

## **1.0. INTRODUCTION AND BACKGROUND**

Sri Lanka has suffered from two decades long civil war, which has killed thousands of people incapacitated and internal displaced a greater number. The human and economic costs of the conflict are felt most directly by the people of the North and East. The effects of the conflict have far reaching economic, social and psychological changes effects. Livelihood, particularly for the poor in conflict affected areas, has been totally destroyed and devastation and clearance of land mines await many of the returnees. Some of their valuable agricultural lands and home steads are falling within High Securely Zones (HSZ). Many of the displaced people have lost their assets such as land and means of production, as well as their social capital. Intercommunity tensions persist as consequence of the conflict and displacement. Women and children above all have suffered from the disruption of social structures and abusive behaviors induced by war.

In the North and East, much of the physical infrastructure including 325,000 houses have been damaged or destroyed over the time due to this conflict. Major infrastructure such as roads, railways, electricity, telecommunication etc. needs to be rehabilitated to restore vital services and support economic and development activities. Twenty years of war has increased the vulnerability of the people and the North and Eastern Provinces lag behind the rest of Sri Lanka in its social and economic performance with significantly high levels of consumption due to poverty.

The human dignity of the vulnerable war victims in the North and East were lost, due to loss of their secured residences. They are compelled to live with their family in temporary shelters, or in welfare camps or with friends and relatives. Human security has been threatened during the years of conflict through acts of war; inter communal violence, displacement of people, inhuman living conditions and many other atrocious consequences of war. The end of hostilities after civil war, however, has not eliminated all threats to human security, The internally displaced persons (IDPs) are resettling on their own lands, where they are compelled to live in very difficult, unhygienic and life – threatening circumstances. The unhealthy environment and under – serviced conditions in these villages, coupled with the poverty of the majority

of the people will destine them to a life of indignity as they are forced to live without access to basic services and facilities.

The Housing Needs Assessment undertaken by the World Bank for the North and East in April 2003, initiated by the donor community, estimated nearly 326,000 housing units as fully or partly damaged during the last 20 years long armed conflict. The Ministry of Relief, Rehabilitation and Reconciliation (M/RRR) reported that 160,754 families were displaced in the country, 84% of which were in the North East. 90% of the total 144,890 houses owned by IDP's were estimated as damaged. The Jaffna District alone accounts for 45% of these damaged units. The war led to the destruction of damage of 58% of the total housing stock in the North and East

A ceasefire agreement was signed between the Sri Lanka Government and the LTTE in February 2002 and formal peace negotiations started in September 2002. Peace is the key to reducing conflict related poverty. Due to the MOU, gradually, the North – East is opening up for commerce and civilian contacts and most displaced families returned to their original habitat and livelihoods.

The North East Housing Reconstruction Program (NEHRP) is funded by the World Bank and designed to support the reconstruction & rehabilitation of the conflict affected region of the North and East Provinces of Sri Lanka. During the last two decades displacement and resettlement have been the twin concerns that faced the Government of Sri Lanka (GoSL) as well as the Provincial, Districts and Divisional level administration. Apart from humanitarian relief, such as food items, clothes, kitchen utensils, mats, canvases, sheets etc, war affected victims need a permanent house to live with dignity and security. A limited amount of housing programmes in the districts were undertaken by UN agencies, donor agencies and NHDA, Ministry of Hindu Cultural Affairs and NECORD NGO's like GTZ,. **However the World Bank supported housing assistance programme is the first major housing programme with a comprehensive coverage aimed at poor and vulnerable families.**

For this purposes a new implementation setup called North East Housing Reconstruction Unit (NEHRU) has been established in the North East and a project designed by GoSL, called North East Housing Reconstruction Programme (NEHRP)

NEHRP administrative setup is according to the agreement signed in between the Sri Lanka Government and World Bank (WB) / International Development Agency (IDA) on 15<sup>th</sup> of March 2005 and, a sum of US \$75 million was given on credit to the Government by World Bank to implement NEHRP. Sri Lanka Government has agreed to provide US \$2 million from consolidated funds. Subsequently at the later stage of Phase II the European Commission (EU) joined as a co financing agency.

The aim of the NEHRP is to support and use IDA and EU funds to finance to reconstruct 34, 784 housing units, over a five years period.

The North East Housing Reconstruction Programme (NEHRP) is based on “**Home Owner Driven Concept**” and NEHRP grant money, provide facilities and motivate the beneficiaries to construct their houses by themselves.

**Details of House Damage According to 2002 Survey.**

<b>S. No</b>	<b>Name of District</b>	<b>Total Damaged Houses.</b>
01	Jaffna	105,064
02	Killinichchi	27,363
03	Mullaitivu	22,871
04	Mannar	20,082
05	Vavuniya	7,640
06	Trincomalee	38,310
07	Batticaloa	57,943
08	Ampara	11,342
	<b>Total</b>	<b>290,615</b>

Source: NEHRP Project Appraisal Document – 2004.

## **1.1. Project Area**

North - East project area is predominantly low lands and the Eastern lowlands has coastal belt feature. North and Eastern Provinces have an area of about 18,860 sq.km. These two Provinces consist eight Districts of Jaffna (1025sq.km), Kilinochchi (1237), Mannar(2002), Vavuniya (1966), Mullaithivu (2617), Trincomalee (2726), Batticaloa (2854 ) and Ampara (4431), Estimated population in North and Eastern Provinces is 2.6 million and also population is sparse and unevenly distributed.

The North and East constitute 29% of Sri Lanka's land area and is estimated to have had a population of about 2.3 million in 2001 (about 11% of the national total). Due to large IDP movements, population figures cannot be precise. At the beginning of 2002, the estimated number of IDPs in Sri Lanka was 500,000, most of them were women and children. The end of the conflict (after ceasefire agreement) has seen a rapid increase of people in North and East areas due to the movement of IDPs and arrival of returnees.

A Large number of displaced persons (including Tamils, Muslims, and Sinhalese) have sought shelter in welfare camps which are characterized by inadequate access to basic facilities and over crowded, unsanitary living conditions. Among the worst affected groups are families who have been displaced, sometimes repeatedly, as a result of conflict or threats to their villages. Displaced families have lost productive assets (agricultural equipment, livestock, shops, mills etc.) including in some cases lands they had cultivated before being displaced. Some of the displaced remain in welfare camps, often for years. Those who eventually returned to their villages sometimes have found their lands occupied by other households or occupied by Sri Lanka Security Forces.

## 2.0. Village Selection Process

Primarily Village Housing Damage Profiles are prepared by the Divisional Secretaries as per format No.NEHRP/VS/1 with the assistance of Technical Officers, VRCC, CBOO (Village selection Team) and GNN. This is prepared only in respect of war damaged villages to collect the Village details. NEHRU developed a software system for this purpose. This system contains all these formats and scoring system. All necessary guidelines are given in Amended Circular No.NEHRP/1/ (a) dated 30<sup>th</sup> September 2005.

a. Village Housing Damage Profile format NEHRP/VS/1 consist of all necessary information such as personal details of resettled families, year of damage, displacement, resettlement, house damage, reconstruction, income level, land ownership and war impact. There are another three formats which provide information to identify the affected villages. **(Annexure: 01)**

b. Format NRHP/VS/2 – Divisional Summary of Village Housing Damage Profile (above). **(Annexure: 02)**

c) Format NEHRP/VS/3 – Village Selection Matrix (Analysis of Village House Damage Profile) This Matrix is being calculated by NEHRU's Software. Scoring system for quantifiable factors in Village Ranking is based on this format. **(Annexure: 03)**

d. Format NEHRP/VS/4 - Justification for Non - quantifiable factors. **(Annexure: 04)**

Further guidelines were given by NEHRU by the letter No. NEHRP/Ci/06 dated 30.09.2005 on Village Selection. The group of Villages which need to be deleted from the Village Selection Survey is defined by this letter. Details of such villages are given below.

- a. Non Damaged Villages.
- b. Reconstructed Villages
- c. Villages which come under Tsunami Affected areas.
- d. Villages which come within the High Security Zone.

Villages are selected based on a Ranking System. The following are taken into account.

## **2.1. Village Selection.**

Village selection under this programme will be carried out through a two stage exercise.

- i. Village Identification.
- ii. Village Prioritization.

## **2.2. Village Identification:**

### **2.2.1. Village Housing Damage Profile.**

Initially Village Housing Damage Profiles were prepared by Divisional Secretaries / Asst. Government Agents (DSS/AGAA) as per format NEHRP/VS/1. This was prepared only in respect of villages which sustained housing damages during the war.

**This profile consisted of the following information.**

- a) Name of the household that sustained damage / destruction
- b) Date of damage
- c) Whether displaced or not
- d) Date of return if displaced
- e) Whether house was fully / partly damaged
- f) Whether reconstruction / repair already done
- g) Monthly income of the family
- h) Ownership of land
- i) War victims

In preparing Profile by the Divisional Secretary / Asst. Government Agent solicited the assistance of Village Rehabilitation Committees (VRCC) and the Grama Niladharies (GNN)

### **2.3. Divisional Housing Damage Profiles and Village Selection Matrix**

The Village Housing Damage Profiles referred to above compiled into **Divisional Housing Damage Profiles** by Divisional Secretaries. These Divisional Profiles consisted of certified copies of Village House Damage Profiles and a statement as per format NEHRP/VS/2. Based on this statement, the Divisional Secretary / AGA prepared Village Selection Matrix for the division as per format NEHRP/VS/3.

In preparing Village Selection Matrix, score was assigned to each criterion as explained below:

### **2.4. Score System for Village Ranking**

Say that a scoring system was introduced based on war damage, displaced and resettled percentage and vulnerability as yardstick. Scoring system for Village Ranking was introduced based on quantifiable and non-quantifiable factors. Marks for Quantifiable factors are given below.

#### **(a) Quantifiable factors:**

01	Extent of damaged houses	40	
02	IDPs returned (number)	15	
03	Vulnerability and poverty	15	
04	War victims	05	
	<b>Sub Total</b>		<b>75</b>

#### **2.4.1. Non - Quantifiable factors Scoring is 25 points.**

Scoring system for Non - quantifiable factors in Village Ranking is based on this format. This score distribution is given by DHRCMC who have given evaluation of Village Remoteness level.

**(b) Non Quantifiable Factors.**

01	Ethnic / Religious minority	05	
02	Backward in Education	05	
03	Lack of community infrastructure	05	
04	Lack of social capacity	05	
05	Long term neglect and lack of economic opportunity	05	
	<b>Sub Total</b>		<b>25</b>
	<b>Grant Total</b>		<b>100</b>

**Calculation of Score Points**

**(a) Quantifiable factors**

**i. Extent of damaged houses (Not repaired)**

Total score of 40 for extent of damage, 40 was assigned for extent of fully damaged house. The resultant score was calculated basing on the number of fully damaged house against the total number of houses.

For example, if there are 80 numbers of household in the village and if there are 60 number of fully damaged.

The score for these criteria will be as:

i. Fully damage house  $(60/80) \times 40 = 30.00$

Total score for these criteria is 30.00

**ii. Returned IDPs**

Total score for these criteria is 15. This will be calculated on the basis of percentage of returned families as against total number of displaced families in that group.

For example, if 50 families in a particular village are displaced and of which only 20 have returned.

The score will be  $(20/50) \times 15 = 06$ .

### **iii. Vulnerability and poverty**

Total score assigned for these criteria is 15. This will be calculated on the basis of percentage of poor potential beneficiaries (household, who have less than Rs: 2500 monthly income or per capita income is 500.00) as against total number of damage or destroyed household.

For example, if the total number of destroyed households in the village is 80 and if 50 families among them are having less than Rs: 2500 incomes per month.

The score will be

$$(50/80) \times 15 = 9.37$$

### **iv. War Victims.**

Total score assigned for these criteria is 05. this will be calculated on the basis of percentage of families whose number or members is/ are killed or fatally injured due to war as against the total number of households in that village.

#### **(b) Non-quantifiable factors**

The score for Non – quantifiable factors is 25. The score will be determined under different factors listed under. (2.4. b)

### **3.0. Village prioritization**

(a) Once the exercise is over the Divisional Secretary / Asst. Government Agent Submit the following to the District Secretary / Government Agent.

- (i) Divisional Housing Damage Profile
- (ii) Village Selection Matrix
- (iii) DVS/AGA's recommended village priority list.

- (b) Then, the DS/GA shall submit the documents to District Housing Reconstruction Coordinating and Monitoring Committee (DHRCMC) which in turn will refer to a Sub Committee for scrutinizing and validation. The sub Committee of the DHRCMC will consist of DPD, two representatives of District NGO Consortium, PD / DRCC and the DS / GA as Chairman.
- (c) The Sub Committee will submit its observations and recommendations in regard to the prioritized villages and number of houses allocated for each prioritized village to the DHRCMC (criteria to be adopted for determination of number of houses for each division, and number of houses for selected villages are explained in Section 3.1 and 3.2 respectively).

**(d) Other conditions for Village selection**

It is the responsibility of the DS / AGA to consider community preparedness in his / her recommendation. However, the District Sub Committee and the DS / GA shall ensure that due consideration has been given in the prioritization of village to the following factors.

- (i) Majority of the families in the village are prepared for housing reconstruction.
- (ii) Villages already selected for community development under NECORD, NEIAP etc. but no housing assistance was provided.
- (iii) Villages where VRCC are fully operational.
- (iv) Villages affected by Tsunami / beyond the Buffer Zone.

**3.1. Allocation of houses to each Division / Village**

**3.1.1. Determination of number of houses for each Division**

On the basis of the overall targeted case load and on the basis of information provided in the Divisional Housing Damage Profile and in the Village Selection Matrix, the DHRCMC shall determine the number of houses that will be allocated to each Divisions under the Phases. The following factors shall be carefully taken into consideration in determining the number of houses for each division.

- a. Extent of damaged houses of the present occupants.
- b. % of the displaced families returned.
- c. The phase of implementation of the programme already undertaken  
(Extent of other housing programmes already carried out.)
- d. Availability of complementary components for an integrated housing programme.
- e. The urgency for housing units.
- f. Readiness to implement the Programme in the village.

### **3.2. Special Criteria for determination of number of houses**

10% of the total case load to the District to be apportioned to the DHRCMC to consider to allocate to the pockets of heavy damaged houses but not reflected in the village selection matrix.

### **3.3. Environmental Check Lists**

On the approval by the DHRCMC, the District Secretary / Government Agent will forward the list of villages selected for each Phases to the respective Divisional Secretaries for preparation of Environmental Checklists for the selected villages. The Divisional Environmental Officers assist the Divisional Secretaries / AGA in preparation of the Environmental Checklists. On receipt of environmental check lists from the Divisional Secretaries, the District Secretary / GA shall forward the list of Selected Villages to NEHRU, along with village profile, environmental check list and other relevant documents supporting the village selection, for its concurrence. The NEHRU shall after scrutiny make its recommendation to the Provincial Programme Co - ordinating Committee (PPCC) for its approval. With the approval of the PPCC those documents shall be forwarded to the World Bank for No - objection Clearance. On receipt of No – objection from World Bank the beneficiary selection process started in the approved villages.

#### **4.0. Provision for Grievances Redressal Mechanism**

The Villages finally approved by the DHRCMC with the clearance of the World Bank will be displayed at the respective Divisional Secretariat, Common Places and NEWS Papers (in Local Languages) for Public notice.

If a deserving village is excluded it shall have access to redress according to the following procedure.

##### **Divisional level:**

The VRC/CBO and any Public of the area get an opportunity to make an appeal to DS/AGA who will consider various additional information provided by the VRC and if the grievance is justified he will pursue further action to take up such village under the programme.

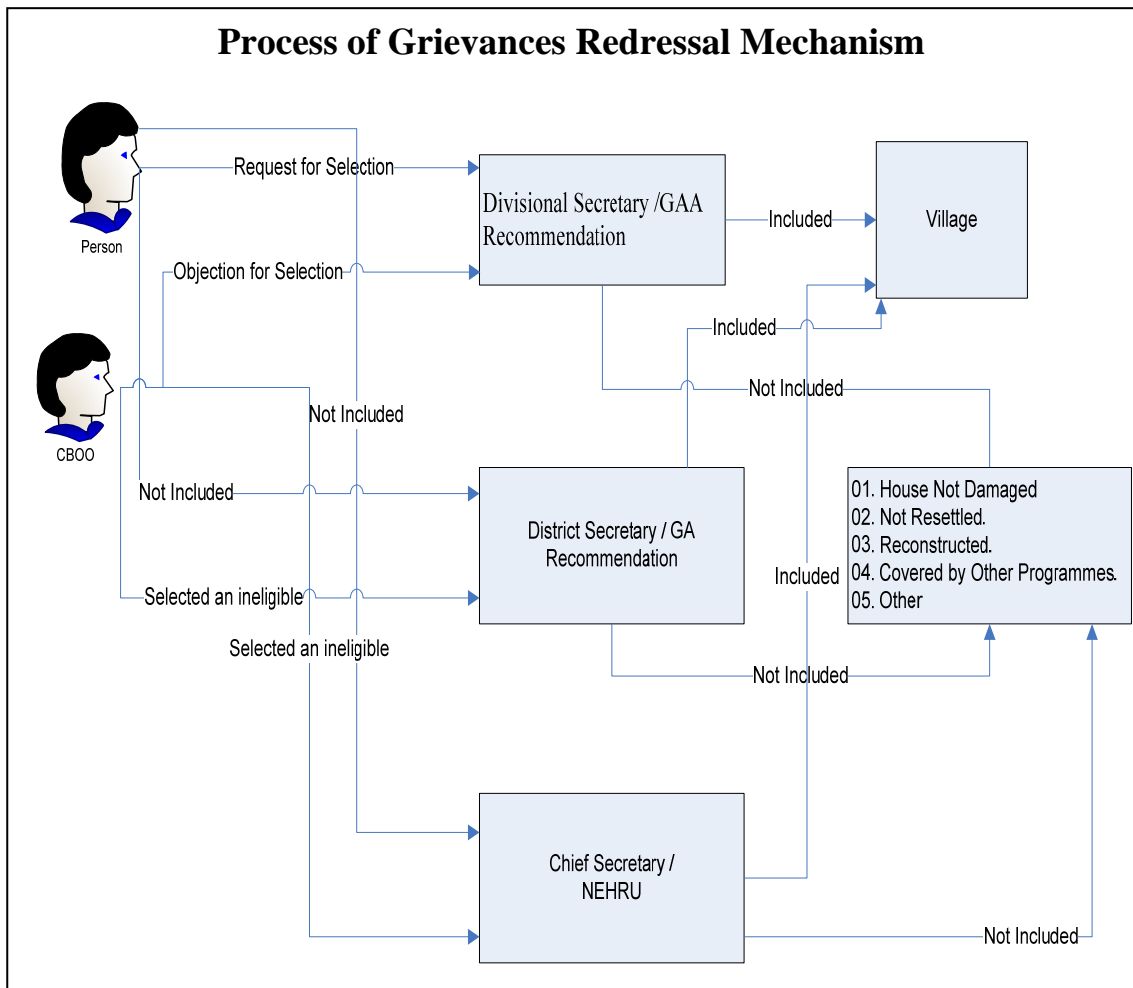
##### **District level:**

If the VRC is not satisfied with the decision of DS/AGA it may appeal its case to the DS/GA who will refer it to the sub committee of DHRCMC for the investigation and recommendation to the DS/GA.

##### **Provincial level:**

If the VRC is not satisfied with the decision of DS/GA it may appeal to the NEHRU for redress. NEHRU will make its own recommendation to the Chief Secretary and his decision shall be final.

Once the selection of villages is finalised at the PPCC, for each Phase and no objection from the World Bank obtained the list shall not be changed for the implementation. Any villages selected after the Grievances Redressal Process will be accommodated in the next Phase of selection process for implementation.

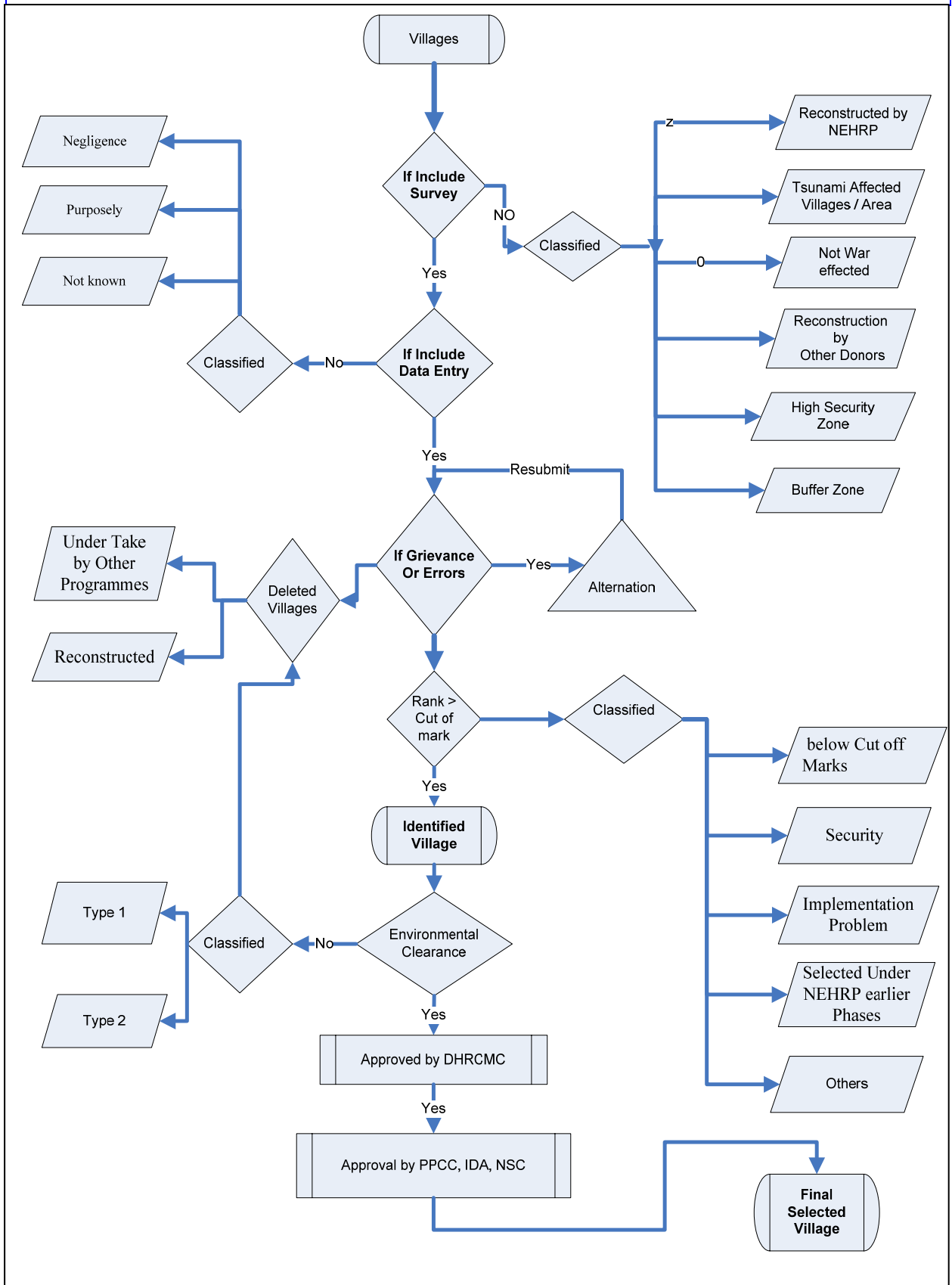


## 5.0. Computer Package of Village Selection Ranking System.

NEHRU introduced the software package for Village Selection for the first time. This software is designed by NEHRU to minimise the errors in processing at the Divisional Offices. The use of this package gives correct ranking and is time saving. NEHRU conducted the Training Programmes on the use of this user-friendly package to all implementing Divisional offices at all 08 Districts.

This package consists of all formats of Village Selection and functions efficiently with NEHRP's Village Selection criteria. Required information on Village Selection could be obtained from this package.

## Village Selection Process.



## **6.0. Beneficiaries Selection**

The potential beneficiaries for NEHRP housing reconstruction programme belong to displaced and resettled families. The village Housing Damage Profiles explore the present valuable and detailed information about resettlement in the districts and villages in the North East Province. It is planned to identify and select beneficiaries from the finally Selected Villages (90%) based on the result of the marks obtained in House Damaged and Social Verification Survey.

### **6.1. Beneficiaries Selection Process**

- a. The beneficiary selection was done based on House Damage Assessment and Social Verification Survey conducted in all house holds in the Selected Villages. This assessment team consists of Divisional Technical Officer, VRC member and an NGO / CBO representative supported by the village headmen/ women (GN representative)
- b. A potential beneficiary should fulfil the following four eligibility conditions:
  - i. House damaged due to Conflict.
  - ii. Majority of members and main breadwinner should be resettled in the villages
  - iii. Should own a title of land
  - iv. Monthly family income should be less than Rs. 2,500/= or per capita income should be less than Rs. 500/=
- c. Beneficiaries are identified and selected based on the following vulnerability criteria this is measured on weighted scoring system.
  - i. Resettled year
  - ii. Number of times displaced
  - iii. Number of family members
  - iv. Female single headed
  - v. Number of disabled in the family
  - vi. Number of elders in the family
  - vii. Number of family members killed / missing
  - viii. Number of unaccompanied minors / orphans

## 6.2. Weighted Scoring System for Beneficiaries Selection

<b>Criteria applied to Family Units</b>	<b>1 Point</b>	<b>2 Points</b>	<b>3 Points</b>
Resettled year	After 2002	1996 - 2002	1990 - 1995
Period of Displacement	1 -2 years	3 -5 years	6 - 8 years
No. of Family Member	1- 5 Persons	6 – 8 Persons	9 & above
Female single head	with adult children, not supporting children or No children	with adult children between 12 – 18 years	with adult children under 12 years
Disable ( Mental & Physical)	01 Persons	02 Persons	03 and above & Parent / Breadwinner
Elders	Over 50 years	Over 60 years	Over 70 years
Killed/ Missing	01 Persons	2 – 3 Persons	3 and above
Unaccompanied Minor/Orphan	01 Persons	2 – 3 Persons	4 and above
Total Score			

## 6.2. House Damage Assessment and Social Verification Survey

In order to obtain required information from the house holders in the Selected Villages, House Damage Assessment and Social Verification Survey was conducted using the House Damage Assessment and Social Verification Survey forms to covering all the households. The survey forms were modified slightly based on the suggestions received from the stakeholders.

The instruction and check list prepared by the North East Housing Reconstruction Unit on this survey are given below:

### **6.3. Instructions for the Survey Team and Check List**

01. The Divisional Secretaries will coordinate and monitor the distribution and processing the House Damage Assessment and Social Verification Survey Form.
02. The Survey Team will be appointed by the Divisional Secretary consisting of three members of Technical Officer, member of Village Rehabilitation Committee and a representative of Non Government Agent or Community Based Organization.
03. The particular Grama Niladary of the village will facilitate to the Survey Team.
04. District Deputy Project Director (NEHRP) will train to the Survey Team on accepted process of the project at Divisional level.
05. The head of the families or member invited for a meeting at a common place of the village to distribute the House Damage Assessment forms and necessary instruction should be give to them on the on the actives of the programme and filling up the House Damage Assessment and Social Verification Survey Forms. The attendance of the participant should be recorded. Grama Niladary will not issue the Forms.
06. The member of the team should visit every families of the village and collect the House Damage Assessment and Social Verification Survey Forms, five days after the commencement.
07. The member in VS/1 will be the members of the House Damage Assessment and Social Verification Survey Forms. (Families not included in VS/1, also be provided House Damage Assessment and Social Verification Survey Forms but VS/1 application should be prepared and certified by the Divisional Secretary and should be sent to Deputy Project Director.)

08. Ensure that the name of the head of the family is same as in VS/1 application and in House Damage Assessment and Social Verification Survey Form.
09. The part – I of the House Damage Assessment and Social Verification Survey Form should be filed by the entire household.
10. The household those who were not affected by the conflict should complete only the part – I of the House Damage Assessment and Social Verification Survey Forms.
11. The household those who were affected by the conflict should complete the House Damage Assessment and Social Verification Survey Forms from part – I to IV.
12. After five days issuing the Forms the survey Team should visit all the houses and collect the Forms duly completed by the household.
13. The survey Team should examine the information given by the household in the survey Form.
14. If the household is not in a position to fill up the Form the Team may help to him / her.
15. The survey forms collected by the Team should be completed in front of the household.
16. The survey form duly filled by the Team should be read in front of the household.
17. If the household is not satisfied with the information duly filled by the survey Team, he/she may request the Team to make necessary alteration.
18. If the request of the household is satisfied the survey Team should make necessary alteration.
19. The survey form duly filled up by the Team should be signed by the household.

20. If the alteration made by the Team is not acceptable the household may refuse to sign the survey Form.
21. The survey Forms that are not signed by the household should be referred to Divisional Secretary.
22. The Survey Team should give the true and correct information in the survey form.
23. If these are any false information filled out in the survey form, it will be brought to the notice of the Divisional Secretary and necessary action will be taken.
24. Survey Forms collected by the Survey Team should hand over to the Divisional secretary without any delay for Signature of Grama Niladari and DS/AGA before computerization.

## **7.0. What is a VRC?**

VRC is a representative group of members of a village affected by war or natural disaster, formed with the aim of promoting the participation of the community in their own rehabilitation.

### **7.1. VRC's Structure**

- VRC consists of 7 or 9 Members.
- Elected collectively by the affected Community or the Potential Beneficiaries of the Programme.
- Representing each functioning CBO of the Village.
- Representing families living in isolated settlements apart from the Village, wherever present.
- Representing women in the ratio of 30% - 50%.
- Representing mixed social group

## **7.2. Advantages of working with the VRCC**

- The members are from the same village and community and therefore have common interests.
- They have better understanding of and information on, the needs and problems of individual families than any outsider.
- They are from the respected members of the community and therefore could provide necessary leadership to build community cohesion in a problem time.
- A sustainable approach to strengthening social capital, after the end of the programme the members continue their contribution to their community with the goodwill they have earned and the skills they have learned.

## **7.3. Indicators of Strengthened VRC**

- VRC meetings are held regularly, attended by at least two – thirds of the membership.
- Minutes of VRC maintained consistently, tasks are assigned to each member of followed up.
- All members attend training and orientation sessions organized by the NEHRP.
- Construction work plans are drawn up for the village in consultation with the VRC.
- Extra counselling, advisory and physical support is provided to beneficiaries lagging behind.
- Voluntary labour contributed collectively by the village towards each individual housing unit, as per need

#### **7.4. The Role of VRCC in the NEHRP Activities.**

##### **Strengthening the Village Rehabilitation Committees (VRCC) and Promoting Beneficiaries Participation**

When new villages were identified under the NEHRP, the formation of the VRCC in those villages will be prioritized. The VRCC will have two roles in NEHRP

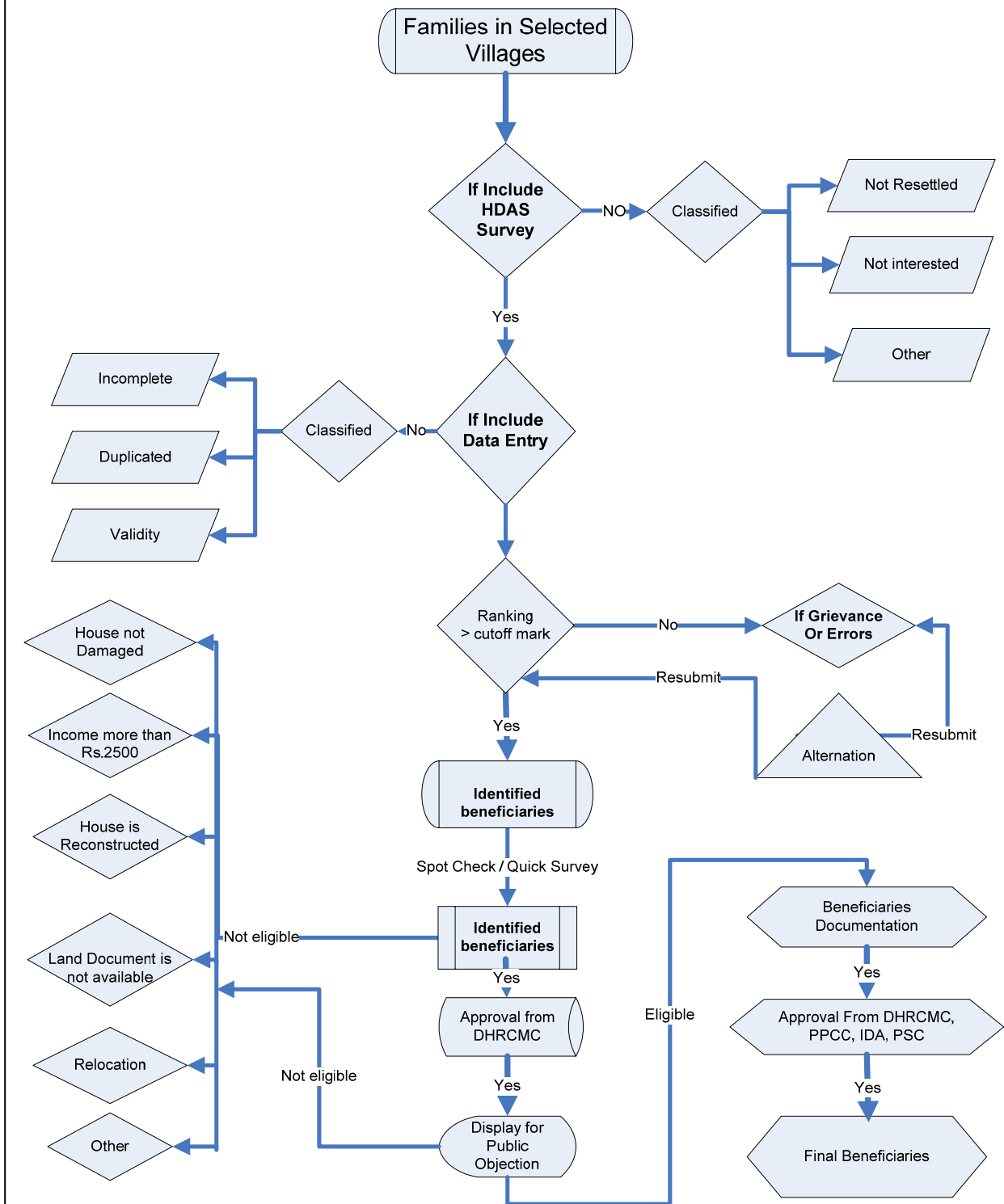
- (i) Participation in the Housing Damage Assessment and Social Verification Survey.
- (ii) Revalidation of the NEHRP recipient list.

The main advantage of the VRC is that it functions directly under the Divisional Secretary. Assisted by GNN. The formation and the capacities of the VRCC vary considerably from District to District. Thus to plan and implement a socially sensitive project like NEHRP, VRCC should be upgraded to be a transparent, sustainable and representative grass root institutional mechanism. NEHRP will strengthen the role of the VRC in the initial identification of beneficiaries. VRCC will also assist with Housing Damage Assessment and Social Verification Survey.

Each District administration will support its relevant divisional administrations in setting up and or strengthening their VRCC. There are two areas that have to be addressed in strengthening VRCC; the weak VRCC have to be reconstituted and in villages where there are no VRCC, new ones have to be formed. The Government will prepare a circular that provides guidelines for reconstituting weak VRCC and also form new ones, to make VRCC more representative. Various interest groups, affected communities, occupational or sectoral groups, women, ethnic and caste minorities, and groups that represent certain geographic areas will need to be represented in the VRC. It must be ensured that at least 4 out of 9 members of the VRC are women.

It must be noted that except in the villages where NEHRP is implemented, all other VRCC will be constituted and function as per the guidelines set out under the RRR framework. It is anticipated that with necessary revival and modification in the membership and mandates, VRCC under the NEHRP could play an inter-mediatory role between beneficiaries and external agencies to represent the needs and aspirations of local community. An improved institutional framework for VRC under the NEHRP will be prepared based on the recommendations of the Social Impact Assessment.

# Beneficiary Selection Process



## **7.5. Grievances against Beneficiaries Selection.**

Subsequent to the survey, all data were computerized ranking and listing of eligible families in the selected villages. The identified beneficiaries list was Subsequently Published at public places in the village with other information by DS/AGA. The VRC, any individuals or any organization may appeal against the selection or omission.

This will be resolved under grievances redressel mechanism / participate in grievance redressel process.

### **Divisional Level.**

a. Once the list is displayed the Ds/ AGA shall meet the villagers to hear any grievances. He shall also invite the member of VRC and representatives of civil societies to the mobile hearing. These mobile hearing shall be completed within tow weeks after display of the list of beneficiaries. Any aggrieved partly may make written submission to the DS/AGA within two weeks from the data of display of the list, after which submission will not be entertained.

b. after proper hearing from aggrieved party and investigation, the DS/ AGA will recommend the final priority list to the DS/GA. Then the DS/GA will approve the list of undisputed beneficiaries for the housing assistance.

### **District Level:**

If aggrieved party is not satisfied with the decisions, they appeal to the DS/GA who will refer to the sub committee of DHRCMC for investigations and inform the decision to the aggrieved party with intimation to the respective DS/AGA.

### **Provincial Level:**

If the complaint is not satisfied with the decision of DS/GA, may appeal to the NEHRU for redress. NEHRU will make its own recommendation to the Chief Secretary and his decision shall be final.

Any individual cases redressed by the respective hearing authorities shall be intimated to DS/AGA, who will display the list for public view. This supplementary list will also be taken up for implementation along with other houses in the particular Phase of the Programme.

### **8.0. Prioritization of Surveyed Families:**

Based on the House Damage Assessment and Social Verification Survey, all collected data are computerized and ranked. Cut off marks are allocated to each District and the cut off marks vary from District to District. Based on the cut off marks allocated to each District, beneficiaries are prioritized.

### **8.1. Identified Beneficiaries:**

The prioritized family's name list should be quick surveyed (Resurveyed) by the Technical Officers and Social Development Officer. They should visit to each village and ensure that the prioritized families are eligible or not. Based on the quick survey the eligible families should fulfil the selection criteria to come under identified beneficiaries.

### **8.2. Approved Beneficiaries:**

The list of Identified Beneficiaries' is displayed at the common places for public objection. After hearing the grievances under Grievances Redresal Mechanism ineligible families will be deleted. After that approval at the National Steering Committee Meeting and with **“no objection clearance”** by the World Bank, action will be taken on the approved beneficiaries list.

### **8.3. Finalized Beneficiaries?**

Thereafter approved beneficiary should provide proper documents such as title of land deed, joint bank account No, copy of identity card, resident certificate etc to open up personal file for each beneficiary. On completion of the personal file the Beneficiary is eligible to obtain the Housing Grant in five instalments. At this stage he / she is call as **“Finalized Beneficiary”**.

**Annexure:- 01.**

**NORTH EAST HOUSING RECONSTRUCTION PROGRAMME**

**From: NEHRP/VS/1**

**Village Housing Damage Profile**

1. District:..... 4. Village:..... 7. Total No.of families returned:.....  
 2. D.S. Division:..... 5. Total No.of families before displacement:..... 8. Total No.of families at present:.....  
 3. G.N. Division:..... 6. Total No.of families displaced:..... 9. No. of families Relocated:.....

Se. No.	Name of Household	Displacement		Relocated families	Damage of House				Vulnerability / Poverty			War Victims	Whether own land			
		Not Displaced	Displaced		a. Conflict	Not Damage (✓)	Damage (✓)	Year of Damage occurred	Whether the reconstructi on /repair effected		Present Monthly Income of Family Rs:		Per capita Income	No. of Family Members	No. on Family Members Killed/ Missing/ Fatally Injured	Yes (✓)
			Year of last Displaced	Year of Return					b. Tsunami	c. Urbanization		d. Other				







**Anti Corruption Guideline**  
**Expansion of Grievances Redresal Mechanism**

**Annexure: 05**

Under NEHRP Grievances Redresal Mechanism is implemented only during the following activities.

01. Village Selection.
02. Beneficiary Selection.

About 95% of the complaints received from public / beneficiaries have been about their selection / their village selection.

Written and verbal complaints received during these activities are rectified and documented at different levels.

01. Divisional Level.
02. District Level.
03. Project Level.

It is such selection related complaints which were settled and documented. Any how in keeping with World Bank recommendation and expectation from project of,

01. Equity.
02. Good Governance.
03. Transparency.
04. Sustainability.

In order to confirm the above, the project wishes to expand the GRM. On that basis

**01. Village Selection.**

<b>S. N</b>	<b>Expected Complaints</b>	<b>Officer Responsible.</b>
<b>I</b>	Non selection of War affected Villages.	GA, DPD With Concurrence of GA
<b>II</b>	Selection of Village contrary to project criteria	GA, DPD With Concurrence of GA
<b>III</b>	Removal of identified Villages	GA / DHRCMC
<b>IV</b>	Identification of Villages where project cannot be implemented.	GA / DHRCMC PD/ NSC
<b>V</b>	Non publishing of selected Villages	GA, DPD With Concurrence of GA

## 02. Beneficiary Selection:

S. N	Expected Complaints	Officer Responsible.
I	Non receipt of House Damage Assessment Survey from	DSS DPD
II	Non selection of affected families as beneficiaries.	Divisional GRM District GRM PD
III	Selected beneficiaries names not published	GA DPD
<b>During Completing Beneficiaries Personal Files</b>		
I	Land document not available	DS
II	National Identity card not available	DS
<b>Those affected by Administration.</b>		
I	Delay in getting residence certificate	DS DPD
II	Files not completed in time.	DS, GA DPD
III	Completed files not handed over in time.	DS, GA DPD
IV	Delay due to personal differences	DS, GA DPD

## 03. House Reconstruction

S. N	Expected Complaints	Officer Responsible.
I	Selection of House Plans again beneficiary's wish.	District Engineer, DPD Engineering Specialist, PD
II	Problem connected to building materials.	District Engineer, DPD Engineering Specialist, PD
III	Problem caused by construction workers to beneficiaries.	District Engineer, Engineering Specialist
IV	Difficulties in following TOO guidelines / instructions.	District Engineer, Engineering Specialist
V	Influence of middleman in building construction.	District Engineer, DPD Engineering Specialist, PD
VI	Inferior quality of building materials and construction work.	District Engineer, Engineering Specialist
VII	Delay in reporting quality control sheet	District Engineer, DPD Engineering Specialist, PD

#### 04. Funds Disbursement.

S. N	Expected Complaints	Officer Responsible.
I	Delay in releasing installments by the project.	DPD Accountant
II	Delay in releasing installments to beneficiaries by Bank	DPD Accountant
III	Delay in releasing installments by bank to branches.	DPD Accountant

#### 05. Administration Related.

S. N	Expected Complaints	Officer Responsible.
I	Failure of proper utilization of funds by beneficiaries.	DPD District Engineer,
II	Change in names / Account Nos of beneficiaries.	DSS, DPD GA, PD

#### 06. Skill Training.

S. N	Expected Complaints	Officer Responsible.
I	Request and complaints related to skill training.	DPD District Engineer, Engineering Specialist, PD.

Apart from these, complaints are received at project level as well.

S. N	Expected Complaints	Section which fulfill	
		District Level	Project Level
I	Influence by pressure group and Political parties during beneficiaries selection.	GA DPD	PD,  Minister's secretary
II	Out site influence in Conducting Programmes in areas suitable for Race / Religious group / Divisions	GA DPD	PD,  Minister's secretary

Although such complaints were received and attended by the project in the past they should be documented.

Complaints of this nature received at various levels if efficiently handled by small committees at the following levels these could be solved easily.

**Village Level:**

Finding Solution with the help of village level organizations for the complaints made by beneficiaries and non beneficiaries.

These may be represented by VRC / BRC /RDS / WRDS Multi religious leaders, GN, SDO and divisional level coordinators.

Any complaints which cannot be settled by them will have to be brought to divisional level

**Divisional level:**

The following will represent the committee which will deal with problems at divisional level

01. DS
02. CBO/ VRC
03. Multi religious leaders

Problem which cannot be solved at divisional level and any other problems to be handled at district level will have to obtain concurrence of GA.

Important decisions regarding the project will have to be taken in the meeting of the DHRCMC.