



THE LOCALIZATION OF INTERNATIONAL AID IN THE WATER AND SANITATION SECTOR IN LEBANON



Working Group No.1 :

THE INVOLVEMENT OF USERS IN THE WATER AND SANITATION SECTOR IN LEBANON



THEME

The 2000 institutional restructure has led to the dismantling of community structures for water management. Those structures have been integrated into the Water Establishments which kept them away from users.

To date, there are no representative structures for users that ensure a follow-up on the management of the services or that defend users' rights. Users are not aware of their rights and are not involved in decision-making and management of the services.

The lack of involvement of the users negatively impacts the operation of the water and sanitation services. Users only have a partial understanding of the services' operation and of the role held by the Water Establishments. This leads to a lack of legitimacy of institutions and a greater propensity to resort to illegal connections or not to pay bills.

As a result, numerous projects aim to strengthen the legitimacy of these institutions. Various tools are put in place such as communication and awareness campaigns, or public information meetings.

Since 2014, Lebanon has exceeded the threshold of water shortage set by the UN. This context of resource scarcity requires changes in water consumption behavior. However, the lack of users' involvement in the sector hinders the implementation of awareness campaigns.

OBJECTIVES

Through the feedbacks of various actors, the following themes will be discussed:

- Improving users' knowledge of their rights;
- Roles that could be played by users in the sector;
- Tools used to strengthen the involvement of users;
- Rooms dedicated to the involvement of users.

PUBLIC

Working groups are organized within the framework of [LEWAP](#) platform, facilitated by pS-Eau. They bring together actors, with notable expertise in the field of water and sanitation, interested in sharing their experiences and discussing their practices.