant women would fall within the eligible category in the near future and may face difficulties in bringing up small children without a permanent home. The Government of Sri Lanka and the donors should take notice of the issues on the scoring system.
b.	The majority of the beneficiaries hail from a culture, where daughters need to be provided with a dowry (usually a house) when they get married. The scoring system adopted for selecting beneficiaries under the IHP does not give points for households	It is recommended that the scoring system be revised appropriately to take into account such cultural factors when undertaking similar projects. The Government of Sri Lanka and the donors should take notice of the issues on the scoring system.

	with children above the age of 18 years. Thus such families will be discriminated in the selection process. The scoring system could be reviewed to accommodate such families in future projects.	
<b>V.</b>	<b>Supply of Construction Materials and Skilled Labour</b>	
<b>a.</b>	Beneficiaries faced many difficulties in obtaining their required materials and labour as there was a high demand for such inputs with all beneficiaries constructing their houses at the same time.	Such shortages could be avoided in the future if special arrangements can be made by the government agencies (GAs and DSs) to make these inputs readily available during the construction period. For example, bulk purchases of materials could be made from wholesalers through a local CBO or interest group for distribution within the local community. This could facilitate the provision of quality materials at a lower cost to the beneficiaries. Arrangements could also be made with the help of government agencies to bring skilled labour from outside the area to meet the needs of the programme. These approaches could result in more affordable pricing and also increase the availability of the needed building materials.
<b>V I.</b>	<b>Monitoring of Housing Construction</b>	
<b>a.</b>	There was good coordination between project staff and government officials. However, this coordination could have been used more effectively by project staff, particularly for monitoring purposes. When the programme officers came to know of slow cases (slow construction of houses), they informed the relevant government officials only at the late stages when it was not possible to take remedial action (these officials had certain administrative powers for ensuring that the beneficiaries comply with the conditions under which the grant is provided).	It is recommended that the project adopt a joint monitoring approach to improve the effectiveness of monitoring in future projects and to reduce the incidence of slow construction and dropping out.
<b>b.</b>	A log book is maintained by the beneficiary to denote and update progress of construction by the field officers of the programme. This is a good practice.	Currently, only the physical progress is noted. It would improve the monitoring if the financial progress is also noted.
<b>V II.</b>	<b>Management of Beneficiary Finances</b>	

a.	Under the IHP, grants for housing were deposited in the personal accounts of the beneficiaries. This facilitated the misuse of the funds, as beneficiaries could withdraw this money for any other purpose. The programme officials made some unofficial arrangements with the concerned banks to prevent this by ensuring that beneficiary provided certification from the programme that a particular stage of work had been completed in order to withdraw the money.	However this is not an approved banking practice and therefore should be regularized through an official arrangement between the bank and the implementation agency.
b.	Vulnerable families were assisted and guided by government officials to obtain loan facilities and manage their finances to accelerate housing construction. This type of intervention can be considered a good practice.	It is recommended that this practice be adopted in similar projects in the future.
c.	Several vulnerable households (women headed households with disabled, old or sick persons) faced difficulties, particularly financial constraints in completing their houses compared to other households.	It is recommended that consideration be given in future projects to provide an additional grant for such households.
<b>3.3 Water and Sanitation</b>		
	It is important that common facilities for water and sanitation built in such locations as schools, community centres, etc. be maintained properly for ensuring sustainability after the completion of construction of the infrastructure. It was observed that such infrastructure was not maintained well in some locations. The quality of maintenance of common facilities for water and sanitation built in such locations as schools, community centres, etc. varied. The sustainability of these structures will depend on proper maintenance, by the relevant agencies.	Some infrastructure facilities were not maintained well. This was despite the responsibilities regarding maintenance of the infrastructure being clearly stated in the MoUs signed between relevant agencies and IFRC and SLRCS. Thus, it is recommended that an appropriate (government) agency, CBO, or beneficiary group follows up on the implementation of these MoUs. It is necessary to ensure that organizations taking responsibility for maintenance should be able to provide the resources (finance and/or manpower) to continue maintenance of the facility after the facility is handed over.
<b>3.4 Health and Care</b>		
	Health care needs were assessed and activities for health awareness and promotion were implemented through stakeholder and community workshops assisted by volunteers recruited for this programme. The majority of the beneficiaries were satisfied with the health and care activities provided under the programme.	This approach was viewed as successful and also appreciated by the beneficiaries. Thus it is recommended to be used when implementing similar programmes in the future.

<b>3.5 Livelihoods</b>	
<p>It was found that support to existing livelihoods (70% of the beneficiaries) was more successful than support to new or unfamiliar livelihoods (30% of beneficiaries). Similarly, skill development for promoting existing livelihoods was more useful in improving the livelihoods of beneficiaries. More than 90% of those supported for existing livelihoods were successful, compared to less than 10% in the case of those supported for new livelihoods.</p>	<p>For any future projects it is recommended that priority should be given to supporting and enhancing existing livelihoods. The programme would have to put in considerable efforts to successfully promote new livelihood ventures. If new livelihoods are promoted, producers and beneficiaries engaging in such new livelihoods need to be formed into producer groups and market linkages between producers and purchasers promoted in order to enhance the viability of the livelihood activities. .</p>
<b>3.6 Disaster Management</b>	
<p>It was found that the branch and divisional disaster response teams comprising of government and Governance staff and volunteers, who were trained in disaster response and who then conducted training for the community in disaster response, were not functioning effectively. This seemed to be because government officials had not taken responsibility for managing these teams.</p>	<p>The branch and divisional disaster response teams comprising of government and governance staff and volunteers, who were trained in disaster response and conducted training for the community in disaster response are not functioning effectively at present. This is because government officials have not taken responsibility for managing these teams. It is recommended that in the future, it is necessary to obtain a commitment from the government agency by signing an agreement for maintenance before investing in such an activity.</p>

**Annex 1      References**

01. Code of Conduct for the International Red Cross and Red Crescent Movements in disaster relief
02. Fundamental Principles of Red Cross and Red Crescent Movement
03. Housing Reconstruction Guideline of Red Cross Post Conflict Recovery Programme (RC PCRP)
04. IFRC (2010). Owner-Driven Housing Reconstruction Guidelines. Geneva: International Federation of Red Cross and Red Crescent Societies. 1-204.
05. IFRC Strategy- 2020
06. IFRC-Sustainable Tool -2014
07. IHP Contracts (GoI-IFRC and IFRC-SLCRS)
08. Indian Housing Project (2012-15) Operations Manual for Implementing Agencies and Other Stakeholders
09. Programme Reports- Annual, Reviews
10. Sri Lanka IDP –Plan of Action

Annex 2 Terms of Reference (TOR) for Final Evaluation

## Red Cross Post Conflict Recovery Program



### Terms of Reference (TOR) for Final Evaluation

#### 1. Summary

- 1.1. Purpose:** The International Federation of Red Cross and Red Crescent Societies (IFRC) with Sri Lanka Red Cross Society (SLRCS) is willing to evaluate the initial impact, effectiveness, relevance and sustainability of Red Cross Post Conflict Recovery Programme (RC PCRP), started in May 2010 in the northern province of Sri Lanka. The Final Evaluation will assess the RC PCRP with the aims to identify the key lessons and recommendations to improve similar ongoing programme and inform future projects, programmes and RCRC responses globally.
- 1.2. Audience:** The evaluation report and/or its key findings will be shared with all key external and internal stakeholders of the programme including the beneficiaries. The report will be publicly available at SLRCS and IFRC websites for any future reference.
- 1.3. Commissioners:** This evaluation is being commissioned by the Head of Delegation, IFRC - Sri Lanka Delegation with reference to its global emergency appeal for internally displaced people in northern Sri Lanka, April 2010.
- 1.4. Reports to:** The team leader of the evaluation team will be reporting to the head of delegation of IFRC, Sri Lanka
- 1.5. Duration:** Duration of the evaluation is three months and expected to start in December 2015 and submit the final report by end of February 2016.
- 1.6. Location:** All five districts in the Northern Province of Sri Lanka (Kilinochchi, Mullaitivu, Mannar, Vavuniya and Jaffna), which RCRC beneficiaries are living
- 1.7. Review Team:** Team Leader, Deputy Team Leader and a Civil Engineer/Architect as specified in section nine.

## 2. Background

All the districts in the Northern Province of Sri Lanka affected by the conflict; entire Kilinochchi and Mullaitivu districts were fully deserted, displacing all the inhabitants, with partial displacements in Mannar, Vavuniya and Jaffna districts. The conflict left hundreds of thousands of people in transit, displaced, and seeking refuge with host families or in government-run camps or centres for internally displaced people. As a result, the situation in the north of Sri Lanka was critical for the affected people at the end of the war, who lost almost everything including accessibility and availability of shelter, water and sanitation, health care, livelihood and other basic services and facilities.

With this situation persisting in the north, the Red Cross launched the Red Cross Post Conflict Recovery Programme (RC PCRP) to cater to the needs of the resettling population. Bringing in the lessons learnt from the tsunami operations, particularly of the owner-driven housing programme, RC PCRP started implementing owner-driven housing assistance in May 2010 for 300 resettled families in Kilinochchi district with the support of Red Cross Red Crescent Movement partners, which later on scaled up to 3,171 families in the entire Northern Province. Moreover the programme extended its support to another 17,954 families with the support of the Government of India (GoI) in September 2012 through the Indian Housing Project (IHP). The total budget of RC PCRP is CHF 17 million (excluding the beneficiaries grant for Indian housing project) and the programme is to be completed in March 2016.

RC PCRP received support of IFRC and bilateral Red Cross Red Crescent partners (Australian, Canadian, Irish, Korean, Monaco, Norwegian, German, Japanese Red Cross, the Hong Kong branch of Red Cross Society of China, the Taiwan Red Cross Organization, and United Arab Emirates Red Crescent) to assist 3,171 families, while the Government of India, a non-Red Cross donor is supporting to assist 17,954 families.

### ***Red Cross - Post Conflict Recovery Programme (RC PCRP)***

The Red Cross Post Conflict Recovery Programme (RC PCRP) in Sri Lanka is an integrated Red Cross and Red Crescent Movement intervention with overall coordination by IFRC and being implemented by SLRCS, since May 2010. The RC PCRP is implemented as an integrated programme to support resettling communities within a comprehensive package of shelter, water and sanitation, livelihood, health and care, disaster management, community infrastructure and organizational development. It primarily supports people who have been displaced due to the conflict and resettled at present. The entire programme follows the owner-driven approach and direct-beneficiary cash transfer mechanism in order to empower beneficiaries and improve the sense of community ownership. Shelter component (construction of new houses and repairing damaged houses) is the key constituent of the programme, while other components complement the sustainability and the resilience of the community. The Movement partners are supporting all the components of RC PCRP, while the Government of India is only supporting the shelter and water and sanitation components.

**Table : Number of families planned under RC PCRP and the receipt of support**

Partners	Planned beneficiaries (n° of families)	Shelter <sup>30</sup>	Water, sanitation and hygiene promotion (WASH)	Health and care, disaster management, livelihood support
Government of India	17,954	√	√	
Red Cross and Red Crescent Movement (IFRC and PNS)	3,171	√	√	√
<b>Total</b>	<b>21,125</b>			

The post conflict recovery program aims to facilitate the returning families to return to normalcy and set up more resilient communities within the original areas of residence. The objective of this programme is so support the returning population in the following areas:

- **Shelter**–Repair and construct permanent houses for 21,125 affected families (105,625 individuals) by engaging them in the construction process, through the provision of cash grants and guidance on improved building techniques, ensuring safe and adequate shelter and settlement solutions to restore the living environment.
- **Water, sanitation & hygiene promotion** – Provision of safe water, adequate sanitation and hygiene promotion for up to 21,125 families (105,625 individuals) to reduce the risk of water and sanitation related diseases and the number of deaths, illnesses and impact from diseases.
- **Health and care** – Interventions addressing health and care needs for 3,171 families (15,855 individuals), to reduce health risks through the provision of health promotion and disease prevention.
- **Livelihood** – Assist 3,171 families (15,855 individuals) in replacing, repairing, re-establishing and strengthening their household income through the provision of cash grants and guidance on sustainable livelihood interventions.
- **Disaster Management** – Assist local communities to prepare and equip to respond to disasters, targeting 3,171 families (15,855 individuals), to reduce number of deaths, injuries and impact from disasters.
- **Organizational Development** - Enhancement of local societies’ capacities, which includes building resilience of communities to cope with future disasters through community-based disaster preparedness programme as well as building the National Society’s institutional capacity in disaster preparedness and response.
- **Public Infrastructure** – Re-establish or repair communal infrastructure facilities.

### **Indian Housing Project (IHP)**

<sup>30</sup>Of the total 21,071 families (bilateral support: 1,812 + IFRC support: 1,359 + Indian housing: 17,900), IFRC will have supported a total of 19,259 (1,359 + 17,900) with shelter assistance through this program (18,855 new house construction + 404 repairs). The total new houses are 20,341 and repair of damaged houses are 730.

The Indian Housing Project (IHP) is a key component of the RC PCR. The IHP is an owner-driven housing (re)construction project funded by the Government of India and implemented through a Memorandum of Understanding with the Government of Sri Lanka. IFRC with SLRCS is one of the four Implementing Agencies (IAs) in the Northern Province of Sri Lanka in partnership covering the districts of Kilinochchi, Mullaitivu, Mannar and Jaffna. IFRC/SLRC is supporting 17,954 families to reconstruct and repair their damaged houses

**Table : Progress of Shelter Assistance as at 20 April 2016**

Donor	Start Date	Expected End Date	Number of New Houses Completed	No of Repaired Houses	No. Cancelled	Total
IFRC	May 2010	March 2012	1,343	4	12	1359
PNS	May 2010	March 2012	1788*	NA	24	1812
GoI	Sept. 2012	Mar 2016	17,482	454	18	17,954
<b>Total</b>			NA	NA	54	21,125

Progress of Shelter Programme	Funding Agency			
	IFRC	PNS	IG	Total
	Number of Houses			
<b>New Construction</b>	1,355	1,486	17,500	<b>20,341</b>
<b>Repair</b>	4	326	454	<b>784</b>
<b>Total Planned</b>	1,359	1,812	17,954	<b>21,125</b>
<b>Fully Completed<sup>6</sup></b>	1,305	1,788	17,684	<b>20,777</b>
<b>Completed to Liveable Condition<sup>9</sup></b>	28	<sup>31</sup> 12	0	<b>40</b>
<b>% Completed (Fully or up to liveable condition)</b>	98.1	99.3	98.5	<b>98.5</b>
<b>Write Off<sup>7</sup></b>	14	12	270	<b>296</b>
<b>Not Started<sup>8</sup></b>	12	0	0	<b>12</b>

The programme supported 3,171 families under health and care, livelihood, disaster management and organizational development components, within the overall beneficiary target of 21,125 families (105,625 persons). All the activities planned under those complementary components for 3,171 families were completed at present.

Though it was initially planned to reach all 21,125 families (105,625 individuals) under those complementary components, it was only possible to reach to 3,171 families (15,855 individuals)

with Red Cross Red Crescent funding support. It was not possible to expand the complementary components and support families included under IHP due to the lack of funding, except the water and sanitation component, which has been expanded to the entire IHP areas focusing on schools' and communities' WatSan facilities.

This **evaluation aims to include only 19,313 families** who received support through IFRC (1,359 families with IFRCRCRC funding and 17,954 with GoI funding). This includes 18,855 new house constructions and 458 repairs.

### 3. Evaluation Purpose & Scope

The RCPCRCP started in May 2010 is coming to its end by 31st March 2016, to be evaluated in order to determine whether compliance to the desired objectives and planned activities towards the restoration of lives and livelihoods of the conflict affected resettled families in the five affected districts, in northern Sri Lanka, has been achieved. The aim of final evaluation is to determine the efficiency, effectiveness, impact, sustainability and relevance of the programme in accordance with established programme frameworks (appeals, proposals) and guidelines. However, the degree of determining impact largely depends upon the maturity of project/programme and in this case, only the programme implemented initially with the support of Red Cross Red Crescent Movement partners will consider it fully.

The evaluation also aims to;

- a) identify key lessons, and gaps in the implementation of the project
- b) provide recommendations on the overall achievements and effectiveness of similar ongoing programmes and to inform future policy and strategy of similar programmes, globally
- c) inform the positive (and negative) changes on the lives of the beneficiary families, beneficiary satisfaction and its sustainability

The scope of work shall be a systematic and objective assessment of the design, implementation and deliverables of the project, and more specifically focus on:

- whether the activities implemented to date, under the RC PCRCP are directed towards meeting the objectives as laid down in the project proposal/appeal
- programme's direction, delivery mechanism, effectiveness and relevance as set in the guidelines/proposals
- the implementation of planned project activities and outputs against actual results to date
- lessons learnt and good and not-so-good practices and provide recommendations to better design and implement similar projects/programmes in future

The evaluation report and/or its key findings will be shared with all relevant stakeholders of the programme, mainly with RCRC partners, relevant government authorities of Sri Lanka, the government of India, IHP implementing agencies, other international and national non-

governmental organization and most importantly with beneficiaries of the programme. The report will be publically available at SLRCS and IFRC website for any future reference and will be referred for any similar programme formulation and design in future, mainly by SLRCS and IFRC.

#### **4. Evaluation Criteria – Objectives - Questions**

The evaluation will be guided by the following criteria.

##### **1) Fundamental principles**

- The beneficiary selection procedures and its transparency including grievance redressal mechanism, response and complaints mechanism for beneficiaries and its acceptance and effectiveness.
- Implementation mechanism, technical support to beneficiaries and its effectiveness.

##### **2) Relevance & Appropriateness**

- Relevance and appropriateness of project activities in relation to the needs and priorities as perceived by the beneficiaries.
- Appropriateness of project designs and methods in achieving the expected results (beneficiary selection, beneficiary contribution, house design, owner-driven concept other sectorial contribution etc.).

##### **3) Efficiency**

- Status and level of beneficiary's cash contribution for the completion of their desired house and implications on beneficiary's financial status including possible debts – how is this perceived by beneficiaries and how can it be addressed adequately? What are the measures taken to reduce the cost of construction?
- Consequences of external and internal issues and challenges faced by programme and corrective measures applied.
- Monitoring and tracking system (including on-site physical monitoring) applied/used and if this was adequate and effective to ensure programme quality.
- Utilization and appropriate use of human and financial resources and its contribution towards meeting the specific objective of the RC PCR.
- Overall programme management and support service mechanism of SLRCS and IFRC (field and Colombo) that facilitated the success of project – were there any limiting factors and if so, how it could be improved?

##### **4) Effectiveness**

- Assess the quality of implementation as per the planned criterion and standards.
- The level of beneficiary participation and empowerment, and their satisfaction from the project implementation process - how has it affected to the efficiency and effectiveness of overall project implementation/completion?

- Evaluate the implementation of planned project activities and outputs against actual achievements (quantitative and qualitative achievements).
- Effectiveness and appropriateness of communication and visibility interventions and how it was perceived by communities and other stakeholder – has it contributed in building IFRC/SLRCS images?
- Effectiveness and appropriateness of any relevant interventions made by the programme in building/enhancing capacities of communities, SLRCS volunteers, branches and RC PCR team.
- Quality and effectiveness of technical support and guidance provided to beneficiaries by the programme staff and the level of beneficiaries satisfaction.

#### **5) Coverage**

- Extent of coverage by the programme, compared to the overall needs of the resettled families.
- Assess the number of families/individuals reached as per the planned outcomes.
- Assess/analyse the level of inclusion of women (single women, widow or women headed family) and the most vulnerable groups (elderly, differently able and child) in various activities and study the effectiveness of these interventions on the lives of most vulnerable.

#### **6) Impact**

- Changes (behavioral and practices) made to the life of beneficiaries in relation to improvement in quality of life/living standards of beneficiaries (socially, economically)
- Beneficiary perception/satisfaction on overall assistance received.

#### **7) Coherence**

- Suitability, orientation and acceptance of prescribed policy and guidelines for RC PCR including the IHP.

#### **8) Sustainability & Connectedness**

- Sustainable and appropriate usage of assets/resources, knowledge, skills and its practices by beneficiaries, including house occupancy rate and its maintenance.
- Added value of the integrated approach applied for the old RC PCR (RC funded), if any and if this approach can be replicated in similar project/programme in future. How it has contributed towards safety and resilience of communities?
- Level of coordination and collaboration between/among external partners/agencies including Government of Sri Lanka (GoSL) authorities (mainly government agent (GA), divisional secretary (DS), Grama Niladhari (GN) etc.) and the Government of India, mainly the High Commission of India in Colombo and its consulate in Jaffna including with SLRCS, its branches and IFRC– how it has contributed towards the design, implementation and success of entire programme?

## 5. Evaluation Methodology

This final evaluation will be based on both qualitative and quantitative information with a variety of primary and secondary data. Since the quality of information with respect to accuracy, reliability and validity is crucial to the study, a survey questionnaire will also be prepared carefully to include approx. 5% (to be discussed and agreed with the consultant) of randomly selected beneficiaries from the entire project area (covering all GNs and diverse population) and will be analyzed, applying relevant and appropriate methodology and technology (to be proposed by evaluator).

The design and execution of the entire evaluation should be participatory where individual and group interviews at community level and discussion with key staff from IFRC and SLRCS will be conducted. In addition, review meetings with field teams of IFRC/SLRCS, interviews with other IAs of IHP, the relevant GoSL authorities and HCI will also be prioritized. The discussions, interviews, workshop and review meetings will be conducted focusing the scope of works and using relevant checklist and questionnaires as required. Meetings and interviews of representatives of other project stakeholders, focus groups and key informant interviews of the beneficiary population, physical site inspections, and discussions with beneficiaries and international and national organizations working in the northern provincial level could be performed in a participatory manner.

The evaluation will be based on primary information. However secondary information may also be used only where relevant. The IFRC/SLRCS manager/delegate, staff of the field offices (SLRCS), the relevant ministry, government agents, divisional secretaries and Grama Niladharies, the HCI and other IAs will be consulted throughout the process.

## 6. Deliverables (or Outputs)

**Inception Report** – Upon the appointment of consulting firm, the team leader should submit an inception report within three weeks upon signing the contract. The inception report will include: the proposed methodologies, team composition, data collection and reporting plans with draft data collection tools such survey questionnaires, checklist and interview guides; a timeframe with firm dates for deliverables, and; the travel and logistical arrangements for the team.

**The First Draft report** – A draft report, consolidating findings from the evaluation, identifying key findings, conclusions, recommendations and lessons for the current and future similar programme will be submitted within three weeks of the field data collection and analysis. The consolidated feedback from IFRC/SLRCS will be sent to the evaluator within two weeks of first draft report submission.

**Final report** – The final report will be submitted two weeks after the receipt of the consolidated feedback from IFRC/SLRCS, consisting three levels of information as follows:

- Firstly, the executive summary to be written separately and providing the bare essentials for decision-makers regarding the background, major conclusions in relation to the review criteria, recommendations, refinements and lessons learnt (max 3 pages).

- The second level is the main report (max 30 pages) covering the background of the intervention evaluated, a description of the evaluation methods and limitations, findings, conclusions, lessons learnt, and clear recommendations. These should be substantiated with more detailed information only to the extent necessary. Conclusions and recommendations in the main report should have references to the relevant findings in the annexes.
- The third level in the report should contain the annexes. Those should provide all information necessary to substantiate major conclusions and recommendations in the main report. The Terms of Reference, bibliography, the team’s itinerary, list of persons interviewed/met, and any other relevant materials.

## 7. Proposed Timeframe

The evaluation period will be exactly three months, beginning from 1<sup>st</sup> of December 2015 to 28<sup>th</sup> of February 2016 with following schedules;

Time Schedule		Activities
November 2015	Week 4	Evaluation firm/consultant identified and agreement signed
December 2015	Week 1	Discuss ToR with evaluation team and revise ToR, if necessary
December 2015	Week 2	Inception meetings and preparation with RCPCR team
December 2015	Week 3	Development of evaluation plan, questionnaire, checklist & other primary data collection tools. Submission of Inception Report
December 2015	Week 4	Team training/orientation -logistic arrangement/field preparation
January 2016	Week 1	Conduct evaluation – field work
January 2016	Week 2	Conduct evaluation – field work
January 2016	Week 3	Conduct evaluation – interviews and discussion (Colombo & field)
January 2016	Week 4	Data analysis, compilation and report writing
February 2016	Week 1	Submission of draft report and debrief with IFRC/SLRCS
February 2016	Week 2	Draft report review by SLRCS/IFRC
February 2016	Week 3	IFRC/SLRCS shares their draft feedback with evaluation team
February 2016	Week 4	Prepare and submit final report

(Above schedules of three months will be readjusted in consultation with the evaluating firm)

## 8. Evaluation Quality & Ethical Standards

The evaluators should take all reasonable steps to ensure that the evaluation is designed and conducted to respect and protect the rights and welfare of the people and communities involved. Also, they ensure that the evaluation is technically accurate and reliable, is conducted in a transparent and impartial manner, and contribute to organizational learning and accountability.

The evaluation standards are as follows:

- **Utility:** Evaluations must be useful and used.
- **Feasibility:** Evaluations must be realistic, diplomatic, and managed in a sensible, cost effective manner.
- **Ethics & Legality:** Evaluations must be conducted in an ethical and legal manner, with particular regard for the welfare of those involved in and affected by the evaluation.
- **Impartiality & Independence:** Evaluations should be impartial, providing a comprehensive and unbiased assessment that takes into account the views of all stakeholders.
- **Transparency:** Evaluation activities should reflect an attitude of openness and transparency.
- **Accuracy:** Evaluations should be technically accurate, providing sufficient information about the data collection, analysis, and interpretation methods so that its worth or merit can be determined.
- **Participation:** Stakeholders should be consulted and meaningfully involved in the evaluation process when feasible and appropriate.
- **Collaboration:** Collaboration between key operating partners in the evaluation process improves the legitimacy and utility of the evaluation.

It is also expected that the evaluation will respect the seven Fundamental Principles of the Red Cross and Red Crescent: 1) humanity, 2) impartiality, 3) neutrality, 4) independence, 5) voluntary service, 6) unity, and 7) universality. Further information can be obtained about these Principles at: [www.ifrc.org/what/values/principles/index.asp](http://www.ifrc.org/what/values/principles/index.asp)

## 9. Team composition and profile

Evaluation team will be composed of three key persons (preferably at least one woman) excluding field enumerators:

- One Team Leader – Master’s Degree holder in sociology and having at least 10 years of work experience in integrated development and construction management field.
- One Deputy Team Leader – Master’s Degree holder in management or economics with at least 5 years of similar work experiences.
- One Civil Engineer/Architect – Master’s Degree holder in relevant field having at least 10 years work experience in providing technical assistance to owner-driven housing project or related field, applying holistic approach

- Field enumerators to be recruited locally by the consultant as per required numbers.

Requirements for Consultant(s) – (not applicable to enumerators)

1. The consultant/firms must be from Sri Lanka.
2. Demonstrable experience in conducting a complex and multi-sectorial evaluation.
3. Good understanding of issues related to complex and mega-scale recovery programmes, such as the tsunami programme.
4. At least 10 years of direct full-time experience in the monitoring and evaluation field with at least three years' experience designing and implementing household surveys.
5. Experience in a large scale household survey and qualitative data collection as well as data analysis techniques.
6. Strong analytical skills and ability to clearly synthesize and present findings, draw practical conclusions, make recommendations and prepare well-written reports in a timely manner.
7. Excellent English writing and presentation skills in English, with relevant writing samples of similar evaluation reports.
8. Working knowledge of Tamil language preferred.
9. Knowledge and experience working with the Red Cross Red Crescent Movement preferred.
10. Familiarity with trends and developments in the international shelter and settlement field and owner-driven housing preferred.
11. Strong interpersonal and communication skills.

## 10. Application Procedures

Interested candidates should submit following application materials:

1. **Curricula Vitae (CV)** for all members of the evaluation team applying for consideration.
2. **Cover letter** clearly summarizing your experience as it pertains to this assignment, your daily rate, and three professional references.
3. **Technical proposal** not exceeding ten pages expressing an understanding and interpretation of the TOR, including a basic outline of the proposed methodology (with method of survey sampling, data collection tools, data processing and reporting plans, team composition, timeframe and activity schedule).
4. **Financial proposal** itemizing estimated costs for supplies or services rendered and required for the evaluation.
5. At least one example of an **evaluation report** most similar to that described in this TOR.

The appropriate application policy of IFRC will be followed in the application process. Application materials are non-returnable, and we thank you in advance for understanding that only short-listed candidates will be contacted for the next step in the application process.

## **11. Appendices**

The relevant documents to be consulted and largely dwelt upon for compatibility with RC PCRP policies and guidelines:

The emergency appeal –MDRLK002 (original and all revised version) with log-frame and plan of action

- a) The RC PCRP guideline (RC funded programme)
- b) The IHP proposal and work plan
- c) Operational manual and guideline of IHP
- d) Monthly, quarterly and annual reports of RC PCRP and IHP including operation updates
- e) IHP - Memorandum of understanding (MOU) between Government of India and Government of Sri Lanka
- f) IHP - Agreement between Government of India and IFRC
- g) Project Partnership Agreement (PPA) – IFRC and SLRCS
- h) Fundamental Principles of RCRC Movement and Code of Conduct
- i) IFRC Strategy 2020

**Annex 3 Key Informant Interview Guideline**

KEY INFORMANT INTERVIEWS- General

District .....

Date.....

Name of the organization.....

Name of the person.....

Designation.....

**1 Shelter**

1. What is your involvement with Red Cross Post Conflict Recovery Program?
2. Are you satisfied with beneficiaries' selection criteria and its transparency including grievance process? Yes/No
3. If yes could you please explain the selection process?
4. If no what are the key reasons behind it?
5. Do have any minimum standards to select a beneficiary for shelter assistance?
6. How did you proved identity of the beneficiary?
7. Were you involved with grievance meetings and were those useful to the project?
8. What are the bottlenecks faced during beneficiary selection?
9. What are problems you were faced and explain?
10. If so how did you resolved the related problems?
11. Have you involve in the damage assessment? Yes/ No
12. If yes what was your role?
13. Housing construction program follow the minimum project specification. Yes/No
14. Has the beneficiaries received adequate technical training. Yes/ No
15. What are the advantage / disadvantage of the owner-driven shelter construction program?
16. Are you satisfied the payment system of the housing project? Yes/ No
17. If yes reason?
18. If not why? Please propose your suggested way?
19. Are you satisfied the project technical support to the beneficiaries? Yes/no
20. If not what are the gaps you have found during this project implementation?

21. Could you please describe the construction materials (sand, roof materials) issues/quality faced during the high demand in the project implementation?
22. Do you know any CBO or other organization assisted in the construction process? If yes how? If not why?
23. Do you think this project has created any destruction on social harmony? If yes on what extent?
24. Do you know about the project constructions were adhered to the government approvals? (Latrine construction, LA approvals)? If not why?
25. Do you feel the community faced debts due to the owner-driven housing? Yes/No if yes which percentage of the overall community? In general how long does taken to recover that? (Year or Months)? (only for higher officials such as ADP and DS)
26. Do you have any idea about long term investment (such as housing) and livelihood damage / debts? (usually how does it take to construct a house in average, livelihood lose recovery time and debts and recovery etc.) (only for higher officials such as ADP and DS)
27. Has the capacity of beneficiaries to cope with stress and adversity been increased?

## **2. Heath & Care**

1. Are you aware about Red Cross Health& Care Project interventions? Yes/No if yes list some activities done by the project?
2. 2011- 2015 approximately percentage of reduction of diseases/ illnesses and deaths in your area?
3. Are you satisfied with the Red Cross volunteer’s first aids camps?
4. Are you satisfied with Volunteers’ and beneficiaries training/ participation for health programmes?
5. Are you satisfied with information materials related to health and sanitation Yes/No
6. Describe your participation / contribution for workshops/ training programs.  
.....

## **3. Water, Sanitation and hygiene promotion**

1. Are you satisfied with the percentage of targeted household’s with access to better WASH facilities? Yes/ No
2. If yes percentage of households?
3. Are you satisfied with the percentage of targeted schools’ access to better WASH facilities? Yes/ No
4. If yes percentage of Schools?

5. Is there any reduction of water borne diseases percentage (compare with 2011 and 2015)? Yes /No if yes approximate percentage?
6. Several reductions in morbidity and mortality due to water borne diseases in targeted community (compare with 2011 and 2015)? Yes / No if yes approximate percentage?
7. Did you/your schools/ village gain adequate knowledge on Water, Sanitation & hygiene promotion intervention conducting by this project?

#### **4. Livelihood**

1. Did you follow the participatory approaches for assess to the livelihood needs/beneficiary's selection? Yes /no
2. How do you involve in Beneficiary Verification & Grievance Resolution?
3. Are you aware about income generation activities to enhance beneficiaries' income level? If yes which % in their initial level (2011)?
4. How many beneficiaries have started a new income generation activities? Or %
5. Appropriateness and reliability of cash grant program. (5), satisfied (4), acceptable (3), could be improved (2), not at all
6. Relevancy of the skill development training on livelihood intervention. (5), satisfied (4), acceptable (3), could be improved (2), not at all
7. Are you aware of the project monitoring market opportunity and value addition to the programme before the introduction livelihood interventions? Yes/No
8. % of the Improvement of livelihood activities after one year interventions starts?

#### **5. Disaster Management**

1. Are you satisfy with disaster management awareness/ trainings conducted by the project? If no why?
2. Compare with 2011 the disaster awareness enhanced by % ?
3. % of adults can identify key personal actions to reduce local disaster impact in your area?
4. % of adults can identify key personal actions to reduce local disaster impact in your area?
5. % of Community development plans incorporated with disaster risk reduction measures in your area/ project targeted area?

#### **6. National society strengthening**

1. Targeted Communities in your area are receiving better Red Cross services (5), satisfied (4), acceptable (3), could be improved (2), not at all
2. Are you satisfied local society's participation for project interventions. (5), satisfied (4), acceptable (3), could be improved (2), not at all

3. Are you satisfied with the accessibility of the Red Cross Services? (5), satisfied (4), acceptable (3), could be improved (2), not at all

### 7. Infrastructure development

1. Are you satisfied about the infrastructure (community hall, tube well, urinary unit) construction by the project?
2. What extent the particular infrastructure reduced the WASH issues by given infrastructure unit to your School/ community?

### KEY INFORMANT INTERVIEWS- Project Staff

District .....

Date.....

Name of the organization.....

Name of the person.....

Designation.....

#### 1 Shelter

1. What is your involvement with Red Cross Post Conflict Recovery Program?
2. Do have any minimum standard to select a beneficiary for shelter assistance?
3. How did you do the site survey /verification. (please explain)
4. Were you involved with grievance meeting and were those useful to the project?
5. What are the issues faced during the construction face? Adequate staff/Adequate funds in time etc.:
6. How did you do the beneficiary Bank account verification?
7. Do have any negotiable action with Banks, to solve the miss use of beneficiary cash utilization?
8. Have you involve in the damage assessment? Yes/ No
9. If yes what was your role?
10. Housing construction program follow the minimum project specification. Yes/No
11. Could you please describe the construction materials (sand, roof materials) issues/quality faced during the high demand in the project implementation?
12. Do you know about the project constructions were adhered to the government approvals? (Latrine construction, LA approvals)? If not why?
13. Are you satisfied with the associations/ collaboration of other stakeholders? (DS, GS, LA)
14. Did you face any interruption with the beneficiary on shelter construction? Yes/No

15. If yes why.
16. When you give the technical/ social instruction to the beneficiary, did you face any inconvenient situations? Yes/ No
17. If yes for 16 please explain, how did you overcome those and who are the people assisted to that
18. Project staff turnover, what extent affected the project progress?
19. If staff turnover not affected the project progress how did you sort-out/ overcome

**2. Health & Care**

1. What are the issues faced during the implementation stage?
2. How did you conduct community assessment/baseline program?
3. Are you satisfied with the beneficiary participation for training/first aids camps?
4. How do feel the usage of project communication materials utilization by the community? And how the community utilized those, please explain?
5. Describe your participation / contribution for workshops/ training programs.  
.....

**3. Water, Sanitation and hygiene promotion**

1. Are you satisfied with the percentage of targeted household's with access to better WASH facilities? Yes/ No
2. If yes percentage of households?
3. Are you faced any problem related to land selection for community infrastructure?
4. If yes what was your role? And who did you overcome those?
5. Is there any reduction of water bone diseases percentage (compare with 2011 and 2015)? Yes /No if yes approximate percentage?

**4. Livelihood**

1. Did you follow the participatory approaches for assess to the livelihood needs/beneficiary's selection? Yes /no
2. How do you involve in Beneficiary Verification & Grievance Resolution? Yes/No
3. Did you conduct market opportunity/relevancy identification before select the livelihood beneficiary? Yes/No

**5. Disaster Management**

1. Are you satisfied with community participation for disaster management planning/awareness/ trainings conducted by the project? Yes/No
2. If no why?

3. Are you satisfied with CBOs involvement of local disaster management activities?  
Yes/No

4. % of Community development plans incorporated with disaster risk reduction measures in your area/ project targeted area?

**6. Infrastructure development**

1. What are the problems / constrain that you faced, in infrastructure (community hall, tube well, urinary unit) development (selecting the location and need) construction by the project?  
And how did you overcome

**Annex 4 Key Informant Interview Brief**

<b>Person Met</b>	<b>Brief Note</b>
Mr.Jagath Abeyasinge- Honourable President / Governor SLRCS	Beneficiary selection completely done by government authorities. SLRCS/IFRC did not involve to that, construction monitoring done by the governing body as well but project interventions completely covered by the management of the SLRCS. Administrative costs were covered with efficient management of the SLRCS.
Mr.Igor Dmitryuk- Head of Country Office IFRC, Sri Lanka	<p>Successfulness of the programme is depending on collective responsibility of different stakeholders’ and interest of beneficiary, because it is an owner-driven housing construction program with government involvement in the beneficiary selection. If the CBOs were motivated and their capacity was build the project could have been implemented better in the village level, especially to assist vulnerable families’ material supply. The mass medias did not provide the balance views in the news reporting related to the project incidents. The small incidents blown up to their popularity and it would have been good if they are come with constructive in their news releases to the community.</p> <p>This kind of short intensives are occurring in the large programmes but we have received timely complain with sufficient information; the action could have initiated to control/curtail such activities. We have probed complaints that are received with evidence, but in most of the cases the complaint were cannot be justifiable. Independent monitoring team independently monitored on field and reported to IFRC delegate in the as well as to head office.</p>
Mr.Sudath Madugalle – Deputy Director General SLRCS	<p>The SLRCS is the voluntary service organization having a larger presence and network in the country for any emergency actions. SLRCS in the pioneer in the owner-driven housing activities and having experience since Tsunami rehabilitation. This experience and network helped to implement in cost effective manner. Cooperation from the government organization and relationship were very cordial.</p> <p>Soft skill trainings provided in short durations were not adequate for the people to gain sufficient skills to perform skillfully.</p>
Mr. Michael Johnny- Senior Manager –CHD	We implemented awareness programmes to beneficiaries on owner-driven shelter methodology. The communication division is involving with visibility actions especially preparing documentaries and leaflets for rising fund. In addition to the fund rising programmes the unit involving in the display material developments.

Person Met	Brief Note
<p>Mr.Murugesu Thirugnanasampanthan Senior Construction Adviser-IFRC</p>	<p>Construction process is starting from the mass meeting conducted by field team, and during the mass meeting the technical staff fully explaining the construction process. Technical staff is guiding to the plan selection to the beneficiaries but most of the beneficiaries selecting the typical houses in the village. Sand shortage was a main restriction factor in Jaffna district. Caste (Social groups) was a limitation factor for the social harmony in the construction in some places, some issues was raised on the interpersonal competition or jealousy within the community.</p>
<p>Indian High Commission in Colombo (Name withheld upon request)</p>	<p>There were good coordination between government of Sri Lanka and the Government of India regarding to this project. Collaborations with officials in the area were supported well for the project implementation. Some medias were published curtain allegations on malpractices in the beneficiary selection and implementation process. HCI always highly concern on these matters and probes the reality of these allegations and we have realized most cases were did not have sufficient ground. HCI is satisfying the way of project implementation and its progress.</p>
<p>Mr. Mukesh Singh- Senior Delegate PCRP</p>	<p>IFRC/SLRCS did not have any role in identifying the eligible beneficiaries. According to the selection criteria points were given for each beneficiary and the beneficiary who scored more than ten points they were selected. In order to have a greater transparency the selected names list was published in each GN division to give an opportunity for the public to raise their concern over the selections. This facilitated to address the graveness of the general public of the respective area. At the initial stages of the project PTF did commendable facilitation role to push the project implementation and also addressed curtain issues raised during the implementation in the districts level. PTF approval process also faced some bottle neck. After the abolition of PTF there is no authority to address issues in the collective manner, at the same time project implementation agency has greater independency. Due to the financial limitations the project planned interventions could not be implemented such as: water filter programme, and CBOs capacity building; however the project implemented WASH programme in the School and pre-schools. During the mass meeting project staff clearly explained the housing process and conditions to beneficiaries. Project implementation period closely monitored by the field staff and monitoring officers. Project staff efficiently mobilized in the field with considering the staff availability. The call center was established with dedicated hotlines: however this center did not received much complains because we have scaled down the operations to minimize the operational cost. This project is an emergency intervention, and to sustain this kind of project the project implementation period should be five to seven years to move with addressing physical-social and economic issues. Especially providing sustainable livelihood opportunities.</p>

<b>Person Met</b>	<b>Brief Note</b>
<p>Mr.Nimal Silva Program Manager, SLRCS</p>	<p>Beneficiary selection was carried out as per the procedure and our main role started from addressing the grievance process. While addressing the grievances the SLRCS reconsider the assessing process and looked into the possibilities to become an eligible beneficiary. This platform was providing a path to address the grievances of vulnerable people who were missed in the initial selection process. During the construction there were some constrains, to obtain adequate timber and sand without interruption. At the initial stage the beneficiaries did not have much difficulties to cut the timber in their own promises or transport from the other area, although latter there were restrictions imposed by government authorities to prevent illegal logging and regulate the unwanted cutting of trees. Process of obtaining the sand permit and transportation caused delays for timely receiving sand for the constructions.</p> <p>SLRCS facilitated beneficiaries to select their choice of livelihood activities and provided short term training to improve their capacity technically to carry out their choice of activities. Further SLRCS facilitated to the beneficiary to work market actors to appropriate for their livelihood activities. In-order to jump start their choice of livelihood activities the project provided a cash grant as a seed capital up to Rs.35,000. The payment was made in two installment based on their performance. At that time government restricted us to form the producer organizations, which prevented beneficiaries in working collectively market issues. At initial stage of implementation, beneficiaries did not have much economic empowerment to contribute towards owner-driven housing construction as they had to look after their economic activities and same time they work towards project activities, which caused certain delays in the initial stages.</p>
<p>Mr. Thiruthanikasalam (Senior Monitoring officer)</p>	<p>The project monitoring unit monitored financial, physical and qualitative of the project implementation. As well as directly reported to IFRC. The unit functions as an independence section. Monitoring section gathering grass root level information directly with verifications. The monitoring section provided by weekly, monthly and quarterly monitoring reports to IFRC. In addition after each field visit if any matters for concern surface they were referred to IFRC without any delay. The reports were basics for conversation for discussion to improve the implementation process during each monthly progress review meeting. During each field visit he personally verifies the beneficiary lock books to understand and verify the physical progress and reporting.</p>
<p>Mr. A.Manjula (Project Coordinator WASH)</p>	<p>It was planned to distribute water filter for each houses constructed by the project. Due to the financial circumstances the project implementing agency decided to construct common facilities for WASH, especially focus to the school and preschool. In addition to that SLRCS /IFRC built infrastructure, like community halls. General WASH creation activities were conducted in school level</p>

<b>Person Met</b>	<b>Brief Note</b>
Mr.R.K .Liyanage (Data Base Offic	Project is maintaining data base for each beneficiary and data base updating based on the progress, and photos given by the Technical officers. In the same time the updated data base share with the Head office Link
Mr.J.Jegan (Monitoring Officer)	IFRC closely monitoring the progress and project implementation process. From the beginning the grievance re addressing process implemented by the project.
Mr.M.Shankar (Project Engineer & Technical Team)	<p>From the beginning the mobilizers and technical officers closely works with the beneficiary to motivate them in the owner-driven concept. We have assign one technical officer for 80 -120 houses, and the mobilizers supporting to them on community mobilization and awareness creation. The field staff mobilization starting immediate after the 1<sup>st</sup> installment receiving message from the high commissioner. Within one week of the 1<sup>st</sup> installment message received by the technical unit we were conducted mass meetings.</p> <p>During the meetings our technical staffs and mobilizers explained the entire housing construction process as well as the cost reduction methods. The mobilizers and TOs should visit at least once a week to each house during the period, but some are visited more than one times, based on the requirement. When we explain the construction process more than 60% of beneficiaries agree to do their house according to the plan presented by project, rest of the beneficiaries (40%) were not agreed to the presented plan and also willing to do some extension. Until 2014 we were not restricted much for the extension, and we were found, some beneficiaries were tried to extend their houses without any proper economic conditions and it was created competitive among the beneficiaries. Therefore the project staffs and government officials' collaboratively took a decision to control the situation. If any beneficiary wanted to extend their house they should take a concern from GN and counter sign by DS and sent to the Project TO approvals, the TO approvals also limited only up to additional 100 -150 sq. ft., If they wanted to extend more than that TO should take the approvals from the relevant project engineer by the physical visit of project engineer. The extension process taking into the beneficiaries' financial capacity: in the sense if they wanted to constructed additional extension other than minimum standard, they have to prepare BOQ and additional cost of the BOQ could be cover in the initial stage of the construction, then only the project will release project installment. In addition to assist the beneficiary the project took decision to allow them to use their old materials which were technically suitable and the materials personally check by the TO.</p>

Person Met	Brief Note
<p>Mr. A.Sri (Divisional secretary- Nallur)</p>	<p>The beneficiary selection procedures clearly done and published in common places for transparency. During the construction period the Nallur beneficiaries did not faced much issues related to construction materials. DS office and GN level staff closely monitored the construction process. Considering the traditional norms and believes of the area, some beneficiaries wants to change the house design. They resistance to keep windows for each and every room. Their wish is to keep one room without window. So according their requirement IFRC allow to do the alternation. Nallur is a developed area with compare to other part of the district; due to this situation most of the lands are private land, therefore they did not face much land issues.</p>
<p>Mrs. R.Mahaneswaran (Director Planning- Jaffna)</p>	<p>We were collaboratively involved with project implementation agency in the all stages since beneficiary selection. So beneficiary selection criteria and scoring system might be revisit to comply with the local requirements such as war death and mature un married girls. They are very concern to the tradition when they get marry; however in these criteria they were not getting points. From the beginning of the project implementation stages some beneficiaries faced difficulties in getting construction materials such as mobility, skill labor and water for construction purpose, it was most affected in island area in the district. However from the beginning the mobilizers and technical officers closely worked with the beneficiaries to motivate them in the owner-driven concept</p>
<p>Mr.A. Srikanth (Deputy counsel general, High commission of India in Jaffna)</p>	<p>India's assistance in the post conflict development is in various areas such as: education, cultural, livelihood, housing etc. In general we have satisfying the project implementation by the IFRC/SLRCS with the time limitations. In the field we were worked in cordial manner with government officials within the project implementation in provincial level.</p> <p>It is a largest and massive, timely limited programme, therefore issues are general, from the beginning the project was facing some general issues such as: accessibility to the project area, non-availability of construction materials, land clearance issues including mines, beneficiaries scattered within the area and inadequate skill labors in the area.</p> <p>To full fill the skill labor gap SLRCS started skill development programme but those are very short term and it would be little longer to comply the needs of the project. IFRC/SLRCS done marvelous activities related to project. Whatever the project do best thing, even small thing creating lots of bad impression of the project. We have investigated several complains, which all are rumors and we have to take prevention action before causing the issues, otherwise no point in distressing at the end .If the project were provided livelihood assistance for the beneficiaries, its great opportunity for the people and also increase efficiency of the project. If I say truthfully, SLRCS can utilize their resources in more efficient way to monitor field staff such as: some organization are working in the same area under Indian housing project</p>

<b>Person Met</b>	<b>Brief Note</b>
Mr.G.Vethanayagam- GA Jaffna	Beneficiary selection done by based on GN vise vulnerability. Due to the condition of GN level selection, the selected GN getting more benefit compare with nun selected GN: and this case non-selected GNs vulnerable community not was getting any benefits until completion of the selected GN's development. Most of the beneficiaries contribute additional amount for complete their houses.
Mr.K.Srimohanan-DS Tellippalai	<p>Beneficiary selection initiated by the Government officials' and the scoring system implemented collaboratively with the project staffs, but the scoring system much complicated and not properly understand by the government officials in phase I and II. The selections criteria would be revisit and revised comply with the regional requirements; especially in the war death and aged un married girls who are living with their parents would be consider.</p> <p>The scoring system given much priority to the elders and it would pay more attention to un married aged girls and war widows. Red cross implementation strategy were satisfied with the government officials, especially higher officials and technical officials were tried to complete the programme within the time, its cause for some negative impacts such as allocated quota allocation diverted to some other districts of the province and implementation agency should not be a contractor and they should not consider only the implementation cost.</p> <p>This kind of project would be implementing through the Government agency. Some officers were not clearly understood our roles and implementing agency's roles. Some slow cases were identified and motivated through the Girama Niladari to complete the housing, but still few cases are pending because of un scheduled installment releasing by the project. We are still struggling to put them into the track. More than 98% houses we were completed. Thellipalai faced lots of land issues because of security reason.</p>
Mr.B.Balendran- (Grama Niladari J228) Tellippalai	Beneficiary selection initiated by the Government officials' and the scoring system implemented collaboratively with the project staffs .In the initial stage of the project, we did not involve much in the project implementation. Some beneficiaries did not interest on the project expected task, to overcome this difficulties the project staff were collaboratively worked with us to motivate the community. Due to the joint effect we have achieved some progress, but still we are having some difficulties to achieve complete task.

<b>Person Met</b>	<b>Brief Note</b>
<p>Ms.Antonyoganayagam DS Ms. V.Tharshini- ADP Kayts</p>	<p>We did not face any un fairness, discrimination and favorites within the beneficiary selection process. The Kayts division eligible for 297 houses but only received 150, due to this situation some needed peoples removed from the beneficiary list, but any how we have selected more important beneficiaries with complying the selection criteria, but still vulnerable families are not covered.</p> <p>To complete the minimum standards of the housing, the beneficiary had invested approximately Rs. 150,000 –Rs. 170,000 with in-kind support.</p> <p>But considering their past situation, this kind of project may be the good opportunity to them The, because, if they build house by themselves, they may spent their life time investment for that. Investment Divisional secretary office assisted to the beneficiary to find some alternative ways to find the additional money for the respective beneficiaries’. In general the Kayts facing the water issues during the drought season and un fortunately, house constructions were implemented during the drought and our community suffered shortage in water for construction. The construction sand also one of major limiting factor for Kayts area, which was sort-out by the bulk purchasing with the supported of CBO (Fishery society). The fishermen society was financially supported to the vulnerable families in the construction material purchasing such as cement, timber and skill labor.</p>
<p>Mr.S.P.Shantharoopan GN Velanai</p>	<p>This is newly released area from the high security zone, therefore still the resettlement not completed and some long term IDPs are reluctant to back their native places due to lack of education and other facilities in the resettling area. Young generations are habituated with the displaced places due to the long term displacement. Housing project highly benefitted to the community in the area people who resettled.</p> <p>Housing project made a slight impact to their livelihood but it’s not in the considerable level with compare the long term investment such as permanent housing. Progress of the housing completion almost above 98% in new houses but in the rearing houses approximately 100%</p>
<p>Ms.S.Premini –ADS and MrsT.Jayarajah DDP</p>	<p>In general the project in line with guidelines and satisfaction level. More than 99% of the housing has been completed and very few are slow progress due to the lack of interest by the beneficiaries. We had many constrains in phase one compare with other phases, due to lack of awareness on project interventions. In general the project staff collaboratively worked with the government officials but some time very few incidents were happened due to the time limitation of the project implementation. However those are usual to this kind of owner-driven housing concept. Project monitoring and technical inputs given by the project staff were highly in satisfactory level. Also grievance meeting gave chances to some people (who are didn’t get houses until that) to get houses.</p>

<b>Person Met</b>	<b>Brief Note</b>
<p>Mrs.A.Santhaseelan DS and MrsRajini DDP</p>	<p>We had similar issues compare to Thellippalai DS division. In the selection criteria would give more attention to the unmarried girls and war death cases. Project monitoring and implementation were in satisfactory level and the progress of the project is more than 98% and most beneficiaries already started their livelihood and economic activities in their places. Some constructed houses are not occupied due the lack of facilities in the area and habituated to the displaced places. DS office actively monitored the progress and assisted to the slow cases to accelerate.</p> <p>DS office organizes some kind of loan facilities also. This area also has some newly resettled lands; those areas have more issues in the occupation. This division has some poorest villages, those village peoples' dreams becoming truth due to this project: because now they are living in a permanent house in their life. Permanent housing is giving the indirect support for their livelihood activities and directly giving the support to the women and child protection, education and security to the family.</p>
<p>Mr.T.Babu-DS Ms.Ratneswari-ADP</p>	<p>The selections criteria would revisit and revise comply with the regional requirements; especially the war death and un married aged girls would be considered in the point weight age. The grievance meetings were conducted with the collaboration of project implementation agency but redressing to the complaints was very limited due to the divisional housing quota system. Although the success rate of the housing project is about 100% in the division.</p> <p>Due to economical vulnerability some beneficiaries could not able to complete their house construction up to the minimum standard; so in division level official were arranged some alternatives to get low interest loans from the suited organizations. Project implementation methods, monitoring and technical supervisions were in satisfactory level, and project implementation period would flexible to vulnerable community to construct their houses without interrupting the livelihoods activities. Sand and water were limitation factor for the housing construction in the islands.</p> <p>Within the housing construction period beneficiaries were spend more money to purchased sand and water. Technical inputs given by the project were highly satisfactory level and they followed and assisted to some vulnerable cases as well. Beneficiaries are highly satisfied level, because Most of the people didn't have own houses until project implemented. They felt, that they got great opportunity in their life.</p>

<b>Person Met</b>	<b>Brief Note</b>
Mr.S.Santhirajah ZED-Valikamam Zone Jaffna	IFRC/SLRCS project was maintaining the good relationship with divisional education officers and principals and no any complaints received form field level that means the project successfully concluded.
Mr.K.Kanageswaran- DS Ms.K.Yogavathy-ADS Maruthankerney- East	<p>This area was affected by the Tsunami and Conflict; therefore the beneficiary selection might give more attention to this area considering the damages. The selection criteria would give more attention to the divisional level needs. Especially if they are having aged children even though they are poor there is no opportunity for the selection. Due to the cultural expectation properties/ houses are essential for aged girls when they are married.</p> <p>More than 98% of the project houses were completed and rest of the houses were not completed due to the misuse of money and lack of interest of beneficiary. Further, some people could not able to complete their houses still now. Construction materials purchasing and water resources are not a restriction factor to the area. However, poverty and inadequate education are the main reason for slow progress. However from the beginning the mobilizers and technical officers closely worked with the beneficiaries to motivate them</p>
Ms.M.Malathi-ADP Mr.Mukunthan (Subject matter officer) Poonakari	<p>Beneficiary selection process done under the supervision of the Divisional Secretary. Technical quality and supervision of the housing project is in satisfactory level. Approximately 2% of the houses are coming under the slow progress and abundant, but more than 98% of the construction reached the minimum standard.</p> <p>Project implementation agency is keeping money for the less performing cases: based on the pending works to be completed by the beneficiary, as per the BOQ. Some vulnerable cases assisted by the CBOs and the rich people in the village in getting the skills labors and help them to transport construction materials. We had a good relationship with project staff and officials.</p>
Mr.G.Nageswaran DS and S.P.Amalraj-ADP Karachchi	Land title is one of most important document for eligibility in the criteria. Some most vulnerable families were neglected due to unavailability of their land proves. Eighteen plus female issues to be considered as a regional requirement. Construction quality in satisfactory level and happy with the technical inputs given by the project staff. Grievance redressing system very useful in this project. Disaster management plan and awareness programme conducted by the SLRCS branch in Kilinochchi.

<b>Person Met</b>	<b>Brief Note</b>
<p>Mr.F.C. Sathiya Sothi DS and Rohan Croos ADP Madu</p>	<p>Due to the conflict this area completely deserted and destroyed all houses and infrastructures. In general satisfying with the selection criteria and grievance redressing system but we had some issues due to non-selection of the 18 plus girls because this is culturally important to their survival. In the beginning the project had some issues due to mistaken money by the beneficiaries but those were rectified by implementation agencies by maintaining the close relationship with bank. In phase one project had some (43) slow cases recorded due to the economic vulnerability of this area, and those were motivated and completed up to the minimum standard. most beneficiaries already started their livelihood and economic Interest of beneficiary is most important in the owner-driven programme; some beneficiaries are not interesting to construct their houses. Due to the situation project implementation agency and government officials were worked hard with the collaboration to complete the task.</p>
<p>Mr.M.Srikandakumar- DS Manthai West</p>	<p>More than 97% of houses are completed above the minimum standard. Project implementation agency and government officials collaboratively worked in the project. In the pilot face we had some issues in the selection at Periyamadu east GN, several numbers of houses cancelled in that phase, but we were able to rectify those issues and move forward. Long term IDPs had land identification and land title issues, due to land issues several vulnerable families not included in the programme. Less occupation is a general issue in the region but those are coming to the normal situation due to the infrastructure development of the area.</p> <p>Most of the resettled community living their own land and developing their livelihood activities, but some of them are still not habituated to present area, (native place) long term displacement has affected to their livelihood and other human needs. Some beneficiaries didn't understand the impotency of the quality construction for permanent housing, therefore some beneficiaries in Thevanpitty were used low quality steels bars and barb wires for foundation, the government officials and project staff were inspected and rectified those low quality works. Considering the flood level the DPC level has been increased some places.</p>
<p>Mr.M.Y.S.Desappriya- GA Mannar Town</p>	<p>Government of India and Project implementation agency has done great work in the housing project. Qualities of the housing and Technical inputs are in the satisfactory level, but we had some complaints on field staff of the project, especially in Pesalai area some malpractices reported about field staff. Then we were try to probe but unfortunately we didn't get proves. Beneficiary selection and project implementation coordination mainly done by the divisional secretaries of the relevant area with Red Cross.</p>

<b>Person Met</b>	<b>Brief Note</b>
Mrs.Jesupatham-ADP Mannar	Land allocation for the housing, was a big issue in the division, long term IDPs have more issues on their land identifications proves. We didn't receive any special complaints about project staff but we faced some issue in Pesalai on former project beneficiaries, they were tried to become beneficiaries in this project as well. Technical inputs given by the project was good. Our project success rate and occupation rate highest than the other divisions in the district
Mr. S. Kethiswaran-DS Musali	<p>Beneficiary selection fairly done with participation of the project implementation agency and grievance redressing process useful to verify the final beneficiary list. This area has more long term IDPs and those are very much habituated to displaced area due to the long term displacement. Some younger generation permanently living in this area due to the situation their mind still with displaced places. We had sent a selected list of beneficiaries to the GA Puttalam, for verification on whether they owned any other housing, in order to fulfill the selection criteria of IHP. However, the GA did not even reply this letter. Technical inputs and monitoring process of the project were satisfactory level.</p> <p>More than 96% (62/1726) of the houses were successfully completed within the minimum standard and others are slow progress due to lack of interest and less occupancy in the area. Most beneficiaries already started their livelihood and economic activities in their native area. Quality of the construction and monitoring system of the project is satisfactory with the project standards. Supervision and technical inputs of the project staff was in satisfactory level. Quality of the construction depending on beneficiary's interest, due to the owner-driven concept. Also people have chosen their house design by them self with the guidance of project staff.</p> <p>However if they want buildup above minimum standards, they had to proof their economic sustainability. Musali didn't face any big issue in the criteria but we have rejected some beneficiaries who were not resettled in that time but they also the native people of this area. Long term IDP's temporary registrations were cancelled by the government forcefully to commit them to resettle in the native places and compare with the past the permanent resettling population rate gradually increasing</p>
Mrs.Jesupatham ADP- Acting Mr.B.Vimal Nanattan	In Nanattan land sharing was an issue among the beneficiaries due to the housing project. Several lands occupied by other people due to their non-availability and conflict. Beneficiary selection and project implementation process done well without any major issues. Land allocation was created some issues in the division, especially in the Rasool Puthuveli area. Technical inputs of the project and monitoring were in the satisfactory level.

<b>Person Met</b>	<b>Brief Note</b>
<p>Mr. S.Kunapalan-DS Thunukkai</p>	<p>Beneficiary selection smoothly done by the Government Officials and project implementation agency in collaboratively. Due to the scoring system understanding of criteria was a big issue in phase one, due to restrictions in the marking system. Economic condition and community structure of the area to consider in the owner-driven programme. Several people not interested to build the permanent house because their priority is different from the project expectations, Time limitation is another important factor for the poorest family, because of that they found some outside skilled labors, some of them are introduced and recommended by the project field staff, due to the outside labour recruitments, division were faced several cultural issues. In general the division has completed more than 97% of the new houses and few are pending due to the beneficiaries poorest and the repairing houses almost completed.</p> <p>Permanent houses giving up social standard for the poorest families in the area and it's increased the privacy and security of the adolescent females and ladies. Permanent houses giving place for child education and women security. During the project implementation community had some issues to communicate their problems to in charge of the project implementation agency in the district, but those are not conveyed due to the language barriers among them. Several times interpreters misguided the higher officials. Financial transactions to be done the government bank or closed reputed organization in the area.</p>
<p>Mrs.Nalini-Subject Matter Officer Manthai East</p>	<p>Beneficiary selection done by the divisional secretary office and more details with divisional secretary</p>
<p>Mr.KParandaman –DS Vavuniya North</p>	<p>Divisional secretary involved in beneficiary selection process with the collaboration of project implementation agency. During the construction period, implementation agency put more presser to the beneficiary to accelerate the construction work. But most of the economic vulnerable families do not have the capacity to increase the speed. Project implementation agency's technical staff was not flexible with beneficiaries. Due to this uncomfortable situation, we complain to the SLRCS officers regarding this matter, but there is no any response, We are happy to say there were not received any complaints on corruption.</p> <p>Generally the field level construction progress not regularly inform by the project implementation agency to the DS, without frequent feedback report Divisional secretary cannot understand the field level construction progress .DS have more opportunity to motivate the people, when the progress are slow.</p>

<b>Person Met</b>	<b>Brief Note</b>
<p>Mr. S.Navaneethan-ADP Oddusuddan</p>	<p>Beneficiary selection is one of the critical issues in this area. When the beneficiary selection stage we pay more attention for the permanent residence. While the beneficiary selection stage native's peoples but who are not resettle in this area, also demand their rights, however according to the selection criteria they were not selected. Because they are not in the vote of list. Within the beneficiary selection process rejected families were complain to the human rights commission also.</p> <p>Scoring system is not including death people. Only the live people eligible for the points within the scoring system, and also families who are having elder children (18+) they also not eligible for the points. According to the situation most of the communities are criticizing the beneficiary selection criteria and the scoring system</p> <p>Due to the short term project implementation period, implementing agency put more pressure to the beneficiaries to accelerate the housing construction programme. Due to the economic vulnerability twenty houses are still in ongoing process. Preparation of divisional disaster management plan executed by the project but the completion not sure</p>
<p>Mrs. R.Keatheeswaran (GA-Mullaitivu District)</p>	<p>Due to the Beneficiary selection criteria and the scoring system, we faced un comfortable situation with in the community at grievance meetings. As example most economic vulnerable families who are having three adults children, especially aged girls not eligible for scoring points. According to the Hindu culture, female need dowry when their getting married. Even they don't have house, they face big issue related to their marriage life. Therefore beneficiary selection criteria and scoring system could be re visit.</p> <p>When the Housing construction period beneficiaries were faced inadequate construction materials especially sand and the timber. According the Government Rules and regulation There is a limitation for sand permit up to 35 cum per month. This amount is not enough for the month of construction period.</p> <p>Most of the beneficiaries like to put Palmyrah timber for their roofs. But there is limitation for cutting Palmyra trees. The majority of the Beneficiaries are economically vulnerable in the district; Even they can't hire skill labours for their construction works (Mason and carpentry) especially widows. This circumstance cause to the slow progress. When the construction period few complaints were received related to corruption , but there is no evidence to prove the complains</p> <p>Project field technical staff introduces several skill labors from other part of the country as a support service for the beneficiaries. Beneficiaries and the outside skill labors came with an agreement to complete their house as a contract, hence some contractors without complete the house they went out with the beneficiary's money. Some Technical officers personally try to introduce building material suppliers and force to the beneficiaries to perches materials from them.</p>

<b>Person Met</b>	<b>Brief Note</b>
<p>Mr.S.R.Sarventhan – ADP Delft</p>	<p>Delft selected list had 150 in the initial stage of selection but Within the final stage it was reduced up to 100. According to final list 99 houses were completed successfully. Construction material transportation and skilled labor issues are the main constrains in the construction compare with the other areas of the district. Delft division has more vulnerable and widow’s families, because this area was separated with some limited political activities. Therefore had more issues in the construction process; however with the support of project implementation agency and our field staff of the division was able to complete the task. Construction quality depends on the beneficiary needs and interest. The majority of peoples are not living or occupied in the houses, therefore they are not keeping tough on concern. Also people had not much awareness about this project in the beginning stage. Technical inputs given by the project was appropriate level.</p>
<p>Mr.S.Arumaynayakam District Secretary Kilinochchi</p>	<p>In Jaffna the project beneficiary selection process delayed due to the political situation, quota allocation for each division decided by the district political head in that time due to serve all the area. During the phase one we had only limited numbers of applications in the very limited area: (02 DS), therefore the district management decided to call more applications in all area and give limited number for the all division based on the needs. Number of houses for each district was decided by PTF and sent to each district and project implementation agencies.</p> <p>In Kilinochchi we have found some unoccupied houses in the government land, those are identified and informed to the beneficiaries to occupy, otherwise the district management will take decision to give some other vulnerable families in the district. Technical officers and other staffs of SLRCS were worked closely with us from the beginning of the project. Except some cases, You can observe successful of these project, because after the war there are lots of widows and woman headed families are living in Killinochchi, this project help to them to recovery.</p>
<p>Ms. Ela Serdaroglu, Mr. Wardell (Woody) Eastwood IFRC Global Team- Shelter</p>	<p>Compare with 2014 internal review period the project achievements are in satisfactory level such as; reduction of the average construction time and number of slow cases. Livelihood assistance is an important part for the post conflict recovery programme however it’s depending on the fund availability and responses of the donors. The global team not involving to the project implementation or monitoring process, the team mainly involving to the programme advocacy and the fund raising works for the projects. Positive thinking is most important in the project implementation process. Beneficiaries are taking the responsibility of construction inflation. In general the qualities of the constructions area in satisfactory level. Red Cross Movements have enough capacity in human resources but its implementation depends on the project allocations and to the relevant component. During the</p>

<b>Person Met</b>	<b>Brief Note</b>
	project implementation process not capable to change the selection criteria, but it's possible at the beginning as a pilot. Scoring system should develop, based on the local requirements.
Ms.Ganga Kariyawasam Senior Officer - Planning, Monitoring, Evaluation & Reporting Colombo	The beneficiary selection criterion was prepared together with all implementation agencies and IHP programme. From the beginning the reporting formats and monitoring tools were improved based on the field situations and comply to the HCI requirements. The monitoring officer of the relevant area should visit twice (at least when the foundation period and roofing time). In addition monitoring officer is preparing final checklist of construction completion and reporting with the evidences to the relevant district office. Most of the time the slow and pending cases reported due to the lack of construction material availability, vulnerability and the beneficiary's and underprivileged attention.

**Annex 5 Focus group/ Community Group Discussion Guideline**

FOCUS GROUP DISCUSSION Questionnaire

DS Division .....

GN/GNs.....

Village/Villages.....

Type of Participants: - IFRC Support/ Indian Support/ Non Beneficiary

**1. Shelter**

1. What are the government administrative services provided to returned and resettle communities, related to access to land, missing documentation, and family reunification? (Discussion)
2. Are you satisfied with beneficiary selection criteria/process about the Red Cross Housing?
3. Was there any beneficiary selected or not selected due to the personal interest by the officers?
4. Are you satisfied with owner-driven shelter construction process
5. Have you involved in the selection of house (Plan) type (07)?
6. Compare housing situation before/ after conflict.
7. Do you feel you were adequately informed regarding the construction and planning of the houses?
8. Do you feel you were adequately informed regarding the maintenance of the houses?
9. Did you get any training conducted by the project on housing and material selection? If yes how many? Can you brief about their contents?
10. What are the livelihood difficulties /disturbance faced by you due to the shelter construction program?
11. What are the benefits you enjoy after receiving a permanent house?
12. Has your monthly income increased after you have received a permanent house?
13. CBO/s Consistency (participation and contribution) of coordination and joint effect for shelter program?
14. Are you satisfied with the redressed /grievance system / When/ where /whom?
15. Are you aware about the Red Cross Call center?
16. Can you please describe the construction materials (sand, roof materials) issues/quality faced during the high demand in the project implementation?
17. In general what are challenges you have faced during the construction of houses?

18. Do you know any CBO or other organizations were assisted in the construction process? If yes how? If not why?

19. Do you think this project has created any destruction on social harmony? If yes on what extent?

20. How did you contributed to the house construction?

a. In cash.....

b. Labour ..... days/month

c. Materials ..... Approximate amount

### **2. Water, Sanitation and hygiene promotion**

1. Evaluate the benefits of the Water/Sanitation Program

2. What are the benefits you enjoyed after receiving water and sanitation facilities?

3. Are you able to see any reduction of diseases/ illnesses and death in your area (compare with 2011 and now)?

4. Consistency of training program

### **3. Health & Care**

1. Are you facing any health risks at the moment and what is the change in situation compared with 2011?

2. Have you improved your awareness/ knowledge on health risk management?

3. Are you satisfied with Red Cross volunteer's first aid services?

4. How often did your village or area receive the health camps during the project time (2011-2015)?

5. Do you feel you have enhanced your knowledge on health and care?

6. Can/do you practice the health practices touched by the project?

### **4. Livelihood Support**

1. Is there any improvement in income status compare to before the project implementation?

2. Have you developed new income generating activities or expanded former interventions?

3. Do you consider your choice related to income generating activities more viable?

4. Do you feel you have gained technical skills on related income generating activities?

5. Have you participating any livelihood related trainings and workshops conducted by project?

6. How you feel regarding the usefulness/relevancy of the training and training materials provided by the project?

**Annex 6 Focus Group Discussion brief**

<b>Focus Group Discussion</b>	
<b>Description</b>	<b>Brief Note</b>
Thambapitti- Kayts	<p>32 beneficiaries and 34 Non beneficiaries were participated. According to the selection criteria, all the people who came from Vanni were eligible for Indian Housing scheme, but due to the scoring system some families were not selected. They participated for the grievance meeting, When the grievance meeting they realize scoring system badly effect to their eligibility and also some families couldn't able to proof their land ownership due to that they missed the opportunity. People who were not able to prove their land ownership they are not eligible in selection process.</p> <p>When the construction stages they were faced difficulties on building materials, such as especially sand and timber. Unavailability of the skill labor is also a major issue, to overcome these difficulties CBO's (Fisheries society) made some support services such as bulk purchasing and sharing of skill labors.</p> <p>Most of the beneficiaries spend nearly 200,000.00 LRK to complete their houses with in the minimum standard, without any extension or modification: anyway the housing construction programme is a long term investment, if they didn't have this type of housing programme they may catch more than 20 years to build their own houses. Because the IFRC Indian Housing project they acquired a house within the two years of period. People who were benefited they are satisfied.</p> <p>100% of participated beneficiaries are well aware on beneficiary selection process: and 80% of the non-beneficiaries also well aware about the selection criteria. Housing project was providing social respect to the beneficiaries. Housing project did not destroy the social harmony however it was create competition among the beneficiaries in house extension, nevertheless those are not in considerable level. During the construction time the beneficiaries were supported to the construction work, and this was affected to livelihood activities. However those are now recovering. Also most of the families already started their livelihood and economic activities</p>

<b>Focus Group Discussion</b>	
<b>Description</b>	<b>Brief Note</b>
Valani GN area Beneficiaries Kopay	5 Beneficiaries and 7 Non-beneficiaries were participated. Beneficiaries well aware (100%) about the selection criteria and construction process activities. Sand is the limitation factor during the construction phase Some beneficiaries are emotionally expressed their thanks to the project. Community not aware about the grievance system and but they have good knowledge on the housing project activities. Land issues not a big factor in the area. Livelihood activities affected by the housing project during the construction time, however its' recovering now.
Non-Beneficiaries at Eluthumattuwan South Area Thenmarachchi	9 Non- beneficiaries were participated All (90%) of the participants know the reason for the non-selection for the project and few of them are not aware about the reason or reluctant to say. More participants are form single member families, newly married couples and newly resettled (after the list finalized). Participants were said beneficiary selection had some bias. Since some single individuals also selected as beneficiary. Participants were not aware about the grievance redressing system of the project.
Non Beneficiary Group- Chempianpattu North Vadamarachchi	12 Non beneficiaries were participated .Most of the long term IDPs had permanent houses before the conflict, however the selection criteria has not considered the pre-conflict situation: therefore new families got more houses. Selection criteria would give more attention to the pre-conflict situation in the village.
Focus Group Discussion – Naachikudah GN area Poonakari (Beneficiaries and non- beneficiaries)	3 beneficiaries and 5 Non beneficiaries were participated .Most of the families in the village are long term IDPs and the village seasonally facing the flooding in the monsoon period. Some selected beneficiaries were cancelled during the verification visit by the implementation agency's officials but those are permanently living in the area. Some cases are single and some are newly married. Beneficiaries were highly appreciated and emotionally thanked to the donors and implementation agency of the housing project. During the construction they did not face any critical issues in construction materials but during the rainy season the transport is the main issue to this area. CBOs were involved in coordination and motivation activities in the construction period. Technical staff of the SLRCS was given excellent support to construction works and monitoring.

<b>Focus Group Discussion</b>	
<b>Description</b>	<b>Brief Note</b>
Kirishnapuram GN area (Beneficiaries and non-beneficiaries) Karachchi	5 beneficiaries and 7 Non beneficiaries were participated .Due to delay of land releasing process in security areas some families didn't selected for the housing project, When they came back to their own land housing project has been concluded. One ex-carder commented due to his non-availability he was not selected to housing project. Beneficiaries were satisfied with technical support given by the project. Approximately LKR.150, 000- LKR.175, 000 additional money needed to complete minimum standard of house. Beneficiaries were taken money from several sources (Saving, friends and relatives and banks) and more than 70% of housing loan has been recovered within 03 years of time period.
Focus Group Discussion Karachchi DS office, GNs and DOs	14 officers were participated. Resettlement started from 2010.All the families who were resettled they are most vulnerable families. SLRC funded 350,000 LKR for the house construction. This amount is not adequate. Therefore people went for other finance assistants system in private sector. Most of the families not yet recovered the loan.
Kayanagar Beneficiaries and non-beneficiaries Manthai west	16 beneficiaries and 09 Non beneficiaries were participated There was no corruption in beneficiary selection process. When the housing construction period they faced more difficulties in construction materials such as timber and water for construction. Still they are facing water deficiency problem in the newly developed areas. Due to the water deficiency, without electricity facilities and lack of education facilities people not willing to stay at village, those are the main reason for the less occupancy in the area.  Non- beneficiaries criticize the selection criteria and process, but further probing evaluation team was realizes that, there were incidentally or purposively people not in the village during the beneficiary list finalizes. When beneficiary list verify, some families removed due to the non- availability in the village at the time.

<b>Focus Group Discussion</b>	
<b>Description</b>	<b>Brief Note</b>
Uppukulam South Beneficiaries and non-beneficiaries Mannar Town	11 beneficiaries and 13 Non beneficiaries were participated .According to the scoring system newly married couple with one child getting more points fairly than the family who are having more elderly children. Consequently people do not agree with this scoring system. Land issues is one of the main problem faced by resettled families when the selection process.
Rasumadu Nanattan	8 Beneficiaries and 6 Non-beneficiaries were participated. Beneficiaries are well aware about the project interventions and selection criteria. Participants positively shared their views on the technical inputs given by the project. Land issue was a restriction factor in the area due to the flood prone; is caused the delays on toilet pits construction. Non- beneficiaries criticized the selection criteria and its process, but further probing evaluation team was realized that those are meaningless. One beneficiary commented that he was completed the house with additional money 80,000 only.
Pulliyankulam- Beneficiaries and non-beneficiaries Oddusuddan	3 beneficiaries and 5 Non beneficiaries were participated Most of the non-beneficiaries un satisfied with the scoring system, but team realized that, their non-selected reasons complying with selection criteria.  Few families obtain loans from private finance companies with the higher interest. They are straggling to pay back the loan. During the construction the technical officers visited to the area and instructed to the construction qualities.

Annex 7 Technical Inspection Brief

<b>Inspection Visit Brief</b>	
<b>Description</b>	<b>Brief Note</b>
St.James Vidyalayam- Nallur	270 students are studying in this school every year the toilet premises going under the flood and there is no any separated urinary facilities for teachers, but two old urinary units are existing without proper maintenance.  Newly constructed toilets are technically satisfied in quality: however height of the soaking fit little bit higher than the bumping level of the urinary unit (squatting pan level is lower than the fit level) there for additional height of the fit will not be occupied. Considering the flooding condition of the area the foundation (squatting pan level )would be increase beyond to the flooding level, but the present level (squatting pan level) is approximately equal to the current flooding level. Staff don't having idea whether the WASH programme were conduct or not. So the toilet is not yet using. There for evaluation team unable to give their feedback outcome of the construct.
Field observation Colombuthurai Jaffna	07 houses were inspected all beneficiaries were tried to extend the minimum standards. The area is flood prone area in seasonally taking into that technically consideration in the DPC levels have been increases. The walls are vertically straight and cement blocks proper arranged in technically, upper structure (Roof) properly anchored with sub structure Doors and windows properly fixed with the cement premise. Toilets properly constructed with manual fleshing facility. Tile roof properly anchored with timber works. (lap line)
Field Observation at Thellippali GN Thellippalai	12 houses were inspected those are technically in minimum standard and in satisfactory level; Most of the houses were modified and extended. Few non-completed houses were observed(2 purposive), and those are in linter level with the extension , however they were taken up to 3 <sup>rd</sup> installment
School visit Kuddyapulam GMV-	Two old urinary units Repaired by the project. 365 students and 25 teachers are in this school. Repaired works technically sound but maintenance not in satisfactory level, and the principal gave some reasons to poor maintenance such as: the surrounding community not addicted to the CHAST practices, School does not have a supporting service staffs and water sediments but those are not acceptable

<b>Inspection Visit Brief</b>	
<b>Description</b>	<b>Brief Note</b>
Thellippalai	reason.
School Visit Puttur Vidiyalayam – Kopay	A Set of toilet complex developed. The School Development Society was supported to construction and providing additional funding. Construction quality is satisfactory level, no any defects found in the construction. Construction is very new to comment on the defects and still not used, water sloops and pit levels are in satisfactory level. This newly constructed and still not in used therefore too early to discuss about the maintenance and sustainability of the construction.
Velanai West – Housing Inspection	Inspected 11 houses in the area, all are above the minimum standard (at least roof type has changed).A house was found as abounded. DPC levels, walls, roof connectivity's are in line with the standard. Maturity of the roof timber is not in satisfactory, in one place but those are not in the main roof components.
Eluthumattuwan South GN area Thenmarachchi	12 Houses inspected and two (purposive) are not complete and the roof changes are general to the area. Construction standard above the minimum level. In the quality of the construction block works properly executed, roof works are in the satisfactory level but places the lintel level concrete not fixed properly however it's not a big issue for the single stored buildings. Doors and windows foxed properly and some door materials that are used for the front door are very expensive in the market value. In general all beneficiaries commented about the additional money (about 150,000-250,000) invested to the minimum standard but it's not justifiable due they additional works done in the houses.
Visit on house construction – Karainagar South Karainagar	12 IFRC houses were inspected and those are in line with the main plans. In general additional plastering and painting works were completed. Quality of the construction is generally above the average standard. Defects were not observed in the main structures, however part of floor not concreted in the house. IFRC beneficiaries received livelihood assistance as well, some of them are still practicing (04/10) such: as goat farming and poultry, nevertheless more of them are not engaged in proposed activities. A number of them said they had invested livelihood assistance for housing construction.

<b>Inspection Visit Brief</b>	
<b>Description</b>	<b>Brief Note</b>
	Observed 05 Indian houses those were extended at least up to roof structure. Quality of the constructions are in satisfactory level and some houses still not completed (02/05) in fixing the doors and windows but they have received the final installment too (they show the doors and windows are available in their premises)
School visit- WASH Facility Sri-Muruhan Preschool- Kalvanthazvu	Quality of the construction above the standard and the level of the flooding not considered in the soakage pit. Water sloop and other structural features are in the good condition. Usage of the facility and sustainability are questionable, due to the open area (no fence around the boundary).
Housing Observation Vadamarachchi east – Maruthankerny.	Inspected 06 houses in the field, less occupation were observed in compare with the other areas of the division. In general beneficiaries not willing to give more information due to the low amount has given to the construction with compare to the other areas of the division. In general sagging of roof was found in one place but people are reluctant to give information for the probing.
School Visit Naachchikuda Muslim MahaVidyalayam Poonakari	Construction and repairing of the toilets and drinking water facility are technically above the standards. Water facility functioning well. Since toilets are not in use.
Housing Naachikudah GN	Inspected 10 houses and some are not occupied (02), technically major defects not found but roof components were not joined properly in one place. Well maintained house also recorded in the same area. Wall and other structural components are in the standard level.

<b>Inspection Visit Brief</b>	
<b>Description</b>	<b>Brief Note</b>
Krishnapuram GN Division Karachchi	Inspected 12 IFRC houses are in line with minimum standard, additional plastering and painting works were completed. Quality of the construction is generally above the average standard and defects were not observed in the main structures. Beneficiaries received the livelihood assistance as well no one giving the proper evidence of the activity, but they said home gardening and agriculture activities initiated by the given assistance and some are said they extended the practicing activities.
Ambalkulam community hall- Inspection	Technical quality of the building is satisfactory level and they have commented on the additional costing (estimated cost LKR 1,978,547.55). Compare with the other areas this community center has been utilized and maintained well.
Periya Pandivirichan East Madu	Technically houses are above the average standard. Some houses are having issues on lintel beam, but those are not big structural issues. According to the observation we found some places valley gutters not properly installed to the flow and some poor maintenance of the houses.
Kayanagar GN Housing Manthai west	Inspected 12 house and all houses were fulfilled minimum standard and in line with technical specifications of the minimum standard. Some resettled families performing well in the home gardening in their resettled land. Technical quality of the housing are in the satisfactory level and some roof components (timber) not matured in some houses and some roofs not anchored properly with upper structures of the houses.
Housing Mannar town	Inspected 09 houses, all were above the minimum standard. Small cracks observed in the floor area but those are non-structural. Walls, roof, foundation and other structural components were in satisfactory level.
Erukkalampiddy- MMV WASH program	Newly constructed toilets and renovated (covered) well inspected, construction quality in line with the technical checklist but still the facility not in used, therefore difficult to comment on the maintenance and sustainability.

<b>Inspection Visit Brief</b>	
<b>Description</b>	<b>Brief Note</b>
Rasamadu Housing Nanattan	Inspected 07 houses and all those are in above the minimum standard. Some places (02) toilets construction not completed due to the flood of the area. People say DPMC covered to reduce water absorption of the area. Foundation level has been increased with consideration of flooding of the area.
Rasamadu Pre School-	Rain Water Harvesting Renovation was not completed properly and its utilization is questionable, because rainy conditions and number of students in the preschool. New Toilets Construction was technically complying with the standards but sustainability and the utilization is questionable.
Housing-Mallavi Thunukkai	Inspected 03 houses, those are complying with the minimum standard and technically qualified with the minimum specifications, small modifications found with compare to other areas and Discussed related issues on outside skilled labors and concluded that, these issues based on the individuals.
Housing - Selvapuram Maanthai East	Inspected 04 houses (IHP repairing), repairing works were satisfactory level and beneficiaries not clearly shown the repairing area by the project in some cases therefore, visited many places to find the repairs done by the project
Sinnadampan - Housing Vavunia North	Inspected 12 houses and all houses were fulfilled minimum standard and in line with technical specifications of the minimum standard. Some resettled families performing well in the home gardening in their resettled land. Technical quality of the housing are in the satisfactory level and some roof components (timber) not matured in some houses and some roofs not anchored properly with upper structures of the houses.
Housing - Pulliyankulam Oddusuddan	Inspected 11 houses all were above the minimum standards, construction quality was satisfactory level, some of are still ongoing in final stage of the minimum standard. No any special defects found, small crack in the floor but those are non-structural.

<b>Inspection Visit Brief</b>	
<b>Description</b>	<b>Brief Note</b>
Housing Delft	Inspected 10 houses all fulfilled the minimum standard. Some houses (02) critical issues on floor cracks but those are non-structural and it would take to the technical consideration. There also soil condition and flooding of the area taken into the consideration. Some beneficiaries were not constructed the toilets under the project, because their old toilet is in functioning stage.

**Annex 8 Quantitative Households Survey Questionnaire**

**Questionnaire for the Household survey (Red Cross post Conflict Programme Project evaluation)**

**Part -1 Social survey**

Districts: - 01.Jaffna 02.Kilinochchi 03.Mullativue 04.Mannar 05.Vavunia

Divisional Secretariat Division: - .....

GN Unit:-----

Village:-.....

Type of Beneficiary or Family

01.Indian Housing Beneficiary 02 IFRC-funded IFRC Beneficiary 03 Non-Beneficiary

01.Respondent Information

1.1 Name of respondent.....

1.2 Whether Head of H/H 01 Yes 02 No.....If not 1.3 relationship to Head of H/ H

01. Wife 02 Son 03 Daughter 04 Mother 05 Father 06 Mother in Law 07 Father in Law 08 Other

1.5 Age..... 1.6 M/ F.....

**02.Family Details**

2.1 Number of Family Members (Including abroad) :-.....

2.2 Family Women Headed or Not: - 01. Women Headed 02 Not

2.2 Family has disable member: - 01 Yes 02 No

2.2 If yes due to? 01 Conflict 02 Natural 03 Other

2.3 Main Occupation of Household head: - 01 Government Servant 02 Private Sector 03 Business 04 Agriculture 05 Other

2.4 Monthly Income of Household (All inclusive):-.....

2.5 Monthly Expenditure of household (all inclusive):-----

**03. Beneficiary Selection**

3.1 Are you aware about beneficiary selection criteria? 01 Yes 02 No

3.2 If yes who selected the beneficiaries? 01. Through GN DS office 02. Red Cross 03. Community

3.3 Do you feel beneficiary selection was fairly done? 01. Yes 02 No

3.4 If no Why 01 Not satisfy with score system 02 Corruption 03 Don't know

3.5 Did the beneficiary have to pay any commission or bribe to anyone in order to obtain this housing assistance? 01 Yes 02 No

**04. Plan Selection and Training**

4.1 Do you get any basic trainings/orientations on plan selection and building construction? 01 Yes 02 No

4.2 How many trainings/orientations you/ your family participated? 01 Only one 02 Two 03 Three 04 Four or More

4.3 Who have selected the house plan? 01. You or your family 02 Red Cross Mobilizer/ Technical Officer 03 Others

4.4 If you changed your basic plan, how did you get approvals 01 Didn't get approvals 02 Only form GN 03 Only form Red Cross Officers 04 All above

4.5 When you change the basic plan and extent did the project staff questioned your ability to complete? 01 Yes 02 No

4.6 What are the conditions to do the major/additional extension? 01 Asked to complete additional extensions first 02 No conditions 03 Other (Specify)

4.7 By the Orientations/ Trainings did you get an idea about the quality of construction materials? 01. Yes 02. No

**05. Construction**

5.1 Are fully aware about the contents/conditions in the agreement that you have signed with project 01 Yes 02 No

5.2 If not why? 01 I cannot read 02 forcefully signed 03 No comments

5.3 How did you get the sand during the construction? 01. In Village 02 From other places 03 Sand was a big issue

5.4 How did you get brick or cement blocks 01. In Village 02 From other places 03 Brick was a big issue

5.5 How did you get the roof materials (timber)? 01 Make my own from my own tree/land 02. Purchased from local market 03. Purchased from outside the area 04 other

5.6 Did you face any mason or carpenter shortage in the construction time? 01. Yes 02 No

5.4. How did you overcome the mason or carpenter shortage? 01 I have utilized my gained knowledge partly to continue the construction 02. Get mason or carpenter from outside the village 03 no way I am helpless 04 Support from GN/CBO 05 Red Cross Officers Support

5.5 How often did the Red Cross Technical officer visit to your premises? 01 Every day 02 Once a week 03. Bi weekly 04 Once a Month 05. Bi Monthly 06. Once a three month 07 Never

5.6 Are you satisfied about the technical assistance given by the Technical officer/mobilizers 01. Highly Satisfied 02 Satisfy 03 Somewhat satisfy 04 Unsatisfied 05 Highly unsatisfied

5.7 If you are a women headed or disabled family who assisted in the construction at village level (Multiple choice)? 01 Village leader 02 CBO leader or members 03 Family and friends 04 Other (specify)

5.8 How did you contributed to the house construction?

a. In cash.....

b. Labour ..... days/month

c. Materials ..... Approximate amount

5.9 Do you faced any lost in livelihoods due to the housing construction 01 Yes 02 No

5.10 If yes approximately how much/month .....

5.11 Your livelihood has improved after the permanent house or not 01 Yes 02 No

5.12 If your livelihood has improved which percentage 01 1%-5 % 02 6%-10% 03 10%-20% 04 above 20% 05 No Change

5.13 Do you think; by the permanent housing your family's social status has been improved? 01 Yes 02 No

5.14 If yes satisfactory level 01 highly satisfied 02 Satisfied 03 Normal

**06. Compare housing situation before Conflict and now.**

6.1 House standard before displacement and now? 01 Both are same 02 now better than displacement 03 Now worse than during displacement 04 No idea

6.2 Do your feel the house is safer than before displacement and now? 01 Both are same 02 now better than displacement 03 Now worse than during displacement 04 No idea

6.3 Do you feels the new house (compare with before displacement) will more useful for children's education? 01 Both are same 02 now better than displacement 03 Now worse than during displacement 04 No idea

6.4 Do you feel the new house (compare with before displacement) will be safer in floods and rain? 01 Both are same 02 now better than displacement 03 Now worse than during displacement 04 No idea

**07. Social Harmony**

7.1 Due to the housing project do feel the social harmony has been increased or not? 01 Increased 02 Decreased 03 No change

7.2 Due to the housing project do you feel the inter relationship among the community has been increased or not? 01 Increased 02 Decreased 03 No change

7.3 Due to the project do you feel that, the caste and other social barriers have been reduced or not? 01 Decreased 02 Increased 03 No change

**08. Water and Sanitation Facility**

8.1 How do you feel the toilet facility compare with before displacement and now? 01 Both are same 02 now better than displacement 03 Now worse than during displacement 04 No idea

8.2 How do you feel drinking water facility compare with before displacement and now? 01 Both are same 02 now better than displacement 03 Now worse than during displacement 04 No idea

**09. Income and Debts**

9.1 Approximate total monthly income at project/ housing start?.....

9.2 Approximate total monthly income during the housing construction period? .....

9.3 Approximate total monthly income after the housing construction?.....

9.4 How much you spent to complete the minimum standard house (addition to the project amount)?.....

9.5 Did you get any loan or mortgage to complete the house? 01. Yes 02. No

9.6 If yes did you re-pay those loan or mortgage? 01. Yes 02 No

9.7 If yes for 9.6 how long does it took or will take? 01. Less than one year 02 1-2 Years 03 03-04 years 04 4-5 years 05 6-8 years 06 More than 09 Years

9.8 Where did you get the loan or mortgage? 01 Samurdhi Bank 02 Bank/Financial Organizations 03 Fisheries or other CBOs 04 Family and Friends 05 Private money lenders

9.9 What is the annual interest against the loan or mortgage? 01 Interest free 02 Less than 5% 03 Between 5%-10% 04 10%-15% 05 Over 15%

9.10 What is the monthly Installment?.....

9.11 What is repayment period? .....

9.12 Do you feel the housing project has been/is a burden for your livelihood or income generation activities? 01 Yes 02 No

9.13 If yes why?.....

**10 Water and Sanitation related diseases has been reduced and health care**

10.1 Is there any reduction of water bone diseases in your family (compare with 2011 and 2015)? 01 Yes 02 No

10.2 Are you satisfied with hygiene promotion activities/ training conducted by the project? 01 Yes 02 No

10.3 Do you have access to safe drinking water? (Within a reasonable walking distance) r 01 Yes 02No

10.4 Are you and your family members are regularly using toilets? 01 Yes 02 No

10.5 Are you and your family members are regularly hand washing at critical time (After the toilet use, before cooking, before feeds to child and before eating) 01 Yes 02 No 03 Sometime

10.6 How you and your family members do the nail cutting? 01. Twice in week 02 One a week 03 Bi weekly 04 One a month 05 More than one month

10.7 Are you or your family members regularly cleaning the house and surrounding? 01 Yes 02 No

10.8 Are you and your family familiar with water handling practices (Boiling, filtering etc.) 01 Yes 02 No

10.9 Are you or your family members regularly maintaining/Cleaning the water source/containers? 01 Yes 02 No 03 Nor relevant

### **11. Livelihood**

11.1 What is the source of income/livelihood activities, Name it?.....

11.2 Have you started a new livelihood or improved you old activity? 01 Yes 02 No

11.3 If not what happened to project initiated livelihood? 01 Lost and abundant 02 Soled 03 Spent other way 04 Used for housing

11.4 How much you family income has been increased with compare to before the project? .....

11.6 Do you feel your family income has been increased, what is the contribution of Red Cross assisted livelihood activity?

01. No change 02. 1-10% 03. 11%-20% 4.21%-25%

### **12 Non- beneficiaries**

12.1 Do you know the reason behind not being selected as a project beneficiary 01 Yes 02 No

12.2 Are you satisfied with the beneficiaries selection procedures by the project 01 Yes 02 No

12.3 Due to the housing project the social harmony has been increased or not? 01 Increased 02 Decreased 03 No change

12.4 Due to housing project inter relationship among the community has been increased or not? 01 Increased 02 Decreased 03 No change

12.5 Due to the project do you feel that, the caste and other social barriers have been reduced or not? 01 Decreased 02 Increased 03 No change

### **13. Only for Repaired House Beneficiaries**

1. Why did think the repairing the house is better than new house construction? 01. Our house is larger the Project given houses 02 Money for new house construction is not sufficient 03 Other (Pease specify)

**Part 02 Technical survey**

**01 Approval by Authorities**

	Yes	No	Not Relevant	Remarks/Comments
1.1 The Building has been approved by the local authority				
1.2 The House owner has a legal title for his house/ land				
1.3 Divisional Secretary has Issued an ownership letter/ agreement to the beneficiary				

**02 House Design and Infrastructure**

**2.1 Design inputs by beneficiary**

	Good	Fair	Poor	Not relevant	Remarks/Comments
2.1.1 Is the owner involved in preparation/selection of type plan					
2.1.2 Did they receive any training? And quality of the training?					

**1.2 Conformity to Regulations**

	Satisfied	Fair	Poor	Not relevant	Remarks/Comments
2.2.1 Does the house comply with Minimum standard of the project					
2.2.2 Are internal dimension of all spaces in conformity with LA regulations?					<b>Non conformity at:</b> living room, bed room 1, bed room 2, kitchen, toilet
2.2.3 Is ventilation of all spaces in conformity with LA regulations?					<b>Non conformity at:</b> living room, bed room 1, bed room 2, kitchen, toilet

Note :- Permanent house of minimum size of 500 square feet floor area, with two rooms, kitchen, and living room bounded by brick or block wall, permanent roof covered by tiled roof, toilet with adequate effluent disposal and finishing, i.e. one internal lockable room with internal plastering, flooring, doors & windows and a kitchen with internal plastering and flooring

### 1.3 Sanitation

	Good	Fair	Poor	Not relevant	Remarks/Comments
2.3.1 Has on-plot sanitary waste handling system (septic tank and soakage pits) being constructed correctly? Is it in good working order?					
2.3.2 Is supply of water available?					

### 1.4 Safety and Health

	Good	Fair	Poor	No Relevant	Remarks/Comments
2.4.1 Disability access has been provided to the house (If necessary )					
2.4.2 Kitchen is designed to be smoke – free					
2.4.3 Toilet and/or bath room are protected for privacy and individual security					

### Structural Details

#### 3.1 Foundation

	Good	Fair	Poor	Not Relevant	Remarks/Comments
3.1.1 Have the foundation been constructed according to a) A structural design b) soil bearing capacity of the site?					
3.1.2 Does the foundation appear to be level?					Yes/ No
3.1.3 Is the top of plinth above flood level?					Yes/ No

#### 3.2 Structure

	Good	Fair	Poor	Not relevant	Remarks / Comments
3.2.1 Does the building appear to be structurally safe/					

3.2.2 Are load bearing walls of appropriate thickness & properly supported on foundation/beams / walls?					
3.2.3 Do doors/windows and other openings have lintels?					

**3.3 Roof**

	Good	Fair	Poor	Not relevant	Remarks/Comments
3.3.1 Does the pitch of the roof in accordance with recommended standard for roof type?					
3.3.2 Does the roof free of sagging?					
3.3.3 Are roof components (roof cladding, purlins, rafters, wall plate) firmly fastened to each other?					
3.3.4. Are roof components firmly fastened to the super structure					
3.3.5 Are roofing sheets / tiles lapped in both directions?					
3.3.6 The house free of water leaks at the roof, around chimneys or other projections through roof, at valley gutters and other locations?					

**Non- Structural Details**

**4.1 Floors**

	Good	Fair	Poor	Not relevant	Remarks/Comments
4.1.1 Are the floors finished properly and free of cracks?					
4.1.2 Are floors properly leveled?					
4.1.3 Are toilet/ bathroom floors properly sloped to effectively drain off surface water?					

Note: - Rendering not compulsory under the project but well finished concreting is needed

#### 4.2 Walls

	Good	Fair	Poor	Not relevant	Remarks / Comments
4.2.1 Are the walls vertical?					
4.2.2 Are walls stable and free of cracks?					
4.2.3 Wall surfaces are in good condition?					
4.2.4 Evidence of rising damp or moisture and availability of DPC/DPM					

Note: - Plastering of outer walls and painting not compulsory under the project

#### 4.3 Doors and Windows

	Good	Fair	Poor	Not relevant	Remarks/Comments
4.3.1 Are doors and windows functional and in good condition, properly treated and painted?					
4.3.2 Are door window frames & sashes properly sized& of good quality material?					
4.3.3 The doors are properly fixed to the frame?					

#### 5. On Plot

	Good	Fair	Poor	Not relevant	Remarks/Comments
5.1 Does the plot size conform to the minimum statutory requirement?					
5. 2 Is the septic tank system located at least 50ft away from the nearest potable well or water source?					Yes/ No
5.3 Is the septic tank placed safety above the water table in the rainy season?					Yes/ No
5.4 The distance of windows providing primary ventilation to habitable rooms from the nearest boundary is not less than 3feet					Yes/ No
5.5 The septic tank can be accessed by a bowser pipe system for clearing sludge					Yes/ No
5.6 Surface water does not stagnate around the house, nor within the plot.					Yes/ No

**Annex 9 Survey Results**

**Table 1 Do your feel the house is safer than before displacement and now?**

Response	Number of Response	Percent
Both are same	47	4.8
Now better than Displacement	781	80.2
Now worse than during Displacement	97	10.0
No Idea	49	5
Total	974	100.0

**Table 2 Do you feel the new house (Compare with before Displacement will more useful for children's education?)**

Response	Number of Response	Percent
Both are same	63	6.5
Now better than Displacement	743	76.3
Now worse than during Displacement	83	8.5
No Idea	85	8.7
Total	974	100.0

**Table 3 Do you feel the New house (Compare with before Displacement) will be safer in flood and Rain?**

Response	Number of Response	Percent
Both are same	52	5.3
Now better than Displacement	743	76.3
Now worse than during Displacement	114	11.7
No Idea	65	6.7
Total	974	100.0

**Table 4 Due to the housing project do you feel the social harmony has been increase or not?**

Response	Number of Response	Percent
Increased	647	66.4
Decreased	36	3.7
No change	291	29.9
Total	974	100.0

**Table 5 Due to the Housing project do you feel the interrelationship among the community has been increase or not?**

Response	Number of Response	Percent
Increased	639	65.6
Decreased	46	4.7
No change	289	29.7
Total	974	100.0

**Table 6 Due to the Housing Project do you feel that, the caste and other social barriers have been reduced or not?**

Response	Number of Response	Percent
Decreased	57	5.9
No changes	917	94.1
Total	974	100.0

**Table 7 Did you get any loan or mortgage to complete the house?**

Response	Number of response	Percent
Yes	750	77.0
No	224	23.0
Total	974	100.0

**Table 8 If yes did you re-pay those Mortgage or loan?**

Response	Number of response	Percent
Yes	173	23.0
No	577	77.0
Total	750	100.0

**Table 9 Do you feel your family income has been increased, what is the contribution of Red Cross assisted livelihood activities?**

Response	Number of Response	Percent
No change	32	42.2
1-10%	2	2.6
11-20%	3	3.9
Non-Response	39	51.8
Total	76	100

**Table 10 Have the foundation been constructed according to a) A structural design b) soil bearing capacity of the site**

Response	Number of Response	Percent
Good	943	97
Fair	25	3
Poor	6	1
Total	974	100.0

**Table 11 Does the foundation appear to be level?**

Response	Number of Response	Percent
Good	929	95
Fair	39	4
Poor	6	1
Total	974	100.0

**Table 12 Is the top of the pillar above the flood level?**

Response	Number of Response	Percent
Good	890	91.37
Fair	71	7.28
Poor	13	1.33
Total	974	100.0

**Table 13 Does the building appear to be structurally safe ?**

Response	Number of Response	Percent
Good	931	95.58
Fair	38	3.90
Poor	5	0.51
Total	974	100.0

**Table 14 Are load bearing walls of appropriate thickness & properly supported on foundation / beams/walls?**

Response	Number of Response	Percent
Good	922	94.66
Fair	51	5.23
Poor	1	0.10
Total	974	100.0

**Table 15 Do doors/ windows other opening have lintels?**

Response	Number of Response	Percent
Good	911	93.53
Fair	48	4.92
Poor	15	1.54
Total	974	100.0

**Table 16 Does the roof free of sagging?**

Response	Number of Response	Percent
Good	865	88.8
Fair	96	9.85
Poor	13	1.33
Total	974	100.0

**Table 17 Are roof components ( roof cladding ,purlins, rafters, wall plate,) firmly fastened to each other**

Response	Number of Response	Percent
Good	892	92.0
Fair	69	7.0
Poor	13	1.0
Total	974	100.0

**Table 18 Are roof components firmly fastened to the super structure?**

Response	Number of Response	Percent
Good	883	91.0
Fair	73	7.0
Poor	18	2.0
Total	974	100.0

**Table 19 Are roofing tiles lapped in both directions?**

Response	Number of Response	Percent
Good	871	89.4
Fair	69	7.1
Poor	34	3.5
Total	974	100.0

**Table 20 The house free of water leaks at the roof , around chimneys or other projection through roof at valley gutters and other locations**

Response	Number of Response	Percent
Good	852	87.5
Fair	79	8.1
Poor	43	5.0
Total	974	100.0

**Table 21 Are the floors finished properly and free of cracks?**

Response	Number of Response	Percent
Good	904	93.0
Fair	57	6.0
Poor	13	1.0
Total	974	100.0

**Table 22 Are floors properly leveled?**

Response	Number of Response	Percent
Good	876	90.0
Fair	86	9.0
Poor	12	1.0
Total	974	100.0

**Table 23 Are the walls vertical?**

Response	Number of Response	Percent
Good	958	90.0
Fair	15	9.0
Poor	1	0.10
Total	974	100.0

**Table 24 Are walls stable and free of cracklers?**

Response	Number of Response	Percent
Good	925	95.0
Fair	41	4.0
Poor	8	1.0
Total	974	100.0

**Table 25 Walls surface are in good condition?**

Response	Number of Response	Percent
Good	919	94.0
Fair	48	5.0
Poor	7	1.0
Total	974	100.0

**Table 26 Evidence of ricing damp or moisture and availability of DPC/ DPM?**

Response	Number of Response	Percent
Good	860	88.0
Fair	75	8.0
Poor	39	4.0
Total	974	100.0

**Table 27 Are doors and windows functional and in good condition, properly treated and painted?**

Response	Number of Response	Percent
Good	540	55.0
Fair	239	25.0
Poor	195	20.0
Total	974	100.0

**Table 28 Are door window frames & sashes properly sized & of good quality material?**

Response	Number of Response	Percent
Good	768	79.0
Fair	167	17.0
Poor	39	4.0
Total	974	100.0

**Table 29 The doors are properly fixed to the frame?**

Response	Number of Response	Percent
Good	842	86.4
Fair	109	11.2
Poor	23	2.4
Total	974	100.0

**Table 30 Who have selected the house plan?**

Response	Number of response	Percent
You or your family	485	49.8
Red cross Mobilizer/ Technical officer	489	50.2
Total	974	100.0

**Table 31 If Yes for 9.6 how long does it took or will took?**

Response	Number of Response	Percent
Less than 1 year	163	17
01-02 years	323	33
03-04 years	153	16
04-05 years	23	2
06-08 years	3	0
more than 09 years	9	1
Non response	300	31
Total	974	100

**Table 32 How often did the Red Cross technical officer visit to your premises?**

Response	Number of Response	Percent
Every day	189	19
Once a week	609	63
Bi weekly	92	9
Once a month	25	3
Bi monthly	9	1
Once a three month	50	5
Total	974	100

**Table 33 How many trainings/orientations you /your family participated?**

Response	Number of response	Percent
only one	187	19.2
Two	250	25.7
Three	265	27.2
four or more	272	27.9
Total	974	100

**Table 34** By the trainings/ orientations did you get an idea about the quality of the construction materials?

Response	Number of Response	Percent
Yes	806	82.8
No	168	17

**Table 35** How do you beneficiary responses compare with before displacements and now toilet facilities?

Response	Number of response	Percent
Both are same	115	11.8
Now better than displacement	801	82.23
No idea	58	5.95
Total	974	100

**Table 36** Is there any reduction of water bone diseases in your family (compare with 20112 and 2015)?

Response	Number of Response	Percent
Yes	929	94
No	30	4
Not answered	15	2

**Table 37** Are you satisfied with hygiene promotion activities / Training conducted by the project?

Response	Type of beneficiary		Total	Percentage
	Indian Housing beneficiaries	IFRC-funded IFRC beneficiary		
Yes	853	38	891	92.09
No	41	1	42	4.31
No Idea	39	2	41	0.2
Total	933	41	974	100

**Table 38** Family women headed or Not

Response	Number of response	Percent
Yes	162	17
No	817	83

**Table 39** Family has disabled member

Response	Number of response	Percent
Yes	128	13
No	846	87
Total	974	100