

SITUATION UPDATE

The overall security situation in the North and East of the country remains tense with population movements reported from within the Vanni. The local elections were held in Batticaloa, the first in 14 years, on the 10th March and passed peacefully with isolated security incidents.

There was extensive flooding in the Northern and eastern districts due to unseasonably high rainfall and shelter agencies had to grapple with assistance to these families.

There continues to be IDPs trickling through into Mannar due to the ongoing fighting North of the FDL.

The restrictions on crossing the Madawachchiya checkpoint have been eased with UN vehicles allowed to cross but with a mandatory 72 hours notice.

Agencies in Killinochchi are having serious restrictions placed on implementation due to the lack of materials coming into the district. This has resulted in the escalation of prices and artificial shortages of local materials.

IDP MOVEMENT

The following are the total IDP figures based on statistics from the GA offices in respective districts reflecting variance for the month of February 2008.

Table 1 Total IDP numbers by District as at 29-Feb-08

District	29-Feb-2008	31-Jan-2007	Change
Jaffna	30,778	31,037	-259
Mullativu	32,147	32,117	30
Killinochchi	48,745	48,547	198
Mannar	23,094	23,576	-482
Vavuniya	10,968	10,657	311
Anuradhapura	486	486	0
Puttalam	2,956	2,956	0
Batticaloa	26,038	26,484	-446
Trincomalee	5,719	5,911	-192
Ampara	5,569	5,695	-126
Kurunegala	0	0	0
Polonnaruwa	180	180	0
Gampaha	213	213	0
TOTAL	186,893	187,859	-966

Note: some of the districts reflect no changes as IDP figures have not been updated by respective GA's

COLOMBO

There were two meetings held by the Shelter Coordinatin Cell (SCC) this month. A Technical Working Group (TWG) meeting was called on the production of the first Quarter SCC brochure. This was to agree on the proposed format and wording of the first Brochure for 2008.

It was agreed that the achievements of the SCC for 2007 would be highlighted under the headings of decommissioning, camp consolidation, Assisted Returns, Workshops and training, emergency preparedness SCC coordination and the SCC web page. Plans for 2008 were also included.

The brochure would be used as an information tool within and outside Sri Lanka. It is intended for government officials, shelter agencies donors and non shelter actors to inform and update them on the work of the Shelter Cell in Sri Lanka.

The Emergency Shelter Coordination Meeting (ESCM) was held on the last Monday of the Month and various issues were discussed including the production of the handbook on information sharing to the beneficiaries and the Government of Sri Lanka (GoSL) including technical standards in shelter, agreed in Sri Lanka.

The issue of the accommodation of newly displaced from the Vanni into Mannar was also discussed and it was agreed that a TWG would be called to properly address the issue and make recommendations on how it can be handled. A TWG would be called to agree on the revised cost of an emergency shelter as due to inflation among other reasons the \$300 previously agreed on was no longer relevant to the prevailing situation.

The Shelter Coordinator was on mission in the East (Trincomalee and Batticaloa) from the 23rd to the 29th March. This was to familiarise himself with shelter agencies and issues in the East and support the Shelter coordination at the field level.

The Solidar Shelter coordinator for Killinochchi was finally allowed to enter the district and take up his position on the 31st of March two months after he was recruited.

REGIONAL SITUATION - NORTH

JAFFNA

Introduction:

The overall security situation remained volatile, with the SLA continuing to fire artillery towards the Muhamalai, Nagarkovil, and Kilali FDLs.

Due to the significant military presence throughout the Jaffna District, civilians as well as humanitarian staff members are constantly being caught up in road blocks due to military convoys.

There have been major problems with regard to the availability of shelter materials and delay in obtaining clearance and ship space from Commissioner General for Essential Service (CGES) for the shipment of shelter materials from Colombo.

Shelter Needs:

There have been various requests, for constructing transitional shelters for IDPs living outside Welfare Centres (WCs), received from Uduvil DS, Tellipallai DS, Sandilipay and Chankanai DS Division.

Agencies and staff from respective divisional offices have completed joint assessments in Uduvil and Sandilipay Divisions and continuing in Tellipallai and Chankanai Division.

The provision of additional transitional shelters for IDPs displaced before 2006 and living in huts outside the welfare centers is ongoing. In addition, a request was received from DS Maruthankerni to upgrade existing shelters at Manalkaddu interim resettlement site and this is being looked into by Agencies.

Shelter Progress:

Out of the 355 shelters planned so far for 2008 agencies have started construction works on 19 transitional shelters for IDPs living outside welfare centres in Uduvil Division, and 11 transitional shelters for potential returnees in Allaipitty. There are also plans to upgrade 355 shelters during the year but so far none has started as yet, though the material requests have been made and sent to Colombo.

Contingency Planning:

Under the district contingency plan, assessment of communal buildings not in use has been completed in Tellipalai, Uduvil, Sandilipay, Chavakachcheri, Chankanai and Kopay Division while assessment in Karavedy and Point Pedro is continuing.

Agencies continue to maintain stock of shelter materials of 645 emergency shelters, 1,030 emergency shelter kits, 600 tents and 1.600 plastic sheets as contingency stock.

VAVUNIYA

Introduction:

The security situation in Vavuniya remains tense with frequent shelling across the FDL. No major population displacement was recorded during the reporting period.

UN vehicle movements through the checkpoint at Medawachchiya are now being permitted. This is limited however, with additional security procedures in place, and some INGOs have reported they are still facing restrictions when trying to get vehicles across.

Access to north Vavuniya also remains limited due to the restrictions in place at Omanthai.

Shelter Needs:

The area significantly affected by recent population movement remains Vavuniya North, the LTTE controlled part of the district, where people moved from areas close to FDL further North. This area remains inaccessible and provision of any assistance is very challenging. In addition, in the current displacement locations, the risk of secondary displacement remains high.

In the Government controlled area, there is no immediate need for emergency shelters, focus of shelter agencies remains on construction of semi-permanent shelters as a support to durable solutions for IDPs that have been displaced for years.

Shelter Progress:

Previously 90 transitional shelters were reported as planned for Avusadapitiya in Vavuniya South DS division. Further discussion with the agency involved confirmed that 50 of these planned shelters are actually emergency shelters, not transitional shelters and are now in progress.

There has been no reported displacement in Vavuniya and no new emergency shelters were constructed during the reporting period. However a total of 150 emergency shelters have been planned for the district of which 50 are in progress.

A total of 140 transitional shelters have been planned in Vavuniya and Vavuniya South DS divisions on which 40 are in progress in Avusadapitiya.

For semi-permanent shelter, a total of 384 were planned for the district in 2008 of which so far 10 are in progress in Maharambaikulam, Vavuniya DS division.

Contingency Planning and Site Assessment:

During the last reporting period a further 4 open sites identified by the GA for inclusion in the contingency plan were assessed. The sites are:

1. Omanthai
2. Tharanikulam
3. Pampaimadu
4. Suntharapuram

A joint inter-agency assessment was carried out on two of the sites; Tharanikulam and Suntharapuram, and the results reported by SCC. Of the two remaining sites, access was restricted for the Omanthai site and until this situation changes this site would not be deemed suitable. The final site, Pamaimadu, is adjacent to Suntharapuram. A total of 19 sites have now been assessed for the contingency plan.

During the last week of March an additional site was proposed by the GA, an abandoned school in Thetkiluppaikulam. The local community uses the grounds and the school buildings are still intact. UNHCR have already made one visit to the site and a full assessment is due to be carried out.

UNICEF reported in the last week of March that they have completed and compiled the WASH assessments for the list of 19 sites identified and assessed by SCC for the contingency plan. Of the 19 sites they reported that 1 site, Ittikulam open site, was unsuitable due to the already water deficient status of the host community.

SCC has also started an exercise to determine the time and resource requirements to make operational, each of the assessed sites on the contingency list, in order to prepare them for use as IDP sites. The results of this exercise will be reported at the next shelter coordination meeting in Vavuniya.

With the recent policy shift adopted by the authorities in Mannar and their intention to only use sites pre-selected by the Sri Lankan Army (SLA). There are concerns over the impact this will have on the contingency planning. It has been reported that 3-4 sites have already been pre-selected by the SLA, which they will permit for settling IDPs, but it has not been confirmed whether any of these sites are on the contingency list of 19 assessed sites.

MANNAR

Introduction:

Some of the most intensive fighting has occurred in Mannar over the last month with frequent shelling and clashes along the FDL.

Restrictions continue with the Uyilankulam checkpoint still closed and limited access across the Medawachchiya and Omanthai checkpoints. In the government controlled areas of Mannar there are limitations on available shelter materials, particularly on Mannar Island. In the LTTE (Liberation Tigers of Tamil Eelam) controlled areas of Mannar the difficulties continue with displacement occurring in Manthai West and limited resources available in the Vanni to address IDP needs.

IDPs are moving daily in small numbers from areas affected by shelling to the northernmost parts of the Mannar district as well as to Mullaitivu and Kilinochichi districts. These movements are adding pressure to the already overpopulated zone of Paliaru-Vellankulam in the northern part of Manthai West, where water availability is already an existing problem.

Small scale movements by sea from the LTTE controlled part of the district to Mannar Island also continue. All IDPs that arrived in Mannar since the start of March are now being accommodated at Kalimodda Puliyanakulam former welfare centre, as specified by the Sri Lankan Army.

Widespread flooding has also caused problems across the district with areas around Naddan in the government controlled area and Manthai West in the LTTE controlled area affected.

Shelter Needs – GoSL Controlled Mannar Areas:

With the new development at Kalimodda Puliyanakulam, all new IDPs since the start of this reporting period have been placed there as a requirement by the authorities. By the end of the reporting period there were 120 individuals in 45 families located at this site. Agencies have provided emergency tents as the families arrive and a number of emergency toilets have also been erected. Water is being provided by the authorities.

Some agencies distributed additional plastic sheets to IDPs that were affected by the recent flooding in the Nanaddan area. These were given to cover leaking roofs and to prevent seepage through the ground inside their shelters. The areas worst affected were Umanagari and Razool Puthuveli.

Shelter Progress - GoSL Controlled Mannar Areas:

Out of 126 emergency shelters planned for locations around Mannar town 63 have now been completed and 63 are still in progress.

By the end of March, 30 emergency tents had been provided by ICRC for the new IDPs who had been taken to Kalimodda Puliyanakulam.

Shelter Needs - LTTE Controlled Areas of Mannar:

New IDPs are arriving in the northern part of Manthai West daily. Recently people have been coming from the Perimadhu and Madhu Church areas where fighting has intensified.

In Vellankulam, Thevanpidy and Paliyaru GSO divisions most of these families are congregating and it was reported there are around 400 families who are in need of shelter assistance. The areas heavily affected include Paliyaru, Moorampiddy, Ganeshapuram and Vellankulam.

In addition to shelter needs the availability of suitable land is scarce as much of the available land is low-lying and has been affected by flooding. Water resources are also limited and there is heavy dependence on bowsering, particularly for those in Paliyaru, Vellankulum and Moorampiddy.

Due to the deteriorating security situation in the areas of the division closer to the FDL and the clashes occurring, shelter needs were previously covered and the needs for additional shelters are very low.

Shelter Progress - LTTE Controlled Areas of Mannar:

During the last reporting period 141 emergency shelters were completed in Manthai West. A further 150 were reported as started in Ganeshapuram in the north of Manthai West.

Further assessments are ongoing involving several agencies to verify the IDP movements and numbers and to identify the most suitable sites that are still available in Manthai West, particularly in terms of water availability, risk of flooding (low-lying land) and risk of secondary displacement. So far Ganeshapuram offers the most suitable available land in the north of Manthai West to accommodate those already displaced in this area.

Further to this, sites in Kilinochchi district need to be considered as the availability of suitable sites in Manthai West becomes exhausted.

Contingency Planning and Site Assessment:

During this month the authorities started placing all newly arrived IDPs in government controlled areas since the start of March at the former welfare centre of Kalimoddai Puliyankulam in Mannar. It was reported that some of the families placed at this site were denied the option of staying with host families. This appears to be the new unofficial policy by the authorities which is only allowing IDPs to settle in pre-selected sites as determined by the SLA. The indication is once the site at Kalimoddai becomes full, IDPs will be placed in a nearby welfare centre, Jeevothayam. There after they will be placed in a number of pre-selected sites in Vavuniya district.

The site at Kalimoddai Puliyankulam had not been assessed as part of the revised contingency plan prior to this development due to restricted access. Agencies agreed to limited assistance at the start of March in the form of emergency tents and toilets. This was only agreed if free access for the agencies was permitted and on the understanding that this was just a temporary measure.

More recent communication from the SLA, however, and calls for further assistance to provide more 'permanent' shelters and to develop the site's infrastructure suggest that this is not a temporary measure. The agencies in Mannar have refrained from providing additional assistance to develop this site further, other than the provision of additional emergency tents and toilets, until they receive clarification from the authorities regarding the status of the Kalimoddai site, as well as guarantees over the access to services and freedom of movement of IDPs who have been placed there.

Following the announcement that the Jeevothayam welfare centre would be used to accommodate IDPs once Kalimoddai was full, SCC carried out an assessment of this site.

In light of the recent policy adopted by the authorities on IDP settlement, the contingency plans should be reviewed as the new policy does not fit into the preferred 'ladder of options', nor are the sites selected by the SLA based on the most suitable sites that were identified as part of the contingency planning process.

KILINOCCHI / MULAITIVU

Introduction:

The security situation in the Vanni remains uncertain. In the last month there have been continued air attacks across Kilinochchi and Mullaitivu.

Shelling and clashes between the Sri Lankan Army and LTTE (Liberation Tigers of Tamil Eelam) continues along both FDLs (Forward Defence Lines) with intensive fighting continuing in Mannar. This has resulted in further IDP movements further north in Manthai West.

Restrictions are still being encountered by shelter agencies trying to gain clearance to transport shelter materials into the Vanni, including timber, tin sheets, plastic sheets and cement. Agencies have to rely on locally available

materials including jungle poles and cadjan. The longer this situation continues, the more difficult it will be to meet the needs with prices of local materials becoming inflated and their availability scarcer.

The restrictions on vehicle movements continue at Omanthai, with 72 hours notice required to enter the Vanni. At Medawachchiya it was reported that the restrictions on vehicle movements that have been in place since February 4th had been relaxed, however, 72 hours notice is now required for vehicles to go across. The UN agencies appear to now have limited access, but INGOs have reported they are still facing problems in getting the necessary approval to pass through Medawachchiya despite following the new procedures.

This situation, along with the material restrictions through Omanthai mean the only affective assistance that can be provided to the increased IDP numbers that are moving north in Manthai West is from agencies with bases and shelter stocks in Kilinochchi.

Shelter Needs:

The latest figures issued on 31st March, indicate a slight change in the figures reported in February with an additional 180 families.

At the last shelter coordination meeting held in Kilinochchi, it was reported the Kilinochchi GA had provided a list of 310 beneficiary shelter requests this month. However, after assessment of these it was ascertained only 100 of these families met the shelter needs criteria. This highlights the importance of follow-up assessments when shelter beneficiary lists are provided by the authorities, to confirm their eligibility and accuracy.

The main area of activity over the last month continues to be Manthai West, Mannar District. There has been continued displacement in this region with IDPs moving away from the Forward Defence Line in the south to escape the continued fighting there. This includes recent displacement from Madhu Church and Periyamadu. It has been observed that a lot of IDPs are moving further north towards Paliyaru, Vellankulam and Thevanpidy which are in the north of Manthai West close to the district boundary between Mannar and Kilinochchi.

The displacement statistics continues to change with both initial and secondary displacement being reported on a daily basis. Recent field visits by agencies confirm that between 5 and 15 families are arriving daily in the area around Paliyaru and Vellankulam.

There are also concerns about the low-lying land that many of the IDP families are occupying, which have been affected by heavy rains and flooding during March. Some of the emergency shelters constructed in these areas have been damaged by the flooding.

With the increasing numbers of IDPs arriving in the northern GS divisions of Manthai West, careful consideration is needed on how the water needs will be met, with the possibility that other sites such as locations in Kilinochchi district be considered to reduce the burden on Manthai West.

Shelter Progress:

Since the last reporting period, the number of planned emergency shelters for 2008 for all agencies has been revised to 3,572 (379 by ICRC) for Kilinochchi and Mullaitivu. In addition the agencies have planned 1,128 shelters for Manthai West AGA division. However, it is important to note these figures are not completely fixed as some agencies reported their shelter stocks can be directed to the area of greatest need. Therefore if the displacement in Manthai West continues, some agencies may re-direct resources that were allocated for Kilinochchi and Mullaitivu to Manthai West where the greatest need currently is.

In the last reporting period 100 emergency shelters were completed in Puthukkudiyiruppu AGA division, Mullaitivu district. Construction of these started in mid-February. In Kilinochchi district 24 emergency shelters were reported completed with a further 100 ongoing.

In Manthai West 20 emergency shelters have been reported completed by Agencies in Kilinochchi and 41 ongoing during the last reporting period. Agencies in Mannar working in Manthai West report to the coordination in Mannar due to access restrictions.

At present most of the agencies' focus is on Manthai West where new IDPs are reported each day and where it is expected the displacement will continue over the coming weeks. The coordination between agencies in Kilinochchi is also primarily concentrating on the current Manthai West needs.

Contingency Planning and Site Assessment:

In February the GA Kilinochchi issued a list of communal buildings to UNHCR for assessment as possible contingency sites. These were shared with the agencies and agreement was reached on which agencies would assess which sites.

A total of 67 communal buildings were provided for Kilinochchi district of which 30 are in Kandawalai division, 14 in Poonakary division and 23 in Karachchi division. Of these 6 are schools.

Assessments commenced in February and to date 2 agencies have completed their assessments on 28 sites with a further 3 not assessed due to access restrictions. Other agencies have still to report on their assessments, some of which are still to be completed.

UNHCR reported that they were following up with the Mullaitivu GA for a similar list to be finalised.

5 open sites were assessed in Kilinochchi and 3 in Mullaitivu districts. Agencies are now considering the preparation requirements for each of these sites and which would be the most appropriate to prioritise for development in case of a large scale displacement, in terms of security of the site, access to water and other resources, the accessibility for agencies to support the site and likelihood of secondary displacement occurring.

Discussions are ongoing regarding this issue but the current consensus is that the two sites identified and assessed in Akkarayankulam, would be the most suitable for agencies to pre-prepare in case of a mass influx of IDPs. These two sites could host up to 20,000 IDPs.

Water quality testing has been carried out at 3 of the 8 open sites identified and assessed for the contingency plan. Of the 3 areas assessed, 2 locations, i.e. Jeyapuram and Akkarayankulam and 8th Mile Post (Sites 1 and 2), water quality was considered acceptable although some remedial steps would be required to improve the condition of existing wells. The third location, Mudkompan, suffered from poorer water quality and it was recommended that this site be re-considered for use as an IDP settlement location.

REGIONAL SITUATION - EAST

BATTICALOA

Introduction:

The elections of 10th March saw a marked increase in security personnel both in the town of Batticaloa itself, and in the surrounding areas, in particular those areas that have been subject to return and rehabilitation in the last 6 months. This had an inevitable knock on effect with the number of checkpoints, and level of checking increasing substantially. In the absence of substantial security incidents, the presence appears to have now been reduced. Rumours of armed individuals in the town itself were reported, but denied by relevant authorities. As a precaution most agencies closed their offices for a number of days either side of the Election Day.

Displacement Statistics and IDP Movements:

There was no new displacement.

The statistics received from the Office of the Batticaloa Government Agent (as at 28 March 2008) indicate 6,601 families (24,987 individuals) are registered as IDPs in the District living with host families and in IDP camps (19 IDP camps remain). Of the total IDPs, 2,126 families (7,176 individuals) are from Trincomalee district, while some 71%, or 4,475 families (17,811 individuals) are displaced within Batticaloa District.

Shelter Needs:

It appears that there is still sufficient capacity amongst the Batticaloa shelter actors to address anticipated emergency shelter needs, with both UNHCR and ICRC in a position to provide first wave tarpaulin kits. With

Mylavaddan particularly badly damaged, emergency assistance will be most in need, although the return has not yet taken place.

Assesments are ongoing in Chenkalady DS division. With the early Monsoon rains, the anticipated returns out of Batticaloa and into Trincomallee to Pallikudiyuruppu were put on hold due to flooding. With the waters having recessed, and the weather holding, the first group of some 140 families finally returned on 25th March. 3 GS Division in Kiran (Poolakkadu, Vahenary and Punani West GNs) have been issued Low Risk Certificate and go and see visits for these locations have taken place with return for Vahenary scheduled for 3rd April.

Shelter Progress:

There are 2,151 emergency shelters planned (799 by ICRC) and 595 are in progress (422 by ICRC) with 762* completed (30 by ICRC). Additionally 600 transitional shelters are planned with 220 in progress and 380* completed *some in 2007.

The issue of levels of assistance was discussed at both Trincomallee and Batticaloa shelter meetings, with queries on the differing levels of shelter assistance (\$350 for emergency shelter in Batticaloa, \$700 for core/transitional shelters in Trinco).

This was in part due to stockpiles from Tsunami projects which were surplus in particular in Trincomallee, and their incorporation into shelter design. There did not appear much appetite amongst the shelter actors to re-visit this issue, although it was appreciated that at some stage donors might.

Return Conditions:

As per last month there still remains some way to go by local authorities regarding steps required in the return process, in particular the key requirement of IDPs to be informed about the conditions in return areas and the return process. Advocacy work continues among the shelter agencies on the guiding principles, but it is difficult to gauge substantive progress, although go and see visits have become a feature in the process.

Consolidation and Decommissioning of Camps:

Again the elections have put on hold most of the movement plans, and thus large scale movements from the camps have not happened.

A decommissioning matrix has now been completed that allocates responsibility for closed camps. A discussion is taking place amongst the agencies on whether, given the prospect of consolidation, agencies should engage in constructing new shelters within camps, albeit using reclaimed material from decommissioned areas.

At the shelter meeting recently opinion was split. While it was accepted in principle that no new shelters should be constructed in camps, the use of decommissioned material to support consolidation was a slightly different situation.

Looting of IDP Sites:

Reports of looting appear to be down this month.

Care & Maintenance and Upgrading in Camps:

UNHCR carried out a rapid needs assessment in the 19 remaining camps, but some of its findings, presented at the shelter and watsan meetings were questioned, particularly in the watsan and care and maintenance fields. Agencies continued care and maintenance activities conscious of the prospect, given anticipated returns, that some camps may have a shorter shelf life than others.

Camp Management:

Coaching and follow up on Camp Management (CM) at Batticaloa IDP sites, and CM site assessments for 5 sites in Batticaloa District.

TRINCOMALEE

Introduction:

The effects of the election process in Batticaloa have been felt in Trincomalee with a heightened security presence, both in town, and in the field, although no significant clashes appear to have taken place in the reporting period. The big returns, involving both resettlement and relocation to Pallikudiyuruppu began with some 422 individuals in 140 families on 25th March and 113 individuals in 36 families on 27th March (source DS Muthur).

Thus far no agency has publically committed to working on shelter in the relocation areas. The GA continues to call meetings at short notice of all agencies lobbying for more assistance and raising the prospect of agencies who are not operational being asked to leave.

For the time being no returns have taken place to the two relocation sites of Ralkuli and Pallikuduruppu, but some cuttings and laying out of plots continues at the former. It appears that resettlement to original locations will take place before the more contentious issues of relocation (and by which time the donor community will have committed its funds).

Displacement Statistics and IDP movements:

Although the GoSL arranged a "Go & See" visit to Pallikkudiyiruppu Muthur DS division for IDPs from the Paddithidal site it was difficult to gauge its effect, and whether they were able to ask any questions, or indeed receive any re-assurance. It was not possible to arrange such a visit for the Batticaloa caseload due to lack of funds according to the authorities.

As of 14 March, there were 5,862 persons in 1,767 families displaced within Trincomalee District.

Shelter Needs:

The newly opened GN Divisions in Muttur East are where agencies are beginning to focus their resources, although access has remained problematic for some time, given the ongoing de-mining, the divisions being in the High Security Zones (HSZ) and then heavy rains. Assessments are currently ongoing, but the SCC has already tentatively allocated villages to agencies if and when it is possible to engage in activities.

Emergency Transit Sites:

Plot G in Kiliveddy has finally been decommissioned with only the recent rains stopping the final levelling of the land. It has been decided that Manalchenai Camp should be decommissioned as it was never used and it could fall prey to looting although a security guard is employed to guard the site.

Shelter Progress:

Many more shelter options are planned for Trincomalee than have actually been started due to the delays in returns to Muthur east, first caused by elections and then the rains.

Of the 750 semi-permanent, 817 partially damaged and 510 fully damaged, no more than a quarter have been started; although with returns increasing towards the end of March this situation was due to improve.

Repairs of conflict damaged houses have continued both in Muthur and in Eachchilampattu DS Divisions.

Camp Management:

NTR