

Report of the

Conference on Water Governance in MENA and wider Mediterranean region

Strengthening integrity and financing for water security and sustainable development

12-14 December 2017, Barcelona, Spain

Venue: Meliá Barcelona Sarrià Hotel & Sant Pau Recinte Modernista Barcelona

Organised under the auspices of the **Union for the Mediterranean**, by:

Governance & Financing for the Mediterranean Water Sector project,
implemented by GWP-Med & the OECD, and
Water Integrity Capacity Building Programme in MENA,
implemented by the UNDP Water Governance Facility at SIWI, GWP-Med and IUCN-ROWA
& in close synergy with the EU-funded **Sustainable Water Integrated Management and
Horizon 2020 Support Mechanism** (SWIM-H2020 SM) regional project



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Abbreviations/Acronyms

BdL	<i>Banque du Liban</i>
BOT	<i>Build – Operate - Transfer</i>
BPEH	<i>Bureau de Plannification et des Equilibres Hydrauliques</i>
CSR	<i>Corporate Social Responsibility</i>
GEF	<i>Global Environment Fund</i>
GWP	<i>Global Water Partnership</i>
GWP-Med	<i>Global Water Partnership – Mediterranean</i>
H2020	<i>"Horizon 2020 Initiative" to de-pollute the Mediterranean</i>
IFIs	<i>International financial institutions</i>
MED EUWI	<i>Mediterranean Component of the European Union Water Initiative</i>
MedPartnership	<i>The Strategic Partnership for the Mediterranean Sea Large Marine Ecosystem</i>
MENA	<i>Middle East & North Africa</i>
MIO-ECSDE	<i>Mediterranean Information Office for Environment, Culture and Sustainable Development</i>
NCWR	<i>Non-Conventional Water Resources</i>
NDC	<i>Nationally Determined Contribution</i>
OECD	<i>Organisation for the Economic Cooperation and Development</i>
PPPs	<i>Public Private Partnerships</i>
PSP	<i>Private Sector Participation</i>
RAED	<i>Arab Network for Environment and Development</i>
Sida	<i>Swedish International Development Cooperation Agency</i>
SIWI	<i>Stockholm International Water Institute</i>
SWIM-H2020 SM	<i>Sustainable Water Integrated Management and Horizon 2020 Support Mechanism</i>
UNEP/MAP	<i>United Nations Environment Programme/Mediterranean Action Plan</i>
UfM	<i>Union for the Mediterranean</i>

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Setting, rationale and outcomes of the Conference

There is widespread recognition that governance lies at the heart of the water predicament and is key to overcoming the challenges for achieving water security. These challenges require important investments on water and the related sectors. With public financing largely restrained and Official Development Assistance channels fluctuating, the mobilisation of financing with active involvement of the private sector, including banks, may be crucial. Better alignment between water governance and the requirements of sustainable financing is necessary.

Most countries in MENA and the wider Mediterranean region have developed comprehensive water laws and policies that bear commonalities in terms of features and goals e.g. decentralisation, basin-wide management planning, better coordination of horizontal and vertical decision-making, multi-stakeholder participation and increased role for the private sector. While most policies and related legal frameworks seem sound on paper, their effective implementation and enforcement continues to lag behind and to face serious strains and impediments.

To achieve more effective water governance, it is necessary to create an enabling environment, which facilitates private and public-sector initiatives as well as private-public partnerships that fit within the social, economic and cultural setting of a given society. Water governance is perceived as competent when it is open and transparent, inclusive and communicative, coherent and integrative, equitable and ethical, accountable, efficient, responsive, and sustainable.

In the MENA and Mediterranean region, despite the significant allocation of public funds and the flow of aid, countries struggle to meet the financial requirements that water-related strategies and plans entail. The lack of a sound governance framework undermines the quality and financial sustainability of the water and sanitation sector. Mismanagement, low financing and lack of absorption capacity at both national and local levels impede the efficient mobilisation of additional managerial and financial resources, particularly from the private sector.

In order to tangibly contribute towards overcoming challenges relating to Water Governance & Financing as well as Water Integrity in the MENA region, two relevant regional projects supported by the Swedish International Development Cooperation Agency (Sida) and labelled by the Union for the Mediterranean (UfM) have been implemented for the past 4 years, drawing their current phase of work to a close at the end of 2017:

- the “Governance & Financing for the Mediterranean Water Sector” implemented by GWP-Med and the OECD, and
- the “Water Integrity Capacity Building programme for the MENA” implemented by the UNDP Water Governance Facility at SIWI.

Furthermore, under the EU-funded regional project “Sustainable Water Integrated Management and Horizon 2020 Support Mechanism (SWIM-H2020 SM)” which runs till 2019, a series of activities were and are devoted to environmental governance with wide participation, including water governance and finance issues, as well as exploring ways of further encouraging the active involvement of the banking sector in the funding of water projects of various scales.

Aiming to capitalise on conducted work, results and findings, the Regional Conference was organised by the above-mentioned programmes, which have contributed in committing institutions and stakeholders to the governance principles of transparency, accountability and participation, at the same time creating a fertile ground for investments.

The Conference brought together for 3 days, targeted Mediterranean stakeholders from water-related sectors, including public authorities, civil society and the private sector, with the overall purpose of:

- sharing and further disseminating good governance and financing experiences, insights, tools, lessons-learned and best practices,
- contributing to the development of the UfM Water Agenda, in particular to the governance and financing horizontal theme,
- advocating among political leadership to continue and enhance support to good governance practices’ enforcement, and
- providing key elements for proper understanding, definition and implementation of green financing and bankability.

The specific purposes of the Conference regarding the “Governance & Financing for the Mediterranean Water Sector” project were to:

- Present and disseminate the outcomes from the Water Policy Dialogues conducted and completed in Jordan, Tunisia, Palestine and Lebanon.
- Share experiences and insights on sustainable financing mechanisms for water infrastructure and identify ways for promoting action at both policy and implementation levels, including through a regional platform among public, private and civil society actors.
- Explore synergies (existing and upcoming) with related initiatives and projects, as well as the role of cross-cutting themes (e.g. gender, integrity, rights, etc.) in the water governance and financing line of work.

The specific purposes of the Conference regarding the “Water Integrity Capacity Building Programme for the MENA” were to:

- Share knowledge about tools, processes, strategies and the lessons learned, as well as challenges and opportunities when implementing water integrity action plans;

- Assess policy gaps so as to develop a way forward for integrity policies that improves on water governance.
- Gain support for water integrity in the regional political arena.

The specific purposes of the Conference regarding the “SWIM-Horizon2020 Support Mechanism” were to:

- Showcase the results of capacity building activities and strategic synergies achieved with the other two projects in preparing knowledge products and conducting national and regional Dialogues on Governance and Financing of water projects, private sector participation and the role of banks in relevant investments.
- Enhance partner countries’ capacity to promote sustainable investment opportunities in the water sector.

In order to achieve the above results as described above, the Conference included:

1. Presentation and dissemination of the results of the Water Policy Dialogues conducted and completed in Jordan, Tunisia, Palestine and Lebanon.
2. Sharing of knowledge and experiences among participants, institution- and country-representatives in the design and implementation of water financing strategies and water integrity strengthening plans.
3. Taking stock of the successes, challenges and bottlenecks in financing water investments and in water governance developments.
4. Recognition among policy-makers of the need to further strengthen integrity in water governance in the MENA region
5. Overview of options for financing investments in the water sector, and of the role of the private sector (with emphasis on banks).

The Conference produced a Conference Statement (available in Annex III) to serve as political leverage to national governments and regional political processes including the Union for the Mediterranean and the League of Arab States.

The Conference Statement:

- outlines the principal water-related challenges for the Region;
- underlines that governance lies at the heart of the water predicament and is key to overcoming the related challenges and achieving water security;
- urges the continuation of a multi-layered line of work on the governance & financing nexus concerning i) the provision of technical support for deepening and/or replicating the used methodology in more countries in the region, ii) the pilot testing of the recommendations on the enabling environment for

private sector participation, and iii) the set up and facilitation of a structured regional platform for exchanges and joint learning;

- proposes building collective action on water integrity through: i) clarifying roles and responsibilities of water actors, ii) strengthening and professionalising public institutions and service providers in delivering impartially on their mandates, iii) building information sharing and opening the decision making processes to all possible actors in society, as well as developing engagement and coordination mechanisms with all different stakeholders, iv) learning from the experiences accrued, and v) monitoring progress and benchmarking through agreed standards;
- supports the identification of smaller scale water projects in collaboration with banks interested in piloting a 'learning by doing' approach;
- stresses that advancing water governance requires vision, leadership, consistency, dedication of human and financial resources, time and commitment of institutions and stakeholders to the principles of transparency, accountability and participation, creating at the same time a fertile ground for water investments;
- strongly encourages that necessary steps are taken, and assistance is provided for the continuation of the processes presented in the Conference through follow up projects and other coordinated undertakings.

The Statement includes as an Annex the main recommendations from each of the working group sessions held during the last day of the Conference, each addressing respectively the following stakeholder categories: Decision makers; Regulators & Water Utilities; Civil society & Academia; Private sector & banks, and International Financing Institutions & donors.

All information and materials relating to the Conference, including the Agenda, the Concept Note, the Conference Statement and the Conference Report, all both in English and in French, as well as the List of Participants, the presentations and the Water Integrity Action Plans, are available on the webpage dedicated to the Conference:

<https://www.gwp.org/en/governanceandfinancing/News-page/regional-conference-on-water-governance/>

Background Information on the co-organising programmes

Information on the Governance & Financing for the Mediterranean Water Sector project

The four-year (2013 –2017) regional project implemented jointly by GWP-Med and the OECD aims to diagnose key governance bottlenecks to mobilising financing through PPPs for the Mediterranean water sector and to support the development of consensual action plans based on international good practices.

The official labelling of the Project by the Union for the Mediterranean (UfM) in 2012 through the endorsement by its 43 members, demonstrated wide political support and a clear acknowledgment of the Project's potential to deliver concrete benefits for the citizens and the environment of the Mediterranean and contribute to the regional stability.

At national level, Water Policy Dialogues have been completed in Jordan (2013-2014), Tunisia (2013-2014), Palestine (2014-2015 & 2017) and Lebanon (2017). Tangible outcome of these multi-stakeholder Policy Dialogues is the elaboration of country-tailored National Reports on Governance Challenges to Private Sector Participation in Water. These Reports include a diagnostic analysis of the key governance bottlenecks to private sector participation (PSP) in water supply and sanitation services as well as concrete policy recommendations and a consensus-based action plan for overcoming them. The Policy Dialogues developed through an interplay of solid technical work and multi-stakeholder consultation workshops that fed into and guided the elaboration of the analytical work.

At regional level, regular cross-Mediterranean events constituted a platform for experience and knowledge sharing while showcasing the results of the analytical work conducted at national level. The 1st Regional Conference (Athens, 28-30 October 2014) gathered more than 110 Mediterranean representatives and peer-reviewed the findings of the work in Jordan and Tunisia. The 2nd Regional Conference (Tunis, 5-6 December 2016) reinforced the informal regional platform among policy makers, private sector actors and civil society representatives, peer reviewed the findings of the work in Palestine and also contributed to the compilation of a compendium of replicable good practices, relevant to the MENA context. Regular involvement in regional and international fora (e.g. Arab Water Weeks, Stockholm World Water Weeks, World Water Fora, OECD Water Governance Initiative, etc) has expanded the outreach and visibility of the project, contributing at the same time to the sustainability of findings and results.

All information and accompanying documents relating to both the national and the regional components of the Project are available on the dedicated website at <http://www.gwp.org/governanceandfinancing>

Information on the Water Integrity Capacity Building Programme for the MENA Region

With financial support from the Swedish International Development Cooperation Agency (Sida), the UNDP Water Governance Facility (WGF) hosted at the Stockholm International Water Institute (SIWI) implemented the four-year (2014-2017) Regional Capacity Building Programme, Promoting and Developing Water Integrity in the Middle East and Northern Africa, in collaboration with regional partners (GWP-Med, IUCN-ROWA, AWARENET and UNDP-CapNet, Integrity Action) and national coordinators: in Jordan with the Jordan University of Science and Technology, in Lebanon with the Issam Fares Institute for Public Policy and International Affairs of the American University in Beirut, in Morocco with the Al-Akhawayn University of Ifrane), in Palestine with the Al-Quds University and in Tunisia with CERTE-the Water Research and Technologies Centre.

The programme partnership deployed a regional approach to improving the quality of water governance. It targeted high-level decision-makers, mid-level water managers, operators and civil society actors in each of the five pilot countries.

During the 4 years, the programme:

- Increased dialogue and advocacy at the regional level on how to improve integrity, transparency, accountability in water governance.
- Increased understanding of the gender dynamics of corruption in the water sector
- Raised awareness and fostered high-level political dialogue at national level on water good water governance, high-lighting the importance of integrity
- Capacitated water officials at the national level with tools to identify and address corruption risks
- Improved capacity among mid-level water managers to integrate water integrity within their organizations. Approximately 450 participants were trained on water integrity across the 5 countries. 103 Water Integrity Action Plans were developed and enforced with support of programme mentors.
- Improved capacity of local leaders and civil society actors to demand transparency, participation and accountability in the management of water resources and services.

Additional information and documentation can be found here:

<http://watergovernance.org/programmes/water-integrity/water-integrity-capacity-building-programme-in-mena>

Information on the Sustainable Water Integrated Management and Horizon 2020 - Support Mechanism (SWIM-H2020 SM)

The SWIM-H2020 SM Project, funded by the European Union, aims to contribute to reduced marine pollution and a sustainable use of scarce water resources in the Mediterranean Region with emphasis on the countries of North Africa and the Middle East (Algeria, Egypt, Israel, Jordan, Lebanon, Libya, Morocco, Palestine, [Syria] and Tunisia). The Project is the continuation and merging of two successful previous EU-funded service contracts, Horizon 2020 Capacity Building/Mediterranean Environment Programme (H2020 CB/MEP) (2009-2014) and the Sustainable Water Integrated Management Support Mechanism (SWIM SM) (2010-2015).

The project aims to provide tailored and targeted technical assistance at national level based on partners' requests through an Expert Facility; Organize regional (or sub-regional) peer-to-peer seminars and webinars; Conduct on-site training courses and study tours; Capitalize on the lessons learnt, good practices and success stories; Support the Horizon 2020 Initiative's governance mechanism and the work of the Union for the Mediterranean's Water Experts Group

in order to achieve:

- Positive changes in the design and implementation of the relevant national institutional, policy and regulatory frameworks;
- Enhancement of partner countries' capacity to promote investment and business opportunities for properly managing municipal waste, industrial emissions and waste water;
- Facilitation of access to finance for selected sustainable investment projects;
- Strengthening of regional coherence and cooperation in approaches to marine pollution prevention and control, and sustainable water management;
- Identification, testing and sharing of best practices and success stories;
- Use of research results in policy making – enhancement of more sustainable practices.

Additional information and documentation can be found here: www.swim-h2020.eu

Highlights from the Conference Sessions

DAY 1 – Monday, 12 December 2017

09:00-09:30	Opening Session Welcoming remarks <ul style="list-style-type: none"> • Miguel García-Herraz, Deputy Secretary General, Water and Environment Division, UfM Secretariat • Esse Nilsson, Senior Programme Manager, Swedish International Development Cooperation Agency (Sida) • Marta Moren Abat, Policy Officer, DG Environment, European Commission (EC) • Michael Scoullas, Team Leader, SWIM-Horizon 2020 Support Mechanism (SWIM-H2020 SM) • James Leten, Programme Manager, Swedish International Water Institute (SIWI) • Vangelis Constantianos, Executive Secretary, Global Water Partnership - Mediterranean (GWP-Med)
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The opening session of the Conference included welcoming remarks from the projects' implementing and institutional partners and commenced with **Miguel García-Herraz**, Deputy Secretary General, Water and Environment Division, UfM Secretariat, who welcomed with satisfaction the closing of the 2 major UfM-labelled projects, and the great opportunity of having worked together with the project partners. He informed the participants that the UfM's Water Agenda was presented to the SOM, who gave the green light for the envisaged line of work to proceed. Mr García-Herraz noted that all water issues will be part of the Agenda, but Governance is at the heart of all issues and necessary for effective responses. He closed his intervention by saying that he expects a strong call from the Conference for activities, such as those conducted by the projects, to continue.

Esse Nilsson, Senior Programme Manager at Sida, said that the projects have succeeded in their objectives, thanked the partners for their efforts towards water inclusion and cooperation across the countries in the past years as well as for their patience in following reporting requirements. She also thanked all experts and decision makers involved in the projects for their contribution, while calling them to continue to engage. Noting that Sida supports projects in the MENA region at around 30 million/year, she stressed that diversity of voices leads to better outcomes and supporting processes with such characteristics is a trademark of Sida.

Marta Moren Abat, Policy Officer, DG Environment, European Commission noted that the aim of UfM's Water Agenda is to have common water policies in the region, something that will not be possible without everyone being involved and without the processes serviced by the projects co-organising the Conference. She stressed that there are increased needs in the region for strong governance, finance and investments and the discussions during the Conference can provide input for next steps.

Michael Scoullios, Team Leader of SWIM-H2020 SM, described the challenges in the region, including the ones related to peace and poverty, and the magnitude of investments needed. He stressed the importance of good water governance and of an appropriate enabling environment that would help the private sector and banks to finance water projects.

James Leten, Programme Manager at SIWI praised the partnership of organisations and individuals committed to integrity that were involved in the Water Integrity programme, adding that it was a privilege to have worked with them. He stressed that integrity is central not only to good governance but to financing as well, as building trust with funders reduces costs and risks, by increasing credit worthiness and access to cheap loans.

Vangelis Constantianos, Executive Secretary of GWP-Med, begun by stressing the enormity of the challenge to meet the SDGs. He then stressed the importance of bringing stakeholders together, an essential part of success, and that synergies and mutual learning must continue. He concluded that now is the time to dig deeper and to assist countries in implementing tangible change.

Session I

09:30 - 11:00	<p>Session I - Reconstructing the Governance & Financing Nexus: what is happening in the MENA and beyond?</p> <p><u>Moderators:</u> Esse Nilsson, Sida & Miguel García-Herraiz, UfM</p> <ul style="list-style-type: none"> - Keynote presentation: Overview and main findings from the Governance & Financing for the Mediterranean Water Sector project <ul style="list-style-type: none"> o Anthi Brouma, Deputy Regional Coordinator, GWP-Med - Panel Discussion: reflections on the Dialogue processes and next steps in the focus countries & beyond <ul style="list-style-type: none"> o Mario El Khoury, Head of Section, Financing Unit, Central Bank of Lebanon (BdL) o Ali Khouk, Director of Annual Hydraulic Programming, BPEH, Ministry of Agriculture, Hydraulic Resources and Fisheries, Tunisia o Mohammad Said Al Hmadi, CEO, Water Sector Regulatory Council, Palestine o Adil Hasnaoui Mardassi, Financial Director, Water Branch, National Office for Electricity and Drinking Water, Morocco o Vjola Slianga, Expert at the Department of Excellence, Technical Secretariat of the National Water Council, Albania <p>Discussion</p>
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Esse Nilsson introduced the panellists and the session's objective, which was to share the key findings from the 4-years of work of the Governance & Financing project and to have inputs from the countries about the results and the value of the work, aiming to understand better the interaction between water governance and financing in the region and the ways forward.

Anthi Brouma, Deputy Regional Coordinator at GWP-Med delivered the session's keynote presentation, sharing the key elements, activities, findings and results of the 4-year implementation of the Governance &

Financing for the Mediterranean Water Sector project. Further to briefly elaborating on the context of national and regional activities implemented during the timespan of the project, emphasis was placed particularly on juxtaposing the findings from the National Dialogues and reflecting on lessons learnt.

Mario El Khoury, Head of Section, Financing Unit, Central Bank of Lebanon thanked GWP-Med and the SWIM-H2020 SM team for their assistance in the context of the projects' activities in the country. He then described how the BdL assisted the Ministry of Environment with launching more than 500 million USD in loans with low interest rates, mainly in energy but 20 million USD were in loans for water activities. The National Dialogue under the Governance & Financing project was launched in early 2017 aiming to find ways in which the private sector and especially commercial banks can invest in water projects. The Dialogue process really helped to define what constitutes a bankable water / wastewater project and prioritise relevant projects.

Ali Kchouk, Director of Annual Hydraulic Programming, BPEH, in Tunisia's Ministry of Agriculture, Hydraulic Resources and Fisheries, thanked the organisers for the collaboration during the project. He described how Tunisia is facing water shortages and increasing demand at the same time. In the past years, institutional and technical reforms were implemented, and the Water Code was reviewed. The institutional framework is still in transition and the decentralisation process is expected to be improved. The Dialogue Process under the Governance & Financing project also addressed how the private sector can engage meaningfully. Challenges include a lack of capacities, notably in rural areas, limited private sector participation in services, while citizens want more participation in decision making. Recommendations include ensuring the financial viability of private sector involvement, strengthening the national operators and the implementation of transparency mechanisms.

Mohammad Said Al Hmaidi, CEO of the Palestinian Water Sector Regulatory Council, begun by underlining that this has been the first independent Regulatory Council to be established in Arab countries. The Dialogue Process under the Governance & Financing project was much complementary to the ongoing water sector reform, based on an institutional water assessment and assisted the efforts to set the Regulatory Council in full motion. There is limited interest from investors, mainly because most service providers are losing money. Of significant importance is the development of a database of water service providers and indicators-based comparative performance reporting. The Integrity assessment at service providers level found that integrity is a key issue in the water sector, but the situation is moving in the right direction.

Adil Hasnaoui Mardassi, Financial Director, Water Branch, National Office for Electricity and Drinking Water, Morocco, noted that the government constantly has to plan new projects to meet the demand. Ensuring availability of drinking water in all rural areas is a key objective. A contract program of 2 Billion euros was concluded with the state to help implement ONEE's program. An independent consultant was hired to identify challenges and ensure accountability. In terms of financial mobilization, corporate financing, co-finance and the role of local banks are of great importance, as well as the support from the European Union.

Vjola Slianga, Expert at the Department of Excellence, Technical Secretariat of the National Water Council, Albania, begun by describing the Council's role, including to invite financiers and the private sector to negotiate what can be done and who can cover what. Regarding the financing of investments, she stressed the role of EU funds and noted that so far, the experience with PPPs is limited to infrastructure investment, with only one case on Operation & Maintenance. Water utilities in Albania are mainly owned by the respective municipality.

In the discussion with the audience that followed, Mr. Al Hmaidi said that water tariffs should be based on affordability, sustainability, and social economic realities in the context of a pro-poor policy to make sure service is sustainable. Mr. El Khoury elaborated more on the details of the low-interest loans on energy efficiency, including ones for solar water heating. He also said that the Central Bank is not allowed to lend money directly to local authorities and municipalities, but could give the funds to third parties that conduct business on behalf of the local authority/municipality.

Responding to questions regarding the next steps, Mr. Al Hmaidi recommended more dialogue processes on how to improve the sector's sustainability, involve the private sector, adjust tariffs and engage customers. Mr. Kchouk stressed the need to keep dialogues central in preparing long-term policies and strategies based on IWRM principles. Ms. Slianga stressed the importance of consultation meetings, which can share the experience of local successes to the national level. Dialogues at the basin level as well as at the transboundary one, are also crucial. Mr. Madrassi noted the importance of efficiency and the need for integration and linkages with climate-related activities, which are often more appealing to green funds. He also noted the need for Green Bonds to fund investments in the water supply sector.

In her closing remarks, Ms. Nilsson stressed the importance of using all available water resources including treated wastewater. She found valuable the discussion about continuing to have dialogue and to engage local decision makers and municipalities, noting that agricultural users who use the largest amount of water also need to be taken into account in future consultation processes.

From his part, Mr. García-Herraiz commented that complexity should be managed top down giving the example of climate change, which affects most areas of policy making, noting that this is an additional reason why dialogue and consultation processes are particularly relevant.

Before the break, the participants were briefly informed on the arrangements for the 3rd day of the Conference i.e. the transit to Sant Pau and especially the organisation and context of work of the working group sessions of that day.

Session II

11:30-13:00	<p>Session II – Unlocking the governance of financing: which way forward for regulation and PPPs in the water sector?</p> <p><u>Moderator:</u> Koussai Quteishat, Senior Expert of the Gov&Fin project, former Secretary General, Ministry of Water and Irrigation, Jordan</p> <ul style="list-style-type: none"> Panel Discussion <ul style="list-style-type: none"> Maya Chamli, Project Manager, High Council for Privatization and PPP, Lebanon Mohamed Moustafa, Executive Director, Egyptian Water and Wastewater Regulatory Agency & Consumer Protection (EWRA), Egypt Totss Allal, Deputy Director, Directorate of Public Enterprises and Privatisation, Ministry of Economy and Finance, Morocco Habib Omrane, Chief Executive Officer, National Sanitation Office (ONAS), Tunisia Atef Masmoudi, Director General of Private Public Partnerships, Ministry of Finance, Tunisia Ahmed Benaddou, Responsible for Organisation, National Office for Energy and Drinking Water, Morocco <p>Discussion</p>
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Koussai Quteishat, Senior Expert of the Gov&Fin project and former Secretary General in Jordan's Ministry of Water and Irrigation, as a means of introduction to the session, gave an overview of the status and challenges of water PPPs in the region. He began by briefly presenting the draft Regional Report on the subject that has been prepared in the framework of the project, focusing on the 4 countries partners to Governance & Financing project, and which was available in hardcopies in the room, and invited participants to read it and provide comments. He noted that countries in the region are low income with high debt to GDP ratios and that investors don't get involved in PPPs in risky sectors, therefore the water sector needs to be performing well in order to attract PPPs.

In Tunisia, combating corruption is the primary objective. The fact that the water sector is under the Ministry of Agriculture is a bit awkward, while different priorities exist in urban vs rural areas with problems in the former being easier to deal with. In Jordan the corporatisation effort hasn't been successful and utilities may no longer be utilities but Operation & Maintenance actors. In Palestine the water law is fantastic, but issues remain regarding implementation and the lack of internal governance. The main recommendation is to establish relationship and rules & procedures between new entities and existing institutions. In Lebanon responsibilities lie in various places and too many entities exist. Data is not centrally managed, and wastewater is generally ignored.

Mr. Quteishat questioned why governments should own factories instead of opting for simple contracts for water quality, quantity and price in agreed timeframes, noting that Gulf countries use exclusively BOT contracts. He finally suggested recommendations for well performing utilities, including having control over their finances (e.g. not giving profits to the state), having clarity of roles, a proper Board of Directors, external oversight, business management practices and primarily a focus on customers.

Maya Chamli, Project Manager, High Council for Privatization and PPP, Lebanon said that a new PPP law passed in October after a decade of discussions, putting together a good governance framework. Now a 3-level decision-making process has been established involving: a project Committee for each project within the Ministry of Finance; the High Council for Privatisation Board chaired by the Prime Minister with 4 Ministers as permanent members (Economy, Finance, Labour, and Justice) plus the relevant Minister per case; the Council of Ministers. She noted that for transparency, all stakeholders should be involved in all steps of the tendering process, and for efficiency a standardised bidding processes and contracts should be in place. Finally, she noted that few issues remain not very much aligned between the Water Code and the PPP Law but they are expected to be addressed by the Parliament.

Mohamed Moustafa, Executive Director, Egyptian Water and Wastewater Regulatory Agency & Consumer Protection described the water sector and the reform process going back to 2004. A Regulator was created to have market oversight and a Commission to address disputes, essential steps to boost investment in the country with PPPs the preferred way for PS participation. He also noted the need for legal, environmental and technical experts and capacity building for all actors.

Totss Allal, Deputy Director, Directorate of Public Enterprises and Privatisation, Ministry of Economy and Finance, Morocco, described the functions of the Directorate and the role of public entities. A Code of good governance was developed 6 years ago, in partnership with all stakeholders. A guiding principle is that of the right to water and a legal commitment exists that remote areas have access to water. Now the country faces a prolonged drought and emergency planning has been requested by the King. There is a big deficit in financing from the public budget and other financing tools are needed.

Habib Omrane, Chief Executive Officer, National Sanitation Office, Tunisia Sanitation services, provided an overview of the relevant infrastructure in his country, noting that treated wastewater is used in farming, in the industrial sector and in tourism (golf resorts), but the irrigation law limits to 25% the share of treated wastewater in agriculture. Newer equipment, improved efficiency, and tertiary treatment are being added to fully disinfect and ensure broader usage of treated water

Atef Masmoudi, Director General of Private Public Partnerships, Ministry of Finance, Tunisia, noted that successful factors are required to attract the private sector, with risk then transferred to the entity thus making possible better service with lower cost. The attractiveness of PPPs also depends on how the contracts in the tendering procedure are drafted, on top of the guarantees provided by the law. Good capacity building is also important, especially on how to select bankable projects. Corruption remains an issue and we need to be careful in selecting the private sector actors that don't have conflict of interest.

Ahmed Benaddou, Responsible for Organisation, National Office for Energy and Drinking Water, Morocco, provided figures on the PPP situation in Morocco. He underlined the emergence of local SMEs that respond to

opportunities and manage micro-PPPs, encouraged through subsidies and assistance. Additional specifications and costs are involved for remote areas.

Following **interventions and questions from the audience**, Mr. Masmoudi gave further examples from PPPs in the electricity and transportation sectors, noting that a principal operation of PPPs is that they shift the risk to the private partner. The public entity need to ensure the achievement of what is required in the contract and provide for penalties. For transparency reasons, the PPP contract should be published so that the civil society be able to screen it.

Ms. Chamli noted that there are no nationality restrictions to participate in PPPs but everyone is subject to national codes. She also made the distinction between privatisation and PPPs noting that an outright sale is different from the involvement in sharing risk.

Session III

14:00–15:30	<p>Session III – The ‘hidden’ side of sustainable water financing: cross-cutting issues (gender, integrity, rights, CSR, nexus, employment)</p> <p><u>Moderator:</u> Marta Moren Abat, European Commission</p> <ul style="list-style-type: none"> Panel Discussion <ul style="list-style-type: none"> Essam Nada, Executive Director, Arab Office for Environment & Development, Egypt Anja Nordlund, Gender Expert & Managing Director, NCG, Sweden Niclas Ihren, External Advisor to Gov&Fin project, Founder of Matters Group Konstantina Toli, Senior Programme Officer, GWP-Med Gidon Bromberg, Israeli Director, EcoPeace Middle East <p>Discussion</p>
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The moderator **Marta Moren** from the EC opened the session noting that the EC is co-chairing the UfM which with its Water Agenda is moving towards a common water policy in the Mediterranean. She also stressed the need to identify and engage all the right stakeholders who can provide the right impact

Essam Nada, Executive Director, Arab Office for Environment & Development, Egypt, stressing that access to water is a human right, presented a relevant project in a deprived area in Cairo targeting children 10-14 years old, from various religious backgrounds, also involving the creation of roof-gardens and planting fruit trees.

Gidon Bromberg, Israeli Director, EcoPeace Middle East, presented his organisation as a great example of civil society working together in the region. He also presented Ecopeace’s study on the Nexus in the region focusing on water and renewable energy exchanges, developed by a team of experts from Jordan, Israel and Palestine. They studied the connection between desalination and renewable energy, a comparative advantage for the region as coastal areas are relatively close to deserts with high solar potential and low energy costs, which can

lead to a win-win situation, especially for countries desperate to access new water resources. He recalled that the EU was founded on interdependencies around coal and steel to avoid a new war and expressed his hope that such Nexus concepts can be a game changer in the Region leading to water and energy security and at the same time cooperation and peace.

Konstantina Toli, Senior Programme Officer, GWP-Med, gave an overview of the organisation's work since 2008 on promoting NCWR (rainwater harvesting, storm-water management, wastewater recycling) in Greek islands, and then other islands in the Mediterranean, as a means towards greater water security, while assisting islands to adapt to climate change. The programme implemented with the support of the Coca Cola Foundation, is active in 4 countries (Greece, Cyprus, Malta, Italy) contributing to local authorities with 100 demo projects. Multiple side benefits exist, including boosting employment, innovation and entrepreneurship. She closed by mentioning ongoing work on interlinkages among water, employment and migration, noting the need to establish partnerships and implement pilot applications, also considering the potential support from the recently launched EU Sustainable Development Fund.

Niclas Ihren, External Advisor to the Gov&Fin project and Founder of Matters Group, started by noting that we have entered an era of profound inter-connected global issues, which calls for doing things differently. Corporate Social Responsibility is essentially about businesses engaging into what is most important to society. CSR can be approached from a number of perspectives: doing responsible business and integrating social issues into core business; philanthropy, i.e. investing part of profits to where makes sense to society; and using business to create positive change through an impact strategy. In general, companies involved in CSR are valued higher, are more profitable and grow faster. CSR is quite scattered with differences among countries. If regulated and accelerated CSR can strengthen critical sectors such as water.

Anja Nordlund, Gender Expert & Managing Director, NCG, Sweden, noted that we still focus on awareness raising "why gender is important" even though gender equality in principle is established everywhere, in international conventions, in national laws. She presented evidence and studies showing that organisations with equal opportunities perform better and that creativity and return on capital increases in mixed groups. The significant issue is that women are excluded, not heard, not present or active in panels or meetings. Going beyond awareness, businesses need to change procedures in recruitment and promotion, be more merit-based, ensure capacity building reaches all and involve women in decision making.

Following **inputs and questions from the audience**, Mr. Ihren noted that in microfinance it has been shown that women are more bankable as they are better at repayment. Youth should be involved whenever there is opportunity. Mr. Bromberg stressed that we can't disengage from a shared environment and that promoting healthy interdependencies, promotes security for all. Ms. Nordlund noted that it has been shown that women are more willing to pay and more interested towards positive companies. Studies consistently demonstrate a correlation between equal opportunities in businesses and economic success.

Session IV

16:00-17:30	<p>Session IV – Boosting water investments: old & new actors and the role of a regional interface</p> <p><u>Moderator:</u> Almotaz Abadi, Managing Director, UfM Sec & Michael Scoullas, SWIM-H2020 SM</p> <ul style="list-style-type: none"> Panel Discussion <ul style="list-style-type: none"> Sofia Kilifi, Sustainability & Community Manager, Central & Eastern Europe, The Coca-Cola Company Belgacem Ben Sassi, Chief Engineer in Drinking Water and Sanitation, African Development Bank Oded Fixler, Senior Deputy Director General, Ministry of Regional Cooperation, Israel Facilitated discussion with representatives of Commercial Banks from MENA countries <p>Discussion</p>
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Michael Scoullas, Team leader of SWIM-H2020 SM, gave an overview and the history of H2020 and the SWIM programmes, which beyond enhancing capacity at technical level is also a political process of dialogue between both North-South and South-South. Noting that water demands are enormous in the region given increasing populations and dwindling resources, a minimum of good governance is required.

Almotaz Abadi, Managing Director, UfM Secretariat, described UfM's role on policies, political dialogue and projects in the region. He presented the mandate and the process for the Water Agenda and briefed participants that UfM's Senior Officials Meeting had just endorsed the roadmap for its implementation.

Sofia Kilifi, Sustainability & Community Manager, Central & Eastern Europe, The Coca-Cola Company, said that the Company supports more than 200 water projects in over 70 countries with 3 priorities in sustainability: environment & water, women empowerment, and communities and well-being. The goal to replenish 100% of water used in the company's products was already achieved by 2015. Projects supported in the Mediterranean region include the NCWR with GWP-Med presented in the previous session, one in partnership with WWF on restoring wetlands and floodplains in Danube, and one with UNDP to improve women and youth empowerment in water services. In all projects there is first a background check on potential partner NGOs, and a review process on the progress of the project is required.

Belgacem Ben Sassi, Chief Engineer in Drinking Water and Sanitation, African Development Bank, presented the challenges facing the Bank and its new role following the global economic crisis of 2008 as well as the unrest in North Africa in 2011. The Bank focuses on rural populations with inadequate access to water and sanitation, but the overall financial situation has hindered to mobilize more resources. An emerging focus is on tools to insure risk so that interest rates can be reduced. 20 billion USD are required in the next 15 years for achieving the African Water Vision 2025 but only 10 billion are currently available.

Oded Fixler, Senior Deputy Director General, Ministry of Regional Cooperation, Israel, begun by stressing that water can be considered as a gift from God only in its natural form. Collecting, treating, distributing it etc cost

money. The principal challenge in the region is that population is increasing while resources are reducing. All countries have their specificities, advantages and disadvantages but have to cooperate among them. The huge Red Sea – Dead Sea project demonstrates real cooperation among 3 countries (Jordan, Israel, Palestine). He also underlined that if there is good governance and cost recovery, then financial resources can be available.

The session continued with brief interventions from representatives of commercial banks in the region on how they could play a role in supporting water investments. Targeted input from banks from Lebanon, Morocco and Jordan provided valuable insight on the work they have been conducting in support of the environment and water, as well as the potential role of the banking sector in sustainable water financing and the opportunities that exist in the countries and the region. The session concluded with a specific call for replication in Jordan of the work that was done in Lebanon during the National Dialogue and which focused on the banking sector.

DAY 2 – Tuesday, 13 December 2017

Session I

09:00-11:00	<p>Session I: Setting the scene on Water Integrity, international initiatives</p> <p><u>Moderator:</u> Alejandro Jimenez, Water Governance Director a.i, Stockholm International Water Institute, Sweden</p> <ul style="list-style-type: none"> • Keynote presentation: “SDGs and water governance: a shared agenda” <ul style="list-style-type: none"> ◦ Marianne Kjellen, Water Senior Advisor, United Nations Development Programme • Keynote presentation: “Accountability the water service delivery model: a conceptual framework” <ul style="list-style-type: none"> ◦ José Gesti, Water and Climate Specialist, UNICEF • Keynote presentation: “Integrity Management at utility level: experiences from Kenya” <ul style="list-style-type: none"> ◦ Sareen Malik, Water Integrity Network • Keynote presentation: “Integrity Capacity building programmes: building collective action” <ul style="list-style-type: none"> ◦ James Leten, Programme Manager, Stockholm International Water Institute <p>Discussion</p>
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In her keynote presentation “SDGs and water governance: a shared agenda”, **Marianne Kjellen**, Water Senior Advisor, UNDP, insisted on the growing inequality in distribution and access to water and sanitation, hence the importance to strengthen the impartiality of service delivery by the institutions in charge. From a water resources management perspective, Ms. Kjellen shared her view that, seen through the ‘integrity’-lens, pollution of water resources and the deliberate non-action is also to be considered as corruption and requires institutional reforms.

In his keynote presentation “Accountability the water service delivery model: a conceptual framework”, **José Gesti**, Water and Climate Specialist, UNICEF presented the work done by UNICEF and SIWI on accountability in the water service delivery. He explained the concept of the accountability triangle which highlights the need for proper collaboration between policy makers, service providers, consumers/users and independent regulatory function. This collaboration requires a clear definition and attribution of roles and responsibilities (responsibility); it also requires that timely, and accurate information is made available about several aspects of service provision, such as the status of services, the performance of service providers, the decisions about financial allocations, etc. (answerability); and requires mechanisms in place that monitor the degree to which public officials, service providers and institutions comply with established standards, impose sanctions on officials and companies who do not comply, and ensure that appropriate corrective and remedial action is taken when required (enforceability).

In her keynote presentation “Integrity Management at utility level: experiences from Kenya”, **Sareen Malik**, Water Integrity Network, reported on the integrity activities undertaken and on-going in Kenya. She provided a national and long-term (more than 10 years) perspective on WIN’s interventions in Kenya. She presented

WIN's work with the government actors and with the civil society, the impact of using the Integrity Management toolbox, a change management approach that support organizations through an integrity change process that starts with assessing their performance and describing their business model, identifying the most relevant integrity risks, using practical tools for better managing risks, to finally monitoring performance improvements. Ms. Malik illustrated how it can be used to increase utilities revenues while reducing Non-Revenue Water. She also developed on the civil society initiative to report on the quality of water service delivered by NGOs (Non-Governmental Organisations) and CBOs (Community Based Organisations) in Kenya.

In the session's final keynote presentation "Integrity Capacity building programmes: building collective action", **James Leten**, Programme Manager, SIWI, presented SIWI's understanding of the most recent anti-corruption literature and presented SIWI's updated Theory of Change to strengthen integrity in the water sector. SIWI's approach is very much base on Collective action theory, which highlights the relevance to individuals' decisions of group dynamics, including trust in others and the behaviour of others. When corruption is seen as 'normal', people may be less willing to abstain from corruption or to take the first step in implementing sanctions or reforms. This theory highlights the challenges of coordinated anticorruption efforts, especially in countries where corruption is considered as a systemic problem.

Session II

11:30-13:00	Session II: Transparency and accountability: practical solutions to advance water governance
	<p><u>Moderator:</u> Pilar Avello, Stockholm International Water Institute, Sweden</p> <ul style="list-style-type: none"> - Keynote presentation: "Regulatory mechanisms to promote Integrity in water services". <ul style="list-style-type: none"> o Jaime Melo Baptista, Principal Researcher, LIS-Water - Keynote presentation: "The Role of the Jordanian Royal Department for Environment Protection/ Rangers (Public Security Directorate) in Water Resource Protection" <ul style="list-style-type: none"> o Major Ibrahim Alrjoob, Chief of Total Quality Section, Royal Department for environment protection / RANGERS - Keynote presentation: "The role of civil society in defending freedom of expression and information" <ul style="list-style-type: none"> o Saloua Ghazouani Oueslati, Tunisia Director, ARTICLE 19 - Keynote presentation: "The Stakeholder Engagement Component of the SWIM-H2020 Support Mechanism: Aiming for increased transparency and accountability" <ul style="list-style-type: none"> o Dr. Emad Adly, Stakeholder Engagement Expert, SWIM-H2020 <p>Discussion</p>

The session begun with a keynote presentation on "Regulatory mechanisms to promote Integrity in water services" by **Jaime Melo Baptista**, Principal Researcher, LIS-Water. Prof Jaime Melo Baptista, as former director of the Portuguese Water Regulator, presented the case study of the Portuguese regulator. Prof. Meló stressed the need for a sound public policy for water services and the role of a regulator in achieving this. He explained about the role of a regulatory body in contribution to improve the information available of the sector by

providing rigorous and comprehensive information to all stakeholders, reducing information asymmetry and guaranteeing ease-of-use information for consumers. He illustrated how the Portuguese regulator is doing so, and the tools and mechanism that can be used.

In his keynote presentation “The Role of the Jordanian Royal Department for Environment Protection/ Rangers (Public Security Directorate) in Water Resource Protection”, **Major Ibrahim Alrjoob**, Chief of Total Quality Section, Royal Department for environment protection, Jordan, shared Rangers’ experience in controlling the natural resources. The main message of Major Ibrahim Alrjoob was the need to find the right balance between repression/prosecution and collaboration with main stakeholders. He high-lighted the importance of a country to have a solid regular framework as foundation, but also the fact that, civil society, citizen, water users and other stakeholders are willing and can assist in having the law respected, in addressing and finding solutions for illegal activities.

In her keynote presentation “The role of civil society in defending freedom of expression and information”, **Saloua Ghazouani Oueslati**, Director of the Article 19 office in Tunisia provided an example on how civil society can assist government actors in having the Human Rights respected in a country. Civil society organizations play an important role for the strengthening and respect of the social contract between citizens (right-holders) and governing institutions (duty-bearers). She put forward the importance to have the human rights reflected in the law, and to have a strong legal system and policies in place.

In the final keynote presentation of the session “The Stakeholder Engagement Component of the SWIM-H2020 Support Mechanism: Aiming for increased transparency and accountability”, **Emad Adly**, Stakeholder Engagement Expert, SWIM-H2020, provided examples on how to integrate and interact with stakeholders in the enforcement of national policies, based on the experience of the SWIM-H2020 project.

Session III

14:00- 15:30	<p>Session III: Experiences from the MENA programme: Lessons from the field</p> <p>The most promising and innovative 25 Water Integrity Action Plans developed and implemented during the Water Integrity Capacity building programme (2014-2017) will be presented during this session.</p> <p>Posters are from Lebanon, Tunisia, Palestine, Morocco and Jordan; and from both government, water utilities and civil society organizations.</p>
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To help address Integrity challenges in the region, Water Integrity programme in the MENA region empowered a growing community of skilled water integrity ambassadors and practitioners with methodologies and tools to identify and reduce integrity risks. In total, 27 trainings were conducted – 20 at the national level and seven

at the regional level (four regional alumni workshops and three back-to-back regional events). In each of the five programme countries, SIWI trained selected groups. Of the approximately 370 participants in total, 49% were women. An additional 80 people participated in the three regional, back-to-back trainings on water integrity.

The owners of the most innovative and impactful action plans joined the WI-MENA mentorship programme, a total of 103 action plans. They were assigned mentors who guided and supported them in finalizing and implementing their action plans.

This session aimed to share the stories of the implementation of these action plans. 19 of the best Integrity champions were invited to present their Water Integrity Action Plans in a poster layout during the session. Posters from Lebanon, Tunisia, Palestine, Morocco and Jordan; from both government, water utilities and civil society organizations were presented in a market-place format.

Each of the action plan owner got the opportunity to pitch her/his action plan during 2-3 min. After the pitches the participants got the opportunity to interact directly with the action plan owners.

The participants, first as trainees and then as mentees, in the Regional Water Integrity Capacity Building Programme for the MENA Region (WI-MENA Programme) shared their stories from the implementation, their ambitions, efforts, frustrations, successes and lessons-learned. As a next step, it is important that we consolidate lessons learnt into larger action plans – at departmental, organizational, national and regional levels.

All posters are available in **Annex V**.

Session IV

16:00-17:30	<p>Session IV: Integrity and good governance, a collective action solution</p> <ul style="list-style-type: none"> - Keynote speaker: “Corruption as social dilemma: how do human communities solve governance problems” <ul style="list-style-type: none"> o Prof. Alina Mungui, Professor of Democracy Studies at the Hertie School of Governance - Panel discussion: “Integrity and good governance, a collective action solution: roles and responsibilities” <p><u>Moderator:</u> James Leten, Stockholm International Water Institute, Sweden</p> <p><u>Panellists:</u></p> <ul style="list-style-type: none"> o Latiffa Bousselmi, Process Engineer, Centre of Water Research and Technologies (CERTE) o Maroun Moussallem, General Director, Bekaa Water Establishment Lebanon o Saleh Almomani, Manager of Alramtha Directorate, Yarmouk Water Company Jordan o Salah Bel Matrik, Secrétaire général, Agence du bassin hydraulique Bouregreg et Chaouia, Maroc o Salah Khallaf Maha, Senior Technical Advisor, GIZ, Egypt <p>Discussion</p>
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The keynote speech of the session, “Corruption as social dilemma: how do human communities solve governance problems”, was given by **Prof. Alina Mungui**, Professor of Democracy Studies at the Hertie School of Governance. Prof Alina Mungui elaborated on the reasons why corruption is taking place in the water sector. She provided the underlying causes of the collective action problem cluster. She shared a roadmap composed of different steps to generate a collective action that can lead to a collective behaviour change of a critical mass of stakeholders. She argued about the importance of reducing opportunities for corruption by not investing more funds until corruption diagnosis is clear, creating indicators and baselines to measure progress achieved, increasing transparency of public contracts; and increasing constraints such as increasing monitoring of public contracts for favouritism, cost, delivery; creating black lists for poor deliverers and free riders’ or using benchmark initiatives to increase government performance.

Her intervention made the conference understand the importance of mapping the different stakeholders’ interests, and to identify those groups who in their best interest need to be empowered to be able to engage in an integrity change.

The panel discussion that followed had the theme of “Integrity and good governance, a collective action solution: roles and responsibilities”.

Panelists from the public sector were asked the following: Scholars argue that instead of investing in additional governance tools to address corruption, one should rather invest in the “Quality of the Governance”, in making institutions deliver better. In the Water context this would mean reform policies focusing on “Mandate delivery”. Do you agree with these statements?

Maroun Moussallem (Bekaa Water Establishment, Lebanon), **Saleh Almomani** (Yarmouk Water Company, Jordan) and **Salah Bel Matrik** (Bouregreg et Chaouia River basin agency, Maroc) did not fully agree with this statement in the sense that the quality of governance should indeed be improved, particularly through capacity building, but that capacity building should have a specific focus on transparency and accountability. They agreed that citizen serving institutions in the MENA region ought to put integrity at the centre of their mandate and be capacitated to enforce it. Ms **Salah Khallaf Maha** from GIZ-Egypt shared with the meeting GIZ’s experience supporting integrity development of water and wastewater utilities in Egypt. She insisted on the need to raise awareness of public officials that integer behavior should now become the norm.

Representatives of civil society organisations were then asked the following: Scholars also highlight the importance in corruption control of a dense and politically engaged civil society. What are to your experience the hurdles for more citizens to engage in civil society associations? And more specifically in water sector governance processes?

Latiffa Bousselmi from CERTE, Tunisia and **Salah Khallaf Maha** from GIZ-Egypt were quite in agreement with this statement. They both passed the message that behaviour change of public officials is depending both on a political will from the top, but undoubtedly and surely also from a strong counter-power from civil society. They confirmed the difficulties of the civil society to get financed and organised, and gave examples from the countries they are active in, Tunisia and Egypt. Ms. Bousselmi insisted on the importance to consider the youth in the further development of integrity in the region. The values of integrity should be passed at the youngest age possible.

All panellists were then asked: Achieving a ‘collective action’ of government institution engaged in efforts governance quality improvements; and CSO to engage in governance processes, requires reaching a “critical mass” of actors. Which leverage points do you see feasible for this scaling up in the water sector?

The following leverage points were mentioned:

- Awareness raising of highest decision-makers: prime ministers, member of parliaments, minister in charge of water, department directors.
- Capacity building of citizen serving institutions
- Monitoring and communicating the quality of services as well as the progress made by the citizen serving institutions in governance improvement
- Awareness raising of citizen on their obligations and rights through media, public debates and through support of civil society organizations.
- Investment in the integrity of the youth before entering the labor market, for ex. when at university
- Develop collaboration platforms between service providers and service users, to develop social accountability

DAY 3 – Thursday, 14 December 2017

For its third and last day, the Conference was moved from the Meliá Barcelona Sarrià Hotel to the premises of the Sant Pau Recinte Modernista Barcelona, a declared UNESCO World Heritage site. Participants were transferred from the hotel to Sant Pau with 3 buses.

Session I

09:00-09:30	Re-cap of Days 1 and 2 A brief overview of the proceedings of Days 1 & 2 of the Conference was provided by Anthi Brouma (GWP-Med), James Leten (SIWI) and Michael Scoullas (SWIM-H2020 SM)
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In the opening session of the 3rd day, **Anthi Brouma** from GWP-Med, **James Leten** from SIWI and **Michael Scoullas** from SWIM-H2020 SM gave a brief overview of the proceedings of the two first Days of the Conference. The process of the split working sessions that would follow was explained to participants, who were then split into 5 groups, each to elaborate on recommendations to be addressed respectively to the following stakeholder categories:

- Decision makers
- Regulators & Water Utilities
- Civil society & Academia
- Private sector & banks
- International Financing Institutions & donors

Each group was then split into 2 sub-groups, one to elaborate water recommendations through the perspective of sustainable financing and the other through the perspective of integrity.

Session II & III

09:30-11:00	Way forward - Working Session Strategic orientations for the sustainable financing of the water agenda & for water integrity development in the MENA region Working session in 5+5 groups to elaborate on recommendations to be addressed to stakeholder categories.
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11:30-12:30	Way forward - Working Session continued The working session continued as described above, with shifting of themes for each sub-group so that all participants have the chance to elaborate recommendations through the perspective of both financing and integrity
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In each of the sub-groups, a facilitator with knowledge of the issues was guiding the discussion among the group's members, recording the recommendations that were produced as a consensus.

Members of each sub-group were asked the following guiding questions:

- What examples/tools/ initiatives learnt during the Conference could be useful to replicate or escalate?
- What should be the role of that stakeholder category to put them into practice?
- What would be required to do so? (financial resources, political will, capacity building, etc)

Session IV

12:30-13:00	Way forward - Recap Strategic orientations for Water Integrity Development in the MENA region The facilitators of the sub-groups gave a brief 3-minute overview of what was discussed during the working sessions & the 3 main recommendations from each group
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The Conference was brought back into plenary mode and the facilitators of the working sessions gave a brief 3-minute overview of what was discussed during the working sessions & the 3 main recommendations from each group.

The recommendations are summarised in the following table:

Working group (stakeholder category)	Perspective	Key recommendations
Decision makers	Financing	<ol style="list-style-type: none"> On the regulatory/legal/policy level: <ul style="list-style-type: none"> Development of laws that would define the responsibilities and prerogatives for the different stakeholders in this sector as well as the regulator Decentralization of the decision-making process in the water sector for more ownership by the involved stakeholders Development of laws/regulations/policies that would attract the private sector to undertake projects and investments in this sensitive sector. Also, the political will is needed by the government to allow and/or attract the private sector to finance this sector Proper enforcement of laws/norms/standards that ensure the quality of water delivered to the consumers (governance of water sector) which also impact the water budget On the financial/mobilization of financial resources level: <ul style="list-style-type: none"> Transparency and accountability in the financing of the water sector in the bidding procedures/allocation of projects Prioritization of projects in the water budget Financial autonomy of water service providers is required The need to attract more investments from the private sector to decrease the burden on the public sector Allocation of financial resources should be adequate and coherent with specificity of water sector (ie there should be long term investments and efficient water tariffs) On the management/institutional level: <ul style="list-style-type: none"> Awareness and capacity building on the fact that water is NOT a free good Maintaining and rehabilitating water networks to decrease non-revenue water (which impacts the water budget) Proper control procedures and monitoring (KPIs are needed) for the efficient service delivery in the water sector.
	Integrity	<ol style="list-style-type: none"> It is recommended to national governments and respective decision makers, if not yet initiated, to promulgate laws (including by-laws) that allows stakeholder participation and access to information with respect to water governance and project development. Law enforcement mechanism should include: Public hearings, obligation to publish public information on public governance KPIs, operations of complaint and appeal mechanisms, consultations procedure prior to development of water projects It is recommended to national governments and respective decision makers to activate the appropriate mechanisms for enforcement of the above proposed law and related regulation and procedures so that integrity can be ensured at all level. It is recommended to national governments and respective decision makers to strengthen the judiciary authority with respect to water governance It is recommended to national governments and respective decision makers to have national independent regulatory agency with civil society representation in the agency's board.
Regulators & Water Utilities	Financing	<ol style="list-style-type: none"> Pursue cost reductions through Improved efficiencies including in energy consumption, reductions in non-revenue water, preventive maintenance, water saving measures and utilisation of non-conventional water resources

		<p>2. Practice proper financial management through ring fencing utilities' accounts, accurate and fair tariff structures covering O&M costs, reinvesting not needed available funds, annual updating of financial projections</p> <p>3. Improve collection efficiency through the engagement of customers in decision making (especially tariff adjustments), surveys on willingness to pay and ability to pay, adopting pro-poor policies, ensuring that customers pay the connection fee, and eliminating free water (except for identified poor cases and with coordination with related government institutions)</p>
	Integrity	<p>1. It is recommended to utilities and service providers to raise awareness in-house on the importance of water integrity and build their capacity in managing integrity risks.</p> <p>2. It is recommended to regulators to benchmark governance of utilities and service providers: engaging in a participative setting of governance indicators and reward-based assessment process)</p> <p>3. It is recommended to service delivery actors to gain/rebuild trust of serviced citizen by putting in place a "Customers complaint mechanisms" guaranteeing and demonstrating short response time</p>
Civil society & Academia	Financing	<p>1. Civil society to be considered as a full partner and engaged at all levels, while increasing the integrity and transparency of NGOs</p> <p>2. Unnecessary preconditions should be removed.</p> <p>3. Priority to be given to local Civil Society organisations and to equal opportunities</p>
	Integrity	<p>1. It is recommended to the Civil Society and Academic Actors to engage in a "Systematic approach to Water Integrity". This implies a systematic data collection and open information sharing, building sustainable relationships with the project owners and developers, participating to the projects development at all stages, and building its own capacity.</p> <p>2. It is recommended to the Civil Society and Academic Actors to map the different actors and relations between them, to clarify each other's roles and responsibilities, to engage in development of integrity standards within the Civil Society institutions, to act as observatories (adequately financed)</p> <p>3. It is recommended to the Civil Society and Academic Actors to promote a culture of integrity. It is recommended to integrate the integrity values and practices in schools' curricula, starting with the first years at school.</p>
Private sector & banks	Financing	<p>1. Raising awareness for both bankers and private sector</p> <p>2. Consider non-conventional types of collaterals such as:</p> <ul style="list-style-type: none"> a. Future cash flows of the project b. Feasibility of the project c. Financial capabilities of the project d. Reputation of the project developer <p>3. Reduce risks in Nexus projects by integrating the advantages of certain sectors into the disadvantages of other sectors</p>
	Integrity	<p>1. It is recommended to the banks and private sector to formally commit to progress on environmental, social, and governance issues (ESG) within their core business and disclose ESG information. (for ex through IFC-World Bank Equators Principles, UN-Global Compact)</p> <p>2. It is recommended to the banks and private sector to develop strong CSR policies based on international standards including anti-corruption</p> <p>3. It is recommended to the banks and private sector to proactively work and communicate their CSR activities and progress.</p>
International Financing Institutions & donors	Financing	<p>1. Increase the visibility of water in the international financing landscape and National Strategies on Development or Climate.</p>

		<p>Water is not a sector in the traditional sense, but rather a key “connector” at the centre of most development issues. Investing in “water” is essentially investing in a wide variety of industries</p> <p>2. Focus not only on large projects, but also on “soft” funding as well as at the small scale.</p> <p>Capacity building for project preparedness and accessing funds is crucial. Can have catalytic effects to leverage further funds.</p> <p>3. Explore cross-sectoral synergies, ensure integration and promote coordination among funders</p> <p>When assessing the financial sustainability of a project, cross-sectoral positive effects and interlinkages should be taken into account, as well as the whole life cycle of the project. All relevant actors, including civil society organisations, should be involved eg in proposing, selecting and prioritising projects. Coordination among funders and donors should be enhanced to avoid duplications, utilise economies of scale and promote synergies between the development and climate agendas. A global hub/network to guide and coordinate the matching of project proposals with available financing, could be an option.</p>
	Integrity	<p>1. It is recommended to the donor community including the multilateral agencies to be fully transparent on the funding opportunities and the funded projects. A common platform should serve this purpose.</p> <p>2. It is recommended to the donor community including the multilateral agencies to support “collective action” for the strengthening of Water Integrity, to support stakeholder networks at national and subnational level, and adopt human rights and integrity indicators for the selection of initiatives to be financed.</p> <p>3. It is recommended to the donor community including the multilateral agencies to have more attention to “sustainability” of the water projects financed. More attention is required to the following aspects:</p> <ul style="list-style-type: none"> i. Holistic and nexus approach (multisector actor participation) in the financed projects ii. Long term strategy of donors that is aligned with national and regional strategies iii. Enforcement of the Human Rights Based Approach iv. Alignment to the Sustainable Development Goals v. Priority to contextualized capacity building of organizations. vi. Engage with local actors for continuous financing after implementation vii. Dialogue and co-creation mechanisms with public and civil society <p>4. It is recommended to the donor community including the multilateral agencies, to integrate “Integrity” within donors’ strategy, hence to invest in “Integrity”</p> <ul style="list-style-type: none"> a. Streamlining integrity within the donor’s institution, in order to show good example. b. Creating a coalition of donors supporting good governance and integrity in particular. c. Further investing in integrity capacity building of public and civil society organisations.

Panel Discussion

14:00- 15:30	<p>Panel Discussion: commentary on the strategic orientations and reflections on how to best capitalise on the work and findings of the projects</p> <p>Moderators: Dionysia Avgerinopoulou, ED, European Institute of Law, Science & Technology, former Chair, Environment Committee of the Hellenic Parliament and of Circle of Mediterranean Parliamentarians for Sustainable Development (COMPSUD) & Khaled Abuzeid, Regional Water Resources Programme Manager, Center for Environment and Development for the Arab Region and Europe (CEDARE)</p> <ul style="list-style-type: none"> Panel members: <ul style="list-style-type: none"> Francois Brikké, Senior Network Officer, Global Water Partnership, Sweden Faraj El Awar, Senior Adviser, UN-Habitat/UBSB, former Head of Secretariat GWOPA/UN-Habitat Ramiro Martínez, General Coordinator MENBO - Mediterranean Network of Basin Organizations, including as Secretariat to the 5+5 Initiative for the Western Mediterranean Joan Parpal, Member of the Board of Directors, Mediterranean Water Institute (IME), including as co-organiser of Med Regional Process for the 8th World Water Forum <p>Discussion</p>
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Dionysia Avgerinopoulou, former Chair of the Circle of Mediterranean Parliamentarians for Sustainable Development, opened the session by presenting the panellists and highlighted the importance of coordination, networking and exchanging of experiences in the Region in order to promote effective policies supporting water security.

Khaled Abuzeid, Regional Water Resources Programme Manager at CEDARE, noted the importance of water in the Agenda 2030 which goes beyond SDG 6 and underlined the importance of financing strategies and associated investments plans for the sustainable provision of water services. He also suggested the establishment of a Global Water Facility, along the lines of GEF and based on the experience of the African Water Facility.

Francois Brikké, Senior Network Officer, Global Water Partnership, commented that when talking about financing, the key word is access. There exist many innovative financing mechanisms, but we often don't know what to do with them. In financing, it's not only the sources that matter, but also the innovative mechanisms and tools that are emerging such as Green Bonds, blended finance, guarantees, corporate finance, co-financing. Moreover, if we think of water more as a connector rather than just a sector, we could reach further finance. If an integrated approach to water is taken, we'll see impact on all SDGs. He closed by noting that SDG 17 on partnerships is an overarching one and arguably the most important for all the rest, adding that GWP has long been promoting Multi-Stakeholder Partnerships.

Faraj El Awar, Senior Adviser, UN-Habitat/UBSB, former Head of Secretariat GWOPA/UN-Habitat commented that not enough discussion has taken place on the role of governments regarding financing and integrity. In the region the private sector is already participating, but we are not really seeing private investments at scale. A prerequisite is the enhancement of the capacities of the public sector which needs to know how to manage utilities and to be able to handle private sector involvement. He also noted that decentralisation without

empowerment and finance, may lead to bodies that cannot govern, and that ring fencing the budget of utilities is crucial. Closing, he commented that cost recovery is very important, but in extreme cases of very high non-revenue water, it amounts to customers subsidizing the rest.

Ramiro Martínez, General Coordinator, Mediterranean Network of Basin Organizations, stressed the need for a strategic guideline document for countries which they can then translate into Action Plans. He also spoke about the importance of River Basin organisations in water governance noting that integration of planning and management should be done at the hydrographic level, bringing relevant examples from Spain. He also presented the history and recent developments around the 5+5 water strategy.

Joan Parpal, Member of the Board of Directors, Mediterranean Water Institute (IME), gave a brief overview of the road towards the 8th World Water Forum (18-23 March 2018, Brasilia), its content and its objectives. He also presented the model of committees of users for aquifers and suggested that it could be improved and applied in a broader context.

Closing Session

16:00-17:30	<p>Conference Statement and Closing session</p> <p><u>Moderator:</u> Miguel García-Herraz, Deputy Secretary General, Water and Environment Division, UfM Secretariat</p> <p><i>Vangelis Constantianos (GWP-Med) presented the draft Conference Statement and explained the process for its validation</i></p> <ul style="list-style-type: none"> Members of the high-level panel: <ul style="list-style-type: none"> H.E. Saad Abu Hammour, Secretary General, Jordan Valley Authority, Jordan Atef Majdoub, President of the General Forum of Public Private Partnership (IGPPP), Presidency of the Government, Tunisia Salahddine Dahbi, Head of the Water Resources Assessment and Planning Division at the Loukkos Watershed Agency, Morocco Hussein A.B. Abdulla, Attaché, Embassy of Libya in Spain
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The closing session started with the presentation to the plenary of the draft Statement of the Conference by **Vangelis Constantianos**, who also explained the process for its validation. The draft statement, would be updated with 2-3 bullet points as recommendations from each of the working sessions held earlier that day, and would be then shared electronically with all participants for finalisation and validation. The final Statement would be presented to the UfM 8th Water Expert Group meeting and the next Steering Committee of the SWIM-H2020 SM, to be held back-to-back from 31 January to 2 February at the Dead Sea, Jordan.

The final Conference Statement is available as **Annex III** in this Report.

In the closing panel session, **H.E. Saad Abu Hammour**, Secretary General, Jordan Valley Authority, stressed that the region is suffering from scarcity of water resources, economic problems, and is close to major conflict hotspots. Jordan has always been under severe water stress and is currently possibly facing a second winter of drought. More than 60% of the water comes from outside the country, and the state has little control over it, while not enough storage capacity exists. He noted that each country has its specificities and that some countries are more advanced in terms of water governance after the Arab Spring, with decision makers held more accountable. He concluded his intervention by asking UfM for more concrete implementation activities at national level.

Hussein A.B. Abdulla, Attaché at the Embassy of Libya in Spain, said that his country is struggling to supply water to all. Political and governance stability is required and Libya is in a process of constructing institutions but needs support to build capacities and legal framework.

Atef Majdoub, President of the General Forum of Public Private Partnership, Presidency of the Government, Tunisia, noted that his country is facing economic challenges and a shortage of financial resources, also in terms of infrastructure. Private sector participation can be an alternative in the face of the constrained resources. As required foundations for a successful PPP programme, he identified political will (as the institutional framework is not always enough); a pipeline of infrastructure projects; good preparation of projects in all stages; and good communication with the endorsement of the overall framework by the citizens being essential. He closed his intervention by suggesting the establishment of a regional platform for exchanging expertise, questions and problems identified in the preparation of water PPPs.

Salahddine Dahbi, Head of the Water Resources Assessment and Planning Division at the Loukkos Watershed Agency, Morocco, gave an overview of the legal framework for the water sector in his country. The 2015 review of the Water Law addresses gaps and climate change threats, includes a gender approach, and provides extra focus on non-conventional resources such as desalination, rainwater harvesting, and reuse of treated wastewater. Currently, work is in progress on the required by-laws and individual regulations.

Miguel García-Herraiz, UfM, said that the Conference has provided a new stimulus for going forward, that its conclusions will be forwarded to the next meeting of UfM's Water Experts Group and the Steering Committee of SWIM-H2020 SM and that the countries' requests were well received. He added that the UfM will provide a mapping of all available financing instruments for the region's water sector. He closed the session and the Conference with words of gratitude for all participants coming and making this celebratory event for the conclusion of the two regional projects a success.

Following the end of the official proceedings of the Conference, a guided tour around the rooms and pavilions of the Sant Pau Recinte Modernista was provided to all interested participants. They had the opportunity to

appreciate the outstandingly rehabilitated work of Lluís Domènech i Montaner, one of the most important architects of Modernisme and the Catalan Art Nouveau.

In the evening, a cocktail Reception was given at the richly decorated Lluís Domènech i Montaner Room in the Administration Pavilion.

LIST OF ANNEXES

ANNEX I	Agenda
ANNEX II	List of Participants
ANNEX III	Conference Statement
ANNEX IV	Evaluation
ANNEX V	Posters of the 19 Water Integrity Action Plans developed and implemented during the Water Integrity Capacity building programme

ANNEX I - Agenda of the Conference

Final Agenda

DAY 1 –Tuesday 12 December 2017 Governance & Financing Day Venue: Meliá Barcelona Sarrià Hotel	
08:30–09:00	Registration
09:00-09:30	Opening Session Welcoming remarks <ul style="list-style-type: none"> • Miguel García-Herraiz, Deputy Secretary General, Water and Environment Division, UfM Secretariat • Esse Nilsson, Senior Programme Manager, Swedish International Development Cooperation Agency (Sida) • Marta Moren Abat, Policy Officer, DG Environment, European Commission (EC) • Michael Scoullou, Team Leader, SWIM-Horizon 2020 Support Mechanism (SWIM-H2020 SM) • James Leten, Programme Manager, Swedish International Water Institute (SIWI) • Vangelis Constantianos, Executive Secretary, Global Water Partnership - Mediterranean (GWP-Med)
09:30 - 11:00	Session I - Reconstructing the Governance & Financing Nexus: what is happening in the MENA and beyond? <u>Moderators:</u> Esse Nilsson , Sida & Miguel García-Herraiz , UfM <ul style="list-style-type: none"> • Keynote presentation: Overview and main findings from the Governance & Financing for the Mediterranean Water Sector project <ul style="list-style-type: none"> ○ Anthi Brouma, Deputy Regional Coordinator, GWP-Med • Panel Discussion: reflections on the Dialogue processes and next steps in the focus countries & beyond <ul style="list-style-type: none"> ○ Mario El Khoury, Head of Section, Financing Unit, Central Bank of Lebanon (BdL) ○ Ali Kchouk, Director of Annual Hydraulic Programming. BPEH, Ministry of Agriculture, Hydraulic Resources and Fisheries, Tunisia ○ Mohammad Said Al Hmaid, CEO, Water Sector Regulatory Council, Palestine ○ Adil Hasnaoui Mardassi, Financial Director, Water Branch, National Office for Electricity and Drinking Water, Morocco ○ Vjola Slianga, Expert at the Department of Excellence, Technical Secretariat of the National Water Council, Albania <p>Discussion</p>
11:00-11:30	Coffee Break
11:30-13:00	Session II – Unlocking the governance of financing: which way forward for regulation and PPPs in the water sector? <u>Moderator:</u> Koussai Quteishat , Senior Expert of the Gov&Fin project, former Secretary General, Ministry of Water and Irrigation, Jordan

	<ul style="list-style-type: none"> Panel Discussion <ul style="list-style-type: none"> Maya Chamli, Project Manager, High Council for Privatization and PPP, Lebanon Mohamed Moustafa, Executive Director, Egyptian Water and Wastewater Regulatory Agency & Consumer Protection (EWRA), Egypt Totss Allal, Deputy Director, Directorate of Public Enterprises and Privatisation, Ministry of Economy and Finance, Morocco Habib Omrane, Chief Executive Officer, National Sanitation Office (ONAS), Tunisia Atef Masmoudi, Director General of Private Public Partnerships, Ministry of Finance, Tunisia Ahmed Benaddou, Responsible for Organisation, National Office for Energy and Drinking Water, Morocco <p>Discussion</p>
13:00- 14:00	Lunch
14:00–15:30	<p>Session III – The ‘hidden’ side of sustainable water financing: cross-cutting issues (gender, integrity, rights, CSR, nexus, employment)</p> <p><u>Moderator:</u> Marta Moren Abat, European Commission</p> <ul style="list-style-type: none"> Panel Discussion <ul style="list-style-type: none"> Essam Nada, Executive Director, Arab Office for Environment & Development (AOYE), Egypt Anja Nordlund, Gender Expert & Managing Director, NCG, Sweden Niclas Ihren, External Advisor to Gov&Fin project, Founder of Matters Group Konstantina Toli, Senior Programme Officer, GWP-Med Gidon Bromberg, Israeli Director, EcoPeace Middle East <p>Discussion</p>
15:30-16:00	Coffee Break
16:00-17:30	<p>Session IV – Boosting water investments: old & new actors and the role of a regional interface</p> <p><u>Moderator:</u> Almotaz Abadi, Managing Director, UfM Sec & Michael Scoulllos, SWIM-H2020 SM</p> <ul style="list-style-type: none"> Panel Discussion <ul style="list-style-type: none"> Sofia Kilifi, Sustainability & Community Manager, Central & Eastern Europe, The Coca-Cola Company Belgacem Ben Sassi, Chief Engineer in Drinking Water and Sanitation, African Development Bank Oded Fixler, Senior Deputy Director General, Ministry of Regional Cooperation, Israel Facilitated discussion with representatives of Commercial Banks from MENA countries <p>Discussion</p>
19:30-21:30	Dinner at the Hotel

DAY 2 – Wednesday, 13 December 2017 Water Integrity Day Venue: Meliá Barcelona Sarrià Hotel	
08:45-09:00	Registration
09:00-11:00	Session I: Setting the scene on Water Integrity, international initiatives <u>Moderator:</u> Alejandro Jimenez , Water Governance Director a.i, Stockholm International Water Institute, Sweden <ul style="list-style-type: none"> • Keynote presentation: “SDGs and water governance: a shared agenda” <ul style="list-style-type: none"> ○ Marianne Kjellen, Water Senior Advisor, United Nations Development Programme • Keynote presentation: “Accountability the water service delivery model: a conceptual framework” <ul style="list-style-type: none"> ○ José Gestí, Water and Climate Specialist, UNICEF • Keynote presentation: “Integrity Management at utility level: experiences from Kenya” <ul style="list-style-type: none"> ○ Sareen Malik, Water Integrity Network • Keynote presentation: “Integrity Capacity building programmes: building collective action” <ul style="list-style-type: none"> ○ James Leten, Programme Manager, Stockholm International Water Institute <p>Discussion</p>
11:00-11:30	Coffee Break
11:30-13:00	Session II: Transparency and accountability: practical solutions to advance water governance <u>Moderator:</u> Pilar Avello , Stockholm International Water Institute, Sweden <ul style="list-style-type: none"> - Keynote presentation: “Regulatory mechanisms to promote Integrity in water services”. <ul style="list-style-type: none"> ○ Jaime Melo Baptista, Principal Researcher, LIS-Water - Keynote presentation: “The Role of the Jordanian Royal Department for Environment Protection/ Rangers (Public Security Directorate) in Water Resource Protection” <ul style="list-style-type: none"> ○ Major Ibrahim Alrjoob, Chief of Total Quality Section, Royal Department for environment protection / RANGERS - Keynote presentation: “The role of civil society in defending freedom of expression and information” <ul style="list-style-type: none"> ○ Saloua Ghazouani Oueslati, Tunisia Director, ARTICLE 19 - Keynote presentation: “The Stakeholder Engagement Component of the SWIM-H2020 Support Mechanism: Aiming for increased transparency and accountability” <ul style="list-style-type: none"> ○ Dr. Emad Adly, Stakeholder Engagement Expert, SWIM-H2020 <p>Discussion</p>
13:00-14:00	Lunch
14:00- 15:30	Session III: Experiences from the MENA programme: Lessons from the field

	<p>The most promising and innovative 25 Water Integrity Action Plans developed and implemented during the Water Integrity Capacity building programme (2014-2017) will be presented during this session.</p> <p>Posters are from Lebanon, Tunisia, Palestine, Morocco and Jordan; and from both government, water utilities and civil society organizations.</p>
15:30-16:00	Coffee Break
16:00-17:30	<p>Session IV: Integrity and good governance, a collective action solution</p> <ul style="list-style-type: none"> - Keynote speaker: “Corruption as social dilemma: how do human communities solve governance problems” <ul style="list-style-type: none"> o Prof. Alina Mungui, Professor of Democracy Studies at the Hertie School of Governance - Panel discussion: “Integrity and good governance, a collective action solution: roles and responsibilities” <p><u>Moderator:</u> James Leten, Stockholm International Water Institute, Sweden</p> <p><u>Panellists:</u></p> <ul style="list-style-type: none"> o Latiffa Bousselmi, Process Engineer, Centre of Water Research and Technologies (CERTE) o Maroun Moussallem, General Director, Bekaa Water Establishment Lebanon o Saleh Almomani, Manager of Alramtha Directorate, Yarmouk Water Company Jordan o Salah Bel Matrik, Secretaire general, Agence du bassin hydraulique Bouregreg et Chaouia, Maroc o Salah Khallaf Maha, Senior Technical Advisor, GIZ, Egypt <p>Discussion</p>
Free Evening	

DAY 3 – Thursday, 14 December 2017 Water Governance in the MENA & wider Mediterranean Venue: Sant Pau Recinte Modernista Barcelona	
08:00-08:45	Departure with buses from Melia Hotel, arrival and entry to Sant Pau
08:45-09:00	Registration
09:00-09:30	Re-cap of Days 1 and 2 A brief overview of the proceedings of Days 1 & 2 of the Conference was provided by Anthi Brouma (GWP-Med), James Leten (SIWI) and Michael Scoullou (SWIM-H2020 SM)
09:30-11:00	Way forward - Working Session Strategic orientations for the sustainable financing of the water agenda & for water integrity development in the MENA region Participants were split into 5 groups, each to elaborate on recommendations to be addressed respectively to the following stakeholder categories: <ul style="list-style-type: none"> • Decision makers • Regulators & Water Utilities • Civil society & Academia • Private sector & banks • International Financing Institutions & donors Each group was then split into 2 sub-groups, one to elaborate recommendations through the perspective of financing and the other through the perspective of integrity
11:00-11:30	Coffee Break
11:30-12:30	Way forward - Working Session continued The working session continued as described above, with shifting of themes for each sub-group so that all participants have the chance to elaborate recommendations through the perspective of both financing and integrity
12:30-13:00	Way forward - Recap Strategic orientations for Water Integrity Development in the MENA region The facilitators of the sub-groups gave a brief 3-minute overview of what was discussed during the working sessions & the 3 main recommendations from each group
13:00-14:00	Lunch
14:00- 15:30	Panel Discussion: commentary on the strategic orientations and reflections on how to best capitalise on the work and findings of the projects <u>Moderators:</u> Dionysia Avgerinopoulou , ED, European Institute of Law, Science & Technology, former Chair, Environment Committee of the Hellenic Parliament and of Circle of Mediterranean Parliamentarians for Sustainable Development (COMPSUD) & Khaled Abuzeid , Regional Water Resources Programme Manager, Center for Environment and Development for the Arab Region and Europe (CEDARE) <ul style="list-style-type: none"> • Panel members: <ul style="list-style-type: none"> ○ Francois Brikké, Senior Network Officer, Global Water Partnership, Sweden

	<ul style="list-style-type: none"> ○ Faraj El Awar, Senior Adviser, UN-Habitat/UBSB, former Head of Secretariat GWOPA/UN-Habitat ○ Ramiro Martínez, General Coordinator MENBO - Mediterranean Network of Basin Organizations, including as Secretariat to the 5+5 Initiative for the Western Mediterranean ○ Joan Parpal, Member of the Board of Directors, Mediterranean Water Institute (IME), including as co-organiser of Med Regional Process for the 8th World Water Forum <p>Discussion</p>
15:30-16:00	Coffee Break
16:00-17:30	<p>Conference Statement and Closing session</p> <p><u>Moderator:</u> Miguel García-Herraiz, Deputy Secretary General, Water and Environment Division, UfM Secretariat</p> <p><i>Vangelis Constantianos (GWP-Med) presented the draft Conference Statement and explained the process for its validation</i></p> <ul style="list-style-type: none"> ● Members of the high-level panel: <ul style="list-style-type: none"> ○ H.E. Saad Abu Hammour, Secretary General, Jordan Valley Authority, Jordan ○ Atef Majdoub, President of the General Forum of Public Private Partnership (IGPPP), Presidency of the Government, Tunisia ○ Salahddine Dahbi, Head of the Water Resources Assessment and Planning Division at the Loukkos Watershed Agency, Morocco ○ Hussein A.B. Abdulla, Attaché, Embassy of Libya in Spain
18:00-19:00	Guided tour of Sant Pau
19:00	Reception at Lluís Domènech i Montaner Room, Sant Pau
End of the Conference	

ANNEX II – List of Participants

Conference on Water Governance in MENA and wider Mediterranean region (12-14 December 2017, Barcelona, Spain)				
List of Participants				
	Title	Name	Surname	Organisation
1	Mr	Almotaz	Abadi	Union for the Mediterranean Secretariat
2	Mr	Fayez	Abdulla	Jordan University of Science & Technology
3	Mr	Hussein	Abdulla	Embassy Of Libya In Spain
4	Mr	Saad	Abu Hammour	Jordan Valley Authority
5	Mr	Khaled	Abuzeid	Centre for Environment and Development for the Arab Region and Europe
6	Mr	Tarek	Abuzeid	October 6 University and Egyptian Water Partnership Member
7	Mr	Emad	Adly	SWIM-Horizon 2020 Support Mechanism (SWIM-H2020 SM)
8	Mr	Zbiss	Adnane Mehdi	National Agricultural Bank, Tunisia
9	Ms	Sarah	Adremann	CEWAS
10	Ms	Mey	Al Sayegh	Ministry of State for Displaced Affairs - Hydropolitics Academy, Lebanon
11	Mr	Abdelrahman	Alamarah	Palestinian Hydrology Group
12	Ms	Raghda	Aldaoud	Jordan University of Science and Technology
13	Mr	Totss	Allal	Ministry of Economy and Finance-DEPP, Morocco
14	Mr	Wasfi	Almomani	Change Makers for Development
15	Mr	Saleh	Almomani	Yarmouk Water Company, Jordan
16	Mr	Ibrahim	Alrjoob	Royal Department for Environment Protection (RDEP) Public Security Directorate (PSD), Jordan
17	Mr	Mohammad	Alzawahreh	Zarqa municipality, Jordan
18	Mr	Mustafa	Alzyod	Ministry of Environment, Jordan
19	Mr	Meriem	Ameur	Faculty of Sciences of Tunis
20	Mr	Joaquim	Armengol	Blanquerna-URL, Spain
21	Ms	Pilar	Avello	Stockholm International Water Institute (SIWI)
22	Ms	Dionysia - Theodora	Avgerinopoulou	Former Chair of COMPSUD
23	Ms	Carine	Azkoul	Fransabank, Lebanon
24	Ms	Nawal Salem	Balawina	Al - Balawina Charitable Society, Jordan
25	Mr	Fuad	Bateh	Global Water Partnership - Mediterranean (GWP-Med)
26	Mr	Salah	Bel Matrik	Bouregreg and Chaouia Hydraulic Basin Agency, Morocco
27	Ms	Houda	Ben Ahmed	Regional Commission for Agricultural Development Ben Arous, Tunisia
28	Ms	Jaweher	Ben Amor	Ministry of Finance, Tunisia
29	Ms	Hayet	Ben Mansour	Ministry of Agriculture of Hydraulic Resources and Fishing, Tunisia
30	Mr	Belgacem	Ben Sassi	African Development Bank - Regional Office For North Africa, Tunisia
31	Mr	Sihem	Benabdallah	Center for Research and Water Technologies, Tunisia
32	Mr	Ahmed	Benaddou	National Office of Electricity and Drinking Water (ONEE), Morocco
33	Mr	Dimitrios	Bogiatzis	Global Water Partnership - Mediterranean (GWP-Med)
34	Mr	Nejeh	Bouguerra	Private sector / chamber of the auditors of water systems, Tunisia

35	Ms	Anne	Bousquet	Independent-Spain
36	Mr	Latifa	Bousselmi	Centre for Water Research and Technologies, Tunisia
37	Mr	Francois	Brikké	Global Water Partnership
38	Mr	Gidon	Bromberg	EcoPeace Middle East
39	Ms	Anthi	Brouma	Global Water Partnership - Mediterranean (GWP-Med)
40	Mr	Mohammad	Bundokji	EcoPeace Middle East
41	Ms	Maya	Chamli	High Council for Privatization and PPP, Lebanon
42	Mr	Vangelis	Constantianos	Global Water Partnership - Mediterranean (GWP-Med)
43	Ms	Milagros	Couchoud	Institut Méditerranéen de l'Eau (IME)
44	Ms	Salahddine	Dahbi	Water Resources Assessment and Planning Division at the Loukkos Watershed Agency, Morocco
45	Ms	Sarah	Dahnke	Global Environment & Technology Foundation (GETF)
46	Mr	Mohammed	Drihem	Association of Friends of Val, Ifrane, for the Protection of the Environment and Ecotourism - Ifrane, Morocco
47	Mr	Faraj	El Awar	Senior Adviser, UN Habitat/UBSB
48	Ms	Kais	El habib	ITIS Interpretation Company
49	Mr	Mario	El Khoury	Central Bank of Lebanon
50	Mr	Saloua	Essayah Cherif	ITIS Interpretation Company
51	Ms	Fatine	Ezbakhe	Universitat Polytechnica de Catalunya (UPC)
52	Ms	Kamal	Fahmi	Moroccan Coalition for Water (COALMA)
53	Ms	Valia	Faraj	Green Plan Ministry Of Agriculture, Lebanon
54	Ms	Kasiti	Felix	Pan African University Institute of Water and Energy Sciences
55	Mr	Oded	Fixler	Ministry of Regional Cooperation, Israel
56	Ms	Kinga	Fodor	Union for the Mediterranean Secretariat
57	Ms	Hela	Gaida	ITIS Interpretation Company
58	Mr	Miguel	García-Herraiz	Union for the Mediterranean Secretariat
59	Mr	José	Gesti	UNICEF
60	Ms	Saloua	Ghazouani Oueslati	ARTICLE 19, Tunisia
61	Mr	Albier	Habash	Quds Bank, Palestine
62	Mr	Samer	Harmouch	Kassatly Chtaura Sal, Lebanon
63	Mr	Adil	Hasnaoui Mardassi	National Office of Electricity and Drinking Water (ONEE), Morocco
64	Mr	Ali	Hayajneh	IUCN
65	Mr	Lammens	Helaise	Eco-Union/Spain
66	Mr	Mosbah	Helali	Société Nationale d'Exploitation et de Distribution des Eaux, Tunisia
67	Mr	Niclas	Ihrén	Matters Group
68	Ms	Nissren	Jbara	ADRA, Lebanon
69	Mr	Alejandro	Jimenez	Stockholm International Water Institute (SIWI)
70	Mr	Amine	Kabbaj	Union for the Mediterranean Secretariat
71	Mr	Mahdi Cherif	Kaid Youcef	Climate Action Network Algeria / Touiza Association / El Warda Association
72	Mr	Adli	Kandah	Association of Banks in Jordan
73	Ms	Joanna	Kassab Abou Jaoudé	Lebanese-French Bank Sal
74	Mr	Ali	Kchouk	Ministry of Agriculture Water Resources and Fisheries, Tunisia
75	Ms	Silva	Kerkezian	Issam Fares Institute for Public Policy and International Affairs, American University of Beirut
76	Ms	Salah	Khallaf Maha	GIZ

77	Ms	Sofia	Kilifi	The Coca-Cola Company
78	Ms	Marianne	Kjellen	United Nations Development Programme (UNDP)
79	Mr	Tassos	Krommydas	Global Water Partnership - Mediterranean (GWP-Med)
80	Mr	Ahmed	Legrouiri	Al Akhawayn University in Ifrane, Morocco
81	Mr	James	Leten	Stockholm International Water Institute (SIWI)
82	Ms	Samia	Loussaief	Ministry of Development, Investment and Intl Cooperation, Tunisia
83	Ms	Ilham	Maaraji	Hassan II University Casablanca, Morocco
84	Ms	Zeina	Majdalani	Office of the Prime Minister, Lebanon
85	Mr	Atef	Majdoub	General Forum of PPP (IGPPP), Presidency of the Government, Tunisia
86	Ms	Sareen	Malik	Africa Civil Society Network for Water and Sanitation (ANEW)
87	Mr	Moha	Maloui	Programme Oasis Tafilalet, Morocco
88	Ms	Milica	Maraš	Ministry of Agriculture and Rural Development, Montenegro
89	Mr	Hatem	Marrakchi	Water Dynamic, Tunisia
90	Mr	Ramiro	Martínez	MENBO - Mediterranean Network of Basin Organizations
91	Mr	Atef	Masmoudi	Private Public Partnerships, Ministry of Finance, Tunisia
92	Mr	Shifa	Mathbout	University of Barcelona
93	Mr	Jaime	Melo Baptista	Lisbon International Centre for Water (LIS-Water/LNEC)
94	Ms	Marta	Moren-Abat	DG Environment, European Commission
95	Mr	Mahamar	Mounrami	Pan African University Institute of Water and Energy Sciences
96	Mr	Mahamat	Mountassiiz	Pan African University Institute of Water and Energy Sciences
97	Mr	Maroun	Moussallem	Bekaa Water Establishment, Lebanon
98	Mr	Mohamed	Moustafa	Egyptian Water & Wastewater Regulatory Agency & Consumer Protection
99	Mr	Abdelhamid	Moustafa	Egyptian Water & Wastewater Regulatory Agency & Consumer Protection
100	Ms	Alina	Mungiu-Pippidi	Hertie School of Governance, Germany
101	Ms	Hala	Murad	Dibeen Association for Environmental Development
102	Ms	Hela	Nacef	Société Nationale d'Exploitation et de Distribution des Eaux, Tunisia
103	Mr	Essam	Nada	Arab Office for Environment & Development (AOYE)
104	Ms	Konstantia	Nikopoulou	MedCities
105	Ms	Esse	Nilsson	Swedish International Development Cooperation Agency (Sida)
106	Ms	Ghizlaine	Nourlil	Bmce Bank Of Africa
107	Ms	Happyness	Nwonyam	Pan African University Institute of Water and Energy Sciences
108	Mr	Wassim	Omar	South Lebanon Water Establishment
109	Ms	Habib	Omrane	National Sanitation Office (ONAS), Tunisia
110	Mr	Raja	Ouerdi	ITIS Interpretation Company
111	Mr	Joan	Parpal	Institut Méditerranéen de l'Eau (IME)
112	Mr	Koussai	Quteishat	Jordan River Consultancy Services
113	Mr	Ramzi	Ramadan	South Lebanon Water Establishment
114	Mr	Stuart	Reigeluth	REVOLVE
115	Mr	Mohamed	Renimakedir	Pan African University Institute of Water and Energy Sciences
116	Ms	Rajaa	Rochd	General Confederation of Enterprises of Morocco
117	Ms	Roula	Saad	Bank Audi sal, Lebanon
118	Mr	Mohammad	Said Al Hmaid	Water Sector Regulatory Council, Palestine
119	Mr	Yousef Kamel	Salameh	Bidya Municipality, Palestine
120	Mr	Kamel	Sallam	Commercial International Bank (CIB Bank)
121	Mr	Harmouch	Samer	Kassatly Chtaura Sal, Lebanon

122	Mr	Amer	Sawalha	Al-Quds University, Palestine
123	Mr	Michael	Scoullous	SWIM-Horizon 2020 Support Mechanism (SWIM-H2020 SM)
124	Ms	Samira	Shaban Pina	Union for the Mediterranean Secretariat
125	Mr	Khaled	Shamaa	Ministry of Foreign Affairs, Egypt
126	Ms	Olga	Slepner	The Governmental Authority for Water and Sewage, Israel
127	Ms	Vjola	Slianga	Technical Secretariat of National Water Council, Albania
128	Ms	Susanna	Starck	Stockholm International Water Institute (SIWI)
129	Mr	Davide	Strangis	CPMR Intermediterranean Commission
130	Ms	Anja	Taarup Nordlund	NCG Sweden
131	Mr	Fakhri	Taieb	Agricultural Investment Promotion Agency APIA, Tunisia
132	Ms	Konstantina	Toli	Global Water Partnership - Mediterranean (GWP-Med)
133	Ms	Johanna	Von Toggenburg	UN ESCWA
134	Mr	Mawulolo	Yomo	Pan African University Institute of Water and Energy Sciences
135	Mr	Fawzi	Zaga	ITIS Interpretation Company
136	Ms	Samia	Zayani	Water Dynamic

Statement of the

Conference on Water Governance in MENA and wider Mediterranean region

Strengthening integrity and financing for water security and sustainable development

12-14 December 2017 Barcelona, Spain

The 136 participants, representing a range of different stakeholders, gathered in Barcelona on 12-14 December 2017 for the Regional Conference on *Water Governance in MENA and wider Mediterranean region: Strengthening integrity and financing for water security and sustainable development*, we endorse the following statement and kindly request the Union for the Mediterranean (UfM) Secretariat to utilise it for the implementation of the UfM Water Agenda and also to forward it to relevant and appropriate political constituencies, working groups and fora.

The Regional Conference was co-organised by the Sida-funded ‘Governance & Financing for the Mediterranean Water Sector’ project implemented by the Global Water Partnership – Mediterranean (GWP-Med) and the Organisation for Economic Cooperation and Development (OECD), and the Sida-funded ‘Regional Water Integrity Capacity Building Programme in MENA’ implemented by SIWI UNDP Water Governance Facility, GWP-Med and IUCN-ROWA, and in close synergy with the EU-funded ‘Sustainable Water Integrated Management and Horizon 2020 Support Mechanism (SWIM-H2020 SM)’ regional project.

- Water is fundamental for sustainable development, having a crucial role in human well-being, socio-economic growth and the health of the environment and ecosystems alike. The Middle East & North Africa (MENA) and wider Mediterranean region faces serious water challenges that pose obstacles to its development trajectory. Further to water scarcity, translating into acute water stress in some cases, explosive demographic changes, unemployment, poverty, changing consumption patterns including rising water and food demands, urbanisation, growing energy needs, environmental degradation, climate change, gender disparities are among the conditions exacerbating further the already complex and difficult situation. Moreover, part of the region currently faces an enduring economic crisis, socio-political instability, conflicts and large-scale migratory movements often under dramatic conditions. The vast majority of these conditions have a direct impact on the availability and the quality of water resources for people and nature in the Mediterranean, with high and rising associated costs in human lives and livelihoods in general and in monetary terms. At the same time, political unrest in the region has amplified the need for socio-economic and political reforms. There is a clear demand for more efficient water and sanitation service provision, wider participation of stakeholders, more decentralised planning and implementation processes and more transparent and accountable decision making.

- With due respect to the human right to water and sanitation, the provisions of the Sustainable Development Goals (SDGs) and the Paris Agreement, there is widespread recognition that governance lies at the heart of the water predicament and is key to overcoming the related challenges and achieving water security. Creating a functional institutional, legal and regulatory environment, and enabling sustainable water financing including through facilitating private and public-sector initiatives that fit within the social, economic and cultural setting of the society, is integral for good water governance, while integrity is critical for enhancing ownership, reducing corruption and building trust in the water sector.

- In the MENA and Mediterranean region, despite the significant allocation of public funds and the flow of aid, countries struggle to meet the financial requirements that water-related strategies and plans entail. The lack of a sound governance framework undermines the quality and financial sustainability of the water and sanitation sector in particular. Mismanagement, low financing and lack of absorption capacity at both national and local levels impede the efficient mobilisation of additional managerial and financial resources, particularly from the private sector. Capitalising on lessons learnt from the Governance & Financing project (including the National Dialogues on the governance & financing nexus and the interface of public-private-civil society actors during the regional meetings) and the shared experiences of the Barcelona Conference, we urge the continuation of a multi-layered line of work on the governance & financing nexus concerning:
 - i. the provision of technical support for deepening and/or replicating the used methodology in more countries in the region,
 - ii. the pilot testing of the recommendations on the enabling environment for private sector participation, including micro-PSP, banks and green financing also through blending finance, and
 - iii. the set up and facilitation of a structured regional platform for exchanges and joint learning.

- In the MENA and Mediterranean region, water's contribution towards reduced poverty and inequality, economic growth and ecosystem sustainability is compromised by the way water resources are managed and water and sanitation services are provided. Weak governance squanders resources and hinders people from acting together in line with agreed goals. Fragmented institutions obstruct accountability in a sector with high investment and aid flows. Lack of water-related integrity incurs huge cost for societies, in lives lost, stalling growth, wasted talent and degraded resources. In addition, the SDG agenda provides a set of agreed development goals that cannot be achieved without addressing the governance challenges in the water sector. Building on the experience of Regional Water Integrity Capacity Building Programme, and the discussions of the Barcelona Conference we propose further investments in building collective action on water integrity through:
 - i. clarifying roles and responsibilities of water actors,
 - ii. strengthening and professionalising public institutions and service providers in delivering impartially on their mandates,
 - iii. building information sharing and opening the decision-making processes to all possible actors in society, with particular attention to the next generations, the women and vulnerable groups; as well as developing engagement and coordination mechanisms with all different stakeholders,

- iv. learning from the experiences accrued, sharing and upscaling positive water integrity practices, and
- v. monitoring progress and benchmarking through agreed standards.

We believe that these set of actions will contribute to enhance trust in the water sector and its institutions, strengthen the social contract and set a new water governance paradigm in the region that leaves no one behind.

- Regarding the engagement of the banking sector in sustainable water financing, we welcome the SWIM-H2020 SM current and upcoming activity on promoting green banking through peer-to-peer exchange. Capitalising on scoping work done and on the Conference's deliberations, we support the identification of smaller scale projects in collaboration with banks interested in piloting the 'learning by doing' approach, while communication will be kept open with all the remaining banks and other interested stakeholders. We therefore, urge the continuation and expansion of this activity with more countries during a follow-up phase.
- In closing, we stress that advancing water governance requires vision, leadership, consistency, dedication of human and financial resources, time and commitment of institutions and stakeholders to the principles of transparency, accountability and participation, creating at the same time a fertile ground for water investments. We thus, strongly encourage that the necessary steps are taken, and assistance is provided for the continuation of the processes presented in the Conference through follow up projects and other coordinated undertakings.

Annex – Recommendations from working sessions

Recommendations addressed to Decision Makers

From a financing perspective:

1. On the regulatory/legal/policy level: Decentralization of the decision-making process for more ownership by the involved stakeholders and legal definition of the roles of the different stakeholders. Political will and development of an enabling environment that would attract the private sector
2. On the mobilization of financial resources level: Transparency and accountability in the bidding procedures and allocation of projects; financial autonomy of water service providers; efficient water tariffs; allocation of financial resources adequate for long term investments
3. On the management/institutional level: Awareness and capacity building on the fact that water is NOT a free good; maintaining and rehabilitating water networks to decrease non-revenue water; proper control procedures and monitoring for efficient service delivery.

From an integrity perspective:

1. Implementation of legal provisions, including enforcement mechanisms, that ensure integrity at all levels and allow stakeholder participation and access to information with respect to water governance and project development. Tools in that direction include public hearings, obligation to publish public information on public governance KPIs, operations of complaint and appeal mechanisms, consultations procedure prior to development of water projects
2. Strengthening of the judiciary authority with respect to water governance
3. Implementation of a national independent regulatory agency with civil society representation in the agency's board.

Recommendations addressed to Regulators & Water Utilities

From a financing perspective:

1. Pursue cost reductions through Improved efficiencies including in energy consumption, reductions in non-revenue water, preventive maintenance, water saving measures and utilisation of non-conventional water resources
2. Practice proper financial management through ring fencing utilities' accounts, accurate and fair tariff structures covering O&M costs, reinvesting not needed available funds, annual updating of financial projections
3. Improve collection efficiency through the engagement of customers in decision making (especially tariff adjustments), surveys on willingness to pay and ability to pay,

adopting pro-poor policies, ensuring that customers pay the connection fee, and eliminating free water (except for identified poor cases and with coordination with related government institutions)

From an integrity perspective:

1. Awareness raising in-house on the importance of water integrity and capacity building in managing integrity risks.
2. Engaging in a participative setting of governance indicators and reward-based assessment process
3. Gain/rebuild trust of serviced citizens by putting in place “Customers complaint mechanisms” guaranteeing and demonstrating short response time

Recommendations addressed to Civil Society & Academia

From a financing perspective:

1. Civil society to be considered as a full partner and engaged at all levels, while increasing the integrity and transparency of NGOs
2. Unnecessary preconditions for participation should be removed.
3. Priority to be given to local Civil Society organisations and to equal opportunities

From an integrity perspective:

1. Engage in a “Systematic Approach to Water Integrity”. This implies a systematic data collection and open information sharing, building sustainable relationships with the project owners and developers, participating to the projects development at all stages, and building its own capacity.
2. Map the different actors and relations between them, to clarify each other’s roles and responsibilities, to engage in development of integrity standards within the Civil Society institutions, to act as observatories (adequately financed)
3. Promote a culture of integrity. It is recommended to integrate the integrity values and practices in schools’ curricula, starting with the first years at school.

Recommendations addressed to Private Sector & Banks

From a financing perspective:

1. Raising awareness for both bankers and private sector
2. Consider non-conventional types of collaterals such as future cash flows and feasibility of the project, reputation of the project developer

3. Reduce risks in Nexus projects by integrating the advantages of certain sectors to address the disadvantages of other sectors

From an integrity perspective:

1. Formally commit to progress on environmental, social, and governance issues (ESG) within their core business and disclose ESG information.
2. Develop strong CSR policies based on international standards including anti-corruption
3. Proactively work and communicate their CSR activities and progress.

Recommendations addressed to International Financing Institutions & Donors

From a financing perspective:

1. Increase the visibility of water in the international financing landscape and National Strategies on Development or Climate. Investing in “water” is essentially investing in a wide variety of industries
2. Focus not only on large projects, but also on “soft” funding (such as for capacity building for project preparedness and accessing funds) as well as at the small scale.
3. Explore cross-sectoral synergies and interlinkages, ensure policy integration, involve all relevant actors, and promote coordination among funders to avoid duplications, utilise economies of scale and promote synergies between the development and climate agendas

From an integrity perspective:

1. Full transparency on the funding opportunities and the funded projects. A common platform should serve this purpose.
2. Support “collective action” for the strengthening of Water Integrity, to support stakeholder networks at national and subnational level, and adopt human rights and integrity indicators for the selection of initiatives to be financed.
3. More attention to be given to the “sustainability” of the water projects financed e.g. by a holistic and nexus approach, long-term funding strategies aligned with national and regional strategies as well as the SDGs, enforcement of the Human Rights Based Approach, engagement with local actors for continuous financing after implementation, dialogue and co-creation mechanisms with public and civil society
4. Integrate “Integrity” within donors’ strategies, by streamlining integrity within the donor’s institution, creating a coalition of donors supporting good governance and integrity, especially in high-risk sensitive areas, by investing more in building the integrity capacity of public and civil organizations and developing case studies demonstrating the return on investment related to integrating integrity into project financing.

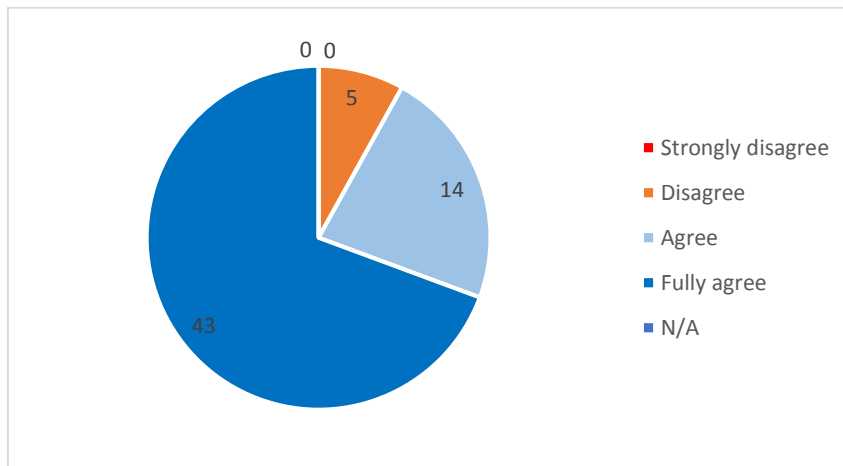
ANNEX IV - Evaluation

An Evaluation Form-Questionnaire was handed out to the Participants of the Conference on its third Day.

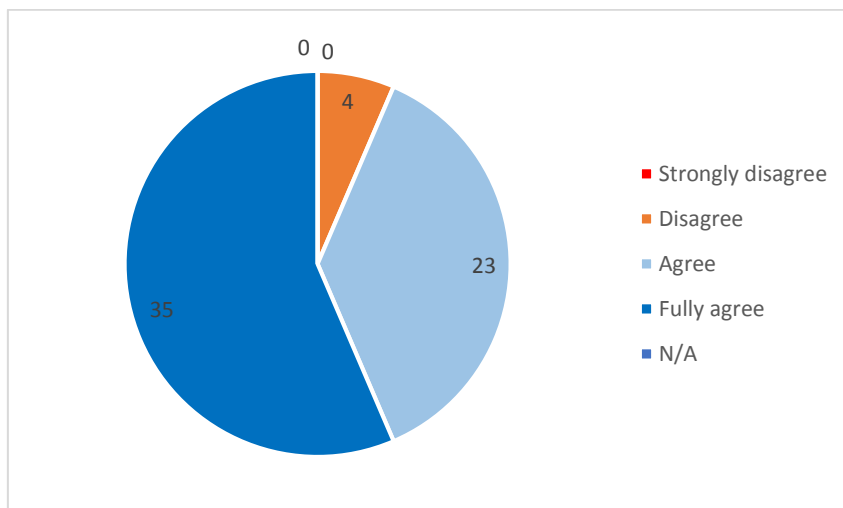
In total, 62 evaluation forms were returned.

The grouped responses to each question are presented as pie charts below:

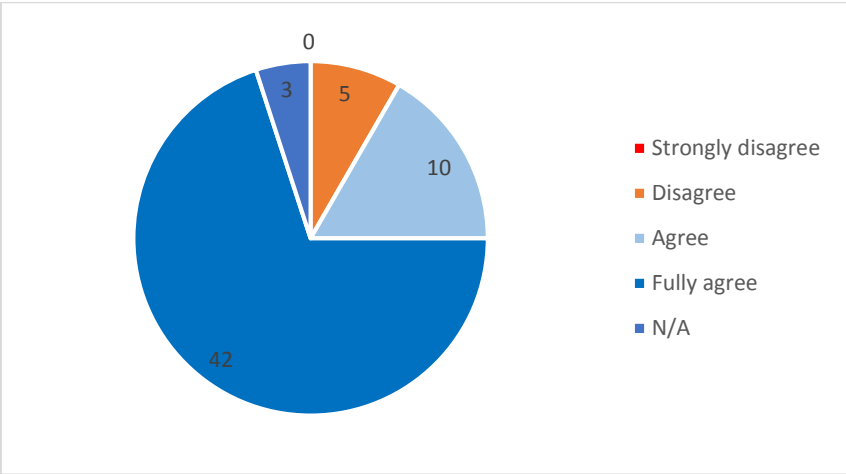
Q1: Handling of invitations, visa support, information sharing and smoothing obstacles was successful



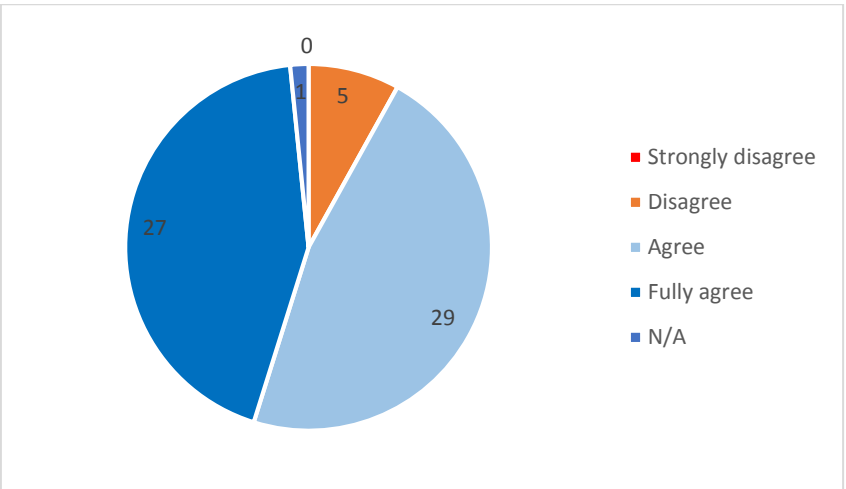
Q2: The programme was smoothly implemented; any emerging needs were efficiently handled and appropriate attention has been given to any participants concerns



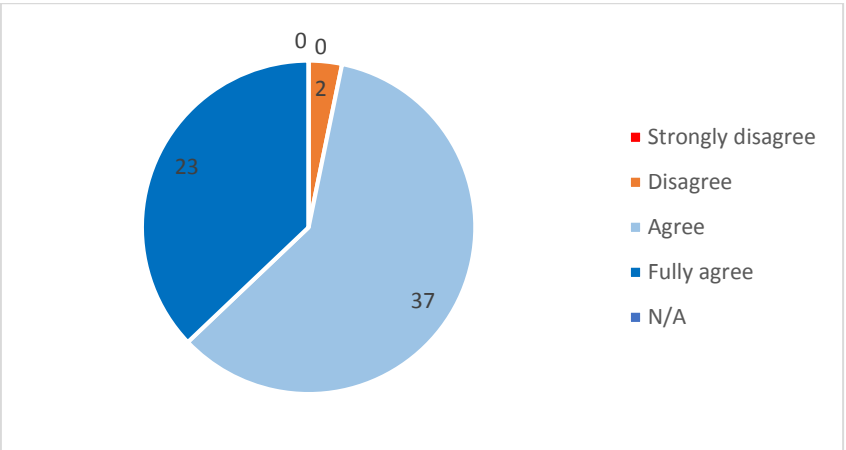
Q3: Logistics were efficient: Accommodation, air ticket issuing and practical information provided



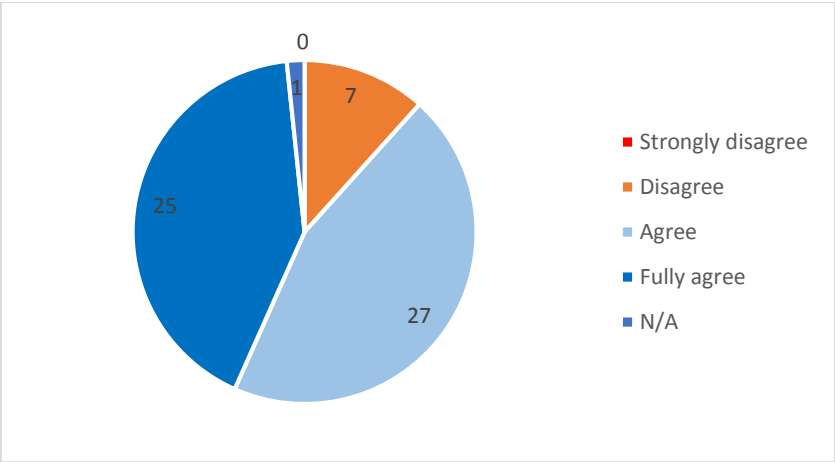
Q4: Concepts, objectives, anticipated outputs and outcomes were clear and sufficient



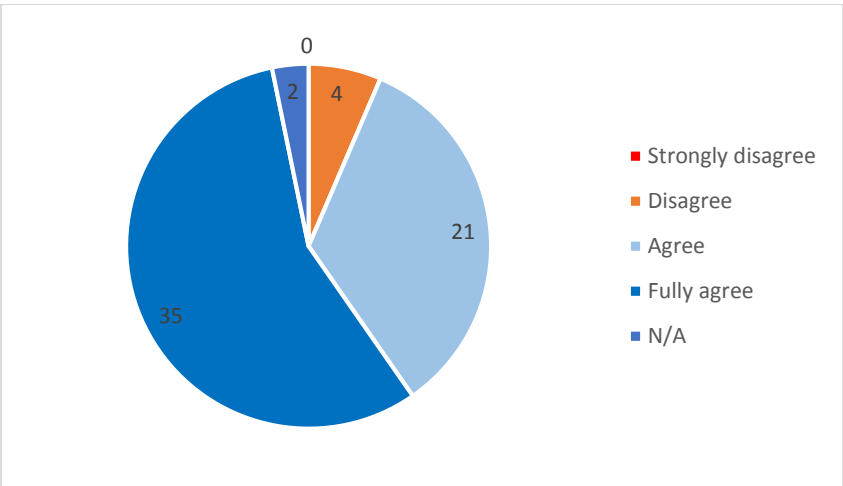
Q5: The objectives of this Conference through the sessions were properly met.



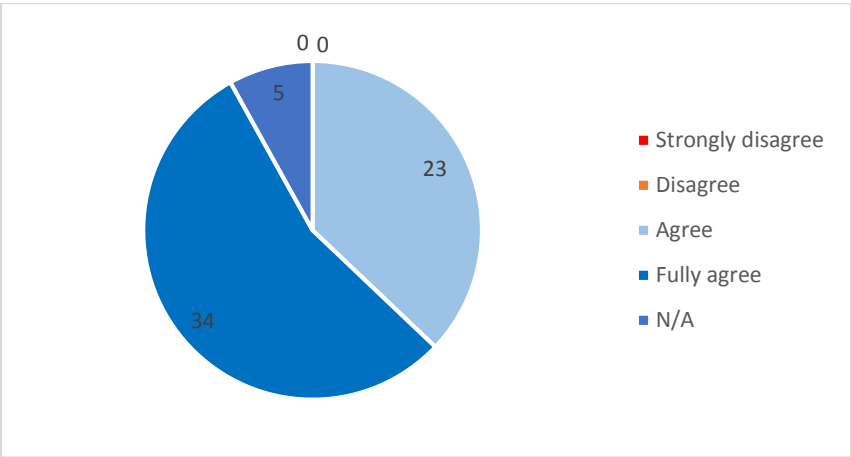
Q6: The duration of this Conference was sufficient.



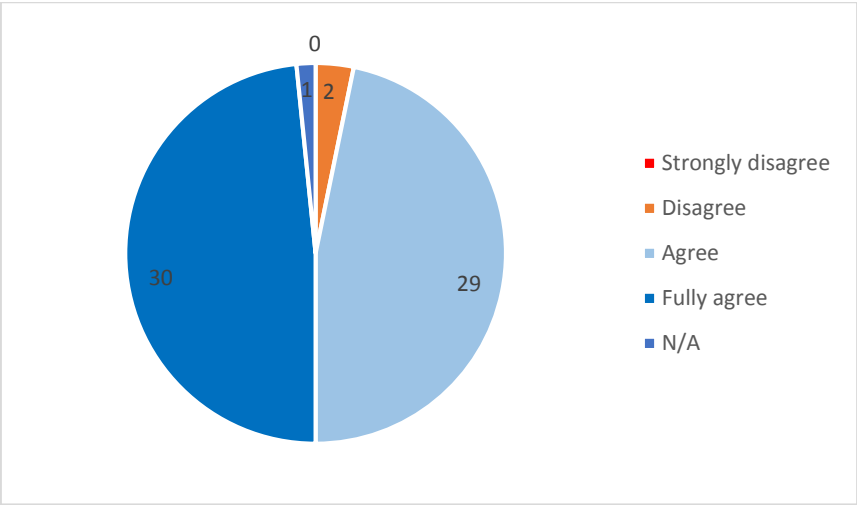
Q7: The location and facilities (meeting room, equipment, etc.) were appropriate for this Conference.



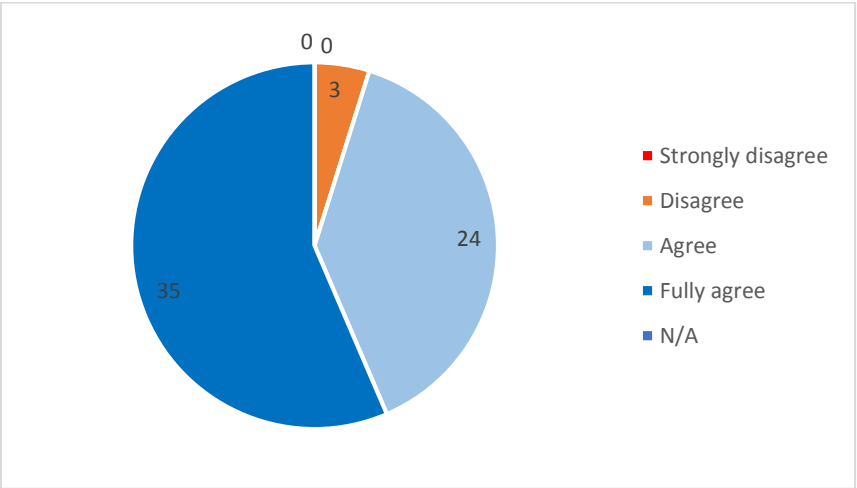
Q8: The interpretation was satisfactory.



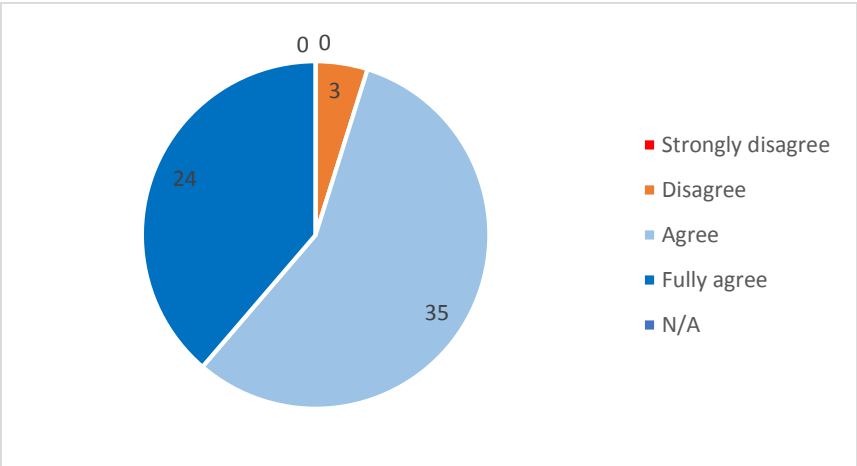
Q9: I now have a better understanding of the challenges relating to governance and financing in the Region’s water sector.



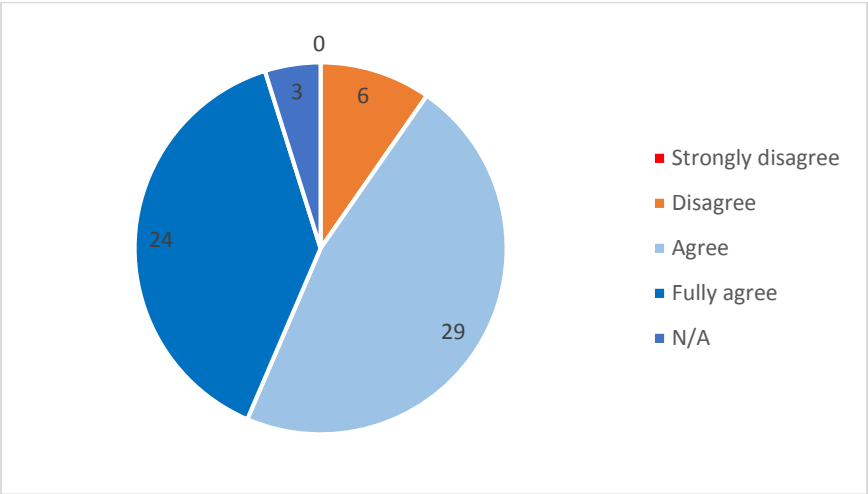
Q10: I now have a better understanding of the challenges relating to Water Integrity, Accountability and Transparency financing in the Region’s water sector.



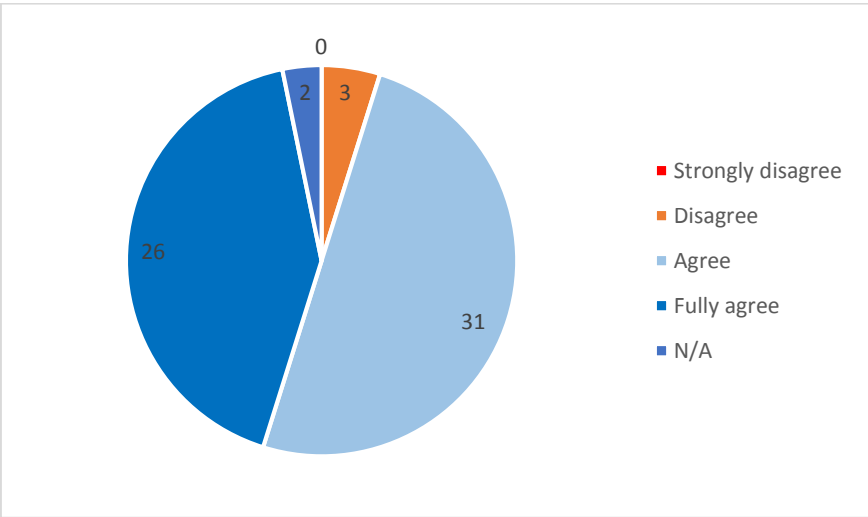
Q11: I enhanced my knowledge on the relationship between good water governance, water integrity, financial resource mobilization, and achievement of national development goals.



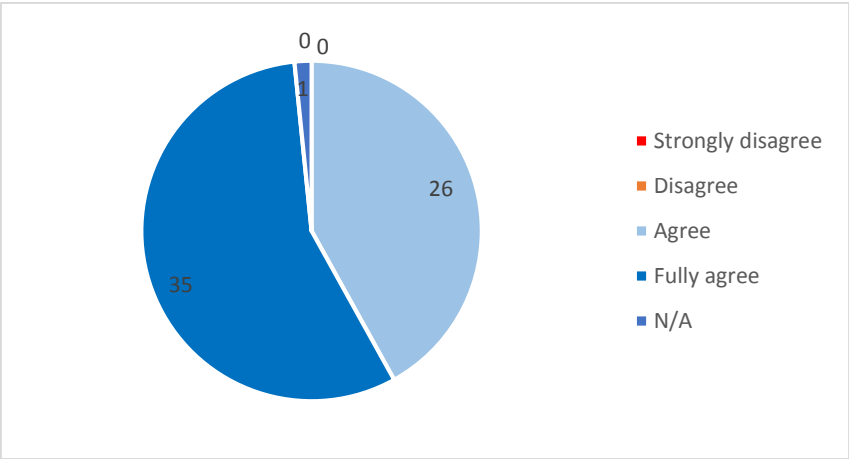
Q12: I enhanced my knowledge on the cross-cutting issues and stakeholder engagement in the governance-financing nexus.



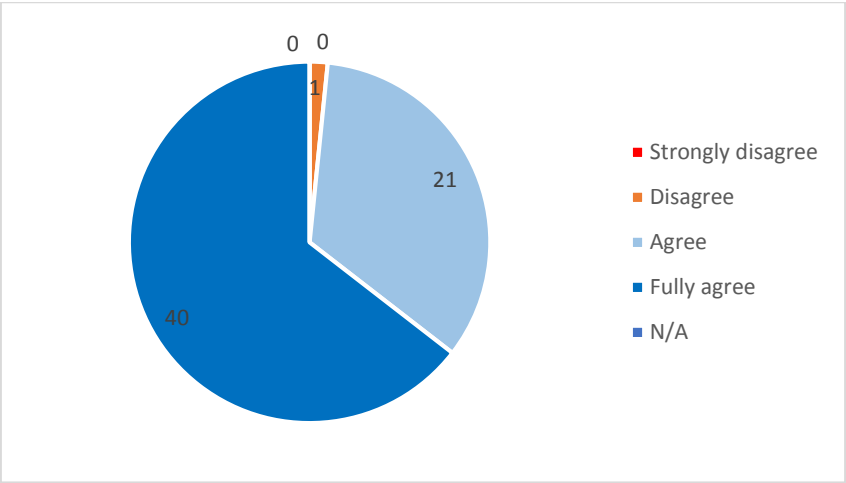
Q13: I have a clear vision of what I can personally contribute and do to reinforce integrity in the institution I work for.



Q14: I appreciated that I could participate actively during the Conference sharing my experiences and insights.



Q15: I appreciated the thematic complementarity, the conference addressing jointly governance, integrity, and financing of the water sector



ANNEX V – Posters of the 19 Water Integrity Action Plans developed and implemented during the Water Integrity Capacity building programme



IMPLEMENTATION OF AN ANDROID APPLICATION TO PROMOTE THE CONCEPT OF INTEGRITY - SONEDE

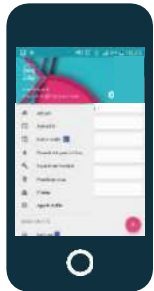


Hela Nacef
Head of Service Quality in SONEDE
Email: h.nacef@sonede.com.tn,
tel. +216 505173

WHAT IS THE CHALLENGE

- Strengthening of the integrity by the activation of its principles at SONEDE:
- ✓ Transparency,
- ✓ Accountability,
- ✓ Participation

WHAT DO YOU WANT TO ACHIEVE



- Fight against :
 - Vandalisme
 - Encroachment on water pipe network's ways
 - Corruption: bribe

MAIN CONSTRAINTS

- The necessity to update the database (project SIC)

PEOPLE

SONEDE / Citizen / Partners / Districts & staff of SONEDE



PARTNERS

- GIZ (Gesellschaft für Internationale Zusammenarbeit)
- ACWUA
- SONEDE: IT & communication
- Departments



RESOURCES ALLOCATED

- 12MTND funded by GIZ / SONEDE:
- IT, Communication & Quality Departments

APPROACH

- Contribution to the development of this application (elaboration of TDR)
- Presentation/dissemination of this application : Media conference (December 2015)



01 TRANSPARENCY

- Near of you : find a district SONEDE
- bill
- Consumption
- Water quality (PH, salinity...)
- Complaints



02

ACCOUNTABILITY

- Consumption
- Water characteristics (PH, salinity...)
- Complaints : Lack of pressure, water shortage, ...
- Equipment malfunction



03 PARTICIPATION

- Report an incident
- Call for tender
- Event
- Actuality
- Subsidiaries
- Partners

04 FIGHT AGAINST CORRUPTION



- Report a water leak
- Act of vandalism on infrastructure
- Act of encroachment on water pipe network's ways
- Act of corruption (bribe)
- Act affecting the quality of water

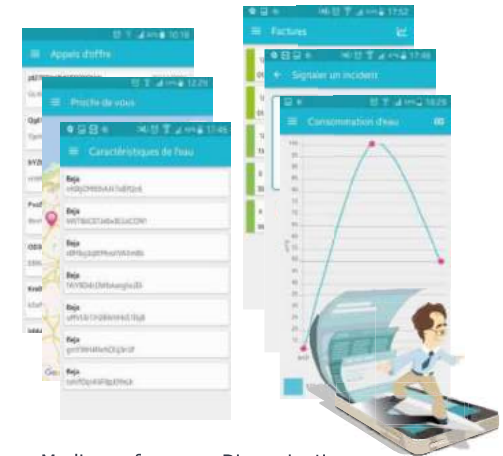
05 ETHIC



- Equal treatment of complaints
- Transparency : informed about the follow up of the complaint

RESULTS

- Development of Android Application



- Media conference : Dissemination

- Others results : Elaboration of a personalized code of ethics for SONEDE

LESSONS LEARNED

- Teamwork
- This application is a performing tool to insure the integrity and the connection between SONEDE / Citizen
- Creation of a trust relationship between SONEDE / Citizen: facilitate the access to the information



WAY FORWARD

- Impact assessment and Monitoring of this application on:
 - The rate access in the information
 - The rate of complaint
 - Capacity- Building for oversight mechanisms



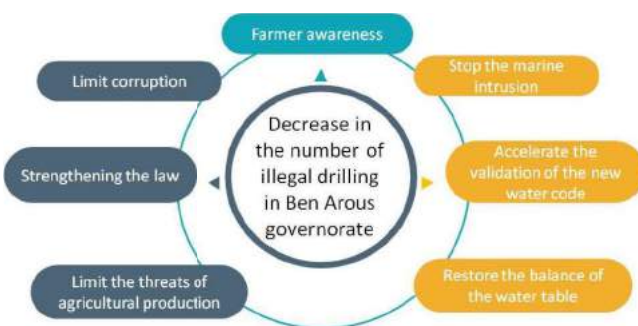


MONITORING OF THE NUMBER OF ILLEGAL BOREHOLES IN THE GOVERNORATE OF BEN AROUS



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Development of Ben Arous
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CHALLENGES



APPROACH

Minimize the number of illegal drillings by:

- ✓ the awareness and discussions with the farmers based on the organization of meetings with the GDA and the presence of experts to present the critical situation for the water table in terms of available resources and current water quality
- ✓ the introduction of the principle of participatory management of the aquifer and citizens engagement in decision-making.



RESULTS

- Organization of the awareness days on 4th and 5th of June 2016.



- Participation in meetings and trainings concerning water resources management.



- Participation in a training course on participatory management of water bodies, July 2017.



BENEFICIARIES

Users of the aquifers of Ben Arous for:

- ✓ agriculture
- ✓ drinking water

PARTNERS

Center for Water Research and Technologies (CERTE)

RESOURCES ALLOCATED

- Regional Commissariat for Agricultural Development of Ben Arous
- KfW: under the project "Integrated water resources management in the irrigated area of Mornag"

LESSONS LEARNED

- The importance for establishing trust between farmers and the public institutions.
- The importance of participatory management of water table for groundwater preservation.

WAY FORWARD

- Creation of an association for the protection of the aquifer composed by the farmers and the public institutions in charge of water management.
- Organization of events during the world water day.
- Results dissemination and awareness activities via the media.



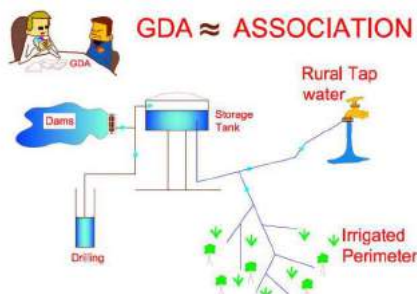


ADVOCACY TO ESTABLISH TECHNICAL DIAGNOSTICS FOR WATER NETWORK MANAGED BY GDAs



Nejeh Bouguerra, Ing.
Member of the Union Chamber of Auditors of water systems in Tunisia
Expert Consultant in water management
Email: dromadaire2003@gmail.com

WHAT IS A GDA?

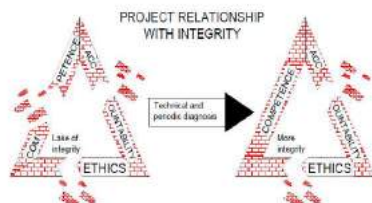


There are 2500 GDAs in Tunisia:

- 1400 GDAs manage the irrigated perimeter networks.
- 1100 GDAs manage drinking water supply networks in rural areas.

GDAs manage almost 80 % of Tunisian water resources

PROJECT RELATIONSHIP WITH INTEGRITY

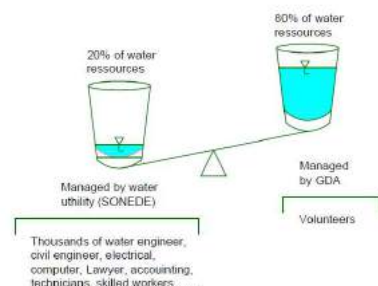


GDAs MAIN PROBLEM

Lack of technical supervision inducing :

- ✓ Networks Hydraulic efficiency < 50%
- ✓ Waters Losses estimation: 250 Million Euros / year
- ✓ Dissociation of several GDAs.

WHAT IS THE CHALLENGE



APPROACH

- Advocacy through media, meetings, organization of workshops and by on site technical studies to show practical results.

PARTNERS

- Centre for Water Research and Technologies (CERTE)
- Medias

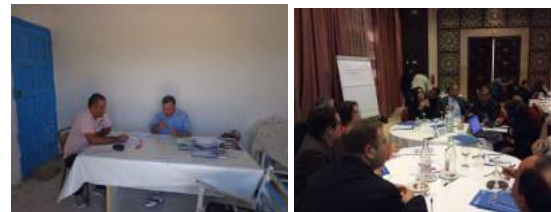
RESULTS

- Several publications in national journals and in electronic journals about water governance for GDAs and Water uses

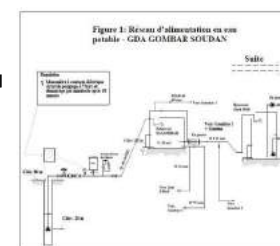


RESULTS

- Meetings with officials and explanation of the problems
- Meeting with GDAs representatives to raise awareness and assess acceptability of water auditing.



- Elaboration of two technical case studies to demonstrate the importance of water auditing and providing technical solutions in the governorate of Nabeul, north of Tunisia.



- Advocating with several NGO's to seek amendment of the Water Code (Workshop took place on 11 December 2015, Gammarth, Tunisia)

- Organization of a meeting on the 26th of July 2017 at the Tunisian National Institute of Agriculture with representatives from the chamber of water auditors, researchers, and civil society in collaboration with CERTE.

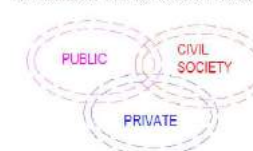


- Participation to the world water day on « Water and Employment », the 22nd Mars 2016, to explain the water audit to youth.

WHAT I WANT TO ACHIEVE



APPLICATION OF THE FIRST INTEGRITY PRINCIPLE



WAY FOR WORD

We project to:

- ❖ Publish a scientific article in partnership with CERTE scientists
- ❖ Coach students final projects
- ❖ Advocacy for a study about the situation of GDAs in 3 governorates in Tunisia
- ❖ Export this project to other countries in the MENA region

MAIN CONTRAINTS

- Lack of responsiveness of target organizations.



FOR ONCE !!! IN THE MUNICIPALITY OF ESSOUASSI!! APPLICATION OF THE PARTICIPATORY APPROACH DEFINITION BY CITIZENS OF INTERVENTION FOR THE DRINKING WATER SUPPLY PROGRAMS



Samia LOUSSAIEF
Director of strategies and programmes'
Evaluation and Monitoring
Ministry of Development, Investment
and International Cooperation MDICI-
Tunisia

CHALLENGES

- Reinforcing the new constitution principles (art 139) by applying Citizen participation approach in the choice of local projects in all municipalities:
- Moving from representative local democracy to participatory democracy: how to involve effectively local citizens in the process of choice of their projects in their municipality?
- How to face lack of transparency? The criteria of choice of drinking water supply programs are not predefined for the population in lagging municipalities like Essouassi
- Lack of accountability: Projects are not implemented or with large delay and/or bad quality.
- Social injustice: the beneficiary areas are not always those of priority.
- Corruption and complacency: those who have power and money have access the first to water service .

APPROACH

- Play the role of facilitator and well prepare the media/communication plan to ensure a good citizen participation in public meetings during the preparation of the PAI 2017) Annual Investment Program.
- Target women and civil society NGO's by an awareness campaign to ensure "gender equality" in public meetings.
- Preparation of the participatory meeting reports and the complete file proving the fulfillment of the minimum conditions required for submission to the State subsidy.
- Organization of meetings with significant participation of citizens and agreement with the municipality to strengthen the media coverage.
- Validation of the study and the participatory approach by the commission of annualized program (CAP) for the rehabilitation of neighborhoods to reduce the disparities in the lagging regions

CONSTRAINTS

- We are facing the same problem in all municipalities and all fields (rarity of financial resources compared to the real needs of citizens for infrastructures and local and urban services).
- When implementing my action plan the main barriers I faced were the resistance of local administration (municipal council) to the participation of local citizens in the process of decision although it is now one of the principles of our new constitution of 2014. Besides I notice that the role of civil society is not well defined and it seems that many representatives of local civil society are attempted to substitute for the citizens role instead of helping them to play their real role in the process of decentralization and facing the challenges of local development.

BENEFICIARIES

- the inhabitants of the district Ezayatine suffering from regional disparities (number of inhab: 760; housing: 153 including 23 empty houses, budget: 900-mD)



IMPLEMENTATION/RESULTS

Actions / Schedule	January 2016	February 2016	March 2016	April 2016	June 2016	March-December 2017
Choice of the pilot municipality with main partners in the ministry of local affairs MLA						
Fixing with the municipal council MC and civil society CS, the date of meeting with the inhabitants of the District of intervention program						
Media coverage: definition with the MC and CS of communication tools and information for citizens						
Preparation of the dialogue space: fix the place and mobilize the logistics for the meeting						
Moderation during the meeting/elaboration of meeting reports and the complete file proving the fulfillment of the minimum conditions and gain of State subsidy.						
Implementation of the project and monitoring and evaluation by citizens						

ACHIEVEMENTS THROUGH MY ACTION PLAN

- More Transparency: selection criteria for the supply of drinking water/ intervention programs are predefined by population.
- Social Justice: beneficiary areas are those priority
- Less corruption: the participatory approach prevent some rich/powerful people to influence the decision of the municipal council about the site of project.

LESSONS LEARNED

- The involvement of local citizens in the process of decision and the choice of the sites of local development projects and especially drinking water supply guarantees more transparency, social justice and less corruption and then water integrity is enhanced.
- The resistance to any change is the main problem and barrier to any action plan. But **perseverance and goodwill** are the main success keys. In fact even though we couldn't attract many participants to the 1st meeting of the participatory approach; we used new methods and tools to reach all citizens (potential beneficiaries for the project intervention) and motivate them to attend the 2nd meeting with the participation of women (gender equality).

SCALE UP/WAY FORWARD

- several municipalities who do not apply the participatory approach could not benefit from the grant of the State for the year 2018.
- Several actions must be undertaken in order to improve citizen participation in the choice of development projects and therefore for drinking water supply projects .
- The MDICI has committed several programs and actions in the context of << international cooperation to strengthen the participatory approach (economic and social development plans of stakeholders 2016-2020)
- As a facilitator, I chose another municipality Dar Chaabane El Fehri in order to insure the moderation of the zone meeting and so the definition of drinking water supply projects in a lagging district within the elaboration of the annual investment program for 2018 This is my new action plan from October 2017 until March 2018.





Promotion de l'irrigation goutte à goutte par des panneaux solaires

Ilham Maaraji

Université Hassan II, Faculté des Lettres et des Sciences Humaines, Mohammedia, Maroc



LE DEFI

Le village de Ksyer, Province d'El Hajeb, est un modèle pour les villages marocains actifs dans l'activité agricole et se distingue par la richesse de ses ressources naturelles.

Cependant, l'exploitation des eaux par le forage des puits, parfois illégaux, et le déclin des précipitations pluviales ont contribué à la baisse du niveau de la nappe phréatique de Fès-Meknès.

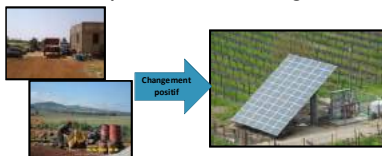
Les sources naturelles ont également connus un déclin.



Evolution piézométrique de la nappe profonde de Fès-Meknès

LES OBJECTIFS

- Profiter de l'eau pour tous et assurer sa pérennité en intégrant l'approche intégrité.
- Assurer l'accès aux points d'eau dans les champs et les maisons de manière équitable.
- Utilisation rationnelle de l'eau par l'irrigation localisée.
- Réduire le coût de production élevé dû à l'utilisation de grandes quantités de butane.
- Inciter les investisseurs agricoles, grands, moyens et petits.
- Encourager l'utilisation de l'énergie solaire pour réduire les dépenses et assurer l'intégrité.



LES CONTRAINTES

- Absence d'association avec la même vision et les mêmes objectifs que je m'efforce d'atteindre.
- Retard dans la mise en œuvre du programme de soutien à l'énergie solaire pour l'irrigation.
- Résistance de certains agriculteurs qui continuent à utiliser du butane et du diesel.

LA POPULATIONS CIBLE

- Agriculteurs de la Commune de Qusayr.
- Coopératives agricoles et villages qui enregistrent une forte baisse des ressources en eau.
- Observateurs pour assurer le bon fonctionnement des canaux d'eau.

LES PARTENAIRES

À ce jour, il n'y a pas de partenaire pour réaliser mon plan de travail et, dans un proche avenir, je chercherai des partenaires pour mettre en œuvre le plan d'action.

Les partenaires potentiels du projet sont:

- Ministère de l'Agriculture.
- Ministère de l'Énergie, des Mines et du Développement durable.
- Ministères Délégués de l'Eau et de l'Environnement.
- Partenaires étrangers.

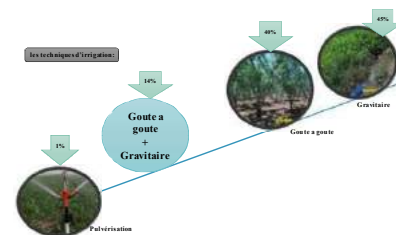
LES RESSOURCES ALLOUÉES

Le projet n'a pas encore trouvé de partenaire qui peut le financer.

L'APPROCHE

Une approche statistique a été utilisée pour déterminer les conditions d'arrosage et les formes d'utilisation de l'eau dans les champs pour un groupe de 100 agriculteurs. Les résultats étaient les suivants (2016):

- 93 agriculteurs ont une auto-formation et 7 ont déjà bénéficié d'une formation en agriculture.
- 73% des agriculteurs ont des puits d'irrigation, 15% utilisent des petites sources, 8% se mêlent entre la source et le puits et 1% utilisent le puits pour un membre de la famille.



Les résultats de l'étude ont montré un gaspillage d'eau dans l'irrigation: 45% gravitaire, 40% goutte à goutte, 14% gravitaire et goutte à goutte, 1% pulvérisation.

L'eau dans une maison rurale ?

45 agriculteurs ont un puits, 28 utilisent un puits de la coopérative, 11 maisons sont servies par l'ONEE. Le reste reçoivent de l'eau du puits d'un voisin, d'un puits de famille ou d'une source.

En général, la profondeur des puits est entre 18 et 60 m.



L'étude du terrain nous a permis de constater que:

- L'eau est encore gaspillée dans l'irrigation pour une classe importante d'agriculteurs en plus du manque d'intégrité dans la gestion de l'eau.
- Un bon nombre de foyers ruraux doit souffrir la corvée de l'eau qui affecte toute la famille, les enfants et les parents.

LES RESULTATS

- Le plan d'action prévoyait une approche sur le terrain pour sensibiliser les agriculteurs sur un meilleur système d'approvisionnement en eau en utilisant des pompes dotées de panneaux solaires à la place du butane et du diesel.
- 7 agriculteurs du village Ksyer, Province d'El Hajeb (couvrant 62 hectares), ont manifesté l'intérêt pour l'utilisation de la technologie solaire comme méthode alternative de pompage de l'eau au lieu du butane et du gasoil coûteux.

LES LEÇONS APPRIS

1. L'amour du travail accompli est le secret du succès et du progrès. Un groupe d'agriculteurs est fidèle à sa terre et dépense son argent pour améliorer les conditions de son agriculture, ce qui impacte positivement son rendement.
2. L'ouverture et l'apprentissage de nouveautés à investir pour préserver les ressources naturelles et le développement durable.
3. La confiance témoignée par les agriculteurs envers l'administration pour bénéficier du soutien de l'Etat, pour promouvoir le secteur agricole et la valorisation des ressources en eau, et aussi pour profiter des consultations et des ateliers de formation afin d'améliorer la production.

ALLER DE L'AVANT

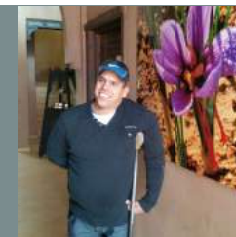
1. Bénéficier du programme de la Conférence Régionale pour l'intégrité dans le secteur de l'eau (Barcelone, 12-14/12/2017) pour enrichir le programme de travail.
2. Ouvrir un dialogue avec les parties prenantes dans le domaine de l'agriculture pour discuter des moyens d'activer l'utilisation de programmes de soutien à l'utilisation de panneaux solaires.
3. Communiquer avec les agriculteurs afin de les informer des derniers avantages des projets de soutien pour atteindre leurs objectifs vers l'économie de l'eau.

INTRODUIRE L'INTEGRITE DANS LES PROJETS DE GESTION DE L'EAU POTABLE ET DE LA LAVERIE COLLECTIVE A ERRACHIDIA



Moha Maloui

Assistant Administratif et Financier, Programme Oasis Tafilalet, Ouarzazate



LE DEFI

Résoudre les problèmes suivants par le principe de l'intégrité dans le secteur de l'eau:

- Participation des citoyens à la gestion de l'eau potable.
- Accès des citoyens à l'information des bilans annuels.
- Connaissance de la loi sur l'eau au Maroc par les citoyens.
- Crimes environnementaux qui se pratiquent notamment sur les points d'eau.

LA POPULATIONS CIBLE

- Les bénéficiaires sont divers à savoir: les villageois ruraux et des centres urbains, les cadres de la société civile, les cadres des institutions publiques (collectivités territoriales, ABH, élus) et les élèves des écoles.
- Les avantages du plan d'action sont: la conscience des bénéficiaires sur les lois en rapport avec l'eau, les approches de participation aux décisions et les droits des citoyens liés à la vie quotidienne.

L'APPROCHE

- Les activités sont préparées avec la participation concertée de tous les acteurs concernés et les bénéficiaires.
- Utilisation des techniques de communication très simples.

Actions	Bénéficiaires	Femmes Filles	Cadres ONG et ADM
Civisme pour ONG et autres	149	97	52
Loi sur l'eau	100	68	32
Atelier des enfants	55	27	8
Maladies liées à l'eau	109	67	9
Informations aux décideurs sur les RE	30	11	19
Total	443	270	120



- Effectifs des bénéficiaires des ateliers du plan d'action et photos des activités avec les partenaires.



- Par des présentations et des interventions très ciblées, nous avons pu sensibiliser la population bénéficiaire sur la notion de l'intégrité dans le secteur de l'eau.

LES RESULTATS

- Le principe de l'intégrité dans le secteur de l'eau est connu.
- Les différentes formes de corruption liées à l'eau ont été éliminées.
- Les citoyens ont l'accès aux informations de management de leurs projets.
- Ils participant aux décisions et adhèrent aux multiples actions de développement.
- L'intégrité est un moyen de durabilité, de pérennité et de réussite des projets de l'eau.

LES LEÇONS APPRIS

- Les gens changent leur opinion sur les procédures de l'administration publique (sacralité de l'administration).
- Les actions de conscience générale aident pour un meilleur avenir.
- Les projets soft sont très importants pour les pays en voie de développement afin d'améliorer leur prise de conscience.

ALLER DE L'AVANT

1. Etendre le projet à d'autres zones où l'intégrité n'est pas appliquée.
2. Monter un projet conventionnée avec des partenaires.
3. Exécution du projet et évaluation des résultats.

LES OBJECTIFS

- Sensibiliser les citoyens sur les droits fondamentaux garantis par la constitution qui leur permet de discuter, analyser et décider sans peur ni marginalisation.
- Améliorer le climat de crédibilité dans la gestion des projets de l'eau.
- Utiliser les bonnes pratiques avec le support des partenaires ayant la volonté d'exécuter les futurs projet sur le principe de l'intégrité qui est utile dans tous les processus de la vie des Hommes.

LES PARTENAIRES

- Administrations publiques: Agence du Bassin Hydraulique Guir Ziz Rhériss, Office National de l'Electricité et l'Eau, Direction Provinciale du Ministère de la Santé Publique, Direction Provinciale du Ministère de l'Education Nationale.
- ONGs: Programme Oasis Tafilalet, Association ATCD, Association AOFEP, Association ATMDAS, et Association Seghniss.

LES RESSOURCES ALLOUÉES

- Budget des actions réalisées : 1106 €
- Ressources humaines : 7 cadres ONG, 1 médecin, 2 ingénieurs, 2 cadres experts et 2 instituteurs.
- Ressources opérationnelles: Matériel des sièges associations (tables, chaises, salles, data-show, ordinateurs), de l'Ecole Essadiyine et de l'Agence du Bassin Hydraulique GZR.

LES CONTRAINTES

- Non disponibilité de certains cadres des partenaires lors des ateliers.
- Absence d'une culture juridique et des droits humains auprès des auditeurs bénéficiaires touchant à leur vie.
- Langue de communication dans les villages berbérophones et difficulté de traduire les termes techniques.

Des efforts de recherche linguistique ont été déployés et parfois duplication des actions pour le maximum des bénéficiaires.

Mohammed Drihem
Président, Association Val d'Ifrane, Ifrane



MAROC



LE DEFI

Cours d'eau à sec à cause de la sécheresse mais aussi et surtout à cause des forages illégaux et de l'exploitation abusive de la nappe phréatique.



Cours d'eau de l'Oued Tizguite sec



LES OBJECTIFS

- Sensibiliser les décideurs et les exploitants ;
- Veiller sur le respect de la loi (brigade d'écogardes) ;
- Interdire les nouveaux forages et bien gérer les forages existants.

LES CONTRAINTES

- Accès à l'information sur les forages autorisés ;
- Manque de moyens financiers ;
- Formation des Ecogardes.



LA POPULATIONS CIBLE

Population d'Ifrane et de la Zaouïa en aval de l'Oued Tizguite en plus des estivants.

Avantage : Ressources en eau bien gérées pour subvenir aux besoins en eau potable, à l'arrosage des espaces verts, aux 15 piscines de la ville et aux agriculteurs en aval de l'Oued.

LES PARTENAIRES

Conseil d'Ifrane et de Tizguite, Autorités provinciale et locales, Agence du Bassin Hydraulique de Sebou, Ministère Délégué de l'Eau, Ministère Délégué du DD, Haut Commissariat des Eaux et Forêts et Lutte Contre la Désertification.



Décharge public d'Ifrane en amont des sources bannies

LES RESSOURCES ALLOUÉES

Surtout humaines pour la conception du plan d'action et la réalisation d'une étude sur les espaces verts de la ville et les forages exploités par la collectivité.

L'APPROCHE

Renforcement de l'intégrité dans la gestion des eaux de l'oued Tizguite et de la nappe phréatique afin de subvenir aux besoins d'Ifrane.

- 3798 m³/j (66 l/s pour l'arrosage de 80 ha d'espaces verts.
- Eau potable pour 14659 habitants (plus que le double en été).
- Eau des forages pour les 15 piscines des centres de vacances.

LES ACTIVITES REALISEES

- Etude des besoins d'arrosage

Besoins en arrosage	Débit		Pression	Observations
	m ³ /h	l/s	m	
Forage communal existant	63	17,5	80	Estimation
Forage Hout	40	11,0	7	
Piscine municipale	40	11,1	50	
Boues	45	12,5	80	
1992	94	26,0	47,5	
Station (Machlène) (SP)	70	19,4	80	
Ressources totales		86,0		
Ressources à partir des forages		28,6		
Ressources à partir d'eau de surface		48,9		

- Ateliers de dessins au profit des enfants des colonies.
- Campagne de nettoyage du cours d'eau Tizguite.
- Campagne de nettoyage et de plantation d'arbre de la zone du dépotoirs municipal banni.
- Pétition pour la préservation du SIBE Tizguite.



Oued Tizguite arrosant le Val d'Ifrane

LES RESULTATS

- Décideurs et citoyens sensibilisés sur l'intégrité et la bonne gestion des ressources en eau.
- Après le PAG du Val d'Ifrane présenté à SM le Roi à Ifrane:
 - Fermeture et réhabilitation du site de la décharge municipale éloignée des sources de Tizguite en 2015.
 - Réhabilitation des canalisations du réseau d'assainissement et construction de la station d'épuration des eaux usées en aval de l'oued Tizguite en 2017.



Campagnes de sensibilisation

LES LEÇONS APPRISES

- Etre patient pour réussir
- Travail de groupe indispensable

ALLER DE L'AVANT

- Réunion de sensibilisation avec directeurs des villages et colonies de vacances.
- Réunion similaire avec le Maire et les conseillers de la ville.
- Formation d'éco-gardes volontaires.



Gouvernance des eaux souterraines contrat de la nappe de Berrechid

Salah Bel Matrik

Secrétaire Général, Agence du Bassin Hydraulique du Bouregreg et de la Chaouia, Berrichid



PROBLEMATIQUE

- ❑ L'eau est un bien commun, sa gestion est l'affaire de chacun, la préservation de sa quantité et de sa qualité doit induire des comportements individuels adaptés aux nouveaux enjeux.
- ❑ Les citoyens sont amenés à s'investir directement dans sa gestion locale, puisque la politique de l'eau se veut le fruit d'une concertation entre tous les usagers.
- ❑ La nappe de Berrechid (1500 km²) présente une importance sur le plan économique et social. Sa surexploitation entraîne un dénoyage de plus de 30 Mm³/an pour satisfaire 95% des besoins agricoles et 5% des AEPI, une augmentation de la salinité et une diminution de la productivité.
- ❑ Ainsi, 8312 ha sont irrigués de manière très consommatrice d'eau et représentent 46% de la surface totale irriguée.
- ❑ Ce dénoyage est considéré comme la résultante de différents problèmes :
 - Absence de cadre organisationnel.
 - Augmentation du nombre de points d'eau (+4000 puits et ou forages).
 - Extension incontrôlée et importante des zones irriguées.
- ❑ En l'absence de mesures effectives pour maîtriser les prélèvements, la zone connaîtra :
 - une perte de 43% de la surface irriguée (640 km²).
 - une baisse du niveau de la nappe de 15 m.
 - des prélèvements pouvant atteindre 162 Mm³/an à l'horizon 2035.

Pour assurer la restauration de cette nappe plusieurs actions sont programmées entre autre la mise en place de contrats de nappe durable et participative avec l'ensemble des intervenants

DESCRIPTION DU PLAN D'ACTION

Le contrat de nappe est considéré comme l'un des actions qui réside dans la mise en place d'un nouveau mode de gouvernance qui favorise la participation et la responsabilité des acteurs concernés dans un contrat négocié à savoir : administrations, autorités locales, élus communaux, société civile et usagers.

Les objectifs de ce contrat :

- ❑ créer un dialogue concentré sur les principes et les pratiques d'intégrité de l'eau multipartite.
- ❑ faciliter un dialogue constructif entre les différentes parties prenantes du secteur de l'eau sur les questions de transparence, de responsabilité et de participation.
- ❑ assurer leur engagement envers les meilleures pratiques en matière de gestion de l'eau.

PLAN D'ACTION

- ❑ Elaboration des études techniques par l'Agence du Bassin Hydraulique Bouregreg et de la Chaouia.
- ❑ Création des comités de pilotage et de suivi.
- ❑ Présentation au comité de pilotage l'état actuel des RE et les résultats des scénarios de la modélisation hydrodynamique avec Scénario prévisionnel tendanciel.
- ❑ Elaboration des plans d'actions de scénario optimale en concertation avec le comité de suivi.
- ❑ Présentation, au comité de pilotage, des résultats des plans d'actions des scénarios de la gestion optimale retenus.
- ❑ Réunions au niveau des communes concernées et avec les usagers de l'eau. Implication des intervenants dans l'établissement de la feuille de route et identification des plans d'actions.
- ❑ Présentation des résultats des plans d'actions retenus au comité de pilotage avec les coûts, les délais, les fonctions de chaque intervenant et les indicateurs de suivi et d'évaluation.
- ❑ Préparation de la version initiale du contrat de nappes par le comité de suivi et présentation de cette dernière au Comité de pilotage pour approbation.
- ❑ Réunion régionale élargie au siège de la Wilaya pour la signature du contrat de nappes après préparation de la version finale et son approbation par le comité de suivi.
- ❑ Mise en œuvre et évaluation à mi parcours.

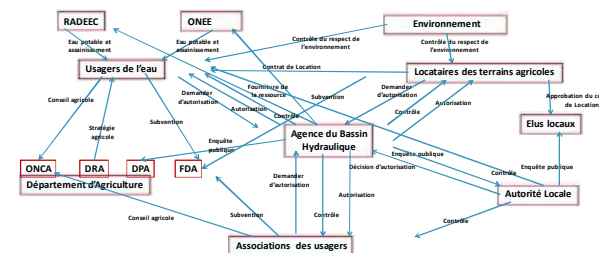
NOTES ET COMMENTAIRES DES RÉUNIONS DE MENTORING

Organisation de:

- ❑ plusieurs journées d'information et de sensibilisation au niveau des différents groupes impliqués.
- ❑ 15 ateliers.
- ❑ 6 journées consultatives au niveau des travailleurs concernés
- ❑ une journée d'étude en concertation avec la FAO



PARTENAIRES



RÉSULTATS PRÉVUS

- ❑ Engagement des parties prenantes à utiliser les meilleures pratiques en matière de gestion de l'eau. Travailler avec les parties prenantes pour développer leur appropriation des principes et méthodes d'intégrité.
- ❑ Gérer l'aquifère en partenariat avec les autorités locales, le ministère de l'agriculture, la chambre de l'agriculture, les associations de la société civile et l'agence du bassin hydrographique.
- ❑ Fixer le quota d'eau de chaque association est déterminé en fonction des précipitations et de l'état de la nappe d'eau Lors d'est une réunion annuelle à la mi-septembre..
- ❑ Encourager la création d'associations représentatives actives et proposer que le nombre total de ses travailleurs soit supérieur à 1 000 hectares.
- ❑ Etablir annuellement la liste des membres de chaque association d'irrigants ainsi qu'un plan topographique précisant leurs zones d'irrigation,
- ❑ Etablir un contrat de concession avec chaque association conformément au chapitre 44 de la loi sur l'eau 15/36.
- ❑ Chaque association doit s'engager à respecter le quota d'eau convenu et nous proposons pour l'année agricole 2017-2018 de déterminer ce quota en 5000 m³ / ha comment la qualité de l'agriculture.
- ❑ Identification du groupe de travail pour le suivi avec la participation de tous les acteurs
- ❑ Détermination des pénalités pour ceux qui n'ont pas respectés les quantités d'eau convenues dans ce contexte à savoir:

Moins de 2%	juste un avertissement.
De 2% à 5%	100 MDH/m ³ .
De 5% à 10%	500 MDH/m ³ .
Plus de 10%	sont interdit d'exploiter l'eau.

Raising Awareness on Water Integrity

Issam Fares Institute – AUB- Women & Water Integrity Training



Challenge

Corruption hinders equitable sharing of water



What do you want to achieve ?

Raising awareness on water integrity to trigger action at policy making level by publishing articles in local and regional news websites and journals

Main Constraints

1. Editor in Chief was not interested in publishing articles on water
2. Looking for another option
3. No support



People

Public opinion will push policy makers to hold their responsibilities

Partners

1. Hydropolitics Academy



2. Arab Forum for Environment & Development



Resources Allocated

I did not ask or receive any assistance whether financial or other

Approach

Writing articles on benefits lost due to lack of water integrity



<http://www.hidropolitikakademi.org/en/inspiring-stories-from-the-mena-region-women-water-integrity.html>
<http://www.afedmag.com/english/mountada-albia-details.aspx?id=73>
<http://afedmag.com/web/ala3dadAISabiaSections-details.aspx?id=2103&issue=&type=4&cat=>
<http://www.aui.ma/en/ar/84-spotlights/3228-inspiring-stories-from-the-mena-region-women-water-integrity.html>

Results

Publishing Articles and capacity building



Lessons Learned

1. Sharing experiences of other countries is inspiring
2. Changing the publisher

Way Forward

It should be within an institutional strategy not an individual endeavour

Monitoring of Desludging Trips in Aarsal



WHAT IS THE CHALLENGE?

- **Integrity Risk**
 - ❑ Missing information about sanitation system and septic tanks (random pits) in Aarsal area.
 - ❑ Difficult to control the activities of the contractors.
- **Objective:**
 - ❑ Cost reduction of desludging trips in the selected sites in Aarsal by 30% during four months by better monitoring of the "Shawish".

PEOPLE

- Syrian refugees living in informal settlements in Aarsal.
- Saving money.



APPROACH

- Assessments done about the number and volume of the existing pits and the nearby sites.
- New strategy and schedule of the trips followed by frequent meetings with the suppliers.
- Involvement of the community in the monitoring.
- The activity followed up by monitoring tools done by staff members.
- GPS devices installed in the trucks for better monitoring.
- Pilot testing and impact (results)

RESULTS

- The number of desludging trips reduced by about 25% in 4 months.
- Purchasing of latrines and water tanks by the saved money.



WHAT DO YOU WANT TO ACHIEVE?

- Reducing the number of desludging trips to save money.
- Saved money will be allocated to purchase additional WASH facilities to refugees.



PARTNERS

- WASH team including engineers at the organization
- Data management team
- WASH committees and community representative "Shawish"
- Municipality
- Donor (UNHCR)
- Other NGOs
- Beneficiaries and suppliers

MAIN CONSTRAINTS

- Security issues, Aarsal is a risky area.
- Approval from my organization.
- Acceptance from the contractors of the new strategy.

RESOURCES ALLOCATED

- **Financial:** available
- **Human:** WASH team
- **Political:** Municipality
- **Technical:** Surveys, information and researches + Data team and engineers.



LESSONS LEARNED

- It was better from the beginning to do frequent meetings with the contractors.
- Involvement of the community in the provided services.
- Standardized volume of sanitation pits will ease the work and the schedule of the trips.

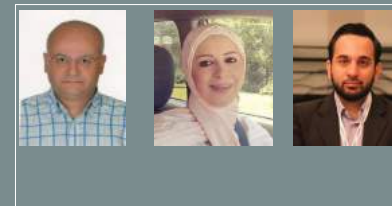
WAY FORWARD

- Reduce the frequency of desludging services by constructing big and standardized septic tanks with better technology (like infiltration system)
- Camp management project to organize the informal settlements and mitigate the random refugees' camps.



South Lebanon Water & Waste Water Est. Integrity Action Plan

Eng. Ramzi Ramadan (Director of Engineering & projects Department), Mrs. Nidal Hashisho (Head of Subscribers Department), Eng. Wassim Omar (Engineer – Studies & Projects Department)



WHAT IS THE CHALLENGE?

- What is the problem you are trying to solve? Here state what is the current situation, what is not working, what needs to be changed.

SLWWE's Integrity plan pertain mainly to selection of a small town (Sharhabeel Area), North-East of Saida Coastal City, as a pilot study zone by measuring and estimating the quantity of produced water and comparing it to the quantity of legal subscribers. From the first instances of investigation, our survey team found out that the quantity of produced water (m3/day) is slightly different than the billed water volume, however the financial income revenues collected from the legal subscribers in this pilot zone didn't match the produced water volume, due to the fact that some subscribers were not paying the yearly subscription fees, resorting to illegitimate connection to the water network, and still have a full active water service.

So basically the main challenge was to provide a balance between the billed water volume and the actual produced water volume.

PEOPLE

- Beneficiaries (people benefiting from the action plan outcomes):

- 1- All legal Subscribers who are using the public water.
- 2- Employees at SLWWE

- Benefits of the Action Plan:

- 1- **Equity among citizens**, i.e., removal of illegal connections will compel violators to seek for a legal subscription, the legal Subscriber will witness justice imposed by SLWE which will incite him to pay the yearly subscription and will incite new Settlers to Subscribe, hence rendering the number of illegal subscribers who don't pay the water Subscription fees lower for the exact same service the Establishment provide.
- 2- **Noticeable increase in billing rate** and enhancement of financial income pertaining to this pilot area. The collection for the year 2017 related to the pilot zone was found to be higher than the year 2016 in term of financial income.

APPROACH

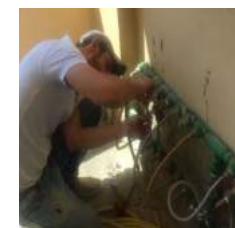
- How is the Action Plan solving the challenge?

The action plan is forcing illegal subscribers to pay the water bills, also its providing new subscribers to the water network.

- What activities were done?

- 1- Weekly inspections to the pilot zone.
- 2- Monthly assessments for the action plan.

	2015	2016	2017
New Water Subscribers		169	128
Water Bill Revenues (%)	80%	80%	86%
Quantity of Produced Water (Cubic Meter per Day)	-	1,560	1,560
Billed Water Volume (Cubic Meter per Day)	1,205	1,310	1,472
Number of Illegal Records	0	0	16



RESULTS

- How is the Action Plan solving the challenge?

The tangible progress to be considered is mainly a slight increase in financial revenue for this area. The collection for the year 2017 related to the pilot zone appears to be higher than the year 2016 money revenue.

- What activities were done?

Other than the weekly inspections that were done on the different building in the pilot zone. We monitored the progress of the action plan in two ways.

First way was by continuously checking if the cut off subscriber has paid the subscription.

Second way was by comparing the previous collection rates (2015 & 2016) with the current year 2017. Both way were done in coordination with the accounting department at SLWWE

LESSONS LEARNED

- Lesson learned 1:** Participation, Teamwork and coordination between different departments at SLWWE and the synergy it created, led to promising outcomes/results, not only for this Project, but in the various fields of Work.
- Lesson learned 2:** When developing an action plan on water integrity it's very important to focus on the approach to any issue. Sometimes it's not a matter of corruption or dishonesty. In some cases it's a matter of careless people who unintentionally tend to neglect doing proper work, or their vested duties.

WAY FORWARD

- Next Step 1:** Finalize the pilot zone, follow-up with Legal Department at SLWWE on the Legal process to prosecute the recurrent infringement, as well as recommending to the decision makers at SLWWE (DG & Establishment's Board) to sustain the achievement by forming a permanent dedicated team to follow and sustain the process, by issuing Notices for the caught infractions and notifying the Legal Dept. to pursue the judicial course in case of continual non-conformity or recurrence (Law enforcement).
- Next step 2:** Start applying this action plan on different towns and cities starting with the ones who have substantial unbalance between annual water revenues and the quantity of produced water.
- Next Step 3:** this practice can some how be replicated to the other water establishments in Lebanon, by forming teams for various areas and zones and daily or weekly inspections of the target zones/areas, following a well established protocol and mode of Action.

WHAT DO YOU WANT TO ACHIEVE?

- What is the Action Plan solution? What is the change/answer/solution proposed to solve the situation mentioned above.

After several meetings we decided to create a team of 3 employees from 3 different departments that will conduct a weekly inspection to the pilot zone, and cut off water connections for those subscribers that are not paying for the service, as well as organize a report that summarizes the plot number and subscriber's name.

PARTNERS

- What were the partner's organization with whom you collaborated to have this action plan implemented?

Issam Fares Institute for Public Policy & Int. Affairs at the American University of Beirut.

- Please name if you collaborated with any Government offices, or Ministries, or civil society organizations, or universities, etc. to implement your action plan.

We had some contact in advance with the local authorities (Municipality and Representatives of the local community, where we notified them of the campaign for removal of illegal connections in this area.

MAIN CONSTRAINTS

- What were the main constraints when implementing your action plan?

From institutional point of view, there was no constraints in the implementation of the action plan.

- Was everything smooth? Did you face any resistances?

We had some impediments, mainly related to the following:

- 1- The non-organized and messed up water connections inside buildings, the problem in identifying to which subscriber the connection belong to.
- 2- In some cases the interference of water connections with electrical cables inside buildings, contributed to a life-threatening hazard.
- 3- In some other cases the "water connections room/enclosure" inside several buildings was locked up by the residents, so we couldn't have access.

RESOURCES ALLOCATED

- What was the budget?

Modest, constituted by time dedication of the survey team and some cost pertaining to transportation or additional working hours

- What were the resources allocated (human, financial, operational resources)?

- 1- Three Employees forming the survey team were actively involved in the implementation of the plan by visiting the pilot zone once per week.

- 2- The Operational resources were two cars being used in the inspection, and few small tools beings used by the labor to cut of illegal water pipes and perform the sealing.

Enhancing integrity and accountability in water management

Hala Subhi Murad, Director of Dibein Association for Environmental Development



WHAT IS THE CHALLENGE?

- What is the problem you are trying to solve? Here state what is the current situation, what is not working, what needs to be changed.

An unsupervised agricultural spring within the area of the Rusayfah- Al-Zarqa area used to irrigate crops, without taking into consideration any justice in distribution and the loss of opportunity for a large number of small farmers (especially women) to benefit from the water fairly, due to lack of control or/ and accountability.

what needs to be changed:

- Lack in water distribution justice.
- Lack of control or/ and accountability.
- Water loss.

PEOPLE

- Beneficiaries (people benefiting from the action plan outcomes).
- Small farmers of the Rusayfah/ Al- Zarqa area, specially women.

APPROACH

- How is the Action Plan solving the challenge? What activities were done?
- Holding an awareness session for farmers on the importance of justice and fairness in the distribution of water, and gaining their support for the importance of working on water access for all.
 - Three meetings were held with all stakeholders and partners
 - A workshop was held to identify the requirements related to equitable distribution and to allow the less privileged group to access water
 - Start work on some solutions observed, which may come out of brainstorming sessions to overcome the obstacles that prevent the access of all water, such as the extension of conveyor lines and increase the number of pumps for at least two pumps
 - Forming a committee to supervise the operation and rehabilitation of the spring and the drafting of an internal organizational charter for the committee

You can use graphics, table, pictures here if needed as the examples below

RESULTS

- Reducing water losses and increasing the number of irrigated farms by a clear, specific and fair role to (6) farms of different farmers, while increasing the opportunity of farmers with limited financial capacity to irrigation and access to water fairly.
- The existence of a general supervision committee that works on the principles of integrity and transparency.
- Increase the level of satisfaction of small farmers, and increase awareness of the importance of their work together, the principles of partnership and its positive impact on production.

WHAT DO YOU WANT TO ACHIEVE?

- What is the Action Plan solution? What is the change/answer/solution proposed to solve the situation mentioned above.
- Increasing the efficiency of the use of water to irrigate more than 6 farms in a systematic manner from al-Ghaidaniya spring suitable for irrigation within 6 months.
- Increase the amount of water to be pumped by double from (25) cubic meters to (50) cubic meters per hour.
- The establishment of a community mechanism to regulate the use of water, agreed by all partners and in the achievement of justice during the project period of (6) months.

PARTNERS

- What were the partner's organization with whom you collaborated to have this action plan implemented?
- Municipality of Rusayfah.
- Adult farmers.
- Member of the Jordanian Parliament
- Civil Societies.



LESSONS LEARNED

- The importance of involving all, including women and young people, in issues of water integrity.
- The importance of expanding the work on the issue of water integrity to include new categories such as refugees and migrant workers for their impact on water issues in general
- Dealing with water issues in highly sensitive to the great effects it poses on various sectors of the population, agriculture and industrial sectors.
- The partnership of all with transparency and accountability is the only way to manage water wisely

MAIN CONSTRAINTS

- What were the main constraints when implementing your action plan?
- There is no financial allocation to the idea. All the activities carried out with the internal support of the Dibein Association for Environmental Development, which I lead.
- The farmers in Rusayfah use a personally owned spring in the land of a farmer and not considered as a public property, so there was a challenge in reaching the goal of participation, which will be achieved only with financial and material allocations.
- The presence of reverse forces is not in their interest to unify the efforts of farmers and stakeholders to own agricultural plots for personal investment.

RESOURCES ALLOCATED

- What was the budget?
- Small budget from Dibein Association, used to allocate meeting and awareness trainings.
- What were the resources allocated

Human: awareness trainings, meetings.

financial:

operational resources:

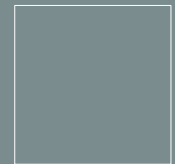
- Al - Ghaidaniya Water Spring.
- Meeting with farmers with parliament member.
- Visit of the Jordanian Minister of Environment to the spring site

WAY FORWARD

- Started the implantation of the same action plan in another directorate, after the primary assessment, there is a lot of water theft and illegal wells in the area, the program was implemented in cooperation with Jadra Private University. A number of water-related students were trained in the concepts of water sector management and governance and the concepts of integrity in water sector management.
- Providing more training and awareness in future to all sectors of the society, including students, youth and women, to reach a general awareness of the importance of governance and integrity in the management of the water sector.

Water Integrity Capacity Building Program for MENA

AI - Balawnah Charitable Society



WHAT IS THE CHALLENGE?

- What is the problem you are trying to solve? Here state what is the current situation, what is not working, what needs to be changed.

The region's population is suffering from lack of access to their shares of the water through the pipelines for several reasons, including:

- The attack on the carrier lines by the residents of low-lying areas
- water tanks provides a rate of one cubic meter per household per week while the average number of family members of six members
- The use of drinking water for purposes of irrigation, livestock and watering home gardens, since; this is a rural region suffering a high temperature and Low Income.
- Line Carrier are connected with four other lines with lower levels, leading to poor water pumping

The residents complained to the water authority to separate the main carrier line of drinking water. But; the authority reasoned by the lack of adequate financial allocations, and the possibility of compensation for the lack of water by water tanks.

PEOPLE

- Beneficiaries (people benefiting from the action plan outcomes).
- Residents of the project area.
- Government represented by water authority + water company + water stations (private sector)

APPROACH

- How is the Action Plan solving the challenge? What activities were done?
- Collect information to evaluate the current situation with photo authentication (forms + verification images).
 - Holding public hearings (community meetings) to listen to the voice of those concerned with the problem / affected by the water situation with documentation + reports
 - Formation of a committee of beneficiaries from local residents, owners of tanks, water authority.
 - Conducting workshops to identify the needs of equitable distribution, access to water and organized roles under the supervision of water authorities.
 - Hold sessions to identify the needs associated with equitable distribution and allow all groups access to water and seek support and partner to improve the carrier lines

You can use graphics, table, pictures here if needed as the examples below

RESULTS

- Decrease in the number carrier lines abuses at the central Jordan Valley.
- Lower water loss as a result of perversion by citizens or because of the leakage of pipelines sometimes because of environmental factors.
- Decrease in the number of citizens' complaints of cases of favoritism by employees to specific citizens.
- Improvement of the status of water pumps and pipelines to suit the geographic nature of the areas.
- The existence of a clear mechanism for submitting complaints and receiving replies between citizens and official bodies.
- Activating the role of internal control in the official bodies in supervising employees' shifts due the distribution schedules.

WHAT DO YOU WANT TO ACHIEVE?

- What is the Action Plan solution? What is the change/answer/solution proposed to solve the situation mentioned above.

General Objective: To provide justice in the distribution of drinking water in the central areas of the Jordan Valley through:

- Reduce the abuse of the carrier lines for drinking water.
- Increase the actual per capita drinking water.
- Organizing the distribution process according to the specific programs.
- Provide justice and improve the quality of service by reducing the percentage of losses by 30% during the hot summer months.
- Decrease in the number of complaints by affected citizens.
- Establish a common Procedure for the submission of complaints

PARTNERS

- What were the partner's organization with whom you collaborated to have this action plan implemented?
- Al-Balawnah Charitable Society represented by the project management.
- Government - Water Authority.
- The affected community.
- Jordan University of Science and Technology / Queen Rania Center for Information Technology.
- Media.

MAIN CONSTRAINTS

- What were the main constraints when implementing your action plan?
- Lack of budgets.
- The hard nature of the project work area.
- Non-cooperation of officials.
- Credibility of official statistics.
- Opposition of some citizens and employees benefiting from the existing imbalance.

RESOURCES ALLOCATED

- What was the budget?
 - Bonus : (40 working hr. x 10 JOD per hr.) = 400 JOD
 - What were the resources allocated
- Human:
- financial:
- operational resources:
 - Transportation: 240 JOD
 - Communications: 130 JOD
 - Refreshments: 250 JOD
- TOTAL: 1020 JOD



- BROKEN CARRIER LINE
- THE SAME BROKEN CARRIER LINE TWO WEEKS AFTER
- Visit of the Jordanian Minister of Environment to the spring site

WAY FORWARD

- Started the implantation of the same action plan in another In the future, it is possible to cooperate with the boards of the decentralization committees (elected committees representing the interests of their regions before the executive authority) in order to shed light or to work to settle the imbalance at wider areas in the Jordan Valley.
- the experience we acquired by the project could help us implementing the project with other services such as irrigation.
- Work with other organizations in the field of water to expand and generalize the project.
- The areas of the central valleys are very warm in summer and this leads to a wider visibility of water problems.

Reduce NRW by control water theft, and manipulation in water meters

Saleh Almomani: Director of Alramtha Water Directorate, Yarmouk Water Company

WHAT IS THE CHALLENGE?

- What is the problem you are trying to solve? Here state what is the current situation, what is not working, what needs to be changed.

Fighting water theft(The over all NRW of the selected area (2300 subscriptions)is 40% as documented by Bani Obaid water directorate.

The assessment identified the reasons behind non revenue water(NRW) is :

- non working meters (some of these meter are not working due to subscribers manipulation).**
- Water stealing by illegal connections.

PEOPLE

- Beneficiaries (people benefiting from the action plan outcomes).
- Yarmouk Water Company(finically) :
 - the reduction of NRW by 8%.
 - The number of complaints decreased
 - The overall income of water bills in customer services department is increased.
- Customers: the quantity of received water by the distribution system is increased.

APPROACH

- How is the Action Plan solving the challenge? What activities were done?

- increasing the Operating and maintenance team number.
- Applying monitoring to discover illegal connections.
- CHANGING THE Non working meter (zero reading)
- Putting key code on the water meter to prevent manipulations.



RESULTS

Rectify the situation of the illegal water connections all over the camp about 1200 water meter .

2- Some of subscribers of illegal connections sent to the court and fined, one of them fined by 7000JD.

WHAT DO YOU WANT TO ACHIEVE?

- What is the Action Plan solution? What is the change/answer/solution proposed to solve the situation mentioned above.

Prevent the manipulation and water theft.. By increasing the level of accountability and transparency.

PARTNERS

- What were the partner's organization with whom you collaborated to have this action plan implemented?
- Yarmouk Water company.
- Bani Obaid security Ceneter.

LESSONS LEARNED

- We need to engage all stakeholders to achieve good results.
- Transparency in follow- up the problems, fight favoritism, and manipulations can be achieved easily.
- Use participatory approach is the main key in our work.

MAIN CONSTRAINTS

- What were the main constraints when implementing your action plan?

1-Opposition the subscribers to disconnect the water, so the police cooperate with us to apply the law and disconnect the illegal connections.

2- financial limitations.

3- operation and maintenance team no.

RESOURCES ALLOCATED

- What was the budget?
- Cashing bonus to the working team: 1 working hour equivalent to 1 and half (because it is additional work

- What were the resources allocated

Human: O& M team

financial: Cashing bonus

operational resources: O&M equipment.

- Type a caption for the data content or pictures here.

- How is the Action Plan solving the challenge?

- What activities were done?

WAY FORWARD

Started the implantation of the same action plan in another directorate, after the primary assessment, there is a lot of water theft and illegal wells in the area.

Enhancing the public accountability and participation in cooperation with the "National Observatory for Water Issues"

Wasfi Almomani.

WHAT IS THE CHALLENGE?

- What is the problem you are trying to solve? Here state what is the current situation, what is not working, what needs to be changed.

Strengthening accountability and public participation through the National Observatory for Water Issues

PEOPLE

All of Zarqa's community groups might benefit from this project

APPROACH

- How is the Action Plan solving the challenge? What activities were done?
- The Observatory provides information about the policies implemented by the government to maintain the water infrastructure. Also to identify the necessary indicators for the administration in order to obtain accurate knowledge to develop its knowledge system and increase its ability. The goal is to maintain the infrastructure and restore what is necessary to avoid losses in the water sector.
- The Observatory focuses on good management and governance of water systems in order to ensure sustainability and maintain it in excellent condition, taking into account the future investments and taking every possible effort to avoid corruption and administrative and technical slowness.
- Establish an online national observatory to monitor and record water issues.
- Employ a group of volunteers to conduct a survey and report water issues.
- Making films about water issues by volunteers and sharing it with decision makers.
- Develop the necessary infrastructure's management indicators in order to obtain a real assessment of water situation and issues.

RESULTS

A page was created on Facebook with the same name, followed by about 6 thousand people

A non-profit organization was registered to launch the project.

- A group of complaints was monitored by the citizens and resolved in cooperation with the Water Authority,

- The Director of the Water Authority was hosted several times through the "Good Morning Zarq" radio program, which is broadcast by Radio Sawt Al Zarqa on frequency 101.8 in order to receive citizens' complaints directly on air.

WHAT DO YOU WANT TO ACHIEVE?

- what is the action plan solution? what is the change/answer/solution proposed to solve the situation mentioned above.

improving the community involvement in monitoring and observing water issues and contributing in finding practical solutions

- develop an available high-performance online system to report waste water issues which covers the zarqa city
- raise the response level in addressing water issues up to 80% of registered issues
- develop a system and monitoring standards to observe the water sector integrity issues

PARTNERS

- What were the partner's organization with whom you collaborated to have this action plan implemented?

- Radio Sawt Al Zarqa
- Zarqa City Youth Council
- Civil society organizations
- Volunteers and stakeholders

MAIN CONSTRAINTS

- What were the main constraints when implementing your action plan?

Lack of transparency in water management.

Poor public participation in water management.

Lack of access to information

Favoritism in delivering water to citizens

Poor accountability regarding water management

RESOURCES ALLOCATED

Human Resources: - Volunteers from all community groups.

Technical resources: - Smart applications installed on smart communication devices.

Financial resources: - The cost of the smart application program.

The estimated budget is 15000 USD

LESSONS LEARNED

WAY FORWARD

- Expanding the public participation base in monitoring of water issues through the establishment of an alliance network of community and civil society organizations.
- Implementing an expanded training program aimed at all participants in the alliance as well as a network of volunteers.
- Conducting training programs and workshops to raise community awareness about the services of the Observatory.
- Keep abreast of technological developments through smartphone applications.
- benefiting from the experiences of other countries in this field.

Managing the Warehouse of Maythaloun Joint Water and Sanitation Services Council(JSC)

Ahmed Merie' , Maythaloun Joint Water and Sanitation Services Council(JSC)

MAYTHALOUN JOINT WATER AND SANITATION SERVICES COUNCIL(JSC)

- Due to the fact that the water warehouse is one of the most important sections in the Council where valuable materials and equipments that needed for the operation and maintenance of the water network. The situation was :

1- no record of materials and equipments disclosures was available.

2- consumed materials in installation or new subscriptions or maintenance of water networks were not recorded

This situation needs to clarify and improve the responsibility and monitoring of the warehouse material in order to minimize risk of corruption. This will able the JSC to save additional not needed costs, and provide the highest level a clear monitoring about equipments, material and future budgeting planning.

JSC WAREHOUSE

- The warehouse is one of the most important sections in the Council because it includes materials and equipments that needs for the operation and maintenance in order to ensure the continuity of the services, and the installation of new subscriptions .

Therefore materials, fittings and pipes must be available all the time.

Before implementing the action plan, there was no record of materials and equipments disclosures, which leads to miss use of it and could be lead corruption.

In order to improve the situation and to minimize the risks a daily record of used materials, equipment is established, and responsible personal is nominated. This lead to more realistic budgeting and better expectation for future needs.

PROBLEMS

- The main problems under this situation are summarized as follows:
- 1. The inability to determine the available quantity of pieces and the shortages in the warehouse.
- 2. The damage or loss (theft) of warehouse equipments, and tools as a result of the personnel use, which leads to the institution to incur additional costs to provide such equipments.
- 3. The inability to determine the cost of maintenance work due to non-registration.
- 4. Delays in the provision of service and maintenance of damaged lines (waste of water) due to lack of parts or equipment required.



ACTION PLAN

Working with the management staff to improve the integrity through the increasing of the efficiency, transparency and accountability through:

1- Prepared the needed procedures to follow up the team work and the used equipments.

2- Provided a warehouse program and a link with the accounting program.

3- Established an administrative system to track the work reports of the technicians containing maintenance complaints and the works that have been carried out.



Drilling of Illegal Agricultural Wells in Marj Sanour Watershed/ Palestine

Jamal Muraweh Nairat, MarjSanour Watershed Association

MARJ SANOUR WATERSHED

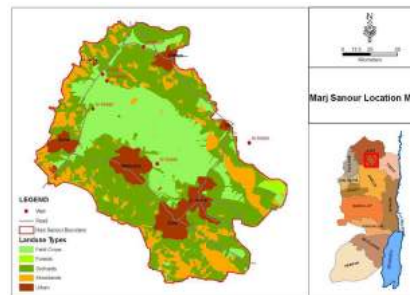
- Marj Sanour locates in the northern part of West Bank within Jenin governorate. Regarding its topographical and hydrological nature, Marj Sanour watershed forms a unique closed watershed in the West Bank with catchment area of 59 Km², among this are, sixteen thousand donum form a closed surface water lake during winter season. The area consider as one of the most fertile soil in the Palestinian territories. The watershed has nearly a rectangular shape with northwest-southeast elongation; length of Marj Lake from northwest to southeast reaches 5-8 Km of 2-4 Km in width. Historically, few groundwater wells were drilled in the area, and since the second intifada about 25 illegal wells are installed and taped water from the same aquifer, this cause lowering the water table and continues reduction of the yield. In the other hand the over abstraction influence the productivity of other wells locate down stream of the catchment area where millions of USD is invested in agricultural sector.

STAKEHOLDERS AGREEMENT

- Due to the drought years witnessed in the region and to the increased groundwater over-pumping from illegal wells drilled in the shallow aquifer (mostly used for agricultural purposes) during the last decades, groundwater levels show a drop of about 70 m during the period between 1969 and 2015. As a result of the water level decline, pumping capacities of the wells was reduced while the water quality deteriorates. This in turn is negatively affecting the agricultural sector.
- Farmers and NGOs are active to develop an artificial recharge capability through the construction of injection wells to improve the water availability in the watershed. In cooperation with the Joint service council, well owners and experts shared views on the local water situation. Data and information, including hydrological maps, water budget and water balance were presented. Risks of drilling illegal wells, divided in categories, and discussed expected future risks and suggested solutions. The meetings were attended by a legal and socio-economic adviser from Palestinian Water Authority, Palestinian Hydrology Group, and by the Ministry of Agriculture. They also agreed that distribution of information about the statues of water resources is the best method to inform farmers about water status in the catchment area, and this will be presented publically on the web-page of the Joint Service council.

ACTION PLAN

- The action plan focus on reducing the number of new illegal wells, where random wells are drilled during the last 15 years. This influence the sustainability of water resources. The action plane can divided into:
 - One of the main water problem in the area is the illegal wells, where random wells were drilled during the last 15 years and the potential to drill new wells is still possible. This influence negatively the sustainability of groundwater resources. The action plane divided into:
 - 1- In cooperation with the Joint service council, well owners are invited to presentations about water situation in the area, where data and information are presented in a simple way. Water experts are to join the meeting
 - 2- Hydrological maps, water budget and balance are presented
 - 3- Categorize the risk of drilling illegal wells is presented, question about the future risk, and suggested solution
 - 4- Legal and socio-economic adviser from PWA, ministry of agriculture are to participate in the meeting
 - 5- Information about the statues of water resources in the area will be present on the Web-page of the Joint Service council.



RESULTS

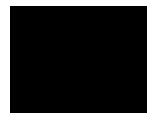
- During the implementation plan no illegal groundwater wells are drilled within the catchment area. In the other hand, and outside the catchment area boundary additional illegal wells are drilled.
- As a result of the action plan, a unified agreement between the different stakeholders, four stopping the drilling of illegal wells, and to improve the current situation by applying artificial recharge methods, where the Palestinian Hydrology Group with a Netherland donation, constructed several water ponds to store rainwater, and also drilled two artificial recharge wells to inject surface water in the underground, according to this Ministry of Agriculture were rehabilitated hundred of dunom to reduce the surface runoff and increase rainwater infiltration.



FLOODING



RECHARGING



Water is right for everyone

contributions system in Water networks.

YOUSEF SALAMEH , Bidya municipality

BIDYA/CONTRIBUTIONS SYSTEM IN WATER NETWORKS

- **Bidya :**
- Bidya is a growing town ,with a population of about 12,000,It is considered the centre of all surrounding villages and towns, and small commercially and service. It is surrounded by many Israeli settlements, which hinder the lives of citizens and adversely affect the Palestinians in their lives.
- The existing distribution system of Bidya has around 41.8 km of black and galvanized steel pipelines. The system is constructed in the year 2003 and upgraded in two phases; in 2006 and 2017.The steel and galvanized steel pipelines are with diameters ranging between DN75 and DN200 excluding house connections.
- The system requires the contribution of the citizens that the water network passes by their parcels in relative to the area of each parcel where the cost of the network is calculated , then the cost divided among the parcels owners.

BENEFITS OF THE CONTRIBUTION SYSTEM IN WATER NETWORK

- Strengthen the confidence of citizens in the municipality and its performance in this sector through the principle of equal and integrity through having an authenticated documented reference to apply the contributions system.
- Strengthen the internal control to ensure the integrity of the proceedings.
- Raising the efficiency of the municipality in extending networks.

PROBLEMS

The challenge is due to misapplication of the contributions system, because there is no authenticated documented reference to the municipality and the staff to abide,so there will be cronyism and favoritism.

- There is no authenticated and written guidelines in the municipality that determines the percentage of the citizen contributions.
- There is no internal control or supervision over the application of this system.
- Lack of citizens sense of collective responsibility



ACTION PLAN

- The action plan focused to solve the problem by:
 - 1-Restoring the confidence of the citizens in the municipality and its performance in this sector through implementing the principle of equity.
 - 2-Strengthening the power of municipality in the management of this section by reduce the cost of installing networks, because without contribution and agreement with the citizens cause a heavy burden on the municipality and its public budget.
 - 3- Enhance the municipal revenues from the water sector by identify the contribution percentage away from the cronyism. According to this the municipality is able to serve water to all citizens in different places. The end result is an increase of the income of the municipal water sector , and an increase in the subscriptions fees.

