



THE ROLE OF REPRESENTATIVE BUREAUCRACY IN PROTECTING ADMINISTRATIVE RIGHTS OF ESTATE TAMIL COMMUNITY (A STUDY BASED ON KOLONNA DIVISIONAL SECRETARIAT DIVISION)

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Abstract

Most of the countries in the world are consist of pluralistic societies. The social fabric of these countries have diversified by class, colour, country of origin, ethnicity, gender, religious and linguistic determinations and as these countries are incapable of managing this diversity, social groups in that countries have faced to discriminations, exclusions and marginalization. Most of these countries have implemented the representative bureaucracy as a strategy to resolve this problem and provide equal service through public administration including Sri Lanka. But as a minority group in Sri Lanka, estate Tamils have been discriminated and marginalized. Objective of this research is to identify the role of representative bureaucracy in protecting administrative rights of estate Tamil communities. As the research area Poddana and Sooriyakanda estates in Kolonna DS division were selected. The qualitative method was used to collect data. Primary data was collected using in-depth interviews and secondary data was collected using literatures such as books, journal articles, reports and internet sources. Collected data was presented using the thematic writing method and data analysis was done by using descriptive analysis. The main factor that identified by analysing the data of the study area was that this estate Tamil community have highly marginalized because they are the minority, when obtaining the administrative services. The other factors that affect for this were the lack of language proficiency in both administrative officials and people in this community, poverty, inability to prove the legal identity because of the enclosure estate life and lack of assistance in public administration.

Key Words: Estate Tamil Community, Representative Bureaucracy, Marginalization, Equality, Public Administration.

Introduction

Almost every country of the world is considered as multicultural and plural in terms of their structure of social fabric which is diversified by class, color, country of origin, ethnicity, cast, occupation, religion, racial, and linguistic determinants. Though the diversity of society is proverbially accepted as important, many countries, mostly former colonized societies, are being struggled with managing this diversity. Some of these problems that have been encountered due to the failure of managing the diversity are social exclusion, marginalization, and identity problems. To solve these problems there are several approaches that have been put forward by various theorists. Among those approaches, national unity, reconciliation, social integration, equality has gained a central attention in recent time. The modern nation states have taken various actions by incorporating these approaches in their state building and nation building process. All these actions are basically focused on national unity and



harmony, social integration, reconciliation in the fragile societies and equality among the different social groups and communities. The representative bureaucracy can be identified as a way of delivering public goods and services in developing and multicultural societies. This is a concept that has been applied to resolve existing issues and prevent future issues among conflicting parties. In many European countries and some developing countries operates this concept in many ways. The notion of representative bureaucracy aims to develop a public workforce representing the people in terms of race, ethnicity, and sex and will ensure that the interests of all groups are represented in bureaucratic decision-making processes. The bureaucrats are expected to share a similar demographic background in order to establish an active participation and represent the certain interests of the marginalized groups in administrative process. Some of the features of the concept of representative bureaucracy could be identified in a very rare level in Sri Lanka's current administrative system. The effective implementation of such a concept in Sri Lanka is timely important. an adequate attention has not been paid in providing such reforms to other marginalized communities within the country, especially living in the areas of culturally, ethnically, linguistically diverse. A reasonable percentage of people who are living in the above mentioned culturally diverse areas are facing with serious discriminations in obtaining the administrative facilities and public services from the state. The outcome of social exclusion that affected individuals or communities are prevented from participating fully in economic, social and political spheres of society in which they live. Aim of this study is to examine how the administrative rights of the plantation Tamil community in the Up-Country of Sri Lanka are addressed in the public administration process. The analysis will focus on the absence of a well-structured, inclusive administration regulations and a sound mechanism in implementing administration regulations, grievances of the Up-Country Tamil People on discriminations of the government's administrative mechanism.

Literature Review

Bastiampillai, (1991) examines the role of provincial council system in meeting the needs of the plantation Tamil community in Sri Lanka, which faces specific social and economic problems as a community. It shows that while expectations were high among the community that greater representation through the provincial council system would improve their condition. This has not happened due to various reasons. It recommends a cantonal system within the provincial councils in the plantation area with well-defined powers and prerogatives to represent the interests of community.

According to Aloysius Pieris, (2007) the Tamil speaking community of silence faced several administrative, social issues due to the "Sinhala Only Act 1956". So, this book has focused on the issues in the view of Sinhala Buddhist, Christian and Muslim perspective. This act affected to the Tamil speaking people, it was considered as an injury made for the people to their self-esteem.

Keethaponcalan (2009) discusses that Estate Community was called to the country during the colonial period as laborers in the plantation sector. This made them unstable in their social, political and economic life and which led them to become the most vulnerable ethnic group in Sri Lanka. He further goes on to say that Estate community is considered as Tamil speaking community and is being excluded within the Tamil community due to their legacy. Not only social injustice but also several factors such as, Language, communication and education level they are being marginalized from the other ethnic community. This led them to face administrative injustice. In his work,



he has not pay attention to discuss what factors drive to the administrative injustice how it affects the life of the Estate Tamil community.

The same author has examined and says that discrimination against Tamil Community was mainly occurred due to the “Sinhala only Act” by which when recognized only Sinhala as the official language. Furthermore, it is expressed that this act made most of the Tamils to believe that they have been put in a second-class citizenry within their own country (Keethaponcalan, 2009). According Keethaponcalan (2009) the main proposals for drafting a future constitution which was presented by Thissa Vitharana (2007) to the all-party representative committee (APRC) has pointed out that a lack of staffs who are capable in Tamil Language is one of the major causes for the non-implementation of the constitution which has ultimately caused Tamil speaking people to face inconvenience when deal with the Government.

Uyangoda & Nelufer (2012) reflect the voices of ethnic minority who are suffered, and continue to suffer, discrimination, poverty, as well as social and political exclusion. Uyangoda & Marcelline (2013) in their work have focused on failure of Sri Lanka to create to political culture that could unify different ethnic communities within one, pluralistic nation state. The authors argue that ethnic identity politics has resolve clashes of interest between ethnic groups. The fragmented political culture that evolved induced violence. The authors finally argue for a constructional vision and state policy based on “an integrated political culture. In their literature they have referred to Caspersz, Paul, 2005, *A new culture for New Society Selected writings:1995-2005*, Kandy: Sathyodaya center) This book contains a selection of essays written by Fr. Paul Casperz the, S. J, co-founder of the Sathyodaya center for social research and Encounter in Kandy, based on his work among the Up-Country Tamil community in Sri Lanka in the plantations. The selections of essays are presented fewer than five main categories: Plantations, interethnic question, Socio-spiritual issues, personal reflections and memories, and development

Gunasekara R, (2014) examines that the representative characteristics of the colonial bureaucracy following the structural and functional adjustments introduced to the early civil service administration of Sri Lanka. According to that after the colonization, representative bureaucracy actively and passively has made a positive impact on diversity through the system of recruitments and their promotions in the independent Sri Lanka. But, consisting of such methods, the plantation Tamil communities are further being marginalized. Therefore, it’s important to study the reason for this situation.

The report of the Lessons learned and Reconciliation Commission-LLRC in (CPA) pointed out that the development progress in the post war period must not only be focused on community issues but also the development of estate community in term of education and health as estate community is highly marginalized from society. According the literature review done so far, it is obvious that most of them have mainly considered the ethnic conflicts in most of the aspects, but there is less literature that focused on the root causes that lead to the administrative exclusion of estate Tamil in Sri Lanka. Therefore, this study mainly focuses onto fill the gap in the existing literatures. In a pluralistic country like Sri Lanka communities are still being marginalized due to ethnic diversity and incompatibility, this study focuses the root causes and factors that lead people marginalized although there are strategies to overcome such issues.

Research Objectives



This study is focus that, although there are National administrative mechanism to provide equal service and to provide an equal representation for all the communities in a multicultural country like Sri Lanka, why administrative rights of estate Tamil communities are being affected? To address this problem, several sub objectives have been formulated as following.

- 1.1 Identifying factors affect the administrative rights are not being guaranteed of the estate Tamil community as a marginalized group?
- 1.2 Identifying are the barriers and obstacles to implement of representative bureaucracy in Sri Lanka?
- 1.3 Identifying to make changes to create an administrative space that allows the estate Tamil community to exercise their ethnic, religious, and cultural expressions freely?

Methodology

Method

In this study, the qualitative method is applied to unfold the whole research and it will be focused on their opinions about the difficulties and experiences encountered by the estate Tamil community. Qualitative data were collected from respondents, and as this was a descriptive study and no statistical data was presented, qualitative method was used.

Study Area:

As the study area, Poddana and Sooriyakanda estates in Poddana and Bulutota GS divisions in Kolonna DS division in Rathnapura district in Sabaragamuwa province were selected. This two GS division was selected because it is convenient to examine the inclusions and exclusions of these two communities by using these two GS divisions.

Table 01. Sample size of the study

Institutions and Respondents	Number of Respondents	Data collection Source	Sampling
Sooriyakanda and Poddana Estates	30	In-depth Interviews	<div style="border: 1px solid black; padding: 5px; display: inline-block;"> Purposive sampling </div>
Poddana GS Office	01	Interviews	
Bulutota GS Office	01	Interviews	
Divisional Secretariat, Kolonna	04	Interviews	

According to the table above, from the study area 36 respondents were selected as the overall sample. Among them 30 respondents were randomly selected representing the two estates and 06 co-respondents were purposively selected by the administrative officials from this area.



4.2.2 Data Collection

Data was collected using:

1. Primary data

This was collected using in-depth interviews. By interviewing respondents, identified the ways they overcame these issues and by interviewing responsible officials, identified the issues these estate Tamils face and the barriers for the implementation of solutions for this issues.

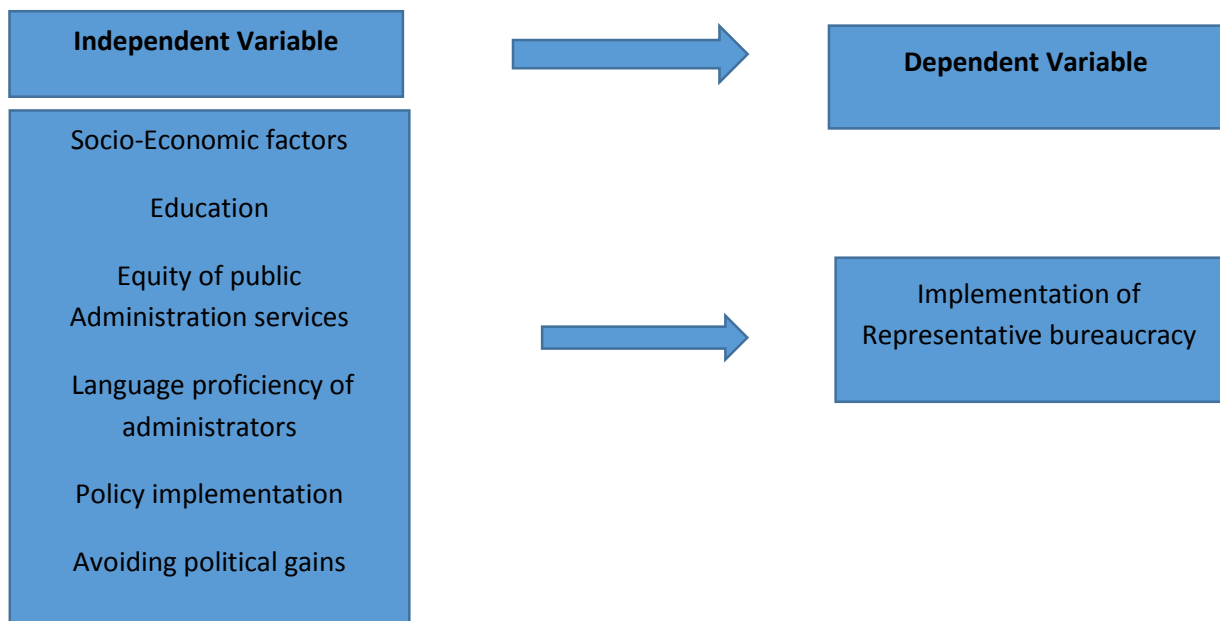
2. Secondary data

This was collected using books, journal articles, reports and internet sources. Information was obtained from selected individuals about the situations and their experiences on the social exclusions.

Selected the people with various experiences and study how they were excluded from their rights. Ex: Issues with birth certificates, National Identity cards, and the other legal documents.

4.2.3 Conceptual framework

This research has developed a conceptual frame work which aims to examine the implementation of representative bureaucracy practically in the context of Sri Lanka.



This study included independent variables and dependent variable, and those variables are analyzed by using descriptive analysis. From this research it has been identified the current situation of the selected dimensions. The main point in this analysis part is to understand the impact on independent variables to dependent variable. By using the related literatures, was able to find the dimensions of independent and dependent variables. The independent variables are;



- Education
- Equity of public Administration services
- language proficiency of administrators
- Policy implementation
- Avoiding political gains

The dependent variable depends on these independent variables. The key element that decides the existence of dependent variable is those independent variables. The data which was collected which were collected using independent variables as the basis has been analyzed according to the descriptive analysis and the founded data has been presented using the thematic module.

5. Findings

To this study researchers selected 30 individuals representing both estates and 8 administrative personals as my sample. Data collected through non-structured questioners and in-depth interviews. Data has been presented under the thematic module.

According to the data collected, the problems can be categorized in to 4 major themes as;

- ✓ Socio-economical
- ✓ Administration
- ✓ Educational
- ✓ Political

5.1 Socio-economic factors.

The Malayaha Tamils (Indian origin Tamils) were brought to Sri Lanka and settled in the central hill country during British colonial rules. The opening up of an international market for migrant labor, as a result of the establishment of plantation economies in the British colonize in the mid-19th century, facilitated the movement of south Indian labor to the commercial plantations set up by the British in colonial Ceylon. (Lawrence.A, 2011) Since they established to the plantation estates, they give their labor for daily wage. According to the 20 out of 30 persons who I questioned state that before 2005 their daily wage was 300 rupees and now it has increase up to 640 rupees by 2019. But to obtain this wage they have to work at least 20 week days per month except government and public holidays. If not the salary amount decreases up to 500 rupees. Because of this the monthly income they obtain is highly insufficient to fulfill their daily needs. They have requested to increase their daily wage up to 1000 rupees, but it hasn't happened yet. Also they stated that their daily shift is from 8.00 AM to 4.00 PM. Because of this hard working and poverty they are unable to open up to the normal society. Because of that they are unable to access their administrative facilities as normal citizen does.

As the estate Tamils came to Sri Lanka as laborers and as they work for a daily wage and as they don't have an acceptable position in the society as other normal people in the society they have discriminated from the society. The major society has built up a mentality like the estate Tamils are in a low state than them. The reason for this is because they came to Sri Lanka as laborers and they don't own a permanent resident places or good education. The persons who interviewed, told me that they are prejudice as the minority and bullying them telling '*wathu*



demallu' in many places they go. Because of this reason they have built up a mentality of thinking that they are low and should always be backward than the majority.

5.2 Administration

According to the independent variables researchers have developed the equality in providing administrative services to implement representative bureaucracy. But from this study researchers found that, in this study area this hasn't practically happened.

Sri Lanka is a pluralistic society in which more than one ethnic group live. The recognition of the nationality status of north-east Tamils and Muslims is a recent development, occurring against a back drop of decades of struggle. However, there is still reluctance to recognize the estate Tamils as a nationality. (Lawrence, 2011). Because of this situation they don't get a sufficient representative from the administrative authorities. The main factor for this is, most of them don't have the proofs for their nationality.

Table 2. Proofs for Identity of respondents

No of respondent	Age	Birth certificate present (yes/no)	ID present (yes/no)	Certified as Indian Tamils from ID
01	65	No	No	
02	53	Yes	Yes	Yes
03	70	Yes	No	
04	66	No	No	
05	56	Yes	Yes	Yes
06	50	No	No	
07	45	No	No	
08	64	Yes	No	
09	49	No	No	
10	35	Yes	Yes	No
11	58	Yes	Yes	No
12	50	Yes	No	
13	60	Yes	Yes	Yes
14	72	No	No	
15	76	No	No	
16	62	Yes	Yes	No
17	51	Yes	Yes	No
18	58	Yes	yes	No
19	66	No	No	
20	69	No	No	
21	73	Yes	Yes	Yes



22	57	Yes	Yes	No
23	48	No	No	
24	61	Yes	Yes	
25	53	Yes	Yes	No
26	59	Yes	Yes	No
27	62	No	No	
28	67	Yes	Yes	Yes
29	58	Yes	Yes	No
30	78	No	No	

According to table. 2, 25 of them have born before year 2000 and most of them have born in the estate or at estate rural hospital. But their birth has not registered by the rural hospital because they had an administrator for this kind of purposes under the estate administration. But because of the ignorance of the administration, registering of their birth has not completed successfully. The core reason for that is the administration paid more attention not towards on the infrastructural facilities or administrative services of this estate Tamils but on obtaining their labor more and more. Because of this reason they face many difficulties on obtaining all the administrative facilities hence they don't have an identical proof as a citizen, and also face problems in enjoying free education.

Respondent no:5 stated that *"60 or 70 years has spent from our lives already. But we are not accepted as citizens in this country yet. The thing has happened to us is to die as 'kallathoni' without any rights."*

Most of the estate administrators are Sinhalese and though they have a procedure to all these problems that procedures are not legal and also they are not supervised under the government sector. Because they have no a birth certificate they can't obtain the national identity card. Sometimes identity card also causes them a problem. Out of 30 personals interviewed, 13 of them are over the age 65 and their identity card has indexed as 'x' and x is standard for Indian Tamils. Because of that though they have born in Sri Lanka they are not accepted as Sri Lankan citizens and this cause for many issues when obtaining their administrative rights. Rest of the persons has v on their National Identity Card and so, they were accepted as Sri Lankan Tamils.

Though these problems are still on board, their laborer has been accepted by the estate administration and has offer them a membership number and part of their salary has been credited to the Employees' Provident Fund(EPF). But the tragedy is the persons mentioned above who have no legal proof to prove they as Sri Lankans were not able to regain their EPF facility only because they can't proof themselves as Sri Lankans. Respondent no:30 stated that *"we have dedicated whole our life time to this estate laboring. But we can't even obtain the money we earn through the life time only because we don't have those documents"*.

Because they don't have above mentioned legal documents, they are unable to register their marriage and because of that they are unable to obtain the birth certificates for their children. Therefore, their educational rights have been violated and they were unable to enjoy free education. Because of this administration failure not only one generation suffers but it goes like a chain. From the sample selected some children was able to go to school without their birth certificate by providing their birth card issued by the hospital at their birth. This was recognized



as a main administrative failure. These estate Tamils have lived their whole life time in the estates and they have no permanent resident place and so they don't have a permanent address. The letters which they receive come through the estate. This cause problem in postal services and receiving letters.

Eg; the address of one respondent interviewed is as follows;

“Egbirth estate,

Sooriyakanda,

Bulutota.”

This respondent has no ID card and because of that she was applied for an NIC and a letter came to inform her to complete the relevant legal documents which she hasn't filled correctly within a month. But she received that letter after passing two months and because of that she was unable to gain her NIC.

Another main issue these estate Tamils face is non-owning a permanent resident place. 26 respondents interweaved told that they work whole their life time and live in this estates. But they can only be in these estates unless they can work and give their labor to the estate. When they become non-eligible to give their labor they have to leave the estate converting themselves in to landless people.

Respondent no:21 said that:

“We and our parents were born in this estate. Our children too live in this estate. But still we don't have even 7 perches to build our own house.”

To clarify whether there is a solution for this problem, interviewed one administrative officer in charge of plantations and he told me that there is a way to give lands to this people under the **land kachcheri system**. But he stated that estate Tamil people have not been owned this benefit. Researchers questioned the Tamil people about this and the thing they stated was the notices that published by the administration has done through Sinhala language and because of that they were unable to understand the benefits of this system and was fail apply for a land.

5.3 Language Factors

To keep the equality in the administrative services provided by the government of a democratic country, there must have a facility to their citizens to gain administrative services by their mother tongue. The administrative services must be provided to the people in a pluralistic society, so as to obtain the administrative services for every ethnic group without any discrimination.

Sri Lankan public administrative mechanism has created according to that principle. According to that, 4th chapter of constitution of democratic socialistic republic of Sri Lanka, provisions about languages of Sri Lanka has been included. Language rights has mentioned as a fundamental right in the 3rd chapter of the 12 (2) constitution. So that, Sinhala and Tamil languages are considered as the official languages of Sri Lanka and also they considered as the national languages of Sri Lanka. According to that, in addition to the constitutional provisions, administrative provisions are also provided to implement the official language policy. Following that policy,



Tamil is also mandatory in addition to the Sinhala language when recruiting the government officials of Sri Lanka. Though there are such mechanisms to address pluralism in Sri Lankan contest, this mechanism is not practically done in the districts where there Indian Tamils are the minor group. Ratnapura, the study area which choose also has this issue.

After studying on study area within the Ratnapura district, confirmed that these people face many language issues when they want to get an administrative service. Some of the respondents which interviewed told that when they are going to obtain some administrative facilities they have to pay for a Sinhala person to fill or translate their applications because, though the relevant documents are in their mother tongue, they fail to forward them to the officials as most administrative officials are Sinhalese. As a solution for this language issue administration must practice their services through both languages. For that administration officers undergo some training programs and written exams. But the intention of this officials has become only obtaining promotions in their careers by passing exams and involving in training programs and because of that the expected objectives are not fulfilled and therefore this create a high administrative discrimination.

Majority of the estate Tamil people interviewed are unable to interact from Sinhala language. But all of the administrators in DS and GS divisions are Sinhalese and though there is an officer in charge of plantations at DS division, he also presents only for 3 days per week and 2 weeks per month. Therefore, these estate Tamil people face lot of difficulties when communicating with administration to fulfill their administrative needs.

5.6 Political Factors

According to the dependent and independent variables in this study, to implement the representative bureaucracy a country must have a good political representation. There should have political representations which represent every citizen in the country, to identify the services citizens need and to implement the policies to fulfill those needs.

Political representation in national, provincial and local institutions of governance is a crucial area of concern of estate Tamil community. One of the key deficiencies in the democratic system in post-independence Sri Lanka is the absence of a political and institutional framework to ensure this community adequate representation in national parliament, provincial councils or local government bodies.

By Donoughmore constitution in 1931, Sri Lankan citizens owned their franchise. But majority of these Indian Tamils was granted their citizenship and franchise through the agreement of Indu-Sri Lanka in 1967. The rest of them were granted their citizenship after that. But, from this study revealed that though they are facilitated with franchise power, as they don't have their legal documents which prove their Sri Lankan identity they are unable to enjoy their franchise power. So that they have lost their voting rights. Because of this they have no sufficient political representation and were unable to gain the policy outcomes which are essential for their administrative needs.

The respondents interviewed they are facilitated with voting power by certifying their photos as they don't have their legal documents. But the issue is by using a photo-certification they can only do the voting but not to fulfill



the other administrative needs. They must have their legal documents which prove their identity to obtain those administrative needs.

Respondent no:7 stated that *“As representatives need our vote anyway to win their goals, they give us a chance to vote by using a certified photo instead of our legal documents. But when we go to administration to fulfill our needs, we can't do that because we don't have legal documents and having them has become a 'must' to obtain those facilities. Are those representatives seeing us as a joke??”*

5.7 Education Factors

Out of all respondents which interviewed most of them do not stay in the same estate for a long period. There are several reasons which affect for this. They are;

- Because of their origin the major ethnic groups try to keep them under control.
- They obtain loans from unauthorized persons because of their poverty and then become unable to pay them. The only solution they know for this is escaping from that place.

Because of this reasons they move to another estate and their children study in any school nearby the estate. Then they have no choices to gain a school which teaches from their own medium and they have to go to a nearby school ignoring the medium of teaching.

The respondent no: 9 was interviewed has a 14 years old son and he is still studying at grade 5. As the reason for this, respondent stated that when their son was at grade 5 in a Sinhala medium school in previous estate they were to move to Poddana estate. The school nearby Poddana estate is the Sooriyakanda School and it is a Tamil medium school. Because of this the child has to study again from grade 1 by Tamil medium. And because of that though he is 14 years old now, he is still studying in grade 5. Because of these problems, frequent school dropouts can be seen within these estate Tamil children. As they dropout from school, they should be able to get at least a vocational training to improve their career path. But as the majority is Sinhalese in this area, the vocational training institutions are held by either English or Sinhala languages. Because of this, they become uncomfortable to get even a vocational training and this lead them to get limited to the estate as an estate worker.

According to the second objective of research to identify these barriers clearly, we questioned and interviewed administrative officials in study area and to keep the transparency also interviewed a media personal. According to their point of views researches recognized the barriers for implementing representative bureaucracy. They can be analyzing as follows;

They don't have sufficient knowledge about the factors that are essential to live as a citizen in the country. Mostly they try to acquire these legal documents only in the situations where they want an essential government services such as enrollment of children into a school, in cases of obtaining EPF and ETF, etc. As their life has limited to the estate and as they have limited interactions with the normal society their awareness about these legal documents which are essential to prove that they are Sri Lankans, is less. This unawareness and not having the legal documents with them, has become a huge barrier when obtaining and providing administrative services to them.



Because of this problems, the estate Tamils are not willing to go outside of the estate to obtain the services they need. Though government administration provides them mobile services as an alternative, to fulfill their administrative needs, government administrative officials are does not allowed dealing with estate Tamil people directly. These services must be under the supervision of the estate administration and must obtain the recommendations from estate authorities before it provide the service to the normal people. This also has become a great barrier to obtain their administrative services. The Divisional Secretariat in my study area told me that the sole reason for this is if these estate Tamils get the ability to expose and deal with the normal society, they become more independent than this and try to improve their living standards by leaving the estates and this affect adversely on the estate economy.

These estates Tamils have a dependent mindset and they do not try to interact with normal society. So they are waiting for someone to come and provide that services to them. The reason for this is that their lives have been limited to the estate. Therefor though there are options in the administrative services, to obtain their services, they do not appear themselves.

Another barrier identified from the study is the problems related to the language. In the countries which have pluralistic societies in the world, to address the pluralism equally, people have provided with obtaining the administrative services by their mother tongue. Other than that the administrative officials with fluent linguistic skills have been recruited to the designations to provide a fruitful service to citizens.

The language policy in Sri Lanka has also implemented the recommendations and strategies to address this pluralism in the administrative mechanism. One of these strategies is conducting written exams and language proficiency training programs for administrative officials. Though this strategy is on progress, it does not give the expected results because the sole intention of this officials about completing exams, has become obtaining the promotions in their career. So they are unable to provide a healthy service to this people and because of this, estate Tamils were unable to obtain their services as a minor group of the area. Another issue about this is, there is no proper follow up conducted by the government to measure the productivity of this process.

The recruitment of administrative officials is not proportionate to the ethnicity distribution in districts of Sri Lanka. As the majority of Sri Lanka is Sinhalese most of the administrative officials are also Sinhalese. This problem does not highly influence on north-eastern Tamils in Sri Lanka as they are the majority in that area.

Table. 3 Plantation Population Distributions by District 2012

District	Sinhalese	Tamils (Sri Lankan)	Tamils(Indian Origin)	Muslims
Nuwaraeliya	279784	31867	375795	17422
Kandy	1018323	71640	83234	191159
Matale	389092	24756	23400	44113
Badulla	593120	20335	149662	45886



Rathnapura	942244	54658	62595	21550
Kegalle	715723	20250	41468	57952
Kalutara	1054991	24362	23611	112276
Galle	998540	15228	5641	38591
Matara	763121	8562	11984	25300

Source: Department of Census and statistics, 2012

Based on this table, the majority of the Indian Origin Tamils live in the Nuwaraeliya district and they too don't have a much influence from this issue. But the provinces such as Uva, Sabaragamuwa which the rest of the Indian Origin Tamils live has a great influence from this problem. The reason for this is that the majority in these provinces is Sinhalese and because of that the administrative officers are also Sinhalese. So the people in these areas face issues when obtaining administrative services because of the lack of assistance. According to the table 1.0 though there are considerable amount of IOTs in Kolonna DS division, all GN officers and all the officers in DS division are Sinhalese. Although there is an officer has appointed for the welfare services of plantation community in Kolonna DS division. But he is not appointed to supervise other administrative services of the plantation Tamil people and therefor they don't get a proper assistance to fulfill their administrative needs.

Also these estate Tamils are not aware of the welfare services provided by the government. The main reason for this is political unions established in the estate. They have molded the mindset of these estate Tamil people to think that they are 'Tamils' and they get marginalized when obtaining the administrative services because they are Tamils. The Kolonna DS officer said that

"We started to build a water project as a solution for the water problem in Poddana and surrounding areas. But the political unions in the estate made the mindset of the people to think that we are going to give the water of Tamil people to the Sinhalese. So we were unable to implement that project."

"Under the land kachcheri system I tried to give these people a land and a house. But these estate Tamil people rejected that and also rejected leaving the estate. But when I personally talk with them, they got interested about this agreed for this procedure."

The political unions in this estate use these people to fulfill their political objectives and because of that the estate Tamil people were unable to complete their administrative needs successfully. Therefor this has become a barrier.

Although the government has implemented the requirements that needed to address the pluralism through the administrative mechanism, they are not properly monitored. As there is no monitoring or follow up processes to supervise these requirements, the estate Tamil people have become marginalized when they go to fulfill their administrative services.

Conclusion

From this research can identify that, these estate Tamil communities have many issues, such as political, economic, social and administrative. But this study has limited only to the administrative marginalization. Also this community does not have a sufficient political representation. Because of this lack of political representation,



the policies could not be implemented to fulfill their administrative needs and services. Without a representation they are neglected as a minority group in the majority of the Sinhala, in Kolonna DS division. Therefore, the hypothesis which I built can be accepted in the means of this.

Another reason for the marginalization of the estate Tamils are the language issues. All the provided administrative services and all the administrative officials in this division are from Sinhala medium and are Sinhalese. Therefore, the communication difficulties arise and because of that these estate Tamils are unable to fulfill their needs correctly. Therefore, the hypothesis which we built; Poddana and Sooriyakanda estate Tamil communities are administratively marginalized due to lack of language and educational proficiency, can be accepted for some extent. To solve this problem, language proficiency programmes have been implemented under the language policy in Sri Lanka, for the officials who work in this area. But still, the expected objectives have not been fulfilled. Hence, the hypothesis; although there are strategies to integrate within communities, they are not implemented within the grass-root level also has been accepted for some extent.

Also this community is only considered as an economic group, the rest of their needs and services are neglected by public administration. As an example, all the responsible parties discuss only about their economic problems in the intention of keeping them stick to the estate.

Eg: discussion about the insufficient daily wage of the estate Tamils. Consideration about the struggle they continue to increase their daily wage up to Rs.1000 only because they are an economical group. But this has not been implemented yet. Other than that, the other needs of them do not come in to the stage and are neglected by their representatives too. Their needs cannot be represented because of these administrative failures. Another limit which I came across is that, though there are literatures which discuss about the problems estate Tamil community face, a shortage of literature based on issues of administrative sector is less.

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