

THE STATUS OF SERVICE PROVISION IN

IDLEB *CITY*

MAY 2017

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ASSISTANCE COORDINATION UNIT

The Assistance Coordination Unit (ACU) aims to strengthen the decision-making capacity of aid actors responding to the Syrian crisis. This is done through collecting, analyzing and sharing information on the humanitarian situation in Syria. To this end, the Assistance Coordination Unit through the Information Management Unit established a wide network of enumerators who have been recruited depending on specific criteria such as education level, association with information sources and ability to work and communicate under various conditions. IMU collects data that is difficult to reach by other active international aid actors, and publishes different types of information products such as need assessments, thematic reports, maps, flash reports, and interactive reports

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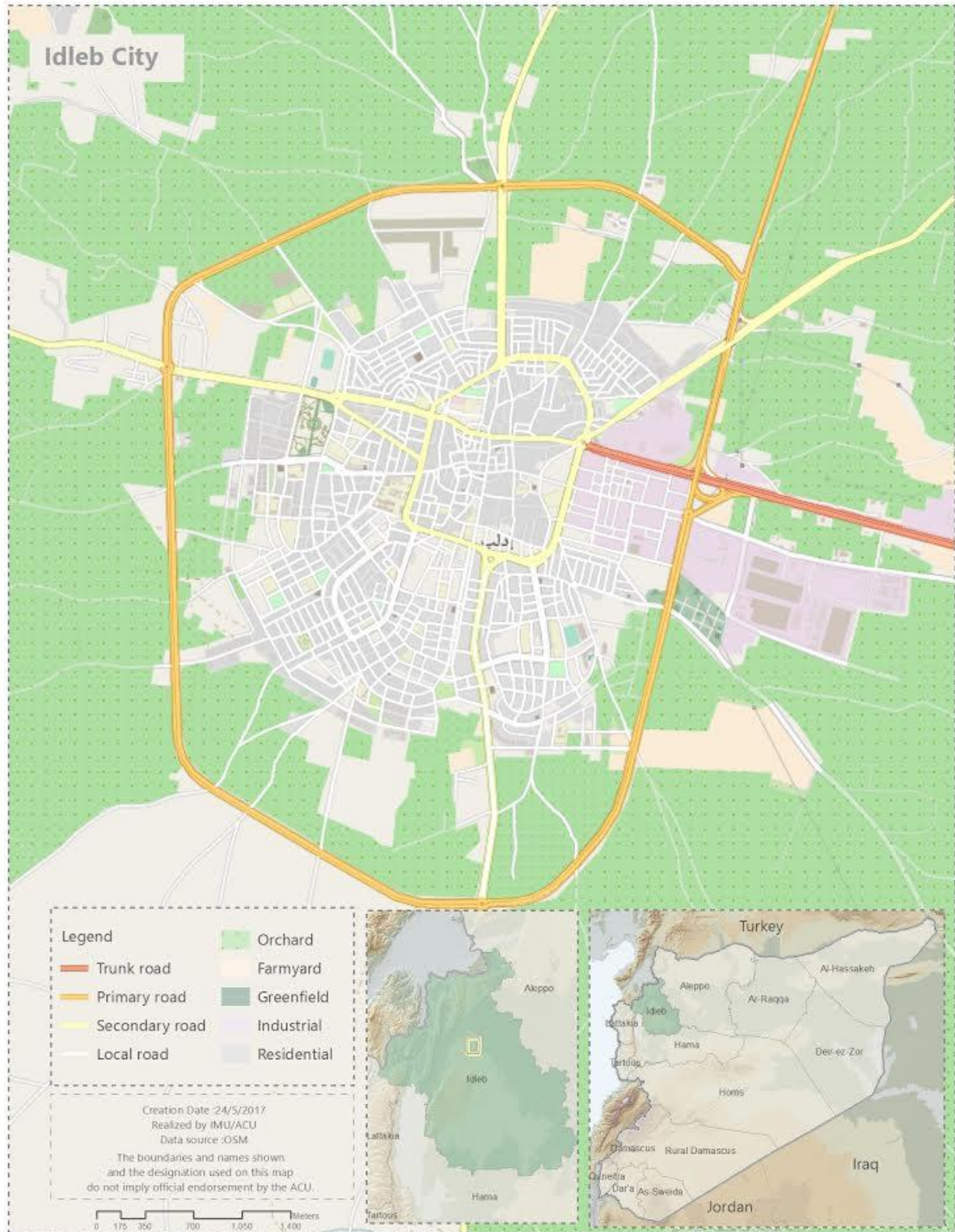
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List of Acronyms:

ACU:	Assistance Coordination Unit
CVE:	Countering Violent Extremism
DFID:	Department For International Development
EWARN:	Early Warning Alert and Response Network
FSL:	Food Security and Livelihood
ICC:	Idleb City Council
IDP:	Internally Displaced Person/People
IMU:	Information Management Unit
INGO:	International Non-Governmental Organization
ISIL:	Islamic State in Iraq and the Levant
LAC:	Local Administrative Council
SNGO:	Syrian Non-Governmental Organization
SIG:	Syrian Interim Government
SYP:	Syrian Pound
WASH:	Water Sanitation and Hygiene

THE STATUS OF SERVICE PROVISION IN **IDLEB** **CITY**

Map: Idleb City



Purpose of the Report

The *Status of Service Provision in Idleb City* report was written upon the request of several stakeholders. The report is considered a pilot project, to be used as a proof of concept for IMU's new, mixed methods research methodology. The report provides information about the status of service provision in Idleb City, as well as public opinions of these services. Following a feedback process, the IMU will produce a report that assesses services in communities throughout Idleb province.

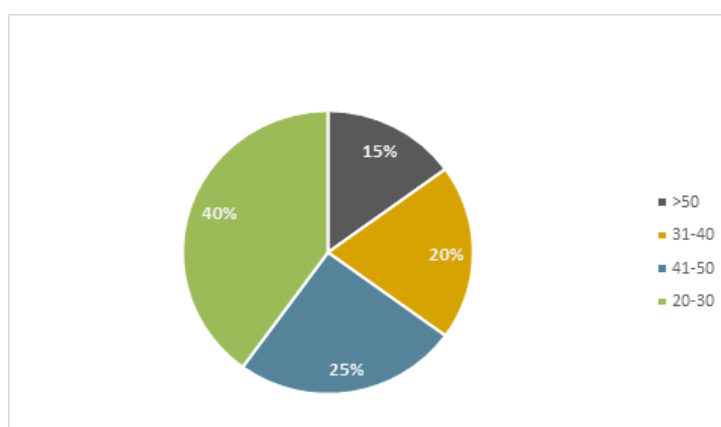
Methodology

This section provides an overview of the methodology designed and implemented by the IMU for the *Status of Service Provision in Idleb City* report. The overall approach combined both quantitative and qualitative methods. More specifically, the assessment included key informant interviews, public opinion surveys, and direct observation reports from enumerators.

IMU developed two data collection tools for this report: a key informant interview and a public opinion survey. The key informant interview included questions about the following topics: general information, Water, Sanitation and Hygiene (WASH), health, bread, education, and infrastructure. Key informants included those from the Idleb City Council (ICC)¹, Idleb Water Directorate, Free Health Directorate, and the Free Education Directorate. In total, approximately 10 key informants were interviewed.

The public opinion survey asked questions about respondents' opinions about the status of WASH, health, bread, education, and infrastructure services in Idleb City. It also asked about the necessary prioritization of those needs. Because this report was a pilot project, only 20 respondents were interviewed, aged between 18 and 62 and including 11 males and nine females. The mean age of the sample was 36.

FIGURE 1 AGE OF RESPONDENTS



10% of the respondents in the sample were IDPs, and 90% were locals.

¹ Composed of 25 members, the Idleb City Council was established on 17 January 2017. It is considered the civilian authority in Idleb City.

Data collection started on the 1 April 2017 and lasted for 10 days. The city was subject to intermittent shelling and clashes during the two months of data collection period. The data collection was conducted by four IMU enumerators, in addition to ACU enumerators from the WASH, food security and livelihood (FSL), and Early Warning Alert and Response Network (EWARN) programs. Enumerators filled in the surveys electronically using the KoBo Collect Program, and the network coordinator teams received the data in an Excel database. Afterwards, the analysis team cleaned the data and analyzed it using the SPSS statistical program. Report visuals were produced using excel and SPSS program. Finally, IMU Reporting Officers produced a first draft of the report in English and submitted it for review by Department For International Development (DFID) Conflict and Countering Violent Extremism (CVE) advisors who are working specifically on Idleb, before issuing the final version of the report.

Executive Summary

The following is a brief exposition of the main findings of the key informant interviews and the public opinion survey. For more details, you can read the detailed report below.

Sector Snapshots

WASH Sector

- The daily share of drinking water in Idleb City is less than 50 liters per capita.
- Water is considered expensive in Idleb City, with the average cost of 600 SYP per cubic meter.
- According to laboratory reports issued by Idleb Water Directorate, all drinking water in Idleb City is potable.
- 35% of water in Idleb City is delivered through the main water network, while 65% is delivered by water tanks.
- 75% of the regular sewage network, the predominant sewage system in Idleb City, is operational, while 25% of the network has been damaged by bombardment.
- All waste disposal sites are located outside of Idleb City center.

Health Sector

- There are 13 functioning medical facilities in Idleb City, including five hospitals and five medical clinics and three specialized medical facilities. There is also a blood bank.
- 51 doctors with different specialties work within these medical facilities. 175 nurses and 10 midwives also work in the facilities.
- Medical facilities in Idleb City charge different costs for their services, depending on their own funding. The 85% of medical services in Idleb City are free, while 15% require paying a nominal fare.
- The majority of residents are unable to pay for medical services due to the harsh economic conditions.

Bread Sector

- Nine of the 15 bakeries in Idleb City are functioning, with a maximum production capacity of forty tons.
- Of the six bakeries that are not functional, the following reasons were mentioned:
 - Machinery malfunction: It is difficult to obtain spare parts due to high prices.
 - Lack of funding: Bakeries are unable to cover operational costs.
- In Idleb City, the price of a pack of subsidized bread at a bakery is 125 SYP; whereas its price on the market is 150 SYP.

Education Sector

- The total number of students in Idleb City is 16,025.
- Approximately 59% of the students are at primary school (9,500), 34% are in lower secondary school (5,500), and 7% are in upper secondary school (1,025).
- 40 schools in Idleb City are operational, while five are not operational.
- The reasons most frequently mentioned for schools not operating were: the absence of funding, inadequate sanitary appliances (such as toilets), and the destruction of the school buildings.

Infrastructure Sector

- Roads in Idleb City are heavily damaged due to bombardment, as well as normal wear and tear.
- The following three means of communication are available in Idleb City: the local internet network, satellite internet, and the landline phone network.

IMU Recommendations

WASH Sector

- Water: The provision of the mechanical and electrical equipment, cash support, and providing pumping lines and networks.
- Sanitation: Sewage network maintenance, the implementation of a sewage network treatment station, and the provision of pumping and suction reservoirs.
- Hygiene: Providing garbage trucks, cash support to cover operational costs and providing pesticides.

Health Sector

Medical equipment support, medical staff support, and cash assistance.

Food Sector

The provision of flour, bread, and food baskets.

Education Sector

Supporting teachers' salaries, providing school equipment, and school maintenance and repair.

Services Sector

- Providing electrical converters and power-grid repairs aiming at rehabilitating public power grid, providing fuel for running generators.
- Paving roads with asphalt and old road network maintenance.

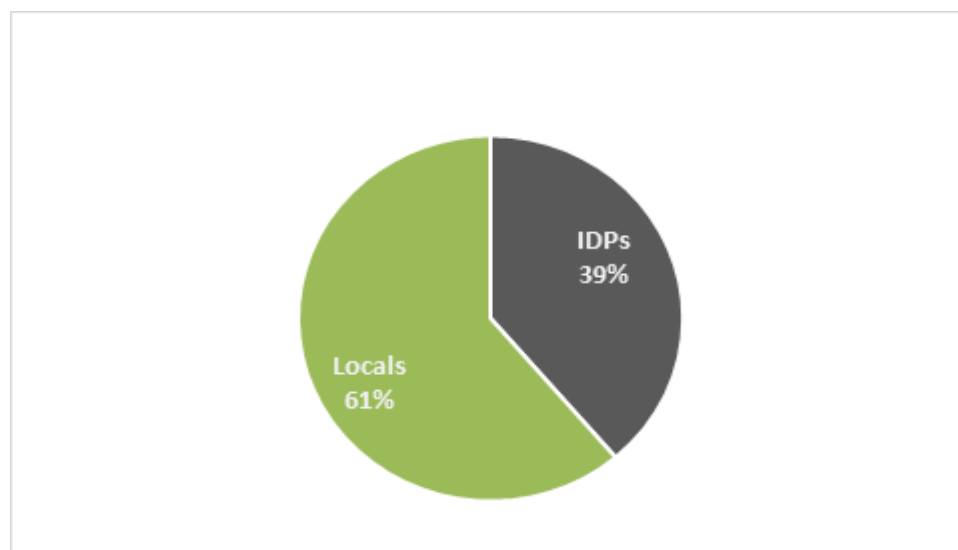
Idleb City Population

According to the ICC, the current population of Idleb City is 400,000, and 55% of the population are females.

Population Numbers According to Age				
0-2 years	3-5 years	6-18 years	19-65 years	> 65 years
15%	15%	30%	30%	10%

The ICC estimates that approximately 39% of the population are IDPs. IMU enumerators believe that this is because Idleb City is the preferred refuge for IDPs fleeing from both regime-controlled areas and Islamic State in Iraq and the Levant (ISIL)-controlled areas. There has also been an increase in IDPs in Idleb City in recent months following recent forced migration agreements between the opposition and Syrian regime. Specifically, Idleb City has been a destination for those displaced from Darayya and Madamiyet Elsham sub-districts, and Al-Wa'ar neighborhood in Homs.

FIGURE 2 THE PERCENTAGE OF IDPS



Most IDPs (150,000) live in rented homes; while only 5,000 IDPs, most of whom arrived newly in the city, live in collective shelters.² According to key informants, the high numbers of IDPs have increased housing rents dramatically, and it has become extremely difficult to find a house to rent within the city.

IDP Distribution	
Rented accommodations	150,000
Collective shelters	5,000

WASH Sector

Information from this section was provided by a Key Informant Interview with an expert at the Free Idleb Water Directorate.

Water Sector

The Free Idleb Water Directorate is responsible for managing the water sector in Idleb City. According to the key informant, the daily average share of drinking water and water for other uses per capita is less than fifty liters, although WASH experts report that it should be more than 100 liters. Water is expensive in Idleb City as well, with the cost of one cubic meter being more than 600 SYP. According to laboratory reports issued by Idleb Water Directorate, all drinking water in the city is potable.

Water Delivery Method

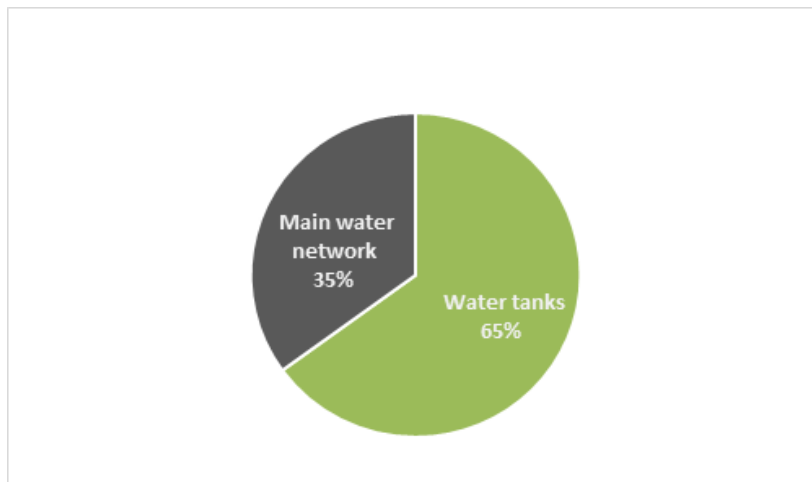
According to the key informant, the public water network was the main source of water for more than 90% of areas in Syria before the onset of the crisis. This network was often fed by rivers and water bodies, and in some cases through groundwater. Following the outbreak of the conflict, water tanks spread as an alternative to the public water network. This was because the public water network was damaged, and some water plants were out of service.

At present, 35% of the water in Idleb City is delivered by main water network, which is managed and maintained by the Free Idleb Water Directorate. Water tanks, owned by private individuals, deliver approximately 65% of the water. Transferring water in tanks often leads to increased prices. The prices of water transferred in this manner are linked to fuel prices. Furthermore, in general, areas that rely on water tanks do not receive sufficient amounts of water.

² Following the arrival of IDPs to a new location, often times they will be housed in collective shelter inside an IDP, which separates males from females. These collective shelters are temporary until the family identifies permanent housing.

According to the key informant, 75% of the water network is operational.

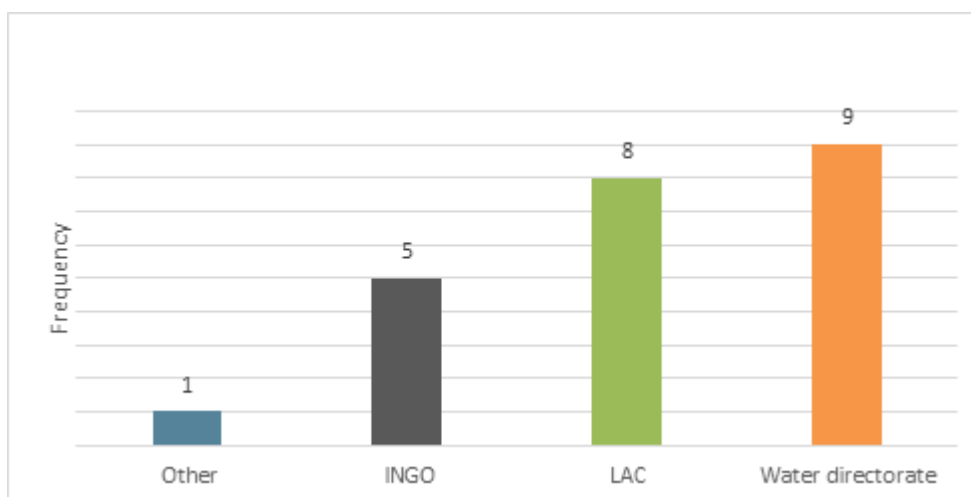
FIGURE 3 WATER DELIVERY METHOD



Public Opinion of the Water Sector

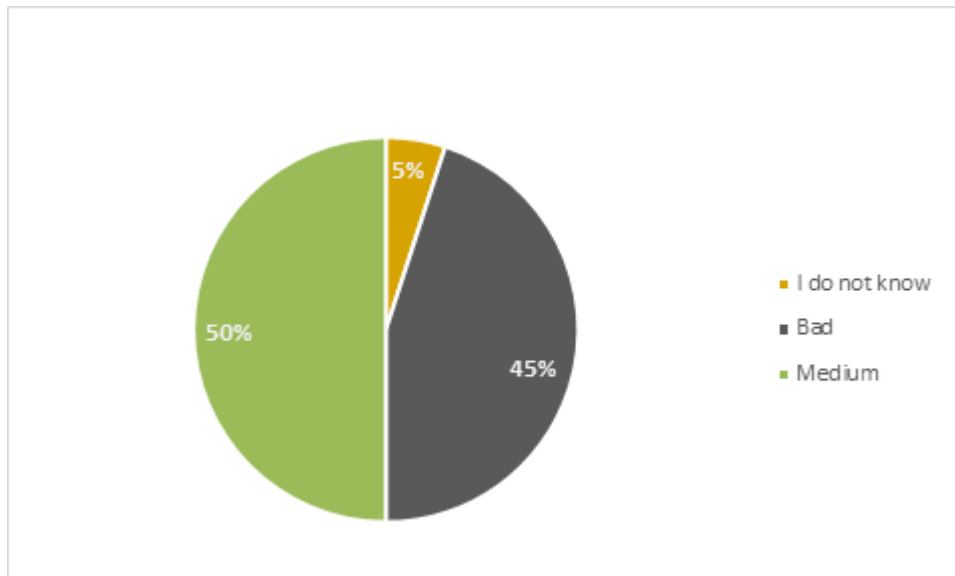
When asked about the party responsible for providing water services in Idleb City, 45% of the respondents stated that the Water Directorate provided this service, 40% stated that the Local Council did, and 25% stated that international non-governmental organizations (INGOs) did. It is noteworthy that some respondents gave more than one answer. This confusion amongst respondents suggests that residents are unaware of which entity is responsible for water provision.

FIGURE 4 THE PARTY IN CHARGE OF PROVIDING WATER SERVICES



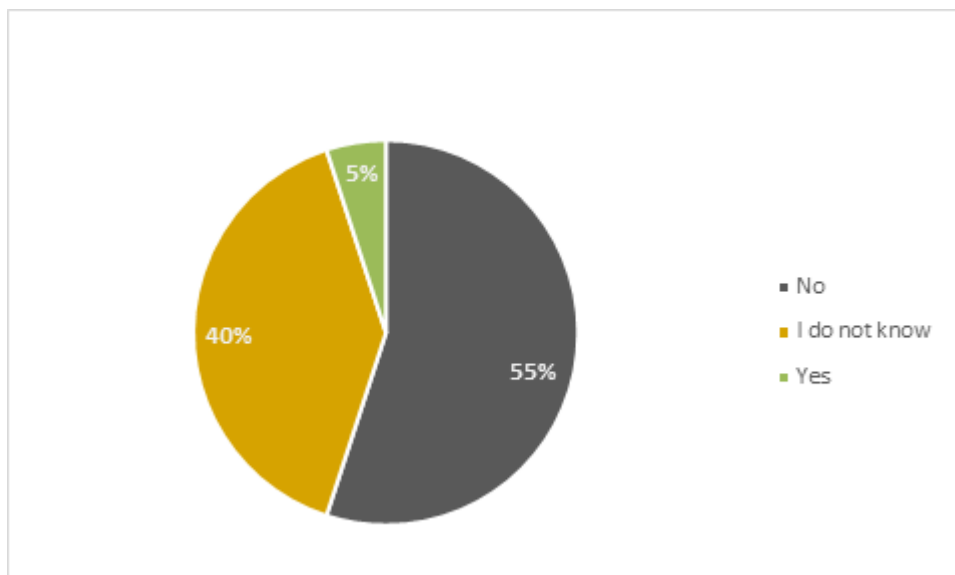
Perceptions regarding the quality of water service were mixed, with a slight inclination towards the service being average (50%). Of note, 45% of respondents assessed it as bad, and 5% said they did not know.

FIGURE 5 SERVICE QUALITY IN WATER SECTOR



There was a clear sense of dissatisfaction regarding the fairness of water distribution in Idleb City, as 55% of the respondents said it was unfair, 40% said they did not know, and only 5% said it was fair. One of the respondents further commented, “The water situation is bad and [water] is not available in some neighborhoods.”

FIGURE 6 FAIRNESS OF WATER DISTRIBUTION



Public Opinion of Water Sector Priorities

1. Mechanical and electrical equipment (including pumps and electrical appliances required for recycling). This equipment requires maintenance on a regular basis and often needs to be replaced. However this is difficult due to the unavailability of spare

parts, some of which have been completely destroyed by shelling or clashes (as the stations are often located in the areas of conflict).

2. Cash support, including covering water extraction, water transfer expenses, operational costs, and staff stipends.
3. Pumping lines and networks (especially as most of the network has been damaged by bombardment).

Sanitation and Hygiene Sectors

According to a key informant, the bulk of the water is being discharged into the drainage network. However, these networks suffer from partial destruction as a result of exposure to bombardment. Sewage water also often leaks through the cracks into the ground. According to estimates, approximately 75% of the sewage network in Idleb City is operational, and 25% is damaged.

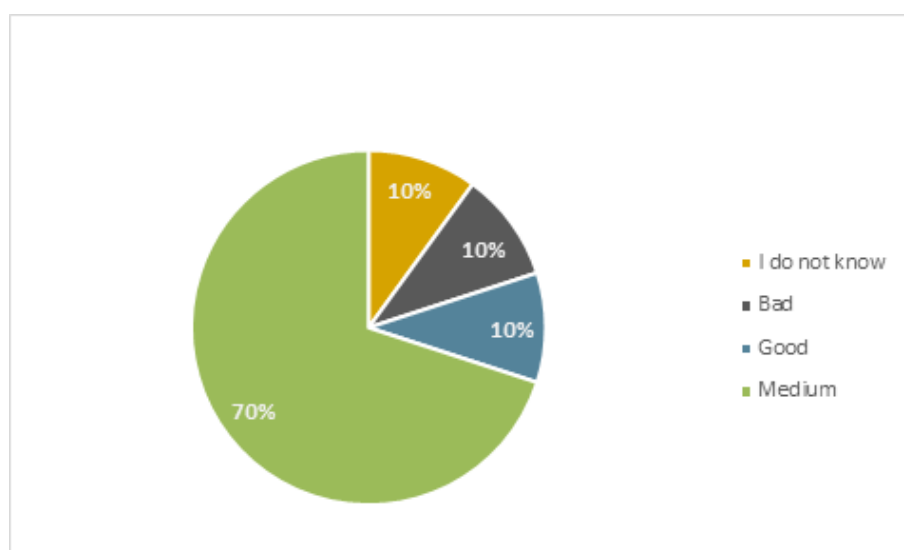
The key informant recommended that sewage network maintenance be the main priority for the sanitation sector. This is because the sewage network suffers from cracks, and wastewater leaks through these cracks. He also commented on the need to establish a sewage network treatment station.

Solid waste disposal mechanisms are also considered an urgent need to curb the spread of rodents, insects, and disease. The key informant noted that garbage must be removed from the streets on a daily basis to prevent accumulation. All of the waste disposal sites are outside Idleb City center.

Public Opinion of Sanitation and Hygiene Sectors

All respondents believed that the Local Council collected garbage in Idleb City, and 70% of the population assessed the service as average. The remaining 30% was divided between “good”, “bad”, and “I do not know”. One respondent reported that garbage collectors did not work sufficient days to do their job properly.

FIGURE 7 SERVICE QUALITY IN HYGIENE SECTOR



As for perceptions of fairness in the garbage collection service, 25% of the respondents maintained that it was fair, 15% of them believed it was unfair, and 60% said they were not sure.

Public Opinion of Hygiene Sector Priorities

1. Garbage trucks for waste collection;
2. Cash support to cover operational costs;
3. Pesticides.

Health Sector

Information from this section was provided by key informants from the ICC and the Free Health Directorate.

According to key informants, the Free Health Directorate is responsible for an estimated 75% of health services in Idleb City, while the ICC is responsible for 25%.

This assessment covered 13 functioning medical facilities in Idleb City, including five hospitals, five medical clinics, three specialized medical facilities. In addition to one blood bank.

Medical Staff in Idleb City	Number
Total number of doctors	51
Female percentage	10%
Number of general practitioners	4
Number of dentists	3
Number of orthopedic surgeons	6
Number of pediatricians	7
Number of gynecologists	5
Number of internal doctors	20
Number of general surgeons	6
Number of midwives	10
Number of male nurses	125
Number of female nurses	50

The Cost of Medical Services

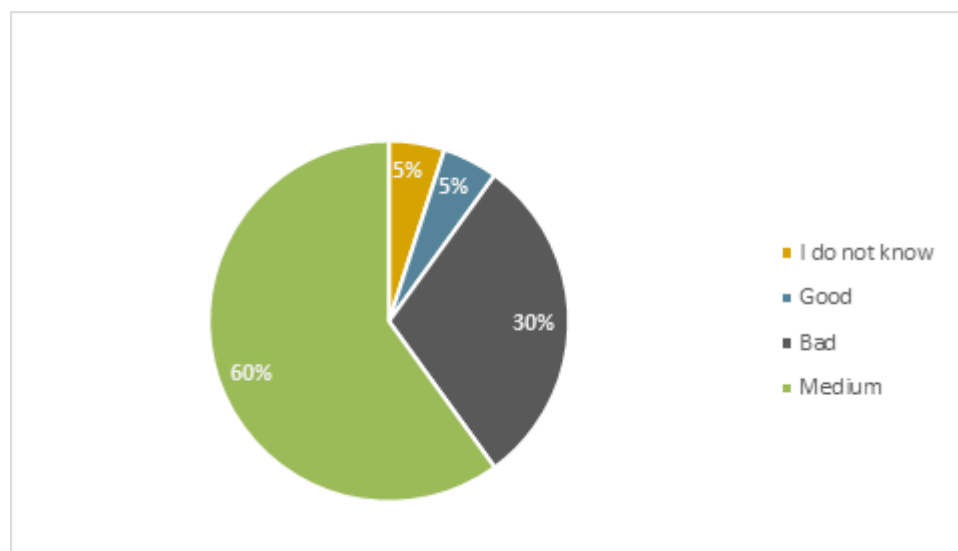
Medical facilities in Idleb City charge different costs for their services, depending on the facility's funding. For example, some hospitals and medical clinics receive funding to support their needs (for example for medicine, equipment, and the salaries of medical staff), which allows them to provide free medical services to patients. However, other medical facilities receive only limited funding, and thus they fund their operational costs through patient payments. According to key informants, the majority of medical services in Idleb City (85%) are free, while approximately 15% charge a nominal fee. However, it is worth mentioning that the majority of residents are unable to pay for these medical services due to the harsh economic conditions.

Public Opinion of the Health Sector

All respondents said they believed INGOs to be the provider of health services in Idleb City. However, 5% of the respondents said there were some private service providers in the health sector as well, and another 5% said that SNGOs provided health services. Some of the respondents complained about the lack of specialized doctors.

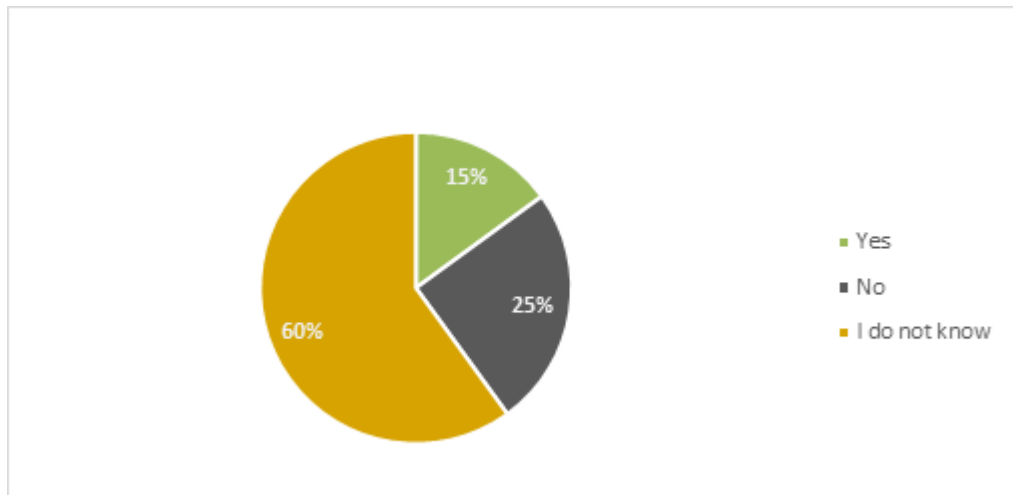
Regarding the quality of health services, 60% of respondents said the services were average, while 30% were not happy with the quality. Respondents also complained about the scarcity of medical facilities. Only 5% of the respondents said health services were good, and another 5% responded, "I do not know".

FIGURE 8 HEALTH SERVICE QUALITY



When asked about the fairness of health services, 60% of respondents responded, "I do not know". However, 25% of respondents said health services were not fair, while 15% of them said it was fair.

FIGURE 9 FAIRNESS HEALTH SERVICES DISTRIBUTION



Public Opinion of Health Sector Priorities

1. Medical equipment (due to the necessity and high cost of this equipment);
2. Medical staff support;
3. Cash assistance.

Bread Provision Sector

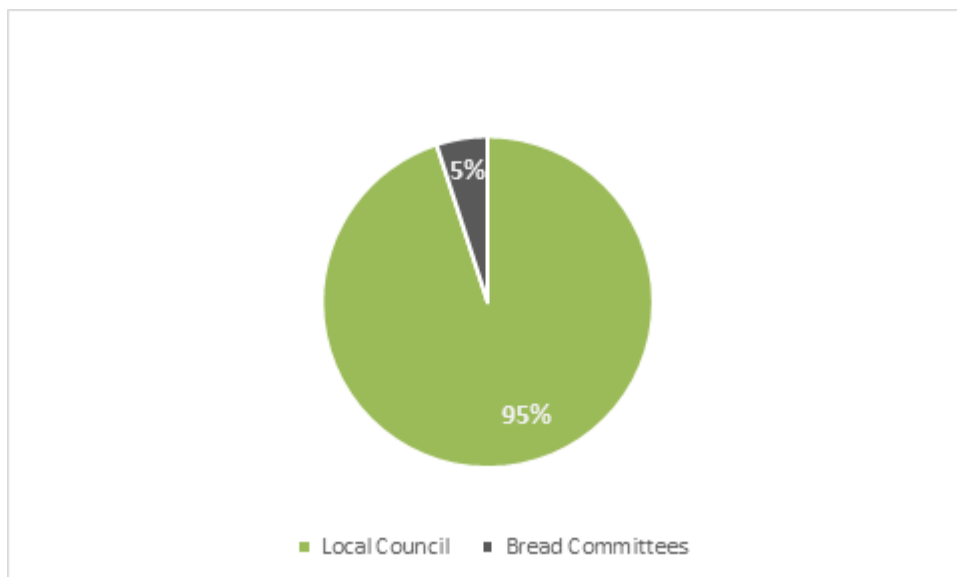
Information from this section was provided by key informants Interview from the ICC and the Bakery Directorate.

According to key informants, food security continues to deteriorate after seven years of conflict, and Syrians are increasingly dependent on humanitarian assistance. They note that in general, food quantities and qualities have decreased, and food prices have increased due to the decline of the Syrian currency compared to the US dollar. Furthermore, the number of people in need of food assistance has increased.

At present, the ICC is responsible for the distribution of approximately 95% of bread in the city, while bread committees distribute 5% of bread.³

³ Bread committees are composed of civilians tasked to manage bread distribution.

FIGURE 10 PARTY IN CHARGE OF BREAD DISTRIBUTION

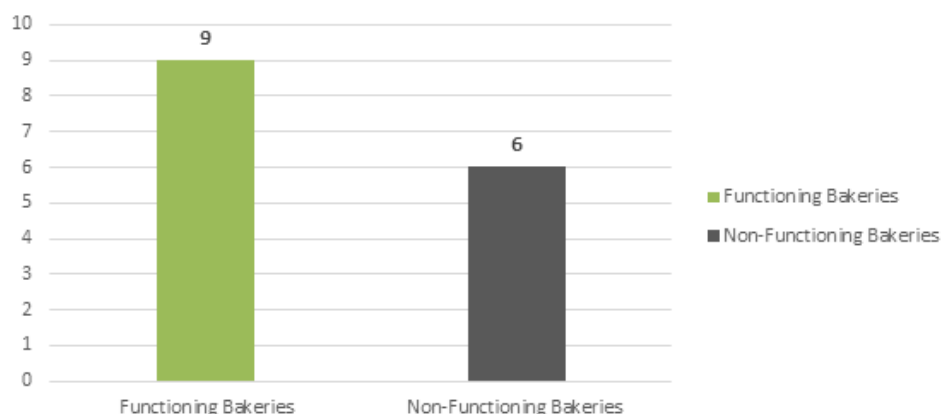


Bread and Bakeries

According to IMU enumerators, the consumption of bread (the staple food in Syria) has increased in Idleb City due to the shortage of other foods. This is likely because residents compensate for the unavailability of other foods by consuming more bread. Key informants report that resident suffering has increased since the beginning of the crisis, due to the shortage of food in general, and bread in particular. This has been exacerbated by the lack of functioning bakeries, as well as resident's limited access to them.

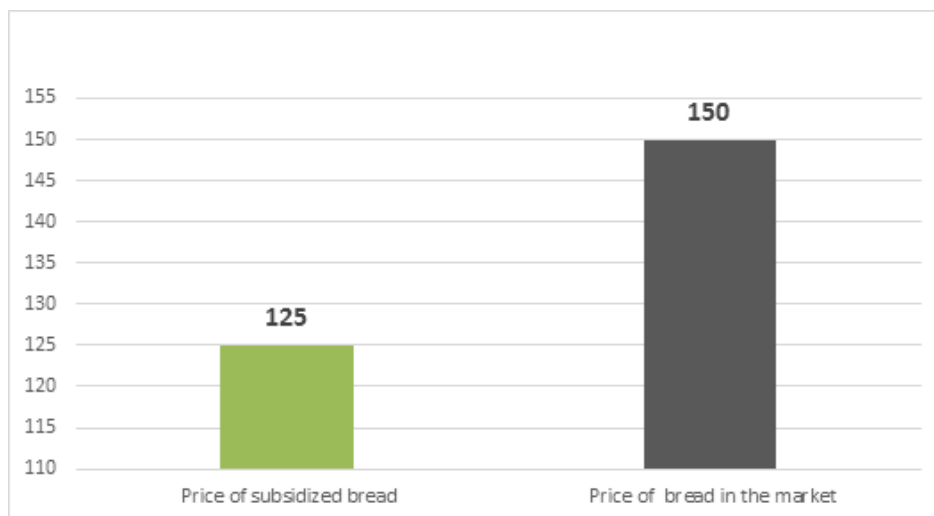
According to key informants, nine of the 15 bakeries in Idleb City are operational, with a maximum production capacity of forty tons. Six bakeries are not operational. Key informants reported that machinery malfunction was the main reason for bakeries not operating, likely due to the difficulty of getting spare parts, and their high prices. Another reason mentioned was the fact that some bakeries are unable to cover their operational costs.

FIGURE 11 FUNCTIONAL & NON-FUNCTIONAL BAKERIES



Key informants note that prior to the crisis, the Syrian regime used to subsidize bakeries by providing flour, and that the eastern governorates were the main provider of Syrian wheat. However, they stated that as the Syrian regime stopped subsidizing bread in areas outside its control, bread prices increased, and a large number of bakeries are no longer operational. At present, bread prices vary from one region to another according to the availability of flour and other ingredients. In Idleb City, the price of a pack of subsidized bread (eight loaves, one kilogram) at a bakery is 125 SYP, while its price on the market is 150 SYP.

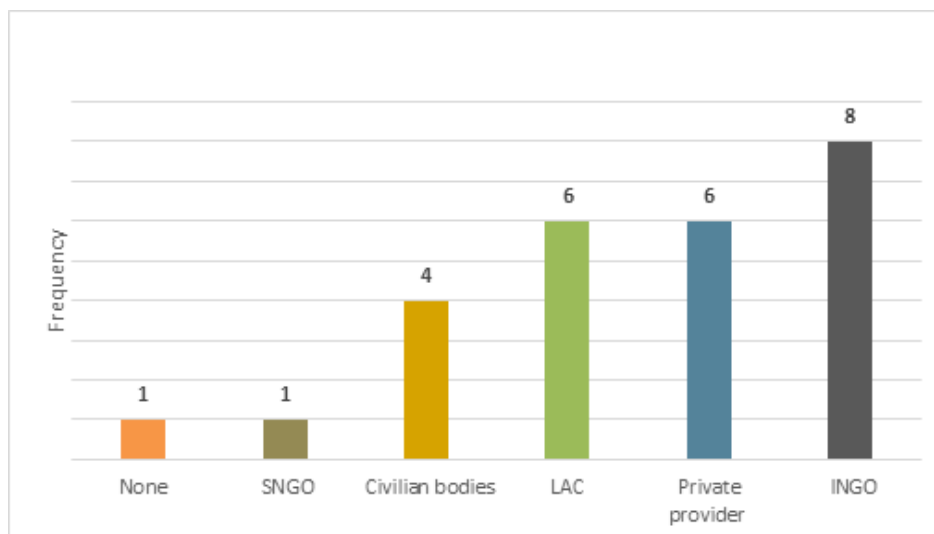
FIGURE 12 PRICE OF BREAD



Public Opinion of the Bread Sector

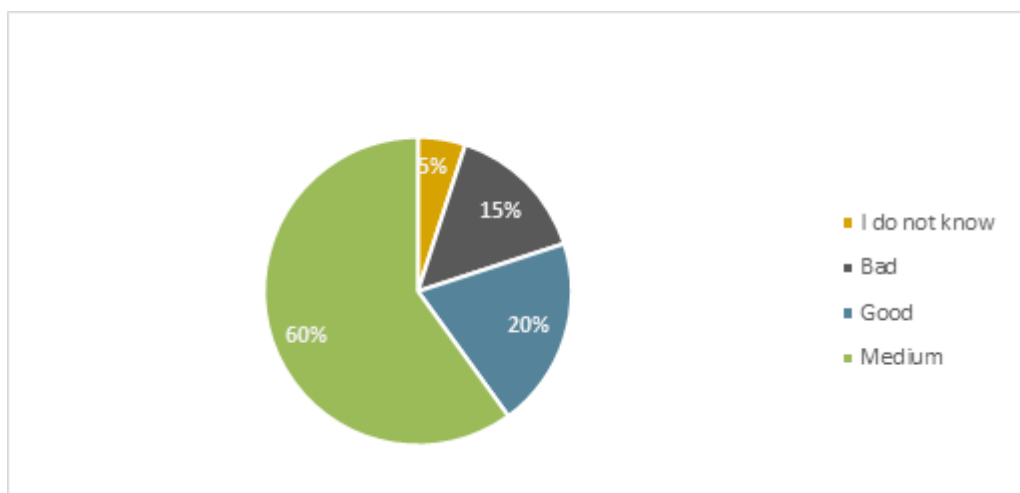
According to respondents, INGOs were the main provider of bread services, followed by private providers, and the ICC.

FIGURE 13 THE PARTY IN CHARGE OF PROVIDING FOOD SECURITY



The quality of the bread distribution was, in general, positively viewed, as 60% of respondents thought it was average and 20% thought it was good. However, 15% of respondents thought it was bad. As for the fairness of bread distribution, the views were mixed, with a slight inclination towards the negative; 45% of the respondents thought it was fair, but 50% of them thought it was not.

FIGURE 14 BREAD PROVISION SERVICES QUALITY



Public Opinion of Food Sector Priorities

1. Flour;
2. Food baskets;
3. Bread.

The Education Sector

Information from this section was provided by key informants in the ICC and the Free Education Directorate.

According to key informants, the total number of students in Idleb City is 16,025. Their distribution is as follows:

Students	Count	Percentage
Primary School	9,500	59%
Lower Secondary School	5,500	34%
Upper Secondary School	1,025	7%

Key informants report that the majority of schools in Idleb City are operational (40 schools), and five schools are not operational. They added that a lack of funding, inadequate sanitary appliances (such as toilets), and destroyed buildings were the main reasons for some schools not operating. They also noted that the functioning schools require funding, restoration, maintenance, and more teaching staff.

Teachers

According to key informants, the total number of teachers in Idleb City is 1,300, 51% of whom are female. The percentage of volunteer teachers is estimated to be 16%.

Teachers	Count	Percentage
Male Teachers	500	38%
Female Teachers	600	46%
Male Volunteer Teachers	140	11%
Female Volunteer Teachers	60	5%
Total	1,300	100%

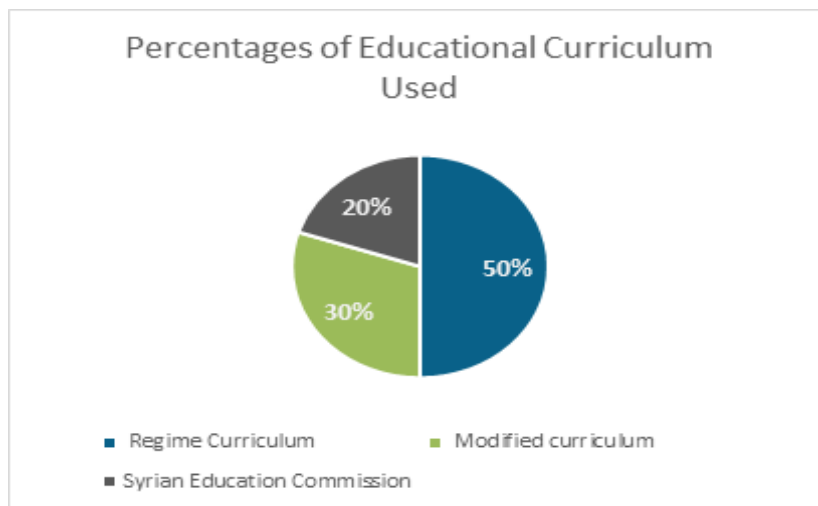
Curriculum Taught in Idleb City Schools

Prior to the crisis, the Syrian Ministry of Education was responsible for designing and printing school curricula, and it still does so in regime-controlled areas. This curriculum printed was is known as the “regime curriculum”. According to key informants, the regime has stopped sending books to areas out of its control. As a result, opposition parties have designed a new curriculum called the “modified curriculum”. The modified curriculum is the same as the regime’s curriculum. However, it has deleted a few sentences that glorify the regime, as well as other false information. ⁴

⁴ The modified curriculum is produced by both the SIG and the Syrian Education Commission, which explains why respondents mentioned both.

Schools in Idleb City use the curricula shown in the figure below.

FIGURE 15 PERCENTAGES OF EDUCATIONAL CURRICULUM USED



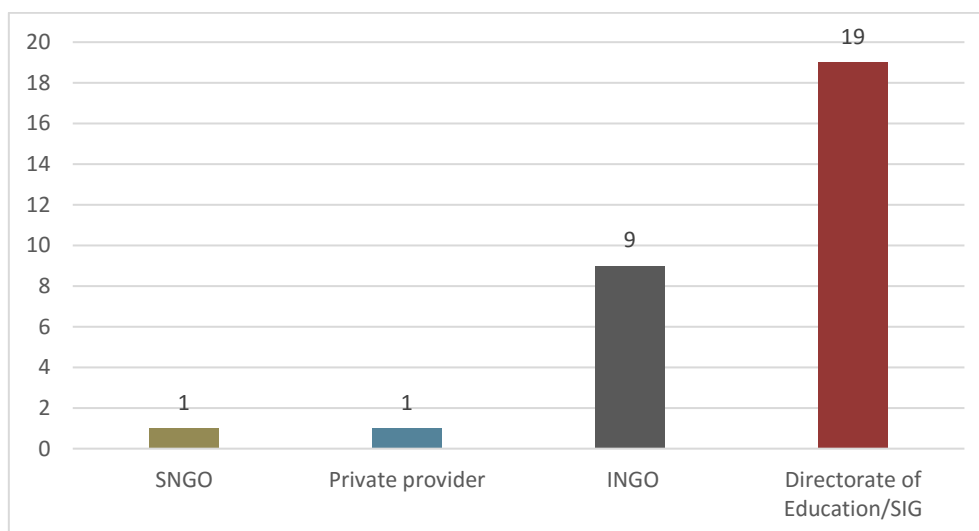
According to key informants, the following factors are preventing children and youth from receiving education:

- Lack of funds, income or resources to send children to school;
- The destruction of the school building;
- Schools were considered hazardous places due to shelling.

Public Opinion of the Education Sector

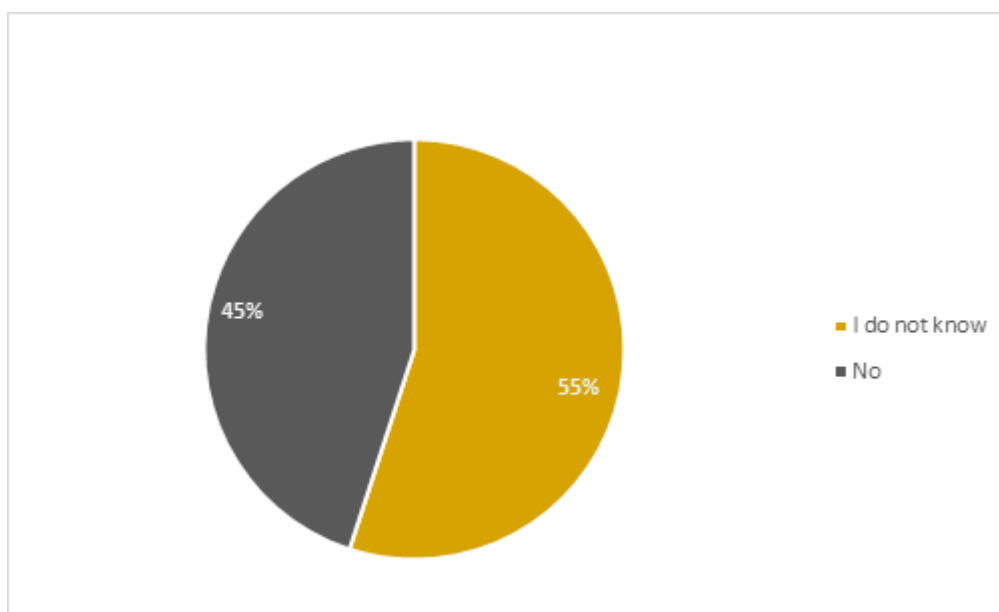
According to the findings of the public survey, the Free Directorate of Education/SIG was perceived as the main provider of education services, followed by INGOs. Very few respondents attributed education services to private providers or SNGOs.

FIGURE 16 THE PARTY IN CHARGE OF PROVIDING EDUCATION SERVICES



There was a pronounced sentiment of dissatisfaction towards the quality of the education services in Idleb City, as 85% of respondents perceived it as bad, and 15% perceived it as average. 45% of respondents reported that education services were not available equally, while the other 55% did not know. When the respondents were asked about the reasons for the low quality of education, they attributed it to factors such as: “the security situation”, the “irregular school days”, and “continual bombardment”. Interestingly, one of the respondents said, “there is discrimination between the countryside and the city” when he was asked about the reasons for the low quality of education.

FIGURE 17 EQUALITY IN ACCESS TO EDUCATION



Public Opinion of Education Sector Priorities

1. Supporting teachers' salaries;
2. School equipment;
3. School maintenance and repair.

Infrastructure Sector

Information from this section was provided by a key informant in the ICC.

Electricity

Key informants explain that the public electricity network was the main source of electricity in Syria before the crisis. However, they added that the Syrian regime deprived most areas out of its control of electricity, including Idleb City. As a result, residents began to buy electricity from private networks composed of large diesel generators. In Idleb City, a key informant reported that electricity is only available for four hours a day through these private networks (amperes). The cost of the ampere is 2,100 SYP.

The Road Network

There has been little maintenance on the road network in Idleb City during the crisis years. Furthermore, roads have been damaged due to aerial bombardment, as well as normal wear and tear. For this reason, the key informant suggested that paving the roads with asphalt, and normal road maintenance were important priorities.

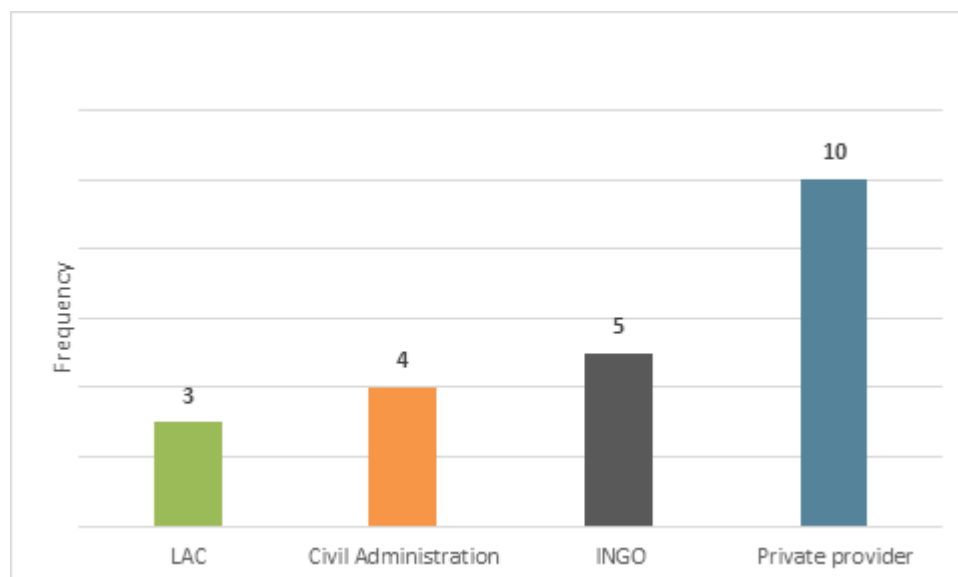
Communication

The following means of communication are available in Idleb City: the local internet network, satellite internet, and the landline phone network.⁵

Public Opinion about Electricity

According to respondents, private providers were the main source of electricity for home use, followed by the Civil Administration and INGOs.⁶

FIGURE 18 THE PARTY IN CHARGE OF PROVIDING ELECTRICITY

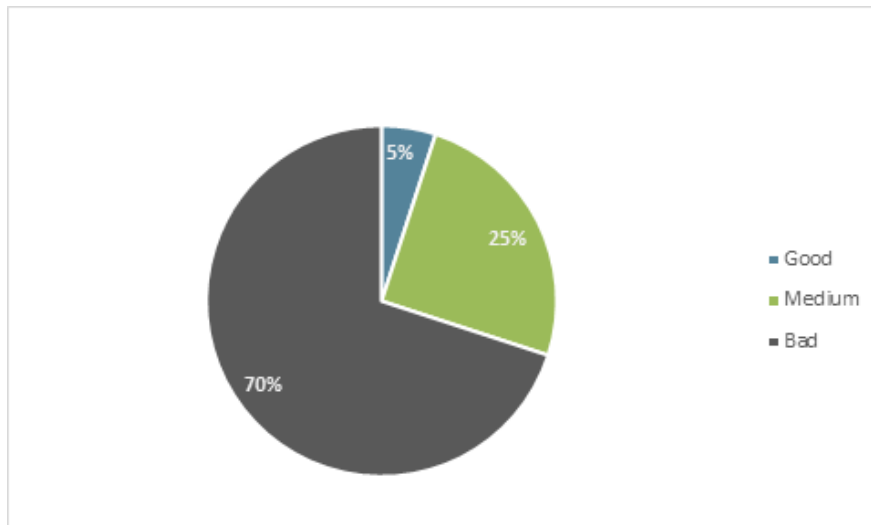


Public opinion of the quality of electricity services was pronouncedly negative, as 70% of respondents thought it was bad. 25% reported it was average, and only 5% said it was good. One of the respondents commented, “operating hours are insufficient and overpriced.”

⁵ Of note, residents in Idleb City can only call within the Idleb sub-district using their landline telephones.

⁶ The civil administration is the group of directorates and bodies that had provided services since the time when the Syrian regime controlled Idleb. They were taken over by Jaysh al-Fatah when Idleb was liberated. After the latest elections, they are being gradually handed over to the Local Councils.

FIGURE 19 ELECTRICITY SERVICES QUALITY



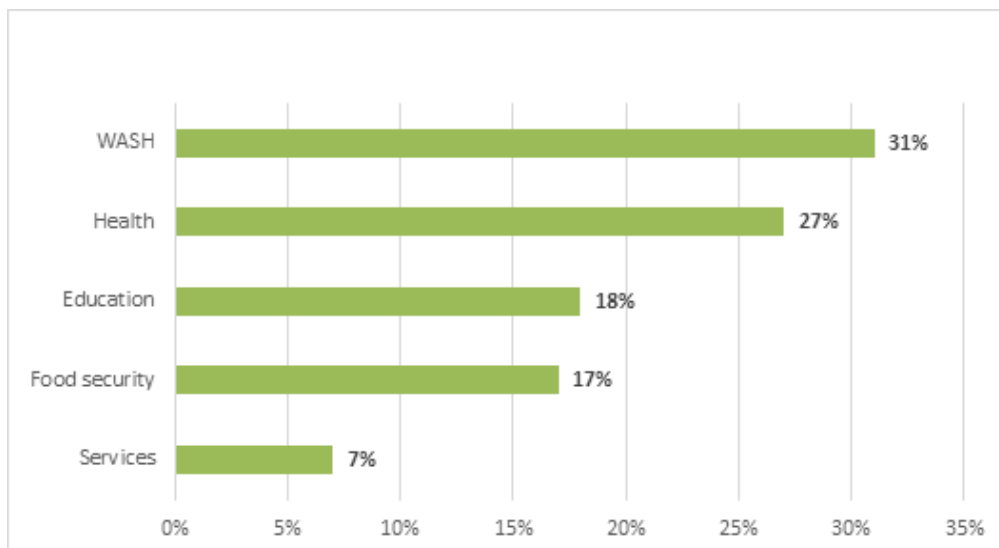
Public Opinion of Electricity Priorities

1. Electrical converters;
2. Power-grid repairs;
3. Fuel for running generators.

General Priorities

According to the public opinion survey, the following sectors were listed as priorities for improvement:

FIGURE 20 SECTOR PRIORITIES



Recommendations

WASH Sector

The IMU recommends the following priorities for the water sector: mechanical and electrical equipment, funding, and pumping lines. In the sanitation sector, the IMU recommends sewage network maintenance, the establishment of a sewage treatment plan, and pumping and suction reservoirs. In the hygiene sector, IMU recommends providing garbage trucks for waste collection, as well as funding for operational costs, and pesticides.

Health Sector

The IMU recommends providing medical equipment support where possible, due to its necessity and high cost. The IMU also recommends providing salaries for medical staff, and operational costs if possible.

Bread Sector

The IMU recommends providing flour and bread, as well as food baskets.

Education Sector

The IMU recommends supporting teachers' salaries, in addition to providing school equipment and school maintenance and repair.

Infrastructure Sector

Most of the damage to the public power grid is repairable. Therefore, the IMU recommends providing electrical converters and power-grid repairs. Additionally, the IMU recommends providing fuel for running generators. The IMU also recommends paving roads with asphalt where possible.

THE STATUS OF
SERVICE PROVISION IN

IDLEB MAY 2017 **CITY**

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