

REPARATIONS POLICIES & GUIDELINES 2021

**Formulated by the Office for Reparations
in compliance with Section 2(a) read with Section 11(1)(g)
of the Office for Reparations Act, No. 34 of 2018
and approved by the Cabinet of Ministers.**

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INTRODUCTION

The Office for Reparations Act, No. 34 of 2018

The Office for Reparations Act No. 34 of 2018 (“the Reparations Act”) was passed in October, 2018 by the Parliament of the Democratic Socialist Republic of Sri Lanka and came into operation with effect from October 22nd, 2018. The principal objective of the Reparations Act is to provide for a framework for the grant by Government, of remedies or relief to its citizens who have suffered grievances under specific circumstances, with a view to assisting and supporting such persons to rebuild and restore their lives. As expressly set out in the preamble to the Act, the intention is to contribute to the promotion of reconciliation for the wellbeing and security of all Sri Lankans, including future generations. This is to be achieved through assisting all citizens of Sri Lanka who have suffered under the specific circumstances listed under Section 27 of the Reparations Act, to rebuild and restore their lives, and thereby to advance the wellbeing and security of all Sri Lankans, including future generations.

A State’s duty to grant reparations to aggrieved persons is not based on an acknowledgement of responsibility for any wrongdoing, but singularly based on the State’s duty to protect its citizens, inherent in the equal protection of the law guaranteed to all individuals under Article 12(1) of the Constitution. The preamble to the Office for Reparations Act articulates the rationale for providing reparations, as follows:

“WHEREAS the Constitution of the Democratic Socialist Republic of Sri Lanka recognizes the inherent dignity and equal and inalienable human rights of all Sri Lankans and the State’s obligation to respect, secure and advance these rights:

AND WHEREAS a comprehensive reparations scheme anchored in the rights of all Sri Lankans to an effective remedy will contribute to the promotion of reconciliation for the wellbeing, and security of all Sri Lankans including future generations:”

The mandate of the Office for Reparations extends to the grant of relief to all 'aggrieved persons', living or having lived in any part of the country. The grant of relief contemplated under the Reparations Act are not limited to addressing the needs of the people of one community, or those who have suffered in one particular incident, era or region of the country. The mandate covers not only past grievances, but also makes provision to address grievances that may occur in the future. The scheme of the Act clearly mandates the Office for Reparations to serve all aggrieved persons irrespective of place of residence or any other variable factor. Therefore, the Office for Reparations is statutorily mandated to serve the Sri Lankan population throughout the country, from North to South, East to West.

Section 27 of the Act defines an '**aggrieved person**' to mean;¹

- a) "persons who have suffered damage as a result of loss of life or damage to their person or property,
 - (i) in the course of, consequent to, or in connection with the armed conflict which took place in the Northern and Eastern Provinces or its aftermath;²or
 - (ii) due to political unrest or civil disturbances; or
 - (iii) such damage being in the nature of prolong and grave damage suffered by individuals, groups or communities of people of Sri Lanka; or
 - (iv) due to an enforced disappearance as defined in the International Convention for the Protection of all Persons from Enforced Disappearance Act, No. 5 of 2018;

¹Section 27 of the Act has been formulated in terms of the guidelines of the Supreme Court in its determination dated 26th July, 2018 on the Constitutionality of the Office for Reparations Bill - SC Application No. 19/2018 & 20/2018

²This definition would include all persons who have suffered as a result of the conflict, regardless of which region they lived in when such harm or damage was suffered. These aggrieved persons would not only include persons who lived in the Northern and Eastern provinces, but also those who lived outside those provinces, including members of the government security forces and the Police, who have suffered harm/damage as a result of the conflict.

b) relatives of a deceased person or, a person missing under the above noted circumstances. The term “relatives” is further defined to include the following persons, in relation to a deceased person or a missing person - spouse, children, parents, brothers or sisters, parents-in-law, brothers/sisters-in-law, sons/daughters-in-law, grandchildren and grandparents.

Government policy in relation to the grant of compensatory relief

Sri Lanka has, for a very long time, recognized the policy of granting compensatory relief to persons who suffered injuries, damage or loss as a result of events that were beyond the control of such persons. This policy was first recognized after events that occurred in July 1983. Considering the urgency for State intervention at the time, the provisions of the Public Security Ordinance was used to promulgate Emergency Regulations to deal with damage to property, businesses and industries. The “Emergency (Rehabilitation of Affected Property, Business or Industries) Regulations No. 1 of 1983³ provided for the establishment of the “Rehabilitation of Property and Industries Authority” (REPIA) which was mandated to repair and restore affected properties and to rehabilitate affected industries and businesses.⁴ The provision of relief to persons came thereafter in 1987, with the enactment of the Rehabilitation of Persons, Properties & Industries Authority Act No. 29 of 1987 (the “REPPIA Act”) in terms of which the policy was expanded to grant relief to persons as well as in respect of damaged properties. This Statute remained in force until 2018 when it was repealed and replaced by the more ambitious and now current Reparations Act. Under the REPPIA Act relief has been provided to aggrieved persons, who suffered loss or damage, *inter alia*, due to terrorist violence, ethnic riots and civil unrest. Further, consecutive Governments have provided reparations to victims of natural disasters and violence on numerous occasions. Some of the more recent examples are: Rebuilding of houses for the communities who lost their homes in the incidents in Aluthgama and Digana; Rehabilitation and reintegration of ex-

³ Published in Gazette Extraordinary No. 257/3 of August 7, 1983.

⁴ Clause 4 of the Regulation.

LTTE cadre; provision of monetary compensation to the victims of Easter Sunday attacks, provision of humanitarian relief to the victims of floods and landslides in the recent past etc.

Formulation of Reparations Policies in terms of the Reparations Act of 2018.

Sections 2(a) and 11(1)(g) of the Reparations Act, require the Office for Reparations to formulate and submit for the approval of the Cabinet of Ministers, recommendations on “Policies on Reparations and Guidelines” with regard to the grant of individual and collective reparations to aggrieved persons, including -

- (i) the criteria for eligibility for aggrieved persons to obtain reparations, including criteria relating to the nature and severity of grievances for which reparations will be available;
- (ii) the form, and where appropriate, the quantum of reparations that will be provided to eligible aggrieved persons;
- (iii) the criteria of eligibility of aggrieved persons to financial compensation;
- (iv) the criteria of eligibility of aggrieved persons to urgent reparations;
- (v) a list of bodies which may assist in the provision or delivery of different forms of reparations to aggrieved persons;
- (vi) recommendations on reparations which may be provided directly by other State institutions;
- (vii) the criteria on which verified applications for reparations shall be prioritized.

STATUTORY PROVISIONS

In formulating Policies and Guidelines, the Members of the Office for Reparations have been guided by the applicable statutory provisions contained in the Act, as are set out below.

Section 2 of the Act, sets out that the objectives of the Act shall be –

- (a) to formulate and recommend to the Cabinet of Ministers, Policies on Reparations to grant individual and collective reparations to aggrieved persons;
- (b) to facilitate and implement such Policies on reparations as approved by the Cabinet of Ministers, by the Office for Reparations, including specialized policies on public education, memorialization and on children, youth, women, victims of sexual violence and persons with disabilities;
- (c) to establish links to ensure the compatibility of the Office for Reparations with other mechanisms aimed at reconciliation; and
- (d) to monitor and evaluate the progress of delivery of reparations to eligible aggrieved persons.

Thus, the Reparations Act envisages the relief contemplated under the Act to be provided, for the most part, through relevant line ministries or state, governmental or municipal departments or other authorities responsible for the particular subject matter. The task of the Office for Reparations is to recommend the Reparations Policies and Guidelines for approval of the Cabinet of Ministers, and once approved to grant individual and collective reparations where relevant through state, governmental or municipal authorities responsible for the particular subject area, as well as through the divisional or district secretariats as are relevant, and to monitor and evaluate the progress of delivery of reparations to aggrieved persons.

In terms of the provisions of the Reparations Act, the Office for Reparations is not vested with investigative or judicial functions and does not have the authority to investigate wrongdoing by any person. Its' statutory task is to formulate Policies and Guidelines for Cabinet approval, assess the eligibility of applicants to receive reparations under such policies as are approved by the Cabinet, and to grant suitable individual or collective reparations to such persons as appropriate, in compliance with the approved Policies and Guidelines.

The significant difference between the functions of REPPIA and the Office for Reparations is that while REPPIA provided for the grant of monetary compensation to persons who had suffered under particular circumstances, in compliance with *ad hoc* decisions taken by the Cabinet as and when incidents occurred, the Reparations Act provides for the Office for Reparations to grant individual and collective reparations, beyond monetary compensation, based on a cohesive policy and clear guidelines approved by the Cabinet of Ministers. The wider scope of reparations that are envisaged are set out in the definitions of “individual reparations” and “collective reparations” as follows:

Section 27 of the Act defines “**individual reparations**” to mean such measures as are intended to recognize the right to an effective remedy and benefits for an individual aggrieved person, including,

- (a) any monetary payment or material benefit provided to an aggrieved person;
- (b) micro-finance and concessionary loans;
- (c) educational programmes, training, and skills development programmes;
- (d) administrative assistance, and welfare services including psycho-social support provided to an aggrieved person;
- (e) measures of restitution, including the provision of land and housing; and
- (f) other appropriate measures identified by the Office for Reparations;

Section 27 defines **Collective Reparations** to mean, such measures as are intended to recognize the right to an effective remedy and benefits to the communities or groups of aggrieved persons, including,

- (a) means of remembrance of deceased persons, including memorials;
- (b) development of infrastructure;
- (c) educational programmes, training, and skills development programmes;

- (d) community development programmes or services; and
- (e) other appropriate programmes as identified by the Office of Reparations in consultation with affected communities.

In essence, Collective Reparations are aimed at conferring benefits to a group, community, population, village, district, region as a collective as opposed to granting individual benefits. Collective reparations benefit a multitude of persons collectively. Such relief measures also serve basic needs and contribute to the long term objective of building peaceful post conflict societies. A distinguishing characteristic of collective remedies is that they reach every eligible victim referred to above.

The Reparations Act also lays down certain principles by which the Office for Reparations must be guided, in formulating the Policies and Guidelines.

Sections 12(1)(c) requires adherence to the principles of non-discrimination, victim centrality and fairness, and that due consideration be given to the special needs of women, children and persons with disabilities.

Section 12(1)(d) lists the following factors, *inter alia*, to be considered in the formulation of the policies and guidelines;

- (i) the seriousness of the violation of the aggrieved person's rights;
- (ii) the impact, including continuing physical, psychological and economic impact, of such violation on the aggrieved persons;
- (iii) the need to provide special measures for vulnerable aggrieved persons including women, children, and persons with disabilities;
- (iv) the need to account for reparations already received by the aggrieved persons with regard to the violation of the right in question;
- (v) in the case of the award of monetary reparations, factors to be considered, including availability of resources, and in deciding the manner of payments including between lump sum payments

- and staggered payments, the best interests of the aggrieved persons;
- (vi) the appropriateness of non-monetary reparations;
 - (vii) in granting individual reparations which are monetary, the need to restrict such reparations to aggrieved persons who have the most serious grievance;
 - (viii) the need to prioritize the grant of monetary reparations considering the severity of the violation of the aggrieved persons' rights, the indigence of the aggrieved persons and the availability of resources;
 - (ix) the need to formulate a scheme of distribution where multiple relatives make claims with regard to a deceased or a missing person;

Section 12(1)(e) provides that in granting collective reparations, due regard should be given to the need to ensure non-discrimination, facilitation of reconciliation and sensitivity to the experiences of all aggrieved persons.

The Policies and Guidelines formulated by the Office for Reparations and approved by Cabinet, incorporate the statutorily recognized principles above referred to.

PROCEDURE FOLLOWED IN FORMULATING THE POLICIES AND GUIDELINES

In terms of Sections 12(1)(a) of the Act, in formulating the policies and guidelines, the Office for Reparations is required to consult through appropriate methods, aggrieved persons, organizations representing aggrieved persons and any other authority, person or body of persons to ascertain their needs for restoration and rebuilding of their lives. Accordingly, the Office for Reparations had the following consultations:

- a) Public consultations in identified Districts;

The public consultations were held in the following districts, with the assistance of the relevant District Secretariats-

S/N	District	Divisional Secretariat Division	Date
01	Mannar	Musali	28/08/2019
		Madu	
02	Kilinochchii	Palai	26/09/2019
		Poonakari	
03	Mullaithivu	Puthukkudiyiruppu	27/09/2019
		Karaithuraipattu	
04	Jaffna	Thellipalai	09/12/2019
		Velanai	10/12/2019
		Chavakachcheri	
		Maruthankerney	
05	Batticaloa	14 Divisions of the District	17/12/2019
06	Matara	Akurassa	20/12/2019
		Hakmana	
07	Hambantota	Hambantota	17/02/2020

The Consultations were organized by the Office for Reparations with the assistance of the District/Divisional Secretariats of the specific areas, and were conducted in *situ*. The meetings were attended by large numbers of participants, who were mainly residents of the areas, who claimed to have suffered under the circumstances identified under section 27 of the Act, including members of Government Security forces, the Police and their families. Their predominant request, was for socio-economic support to rebuild and restore their lives.

The categories of aggrieved persons who were invited to participate in the public consultations were:

- Mothers and wives of the Missing persons, including women who headed households;
 - Women whose husbands have died in the conflict, civil disturbances or political unrest;
 - Internally displaced and/or resettled persons;
 - Persons with disabilities;
 - Persons injured in the conflict, civil disturbances or political unrest;
 - Family members of persons who have died in the conflict, civil disturbances or political unrest;
 - Retired or disabled Members of the Government Armed Forces & the Police and their families;
 - Families of deceased or missing Members of the Government Armed Forces & the Police;
 - Rehabilitated and socially reintegrated former LTTE cadre;
 - Refugees who have returned from India;
 - Psychologically affected persons consequent to the effect of the conflict, civil disturbances or political unrest;
 - Persons who lost property (both movable and immovable), during the conflict, civil disturbances or political unrest.
- b) Consultations with civil society organizations representing aggrieved persons- This consultation was held on December 3rd, 2019. Thirteen (13) Organizations from around the country participated.
- c) Discussion with the 'Consultation Task Force' appointed in January 2016 to seek the views and comments of the public on the proposed mechanisms for transitional justice and reconciliation - Given that this Task Force had extensive information on the needs of aggrieved persons based on wide consultations they had with aggrieved persons throughout the country prior to the enactment of the Reparations Act, the Office for Reparations met with its members and obtained valuable input on the needs and circumstances of aggrieved persons.

The Final Report of the Consultation Task Force (November, 2016), and the Report of the Lessons Learnt & Reconciliation Commission of November, 2011, were also examined.

It was consequent to the aforementioned consultations and an examination of the relevant Reports, that the Office for Reparations formulated the Policies and Guidelines. .

THE POLICIES

The public consultations conducted in multiple regions of the country revealed similar needs amongst the aggrieved persons, be they inhabitants in the North, East, South, or West of the country. It may be noted that some of the concerns addressed herein are common to the wider communities as a whole, and consequently, although some of the interventions that can be offered as reparations are those that are needed by the wider grouping in the community, the increased vulnerability of the aggrieved persons require that their needs be addressed as a priority, which is required by the Act.⁵

On a consideration of what relief measures and support the Government will need to provide to the aggrieved persons to rebuild and restore their lives, and thereby advance the wellbeing and security of all Sri Lankans, including future generations, the following types of reparations will be granted, based on need.

I. LIVELIHOOD SUPPORT

Generation of livelihood support was identified as an immediate need. This would entail the implementation of wide measures and initiatives, as far as practicable, which would meaningfully assist and enable aggrieved persons to rebuild and restore their lives through their economic empowerment. On the one hand this would empower the aggrieved persons to charter their own course, and on the other, eliminate their

⁵Section 12(1)(d)(viii)

dependence on government subsistence. The following types of interventions will contribute towards livelihood support of aggrieved persons:

- Access to water supply for irrigational/ agricultural activities to assist farmer communities;
- Integrating the aggrieved persons to the numerous poverty alleviation programmes carried out by the Government;
- Generation of livelihood avenues, and self-employment opportunities in the affected areas.

II. COMPENSATION & FINANCIAL SUPPORT

Although the award of compensation may not necessarily restore aggrieved persons to the position they were in earlier and reestablish the status quo *ante*, yet the receipt of timely and adequate compensation is an important element in enabling them to rebuild their lives. Another initiative is the establishment of meaningful social security systems. The establishment of monthly social security payment schemes based on the level of indigence and need of the aggrieved persons, and support towards debt relief - where aggrieved persons who are unable to settle loans are provided with assistance to meet financial debts or relief measures to mitigate their indebtedness are needed interventions. Given the need to provide reparations based on availability of resources⁶, it's important to be guided by a maximum sum that may be awarded as monetary compensation for loss of life and proportionate amounts for disability. A recommendation in this regard is set out in the Guidelines.

III. RESTITUTION OF LAND RIGHTS

Restitution of land rights is of particular importance in the Sri Lankan context. Some of the aggrieved persons are affected in respect of land rights as noted below -

⁶ Section 12(1)(d)(v)

- (i) Those whose land had been legally acquired by the State under the Land Acquisition Laws and have not received compensation;
- (ii) Those whose land had been taken for public/state purposes other than through the Land Acquisition Laws, and have not received any form of compensation or alternative land.

In the aforesaid context, expeditious release of land, where possible, to the rightful owners, and where release is not possible, expeditious payment of compensation or provision of alternate land to the rightful owners, will significantly mitigate the issue.

In order to respond to the concerns raised by some aggrieved persons who have met with bureaucratic difficulties in their efforts to recover their land or secure compensation, due to lack of documentation which have been lost during the conflict or displacement, the intervention of Divisional secretaries is vital. Such aggrieved persons could be assisted to establish ownership with reference to documents maintained at Land Registries. Where the Land Registry documents are not available, a simplified system of establishment of ownership of land could be considered. The assistance of the relevant authorities to recover the compensation payable to aggrieved persons under the Land Acquisition Laws expeditiously will resolve these issues.

By integrating land restitution as a form of reparation, it is possible to address the issues relating to poverty and lack of opportunity that stem from the absence of land and the resources of ownership among aggrieved persons, in particular the women.

IV. PROVISION OF HOUSING

A further impediment to the restoration of normalcy of life to the aggrieved persons Identified in the course of the public consultations is lack of housing, mainly in the North and East. There were three categories of such aggrieved persons:

- 1) Those without any form of immovable property;
- 2) Those who have a land but do not have adequate funds to build a house thereon;
- 3) Those who have been given partial financial assistance by Government to build their own houses but the funds so provided are inadequate to complete building.

Continuation of the Government policy of providing shelters to all, would benefit aggrieved persons who are without adequate housing. Necessary relief measures are building or rebuilding houses by the State or giving meaningful financial assistance to persons affected, to build their own houses or providing new housing to the displaced persons. “Meaningful financial assistance” in this context would mean enabling the beneficiaries to secure adequate shelter, based on the standard of living of the aggrieved person, as well as the requirements of the geographical locations thereof.

V. DEVELOPMENT OF COMMUNITY INFRASTRUCTURE

A further area to be addressed in the Reparations programme is the issue of lack of community infrastructure and basic amenities in some of the interior settlements, such as lack of safe roadways, bridges, drinking water, sanitation facilities, public transportation, hospitals, clinics and schools. These less visible spaces, where large numbers of aggrieved persons live, require targeted support and assistance.

In order to address the concern of the lack of easy access to secondary school education in some areas, necessary interventions to facilitate easy access including the renovation of pathways and the provision of transport, are required. Provision of appropriate sanitation facilities in the rural schools is essential to enable female students to attend school. The establishment of pre-schools, in particular in and within proximity to interior villages, is a further necessary intervention.

In the aforesaid circumstances, inclusion of initiatives in the Reparations programme to provide community infrastructure and basic amenities, such as roadways, bridges, drinking water, wells, public utilities, community centers, public transport, hospitals and/or clinics, schools, and other such basic facilities for the less-visible interior rural settlements, would vastly assist the aggrieved persons in the restoration and rebuilding of their lives.

VI. ADMINISTRATIVE RELIEF

Many aggrieved persons have lost their valuable documentation during the conflict or displacement. Therefore, a system of simplification of the documentation process is necessary.

Assistance by the relevant authorities extended to aggrieved persons to secure necessary documentation in a timely manner, for example, certificates of absence, certificates of death, other necessary administrative documentation, as well as assistance towards registration in electoral lists, regularization of title to properties, and facilitation of issuance of driving licenses and National Identity Cards, is required to significantly mitigate this issue.

VII. PSYCHO-SOCIAL SUPPORT

A healthy and peaceful Nation would essentially comprise of a healthy populace, both in body and mind, and consequently there is need for many of the aggrieved persons, who have suffered trauma of one form or another to be permitted to find catharsis and closure through psycho-social support. In order to render the support meaningful, factoring in gender sensitivity in the provision of psycho-social support to women, particularly in respect of issues relating to sexual violence, will prove to be of value.

It has been assessed by experts that the larger percentage of those who require psycho-social support, suffer from relatively minor forms of

psychological issues, whereas a lesser number of aggrieved persons may suffer from complex mental/psychological conditions, which require specialized counseling or treatment by psychologists/psychiatrists. In this context, given the varied types of need, it will be necessary to assess the different levels of interventions required, and formulate a workable referral system, which will include where possible, existing government resources available through the Ministry of Health and other State institutions, which are able to extend psycho-social support.

Given the stigma associated with mental illness and the lack of awareness about mental health and psychosocial support, those requiring psychosocial support may not identify psychosocial support as a requirement. Hence, a mechanism which will not be totally dependent on requests for such support, is required. The scope of services should extend to providing counseling, therapy, and other such support to the aggrieved persons as a matter of course.

VIII. MEASURES TO ADVANCE UNITY, RECONCILIATION AND NON-RECURRENCE OF VIOLENCE

Granting of Reparations, not only assists in the restoration of the status of the aggrieved persons, but more importantly initiates an essential process of catharsis, enabling aggrieved persons to move towards closure, and building trust among communities. This is essential for forgiveness, resolution and eventual reconciliation. It signals to the citizen that he/she is protected by the law, and where the law is breached and some form of harm is caused to him/her the State would step in and redress the harm. In essence, it gives the very valuable message that the State is committed protect its citizen.

By granting reparations, the State assumes responsibility for distributing redress as part and parcel of its duty to protect its citizens, regardless of who perpetrated the harm. The ultimate objective of Reparations, whilst addressing the needs of the individual and groups of aggrieved persons, is

to ensure non-recurrence of violence in the country, and to unite the Sri Lankan populace. Following are possible interventions that will contribute to forging a united community:

- (i) Educational system reforms – promoting multi-ethnic, multi-religious schooling systems (current system of Buddhist, Christian, Muslim, Hindu schools propagate homogenous societies, which does not harbor well for a diverse, multi-cultural, multi ethnic, multi religious nation as Sri Lanka);
- (ii) Change of School curriculum to promote inter-ethnic, inter-religious education, which would permit communities to learn of each other, and inclusion in school curricula lessons on the value of communal harmony & co-existence, and inculcating in the minds of the young, religious values taught by all great religious teachers, including the revered Buddhist principle - ‘*Avihimsa*’ (“cause no suffering to any living being”);
- (iii) Making all three languages mandatory subjects to be followed in all schools;
- (iv) *De facto* recognition of language rights;
- (v) Developing inter-regional exchange student programmes;
- (vi) Government driven positive publicity *via* the State media (and the private media) in advancing communal harmony & co-existence and the “Sri Lankan” identity (as opposed to fragmented identities based on religion and/or ethnicity);
- (vii) Institutional and structural reforms;
- (viii) Human rights training & the promotion of human rights standards in public service;
- (ix) Legal reform and strengthening judicial independence;
- (x) Protection and preservation of existing places of religious significance and religious symbols;
- (xi) Promoting mutual understanding and friendship amongst the communities (eg. Taking a leaf from Singapore’s

experience of communal living, when Government provides housing complexes, to distribute housing units in a manner including mixed communal living);

- (xii) Development of infrastructure in the affected areas, including the interior rural settlements, so that aggrieved persons have a sense of equal treatment in the development agenda of the Government;
- (xiii) Creation of educational, training, and skills development programmes to aggrieved persons;
- (xiv) Creation of community development programmes or services in affected areas.

THE GUIDELINES

Any determination with regard to the award of monetary compensation and providing other relief measures shall be based on the principles set out in the Act. In particular, in compliance with the provisions of section 11(1)(g) of the Act, the following guidelines will be adopted in determining the reparations to be granted:

1. Victim Centrality -

The Act stipulates victim centered reparation policies.⁷ This would mean the granting of individual and collective reparations, which would meaningfully address the needs of the aggrieved persons. Needs of the victims will differ from victim to victim, region to region, circumstance to circumstance. Therefore, flexible reparations schemes must be adopted, where aggrieved persons are given reparations based on individual circumstances. The reparations schemes must be flexible and amenable to adopt subjective criteria based on the needs of the aggrieved persons.

2. Criteria for eligibility for aggrieved persons to obtain reparations, including criteria relating to the nature and severity of grievances for which reparations will be available -

⁷ Section 12(1)(c)

The essential criterion is that the claimant for reparations is in fact a person aggrieved as a result of the loss of life of a relative (as defined in section 27 of the Act) or suffered loss as a result of injury to the person or damage to property or suffered loss collectively as a group, arising from the circumstances set out in section 27 of the Act. Authentic evidence of the loss must be submitted.

Under the provisions of the Act, a person can be considered an aggrieved person, regardless of who caused the harm/loss/damage. The Office for Reparations has no mandate to investigate into the circumstances of the violations and consequently, has no statutory authority to identify the person responsible for the violation.

The individual reparations, including the quantum and form, will differ based on the nature and severity of the grievance and the resulting situation in which the aggrieved persons have been placed as a result of the harm caused. Accordingly, in granting individual reparations, consideration shall be given to the following factors which result from the harm or damage caused—

- a) The financial situation of the survivors as a result of the death, disappearance or disablement of the family member;
- b) The extent to which the resources to pursue education of surviving family members has been affected as a result of the death, disappearance or disablement of the family member;
- c) The impact on livelihood as a result of the damage or harm caused, and the need for assistance with economic empowerment measures;
- d) The seriousness of the emotional damage caused and the interventions required to restore normalcy;
- e) The seriousness of the injury to the person and the degree of the resulting disablement.

3. The form, and where appropriate, the quantum of reparations that will be provided to eligible aggrieved persons-

The form of reparations shall be in the nature of interventions that are set out in the Policy document, and the quantum shall be determined taking into account whether the loss is death of a relative, injury to the aggrieved person and the resulting degree of disablement, or loss or damage to property.

As provided for in the Act, in awarding monetary reparations, the availability of resources will be considered and a determination made with regard to whether compensation should be in the form of a lump sum payment or staggered payments. The need to restrict monetary reparations to aggrieved persons who have the most serious grievance will also be a criterion. In all instances, the best interests of the aggrieved persons will be the guiding consideration.

In determining the form and quantum of relief, any relief already received by an aggrieved person shall also be taken into account.

4. The criteria of eligibility of aggrieved persons to financial compensation-

All aggrieved persons shall be eligible for financial compensation subject to availability of resources. This is a principle recognized in the Act.

In keeping with the quantum that has been awarded in respect of past incidents, it would be reasonable to be guided by an award of a maximum sum of Rs. 1 million per death, and proportionate sums for disabilities based on medical certifications as to the degree of incapacitation, ranging from a maximum sum of Rs. 500,000/= for total disability. These sums can be reviewed periodically to be relevant in terms of the value of the currency.

In considering financial compensation, it must be noted that in some instances, even when the immediate consequences of the harm have been dealt with, the aggrieved persons may remain extremely vulnerable, needing long term medical care, or they may no longer be able to earn an income, or likely to have lost their homes and belongings. In compliance with the statutory provisions in the Act, “the best interest of the aggrieved

persons” shall be the key criterion to be considered.⁸ Hence, financial compensation may be supplemented by other forms of assistance to enable the pursuit of avenues of livelihood, where appropriate.

In circumstances where there has been a delay in awarding monetary compensation due to administrative delays, a reasonable additional sum shall be considered to be paid to the aggrieved person based on an acceptable criterion.

5. The criteria of eligibility of aggrieved persons to urgent reparations-

Urgent reparations shall be considered in the case of urgent medical needs, where survivors are left in an indigent state and need financial resources to meet urgent commitments, and where there is risk of further harm to be caused to the aggrieved persons, if relief is not provided urgently. In the case of children too, relief shall be provided on an urgent basis so as to avoid traumatization and emotional disturbances.

6. Bodies which may assist in the provision or delivery of different forms of reparations to aggrieved persons-

The Act⁹ recognizes that the Office for Reparations can request and receive assistance necessary for the achievement of its objectives from any State, governmental, provincial or local authority or agency, or any officer thereof, or from any other person or body of persons. Accordingly, the Office for Reparations will refer the identified needs and seek the assistance of all such State entities - line ministries, government, provincial or local government authorities, departments and agencies, and all public authorities responsible for the particular subject area, for the purpose of responding to the grievance.

Based on the consultations had prior to formulating this Policy, it appears that the following Government Institutions are the most likely to be relevant in providing relief; Ministries or other Government agencies responsible for the subjects of Housing, Lands, Livelihood development,

⁸ Section 12(1)(d)(v)

⁹ Section 11(1)(t) of the Act

Children's and Women's Affairs, Road Development, Social Services, Elderly Care, Health, Education, Vocational Training and Poverty alleviation. It's consequent to an assessment of the needs of aggrieved persons that recommendations will be made regarding reparations that may be provided by these and other State Institutions.

In addition, the cooperation of Non Governmental Organisations engaged in Gender related issues and poverty alleviation programmes can be sought to deliver assistance as appropriate.

7. The criteria on which verified applications for reparations shall be prioritized;

Grant of individual Reparations shall be prioritized based on the gravity of the harm suffered, the urgency and/or imminence of the need for assistance, the level of indigence of the aggrieved persons, and the vulnerability of the aggrieved person. In particular, in accordance with the provisions of the Act,¹⁰ vulnerable categories of persons, such as women, children and disabled persons must receive priority in granting individual Reparations. In prioritizing applications, following factors may be considered, *inter alia*, -

- a) Where the claimant is in absolutely indigent circumstances and/or need of assistance as a matter of urgency;
- b) Where the claimant is in lesser levels of indigence and necessity;
- c) Where the claimant has adequate revenue earning capacity but needs to be compensated as a means of recognition of the grievance.

8. Criteria for verification of authenticity -

The statutory requirement that the reparations regime should be victim centric means that aggrieved person should be afforded easy access to the reparation process. In this context, it is necessary to recognize that large numbers of aggrieved persons have either lost and misplaced personal documentation and certification of violations or been unable to

¹⁰Sections 12(1) (c) & (d) of the Act

obtain any, during conflicts and displacement. Hence it is vital that a flexible approach be adopted in recognizing eligibility for relief.

Therefore, in upholding the spirit of the Act, care will be taken not to overburden the process with extensive documentation and procedural requirements. The process of verification will be simplified, user friendly and easy to access, bearing in mind that the greater majority of the applicants, will be from the rural sector, many of whom may not possess the knowledge, the capacity or the financial resources to secure assistance to engage in formal procedures involving detailed documentation and hearings. The test for establishment of authenticity shall be reasonableness, i.e. the Office for Reparations will accept reasonable and credible evidence of eligibility.

9. Criteria for remembrance of the dead and memorials -

Memorialization contemplated under the Act addresses the emotional need of the families and loved ones to grieve, commemorate and remember the dead, and not to initiate a public display of political slogans or protests. It is dedication to the collective victims that is contemplated under the Act, for instance dedicating a public space such as a park to all lives lost during the entire conflict without distinction, or to all those who lost their lives in a particular incident such as the Easter Sunday Attack, or a museum that records the history of communal harmony that has existed in history etc. excluding the commemoration in any manner of terrorists or separatists.

10. Addressing the special needs of specific groups of aggrieved persons -

Recognizing the special needs of specific groups of aggrieved persons, based on their specific circumstances, the Reparations programme shall include specialized reparations to address the needs of specific groups of aggrieved persons, including;

- a) Women;
- b) Children;

- c) The Elderly
 - d) The Disabled, including disabled members of the Government Armed Forces and the Police;
 - e) Displaced persons;
 - f) Families of missing/deceased persons, including the families of members of Government Armed Forces and the Police missing in action;
 - g) Victims of sexual violence;
 - h) Rehabilitated ex-LTTE cadres, including former child soldiers.
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