

Ma'arrat An Nu'man

PANORAMIC REPORT

Multisectoral

- Demography •Actors •Health •Education
- Food Security •Status que

Infrastructure

- Water •Sanitation •Solid Waste & Insecticides
- Electricity •Public Roads Network

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Ma'arrat An Nu'man City

Executive Summary:

Location and Demographics: Ma'arrat An Nu'man City (MANC) is located in southern Idleb, in the Ma'arrat An Nu'man Center sub-district, Ma'arrat An Nu'man district, 104 kilometres south of the Syrian-Turkish border and 43 kilometres north of the Idleb-Hama provincial border. Since witnessing relative stability from early January 2014, residents of MANC have gradually returned to the community due to the control of the Syrian opposition forces of Wadi Al-Dheif. At the time of writing, MANC was home to 115,000 people, including 14,900 IDPs, 40% of whom are males, 60% females, and the children form 65% of the city 's population. The number of children with age up to 18 years old is 74,750. The productive category comprises 25% of the city 's population, whose number stood at 28,750. The elderly constitute 10% of the city 's population of 11,500. The displaced constitute 13% of the 14,900. The number of men who can work, the working group with an age bracket between 19 to 65, is approximately 14,000. To make a living, the people of MANC rely on simple trades and the making of handicrafts as basic sources of income. Government jobs salaries are also another source, but it was stopped after the city has broken free from the control of the regime.

Local Governance: The MANC Local Council ¹ is in its fourth term ranks as one of the most active civilian bodies in the community. Made up of 35 members, including five female members, the MANC is currently supervising 12 projects implemented by international organizations, and has concluded Memorandums Of Understanding (MOUs) with 12 civil-society bodies, including local organizations and civil-society groups. In addition to the Local Council, MANC has a Shura Council² consisting of 21 members, who meet to take actions against the civil bodies or the employees working therewith in the event of any violations.

Security and Justice: MANC has its own Free Syrian Police (FSP) station. The city also has a court of justice looking into disputes related to personal status, inheritance matters, disputes resolution. The court receives complaints submitted by the residents and puts the case into consideration by weighing evidence and facts.

Health: MANC has two hospitals and a medical centre. These medical facilities, which employ 62 doctors and contain 9 operating rooms, are supervised by international and local health organizations, in coordination with the Idleb Directorate of Health and the MANC Local Council.³ Services in all three medical facilities are provided free of charge.

Food Security: MANC is home to 6 bakeries, including 5 functional bakeries and one non-functional bakery. Bread produced by the bakeries is sold at an unsubsidized price of SP 200 per 1 kg, the equivalent to US \$0.39. One of the bakeries obtains flour from an international organization. Four of these bakeries obtain flour from international organizations, while the other 4 bakeries are buying their flour from the market.

Education: MANC has 26 schools, 19 of which are functional and 7 of which are non-functional. Across all 19 functional schools, there are 378 classrooms fit for use. Approximately 1,200 students attend these schools, which are staffed with 459 teachers, 363 of which are professionals. The Educational Complex⁴ of the Syrian Interim Government (SIG) and the MANC LC's Education Office are responsible for overseeing the schools.

Water: MANC residents receive 15% of their drinking water, as well as the water for general use, from the public water network. This network provides water for 7 hours per pumping instance, which occurs two to three times per month. The other 85% of residents' drinking water is purchased from shared water and private water wells, of which there are 6 and 25 respectively in MANC.

Sewage: The public sewerage network covers 94% of MANC. However, due to damage and neglect, nearly 80% of the network is in need of critical repair. The remaining 6% includes neighbourhoods that were

¹ For easy readability and in order to save space, the abbreviation "MANC" will be used throughout this report when referring to "Ma'arrat An Nu'man City", and the use of the word "city" is meant to indicate the "Ma'arrat An Nu'man City", specifically. However, whenever the context may require referring to a division/sub-division of "MANC" (district, sub-district) it will accordingly be made clear to avoid any geographical mis-designation.

² PS, page 10

³ Both of which are affiliated to the Government of the Opposition

⁴ Almajmae' Altarbawi المجمع التربوي is a group of educators appointed by SIG and are responsible for by the educational issues.

established before 2011, which are not covered by the existing public sewerage network and thus resort to soak pits.

Waste: Approximately 95% of MANC's solid household waste is disposed of at the Hantutin dumping site, located in a village related to MANC and is outside the sub-district. Meanwhile, the remaining 5% is burned at sites in surrounding villages. Garbage containers currently cover 50% of MANC's needs.

Electricity: MANC residents receive 4% of their electricity from the public grid, which provides electricity for two hours every 1 to 4 days, which constitutes 4% of the total hours of the day. Noting that the public electricity network is connected with Sahel Elghab in Hama governorate. Additionally, MANC receives 25% of its electricity through amperes generators which operate approximately 6 hours per day.⁵ 50% of the city's neighbourhoods suffer from the absence of cables connecting the electricity poles to the public electricity grid, while the electricity grid in the other neighborhoods needs maintenance to be carried out on the network and maintenance of the 57 transformers, each of which is installed in a transformation centre.

Roads: The MANC LC is responsible for road maintenance and repair work for several public roads, and carries out this work with support from AJACS and the Syrian Regional Program⁶. There are streets in the city that have received 50-75% damages and need urgent maintenance. To repair and make maintenance on these streets, the local council is in need of heavy machines and equipment which the LC does not have. The LC, however, works on backfilling the holes.

I - General Information:

MANC is located in southern Idleb, in the Ma'arrat An Nu'man Center sub-district, Ma'arrat An Nu'man district, 104 kilometres south of the Syrian-Turkish border and 43 kilometres north of the Idleb-Hama provincial border⁷, at Suran district, which is still under the regime's control. In December 2017, the regime forces advanced at the expense of the Syrian opposition in the areas of Tamanaah and Sinjar, which follow Idleb governorate. At the time of preparing this report, the regime forces are stationed 35 km away from the city to the south. The regime is attempting to control Abul Thohur military airport with the aim to control the Aleppo- Khanaser road; something which makes MANC 30 km line of sight away from the regime forces to its eastern and southern sides. ISIS has stationed about 50 km away from the city as it has a presence in the villages of Al-Hamra sub-district in Hama countryside, but for very few fighters. Albeit, ISIS poses no threat in as far as controlling the city is concerned.

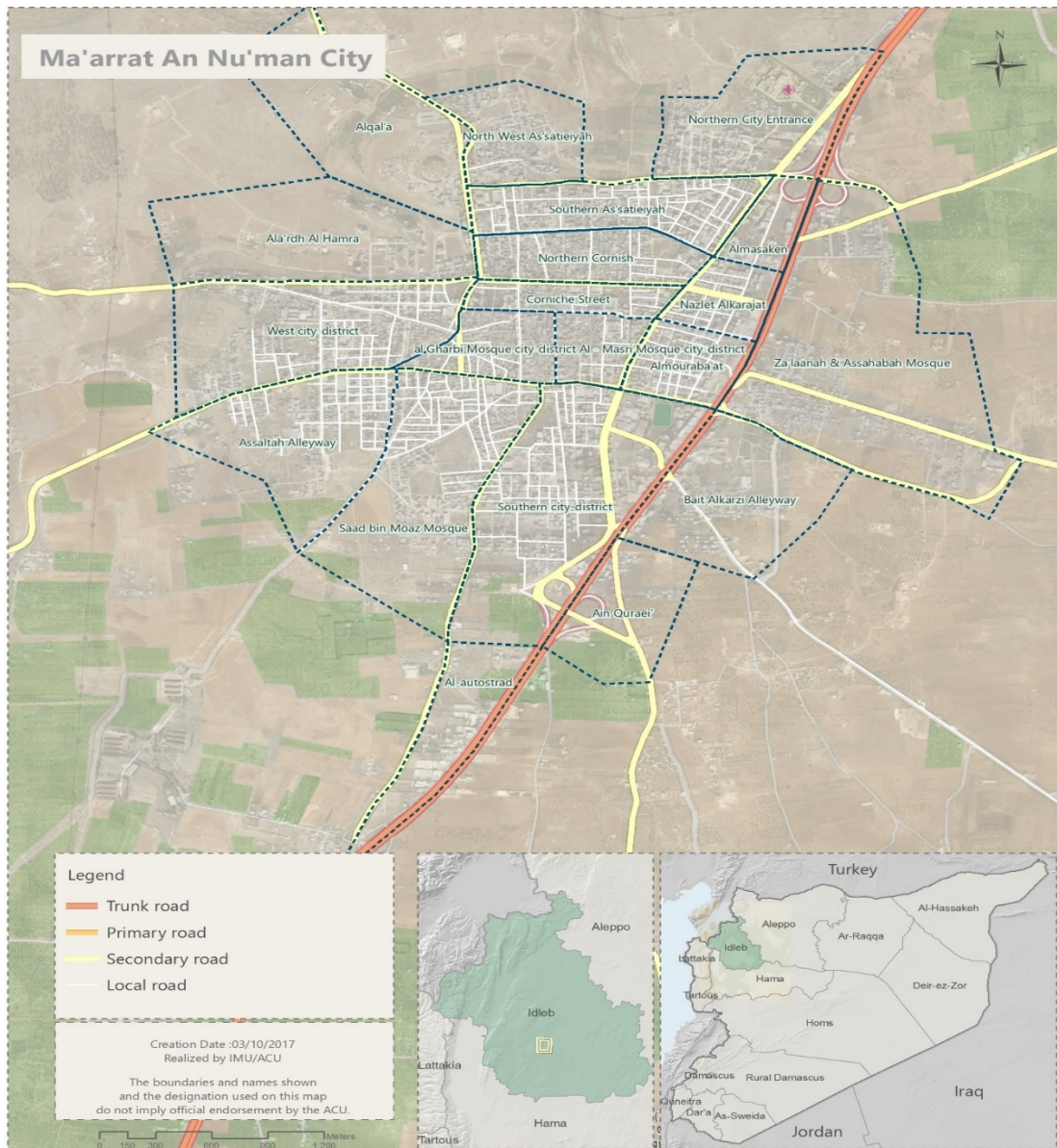
Made up of 20 neighbourhoods, the population of MANC before the Syrian crisis was estimated to be 69,190. MANC has long been considered the commercial centre of the southern countryside of the Idleb governorate. It has a sheep market catering the whole southern countryside of Idleb governorate. The city market also receives all dairy products where people come to buy. The city also contains several food stores and shops, providing the southern countryside of Idleb with foodstuffs. It is considered a centre for hand-made simple crafts, as graving stones and selling them, in addition to the natural and industrial fur workshops. MANC has an industrial area for the repair of cars and agricultural machinery, which is used by all people in the southern countryside. This is in addition to the government jobs, which is considered a source of income for nearly 20% of MANC people, and some people have agricultural lands in the villages surrounding the city, from which they benefit and earn therefrom. As such residents relied on graving of stones, and agriculture, as well civil service jobs, which still provides a livelihood for 20% of residents.

⁵ PS, P 42

⁶ Albernamej Alsuri Al'Eqlimi البرنامج السوري الإقليمي

⁷ There are an additional 32 communities in the Ma'rrat An Nu'man Center sub-district, all of which benefit from services in MANC.

Map 1: Neighborhood Division



Methodology

Work on the MANC panoramic report began at the beginning of November 2017 and continued for 60 working days. The final report was finalized in the end of 2017.

Timetable

A specific questionnaire was designed to conduct this research, and was finalized then reviewed by mid-November 2017. IMU enumerators were trained on the questionnaire via Skype at the end of the month. Training involved a review of data collection, triangulation and data submission methods. Data collection then began on and lasted 11 working days. The IMU network coordinator was in continuous contact with the enumerators to address any issues and explore ways to obtain missing data. After receiving the completed questionnaires, the findings were converted to Excel spreadsheets, and data cleaning was carried out. With clean data, the analysis and converting some data into graphical representations took three days. Drafting of the report then began and the Arabic report was finalized in 11 days, while at the same time report maps were being designed with Arc GIS. The Arabic report was translated and revised and afterwards was completed by 25 December 2017, The final version was finalized by December 27, 2017.

Collection Tools

Three data collection tools were designed for data collection: i) the electronic key informants questionnaire, programmed using KOBO Collect, was used to obtain indicators on the general situation in the community; ii) a paper key informants questionnaire for obtaining granular data on all sectors while interviewing the key informant, and iii) a paper direct observations questionnaire, which is a hard copy questionnaire into which the enumerators add their notes during the data collection period, the difficulties they faced and the proposed solutions. IMU enumerators were instructed to interview at least three key informants per sector, which means that the number of interviews exceeds 30 interviews with information sources. For some sectors, field visits were needed to obtain information, like visiting the schools for education sector and visiting wells and stations for WASH sector.

The network coordinator trained 4 enumerators to collect data using the Skype for business software. The data was entered on the Excel tables, as Excel was used to visualize the data. The GIS officer used Arc GIS software was to produce the maps in this report and the designer used Adobe Photoshop to design the report’s visuals and produce its layout in Arabic and English.

Difficulties & challenges:

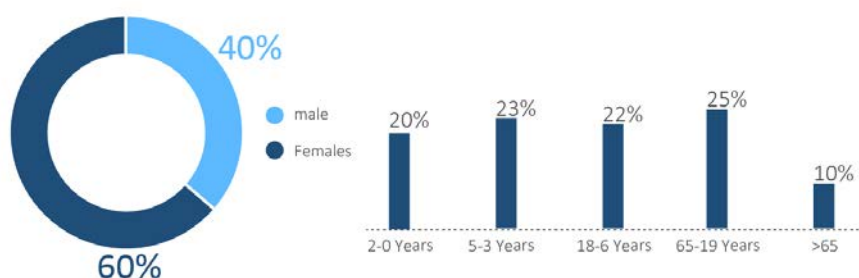
Time Constraints: Together, the three data collection tools required IMU enumerators to collect large amounts of granular data. As such, IMU enumerators had to carry out numerous, timely visits to various facilities. This difficulty was partially overcome by dividing field work into sectors and specific divisions of the city neighbourhoods. This is to organize the work and identify any deviation regarding the information about the facilities and avoid them during the data collection process. To organize the work, this division will save an enumerator the time to visit the same neighbourhood several times; and by so doing an enumerator can interview the largest number of the information sources in one day. At the same time, he would come to know the weaknesses points in the information about the facilities and avoid them during the data collection period, which will save time and effort for the enumerators.

Difficulty Obtaining Information on Privately Owned Facilities: There are some privately owned facilities, such as the bakeries, water wells, power generators, and others. The difficulty in obtaining information about these facilities was overcome by speaking to members of the MANC LC and prominent community members, who either had access to information on these facilities or were able to open direct lines of communication between IMU enumerators and the owners of these facilities.

Demography

MANC was liberated from Syrian regime control by local Free Syrian Army (FSA) in January 2012. However, for nearly two years the opposition factions failed to expel regime forces from the neighbouring Wadi Al-Dheif and Al Hamidiyah military bases, which thus allowed the regime to continuously shell the city. As a result of shelling, and the suspension of most services, approximately 90% of residents were forced to flee. In January 2014, the FSA finally gained control of the two bases, which allowed many residents to return to their homes.

Figure 1: Percentage of Age Groups

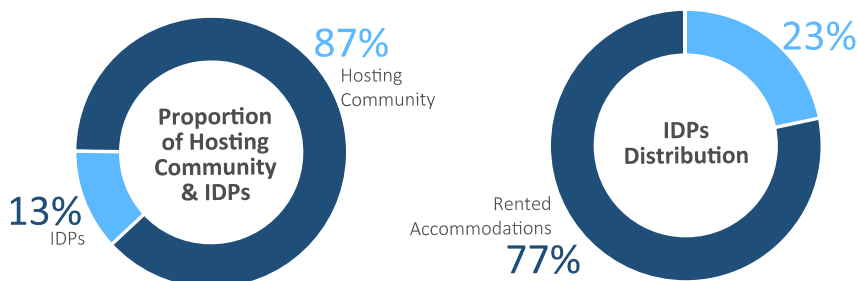


At the time of writing, the population of MANC stands at 115,000. According to the statistics of the local council of Ma'arrat An Nu'man, of which 40% are males for all ages, the enumerators of the Assistance Coordination Unit say that these statistics are disaggregated with several sources. The results of the triangulation showed a high degree of reliability. The number of children stands at 65% of the population of the city, where the number of the children up to the age of 18 years is 74,750. The producer category of men capable of working, between the ages of 19 and 65, is approximately 14,000. The productive category accounts for 25% of the population of the city, whose number reached 28,750 of which 14,000 are males who represent the category able to work, and the elderly constitute 10% of the city 's population whose number is 11,500. A small percentage of women join in taking up jobs, most of them in physically non-demanding jobs, such as teaching, nursing or working in humanitarian organizations and or in institutions affiliated to it.

IDPs & Places of Distribution:

The number of IDPs in MANC is 14,900, or 13% of total population. While the living situation amongst IDPs varies, 77% or approximately 11,500, are staying in rented homes. The number of rented homes in MANC is estimated to be 2,000, indicating that rented homes are frequently inhabited by more than one IDP family. The average monthly home rent in MANC is 25,000 SP, or approximately UD \$46, but this varies according to the neighbourhood and size of the home. Notably, renting homes has become an important source of income for some residents, and especially former civil servants and others who have lost their main source of income as a result of the crisis. Citizen’s Service Office (CSO) in the local council has 3 employees to help residents obtain some of the available services. One staff member has been assigned to attend to the IDPs needs the and follow up their registration. This employee is an IDP from Homs governorate. Noting that, each group of IDPs from a particular area has its own representative whose role is to follow up the officer assigned by the IDPs’ CSO from the local council for the with the representatives to facilitate IDPs’ access to the assistance and available services

Figure 2: Proportion of Hosting & Displaced Persons



Meanwhile, 23% or approximately 3,400 IDPs, live with host families. Most of these IDPs are coming from nearby rural communities to stay with relatives in MANC, as a result of their original homes being destroyed. The poor and need for money conditions have led some two related families to share living in one house in order to get a benefit from the cash paid for renting out their house to IDPs from other areas.

II - Actors:

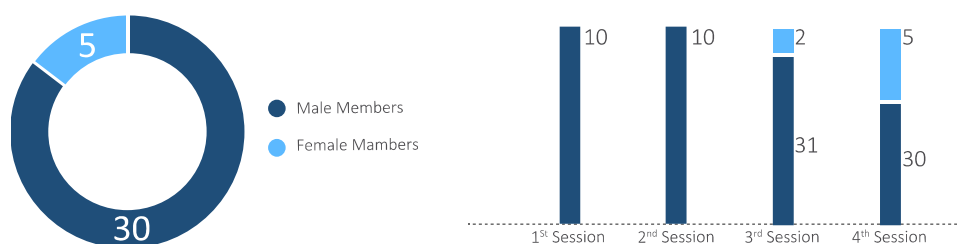
MANC Local Council:

The establishment of the MANC LC came on the heels of the regime’s departure from the community in January 2013. Initially, the responsibilities of the council were limited to the provision of relief; due to the absence of almost all services in the city at the beginning of the opposition forces taking control. As the Local Council entered subsequent terms, its portfolio expanded to include service provision.⁸ As such several

⁸ While Local Council terms are meant to be ending on its term, these were often extended due to prevailing security conditions. The term of office of the current local council expires on 20th October 2017. A date on which the council should hand over its functions to a new local council to be elected. However, it is expected that the current period of the local council will be extended due to the rapid changing conditions the governorate is witnessing in terms of the party takin control and seeing that there are several projects being implemented under the supervision of the current local council; and it is feared that these projects may be suspended in the absence of a supervising provider from the local community.

additional council offices were established, including the Council President’s Office, Legal Office, Services Office, Financial Office, Human Resources Office, Relief Office, Projects Office, Education Office, Information Office, Women’s Office, and the Agricultural and Livestock Office, and Citizen’s Service Office . Each of these offices is headed and managed by a member of the Executive Board in the Local Council. The head members would meet periodically with the President of the Council to ensure coordination of work between these offices.

Figure 3: Current Local Council Membership



In the current term of the MANC LC, which began on 20 October 2017, the council has 35 members, including 5 women. One of the women assumes the position of the deputy head of the local council for internal affairs and the head of the legal office. The council was selected by a seven-member preparatory committee established in July 2016, to ensure MANC stakeholders had equitable representation in the council.

MANC Local Council Partners & Equipment:

The MANC LC is the main body responsible for coordinating between Syrian and international organizations active in MANC. With approximately 17 Syrian organizations and 13 international organizations supporting and/or implementing activities in the community, local coordination has become extremely central to the MANC LC’s work.⁹ Additionally, the MANC LC routinely signs MOUs with international organizations operating in the community, in order to better regulate the working relationship and ensure effective supervision and control of the implementation mechanism. In late 2017 there were 12 projects executed in the city by international organizations.

The service office of the MANC LC is responsible for most of the council’s equipment. Currently the council possesses an excavator, 2 small compressors, 2 large compressors, 3 dump trucks, and 5 tractors. The council also possess a number of non-functioning pieces of equipment, which could be put back to work with proper repairs and maintenance. These include a bobcat, 1 excavator, 2 large compressors, 3 dump trucks, 1 heavy equipment transportation vehicle and a cab tractor. While this equipment has been essential for a number of service works, including hygiene, repairs of electric, water, pesticides spraying, and for distrusting aid items the MANC LC needs a number of additional pieces of equipment to carry out maintenance on the electricity and water networks, repair roads, and increase the number of garbage containers. It also needs office equipment such as laptops, copiers, and a high capacity electrical power generator.

MANC Shura Council:

The MANC Shura Council was established in 2012, to resolve community disputes, as, at that time, there was no functioning justice or security body in MANC. As the functions of the Shura Council were gradually reduced following the establishment of the MANC Sharia Court and FSP stations, by early 2013, the council was largely inactive. Recently, the Shura Council has become limited to the figures that hold a connection with the military factions that have no real influence in decision making. In September 9, 2017, local civil society actors reformed the MANC Shura Council, changing several members and selecting new ones. Thus, the MANC

⁹ Duret Al Khair- Basmet Amal, Human Appeal Organization, Sanabel Al Khair Organization, Hayat Organization, Banafsej Organization, Taa’elim Organization, Khair Organization, Binaa’ Organization, Ata Organization, Karam Organization, Ihsan Organization, Ahel Al Amal Organization, Association for Early Detection of Cancer, Tatweer Organization, and Syria Relief Network
¹⁰ Qatar Red Crescent, Aman wa Adala, the SRM funded by Adam Smith, Syrian Regional Program, People In Need, SAMA, Save The Children, SRD, IRD, NDI, Creative, Acted, BLLC

Shura Council is now made up of 21 members. The current council is representative of the various sections of the community and members meet to discuss and resolve disputes.

Justice and Security

With the continuity of the Syrian crisis, it was necessary to form a judicial authority to be followed by an executive body that would ensure the security and safety of citizens and not infringe upon their rights. Where the Free Police Service was formed and the Civil Court started its work within the city.

The biggest security problem that threatened MANC was the ongoing shelling by the Syrian regime. The shelling stopped with the truce taking effect. The city is considered to be a safe area with the continuation of the truce.

Justice

While oversight of the court has shifted, its functions have largely remained the same. Thus, it has worked to resolve local disputes of all kinds and settlement of differences. To do so, it accepts complaints directly from residents, after which it examines evidence related to the dispute and issues a ruling.

The court used to enjoy close relations with most local civil society actors and was thought to resolve disputes reasonably fair and to be a positive local force by MANC residents. This was in large part due to the court's well-qualified judges and staff, most of whom had good reputations and strong familial relations within MANC.

Security

MANC has two FSP stations, the primary MANC FSP station and a traffic centre. The primary MANC FSP station was established in 2012 by defected regime police officers. The traffic centre was established in January 2017.

Since then the stations have relied on support from INGOs through the AJACS program. The main functions of the MANC FSP stations are to carry out patrols and organize traffic. The stations also work on arresting suspected criminals and enforce directives issued by the Ma'arrat An Nu'man Shariah Court, these activities have been suspended, and the role of the station has been significantly diminished.

Civil Society Organizations

Emerging at the start of the revolution, as very small, local initiatives, civil society organizations in MANC have grown into larger bodies, instrumental to carrying out a coordinated and effective response to MANC's many needs. With both Syrian and international, local civil society organizations are involved in multiple sectors and coordinate directly with the relief and service offices of the MANC LC. In April 2017, a civil society organization in MANC established the Rabitet Alshabab Almuthaqafin¹¹ to streamline the work of the organizations within a single group called the "Union of Civil Society Organizations", whereby the organizations would coordinate among themselves to streamline the response and to work in all fields.

Some of these actors are affiliated to the opposition government such as the Educational Assembly, the Aleppo Free University and the Health Directorate, in addition to some organizations and initiatives (the Zoom IN Organization, which focuses on educational issues, Watan Organization, Al Ma'arrat Al-Yaum Center, Ata Society, Karam Organization, Rakeen Organization, Al-Maktab Al-Eigathi Al-Mowahad¹², Mobdiaat Center¹³, Momaizoon Institute¹⁴, Sham Center, Bialelm Nartaqi Organization, Horras Network, Sahim Network) There are also some international organizations or projects (Acted - Handicap International - Hand In Hand and Mentor)

¹¹ رابطة الشباب المثقفين [Association of Young Intellectuals] []

¹² المكتب الإغاثي الموحد [Common Relief Committee]

¹³ مبدعات [Creative Women]

¹⁴ معهد مميزون [Outstanding People]

Table 1: Key Organizations Operating in MANC

Organization	Date of Establishment	Core Activities & Fields of Work	Source of Support
Al-Haiaet Al'insaniyah	2012-2013	Relief Development Physical Therapy Center	Intermittent Support from People Outside Syria
Basmet 'Aamal	2012-2013	Relief Development Bakery Small Projects (Lab Detergents - Dairy)	Intermittent Support from People Outside Syria
Sanabel Alkhyr	2012-2013	Relief Development	Intermittent Support from People Outside Syria
Dorat Alkhair	2012-2013	Relief Development Bakery Water Well	Intermittent Support from People Outside Syria
Rabitat Al-Shabaab Almuthaqafin	2014	Educational Awareness	Not Supported
Alqalam Alhur	2014	Educational Awareness	Not Supported
Markaz Darina	2015	Community Psychological Support Educational Vocational Education	Basma And Zeitouna
Nisa' Alan (Women Now)	2014	Community Psychological Support Vocational Education	Women Now
Alnadi Alriyadi	2015	Sports	Not Supported
Shaqae'q Alno'man	2012-2013	Relief, caring for Families of the Martyrs, Disabled & Detainees	
Jameiat 'Abi Aleala' for Disabled	2015	Caring for Psychologically & Physically Disabled	Not Supported
Shine Institute	2015	Psychological Support Educational Caring for Disabled	Not Supported

III - Health:

Support for the Health Sector:

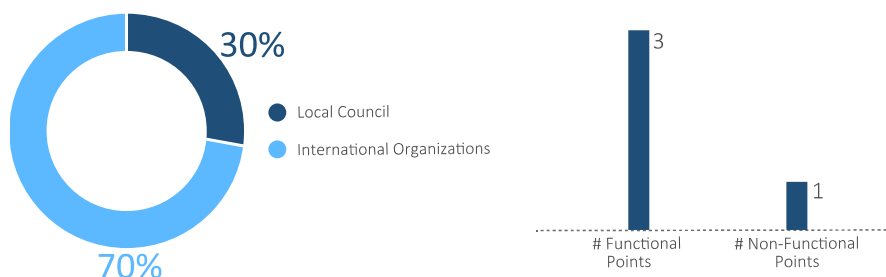
The MANC has two hospitals, an outpatient clinic and an out-of-service hospital, where the MSF-supported hospital was bombed in February 2016 and was completely destroyed. All medical services in MANC are currently delivered by two local hospitals, one outpatient clinic, and three medical points.¹⁵ The largest hospital in MANC is the Central Hospital, which provides 14 primary medical specialities, is supported jointly by Syrian American Medical Society (SAMS) and the SIG Health Directorate.¹⁶ As such, SAMS secures all the needs of the two hospitals, including salaries, medicine drugs, and the medical consumables, and some

¹⁵ The MSF had been supporting a hospital, which was bombed in February 2016 and it was completely destroyed.

¹⁶ The primary medical specialities provided by the Central Hospital include -----

equipment; for 70 % out of the total support given to other medical facilities existing in the city. Whereas the clinic receives support from local organization by 30% of the total support provided to the medical sector in the city. 17

Figure 4: Management Responsibility of the Health Sector & Number of Medical Points



It is worth mentioning that, the Central Hospital in Ma’arrat An Nu’mān is supported by the international organization SAMS, which oversees its work directly in cooperation with the Health Directorate of the Ministry of Health in the SIG. SAMS provides all the basic needs of this hospital, which also provides support for the Assalam Hospital and supervises the hospital's work as well. The medical services provided in Ma’arrat An Nu’mān hospitals include general surgery, gastro-intestinal, skin, internal, vascular, orthopaedic, paediatrician, intensive care, neurosurgery

Table 2: Hospitals Supporting & Work Supervising Bodies

Hospital	Supervisor	1st Support Provider	Type of Support	2nd Provider	Type of Support
Central Hospital	SAMS Health Directorate	SAMS	Support all needs	-	-
Assalam Hospital	SAMS Health Directorate	SAMS	Support all needs	Directorate of Health	Medical Consumables

Meanwhile, the work of the Health Center, which diagnoses patients and provides first aid treatment, is supervised by the MANC LC medical office in coordination with the Syrian Relief Network (SRN), which also provides all the center’s basic needs to this clinic, such as the basic salaries of the doctors in the clinic and some basic medical consumables. The mammography clinic for early detection of breast cancer, is provided salaries by the Jameiat Amal organization, while some of the medical consumables are provided by the Al-Ibtisameh Albiadha’ organization and the Health Directorate. Finally, the MANC dental clinic also receives salaries from the Health Directorate.

Table 3: The Medical Center Supporting & Work Supervising Bodies

Clinic	Supervisor	1st Support Provider	Type of Support	2nd Support Provider	Type of Support	3rd Provider Supporting the Clinic	Type of Support	4th Provider Supporting the Clinic	Type of Support
MANC Medical Center	Syria Relief Network Local Council	Syria Relief Network	All needs	Jameiat Al’amal [Society]	Mammography Clinic Staff Salaries	Al-Ibtisameh Albiadha’ [The white smile]	Medical Consumables	Directorate of Health	Salaries of the Dental Clinic Staff

17 The primary medical specialties provided by the Assalam Hospital include General Surgery, Children and Women

Number of Doctors & Specializations

Table 4: Medical, Administrative & Service Staff in Hospitals

Hospital	Specialist Doctors	Specialization	Female Doctors	Female Doctors Specialization	Male Nurses	Female Nurses	Technicians	Administrative Clerks	Service Workers
Central Hospital	40	General Surgery Digestive Cardiac Internist vascular skin orthopaedic Urinary Pediatrics Intensive Care Neurosurgery Rehabilitation surgery	2	Gynecology Laboratory	26	24	52	9	30
Assalam Hospital	12	General surgery Pediatrics	3	gynecology	8	11	27	5	5

In MANC, there are a total of 68 doctors and 89 nurses. The majority of doctors, 42, work in the Central Hospital, which also employs 50 nurses, and 91 technical and service staff and administrators, for a total of 183 employees.¹⁸ The Assalam Hospital employs 12 doctors, in addition to 19 nurses, and 37 technical and service staff and administrators, for a total of 63 employees.¹⁹

Table 5: Medical, Administrative & Service Staff in the Clinic

Name of Clinic	Number of specialist doctors	# of Female Doctors	# of Male Nurses	# of Female Nurses	# of technicians	# of administrative Clerks	Number of service Workers
Ma'arrat An Nu'man Medical Center	10	1	8	12	2	10	6

The MANC Medical Center, known as the Ma'arrat An Nu'man Health Center, employs 11 doctors, in addition to 20 nurses, and 18 technical and service staff and administrators, for a total of 49 employees.²⁰

Medical Facility Equipment

The Central Hospital is the best equipped medical facility in MANC, with 6 fully equipped operating rooms, a CT scanner, and an admission capacity of 95 beds. It also has a blood bank, originally established with three months of support from the Tamkeen program. As the support was temporary, hospital authorities have been able to continue to intermittently operate the blood bank through support from the Islamic Relief Foundation.

The Assalam Hospital has 3 operating rooms only and an admission capacity of 35 beds but does not have a CT scanner. Additionally, the Assalam Hospital suffers from possessing only one generator, which forces it to suspend operations, sometimes for several days, when the generator fails and must undergo maintenance.²¹

²⁰ The administrative director of the clinic was appointed by the Syrian Relief Network and Directorate of Health of the opposition on 10 August 2015.

²¹ Importantly, the MANC Clinic suffers from the same issue.

Table 6: Hospital Equipment

Hospital	Equipped Operating Rooms	Number of Beds in	CT Scan System	Blood Bank	Equipped for Dialysis	# of Generators
Central Hospital	6	95	Available	Available	Equipped	2
Assalam Hospital	3	35	NA	NA	Not Equipped	1

Medical Services Beneficiaries

The number of medical services beneficiaries in MANC reached 43,948 in August 2017. The majority of beneficiaries, 26,275, received care from the Central Hospital, including 2,275 who underwent surgery. The number of beneficiaries to receive care from the Assalam Hospital reached 9,138, of whom 362 underwent surgery. Finally, the number of beneficiaries who received care from the Ma'arrat An Nu'man health clinic stood at 8,534.

Table 7: Number of beneficiaries of medical services

Hospital	Past Month Visiting Patients	Operations Conducted Last Month	Service Type
Central Hospital	24,000	2,275	All cases
Assalam Hospital	8,777	362	All cases
Ma'arrat An Nu'man Medical /Clinic Center	8,534	-	All cases
Total	41,311	2,637	-

Health Sector Priorities

Supporting the health sector with additional medical equipment and devices is the top priority of the health sector in MANC. This is due to the shortage, or absence, of some medical equipment and devices, and the inability of health providers to maintain specialized equipment and devices, such as CT-Scan system, dialysis equipment and all electronic medical devices. On the latter point, due to the inability to repair and properly maintain specialized medical equipment and devices, and the inability to transfer them to regime-held areas or Turkey, specialized equipment and devices that need repairs are simply replaced.

The central hospital needs a Computed Tomography (CT) scan system because the existing device doesn't serve the purpose. The central hospital is the only hospital in MANC that has an orthopaedic clinic and is performing this type of operations. It also needs equipment for the lithotripsy for kidney patients; due to the increasing cases of patients with kidney stone problems, a disease that can be attributed to the quality of water available to people. The hospital also needs a standby generator; because it has two generators working at the same time in order to cover the hospital's power needs. And in case failure may affect any of these two generators, one part of the hospital may stop functioning, as the hospital requires large amounts of electricity increasingly and continuously. Moreover, the hospital needs to be supported with anesthetics due to the high number of surgeries it performs. It further needs large amounts of the consumable used in the X ray imaging system, besides the laboratory analysis materials as the number of request for lab tests for patients visiting the hospital is very large. The hospital also needs to be provided with the materials necessary for conducting dialysis sessions.

Assalam Hospital needs an anesthesia machine, seeing that the available system is over-used, and it also needs an ECHO imaging system, seeing that most of the services provided in the hospital are for women. It further needs a standby generator, since the existing generator does not serve the purpose. Among the other requirements, this hospital is in need to be provided with is laboratory analysis materials and surgical materials (yarns - consumables), where these materials are consumed heavily.

The Ma'arrat An Nu'man Central medical centre needs a (CT) scan system, as it has an orthopedic clinic; but the shortage of a CT scan system limits the scope of its work performance to a large extent, and whereby the cases that require scanning are referred to the city Central Hospital. Moreover, the clinic needs a standby

generator and a panoramic imaging system for the dental clinic, besides its need for laboratory materials for analysis.

Figure 5: Health Sector Priorities

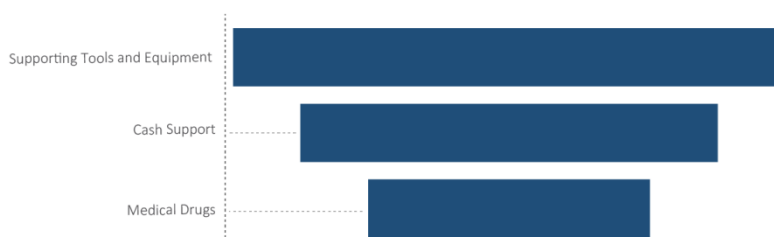


Table 8: Requirements of medical centers for medical equipment and materials

Medical Center	Equipment Needed	Medical Items Needed
Central Hospital	CT Scan System Lithotripsy System Standby Generator	Anesthetics X-Ray Materials Laboratory Analysis Materials Dialysis Materials
Assalam Hospital	An Anesthesia Machines Echo Imaging System Standby Generator	Laboratory Analysis Materials Surgical Materials (Yarns - Consumables)
Ma'arrat An Nu'man Central Clinic	CT Scan System Standby Generator Digital Panoramic Tomography	Laboratory Analysis Materials

Following the provision of additional equipment and devices, cash support to health workers is the second priority of the health sector in MANC. While supporting organizations are providing basic salaries for most medical workers, routine overtime has not been covered, forcing many hospital staff to work unpaid for a significant period every week. Furthermore, the salary scale for health workers in MANC has been reduced by 25% since September 2017, due to lack of support, the reduction was, however, cancelled after only one month.

Support for medicine and medical supplies is also an urgent priority for the MANC health sector. Besides supporting the medical sector with the means for patients specialized treatment and conducting surgeries such as, vascular, ophthalmic, internist, and cardiac surgery; seeing that these specializations are rare in the areas beyond the regime's control and in case certain doctor may leave these areas it would be very much difficult to find a substitute.

Table 9: Fuel Demand for Generators

Medical Center Name	# Generators Available	Required Amount of Diesel for Generators' Working 1 Hour
Central Hospital	2	16
Assalam Hospital	1	8
Ma'arrat An Nu'man Medical Center	1	6

Due to unreliable electricity from the public power network, medical facilities, and especially hospitals, rely heavily on diesel fuel powered generators. As MANC frequently faces diesel fuel shortages and seeing that the diesel prices are high, securing diesel fuel reserves is also a priority for the MANC health sector.

IV- Food Security Sector

The MANC is a commercial complex of the southern countryside of Idlib and the northern countryside of Hama governorates, which is out of the Syrian regime control, where all food is available in its markets. The residents of the city rely on simple handicrafts like stone sale, as well as government jobs, which are the source of income for nearly 20% of the city's population. Some of the residents have agricultural lands in the villages around Ma'arat al-Nu'man. The residents of the city were affected by the interruption of income sources. The Syrian regime cut the salaries of 80% of the city's employees, as well as the demand for locally manufactured materials decreased and its distribution was limited to Idlib governorate because of cutting the roads.

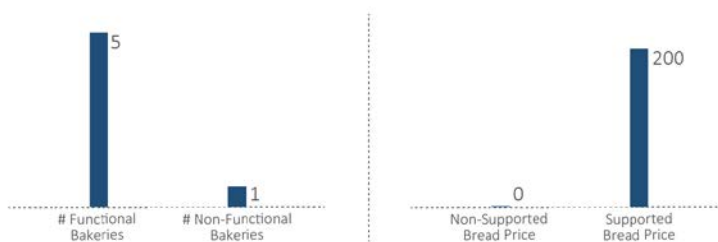
The city of Idlib obtains all food products by buying them from neighboring areas (such as flour) or materials imported from the Turkish territory (oils - legumes - canned) and some materials are imported from the Syrian regime areas through local dealers, and a number of organizations are supporting some of the affected families who lost their breadwinner as a result of the war.

Number of Bakeries²² & the Price of Bread

MANC is home to 6 bakeries, 5 of which are functional and produces about 23 tons of bread daily. Among these bakeries, there are two types, 4 bakeries which provide un-subsidized bread at 200 SP, or approximately USD 0.39, per 1 kg, and one bakery which provides fully subsidized bread to families who have lost their primary breadwinner.²³ The four bakeries which provide un-subsidized bread purchase flour from the market, and thus determine the price of bread on the current cost of flour and operations. The production cost of 1 ton of bread as of October 2017, excluding the cost of flour, is approximately US \$135, and the production cost with the addition of the price of flour reaches the US \$ 487.

It is worth mentioning that one of the bakeries belongs to the Local Council, while two bakeries are owned by local humanitarian organizations, and 3 are privately owned (single owned).

Figure 6: Number of Working & Non - Working Bakeries & Bread Price (SP)



Supervision of Bakeries

Among the four bakeries which provide un-subsidized bread, the MANC LC supervises the large, automatic bakery, while the three others are privately owned and supervised. The bakery providing subsidized bread, is supervised by the local Dorat Alkhyr organization, and supported by People in Need. According to the criteria set out by People in Need to classify as a family in need of free bread support, 2,663 bundles are distributed on a daily basis, where each affected family obtains a bundle of 1.2 kg daily in MANC and the surrounding communities of Talamnas, Maar Shemshah, and Hantutin in the Ma'arrat An Nu'man sub-district, and several communities in the al-Sinjar sub-district to the east.

²² The term "bakery(ies)" is used in this report by way of approximation only and for brevity purposes. In actual fact, what is termed here as "bakery" (called in the Arabic language "forn", meaning "oven" in English) is just a shop-like building facility, varying considerably in size, containing a built-in-wall bread oven for the making of bread only (a loaf of which is depicted on the cover page of this report). It is very much different from what it may indicate or brings up into mind for the majority of those who never come to know the making of bread in Syria, especially for western people. For the sake of accuracy, however, the term "bread making facility" would have been used instead.

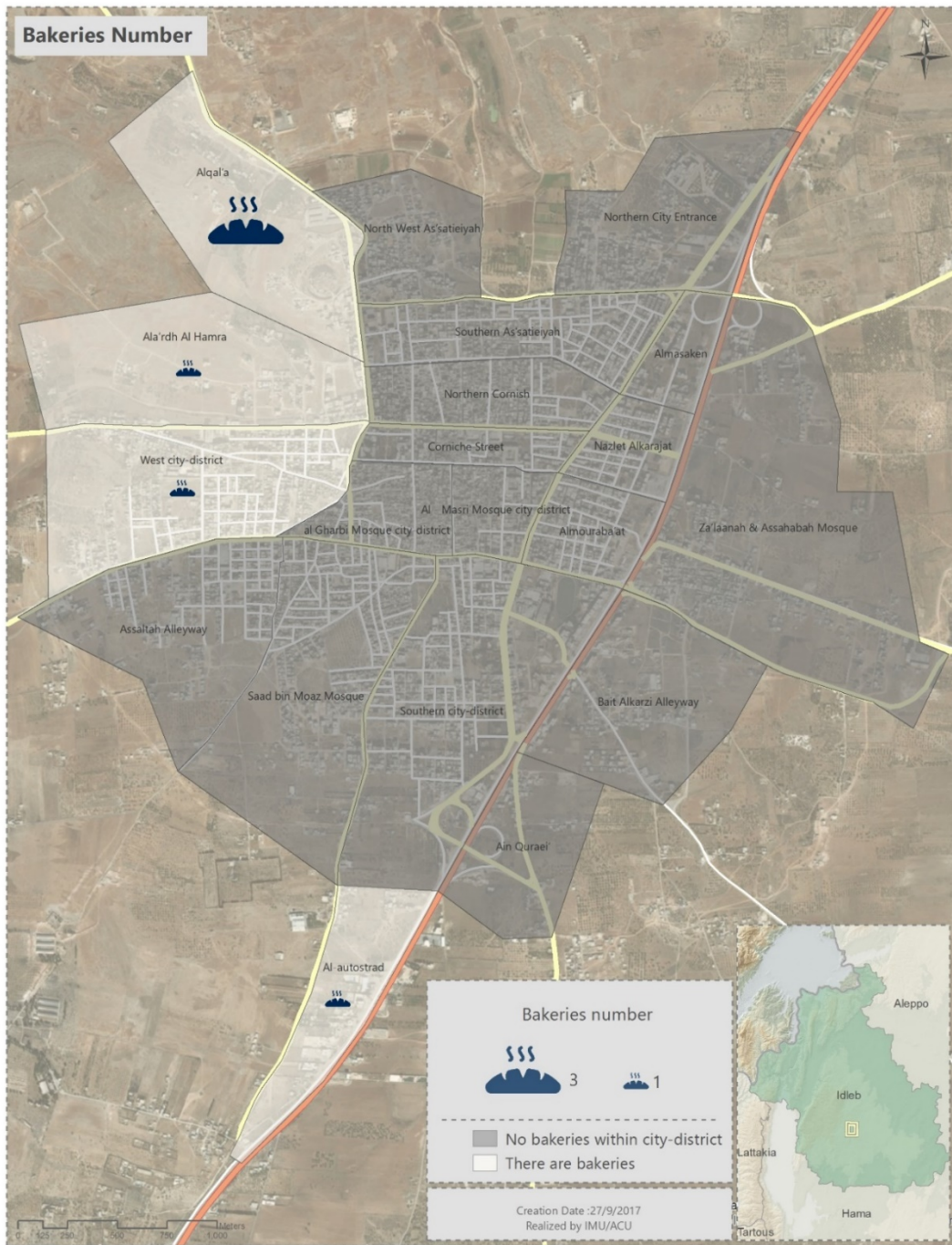
²³ Basmet Amal has stopped working over the past 7 months due to the shortage of support the bakery was receiving. Basmet Amal's bakery was supported by Human Appeal, and almost seven months ago the joint venture contract with the organization expired, resulting in the suspension of its work. However, Basmet Amal's bakery is still owned by the said organizational as they still paying the annual fees to its owner.

Table 10: Supervising the work of the bakeries and the staff of the bakeries

Bakery	Owner / Supervising Authority	Supporting Body	Support Type	Support Period	End Date of Support	Foremen	Technicians	Workers
Alfurn Alaali [Automatic Bakery]	Local Council	NA	-	-	-	3	2	20
Basmet 'Amal	Jameiat Basmet 'Amal	Non-Functional	-	-	-	1	2	15
Alsueud	Private Owner	NA	-	-	-	4	2	36
Furn Alsanabel	Private Owner	NA	-	-	-	3	2	36
Abood Alday	Private Owner	NA	-	-	-	3	2	35
Dorat Alkhyr	Dorat Alkhyr	People In Need	All needs	There is no specific period	-	2	2	20

Daily bread production in all bakeries is divided into two shifts so that that production can match fluctuations in demand and bakeries do not under or over produce on a given day. During each shift, at least one technician and several foremen are present. The technician should be on duty to insure machines are running properly and to address any problems that may arise. Additionally, each bakery employs several workers who assist at various stages of the baking and packaging process. It is worth mentioning that each work shift lasts for hours 8 - 10 hours.

Map 2: Bakeries Number



Bakery Production Capacity & Bread Production Cost:

While the total production capacity of the 6 bakeries in MANC is 82 tons per day, their actual daily output reaches 29 tons, an amount which covers the needs of MANC and several surrounding communities. The production capacity of each bakery varies according to the size of the facility and the number of production lines. The automatic bakery in MANC, is one of the largest bakeries in southern Idleb, with 3 production lines and a production capacity of 30 tons a shift. However, it is not used to full capacity, but rather only to meet the needs of MANC, and thus only operates one production line and produces 5 tons per day.

Table 11: Bakery production capacity and cost of producing 1 ton of bread:

Bakery	Actual Production Capacity	Current Production Quantity	Production Lines	1 Ton Production Cost	Expenses Recovery
Alfurn Alaali [Automatic Bakery]	30	5	3	135	Bread returns
Basmet 'Amal	10	-	1	-	-
Alsueud	10	6	1	135	Bread returns
Furn Alsanabel	12	7	1	125	Bread returns
Eabuwd Alday	10	5	1	135	Bread returns
Dorat Alkhyr	10	6	1	135	People In Need

Sources of Flour & Method of Distribution:

In MANC, 3 of 5 functional bakeries, purchase flour from traders. According to the "[IMU's Bakeries in Northern Syria report from August 2017](#)", 65% of this flour is imported from Turkey, while the remaining 35% is domestically produced.

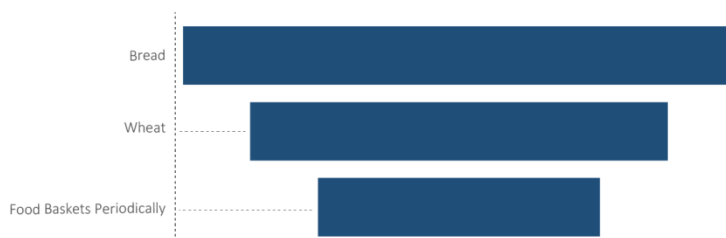
The results show that 4 out of 6 bakeries - one of which is not functional- obtain flour by purchasing it from traders. The bakeries in MANC distribute bread through from sales points at each bakery, in addition to contracting distributors to sell the bread in relatively remote neighbourhoods or surrounding communities. Thus, as the bread produced in MANC's bakeries benefits the community itself and the communities of the Ma'arrat An Nu'man sub-district, these bakeries also cover the needs of many communities in the Sinjar and Abul Thohur and Tamanaah sub-districts.

Table 12: Sources of Flour & Means of Distribution:

Bakery	Sources of Flour	Distribution Method	Beneficiaries
Alfurn Alaali [Automatic Bakery]	Purchasing from tradesmen	Direct & Representatives	Town People & Neighboring Villages
Basmet 'Amal	Non-functional	-	-
Alsueud	Purchasing from tradesmen	Direct & Representatives	Town People & Neighboring Villages
Furn Sanabel	Purchasing from tradesmen	Direct & Representatives	Town People & Neighboring Villages
Abood Alday	Purchasing from tradesmen	Direct & Representatives	Town People & Neighboring Villages

Food Security Sector Priorities:

Figure 7: Food Security Priorities



Lowering the price of bread, and providing subsidized bread, is the top priority of the food security sector in MANC. Deteriorating economic conditions, combined with the high production cost of bread, have made bread increasingly expensive for MANC residents. As such, providing support to bakeries, with oversight from the MANC LC and the SIG, in the form of flour and diesel can lower the cost.

Providing flour is a priority for food needs since locally produced flour (in Idleb governorate) fills only 35% of the needs of the governorate. Therefore, flour should be provided to match with the type of bread that is acceptable to the Syrian people in quantities and types appropriate to their need. In addition to this, periodic food baskets are needed to some families, who have lost their income source in light of the fact that the consumer food items prices are high.

To run properly over long periods, bakeries require basic periodic maintenance by the bakery technicians, in addition to specialized maintenance for various parts of bakery equipment. Often, as it proves costly and difficult to find people qualified to carry out specialized maintenance.

The local council supervises the work of the automatic bakery, which is the largest bakery in the city. This bakery needs replacement of some equipment, such as the fire chamber, (metal belt) as it has extended due to high heat exposure for long periods. It also needs to have the floor of its hearth replaced, which is made of special bricks that can stand high temperature. It also needs to have the cutter be replaced or provide maintenance for it. The cloth of the rollers also needs replacement and providing some consumables such as gears and chains. Moreover, the bakery needs to be provided with isolation on the roof top; especially during winter season. The Basmet Amal bakery needs extensive maintenance because the bakery has been shut down for almost 7 months. All bakeries require periodic maintenance including lubrication, replacement of some parts and change of oils of their power generators.

Table 13: Needed Maintenance for Bakeries in MANC:

Bakery	Bakery's Needs for Maintenance, & Necessary Equipment
Alfurn Alaali [Automatic Bakery]	Mattress for the hearth Tracks[chains] Roof isolation Dough rolling press machine Dough sheeter
Basmet 'Amal	Hearth repair general maintenance due to being non-functional
Alsueud	Periodic maintenance
Furn Alsanabel	Periodic maintenance
Abood Alday	Periodic maintenance
Dorat Alkhyr	Periodic maintenance

V -Education:

The education sector was affected during the years of the Syrian crisis, as the city was subjected to large waves of displacement as the people began to flee from MANC upon the regime losing its control over city in January 2012. This has resulted in the interruption of large numbers of students going to schools because of displacement and in view of the fact that the majority of the schools in the city were non-functional; besides the shelling that the city was subject to from the neighbouring regime camps. In January 2014, the security situation in the city has seen better improvement in terms of stabilization; and the severity of shelling was reduced, leading to the return of the residents to their homes. However, the students dropped out school due to their suffering of the shelling that the schools had been subject to every now and then.

1. Number of Schools:

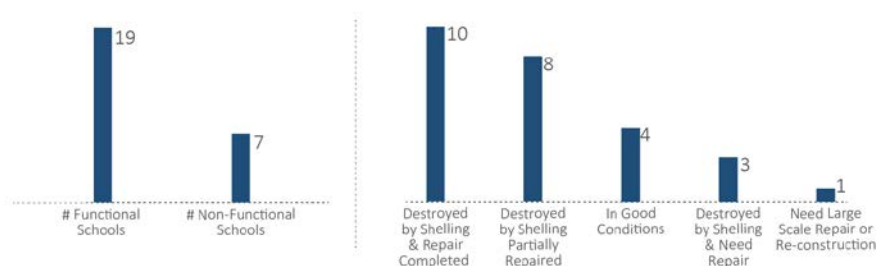
Functional Schools: MANC is home to 19 functional and 7 non-functional schools, totalling 26 schools. Out of the former ones, i.e., the functional, 18 are used for teaching purposes, while one building is used as administrative premises.

14 of these schools in MANC were shelled during the war in Syria, out of which 8 schools were repaired and the works fully completed. While partial repair was made on 6 schools and they were put to use, whereby the remaining parts of the building still need to have the repairs be completed. Meanwhile, 4 schools have not been subject to bombardment, and the condition of the building is good. Accordingly, the number of total classrooms fit for teaching purpose that the teaching schools have is 378.

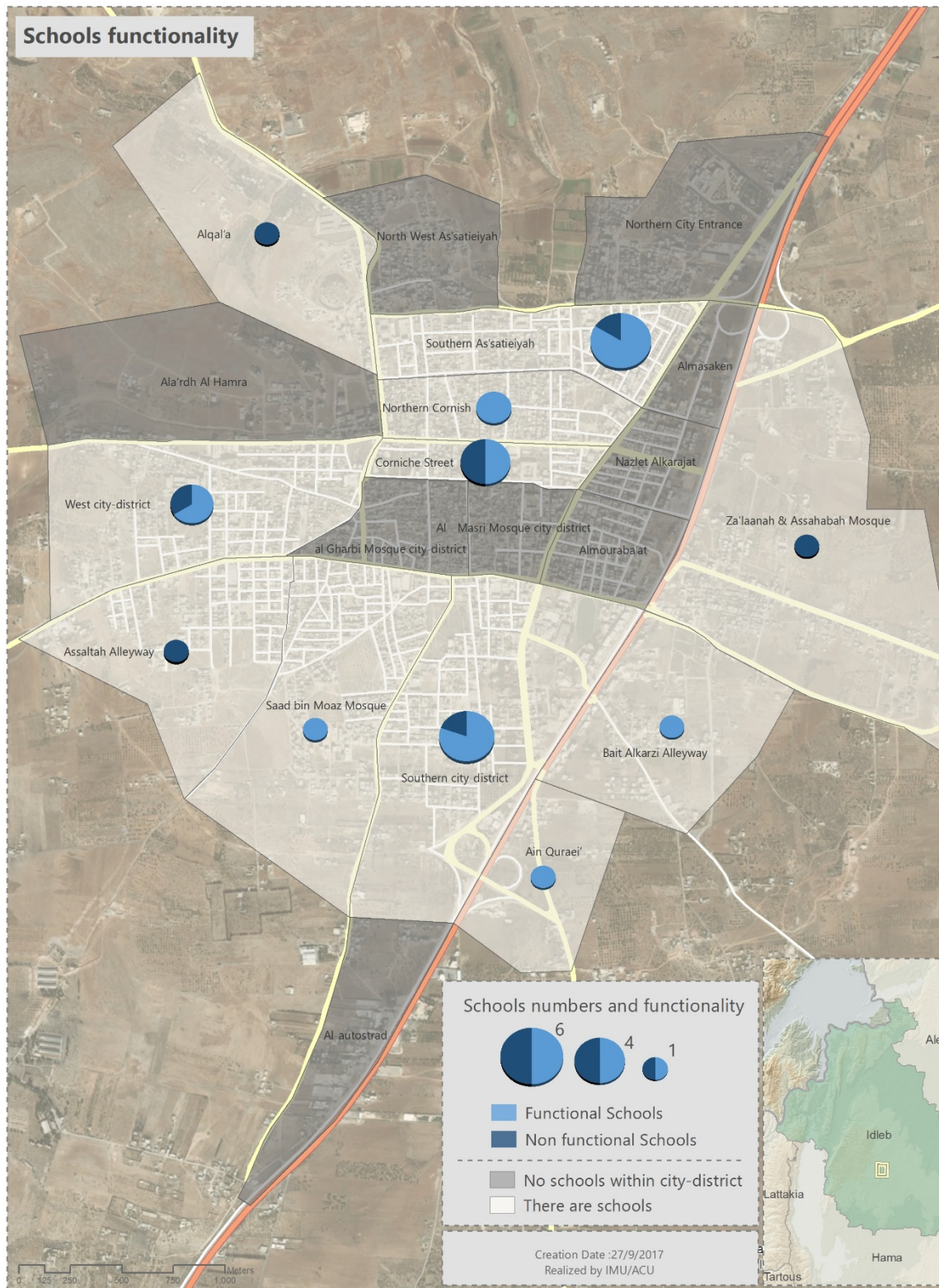
Non-functional schools: There are 7 schools that are not functional. One of these schools was bombed and its repair works were completed. Two were also shelled, albeit partially repaired and some parts still need to be worked on. Three schools were shelled and no maintenance or repair works were carried out on any. One school needs extensive repairs or re-building because of the high level of destruction in its building. It is noteworthy that the schools that are not functional have 109 classrooms.

As noted above, one school building is used as an administrative building belonging to the Directorate of Education of the opposition government in its basement floor while the upper floor is used by Aleppo Free University.

Figure 8: Number of Functional & Non - functional Schools & Status of School Building



Map 3: Schools Functionality



Status of Non-Functional School Buildings:

Al-Khansaa school 2²⁴ : Located to the east of the Aleppo-Damascus highway, the school is meant for lower and upper primary school students. The school was nearly destroyed after a bombardment in January 2014, and thus requires extensive repair, or possibly reconstruction. The school was related to Wadi Dheif camps, and the Syrian Regime occupied it and used it as station for its soldiers. Something which put it under the scourge of shelling by mortar and tanks shells by the opposition forces since January 2012. Later on, when the regime lost control over the city in January 2014, the date on which Wadi Dheif was liberated, the damages were minor and limited to the walls. After the opposition took control of it, the Syrian regime bombarded it with warplanes and barrels several times, causing its destruction completely. There is no other school in the neighbourhood, local students must cross the highway and walk long distances to reach the nearest school.

Al- Dimashqi School: Located opposite the Alqaser Aladli [Magistrate house] and was bombed several times during 2012 – 2013 seeing that its location was on the front line when the regime was controlling Wadi Dheif, the school is meant for basic students, in both of its levels. The school was shelled by both air as well as from the ground, leading to significant damages. While the MANC LC partially repaired the building in 2017, other parts of the school remain damaged and will need to be repaired before the school becoming functional again. The repair work on this school was delayed because of its remote location from the populated community centre.

Secondary Industrial Vocational School: Located in the western neighborhood, the school was used as field hospital during the period from 2012-2015, something that rendered it prone to all kinds of ground shelling, warplanes and explosive drums, the school building and its surrounding walls were damaged; and the labs dedicate for the hands-on training lessons for students were looted. Some of the damaged parts have already been repaired, and yet some parts need to be completed.

Given that necessary equipment for students to receive hands-on- vocational training, this school is meant to deliver in the various crafts study branches, not to mention the fact the classrooms in the building are all destroyed and need repair, this reality has changed the minds of the students, and they stopped thinking of joining the vocational study. Noting that, the Educational Office of MANC's LC had submitted proposals to several actors for the school repair and providing it with the necessary equipment for training; but the LC received no response. Subsequently, SRD organization tried to open a university in the city of Idleb in cooperation with MANC local council; as the council had offered them this school building to be utilized for that purpose. The projected institution will consist of 6 big building blocks and will house a number of colleges and institutes. This is in addition to bringing back to life the "Secondary Industrial Vocational School", in case necessary funding is provided.

Computer School: Located on Al-Kornish Street, the school is meant for secondary school vocational students, studying computer science. The school was subject to heavy warplanes shelling in January 2013, seeing that it was close to the front line with Wadi Dheif camp. Its building still needs repairs after as it was shelled, in addition to looting all of its contents.

Since January 2012, the school was bombed. Consequently, the building remains in need of significant repairs, and the school will need material support to replace all the equipment destroyed by the shelling and looting.

Secondary Agriculture School: Located on the road to Ariha, the school is meant for secondary school vocational students, studying agriculture. It was home to a regime security checkpoint since January 2012 up to 2014; and later on, it was used as premises for the FSA up to 2015, which rendered it prone to bombardment by warplanes several times. As such, the building needs extensive major repairs, including significant structural repairs.

New Al-Hakoura School: Located in the western neighbourhood, the school is meant for teaching the basic education stage students. During the period 2012-2014, it was subject to bombardment and remains in need of repairs. As there is no other basic level school in the neighbourhood, local students must travel a very long distance to reach alternative schools in the neighbouring areas.

²⁴ N.B. the bolding in this paragraph indicates the name(s) of the non-functional schools in MANC.

Zat Al Nitaqeen School: Located in the Al-Kornish Street, the school is meant for teaching basic level students. The school was bombed several times. While it was repaired by the MANC LC in cooperation with the Tamkeen project in 2016, however, the school has not been opened yet. The work repairs ended after the completion of the academic school year. This school, however, needs some tools and equipment; and the local council has plans to use its building as a university building, in collaboration with SRD.

Status of Functional School Buildings:

Functional schools with buildings in good condition: This includes school buildings that were never subject to shelling or airstrikes and remain completely intact. There are 4 schools with buildings in good condition in MANC, including the old Hakoura schools, Suria Al'amal, Zielnooreen, Hassan Hossam Kamal.

Functional schools with fully repaired buildings: This includes school buildings that have been subject to shelling or hit by airstrikes, but have since been fully repaired. There are 8 functional schools with fully repaired buildings in MANC, including Abi al-Ala al-Mu'ari Secondary School, Martyr Muhammad Mandil Secondary School, Martyr Abdul Qader Mahloul, Jamil Awad Kaied, Mohammed Nasif Kubriti, Al-Khansaa, Abdul Karim Ramadan, Al-Hikma.

Functional schools with partially repaired buildings: This includes school buildings that have been shelled or hit by airstrikes, but have only been partially repaired, which in some cases has led to reduced functionality. There are 6 functional schools with partially repaired buildings in MANC, including Tishreen, Waleed Balani Secondary School, Martyr Abdel Fattah Qiziz, Sharayan Al-Hayat Females, Ain Qurei, Abdul Muti Kurdi.

Table 14: Status of School Buildings

School Name	School Status	Building Status
Thanawi'yet 'Abi Aleala' Lil-banat [Girls secondary school]	Functional	Destroyed By Shelling & Repairs Completed
Tishreen	Functional	Destroyed By Shelling & Partially Repaired
Thanawi'yet Walid Bilani	Functional	Destroyed By Shelling & Partially Repaired
Alhakurah Aljadida	Functional	In Good Repair
Thanawi'yet Alshahid Muhamad Mandil	Functional	Destroyed By Shelling & Repairs Completed
Alshahid Eabd Al-Qadir Mahloul	Functional	Destroyed By Shelling & Repairs Completed
Jamil Awad Kaeid	Functional	Destroyed By Shelling & Repairs Completed
Muhamad Nasif Kubriti	Functional	Destroyed By Shelling & Repairs Completed
Alkhansa'	Functional	Destroyed By Shelling & Repairs Completed
Eabd Alkarim Ramadan	Functional	Destroyed By Shelling & Repairs Completed
Alshahid Eabd AL Fattah Qaziz	Functional	Destroyed By Shelling & Partially Repaired
Sharayan Al-Hayat Lilenath [girls]	Functional	Destroyed By Shelling & Partially Repaired
Suria Al'amal	Functional	Good
Al-Hikma	Functional	Destroyed by Shelling & Repairs Completed
Ain Qarie'	Functional	Destroyed by Shelling & Partially Repaired
Abd Almouti Kurdi	Functional	Destroyed by Shelling & Partially Repaired
Zielnooreen	Functional	In good repair
Hasan Hossam Al'amal	Functional	In good repair
Al-Thanawi'yet Al-Sinaeiah [Vocational Secondary School]	Non-Functional	Destroyed by Shelling & Partially Repaired
Zat El Nitaqeen	Non-Functional	Destroyed by Shelling & Repairs Completed
Madrasat Alhasub [Computer school]	Non-Functional	Destroyed by Shelling & Needs Repair
Al Thanawi'yet Al-ziraeiah [Agricultural Secondary School]	Non-Functional	Destroyed by Shelling & Needs Repair
Al-Dimashqi	Non-Functional	Destroyed by Shelling & Partially Repaired
Alhakurah Aljadida	Non-Functional	Destroyed by Shelling & Needs Repair
'Abi Aleala' (males)	Educational Facility Building Faculty of Education	Destroyed by Shelling & Repairs Completed
Al-Khansaa' 2 School	Non-Functional	Needs Large Scale Repair or Re-construction

All schools in MANC have one morning shift. There are two secondary schools, one for males and the other for girls only. Sharayan Al-Hayat school for girls teaches the lower level secondary school students in addition to the upper level. The remaining 15 schools are teaching the basic educational stage at their first and second levels.

Teaching Staff & Supporting Bodies

The functional schools in MANC employ a total of 459 teachers, 363 of whom are professional teachers, while the 96 are non-professional teachers ²⁵ While the SIG Free Education Directorate, related to the opposition government, provides full salaries for teachers in 3 functional schools, in 7 others it provides partial salary support, as teachers in these schools continue to receive salaries from the regime. Meanwhile, teachers in 4 functional schools rely fully on regime salaries, and in 4 others on salary support from local organizations.

²⁵ Teachers who have graduated from colleges or institutes that qualify them to be teachers, whereas the volunteer are people who are taking up the role of teaching as a result of the shortage in qualified cadres and are not graduates from university or institutes specializing in the qualifying teachers.

Table 15: Working cadres and supporting bodies:

School	Stages	Shifts	Teachers in Profession	Female Teachers in Profession	Volunteer Teachers	Administrative Staff	Service Workers	Staff Receiving Salaries	Salaries Provider
Thanawi'yet 'Abi Aleala' Lil-Banat [girls]	Lower Secondary	1	3	7	0	7	2	23	Regime
Tishreen	Primary	1	0	7	0	3	2	12	Regime
Thanawi'yet Walid Bilani	Upper Secondary	1	14	8	0	7	3	32	Regime
Alhakurah Aljadida	Primary	1	0	12	0	3	2	17	Regime
Thanawi'yet Alshahid Muhamad Mandil	Primary & Lower-Secondary	1	6	53	0	11	4	23	Regime Directorate of Education
Alshahid Eabd Al-Qadir Mahloul	Primary Lower-Secondary	1	5	32	0	13	1	51	Regime Directorate of Education
Jamil Awad Kaeid	Primary 1-6	1	4	33	0	9	3	49	Regime Directorate of Education
Muhamad Nasif Kubriti	Primary & Lower-Secondary	1	4	16	0	5	1	26	Regime Directorate of Education
Alkhansa'	Lower-Secondary 7-9	1	0	14	0	5	2	21	Regime Directorate of Education
Abd Alkarim Ramadan	Primary y& Lower-Secondary 1-8	1	3	25	0	7	2	37	Regime Directorate of Education
Alshahid Eabd AL Fattah Qaziz	Primary & Lower-Secondary	1	7	23	0	5	2	37	Regime Directorate of Education
Sharayan Al-Hayat Lil-Enath [girls]	Lower-Secondary & Upper	1	5	7	4	2	1	19	Directorate of Education
Suria Al'amal	Primary 1-5	1	4	5	1	2	1	13	Directorate of Education
Al-Hikma	Primary 1-6	1	0	8	2	1	1	12	Directorate of Education
Ain Qarie	Primary 1-7	1	5	6	0	2	1	14	Taa'elim Organization
Eabd Almaeti Kurdi	Primary 1-6	1	2	11	0	3	2	18	Taa'elim Organization
Zielnoreen	Primary& Lower-Secondary	1	13	5	0	2	2	22	Syria Relief
Thanawi'yet 'Abi Aleala' Lil-banat	Primary 1-6	1	7	9	0	2	1	19	Syria Relief
Total	-	-	82	281	7	89	33	445	-

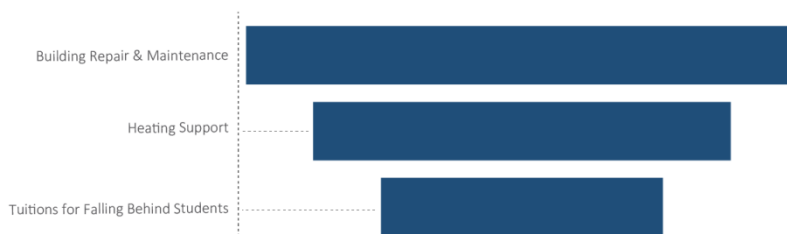
The city has 363 teachers in terms of profession. “in terms of profession here means those teachers who have graduated from colleges or institutes that qualify them to be teachers. It also has 96 volunteer male and female teachers. Volunteers here means people who are taking up the role of teaching as a result of the shortage in qualified cadres and are not graduates from university or institutes specializing in the qualifying teachers. The number of school cadres who are receiving salaries are 445 employees, including teachers, administrative staff and service workers, which constitutes 90% of the proportion of employees in schools, with a number of 492. There are 7 schools providing salaries to teachers paid by the regime and from the Free Education Directorate, whereby the regime continued to support the salaries of some teachers and cut off support for others for political reasons. The Director of Education of the Opposition pays the salaries of teachers whom the regime considered to be terminated and had cut off their salaries. Furthermore, the said directorate secures some teachers to fill up the vacancies in these schools and pay the salaries of new appointees. The Syria Relief organization provides salary support to the schools of Hassan Kamal, Zielnoreen. Meanwhile, the Taa’elim Organization pays the salaries to both of Abd al-Muti Kurdi and Zielnoreen schools.

Policies Governing the Education Sector:

The education sector in the city works under the supervision of the Educational Assembly of the Education Directorate, which is affiliated to the Ministry of Education of the Opposition Government. The local council’s educational office also supervises the education sector. The coordination between the educational assembly and the educational office in the MANC LC is remarkable where they share taking decisions and sending them to the school administrations according to the hierarchy, and these two bodies are partners in signing any MOUs signed in support of any school. In as far as the appointment of new staff is concerned, coordination is carried out between the educational office in the local council and the education complex. The Directorate of Education of the Ministry of Education of the opposition government decides upon the salary scale, exam, the curricula and awarding certificates. The regime enforces some laws and imposes its textbooks in the schools it fully supports. Any organization wishing to provide support to any school needs to enter with the educational assembly and the educational office in the local council into an MOU where the organization is committed to provide support to the school and in return the school is committed to cooperate with the organization and provide all documents in order to work with high transparency.

Priorities of the Education Sector:

Figure 9: Education Sector Priorities



Repair of existing schools is the top priority of the education sector in MANC, as 12 of the 26 schools in MANC are in need of repair. Schools in the most urgent need of repair are:

A. Non-Functional Schools:

There are 3 schools that need to be put back into service and be functional. The repair of the new Al-Hakoura schools located in the western neighbourhood, and the Al-Khansaa 2 school near the Aleppo highway is an urgent need, as they are the only two schools available in these neighbourhoods, and the students had to travel a long way to reach the nearest school. Al-Khansaa school needs a major repair or rebuilding, as it has been severely damaged. This is in addition to the Al-Dimashqi school, located opposite the Alqaser Al Aladli, [magistrate house], which was teaching the basic education level, in its first and second grades, which also needs maintenance work in order to be put back to service and be functional.

B. Functional School:

There are 6 functional schools, some parts of which are only used; due to their being subject to shelling previously. The maintenance of these schools was carried out partially. These schools are Tishreen schools, Waleed Balani Secondary School, Martyr Abdel Fattah Qiziz, Sharayan al-Hayat for females, Ain Qurei, Abudl Muti Kurdi.

There are 6 schools out of 18 whose toilets are fully functional. The Sharayan Al-Hayat School's toilets are not functional and need maintenance. However, there are 11 schools whose bathrooms have several functional toilets and some other need maintenance. The need for heating devices reached (225) heaters (fuel diesel). Fuel diesel heaters are usually used in the schools, whereby one heater is placed in each classroom. The functional schools have 219 windows that need repair and to have the broken glass be replaced. There are 139 damaged windows that need to be completely replaced. Moreover, the functional schools have 117 doors that need repair and 67 class rooms doors that need to be replaced. Furthermore, these schools need to have 91 water taps be replaced. However, some of the assessed schools have no power generators, which makes it impossible to obtain the exact amount of the fuel needed upon providing them with such a facility. Noting that the generators are a must in the schools in order to feed the computer rooms, laboratories and for lighting some class rooms that do not receive sufficient amounts of sunlight, especially in winter.

All the functional schools have access to water for drinking and for general use, obtained by means of truck tanks. There is no provider giving support in as far as water is concerned.

Table 16: Equipment and Needs of Functional Schools:

School	Classrooms	Desks Fit for Use	Desks Needing Maintenance	Required Desks	Condition of Bathrooms	Source of Potable Water	Water Supporting Provider	Lab	Computer Room	Heating Facilities Needs (Heaters)	Windows Needs Repairing / Replacement	Doors Needed for Repairing	Water Taps Need Replacement
Thana wi'yet 'Abi Aleala' Lil-banat	11	175	0	0	Functional	Truck Tanks	NA	Yes	No	10	5	0	0
Tishreen	9	50	0	60	9 Functional 3 Non-Functional	Truck Tanks	NA	No	No	9	10 Repair 24 Replacement	4 Repair 12 Replacement	10
Thana wi'yet Walid Bilani	14	195	0	20	Functional	Truck Tanks	NA	No	No	12	10	5	3
Alhakrah Aljadida	10	80	0	35	Functional	Truck Tanks	NA	No	No	10	18	8	3
Thana wi'yet Alshahid Muhammad Mandil	40	600	30	35	5 Functional 15 Non-Functional	Truck Tanks	NA	Yes	No	25	20 Repair 30 Replacement	20	14
Alshahid Eabd Al-Qadir Mahلول	33	450	0	40	11 Functional 5 Non-Functional	Truck Tanks	NA	Yes	No	25	4 Repair 10 Replacement	5 Repair 6 Replacement	4
Jamil Eiwad Kaeid	35	450	0	20	14 Functional 7 Non-Functional	Truck Tanks	NA	No	No	25	10	6 Repair 4 Replacement	0
Muhammad Nasif Kubriti	42	300	40	40	Functional	Truck Tanks	NA	No	No	27	20 Repair 30	10 Repair 10	3

												Replac ement	Replac ement	
Alkhan sa'	7	100	0	50	2 Functional 2 Non-Functional	Truck Tanks	NA	No	No	5	10	4	8	
Eabd Alkari m Ramad an	32	300	0	50	Functional	Truck Tanks	NA	No	No	20	29	10	7	
Alshahi d Eabd AL Fattah Qaziz	33	215	50	20	10 Functional 7 Non-Functional	Truck Tanks	NA	No	No	20	15 Repair 21 Replac ement	10 Repair 20 Replac ement	4	
Sharay an Al- Hayat Lil- Elnath	20	75	0	20	Needs Maintenance	Truck Tanks	NA	No	No	12	12	8	6	
Suria Al'amal	8	110	0	25	Functional	Truck Tanks	NA	No	No	5	12	7	6	
Al- Hikma	28	90	0	60	6 Functional 4 Non-Functional	Truck Tanks	NA	No	No	10	15 Repair 10 Replac ement	4 Repair 8 Replac ement	4	
Ain Qarie	15	120	0	0	2 Functional 4 Non-Functional	Truck Tanks	NA	No	No	10	8 Repair 14 Replac ement	5 Repair 7 Replac ement	3	
Eabd Almout i Kurdi	12	175	0	0	2 Functional 2 Non-Functional	Truck Tanks	NA	No	No	8	7	4	3	
Zielnor een	21	165	0	0	2 Functional 2 Non-Functional	Truck Tanks	NA	No	No	13	6	5	8	
Hasan Hossa m Al'ama l	8	110	0	25	2 Functional 2 Non-Functional	Truck Tanks	NA	No	No	9	8	3	5	
Total	378	3,760	120	500	-	-	-	-	-	255	219 Repair 139 Replac ement	117 Repair 67 Replac ement	91	

Following school repairs, winterization of schools is the next priority. While this includes insulation, it also comprises additional heaters, water heaters, approximately 255 units, and heating fuel. It is estimated that each classroom needs at least 5 litres of diesel fuel and that all schools require 283,500 litres of diesel fuel for the winter, an amount that covers the needs of schools for 5 months, which is the estimated winter period in Syria.

Finally, the third priority is providing tuition for students who have dropped out and seek to return back to school. The reason behind such students drop out lies in the prevailing situations envisaged in the displacement of their families or poor living conditions, enforcing them to leave their schools and work instead. They need to be provided with intensive tuition lessons, in order to place them in stages appropriate to their age. There is a large proportion of children suffering from the inability to integrate into classes with younger children and hence the need presents itself to separate the falling behind students and provide them with intensive courses in order that they would be placed in an educational level appropriate to their age.

VI - Water:

Prior to 2011, the public water network covered all neighbourhoods in MANC and was fed from water pumped through two stations, one in Bsida south of MANC, and one in Ain al-Zarqa located northwest of MANC. These stations received water from nearby artesian wells, which contained submersible pumps to draw out water and pump it into the stations, which in turn processed the water and pumped it into public water network tanks. The water stations in MANC were powered by the public electricity network and were managed by the regime General Establishment for Water (GEW), related to the Ministry of Water Resources, which paid employees' salaries, carried out maintenance on the stations, and provided disinfectants. The GEW was also responsible for collecting the monthly fees paid by residents for potable water usage, which was determined by a water meter placed in each household.

The local council signed an MOU with a local organization in October 2015 to have the water network in Ma'arrat An Nu'man be repaired and start pumping water into the public network. The MOU provides for water pumping after six months to the signing of the MOU. The contractor did not observe the deadline in the MOU and the water pumping was not commissioned until October 2016. The local council started pumping water by way of doing testing periods. A process that gave evidence to several defects in the water network; accordingly, the said contractor violated the terms of the contract as to the period of the contact and the poor repair standards. After six months, the local council operated the water stations with a weak productivity covering only 15% of the needs of the city 's population. The network repair operations are underway up to the date of preparing this report. The local council is currently planning to increase the production capacity of the Bsida and Al-Ain Al-Zarqa stations after commissioning the humanitarian line that supplies these stations with electricity. However, the city 's residents have not been able yet to dispense with the wells and the tanks until the date of preparing this report.

MANC is home to 15 private wells, the owners of which benefit from their waters, besides a limited number of neighbouring houses. There are 6 shared-water wells selling water to the residents. There is one well belonging to a local humanitarian organization.

Figure 10: Water Distribution & Potability



Private wells:

Table 17: Private wells:

Well Description	Well Site	Water Yields Cubic Meter/hr.	Working Hours (Daily Average)	Technical Condition
1.	Next to Almaleb Albaladii	4	6	Functional
2.	Next to Almaleb Albaladii	3	9	Functional
3.	Next to Almaleb Albaladii	3	9	Functional
4.	Taleat Aldiyr Alsharqii	4	5	Functional
5.	Taleat Aldiyr Alsharqii	1	6	Functional
6.	Mazraeat Kshtw/ Shrq Alautostrad Road	4	6	Functional
7.	Mazraeat Kshtw/ Shrq Alautostrad Road	3	6	Functional
8.	Muershurin Road	5	7	Functional
9.	Alsadi	4	8	Functional
10.	'Ariha Road	1	2	Displaced water
11.	Maqbarat Alshaykh Hamdan	3	12	Functional
12.	Maqbarat Alshaykh Hamdan	1	4	weak
13.	Next to Local Council	5	9	Functional
14.	Kafruma Road	2	6	Functional
15.	Kafruma Road	1	2	Functional

There are 15 private wells in MANC which collectively provide water to 8% of MANC residents. The owners of these wells provide water for themselves, in addition to neighbouring homes who often pay fees to the owner. These fees are used to cover the cost of fuel needed to operate the generator powering the wells' submersible pumps.

Out of 15 wells, the yield of 10 private wells ranges between 3 -5 cubic meters per hour. The average daily operation of these wells is 8 hours per day, and all are in good working condition.

As there is no authority to regulate the drilling of new wells in MANC, there has been an uncontrolled rise in the number of privately owned wells. This has led to many wells being dug arbitrarily and without consideration to water displacement and the impact on other nearby wells.

The source of the water coming into the so-called well "Jub Arabi" is displaced water and the well is considered an abandoned one – as judged during the period of data collection; the water of this well dried up due to the drilling of a well in a nearby area and hence the water was cut off and leaked to the new well. The owner of the well needs to dig up deeper or change the location of the well in order to obtain water. Noting that this well used to be utilized as car wash facility.

During the period of data collection, the flow of water of a well named Sanad Nahas was very weak. The well owner needed to wait several hours for each operation to draw up and pump water.

Shared Water Wells:

MANC is home to 6 Shared Water wells, collectively provide water to 77% of MANC residents. These wells, of which 5 are privately owned, provide pumped and sterilized water to residents via tanker truck in exchange for a usage fee.²⁶ Significantly larger and deeper than private wells, the hourly yield of these wells ranges from 30 to 40 cubic meters.²⁷

²⁶ While the staff of Duret Al Khair supervise and manage the work of the well belonging to the said organization.

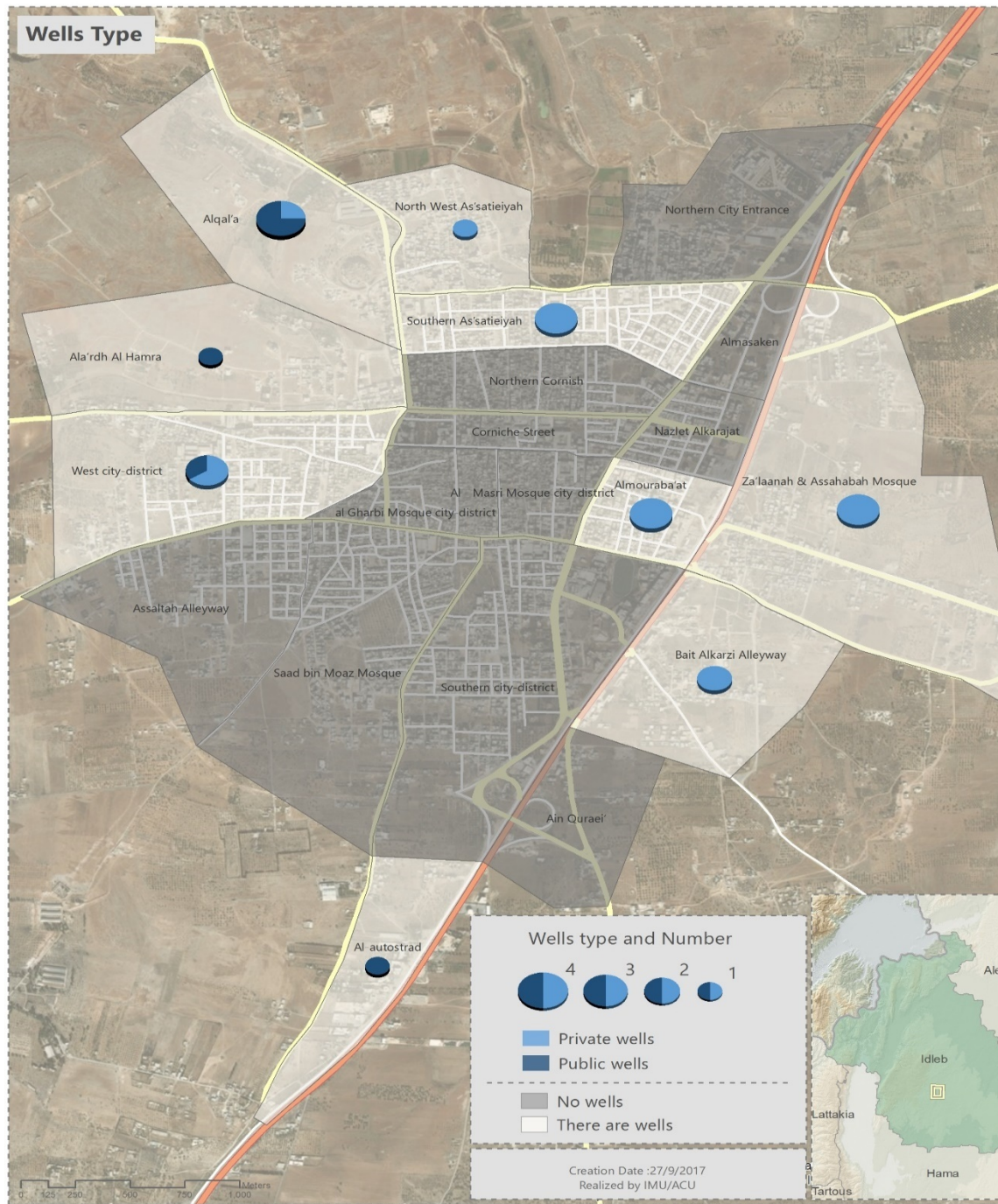
²⁷ Except for the Abu Nabeel well, which is still under construction.

Table 18: Shared Water wells:

Well	Location	Well Management	Supporting Provider	Yield Cubic Meters / hr.	Working Hours (Daily Average)	Water Quality as to Potability	Power Source	Change in Water Rate Compared to Last Year
Dorat Alkhyr	Mabnaa Al'aelaf	Jameiyet Dorat Alkhyr	-	40	11	Potable	Private generating set	No change
Masaya	MANC entrance from Hantutin	Private	Private provider	40	10	Potable	Private generating set	No change
Abu Nabil	MANC entrance from Hantutin	Private	Private provider	The well is under preparation	The well is under preparation	Potable	Private generating set	No change
								No change
Al N'maan /Division 13th	Albarta/ Al'ard Alhamra Road	Private	Private provider	40	8	Potable	Private generating set	No change
Aldahruj	Maamal Aldahruj	Private	Private provider	30	8	Potable	Private generating set	No change
Abu Eala'	On the Road to Albara	Private	Private provider	35	3	Potable	Private generating set	No change

Shared water wells rely on large, dedicated generator sets to operate, and in some cases, may rely on two alternating generating sets in order to avoid interruption. The sterilization process is often carried out in truck tanks where chlorine is added to the water before transportation and distribution to the public. Residents pay charges against every cubic meter of water.

Map 4: Distribution of Wells by District



Water Stations:

While it has only recently resumed, the public water network in MANC is fed from water pumped through two stations, one in Bsida south of MANC, and one in Ain al-Zarqa located northwest of MANC.

Table 19: Water Stations:

Station	Location	Controlling Party / Station Management	Supporting Body	No. of Employees	Number of Wells	Number of Pumping Motors	Power Source	Current Production Capacity
Bsida	Bsida village	Local Council	-	15	17	5	30% network 70% Special Generators	3,000 m ³ /15 hr.
Ain Al-Zarqa	Northwest of MANC	Local Council	-	10	4 wells are equipped 2 wells under processing	-	10% network 90% Special Generators	2,400 m ³ /15 hr.

The MANC LC is currently supervising the limited operation of both stations without any outside support. The local council developed a schedule whereby each neighbourhood receives water one day a week for 7 hours, at which time residents can fill up their households' water tanks from the public network. While the council is trying to finance the operation of the stations through the collection of usage fees from the residents, which are approximately 1,000 SP, or the US \$2, per pumping instance, the council's inability to collect the fees has been an obstacle to covering all the costs of running and repairing the stations.²⁸

The Bsida station is connected to 17 wells, all of which have submersible pumps, and are operational. There are 5 pumping engines to propel water from the station through the public network, 3 of which are used to pump water into MANC. As of October 2017, the submersible pumps and pumping engines receive 70% of their power from privately-owned generator sets, and the remaining 30% from the humanitarian power line, which provides power to the area for 15 hours a day. The current output capacity of the station is 3,000 cubic meters over 15 working hours, which due to the MANC's limited resources, is the station's maximum operating period.

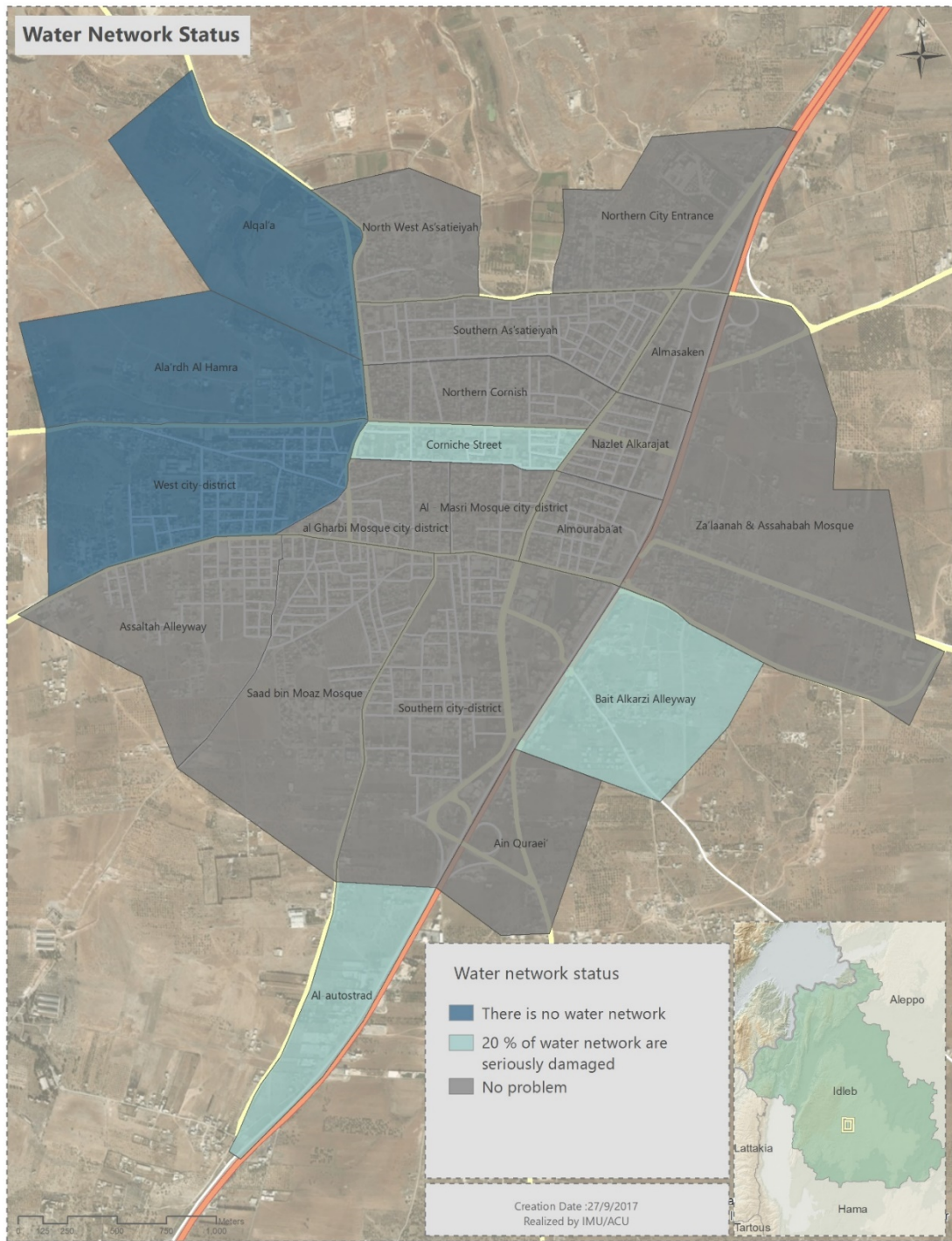
The Ain Zarqa station is connected to 6 wells, 4 of which have submersible pumps and are ready for operation, and 2 of which are underway. The station does not have any pumping engines, and due to the elevated location of the station, it relies on the natural flow of the water system. Therefore, the Ain Al- Zarqa station is considered more fuel efficient than the Bsida station. The submersible pumps receive 70% of their power from privately-owned generator sets and the remaining 30% from the humanitarian power line. The current output capacity of the well is 2,400 cubic meters per 15 working hours.

²⁸ Noting all houses contain water meters but none have been used since the current crisis began.

Public Water Network:

Map Showing the Status of the Water Network

Map 5: Water Network Status



Water pumping for the public network is done 2 to 3 times a month and lasts only 7 hours. Water reaches all ground level households and some elevated upper houses.

The public water network across all the neighbourhoods of MANC is made of ductile iron pipes with a diameter of 80-100 to 150-200 mm. While these pipes are between 10 and 15 years old, they are still in good condition. In some neighbourhoods, including in the sub-streets, the network is made of plastic pipes, with a diameter of 63-75-90-110-140-160 mm.

The installation of this network began after 2002, and it is in good condition unless it was bombed or destroyed. In MANC, the Syrian regime did not replace the entire iron-made network with a plastic network, but instead, it used to make repairs and replaces the damaged pieces with plastic one. In addition to this, when the residents wish to make a connection to the network, they install plastic pipes.

Meanwhile, the public water network in the southern neighbourhoods of Hay Al Kornish, Al Autostrad and Bait Al Karzai, is over 80% destroyed, due to heavy shelling over several years. Consequently, the network in these neighbourhoods suffers from severe water leakage. The MANC LC has carried out several temporary repairs for serious leaks, but due to the level of damage, the network in these neighbourhoods needs to be fully overhauled. The line running from the station in Bsida to the tank in MNC is also severely damaged due to shelling and being out of service for an extended period of time. As a result, the line needs a full replacement for a length of 8.5 km.²⁹ It is worth mentioning that there are two water tanks in the city of Ma'arrat An Nu'man; one is the Al Madajen tank with a capacity of 3,000 cubic meters and the Al Ain Al-Zarqa with a capacity of 5,000-cubic-meter. Both of these tanks are under the supervision of the local council of Ma'arrat An Nu'man, which works on performing maintenance and sterilization on them, regularly.

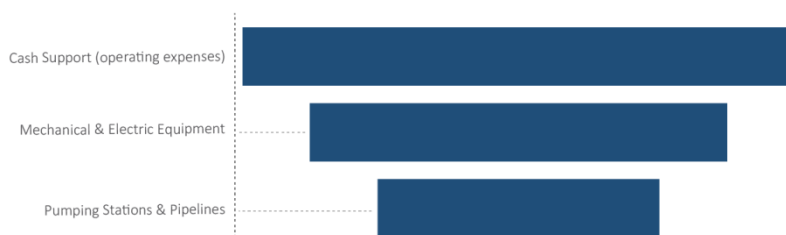
The water is pumped three to four times a month and pumping lasts for only 7 hours. The number of pumping times depends on the access of electricity from the humanitarian line and on the plan to pump water to the neighbourhoods of MANC. The local council together with the persons-in-charge of the water stations put a plan to pump water to 2 or 3 neighbourhoods daily out of the 20 (neighbourhoods of the city); whereby the number depends on the availability of electricity reaching to such neighbourhoods on the pumping day. While the public water network previously covered all neighbourhoods in MANC, with the arrival of a large number of IDPs, MANC has expanded to include new neighbourhoods, including Al-Qala, Al-Aard Al Hamra, and the Hay Al Gharbi, not covered by the network. Consequently, residents of these neighbourhoods rely fully on water delivered by tanker trucks.

Actors in the Water Sector:

In recent years, several organizations have provided support to improve the water sector in MANC, including People in Need, Binna', and Dorat Alkhyr. Currently, however, the body involved in the water sector is the MANC LC, which does so without any external support. The local council possesses two trucker tanks with a capacity of 8 cubic meters per tank. It distributes water to the opposition government departments, schools and hospitals, as well as to some houses, in accordance with a timetable that requires prior registration by the beneficiaries. The workforce shouldering this sector's activities are a number of tanker truck drivers, some workers and the technicians supervising the maintenance of the network. In addition to the above, the local council pays the water stations workers monthly salaries.

Water Sector Priorities:

Figure 11: Water Sector Priorities



²⁹ This defect was discovered at the beginning stage of preparing Besida station in August 2015.

Financial support for the operating costs of the water stations is the leading priority of the water sector in MANC. As the MANC LC is funding improvements to the water sector without any external support, and with limited local support in the form of usage fees, the salaries of workers and pumping expenses are a tremendous burden. Repair of water networks suffering from leakage, to increase the pumping volume into the pipelines. Installation of a new water network for the neighbourhoods not containing one. The number of these neighbourhoods are three, providing maintenance costs for and provide wages for workers in the water sector.

Additionally, the MANC LC is in need of equipment to repair wells, water stations, and the public water network, including drilling equipment, cranes, and dump trucks. While existing stations need additional generators and spare parts to increase their daily water output, there is an urgent need to repair or replace the main line connecting the Bsida station to the Al-Madajen water tank in MANC. For the public water network, significant repairs are needed to be carried out in the Al Kornish Al Janobi [southern], Al autostrad, and the Haret Beit Al Karazi neighborhoods, 40% of the pipes in these neighborhoods require replacement, while 60% require extensive repair process, while the network also needs to be extended to several newly established neighborhoods in MANC. Furthermore, the affected public water network needs installing a new water network to the neighbourhoods that do not have a water network, viz: Al Qalla neighbourhoods, Al Dar Al-Hamra, Al-Hay Al – Gharbi.

With support for operating costs and equipment, the MANC LC hopes to make the public water network the main source of water for MANC residents. This will not only encourage more MANC residents to pay for usage of the network but will also disincentive the uncontrolled drilling of wells, which continues to threaten groundwater levels.

Shared Water Wells Needs:

The needs of Shared Water wells can be summed up in need for generators producing the energy that feed the pumps with power operating the submersible pumps drawing up water from the wells. These generators need diesel, oil and changing their filters.

Table 20: Public water needs:

Well	Diesel Fuel Requirement Per Hour	Oil Requirements	Oil Filters Change	Amount of Oil Required	Price of 1 M3 of Water Entering the House	Additional Information
Dorat Al-Khyr	30	100 working hrs.	100 working hrs.	25 kg	575 SP	Another generation set is preferred
Masaya	22	100 working hrs.	100 working hrs.	23 kg	575 SP	-
Abu Nabil	30	100 working hrs.	100 working hrs.	25 kg	575 SP	-
The Nu'man / Division 13 th	32	100 working hrs.	100 working hrs.	25 kg	535 SP	There is a standby generator, but it is non-functional
Dahrouj	22	100 working hrs.	100 working hrs.	23 kg	575 SP	-
Abu Alaa'	23	60 working hrs.	100 working hrs.	23 kg	575 SP	It is run when needed

The owners of the wells did not report any problems in the operation of the submersible pumps used to draw up water. However, by operating the wells orderly and making use of the electricity feeding the submersible pump installed in the well and running the pumps at fixed times and specific intervals; this would prevent failure of the pumps and the need for their maintenance. Meanwhile, in case a pump may stop working and needs repair, this would require using a crane and an engineering expert in wells. The need for diesel (for generators) varied from 22 to 30 litres per hour. The price of diesel reached 256 SP (the US \$ 0.5). Moreover, among the needs for these generators is the need for lubricating oil, oil filters, and diesel filters per 100 working hours. The amount of lubricating oil needed for each oil-change is between 23-25 kg per. The operators of the wells reported that it is necessary that the oil-change and the filters replacement be made periodically and regularly, especially for the oil filters; seeing that these generators use locally refined poor-quality diesel.

The operators of Dorat Al-Khyr well reported the need for a stand by the generator; seeing that there is only one generator installed on this well and that when it stops working there will be water shortage for the people it serves. The Ma'arrat An Nu'man well or the 13th Division's has a standby generator that needs maintenance, the cost of which stands at the US \$ 2,000.

The Dorat Al Khair well used be supported by the People in need organization, and its water was provided free of charge to war-affected families, among whom are martyrs' families, or prisoners' families. Currently, however, water is provided at a reduced price to the community people, following their registering for an appointment of a fixed date on which the organization would deliver the water. At present, those who are operating the well are selling water at cost, after adding a small profit margin, following the suspension of the support they were given. The An Nu'man well, or the so-called the 13th Division well, which is belonging to the said group, used to distribute water to the members of the division free of charge. Currently, however, the water from this well is sold to the public against fees.

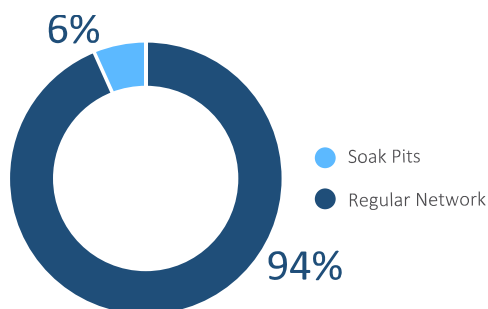
The price of 1 cubic meter of water stands at 575 SP, equivalent to about US \$ 1.10, from all wells. People are wishing to fill their tanks with water contact a truck tank owner who would fill up his truck tank with water and deliver the water to the requester. The local council takes part in the distribution process and selling water at a reduced price; it has two truck tanks both of which were given to the Council by Chemonics organization. The price of 1 cubic meter of water is 535 SP, equivalent to US \$ 1.5. The local council fills up the tanks from the Dorat Al Khair well, and the distribution is made by turns according to the pre-registration process that people had at the council.

VII- Sanitation:

1. Sewer Network Coverage:

Prior to 2011, water drainage in all neighbourhoods was collected by the sewer network in MANC. Since then, construction of new residential buildings and the damage to the network have led to a 6% drop in coverage, with 94% of MANC covered by the functional network. For instance, new residential blocks have been established in the Alssatieia, Al-Qalaa, Al-Hamra, and Haret Al-Salah neighbourhoods, without linkage to the sewer network, thus leading them to rely on nearby soak pits.

Figure 12: Sewage System



Within central MANC, the size of the piping used in the sewer network ranges between of 30, 40, and 50 cm diameters. In neighbourhoods along the outskirts of MANC, the size of the piping is between diameters of 1000-1200 cm. Travelling through the network, drainage empties at an outlet container in Al Saad area 500 km to the north of MANC. Originally, it was a swamp which the regime, prior to the events, cleaned its area and turned it into an outlet in the form of a cement box and extended the drainage across the public highway towards the southern countryside of Aleppo, where there exists a swamp at the Alsiha area, into which the water is discharged.

The MANC LC is the only body overseeing the operation of the sewer network. The council's role is currently limited to carrying out emergency repairs with limited resources.^{30 31}

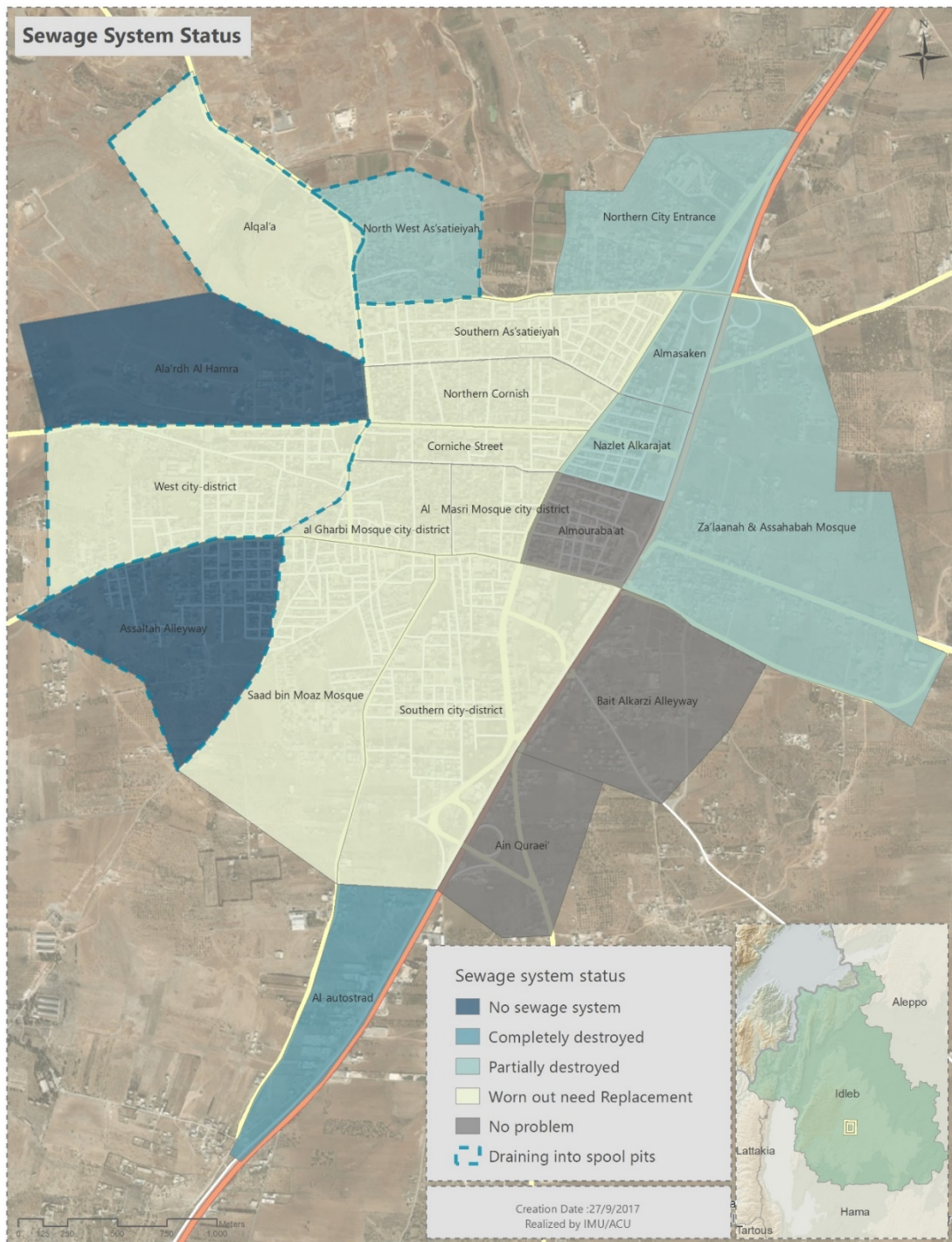
2. Sewer Network Status:

Some parts of the network in the Al- Autostrad, Al Mataaem, Al-Zaylana, and Al Sahabah Mosque neighbourhood suffer from very serious damage and need to be completely replaced, after a number of tunnels were dug up and exploded while the regime forces were still stationed in the area. Other neighbourhoods at the northern entrance of the city are also suffering from damages in parts of the network: the Alssatieia, Al-Masaken, Nazlet Karajat Dimashq, Al Za'alana, and the Al Sahabah Mosque; which the MANC LC could repair if the necessary equipment were provided. Some parts of the network connecting almost all old houses in the city are damaged and need maintenance or replacement. These locations are distributed in 9 neighbourhoods. The percentage of the network that is considered old and needs replacement is 30% of the public network in MANC.

³⁰ It is worth mentioning that Al Khair organization supported the local council carrying out maintenance works for the sewerage system at the Al Qalaa Road, Al-jiser Al Janobi, and at the main outlets of the city.

³¹ This besides his carrying out maintenance works in the Al Qalla neighborhood, Deir Al Sharqi street and Al-Sataia neighborhood.

Map 6: A map showing the distribution of the network by district

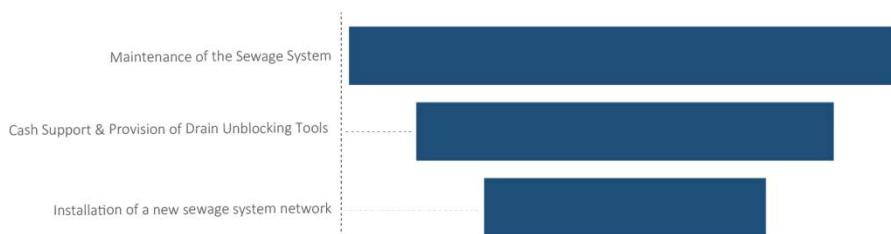


Priorities of the Sewer Network:

Support for sewer network maintenance and repairs is the leading priority in the sector, i.e. the maintenance of the damaged parts of the network and replacement of destroyed ones. As such MANC needs to establish workshops to carry out maintenance work for the sewerage system and be able to conclude contracts with workers.

In the second place comes the provision of cash support to the local council, which would enable the council to contract workers to carry out the maintenance work and at the same time procure the equipment and machinery needed for these works. New sewage networks need to be implemented in the newly constructed neighbourhoods.

Figure 13: Priorities for the Sanitation Sector



The local council needs cash support to hire maintenance workers to carry out repair work, and it needs to be provided with equipment, drilling equipment, spare parts and sewage pipes. These workshops may carry out the implementation of a new sewage network in the neighbourhoods of Alssatieia, Al-Qalaa, Al-Ardh Al-Hamra and Haret Al-Salah neighbourhoods; as these neighbourhoods are resorting to soak pits for discharging their sewer. It should be noted that there is no supervising party to oversee the removal of the drainage wastewater, which would lead to leakage of the sewage water into the groundwater and eventually its contamination. One of the bad practices some people are resorting to in winter season is that they carry out the removal of the sewage water from the soak pits at their own expense by means of contracting suction truck and have the sewer be dumped at the Alsaasd outlet.

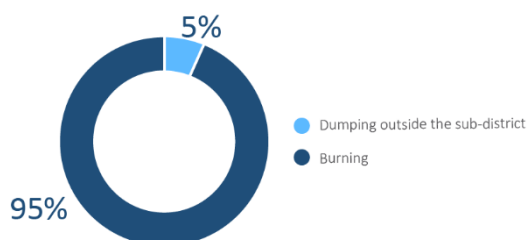
IIX - Solid Waste and Insecticides:

After regime forces were expelled from MANC in 2012, salaries for MANC Municipality workers were suspended. These workers included sanitation workers who were responsible for emptying garbage containers and transferring the solid waste to a nearby dumping location, and other municipality workers responsible for spraying insecticides and maintaining public parks.

Solid waste:

Many neighbourhoods in MANC suffer from a shortage of garbage containers. This is due to the rise in population since 2011, and the damage or theft of containers present prior to 2011. Noting that, in Syria, the medium-sized metal containers are used, the dimension of which is 120 x 110 x 100 cm. Currently, existing garbage containers cover 50% of MANC’s needs. As such, containers are often overfilled and garbage accumulates in areas around containers. It is estimated that the city needs 40 large garbage containers.

Figure 14: Household Waste Disposal Mechanism

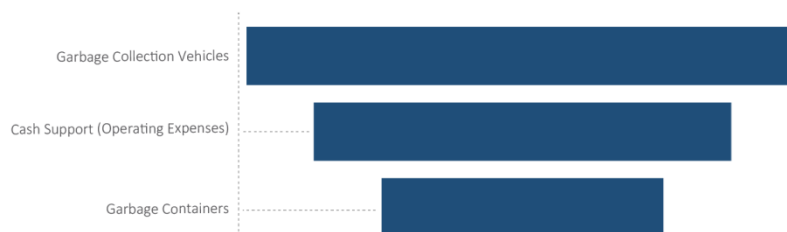


Without support from any organization, the MANC LC oversees the daily removal of garbage from existing garbage containers. Once collected, garbage is transferred to the Hantutin landfill, located north of the city of Ma’arrat An Nu’man in the village of Hantutin, related to Ma’arrat An Nu’man sub-district, this landfill is 5 kilometres away from MANC and subsequently buried. To carry out these activities, the MANC LC has 2 small garbage trucks, 3 agricultural tractors, and 1 bobcat, all of which are functional. Additionally,

the council has 2 large size garbage compactor trucks, 1 caterpillar excavator, Volvo excavator, 1 forklift, and 3 dump trucks, all of which are non-functional. These are meant to be used for transporting garbage, forestry work, and road cleaning.

In addition, to supporting for equipment maintenance and repair, the MANC LC needs support for sanitation worker salaries, and the cash support for diesel fuel to operate equipment. Additionally, 40 additional garbage containers are needed to redress the issue of the lack of containers and accumulating garbage.

Figure 15: Priorities for the Hygiene Sector



Insecticides:

The MANC LC is responsible for spraying insecticides in the city. With support from the Monitor organization which provides the needed chemical materials, the fuel and the workers' wages, the council sprays annually between 2 and 3 times, at the household level to control the spread of sandflies which cause leishmania. Additionally, with support from the Banafsej Organization, including some equipment necessary to carry out the spraying, the chemicals and diesel fuel, the council sprays annually in the summer to control the spread of mosquitoes.

IX - Electricity:

MANC was equipped with an overhead electric power line network, connected to the mains from the Ziazun Dam, located approximately 40 km south-west of the city in Hama. However, as the crisis began in November 2012, the line was completely cut by the regime, and only recently has limited electricity, between one to two hours daily, been resumed.

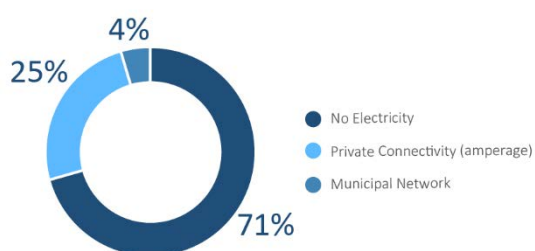
Sources of Electricity:

Due to the complete cut in November 2012, and the irregularity and limited electricity provided since its resumption, only 4% of MANC residents rely on the public electricity network.³² Meanwhile, 25% of the residents receive electricity, for an estimated 6 hours a day, from privately owned generators. The number of private ampere generators is 23, of which only one is owned by the 13th Division of the opposition factions, while 22 are owned by civilians (private owners).

The cost of the provision of the power supply is calculated and paid for according to the amount of amperes consumed. The city remains for about 17 hours a day without electricity. Electricity from the public network may reach for only 40 min on daily average.

³² where electricity reaches the city for two hours every few days with an average daily access of 40 minutes.

Figure 16: Main Source of Electricity



Overwhelmingly reliant on privately owned generators, cables owned by the generator owner are run from the generator to an electric panel in each street. From the panel, residents connect an electric cable extending from the panel to their home and pay a monthly amount of 4,000 SP per 1 ampere, which corresponds to 8 US dollars, (subscription fee for usage). Most generators are operated for 6 hours a day. Oftentimes, it is put into operation for one hour in the afternoon, and in the evening from 5:00 pm to 12:00 am. Daily. Meanwhile, when the public power network is operational, the same

cables are often used to obtain power from the public network, as many public network cables suffer from extensive damage and neglect.

Electricity Network:

MANC has an overhead electricity power line network, which is made up of aluminium cables strung along concrete and wooden poles. Currently, it is estimated that 50% of the power line network is in need of repairs, as there has been significant damage due to hostilities, and as the network was cut, routine maintenance was not carried out.³³ 50 % of the other neighbourhoods have electric poles with no cables; as the majority of the cables connections were destroyed because of the shelling the city was subject to and some parts of these cables were stolen. However, the local council had earlier shifted some of the cables at times when the neighbourhoods were not inhabited in order to install them in other locations where people need the power supply service.

Power Transformers:

MANC is home to 57 electricity transformer stations, distributed throughout neighbourhoods of MANC. However, the state of the transformers varies considerably. Nine transformers are operational and need routine maintenance, such as oil changes. Eight stations have no transformers. Five transformers were transferred from their location and installed in other locations in emergency need cases; 3 of which have been stolen.³⁴ There are 40 units that need maintenance, such as replacement of the circuit breakers, voltage regulators or cables.

In the meantime, the local council is working on repairing and shifting the transformers as per requirement and in accordance with existing resources available, in light of the shortage of support and the lack of funding for the maintenance work.

³³ It is difficult to identify these streets as they are distributed all over the neighborhoods.

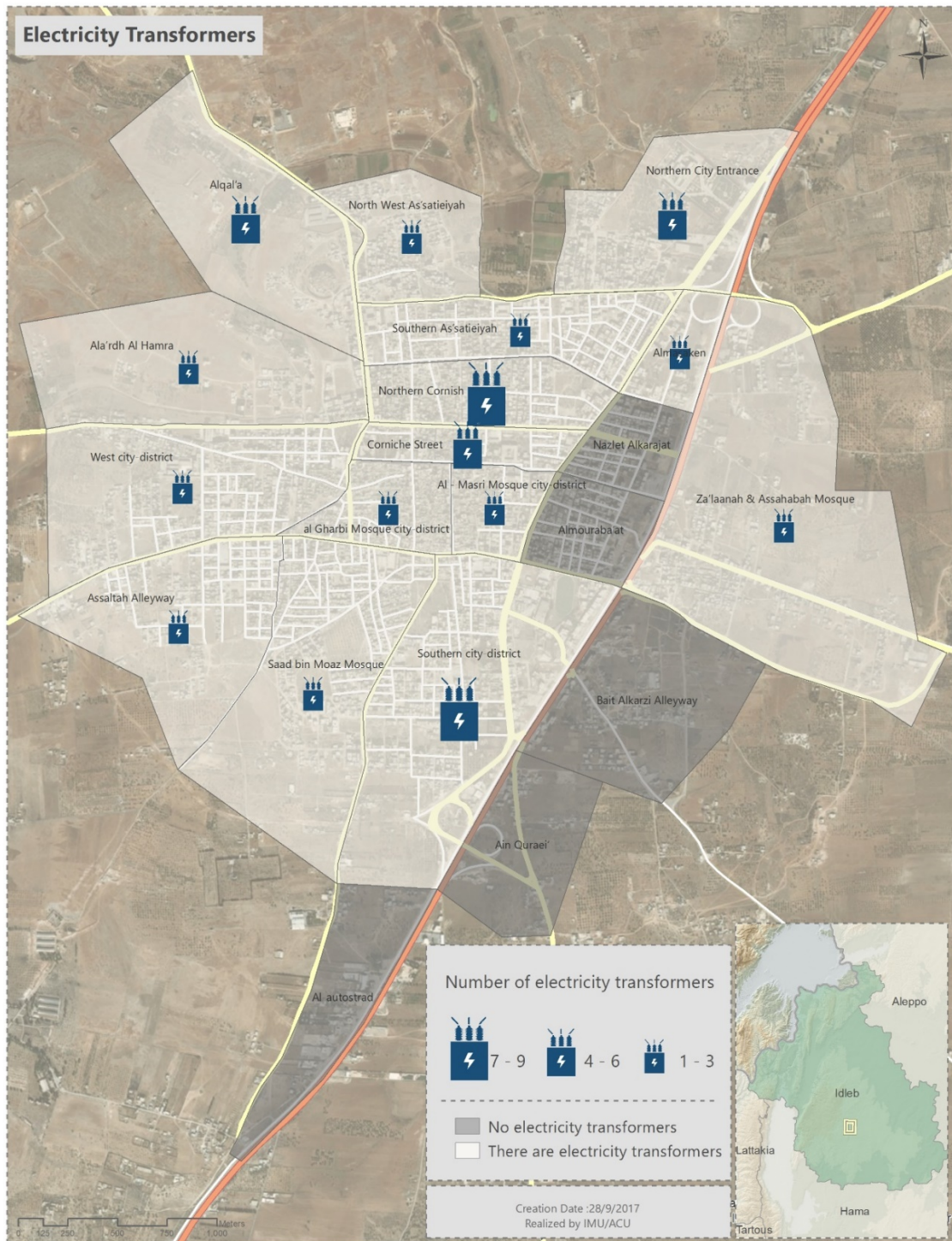
³⁴ The transformer installed in the Al Shabibah location was shifted to the Ain Zarqa water station on an urgent need basis in order to have a transformer be operated at that location. Likewise, the Al Assi location transformer was transferred to the post office building.

Table 20: Power Transformers:

Center / Transformer	Technical Status	Needs / Additional Information	Street / Neighborhood	Neighborhood
Almuslakh	Needs maintenance	Needs maintenance of medium breakers and low-tension control panel	City 's northern entrance	City 's northern entrance
Almasaken Al-Gharbi	Not available	The station was transferred to the cultural centre	Almasaken Street	City 's northern entrance
Almasaken Alsharqi	Needs maintenance	Needed maintenance and low-tension control panel	Almasaken Street	City 's northern entrance
Al-Mahloul	Needs maintenance	Needs a low-tension network	Madrasat [school] Al-Mahloul	Alssatieia Aljanubi neighbourhood
Alhaibubi /Musbaq Alsune	Needs maintenance	Needs to maintain medium breakers and low-tension control panel	Alhaibubi Mosque in Alshamali Neighborhood	Al-Kornish Alshamali neighbourhood
Alhaibubi Ardy [ground]	Needs maintenance	Needs to maintain medium breakers and low-tension control panel	Alhaibubi Mosque in Alshamali Neighborhood	Al-Kornish Alshamali neighbourhood
Almaliah / Musbaq Alsune	Needs maintenance	Needs to maintain medium tension lines	Mabnaa [building] Almaliat in Alshamali Neighborhood	Al-Kornish Alshamali neighbourhood
Alshaykh Hamdan	Needs maintenance	Needs to maintain medium tension lines	Maqbarat [cemetery] Alshaykh Hamdan in Alshamali Neighborhood	Al-Kornish Alshamali neighbourhood
Al'aelaf	Ready	-	Alaelaf Shamal Gharb Alqalea	Alqalea neighbourhood
Alqalea	Not available	There is no center - needs transformer 1,000 amp and maintenance of the center - the transformer was stolen	Alqaleat in Alshamali Algharbi Neighborhood	Alqalea neighbourhood
Alasi /Overhead	Not available	The transformer was transferred to the post office – needs a transformer	Alasi Gharb Alqaleat on 'Ariha road	Alqalea neighborhood
Alseha	Needs maintenance	Ready – needs maintenance of low-tension and the center	Mustawsaf [clinic] Alseha start of Road 'Ariha	Al-Kornish Alshamali neighborhood
Aljamie [mosque] Alkabir	Ready	-	Almasjid [mosque] Alkabir in Sharie Al-Kornish street	Sharie [street] Al-Kornish neighborhood
Zat-Elnitaqeen	Ready	-	Madrasat [school] Zat-Elnitaqeen	Sharie [street] Al-Kornish neighborhood
Alshamali Aljanubi	Needs maintenance	Needs rehabilitation of the center and low-tension control panel maintenance		Al-Kornish Alshamali neighborhood
Alshamali Alqadim	Needs maintenance	Needs rehabilitation of the center and low-tension control panel maintenance		Al-Kornish Alshamali neighborhood
Alsadaqa	Needs maintenance	There is no center and needs rehabilitation of the transformer	Sharq Al-Autostrad - Janub Road Ma'ershureen	Alza'lanah & Al-Ssahabah Mosque neighborhood
Alnahas	Needs maintenance	There is no center and needs rehabilitation of the transformer		-
Al-Hawooz/ Musbaq Alsune	Not available	The transformer belonging to the Souq Al-Hal was shifted to this location and needs rehabilitation	Down city next to Sharikat Alkahraba' [Electricity Establishment]	Sharie [street] Al-Kornish neighbourhood
Alfurn Al'aali	Needs maintenance	Rehabilitation of low-tension boards	Alfurn Al'aali in Alsharqi Neighborhood	Aljanubi Neighborhood
Souq Al-Hal	Not available	The transformer was transferred to Al-Hawooz for an urgent need	Gharb Alfarn Alalii	Aljanubi Neighborhood
Alshabiba	Not available	Needs to build a wall because the center is destroyed – provision of a transformation	Gharb Almaleab Albaladi directly	Aljanubi Neighborhood
Alqada'	Needs maintenance	Ready to rehabilitate for low-tension and medium rehabilitation		-
Al-Qatar	Needs maintenance	The centre was rehabilitated and needs maintenance of low-tension and medium breakers		-
Al-Husari Aljanubi	Needs maintenance	Needs general maintenance/medium cable and low-tension boards	Aljanubi Neighborhood, south of Almaqbara [cemetery]	Aljanubi Neighborhood

Al-Husari Alshamali	Needs maintenance	Needs 2 doors and wall reconstruction	Aljanubi Neighborhood, south of Almaqbara [cemetery]	Aljanubi Neighborhood
Aljanubi	Needs maintenance	Needs maintenance and rehabilitation of the center as well as the low/ medium-tension		Aljanubi Neighborhood
Aldemashqi Alqadim	Needs maintenance	Needs maintenance medium-tension breakers	Madrasat [school] Aldemashqi Next to Almaleb Albaladii	Aljanubi Neighborhood
Aldemashqi Aljadi	Needs maintenance	Needs maintenance medium- tension breakers	Madrasat [school] Aldemashqi Next to Almaleb Albaladii	Aljanubi Neighborhood
Al-Awad	Needs maintenance	Needs maintenance of medium and low-tension breakers	Southwest Saed Bin Mou'ath Mosque neighbourhood	Saed Bin Mou'adh Mosque neighbourhood
Al-Herkawi'een	Needs maintenance	Needs low-tension control panels and maintenance of breakers	Southwest Saed Bin Mou'ath Mosque neighbourhood	Saed Bin Mou'adh Mosque neighbourhood
Karidi Janubii	Ready	-		-
Karidi Shamali	Ready	-		-
Al-Entermital [Intermital]	Needs maintenance	An old transformer was installed and the centre needs rehabilitation and low-tension panels	AlGharbi Neighborhood – Muasas'et Alasmint [Cement Establishment]	Harat Alsulta neighbourhood
Alkhuluf	Ready	-	AlGharbi Neighborhood, end of Kafurma road	AlGharbi Neighborhood
Alsenaah / Public	Needs maintenance	Needs maintenance of the medium and low-tension	Madrasat [school] Alsenaah in AlGharbi Neighborhood	AlGharbi Neighborhood
Alsenaah /Private	Needs maintenance	Needs maintenance of medium and low-tension	Madrasat [school] Alsenaah in AlGharbi Neighborhood	AlGharbi Neighborhood
Al-Dahruj	Needs maintenance	Needs to extend the rest of the cables and maintenance of medium cables and low-tension boards		-
Alhadiqa	Ready	-	Alhadiqat Aleamat [public park] to the west of Sharikat Alkahraba' [Electricity Establishment]	Sharie [street] Al-Kornish neighbourhood
Algharbi	Ready	-		AlGharbi Mosque neighbourhood
Almaemal	Needs maintenance	1,600 Amps - Needs full rehabilitation from medium to low-tension	Sharikat Alkahraba' [Electricity Establishment]	Sharie [street] Al-Kornish neighbourhood
Almarkaz Althaqafi [Cultural Center]	Needs maintenance	Needs rehabilitation of the medium and low-tension	Almasaken neighbourhood	Almasaken neighbourhood
Albarid [post office]	Needs maintenance	400 mA - A special transformer was installed for the post centre connected to the Al'assi centre	Alsharqi Neighborhood, west of Kiraj Dimashq	Al-Masri Mosque neighbourhood
Al-Ain Az'zarqa [water station] Transformer	Ready	Al Shabibah transformer was shifted and installed at the Al-Ain Az'zarqa Water Station	Algharbi Neighborhood	Al'ard Alhamra
Markaz [center] Almahzum	Needs maintenance	1,600 Amps - needs to be rehabilitated		-
Markaz [center] Aljanubi	Needs maintenance	Needs maintenance of medium and low-tension cables and low-tension boards and the building	Aljanubi Neighborhood	Aljanubi Neighborhood
Al-Bahitha	Needs maintenance	The building and the medium and low-tension panels need maintenance	Madrasat [school] Bahithat Albadi'yah /Alhikmah currently	Aljanubi Neighborhood
Souq Al-Hal	Not available	Transformer and center need rehabilitation	Souq Al-Hal in Alsharqi Neighborhood	Aljanubi Neighborhood
Markaz [center] Billani	Needs maintenance	Needs full rehabilitation	Thanawi'yet Bilani in the Alshamali Neighborhood	Al-Kornish Alshamali neighborhood
Aleia'dat Al-shamila [polyclinics]	Needs maintenance	Needs full rehabilitation	Aleia'dat Al-shamila [polyclinics]- Central Hospital	City's northern entrance
Alsati'yah	Needs maintenance	Needs full rehabilitation	Alsati'yah neighborhood	Alsati'yah northwestern neighborhood
Alasi	Not available	Needs transformer and low-tension panel	End of 'Ariha road	Alqalea neighborhood
Alzikrah	Needs maintenance	Needs full rehabilitation		-
Alhakurah	Needs maintenance	Needs full rehabilitation	Madrasat [school] Alhakurah Aljadida	Harat Alsulta neighborhood
Al-Shih'neh	Needs maintenance	Building is ready – transformer needs to be fully rehabilitated		-
Al-Ssahabah	Needs maintenance	Needs full rehabilitation	Al-Ssahabah Mosque end road of Ma'er Shureen	Alza'lanah and Al-Ssahabah Mosque neighbourhood
Mazra'eat Almad'janah	Needs maintenance	Needs full rehabilitation	Al-Madajen in the southwestern Neighborhood	Harat Alsulta neighbourhood

Map 7: Distribution map of transformers



Ampere generators:

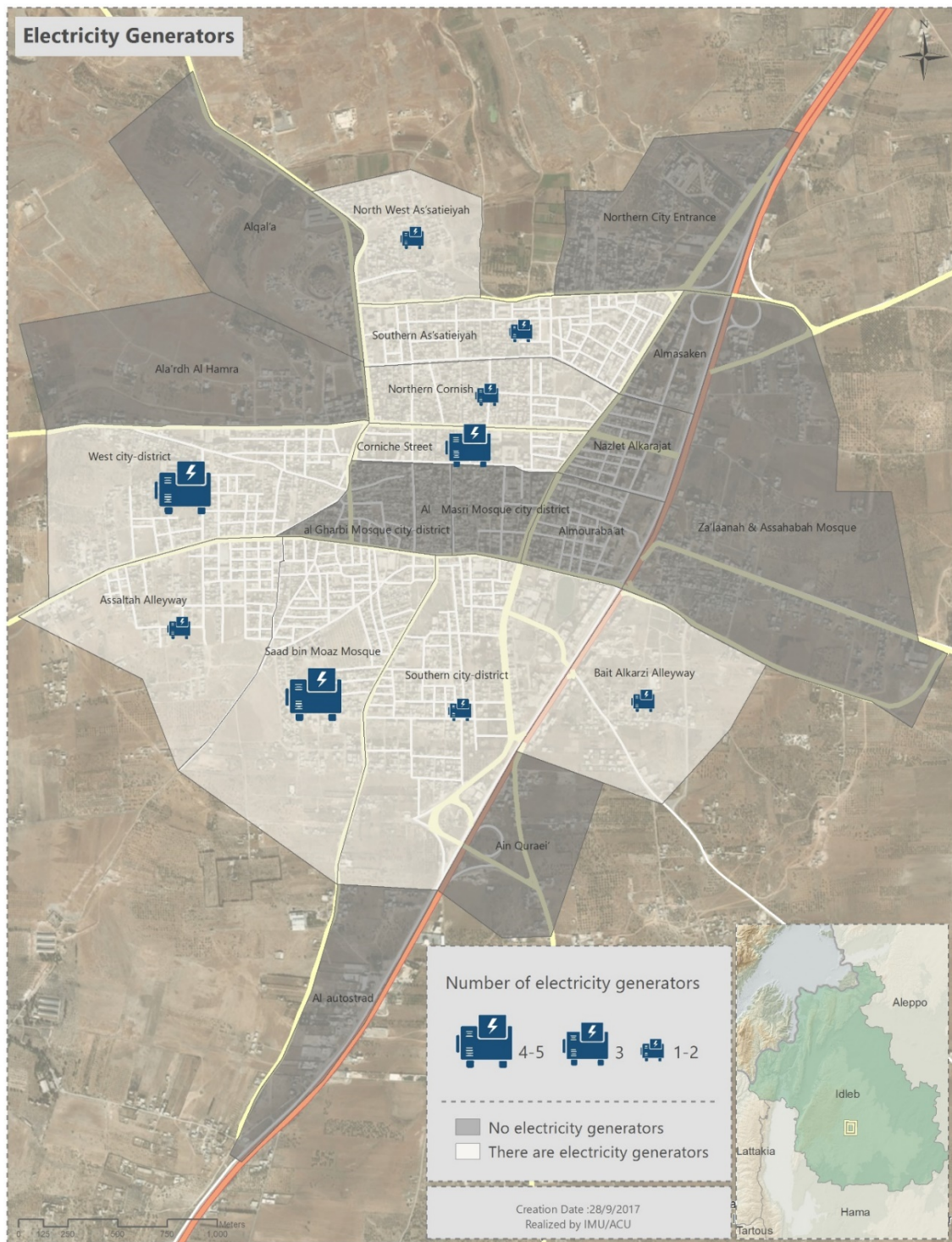
MANC has 23 privately owned Ampere generators distributed throughout the city. The generators range in their total capacity between 12,160 amperes. One of the generators is operated by the 13th Division. The generators are distributed all over the neighbourhoods in the city.

Table 22: Ampere generators:

Supporter/ owner	Capacity of the generator	Neighborhoods and Streets Being Covered
Supporter/ Owner	Generator's Capacity	Neighbourhoods & Streets Covered
Private	323	Some of the houses in the Kornish Street and up to Musa Baik Mosque and behind the hospital to the north, and from the Al-Shorogi Mosque to the middle of the Alqalae' street
Private	252	The neighbourhood surrounding the Al-Mahloul school in the northern neighbourhood
Private	345	The neighbourhood extending from Al-Nu'man Mosque to the Alesment Est. with its sub-streets
Private	2,016	Alsati'yah neighbourhood from Tel-Balas in the west up to Al-Dala roundabout in the east and its subsidiary streets
Private	695	Abi Ala street and its sub-streets until Alkornish street to the north and behind the public park
Private	638	Abi Ala street and its sub-streets until Alkornish street to the north and behind the public park
Private	479	The neighbourhood extending from Al-Nu'man Mosque to the cement establishment in the west with its secondary streets, especially in the Shama area
Private	176	The neighbourhood opposite the Hakoura swimming pool to the north
13 th Division	1,045	The AlGharbi neighbourhood surrounding the Alsenaa school of from all directions
Private	479	The Alkornish street (market shops) and some houses in the Alkornish street, Al-Buzoriyah and behind the Museum
Private	159	The eastern AlDeir road and its branches
Private	160	Houses around the Hakoura school and towards the east
Private	669	The houses of the Alqala'Gharb Al-Ae'laf up to Alassi to the Alsaad and the road to Alkamel warehouse to the east
Private	290	The neighbourhood surrounding Alwardi mosque
Private	897	The houses extending from Al Bara street in the north to Al-Mandil school in the South and from the Naqabet Al-Moualmeeen [Teacher Syndicate] in the east to the Al-Sennah school in the west
Private	316	The neighbourhood opposite the Al-Khaimah restaurant and AlSalha street and some of its sub-streets
Private	887	Tal-Balas area in the northern neighbourhood in addition to some of the sub-streets
Private	349	The surrounding area of Bilal Mosque to the south and southwest
Private	476	The surroundings of the Baik mosque up to the Sa'let [hall] Alujain and the West Karaj Alhajez
Private	209	The western end of Kafroma road on the west side and some of the sub-streets
Private	200	Houses and buildings near the Karam Al-Qusair of the short to the south
Private	500	Neighborhood behind the Kurdi School and up to Al-Salalah Street to the south and al-Husri mosque from the north

The average price of electricity for residents using privately owned generators is 8,000 SP, or approximately \$7.70, per 1 amp. A family in MANC needs at least 2 amperes to operate lighting and some electronic devices. Generators are operated for 6 hours daily, usually for one hour in the afternoon, and 5 hours in the evening, from 19:00 to 24:00.

Map 8: Distribution map of ampere generators



Parties Working in the Field of Electricity & Their Needs:

The MANC LC is the only body carrying out maintenance work for the electricity sector in the city. To do so, the council employs 4 administrative clerks, 12 electric technicians, and 3 workers. The council provides these staff with monthly salaries, without obtaining support from any organizations. Most of the staff were employees of the Electricity Establishment of the Syrian regime, before cutting their monthly salaries. The Council is taking the responsibility for public electricity, while the owners of generators are taking it upon themselves to regulate the distribution of ampere to lighten the city streets.

The local council has two cranes in good working condition. However, it is in need of maintenance tools, equipment, spare parts, and electrical cables for maintenance of the non-functioning transformers. It also needs lubrication oil for operating the transformers.

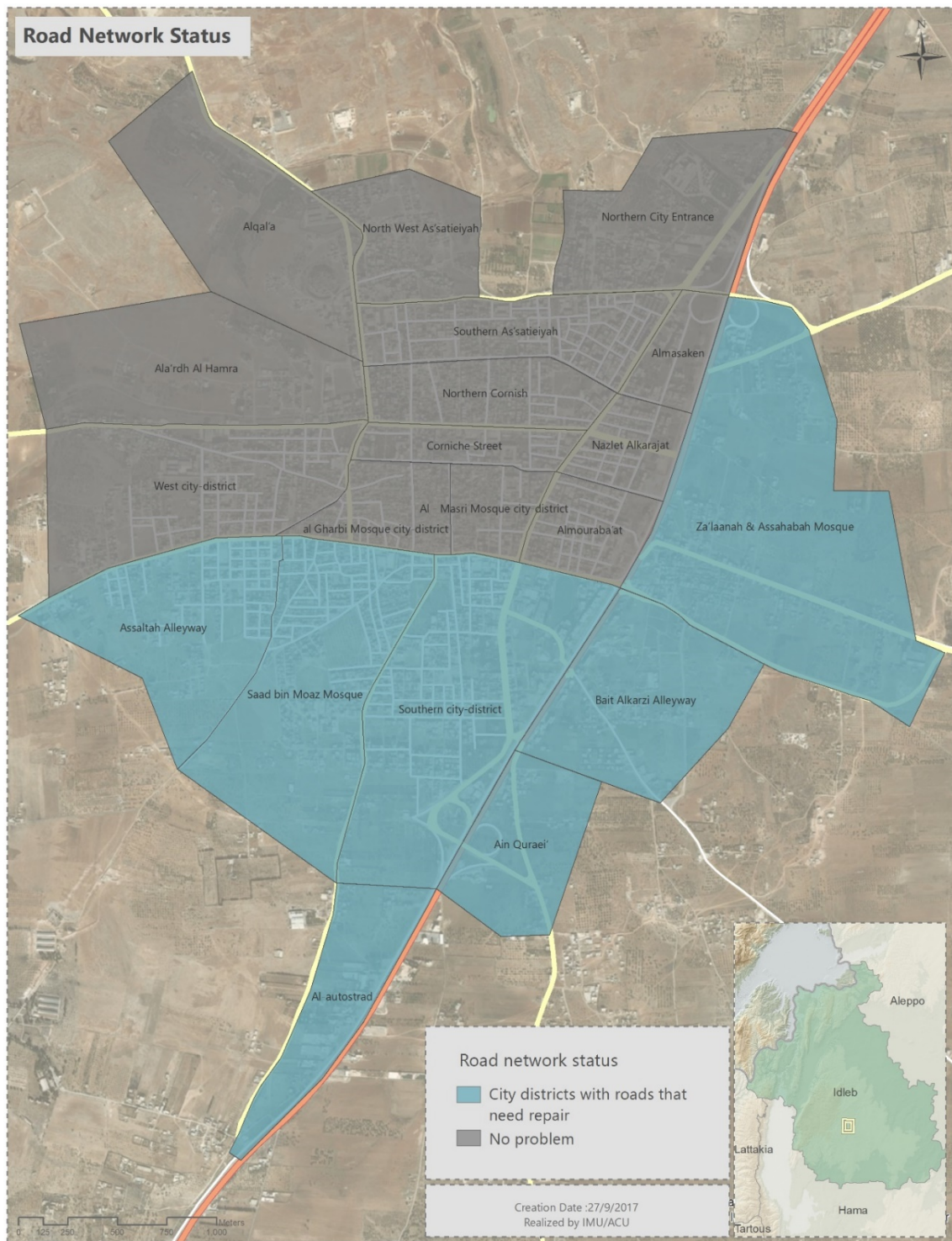
X - Public Roads Network:

No road maintenance work has been carried out since MANC broke free from the control of the regime. The General Roads Department was responsible for road maintenance and construction, which was often carried out by the Military Housing Department or by opportunist contractors having connections with the regime.

While the regime forces continued to shell MANC when they were still stationed in the Al Hamidiyah and Wadi Al-Dheif camps, 50-75% of the streets in the Al Janobi and Gharbi neighbourhood were destroyed. Streets throughout MANC also suffer from large holes due to the absence of maintenance for several years, while some newly established neighbourhoods do not have any paved roads.

The MANC LC, supported by AJACS and the Syrian Regional Program, is carrying out maintenance and repair work for the road network in the city. The workshops carry out maintenance and repair of the streets and fixing up some of the holes by employing fifteen workers. The repairs are performed with simple tools and no machines. These workshops are in need for some engineering equipment and machineries, such as an asphalt distributor, asphalt cutter, bobcat, spades, 2 tipper trucks, and 1 sprinkler vehicle, in addition to some engineering equipment to measure road tendencies.

Map 9: An illustration map of the roads network status in MANC



LIST OF ACRONYMS AND ABBREVIATIONS

ACU	Assistance Coordination Unit
CSO	Citizen's Service Office
CT	Computed Tomography
FSL	Food Security and Livelihoods
FSA	Free Syrian Army
FSP	Free Syrian Police
GIS	Geographic Information Systems
IMU	Information Management Unit
IDP	Internally Displaced Person
INGO	International Non-Governmental Organization
ISIS	Islamic State of Iraq and the Levant
KI	Key Informant
KII	Key Informant Interview
LC	Local Council
LNGO	Local Non-Governmental Organization
MANC	Ma'arrat An Nu'man City
MOU	Memorandum Of Understanding
NGO	Non-Governmental Organization
SIG	Syrian Interim Government
SP	Syrian Pound
USD	United States Dollar
WASH	Water, Sanitation, and Hygiene

GEOGRAPHICAL CLASSIFICATIONS

Governorate	Highest form of governance below the national level
District	Sub-division of a governorate in which government institutions operate
Sub-district	Sub-division of a district composed of towns and villages
Village	Lowest administrative unit

INDEX

Locations (Governorates, Cities, towns, villages, Neighborhoods)	Organizations (NGOs, SNGOs, INGOs)
Ma'arrat An Nu'man district	4,5
Ma'arrat An Nu'man sub-20 district	Assistance Coordination Unit (ACU)
Wadi Al-Dheif	4,7,51
Idleb	4,5,12,13,19,21
Hama	4,5,44
	Rabitet Alshabab Almuthaqafin
	Union of Civil Society Organizations
	Educational Complex
	Aleppo Free University
	Health Directorate
	Zoom IN Organization
	Watan Organization
	Al Ma'arrat Al-Yaum Center
	Ata Society
	Karam Organization
	Rakeen Organization
	Al-Maktab Al-Eigathi Al-Mowahad
	Momaizoon Institute
	Sham Center
	Sham Center
	Hurras Network
	Sahim Network
	(Acted
	Handicap International
	Hand In Hand
	Monitor
	Al-Haiaet Al'insaniyah
	Basmet 'Aamal
	Sanabel Alkhyr
	Dorat Alkhair
	Rabitat Al-Shabaab Almuthaqafin
	Alqalam Alhur
	Markaz Darina
	Nisa' Alan
	(Women Now)
	Alnadi Alriyadi
	Shaqae'q Alno'man
	Jameiat 'Abi Aleala' for Disabled
	Shine Institute
	Services Management Committee
	Ahrar al-Sham
	Jabhet Alnusrah
	Free Syrian Police (FSP)
	Syrian American Medical Society (SAMS)
	Syrian Interim Government

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Thanawi'yet Walid Bilani	31
Alhakurah Aljadida	31
Thanawi'yet Alshahid Muhamad Mandil	31
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Jamil Eiwad Kaeid	31
Muhamad Nasif Kubriti	31
Alkhansa'	31
Eabd Alkarim Ramadan	31
Alshahid Eabd AL Fattah Qaziz	31
Sharayan Al-Hayat Lil-Elnath	31
Suria Al'amal	31
Al-Hikma	31
Ain Qarie	31
Eabd Almouti Kurdi	31
Zielnoreen	31
Hasan Hossam Al'amal	31
Thanawi'yet 'Abi Aleala' Lil-banat [Girls secondary school]	25
Tishreen	25
Thanawi'yet Walid Bilani	25
Alhakurah Aljadida	25
Thanawi'yet Alshahid Muhamad Mandil	25
Alshahid Eabd Al-Qadir Mahloul	25
Jamil Awad Kaeid	25
Muhamad Nasif Kubriti	25
Alkhansa'	25
Eabd Alkarim Ramadan	25
Alshahid Eabd AL Fattah Qaziz	25
Sharayan Al-Hayat Lilenath [girls]	25
Suria Al'amal	25
Al-Hikma	25

Ain Qarie'	25
Abd Almouti Kurdi	25
Zielnoreen	25
Hasan Hossam Al'amal	25
Al-Thanawi'yet Al-Sinaeiah [Vocational Secondary School]	25
Zat El Nitaqeen	25
Madrasat Alhasub [Computer school]	25
Al Thanawi'yet Al-ziraeiah [Agricultural Secondary School]	25
Al-Dimashqi	25
Alhakurah Aljadida	25
'Abi Aleala' (males)	25
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Ma'arrat An Nu'man

PANORAMIC REPORT

وحدة تنسيق الدعم
ASSISTANCE COORDINATION UNIT



IMU
INFORMATION
MANAGEMENT
UNIT

Incilipinar Mah.3 Nolu Cd.
Akinalan is Mrk. Kat 5
Sehitkamil/Gaziantep. Turkey

+90 (34) 2220 10 77
info@acu-sy.org
www.acu-sy.org