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Comprehensive Basic Services and Infrastructure Needs Assessment

Syria - 2025

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Quotation:
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Abbreviation	Full Term
IDP	Internally Displaced Person
Amps	Private Electricity Subscription Unit
GPS	Geographic Positioning Systems

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1. Executive Summary

This comprehensive assessment provides an integrated, evidence-based analysis of essential public service conditions, infrastructure rehabilitation needs, and community-level priorities across 14 Syrian governorates. The findings are derived from four complementary data sources: (1) a large-scale community service survey; (2) an expanded multi-sector services monitoring dashboard; (3) field-collected beneficiary feedback and service performance data; and (4) a structured infrastructure rehabilitation estimation tool covering health, education, water, wastewater, electricity, telecommunications, roads, bridges, irrigation systems, and religious facilities. Together, these sources offer a unified, multi-dimensional understanding of both service demand and the operational capacity of public infrastructure systems.

The combined evidence demonstrates persistent deterioration across critical service sectors, driven by aging or conflict-damaged infrastructure, limited maintenance capacity, rising operational costs, and the increased demand resulting from large concentrations of internally displaced persons (IDPs). Households across all assessed areas continue to rely heavily on costly private alternatives—particularly water trucking, electricity generators and "ampere" systems, and mobile internet bundles—to compensate for insufficient public service provision.

While the scale and nature of challenges vary by governorate and sub-district, several cross-cutting patterns emerge consistently from the data:

- **Extensive infrastructure rehabilitation needs** across health facilities, schools, electricity transformer stations, water pumping and distribution systems, and telecommunications networks.
- **Significant service availability gaps** in water, sanitation, electricity, transportation, and internet access, rooted in inadequate geographic coverage, poor maintenance, and shortages of operational capacity.
- **High household expenditure burdens**, with water purchases, generator and ampere fees, transportation costs, and fuel expenses far exceeding community affordability thresholds.
- **Technical capacity constraints**, including shortages of skilled personnel, limited spare parts, and insufficient operational budgets in the water, wastewater, and electricity sectors.
- **Environmental health risks**, such as wastewater leakage, groundwater contamination, and seasonal street flooding, undermining public health and safety.
- **Strong community demand** for rehabilitation and service expansion, especially in underserved sub-districts with high IDP concentrations and degraded infrastructure.

The assessment confirms that essential service systems remain critically overstretched and require urgent, targeted investment to prevent further deterioration. To address these challenges, the report provides detailed, sector-by-sector analysis and proposes high-impact interventions aligned with humanitarian, early recovery, and resilience frameworks. These recommendations emphasize

restoring core service functionality, reducing household vulnerability, enhancing local operational capacity, and strengthening long-term service sustainability.

This Executive Summary offers a concise yet rigorous overview of the prevailing conditions, the underlying drivers of service disruption, and the strategic intervention areas where support can achieve the greatest measurable impact for communities across Syria.

2. Introduction and Context

Introduction

Syria continues to face profound challenges in the provision of essential services after more than a decade of conflict, economic decline, and widespread infrastructure degradation. Households in many areas are reliant on fragmented, unreliable, and expensive alternative systems to meet basic needs. Water supply networks function intermittently; electricity grids are severely weakened; wastewater systems suffer from frequent blockages and contamination; transport networks remain damaged; and telecommunication systems show variable coverage.

This report presents a detailed, multi-sectoral assessment conducted to inform strategic donor planning and prioritize interventions that can alleviate suffering, strengthen service continuity, and support early recovery efforts across the country.

Purpose of the Assessment

The purpose of this assessment is to provide a comprehensive understanding of the current conditions of service delivery and infrastructure functionality, highlight population-level challenges, and present evidence-based recommendations to inform donor-supported interventions.

Assessment Objectives

- Assess access, quality, reliability, and affordability of essential services at household level.
- Identify structural gaps within service infrastructure systems that limit operational capacity.
- Document community priorities and perceptions toward service effectiveness.
- Provide donors with actionable evidence to guide investment in critical service sectors.

3. Methodology

The assessment employed a multi-source analytical approach to develop a comprehensive understanding of basic service conditions across Syria. Primary data was derived from a structured, multi-sector community survey designed to gather household and neighborhood perspectives on essential services, including water, sanitation, electricity, transportation, telecommunications, and internet access. This dataset was complemented by a standardized infrastructure rehabilitation assessment tool used to document the condition and operational status of key public facilities. These facilities encompass education institutions, as well as health centers, water and electricity stations, telecommunications structures, roads, and related service infrastructure. Additional contextual information was incorporated from the Services Monitoring Dashboard, which provides governorate and sub-district-level insights on service availability, prevailing challenges, service sources, and cost variations. Collectively, these sources offer a coherent and layered analytical foundation, integrating community perceptions, infrastructure conditions, and service delivery trends to support a comprehensive assessment aligned with donor expectations for multi-sector early recovery and service restoration planning.

3.1 Data Sources

Household & Community Survey Dataset

The “Expanded Services Data Analysis” dataset includes more than 200 variables covering:

- Water sources and availability
- Wastewater disposal systems
- Electricity access, alternatives, and affordability
- Transportation availability and community mobility
- Mobile network strength and internet access
- Household vulnerabilities and coping mechanisms
- Satisfaction and priority ranking of services

Infrastructure Rehabilitation Dataset

The dataset provides governorate-level counts of damaged and functional:

- Health facilities
- Education facilities
- Water stations
- Wastewater stations
- Electricity stations
- Telecommunications structures
- Roads, bridges, irrigation networks

It documents the extent of infrastructure damage and highlights the sectors requiring immediate rehabilitation.

Field Observations

Enumerators contributed observational insights on:

- Condition of service facilities
- Environmental hazards
- Service provider constraints
- Accessibility challenges
- Community feedback not captured via structured questions

3.2 Sampling & Geographic Coverage

The assessment covers all major regions across 14 governorates (Damascus, Aleppo, Rural Damascus, Homs, Hama, Latakia, Idlib, Al-Hasakeh, Deir Ezzor, Tartous, Raqqa, Daraa, Al-Sweida, and Quneitra), including urban, peri-urban, and rural settings. Sampling included IDPs, returnees, and host-community households to ensure representative diversity.

3.3 Data Collection Procedures

- Digital questionnaires administered via mobile devices
- GPS-linked surveys enabling spatial verification
- Daily supervisory review of submissions
- Random validation calls to ensure data authenticity

3.4 Data Quality Assurance

Data validation procedures included:

- Duplicate removal
- Logical consistency checks
- Triangulation with infrastructure data
- Cross-governorate comparison to detect anomalies

3.5 Limitations

- Access constraints in insecure areas
- Seasonal variations affecting service reliability
- Potential perception bias in self-reported indicators

Mitigation measures included triangulation, supervision, and exclusion of inconsistent entries.

4. OVERVIEW OF BASIC SERVICES

KEY CROSS-SECTOR FINDINGS

This section offers a high-level summary of the main cross-sector findings. The detailed analysis for each service area is presented in the following chapters.

4.1 Access and Quality

- Water supply varies widely; many depend on trucking with high cost.
- Wastewater systems are incomplete or degraded in over one-third of surveyed areas.
- Electricity availability is low; many households rely on costly private amps.
- Transport availability is limited in many communities; road conditions are poor.
- Telecommunications and internet coverage vary significantly by governorate.

4.2 Maintenance and Technical Capacity

Across all utilities:

- Maintenance is irregular (often monthly or “not regular”).
- Spare parts availability is limited.
- Technical staff shortages affect response times.

4.3 Community Burden

High household expenses for water, electricity, transport, and internet create affordability barriers.

4.4 Priority Needs

Communities consistently identify similar needs:

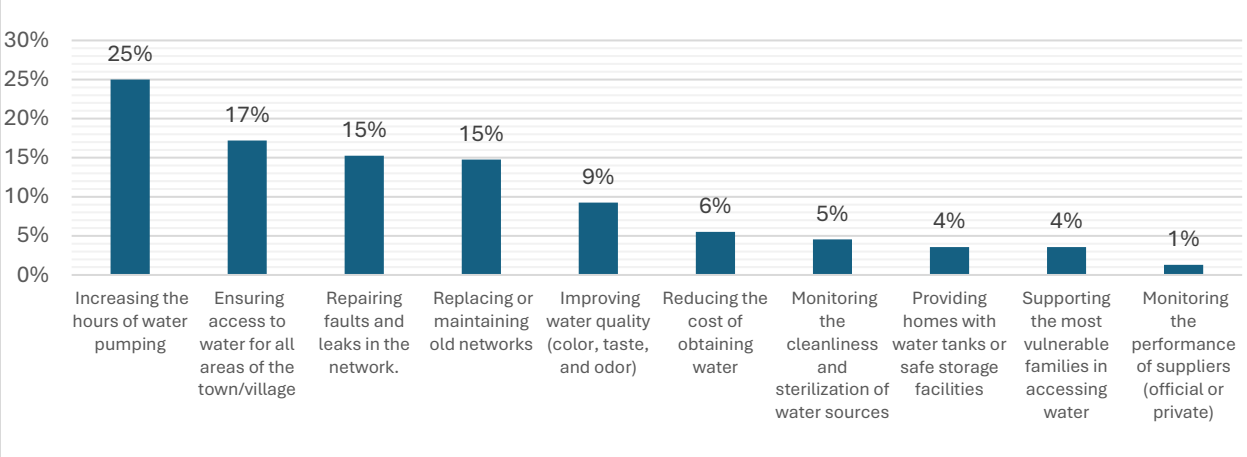
- Extend and rehabilitate water and wastewater networks
- Increase electricity supply hours and improve voltage stability
- Regulate private generators and reduce costs
- Rehabilitate roads and bridges
- Improve mobile/internet coverage
- Strengthen environmental health safeguards

What follows is a detailed breakdown of each service sector, outlining key performance issues, infrastructure gaps, community access constraints, and the priority interventions required to support service restoration and improvement.

5. Water Supply Assessment

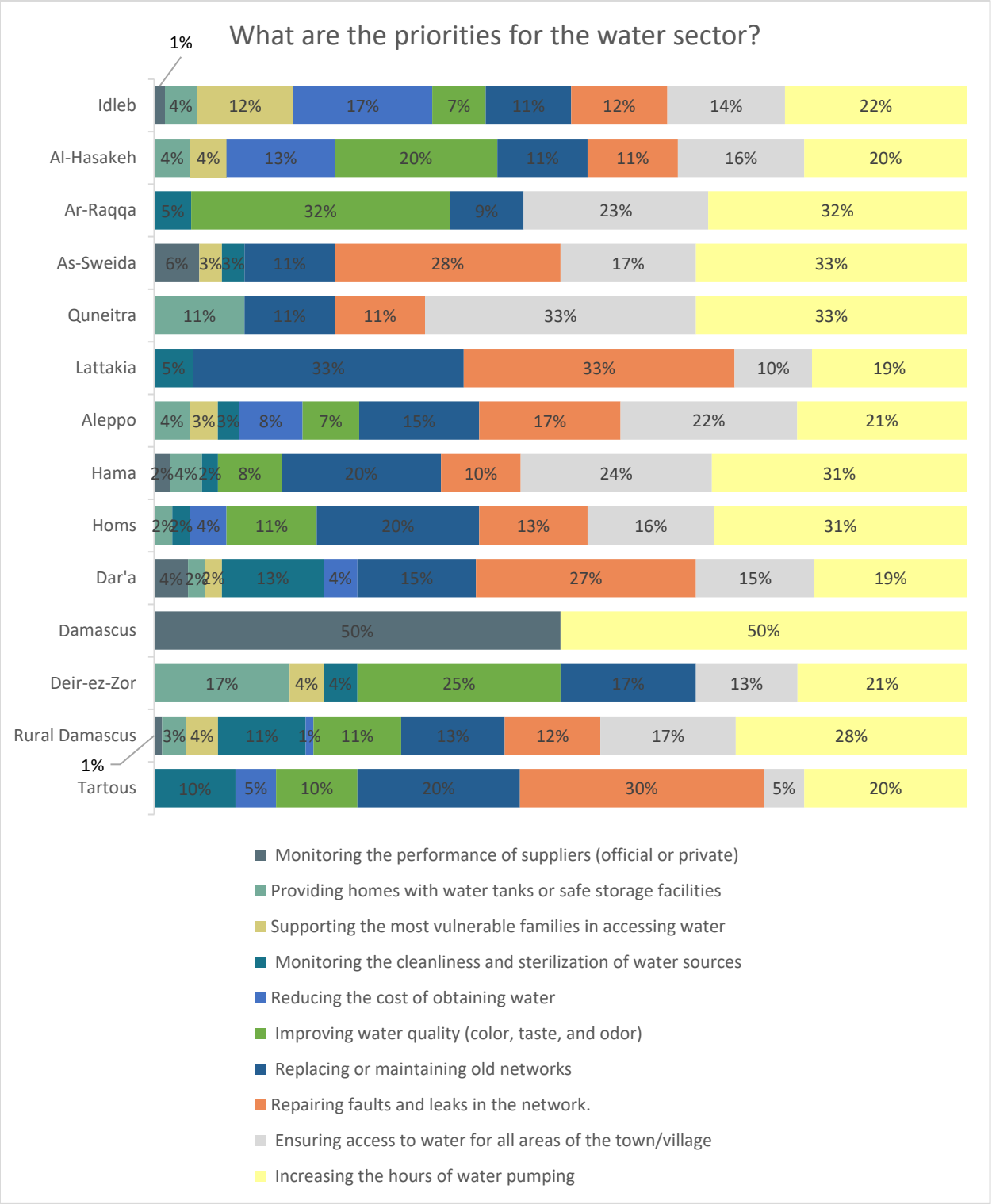
Water supply remains one of the most pressing and persistent challenges affecting households across Syria, with significant implications for public health, livelihoods, and overall community resilience. Years of conflict, population displacement, and underinvestment in infrastructure have left many areas with fragmented, unreliable, and increasingly costly access to water. Households depend on a combination of piped networks, water trucking, wells, and purchased drinking water, with availability and quality varying widely across governorates and even between neighborhoods within the same locality. In many communities, intermittent pumping linked to electricity shortages, damaged distribution pipelines, declining water pressure, and seasonal scarcity further limit consistent access. Concerns over water quality including turbidity, contamination, and inadequate treatment have driven households to adopt multiple coping strategies, often at substantial financial burden. This section provides a comprehensive analysis of household access patterns, service continuity, perceived quality and safety, and cost-related challenges, while integrating insights from infrastructure damage assessments to highlight the structural factors shaping water insecurity in the assessed governorates.

Figure 1: Priorities for the Water Sector



The chart outlines key priorities identified for the water sector, with the most pressing concern being the need to increase the hours of water supply, cited by 25% of respondents. Ensuring access to water for all follows at 17%, while repairing faults and leaks in the network and replacing or maintaining old infrastructure are each prioritized by 15%. Improving water quality specifically color, taste, and smell is noted by 9%, and reducing the cost of obtaining water by 6%. Monitoring the cleanliness and safety of water is highlighted by 5%, while providing homes with water meters and supporting the most vulnerable populations are each mentioned by 4%. Lastly, monitoring the performance of water providers is the least cited priority, at just 1%. These figures reflect a strong emphasis on expanding supply and access, alongside infrastructure rehabilitation and quality assurance.

Figure 2: Priorities for the Water Sector – Governorates Distribution



Analysis of Water Sector Priorities

The chart illustrates community-identified priorities for the water sector across multiple Syrian governorates, highlighting both shared concerns and regional variations. Overall, the findings show a strong emphasis on **service continuity, infrastructure rehabilitation, and equitable access**, reflecting widespread dissatisfaction with current water supply conditions.

Key Priority Trends Across Governorates

Across most governorates, **increasing the hours of water pumping** emerges as the most frequently cited priority. This concern accounts for approximately **19–33 percent of responses** in many locations, including As-Sweida (33%), Quneitra (33%), Hama (31%), Homs (31%), Rural Damascus (28%), and Deir-ez-Zor (21%). This trend reflects the widespread challenge of intermittent water supply, often linked to electricity shortages and damaged pumping systems.

The second most prominent priority relates to **ensuring access to water for all areas within towns and villages**, with proportions reaching **24–33 percent** in several governorates. For example, Quneitra (33%), Hama (24%), Aleppo (22%), and Ar-Raqqa (23%) report significant gaps in geographic coverage, indicating unequal distribution and underserved neighborhoods within the same localities.

Repairing faults and leaks in the water network is also a critical concern, accounting for **27–33 percent of responses** in Dar'a (27%), Lattakia (33%), Tartous (30%), and As-Sweida (28%). These findings align with infrastructure assessments that document aging pipelines, frequent leakages, and insufficient maintenance capacity.

Cost, Quality, and Household-Level Support

In several governorates, **reducing the cost of obtaining water** is highlighted as a priority, particularly in areas with high reliance on water trucking. Notably, Dar'a reports **40 percent**, Damascus **50 percent**, and Deir-ez-Zor **40 percent** of respondents identifying cost reduction as a key need. This underscores the heavy financial burden water places on households, especially displaced and low-income families.

Improving water quality—including color, taste, and odor—is a significant concern in Ar-Raqqa (32%), Deir-ez-Zor (25%), and Al-Hasakeh (20%). This reflects widespread perceptions of poor water quality, likely linked to damaged networks, inadequate treatment, and contamination risks.

Supportive measures such as **providing water tanks or safe household storage** and **supporting vulnerable families' access to water** appear less frequently overall (generally below 10–12%), but remain important in specific contexts, particularly in areas hosting high numbers of IDPs.

Monitoring and Governance Priorities

A smaller but notable share of respondents emphasize **monitoring the performance of water suppliers** and **monitoring cleanliness and sterilization of water sources**, generally ranging between **5–13 percent** across governorates. While less prominent than supply-related priorities, these responses indicate community concern about accountability, regulation, and service quality assurance.

Concluding Interpretation

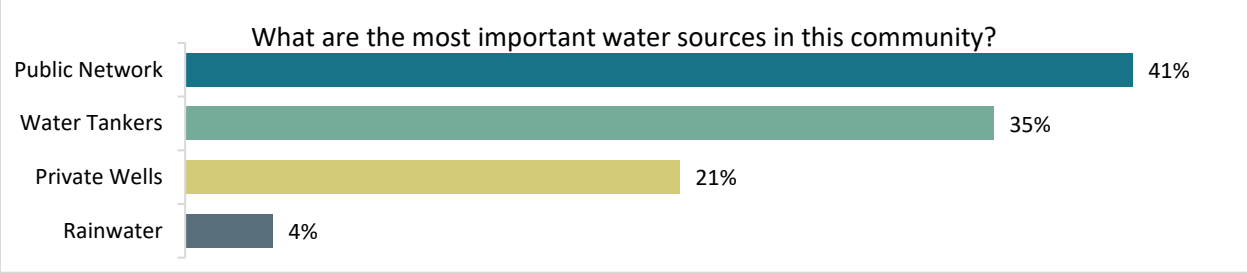
Taken together, the chart demonstrates that communities overwhelmingly prioritize **restoring reliable water supply through increased pumping hours, network rehabilitation, and expanded coverage**, rather than short-term or household-level coping solutions alone. The prominence of affordability concerns in several governorates further highlights the economic strain caused by dependence on private water sources. These findings reinforce the need for **integrated water sector interventions** that combine infrastructure rehabilitation, energy support for pumping stations, leakage reduction, and targeted affordability measures for vulnerable households. Addressing these priorities simultaneously will be essential to improving water security, reducing household vulnerability, and restoring confidence in public water services across the assessed governorates.

5.1 Access to Water Sources

Households across the assessed areas rely on a combination of formal and informal water sources, each presenting its own challenges in terms of reliability, quality, and cost. Access to *public piped networks* remains widespread, yet supply is highly intermittent due to damaged infrastructure and electricity shortages, forcing many communities to supplement with alternative sources. As a result, *water trucking* has become a dominant method of securing household water particularly for IDPs and communities located far from functioning networks despite its high financial burden and variable quality. In rural and peri-urban areas, households often draw from *wells and boreholes*, many of which face contamination or seasonal depletion. For drinking water, a significant number of households resort to *purchased bottled water* to ensure safety, adding further economic pressure. These access patterns, summarized below, highlight the complexity of water sourcing and the vulnerabilities faced by households across the governorates:

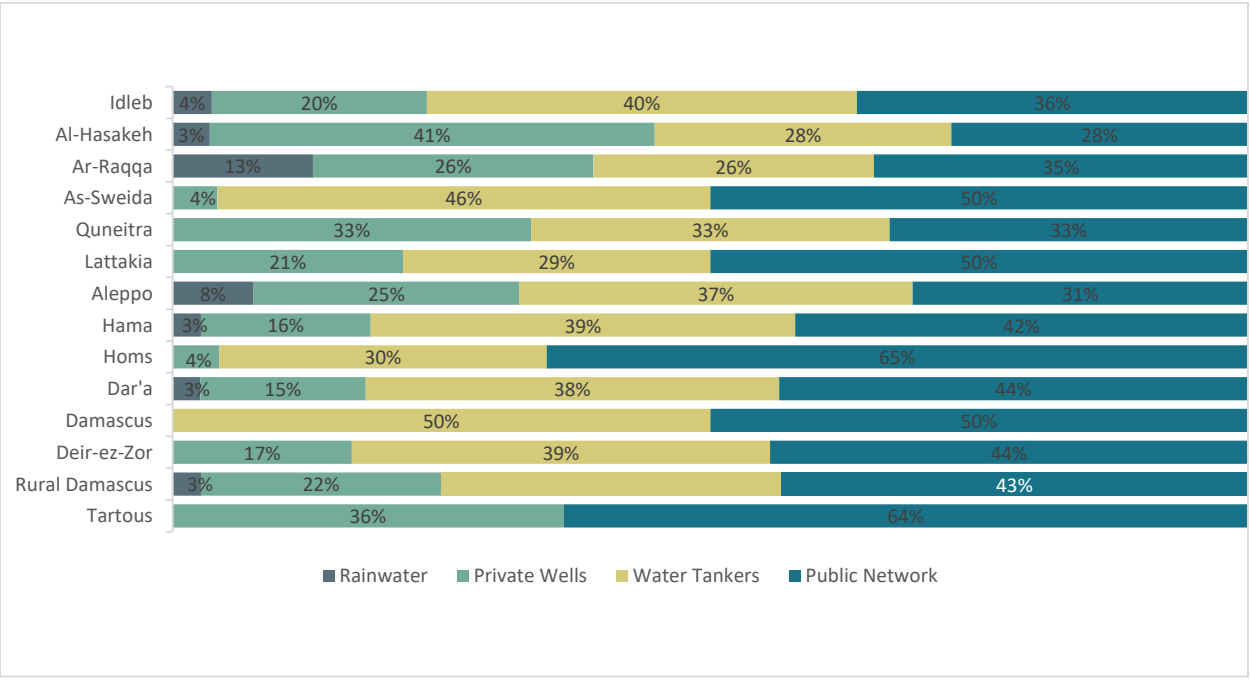
- **Public piped networks** – widely used but highly intermittent
- **Water trucking** – primary source for many IDPs and underserved communities
- **Wells and boreholes** – often contaminated or seasonally unreliable
- **Purchased bottled water** – used mainly for drinking, increasing household costs

Figure 3: The most important Water Sources



The chart reveals that the public network is the most relied-upon water source in the community, serving 41% of respondents. Water tankers follow closely at 35%, indicating a substantial dependence on mobile water delivery systems likely a response to gaps in infrastructure or seasonal shortages. Private wells account for 21% of usage, suggesting moderate access to localized, self-managed sources. Rainwater, at just 4%, remains the least utilized option, reflecting either climatic limitations or low investment in rainwater harvesting systems. Overall, the data points to a community that leans heavily on formal and semi-formal water distribution channels, with limited integration of natural or decentralized sources.

Figure 4: The most important Water Sources – Governorate Distribution



The chart reveals notable regional disparities in water source reliance. In Idleb, water tankers are the most prominent source at 40%, followed by the public network at 36%, private wells at 20%, and rainwater at just 4%. Al-Hasakeh shows a different pattern, with private wells leading at 41%, water tankers at 28%, public network at 28%, and rainwater at 3%. Ar-Raqqa presents a relatively balanced

distribution: public network and private wells each serve 35% and 26% respectively, while water tankers also account for 26%, and rainwater reaches a higher-than-average 13%.

As-Sweida demonstrates a strong reliance on both the public network and water tankers, at 50% and 46% respectively, with no reported use of rain water and only 4% for private wells. Quneitra stands out for its equal distribution—33% each for public network, private wells, and water tankers—while rainwater remains minimal at 1%. Lattakia leans on the public network (50%) and water tankers (29%), with private wells at 21%.

Aleppo shows significant use of water tankers (37%) and public network (31%), with private wells at 25% and rainwater at 8%. Hama follows a similar trend, with 42% relying on the public network, 39% on water tankers, 16% on private wells, and 3% on rainwater. Homs is more centralized, with 65% using the public network, 30% private wells, only 5% water tankers, and no reported rainwater use.

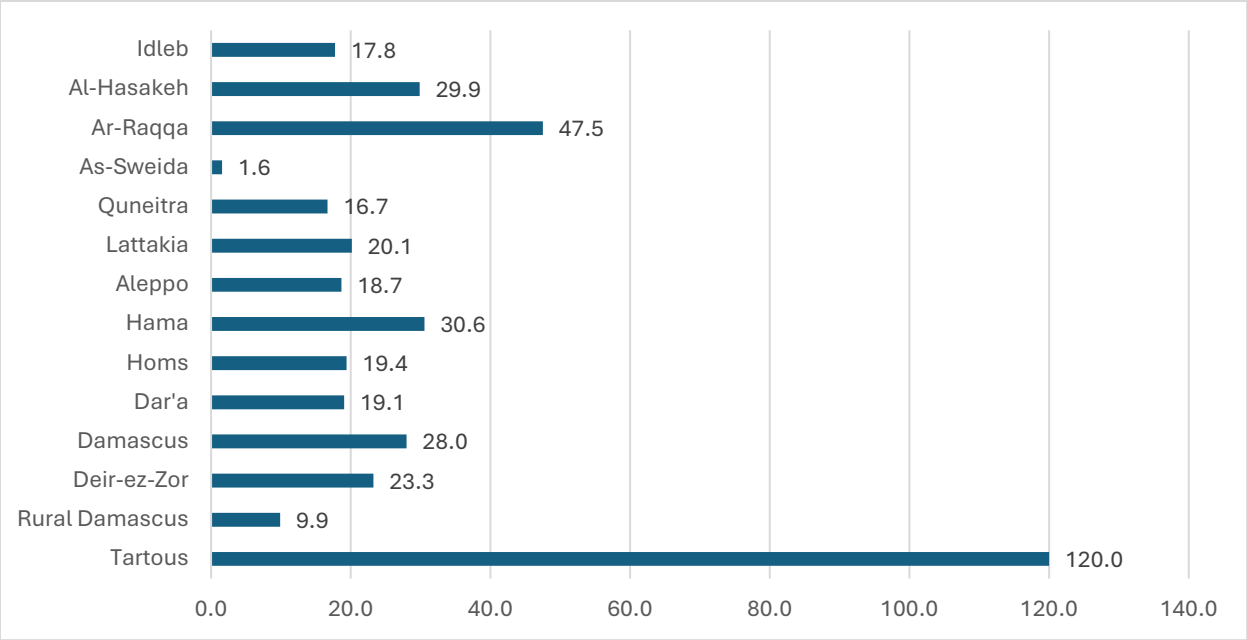
Dar'a presents a unique profile, with 44% using the public network, 38% water tankers, 15% private wells and just 3% rain water. Damascus shows an even split between public network and water tankers at 50% each. Deir-ez-Zor relies on the public network (44%) and water tankers (39%), with private wells at 17%. Rural Damascus and Tartous both report 43% and 64% respectively reliance on the public network, with private wells at 22% and 36% respectively.

5.2 Reliability

The reliability of water supply remains a significant concern across the assessed governorates, with households reporting highly inconsistent service patterns that undermine daily living conditions and increase reliance on costly alternative sources. In many communities, water is available from the public network for only limited periods, often just a few hours per week, making it difficult for households to store sufficient quantities for domestic needs. Even when water is supplied, pressure levels fluctuate considerably, reducing the effectiveness of houzsehold storage systems and limiting access for multi-story buildings. These reliability challenges are further compounded by irregular pumping schedules, which are closely linked to widespread electricity shortages that disrupt the operation of water stations. As reported by survey respondents, the main reliability issues can be summarized as follows:

- Water supply available only a few hours per week
- Frequent pressure fluctuations during pumping cycles
- Irregular pumping caused by electricity shortages and system instability

Figure 5: The Average Number of Water Pumping Hours per Week



The chart reveals stark disparities in weekly water pumping hours across regions. Tartous stands out dramatically with an average of 120.0 hours per week—nearly four times higher than the next highest region, Ar-Raqqa, which reports 47.5 hours. Hama and Al-Hasakeh follow with 30.6 and 29.9 hours respectively, while Damascus records 28.0 hours. Deir-ez-Zor (23.3), Lattakia (20.1), Homs (19.4), Dar'a (19.1), and Aleppo (18.7) all fall within the 18–23 hour range, suggesting moderate pumping activity. Idleb and Quneitra report slightly lower averages at 17.8 and 16.7 hours respectively. Rural Damascus shows a more limited pumping schedule at 9.9 hours, while As-Sweida records the lowest average at just 1.6 hours per week, indicating minimal reliance on pumping or possible infrastructure constraints.

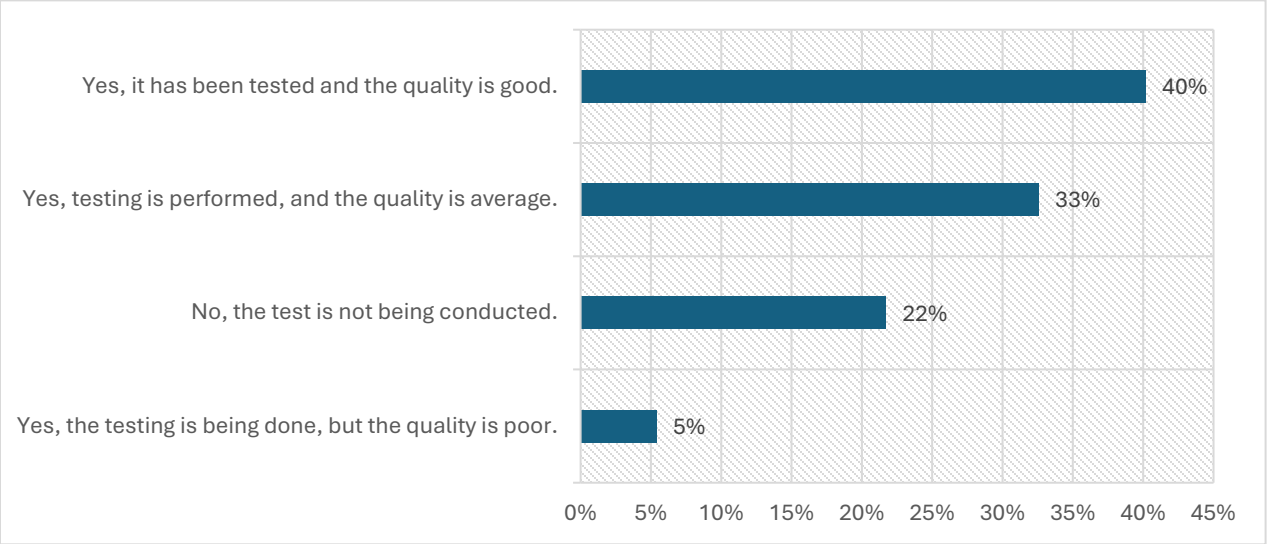
The chart illustrates clear disparities in pumping activity across regions, with some areas operating at minimal levels while others sustain extensive weekly schedules. Regions with higher pumping hours likely benefit from stronger infrastructure or face greater demand, whereas those with lower figures may rely on alternative water sources or experience limitations in supply systems. The contrast between extremes suggests uneven access to water services, pointing to the need for targeted interventions that address both underutilization and overextension. Overall, the data reflects a fragmented landscape of water provision, where operational capacity varies widely and calls for region-specific planning to ensure equitable and sustainable access.

5.3 Quality Concerns

Water quality remains a major challenge for households across the assessed areas, with many reporting visible contamination and inadequate treatment throughout the supply chain. Sediment, discoloration, and turbidity are frequently observed, particularly in water delivered through aging distribution networks or sourced from unregulated wells and trucking providers. Limited chlorination further contributes to concerns regarding the microbiological safety of water intended for drinking and domestic use, increasing the risk of waterborne diseases. In addition, many households rely on improvised or outdated storage containers, which are often unclean or exposed to sunlight, creating conditions that compromise water safety even after collection. These concerns are consistently reflected in household feedback and can be summarized as follows:

- Sediment and turbidity reported frequently
- Limited or inconsistent chlorination
- Unsafe or unhygienic household storage practices

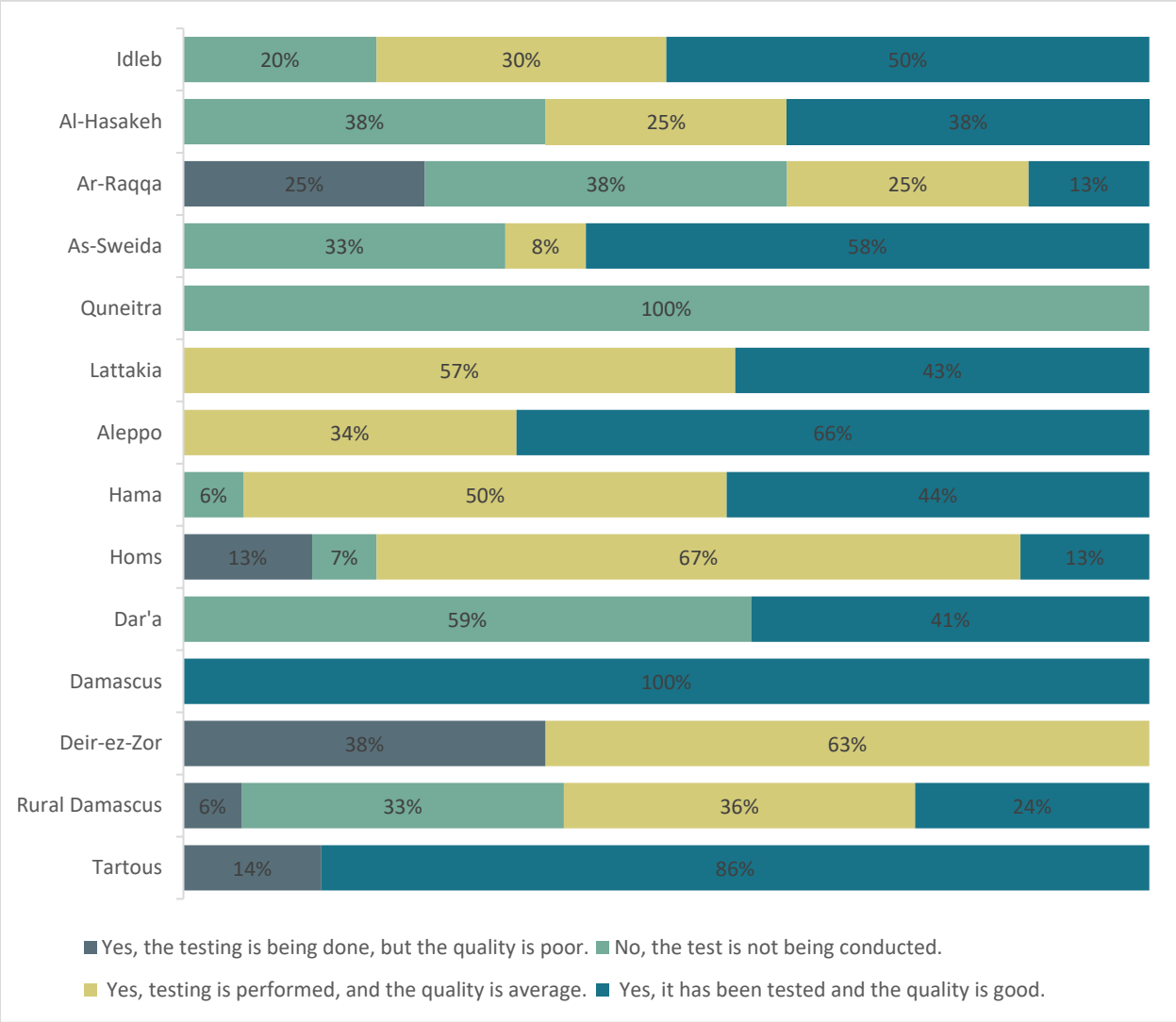
Figure 6: The Quality of Water



The chart reveals that 40% of respondents report water quality has been tested and deemed good, indicating a relatively positive perception of institutional oversight. Another 33% acknowledge testing but rate the quality as average, suggesting room for improvement despite monitoring efforts. Notably, 22% state that no testing is conducted, raising concerns about unregulated water access in certain areas. A smaller segment, 5%, reports that although testing occurs, the water quality is poor highlighting cases where oversight does not translate into acceptable standards.

The data reflects a mixed landscape of water quality assurance. While the majority of respondents confirm some level of testing, perceptions of quality vary widely from confidence in good standards to dissatisfaction despite oversight. The presence of untested water sources and reported poor quality, albeit limited, underscores the need for more consistent and transparent monitoring practices. Strengthening institutional accountability and expanding coverage could help bridge gaps in public trust and ensure safer water access across all communities.

Figure 7: The Quality of Water – Governorates Distribution



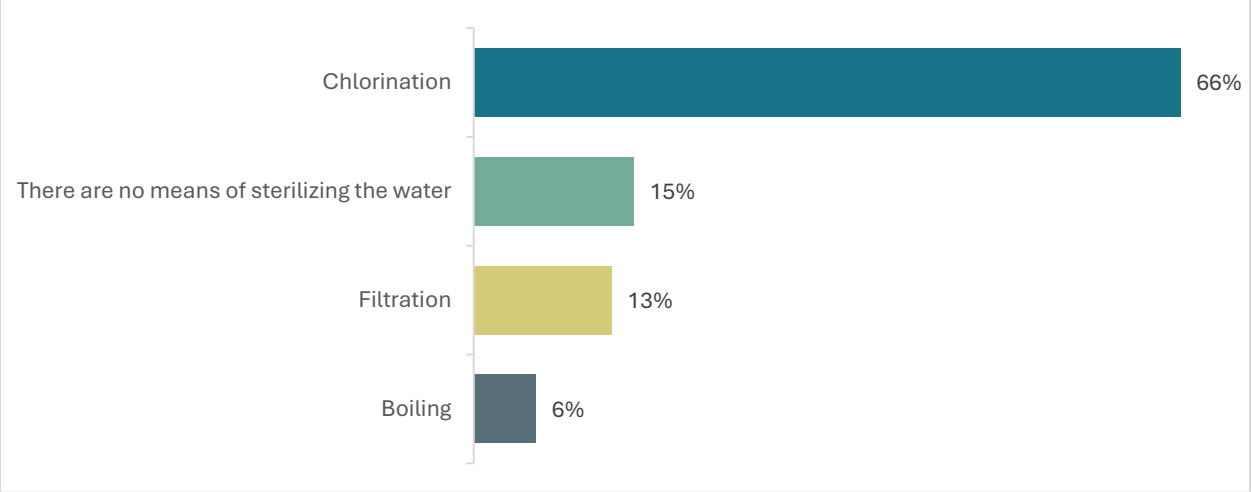
The chart reveals substantial variation in water quality testing and perceived outcomes across regions. Damascus report full coverage with 100% of respondents stating that water has been tested and the quality is good, while Quneitra indicates 100% the test is not being conducted. Tartous and As-Sweida follow closely, with 86% and 58% respectively affirming good quality through testing. In contrast, Homs and Deir-ez-Zor show more concerning results: Homs has 67% rating the quality as average and 13% as poor, with no respondents reporting good quality, while

Deir-ez-Zor has 63% average and 38% indicating that the quality is poor. Ar-Raqqa presents another critical profile, with 25% reporting poor quality despite testing and another 38% stating no testing is conducted. Other regions such as Aleppo (66% average, 34% good), Hama (50% average, 44% good), and Dar'a (59% average, 41% good) reflect mixed perceptions. Al-Hasakeh and Lattakia show moderate confidence, with 38% and 43% respectively each reporting good quality, while 38% from Al-Hasakeh reported no testing. Rural Damascus shows 24% good, 36% average, and 33% no testing, suggesting uneven coverage and satisfaction.

Concluding Interpretation

The regional analysis highlights a highly uneven landscape of water quality testing and perceptions. Some areas demonstrate strong institutional oversight and public confidence, with testing consistently linked to positive outcomes. Others reveal mixed or critical views, where testing is either absent or fails to assure satisfactory quality. This contrast underscores the importance of strengthening monitoring systems, ensuring consistency across regions, and addressing gaps in both infrastructure and governance. Ultimately, the findings point to a need for more equitable and transparent water management practices that can build trust and safeguard community health.

Figure 8: The Means of Sterilizing the Water



The chart shows that chlorination is the most widely used method of water sterilization, reported by 66% of respondents. Filtration is used by 13%, while boiling accounts for just 6%, indicating limited reliance on household or thermal methods. Notably, 15% of respondents state that they have no means of sterilizing their water, highlighting a significant gap in access to safe water practices and potential exposure to untreated sources.

Concluding Interpretation

The data underscores a heavy dependence on chlorination as the primary means of water sterilization, with minimal use of filtration or boiling and a concerning share of respondents lacking any sterilization method. This pattern points to both strengths and vulnerabilities in current water safety practices. While centralized treatment may offer broad coverage, the absence of alternative or backup methods leaves certain populations at risk. Expanding access to diverse sterilization options and promoting safe water handling practices could enhance resilience and reduce health hazards, especially in underserved areas.

5.4 Affordability

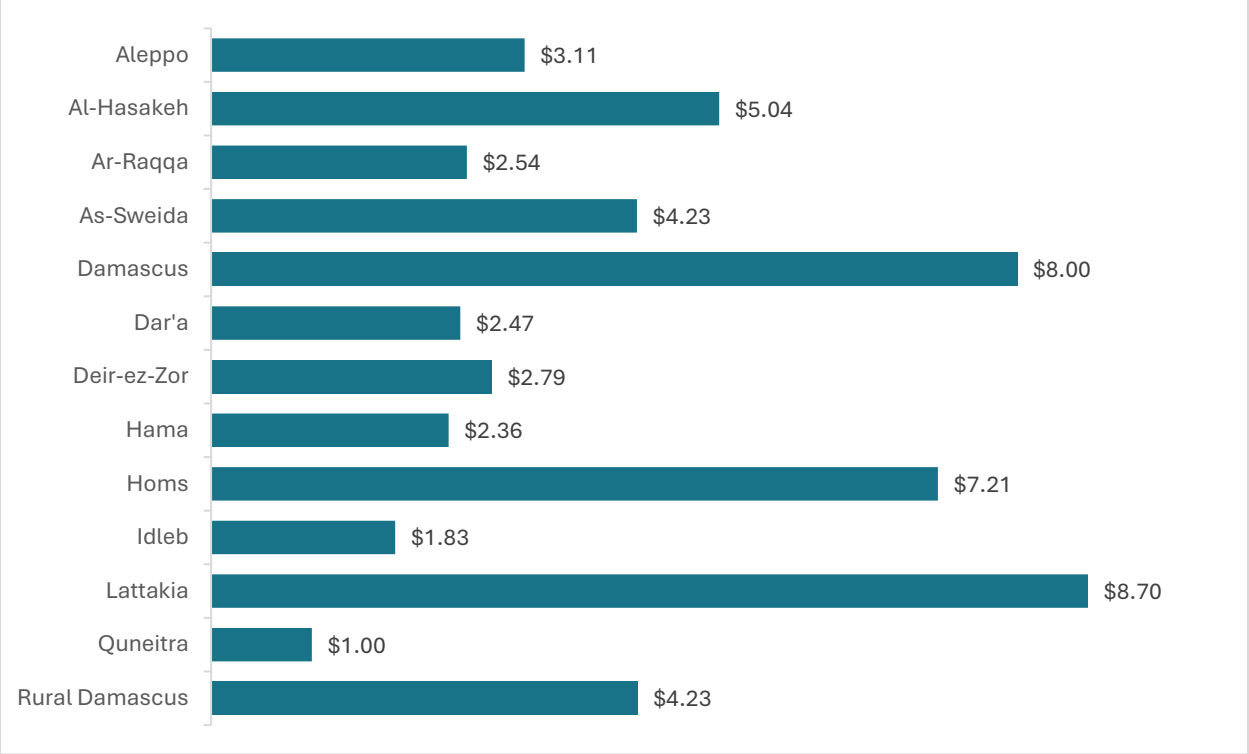
Affordability remains one of the most significant barriers to secure and reliable access to water, with many households reporting that water-related expenses consume a substantial portion of their monthly income. Water trucking, in particular, represents a disproportionate financial burden, especially for displaced households and communities not connected to functional piped networks. The high and fluctuating cost of trucked water often determined by fuel prices, distance, and market availability forces families to make difficult trade-offs between water consumption and other essential needs such as food, healthcare, and electricity. Even households connected to public networks frequently incur additional costs for storage, treatment, or supplementary purchases during periods of network disruption. These financial pressures deepen household vulnerability and highlight the need for improved service reliability and affordable water provision mechanisms.

Water trucking costs represent a disproportionate share of monthly household expenses.

Figure 9: The Average Price of Water by Public Network

The chart indicates that the average price per cubic meter of water based on a quantity equivalent to five barrels provided by the public network is $0.30. This figure reflects the cost of water access through formal infrastructure and offers a benchmark for evaluating affordability across regions or in comparison with alternative sources such as tankers or private wells. The standardized pricing suggests a regulated system, though its economic impact may vary depending on household income levels and consumption needs.

Figure 10: The Average Price of Water by Tankers



The chart reveals substantial variation in water tanker pricing across regions. Lattakia records the highest price at $8.70 per cubic meter, followed closely by Damascus at $8.00 and Homs at $7.21. Al-Hasakeh and As-Sweida also show elevated costs at $5.04 and $4.23 respectively, with Rural Damascus matching As-Sweida at $4.23. Aleppo reports a mid-range price of $3.11, while Deir-ez-Zor, Ar-Raqqa, Dar’a, and Hama fall between $2.36 and $2.79. Idleb and Quneitra present the lowest prices at $1.83 and $1.00 respectively. Tartous has no price listed, indicating either unavailable data or non-applicability. These figures reflect significant disparities in water tanker costs, likely influenced by regional supply conditions, infrastructure limitations, and market dynamics.

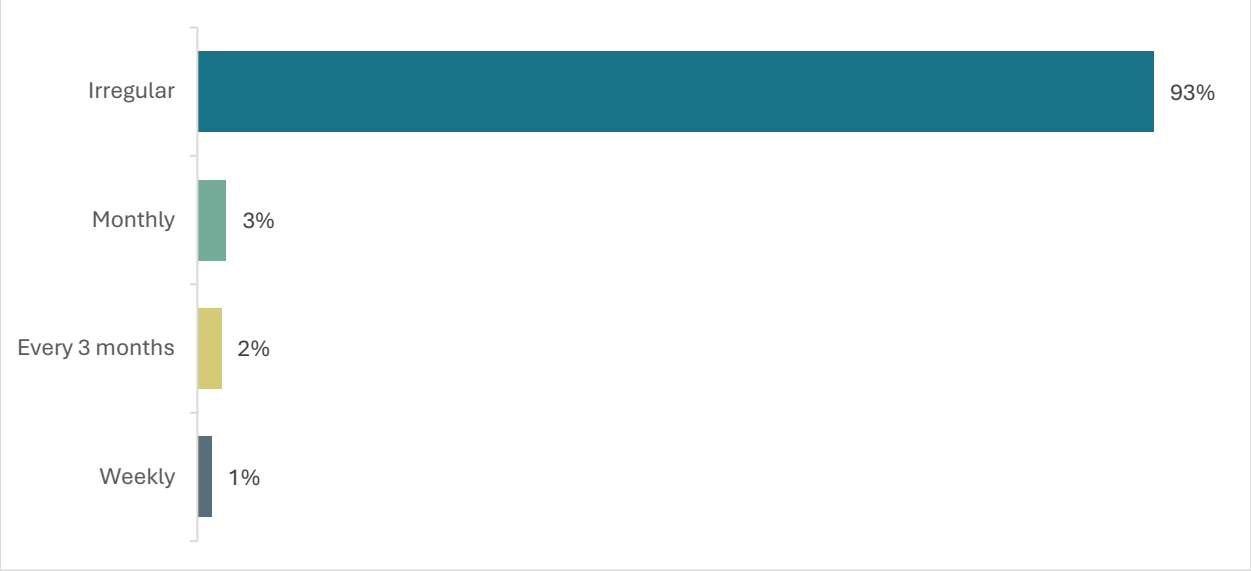
Concluding Interpretation

The data reveals pronounced disparities in water tanker pricing across regions, reflecting uneven access, infrastructure challenges, and market dynamics. While some areas benefit from relatively affordable rates, others face significantly higher costs that may strain household budgets and limit equitable access to water. These variations underscore the need for regulatory oversight, targeted subsidies, and infrastructure investment to ensure that water delivered by tankers remains both accessible and economically sustainable across all communities.

5.5 Infrastructure Condition

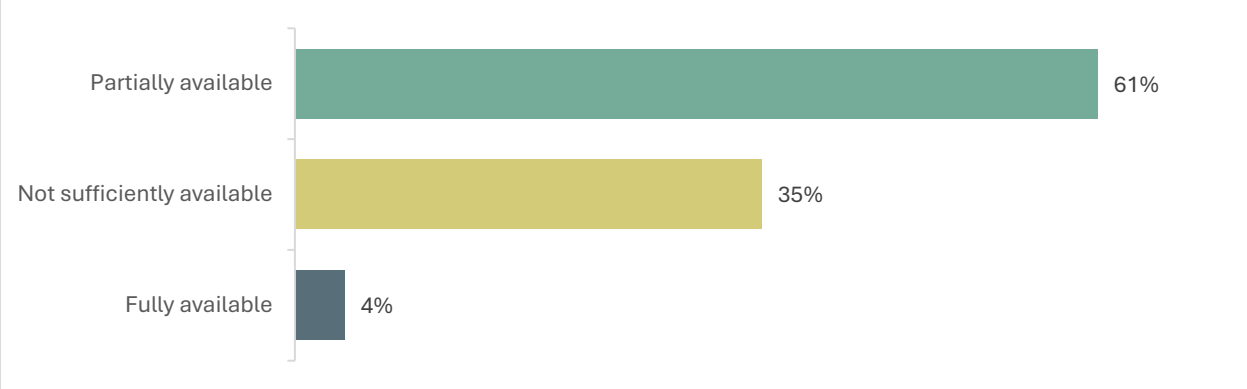
The condition of water infrastructure across the assessed governorates shows widespread deterioration, with serious consequences for service availability, reliability, and water quality. Many facilities are in need of rehabilitation, ranging from moderate repairs to complete restoration of systems. Operational failures are common, often linked to prolonged conflict, insufficient maintenance, aging equipment, and shortages of spare parts. Key challenges observed include frequent pump breakdowns, recurring leaks along transmission and distribution pipelines, and structural damage to reservoirs that reduces storage capacity and heightens the risk of contamination. These findings emphasize the urgent need for targeted investment in water infrastructure to stabilize supply and strengthen the resilience of service delivery.

Figure 11: The Frequency of Routine Network Maintenance



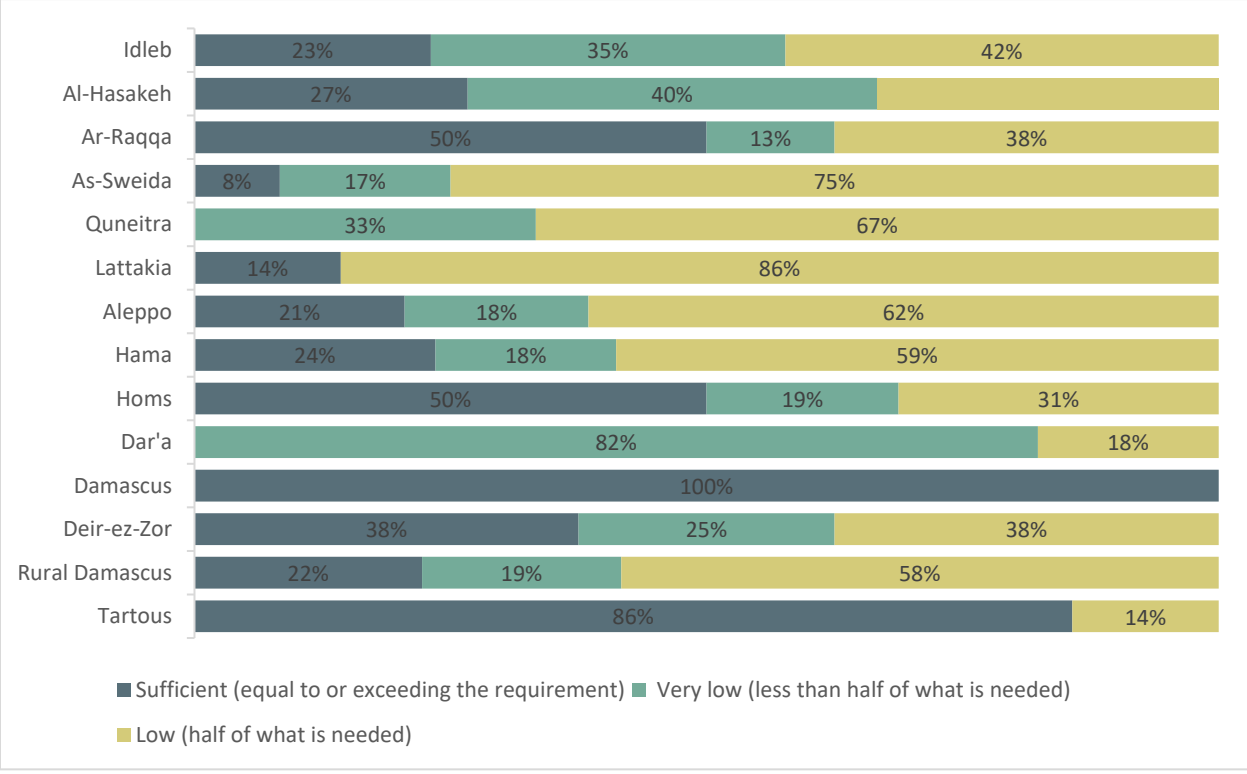
The chart shows that routine network maintenance is overwhelmingly irregular, reported by 93% of respondents. Only 3% indicate that maintenance occurs monthly, while 2% report a quarterly schedule. Weekly maintenance is the least common, cited by just 1%. This distribution highlights a widespread lack of consistent maintenance practices, which may contribute to infrastructure deterioration and service disruptions. The dominance of irregular scheduling suggests systemic challenges in planning, resource allocation, or oversight within water network management.

Figure 12: The Availability of the Equipment and Spare Parts for the Water Network



The chart shows that 61% of respondents report equipment and spare parts are only partially available, indicating widespread limitations in operational capacity. A further 35% state that these resources are not sufficiently available, highlighting serious gaps that may hinder maintenance and emergency response. Only 4% of respondents confirm full availability, suggesting that comprehensive access to necessary materials is rare. This distribution reflects systemic challenges in sustaining water infrastructure and underscores the need for improved supply chains and resource planning.

Figure 13:The Availability of Technical Staff in the Water Sector



The chart illustrates wide disparities in the availability of technical staff across governorates. In **Idleb**, staffing is reported as 23% sufficient, 42% low, and 35% very low. **Al-Hasakeh** shows 27% sufficient, 33% low, and 40% very low. **Ar-Raqqa** stands out with stronger coverage, where 50% is sufficient, 38% low, and 13% very low. In **As-Sweida**, only 8% is sufficient, while 75% is low and 17% very low. **Quneitra** records no sufficient staffing at all, with 67% low and 33% very low. **Lattakia** reflects 14% sufficient, 86% low, and no very low availability. **Aleppo** shows 21% sufficient, 62% low, and 18% very low, while **Hama** reports 24% sufficient, 59% low, and 18% very low. **Homs** demonstrates relatively stronger staffing with 50% sufficient, 31% low, and 19% very low. In **Dar'a**, staffing is critically short, with 0% sufficient, 18% low, and 82% very low. **Damascus** is the only governorate with full sufficiency at 100%, with no low or very low availability. **Deir-ez-Zor** presents 38% sufficient, 38% low, and 25% very low. **Rural Damascus** shows 22% sufficient, 58% low, and 19% very low. Finally, **Tartous** reports 86% sufficient, 14% low, and no very low availability.

Overall, the data highlights that while Damascus, Tartous, Homs, and Ar-Raqqa demonstrate stronger staffing levels, most other governorates face significant shortages, with Dar'a and Quneitra showing the most critical gaps. This underscores the urgent need for targeted workforce planning and investment to ensure operational resilience and service continuity across the water sector.

Concluding Interpretation

The combined results from the three charts reveal systemic weaknesses in the water sector's operational capacity. Routine network maintenance is overwhelmingly irregular, leaving infrastructure vulnerable to breakdowns and inefficiencies. Equipment and spare parts are largely only partially available, with a significant share not sufficiently accessible, further constraining the ability to sustain or repair systems. At the same time, technical staff availability varies sharply across regions, with many governorates reporting low or very low staffing relative to current needs. Together, these findings underscore a fragile service environment where inconsistent maintenance, limited resources, and human capacity shortages converge to undermine reliability. Addressing these gaps through structured maintenance schedules, stronger supply chains, and targeted workforce investment is essential to stabilize water services and build resilience across communities.

6. Wastewater & Environmental Health

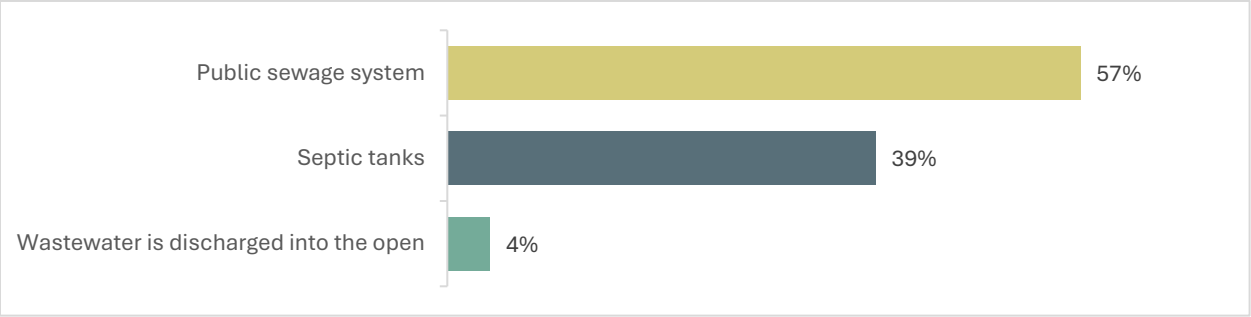
Wastewater management systems are essential for protecting public health, safeguarding the environment, and ensuring the overall well-being of communities. In many of the assessed areas, however, wastewater networks are incomplete, aging, or damaged, leading households to rely on a range of informal or suboptimal disposal methods. These gaps contribute to serious environmental and health risks, including groundwater contamination, standing wastewater in residential areas, and increased exposure to waterborne diseases. This section examines household wastewater practices, identifies key infrastructure deficiencies, and highlights the environmental hazards associated with inadequate wastewater collection and treatment systems, providing a foundation for understanding the broader sanitation challenges facing communities across the governorates.

6.1 Household Wastewater Disposal

Household wastewater disposal practices vary widely across the assessed governorates, reflecting both the limited reach of formal sewage networks and the diverse coping mechanisms adopted by communities in their absence. In many areas, households depend on *septic tanks* for wastewater containment, though these systems often require frequent emptying and may leak if poorly maintained. *Cesspits* remain common in rural and peri-urban locations, posing risks of overflow, contamination, and structural failure. In underserved neighborhoods, *open drainage systems* are frequently used, allowing greywater and, in some cases, blackwater to flow into streets or nearby lands, creating significant environmental and public health hazards. Only a portion of households have access to *functional sewer network connections*, and even these systems may suffer from blockages, insufficient coverage, or limited treatment capacity. These disposal practices can be summarized as follows:

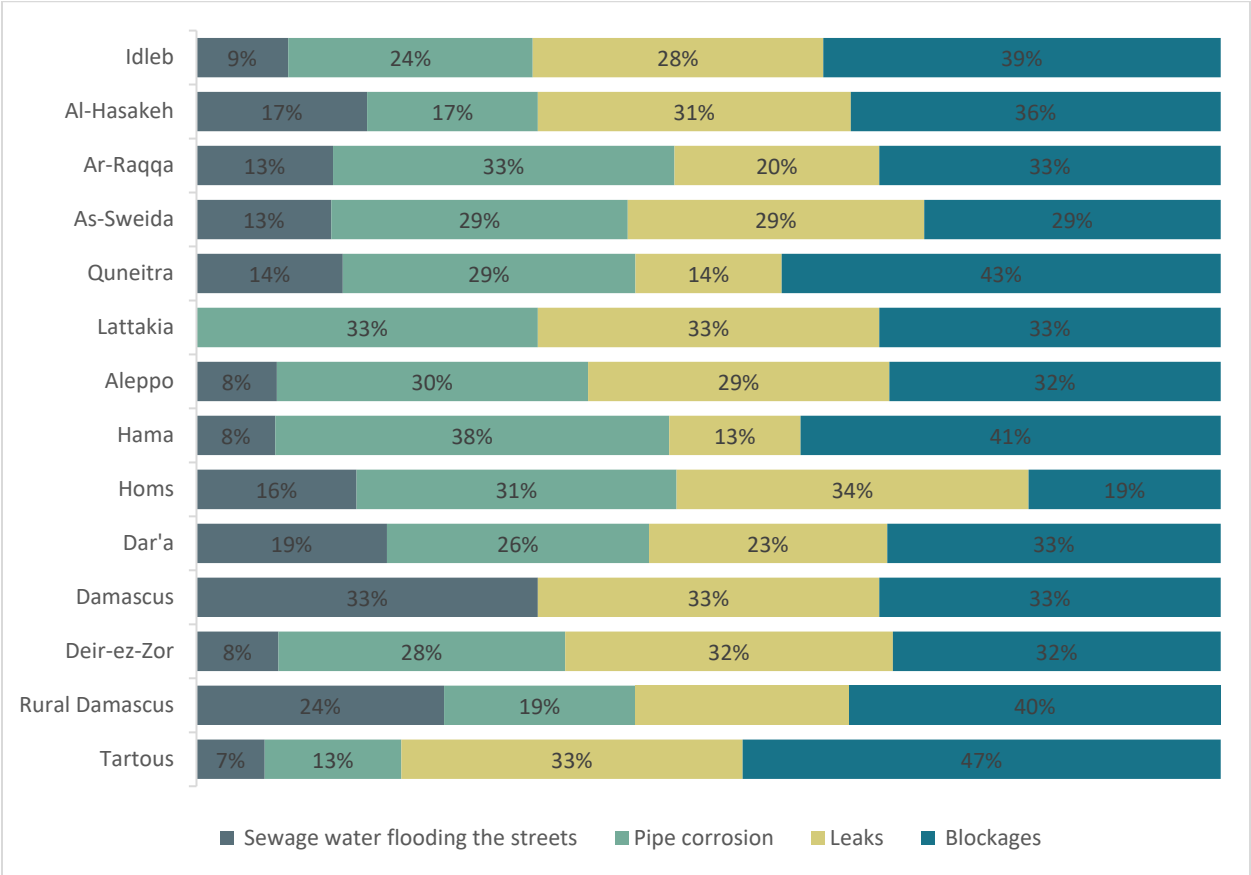
- Septic tanks
- Cesspits
- Open drainage systems
- Limited sewer network connections

Figure 14: The Mechanisms for Wastewater Disposal



The chart shows that 57% of respondents rely on the public sewage system for wastewater disposal, making it the most commonly used method. Septic tanks are the second most prevalent, used by 39% of respondents. A small minority, 4%, report discharging wastewater directly into the open, which poses serious environmental and health risks. These figures highlight the dominance of formal infrastructure in wastewater management, while also pointing to gaps in safe disposal practices that require urgent attention.

Figure 15: The most Common Wastewater Network Failures or Problems



The chart reveals that blockages and leaks are the most frequently reported network issues across regions, followed by pipe corrosion and sewage flooding. In Idleb, blockages account for 39%, leaks 28%, pipe corrosion 24%, and sewage flooding 9%. Al-Hasakeh reports 36% blockages, 31% leaks, 17% pipe corrosion, and sewage flooding. Ar-Raqqa shows 33% blockages and pipe corrosion, 20% leaks, and 13% sewage flooding. In As-Sweida, 29% report blockages, leaks, and pipe corrosion, while 13% sewage flooding. Quneitra records 43% blockages, 14% leaks, 29% pipe corrosion, and 14% sewage flooding. Lattakia presents 33% blockages, leaks, and pipe corrosion. Aleppo shows 32% blockages, 29% leaks, 30% pipe corrosion, and 8% sewage flooding. Hama reports 41% blockages, 13% leaks, 38% pipe corrosion, and 8% sewage flooding. In Homs, 19% report blockages, 34% leaks, 31% pipe corrosion, and 16% sewage flooding. Dar'a shows 33% blockages, 23% leaks, 26% pipe corrosion, and 19% sewage flooding. Damascus records 33% blockages, leaks, and sewage flooding. Deir-ez-Zor presents 32% blockages, and leaks, 28% pipe corrosion, and 8% sewage flooding. Tartous shows the highest rate of blockages at 47%, followed by 33% leaks, 13% pipe corrosion, and 7% sewage flooding. Data for Rural Damascus is missing or incomplete.

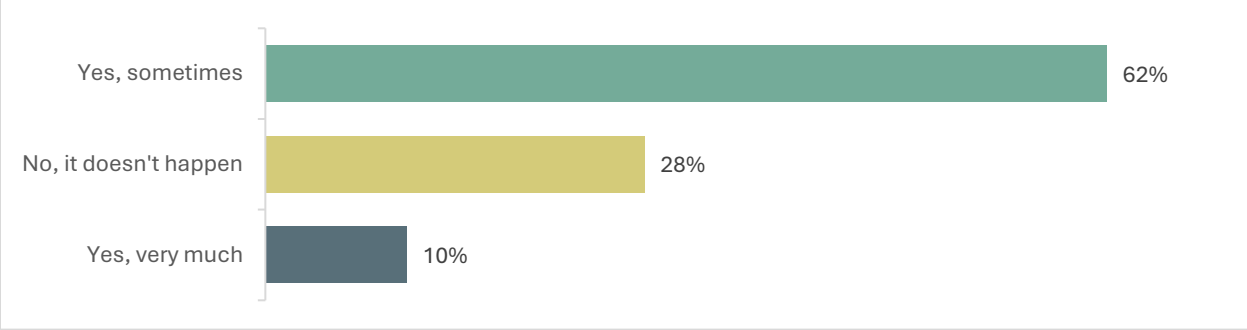
This distribution confirms that blockages are the dominant issue in most regions, often accompanied by high rates of leaks. Pipe corrosion and sewage flooding are consistently present but less prevalent. These findings underscore the need for targeted infrastructure maintenance and upgrades to address recurring failures and improve system reliability.

6.2 Environmental & Public Health Risks

Inadequate wastewater management presents significant environmental and public health risks across the assessed areas, particularly in communities where formal sewage networks are incomplete or nonfunctional. During winter months, heavy rainfall often overwhelms cesspits and open drainage channels, leading to *wastewater flooding* that exposes households to contaminated water and contributes to deteriorating living conditions. In areas reliant on unlined pits or poorly constructed septic systems, *groundwater contamination* is a growing concern, especially where wells serve as primary drinking water sources. These conditions heighten the *risk of disease transmission*, including waterborne illnesses such as diarrhea, hepatitis A, and parasitic infections, disproportionately affecting children and other vulnerable groups. The key environmental and health risks identified include:

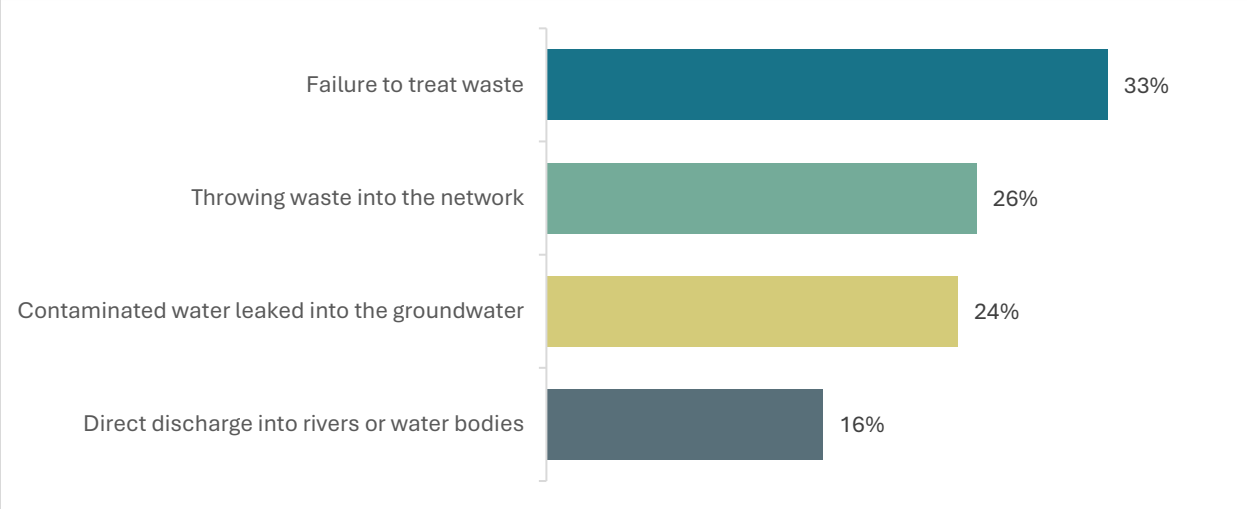
- Wastewater flooding during winter
- Groundwater contamination linked to unlined or failing disposal systems
- Increased risk of disease transmission due to exposure to untreated wastewater

Figure 16: Floods or Sewage Overflows During the Rainy Seasons



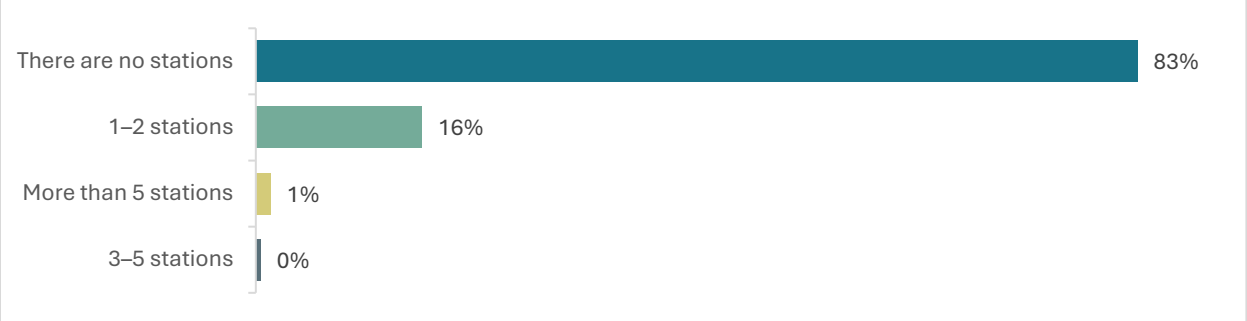
The chart indicates that 62% of respondents experience floods or sewage overflows occasionally during the rainy season, while 10% report that such incidents occur very frequently. In contrast, 28% state that these problems do not happen in their area. These findings suggest that while a majority face intermittent challenges with drainage and overflow, a smaller segment endures severe impacts, highlighting the need for improved stormwater and sewage management systems.

Figure 17: The Main Causes of Environmental Pollution Associated with Sewage



The chart identifies four key contributors to sewage-related environmental pollution. The most commonly cited cause is the failure to treat waste, reported by 33% of respondents. Throwing waste directly into the network follows at 26%, while 24% highlight the issue of contaminated water leaking into the groundwater. Lastly, 16% of respondents point to the direct discharge of sewage into rivers or water bodies. These findings underscore the urgent need for improved treatment infrastructure, public awareness, and regulatory enforcement to mitigate pollution and protect water resources.

Figure 18: Treatment Plants that are Currently Operating



The chart shows that a vast majority of respondents 83% report that there are no operating treatment plants in their region, indicating a severe gap in wastewater management infrastructure. Only 16% indicate the presence of 1–2 stations, while just 1% report having more than 5 stations. Notably, no respondents reported having between 3 and 5 stations. These figures highlight a critical shortage of treatment facilities, underscoring the urgent need for investment in sewage treatment infrastructure to address environmental and public health risks.

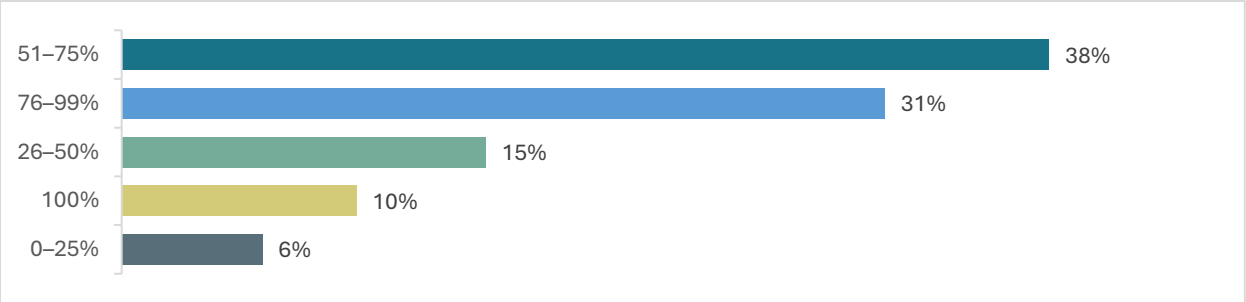
Concluding Interpretation

The findings highlight serious challenges in sewage management and environmental protection. Most areas lack operating treatment plants, leaving communities without adequate facilities to process wastewater. This gap contributes directly to pollution, with untreated waste, improper disposal into networks, groundwater contamination, and direct discharge into rivers identified as the main causes. Seasonal flooding and sewage overflows further compound these problems, exposing communities to recurring health and environmental risks. Together, these issues point to an urgent need for investment in treatment infrastructure, stronger waste management practices, and resilient drainage systems to safeguard both public health and the environment.

6.3 Infrastructure Overview

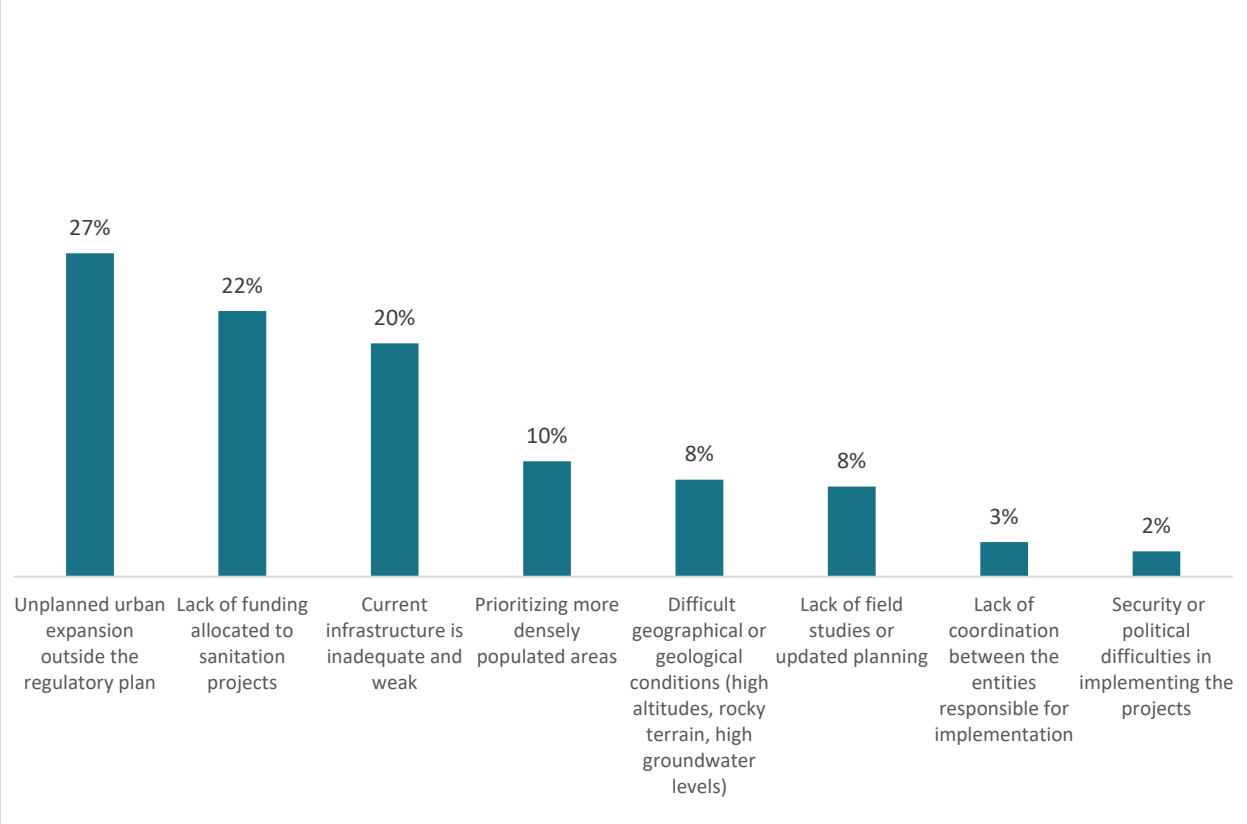
The assessment reveals that wastewater infrastructure across the targeted governorates has experienced extensive deterioration, reflecting years of underinvestment, conflict-related damage, and limited maintenance capacity. Many sewage networks operate far beyond their intended lifespan, resulting in frequent blockages, pipe collapses, and inadequate drainage that contribute to localized flooding and environmental contamination. Pumping stations and treatment facilities, where present, face significant operational challenges due to aging equipment, power shortages, and a lack of spare parts, further limiting their ability to function effectively. Large portions of urban and peri-urban areas remain unconnected to a formal sewer network altogether, placing additional strain on existing systems and exacerbating health risks. These findings underscore the urgent need for both *structural repairs* to stabilize current networks and *system expansion* to ensure adequate coverage for growing and highly vulnerable populations.

Figure 19: The Ratio of Coverage for the Public Wastewater Network



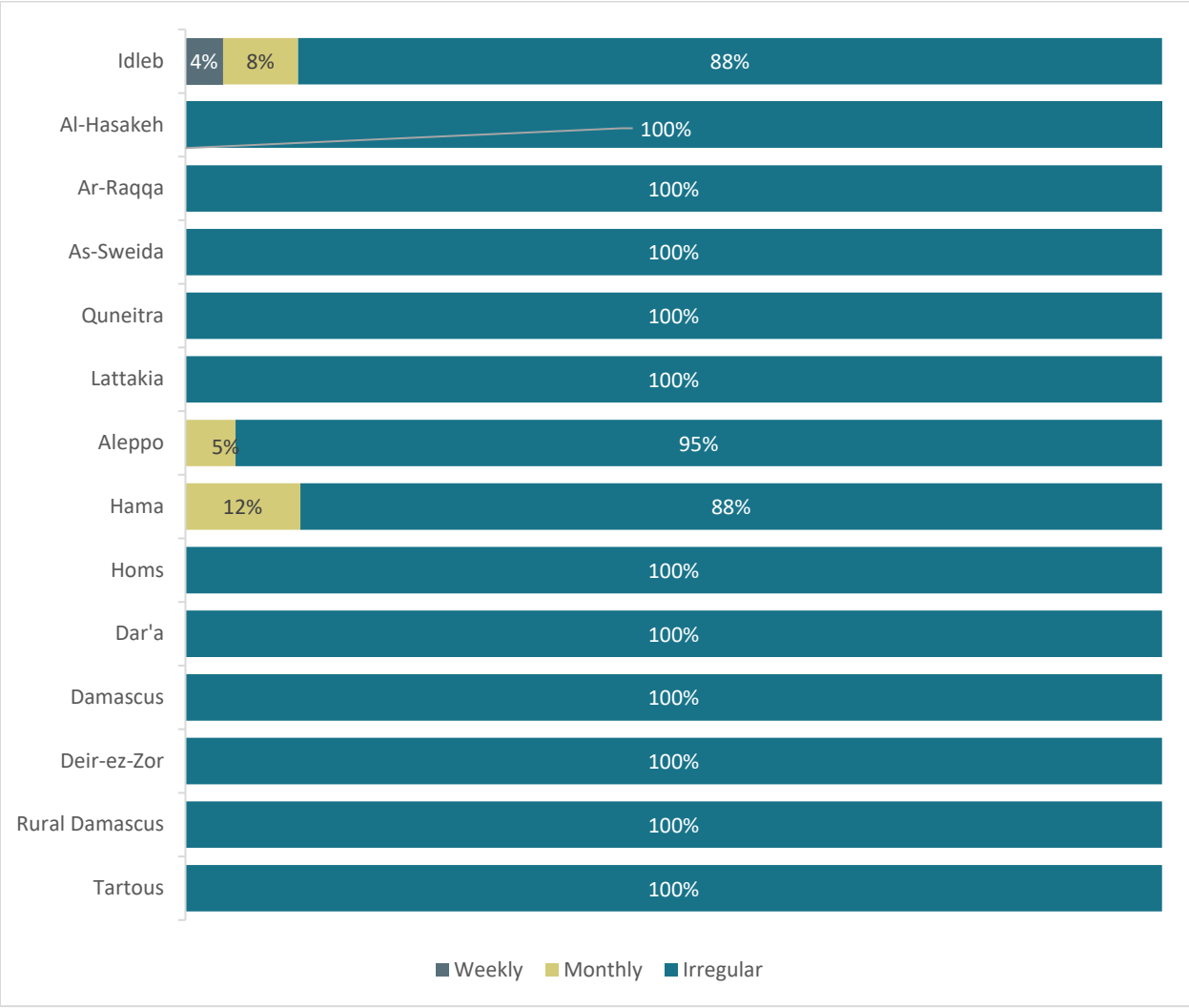
The chart shows that public network coverage across community neighborhoods varies considerably. The largest share of respondents 38% report coverage between 51% and 75%, indicating moderate access. Another 31% indicate higher coverage levels between 76% and 99%, while 15% report coverage between 26% and 50%. Full coverage (100%) is reported by only 10% of respondents, and 6% indicate minimal coverage between 0% and 25%. These figures suggest that while most neighborhoods have partial access to the public sewage network, full coverage remains limited, highlighting the need for expanded infrastructure to ensure equitable service delivery.

Figure 20: The Reasons for not Covering the Wastewater Network all Areas



The chart identifies several key obstacles to achieving full neighborhood coverage. The most frequently cited reason is unplanned urban expansion, mentioned by 27% of respondents. Lack of funding allocated to sanitation follows at 22%, while 20% point to inadequate existing infrastructure. Prioritization of more densely populated areas accounts for 10%, and both difficult geographical or geological conditions and lack of field studies or updated planning are each cited by 8%. A smaller share 3% attribute the issue to lack of coordination between responsible entities, and only 2% mention security or political difficulties. These findings highlight a mix of structural, financial, and planning-related barriers that must be addressed to ensure equitable service coverage.

Figure 21: The Frequency of Wastewater Network Maintenance

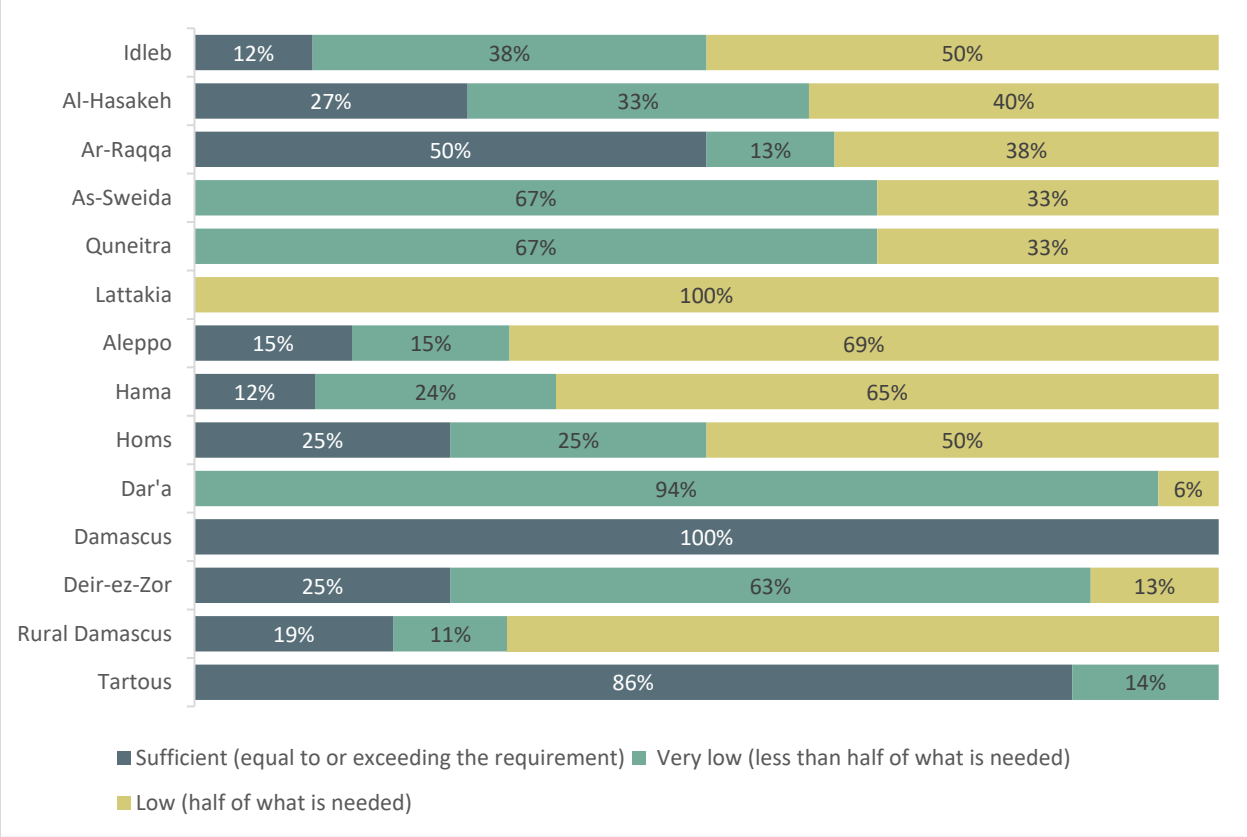


Routine network maintenance across governorates is overwhelmingly irregular. In **Idleb**, 88% of maintenance is irregular, with only 8% occurring monthly and 4% weekly. **Al-Hasakeh**, **Ar-Raqqa**, **As-Sweida**, **Quneitra**, **Lattakia**, **Homs**, **Dar'a**, **Damascus**, **Deir-ez-Zor**, **Rural Damascus**, and **Tartous** all report 100% irregular maintenance, with no monthly or weekly activity. **Aleppo** shows 95% irregular maintenance, with 5% for monthly and no weekly routines. **Hama** stands out slightly, with 88% irregular, 12% monthly, and no weekly maintenance. These figures reflect a widespread lack of structured maintenance schedules, which poses risks to infrastructure reliability and service continuity.

Figure 22: The Availability of Equipment and Spare Parts for the Sewage System

The chart shows that equipment and spare parts required for operating and maintaining the sewage system are largely insufficient. A majority 55% are only partially available, while 42% are not sufficiently available at all. Only 3% of respondents report full availability of these resources. These figures highlight significant logistical and supply chain challenges, which likely hinder routine maintenance and emergency response efforts across the sewage infrastructure.

Figure 23: The Assessment of the Availability of Technical Staff in the Sanitation Section



The chart reveals significant disparities in technical staff availability across regions. **Idleb** reports 12% sufficient staffing, 50% low, and 38% very low. **Al-Hasakeh** shows 27% sufficient, 40% low, and 33% very low. **Ar-Raqqa** stands out with 50% sufficient, 38% low, and 13% very low. **As-Sweida** and **Quneitra** each report 67% very low and 33% low, with no very low availability. **Lattakia** 100% low while **Damascus** reported full sufficiency at 100%. **Dar'a** follows closely with 94% very low and 6% low. **Tartous** shows 86% sufficient and 14% very low. In contrast, **Homs** reports 25% sufficient and very low, 50% low. **Deir-ez-Zor** presents 25% sufficient, 13% low, and 63% very low. **Rural Damascus** shows 19% sufficient, 70% low, and 11% very low. **Aleppo** reports 15% sufficient, 69% low, and 15% very low. **Hama** records 12% sufficient, 65% low, and 24% very low.

These figures highlight that while some governorates such as Damascus and Tartous have adequate staffing, many others face acute shortages, particularly Deir-ez-Zor, Rural Damascus, and Hama. This uneven distribution underscores the need for targeted workforce planning and capacity-building efforts to ensure equitable service delivery across the sanitation sector.

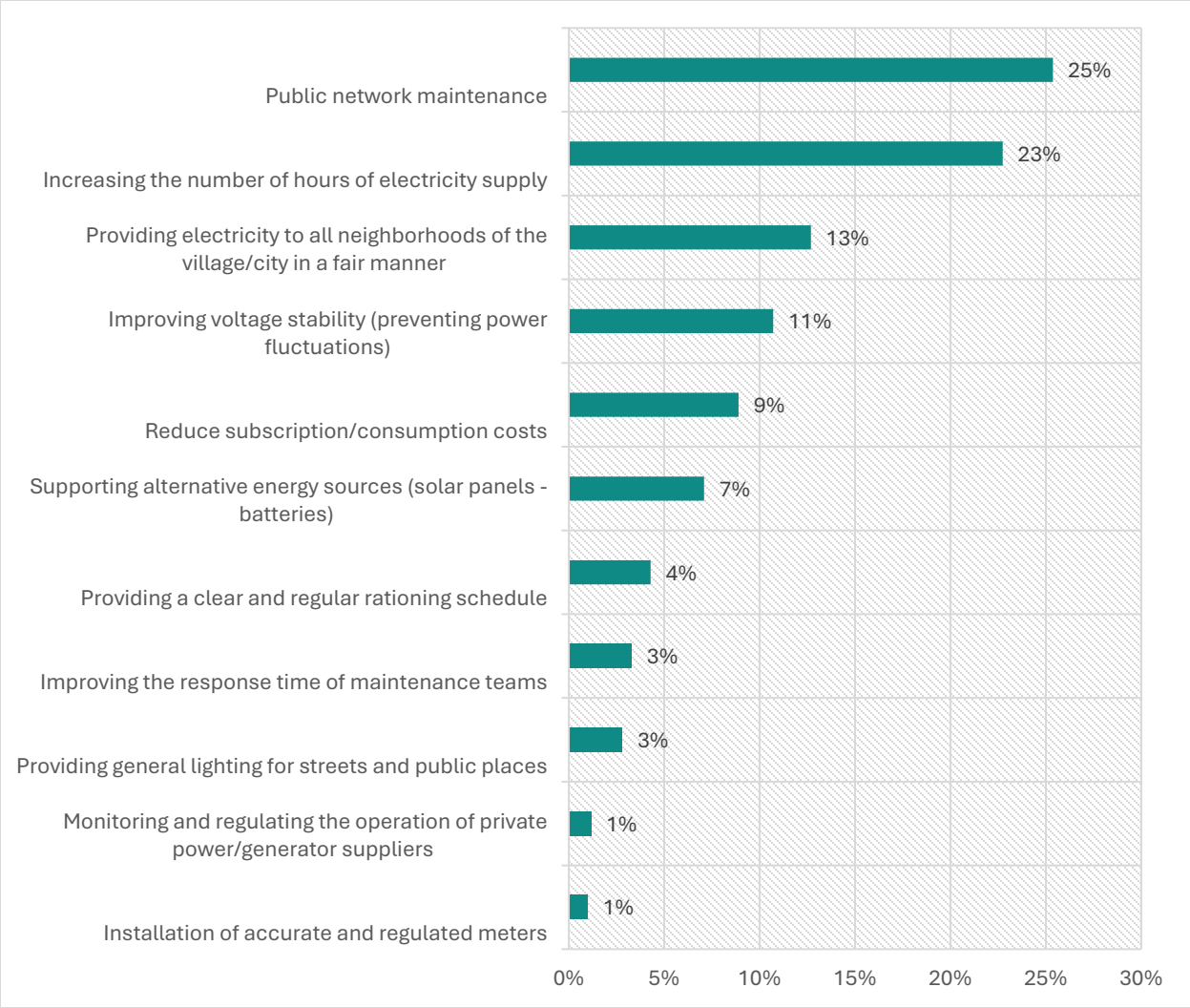
Concluding Interpretation

The combined data reveals a sanitation sector facing deep structural and operational challenges. Equipment and spare parts are largely only partially available, with full availability reported in just a small fraction of cases, limiting the ability to maintain and repair systems effectively. Technical staff availability varies widely across regions, with several governorates reporting critical shortages relative to current needs. Routine maintenance is overwhelmingly irregular, with most areas lacking scheduled weekly or monthly interventions. Public network coverage across neighborhoods remains incomplete, with the majority of communities falling short of full access. These findings underscore the urgent need for coordinated investment in infrastructure, workforce development, and maintenance planning to ensure reliable and equitable sanitation services.

7. Electricity Supply Assessment

Electricity supply serves as the backbone of nearly all essential services, making its availability and stability critical for the functioning of households, communities, and public facilities. Across the assessed governorates, electricity disruptions have far-reaching impacts: they hinder the pumping and distribution of water, compromise household safety and comfort, limit the operation of health and education facilities, and constrain economic activities that rely on even minimal levels of power. Chronic shortages, fluctuating voltage, and unpredictable supply schedules have forced households and service providers alike to depend heavily on alternative sources such as private generators, ampere systems, and small-scale solar solutions often at significant financial cost. This section provides a detailed examination of electricity access, reliability, affordability, and infrastructure conditions, offering insight into one of the most influential factors shaping daily life and service delivery in Syria.

Figure 24: The Top Priorities for the Electricity Sector



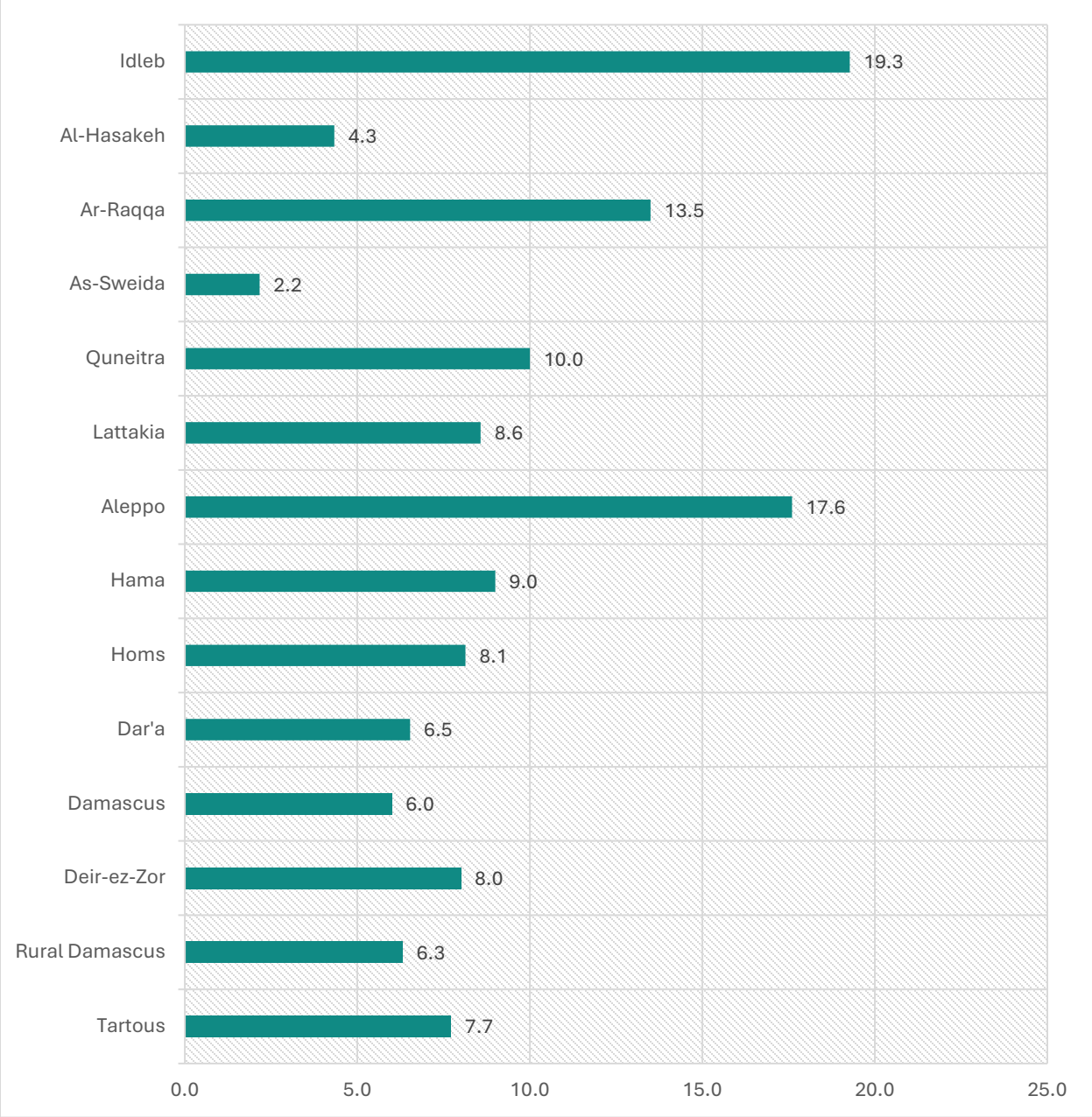
The chart highlights key priorities identified for improving the electricity sector. Public network maintenance ranks highest, cited by 25% of respondents, followed closely by increasing the number of hours of electricity supply at 23%. Providing electricity fairly to all neighborhoods is noted by 13%, while 11% emphasize the need to improve voltage stability. Reducing subscription or consumption costs is a priority for 9%, and 7% support alternative energy sources such as solar panels and batteries. A smaller share 4% calls for a clear and regular rationing schedule, 3% seek faster maintenance team response times, and another 3% advocate for general lighting in streets and public places. Only 1% of respondents prioritize monitoring private power suppliers and installing accurate meters. These figures reflect a strong demand for infrastructure reliability, extended supply, and equitable access, alongside emerging interest in sustainable energy solutions.

7.1 Access to the Grid

Access to the public electricity grid remains highly constrained across the assessed areas, with households consistently reporting severe limitations in both the availability and stability of supply. In many communities, grid electricity is provided for only a small number of hours per day sometimes just a few hours per week making it insufficient to support basic household needs or ensure the functioning of essential services. These shortages are compounded by *frequent and prolonged outages* that occur without warning, disrupting daily routines and forcing families to rely on costly private alternatives. Even when electricity is available, *voltage instability* is a common challenge, causing damage to appliances and reducing the efficiency of water pumps and other electrical equipment. Key issues highlighted by respondents include:

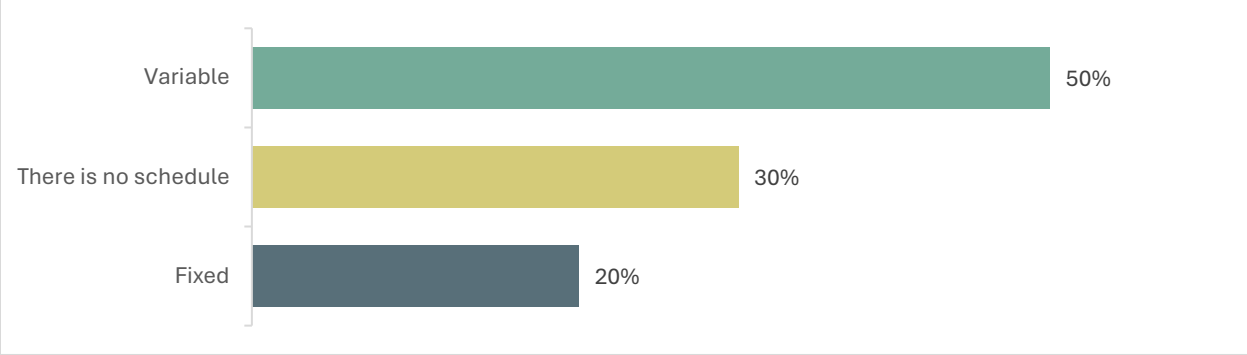
- Very limited hours of daily grid electricity
- Frequent, prolonged outages
- Unstable voltage affecting household appliances and essential systems

Figure 25: The Average Hours of Electricity Available from the Public Grid



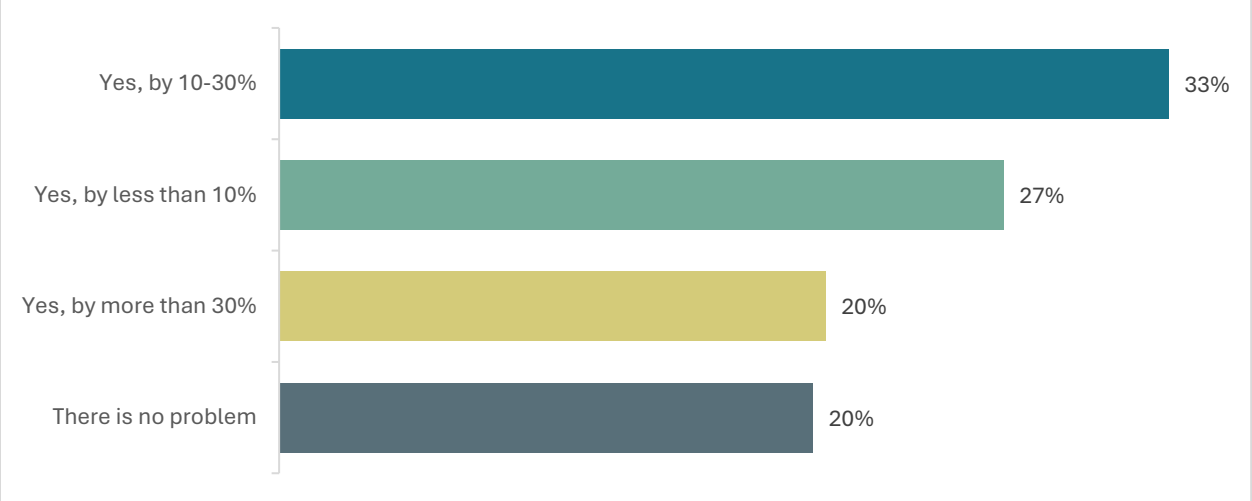
The chart reveals significant disparities in daily electricity availability across regions. **Idleb** has the highest average with 19.3 hours of electricity per day, followed by **Aleppo** at 17.6 hours and **Ar-Raqqa** at 13.5 hours. **Quneitra** receives 10.0 hours, **Hama** 9.0 hours, **Lattakia** 8.6 hours, **Homs** 8.1 hours, and **Deir-ez-Zor** 8.0 hours. **Tartous** averages 7.7 hours, while **Dar'a**, **Rural Damascus**, and **Damascus** receive 6.5, 6.3, and 6.0 hours respectively. **Al-Hasakeh** reports just 4.3 hours, and **As-Sweida** has the lowest availability at 2.2 hours per day. These figures highlight stark regional inequalities in electricity supply, with some areas receiving near-continuous service while others face severe shortages.

Figure 26: The Power Rationing Schedule



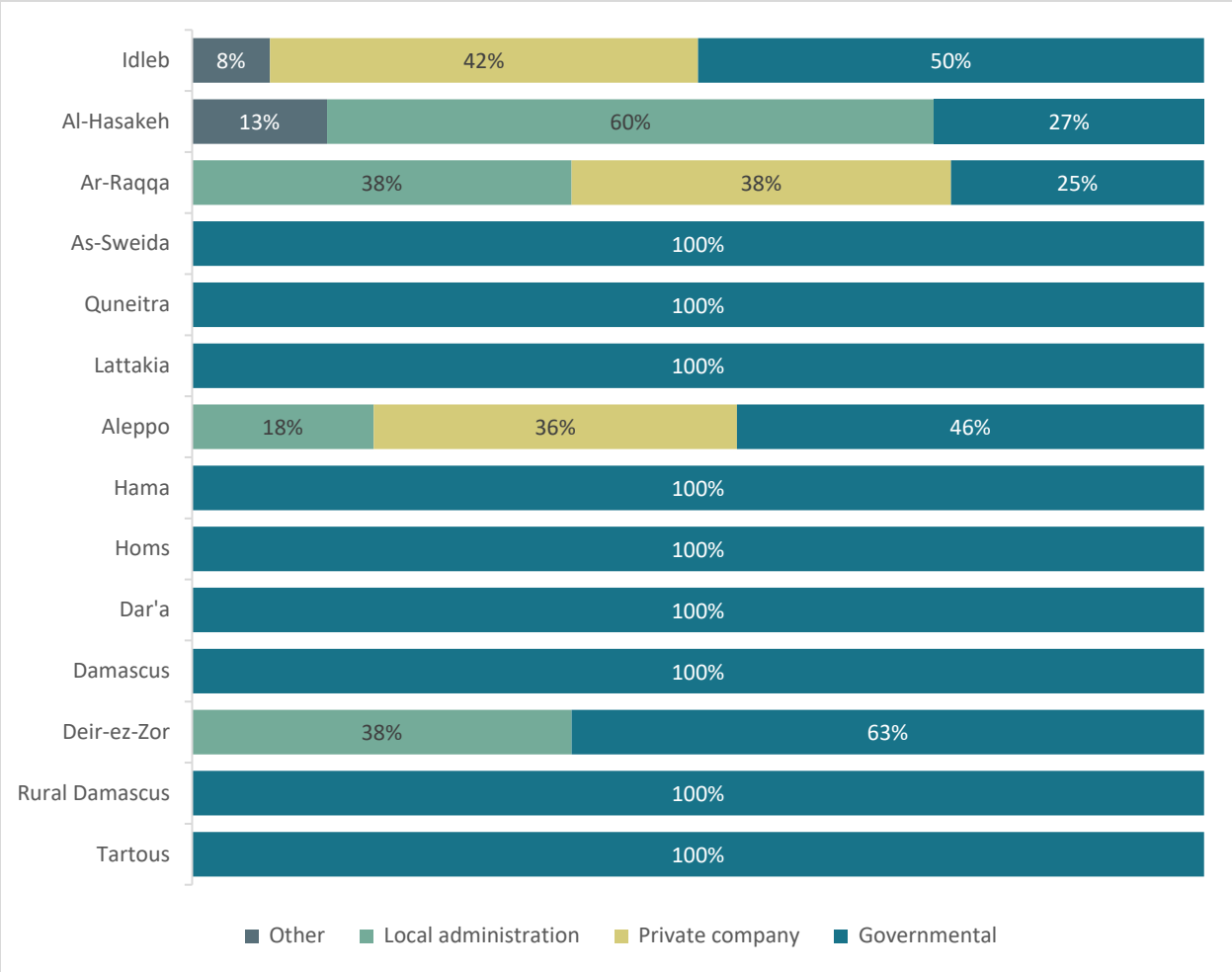
The chart shows that half of the respondents 50% report having a variable power rationing schedule, indicating inconsistent electricity availability. Meanwhile, 30% state that no schedule exists at all, reflecting a complete lack of predictability. Only 20% report having a fixed schedule. These figures suggest that most communities face uncertainty in power supply, which can complicate daily planning and reduce the reliability of essential services.

Figure 27: Problems with Energy Loss



The chart indicates that 33% of respondents believe energy loss during transmission and distribution occurs at a moderate level, between 10% and 30%. Another 27% report losses of less than 10%, while 20% perceive losses exceeding 30%. Meanwhile, 20% of respondents state that there is no problem with energy loss. These results suggest that a majority recognize some degree of inefficiency in the electricity transmission system, with varying severity, pointing to the need for technical upgrades and better monitoring to reduce losses.

Figure 28: Sectors that Operate and Maintain the Electricity Grid – Governorates Distribution

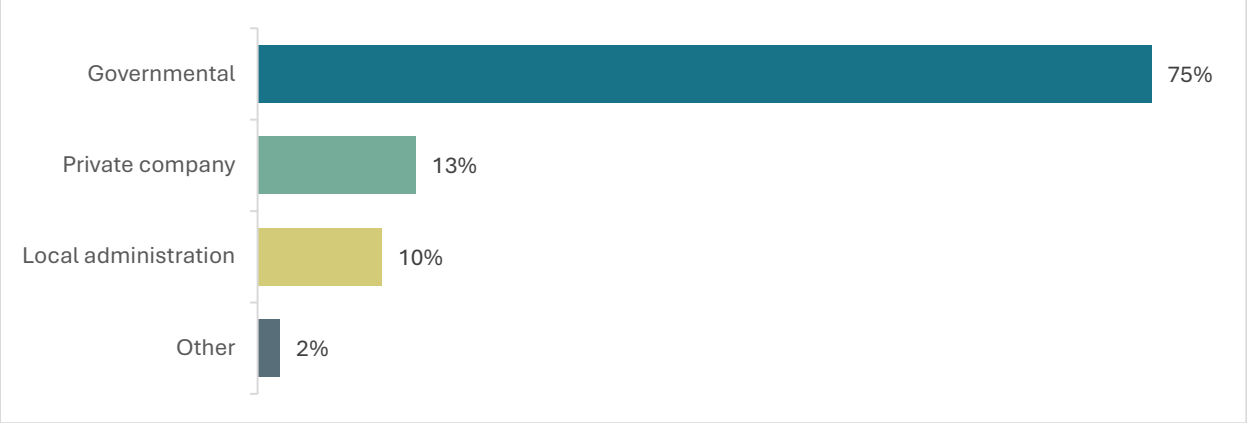


In As-Sweida, Quneitra, Lattakia, Hama, Homs, Dar'a, Damascus, Rural Damascus, and Tartous, the responsibility for operating and maintaining the electricity grid is entirely governmental, with each reporting 100% governmental control. Deir-ez-Zor also shows a strong governmental role at 63%, with 38% attributed to local administration.

Aleppo presents a mixed model: 46% governmental, 36% private company, and 18% local administration. Ar-Raqqa reports 25% governmental, 38% private company, and a notable 38% local administration. Al-Hasakeh leans toward local administration with 60%, followed by 27% governmental and 13% other. Idleb shows 50% governmental, 42% private company, and 8% other.

This distribution highlights that while most regions rely heavily on governmental oversight, several particularly Aleppo, Ar-Raqqa, Al-Hasakeh, and Idleb feature significant roles for local administrations, private companies, or other actors, reflecting a more decentralized or hybrid management structure in those areas.

Figure 29: Sectors that Operate and Maintain the Electricity Grid



The chart shows that the electricity grid is predominantly managed by governmental entities, which account for 75% of operational responsibility. Private companies are responsible for 13%, while local administrations manage 10%. Only 2% of respondents attribute grid operation and maintenance to other entities. These figures highlight the central role of government in electricity management, with limited involvement from private and local actors.

Concluding Interpretation

The electricity sector faces a complex mix of infrastructure, operational, and governance challenges. Public network maintenance and increasing supply hours emerge as top priorities, reflecting widespread dissatisfaction with service reliability. Average daily electricity availability varies sharply across regions, with some areas receiving a moderately good access while others endure severe shortages. Half of the respondents report variable rationing schedules, and nearly a third indicate no schedule at all underscoring the unpredictability of supply. Energy loss during transmission and distribution is also a concern, with most respondents acknowledging losses ranging from minor to severe. Despite these issues, grid management remains predominantly governmental, with limited involvement from private or local actors. Together, these insights point to the need for coordinated reforms that address technical inefficiencies, improve service equity, and enhance transparency in electricity governance.

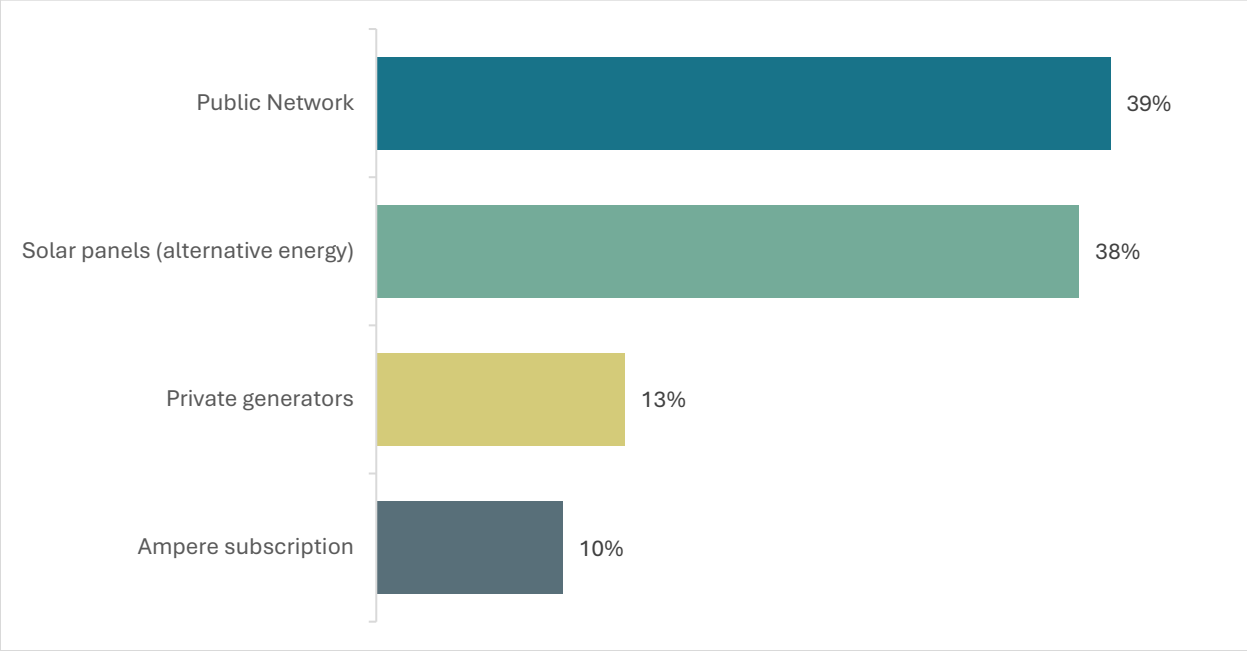
7.2 Alternative Energy Sources

In response to severe and persistent shortages in public electricity supply, households across the assessed areas have increasingly turned to a range of alternative energy sources to meet their basic power needs. *Private diesel generators* are commonly used by households that can afford the high fuel and operational costs, providing limited but essential electricity for lighting, charging devices, and running small appliances. In many neighborhoods, *community generators* shared systems operated at the block or street level have become a primary substitute for the public grid, though access is often limited by subscription fees and variable operating schedules. A widespread

coping mechanism is the use of *"ampere systems,"* where households purchase a fixed amperage from generator operators at high monthly costs, offering slightly more predictable supply but placing a heavy financial burden on already vulnerable families. Meanwhile, the *adoption of solar home systems* remains limited due to high upfront costs, limited market availability, and the need for batteries and inverters that are often unaffordable. These alternative energy sources can be summarized as follows:

- Private generators
- Community ("neighborhood") generators
- "Ampere systems" sold at high monthly fees
- Limited adoption of solar home systems

Figure 30: The Main Sources of Electrical Energy



The chart shows that the community relies on a mix of energy sources. The public network is the primary source for 39% of respondents, closely followed by solar panels, which account for 38%, indicating a strong adoption of alternative energy. Private generators are used by 13%, while 10% depend on ampere subscription systems. These figures reflect both the limitations of centralized supply and the growing role of decentralized and renewable energy solutions in meeting local electricity needs.

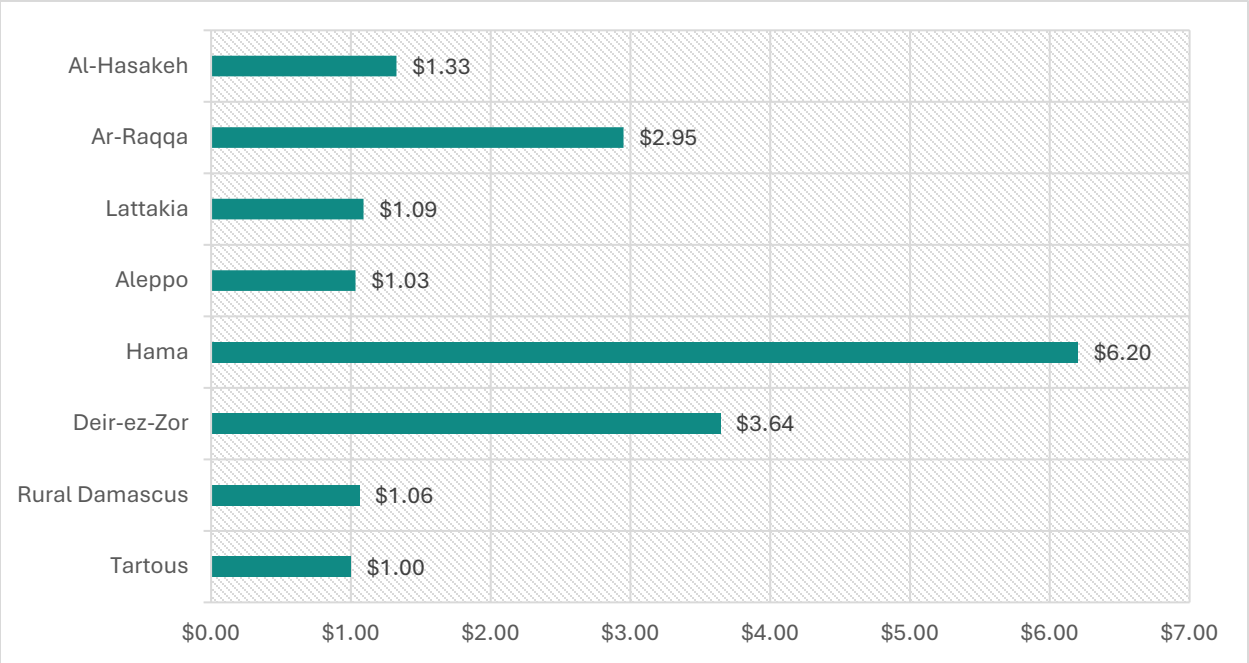
7.3 Affordability

Affordability represents one of the most significant barriers to accessing reliable electricity, with households consistently identifying electricity-related expenses as among their highest monthly costs. The limited availability of public grid power forces families to depend heavily on private generators, community generator subscriptions, and ampere systems each of which requires substantial and often unpredictable financial outlays. These expenses place a disproportionate burden on low-income and displaced households, who must allocate a significant share of their limited resources to secure only minimal levels of electricity for lighting, charging, or essential appliances. Even modest increases in fuel prices or subscription fees can push households into deeper financial strain, forcing difficult trade-offs between electricity, water, food, and other basic needs. This persistent cost burden underscores the need for more affordable and sustainable energy solutions in the affected communities.

Figure 31: The Average Bill per Month on Public Network

The chart reveals wide variation in monthly electricity bills across regions. Idleb reports the highest average at $11.68, closely followed by Ar-Raqqa at $11.54 and Aleppo at $9.28. Tartous stands at $6.50, while Deir-ez-Zor and Hama report $2.63 and $2.46 respectively. Mid-range values include Al-Hasakeh at $1.37, Homs at $1.07, and Damascus at $1.00. Lower averages are seen in As-Sweida ($1.02), Rural Damascus ($0.80), Dar’a ($0.67), Lattakia ($0.37), and Quneitra, which has the lowest at $0.31. These figures reflect significant disparities in billing, likely influenced by regional consumption patterns, supply consistency, and pricing mechanisms.

Figure 32: The Price per Ampere – Governorates distribution

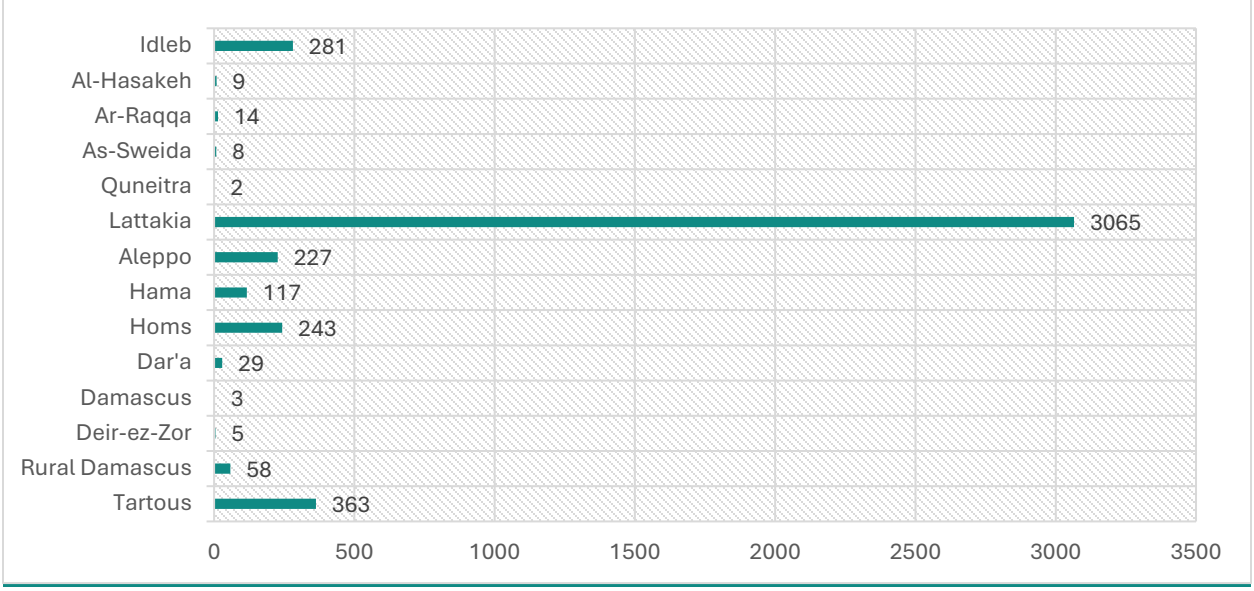


The chart shows notable variation in ampere-based electricity subscription prices across regions. Hama reports the highest rate at $6.20 per ampere, followed by Deir-ez-Zor at $3.64 and Ar-Raqqa at $2.95. Mid-range prices include Al-Hasakeh at $1.33, Lattakia at $1.09, Rural Damascus at $1.06, and Aleppo at $1.03. Tartous has the lowest rate at exactly $1.00 per ampere. These figures reflect regional disparities in pricing structures, which may be influenced by supply conditions, provider types, and local demand.

7.4 Infrastructure Condition

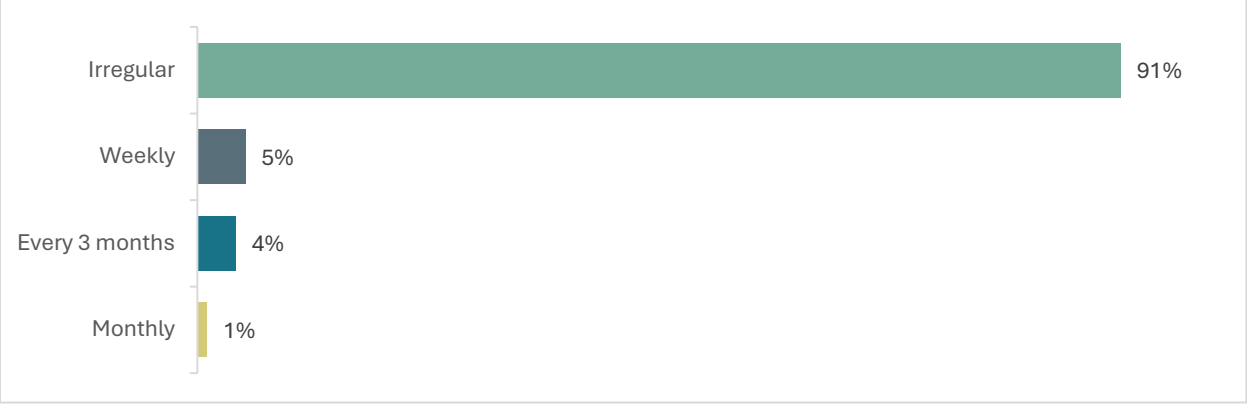
The electricity infrastructure across the surveyed governorates is in a state of significant decline, severely limiting the public grid's ability to provide stable and reliable power. A substantial portion of the documented stations require rehabilitation due to various structural and operational issues. Common problems include malfunctioning transformers, which hinder proper voltage regulation and distribution, as well as deteriorated cables caused by aging systems, insufficient maintenance, and environmental wear. In many areas, transmission lines have been damaged or destroyed, cutting off entire neighborhoods from the grid. These widespread deficiencies directly contribute to reduced electricity supply, unstable voltage levels, and frequent service interruptions, highlighting an urgent need for focused rehabilitation to restore functionality and ensure consistent power delivery.

Figure 33: Substations that are Currently Operational



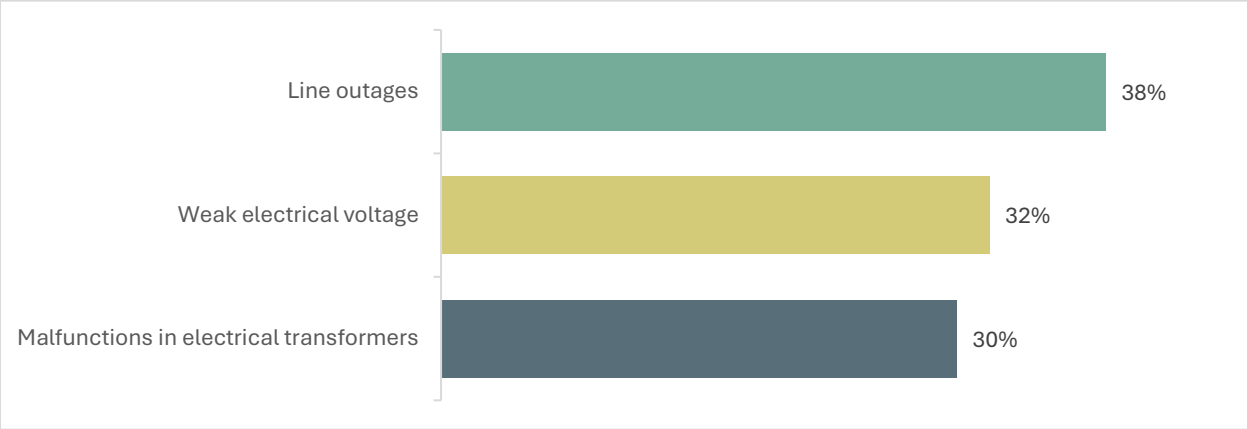
Out of the total 4,424 operational substations recorded across all regions, Lattakia accounts for the largest share by far, with 3,065 substations representing approximately 79% of the total. Homs follows with 243 substations (about 6%), and Idleb with 281 (around 7%). Aleppo contributes 227 substations (roughly 6%), while Tartous has 363 (nearly 9%). Other regions such as Hama (117 substations), Dar'a (29), Rural Damascus (58), and Deir-ez-Zor (5) represent smaller fractions. The lowest counts are observed in Quneitra (2 substations), Damascus (3), and As-Sweida (8), each contributing less than 1% to the total. These figures highlight a stark imbalance in infrastructure distribution, with Lattakia overwhelmingly concentrated with substations, while several regions remain critically underserved.

Figure 34: The Frequency of Maintenance for Power Plants and Distribution Lines



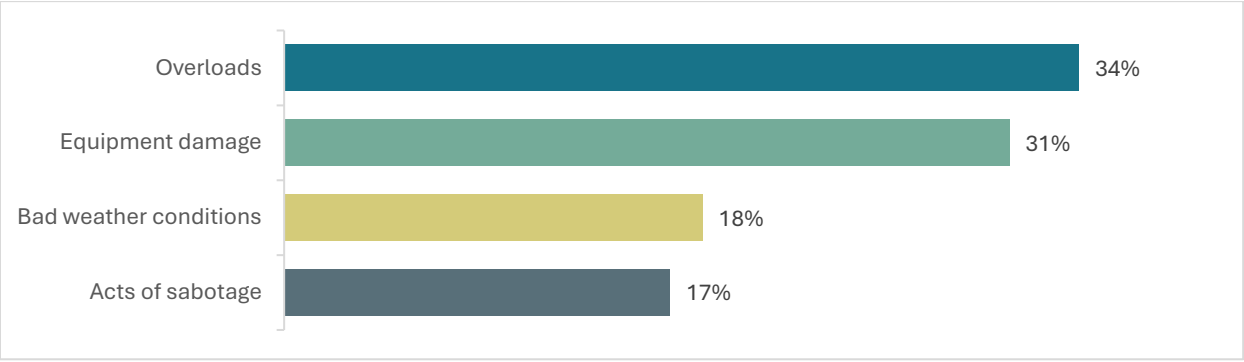
An analysis of routine maintenance frequency across power plants and distribution lines reveals a pronounced reliance on irregular scheduling. A substantial 91% of maintenance activities are conducted without a fixed timetable, indicating a reactive rather than preventive approach. In contrast, only 9% of maintenance follows structured intervals: 5% occurs weekly, 4% every three months, and a mere 1% is performed monthly. This distribution underscores a critical gap in systematic upkeep, with potential implications for operational reliability, asset longevity, and service continuity.

Figure 35: The Most Common Electricity Network Problems



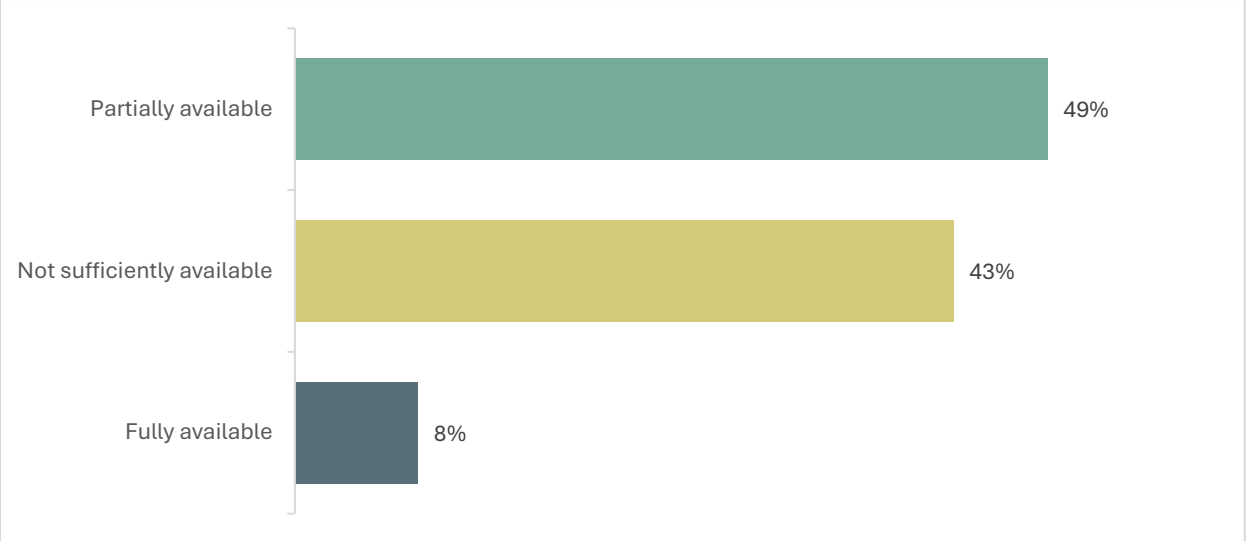
A breakdown of common network issues reveals that line outages constitute the most frequently reported problem, accounting for 38% of all cases. Weak electrical voltage follows closely at 32%, indicating a significant challenge in maintaining consistent power quality across the grid. Malfunctions in electrical transformers represent 30% of reported issues, underscoring the need for targeted maintenance and equipment reliability strategies. The near-even distribution among these three categories suggests that mitigation efforts must be multifaceted, addressing both infrastructure resilience and voltage stability to enhance overall network performance.

Figure 36: The Causes of Electricity Network Failures



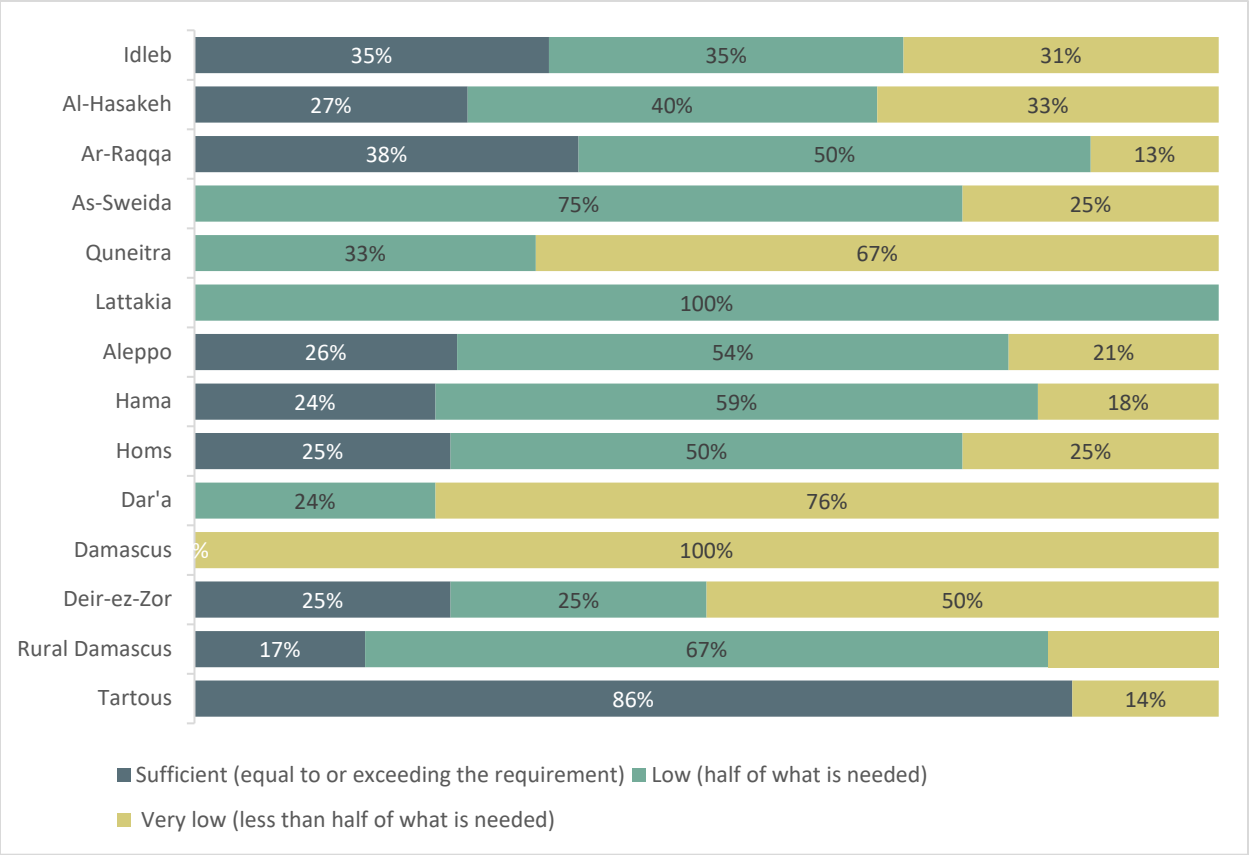
The leading contributors to network failures are predominantly technical in nature, with overloads accounting for 34% of incidents and equipment damage closely following at 31%. Environmental factors also play a significant role, as adverse weather conditions are responsible for 18% of failures. Additionally, acts of sabotage comprise 17% of reported disruptions, highlighting the need for enhanced security measures. This distribution emphasizes the dual imperative of reinforcing infrastructure against both operational stress and external threats to ensure network stability and resilience.

Figure 37: The Availability of Equipment and Spare Parts to Maintain the Electricity Network



The electricity network faces notable logistical constraints in securing the equipment and spare parts necessary for effective operation and maintenance. Only 8% of resources are fully available, indicating limited comprehensive readiness. A larger share 49% is partially available, suggesting that while some components are accessible, they may not be sufficient to support uninterrupted service delivery. Meanwhile, 43% of the required items are not sufficiently available, pointing to significant supply gaps that could impede timely repairs and infrastructure reliability. This distribution highlights the urgent need for targeted procurement and inventory management strategies to bolster operational resilience across the electricity sector.

Figure 38: The Assessment of Technical Staff in the Electricity Sector



The availability of technical staff in the electricity sector varies widely across regions, with several areas reporting critical shortages. Regions with no sufficient staffing include As-Sweida, Quneitra, Lattakia, Dar'a, and Damascus. Among these, Dar'a and Quneitra face the most acute deficits, with 76% and 67% of respondents respectively indicating availability as "very low." Lattakia 100% "low," and Damascus report 100% of staff availability as "very low," while Tartous and As-Sweida show 75% "low," and 25% "very low," in the same category.

Regions with some level of sufficient staffing include Ar-Raqqa (38%), Idleb (35%), Al-Hasakeh (27%), Aleppo (26%), Homs (25%), Deir-ez-Zor (25%), Hama (24%), and Rural Damascus (17%). However, even in these areas, low and very low assessments remain significant. For instance, Al-Hasakeh reports 40% low and 33% very low, while Idleb shows 35% low and 31% very low. Ar-Raqqa, despite having sufficient rating (38%), still reports 50% low and 13% very low.

This distribution underscores a widespread mismatch between staffing levels and operational needs, with most regions relying on personnel resources that fall short of sectoral requirements. Strategic workforce planning and targeted recruitment are essential to address these gaps and ensure sustainable service delivery.

Concluding Interpretation

The electricity sector faces multifaceted operational challenges spanning maintenance practices, network reliability, equipment availability, and human resource capacity. Maintenance routines are predominantly irregular, reflecting a reactive approach that may compromise system resilience. Network disruptions are driven by a combination of technical faults such as line outages and transformer malfunctions and external stressors including overloads, weather conditions, and sabotage. Equipment and spare part availability remains uneven across regions, with several areas experiencing critical shortages or relying on partial inventories. Similarly, the availability of qualified technical staff is insufficient in many locations, with assessments frequently indicating staffing levels far below operational requirements. These findings collectively underscore the need for strategic investments in preventive maintenance, supply chain reinforcement, and workforce development to ensure sustainable and reliable electricity service delivery.

8. Transportation & Fuel

Transportation and road networks play a critical role in supporting daily mobility, economic activity, and access to essential services across the assessed governorates. Functional roads and bridges are not only central to household movement but are also indispensable for the delivery of humanitarian assistance, the operation of markets, and the ability of communities to reach healthcare, education, and administrative services. However, years of conflict, inadequate maintenance, and environmental degradation have resulted in widespread damage to transportation infrastructure, with many key routes partially obstructed, severely deteriorated, or completely impassable. These disruptions significantly restrict mobility, increase travel times and transportation costs, and isolate vulnerable communities especially those in rural or conflict-affected areas. This section analyzes household access to transportation, identifies the constraints posed by deteriorating road conditions, and highlights infrastructure gaps that hinder both community resilience and broader recovery efforts.

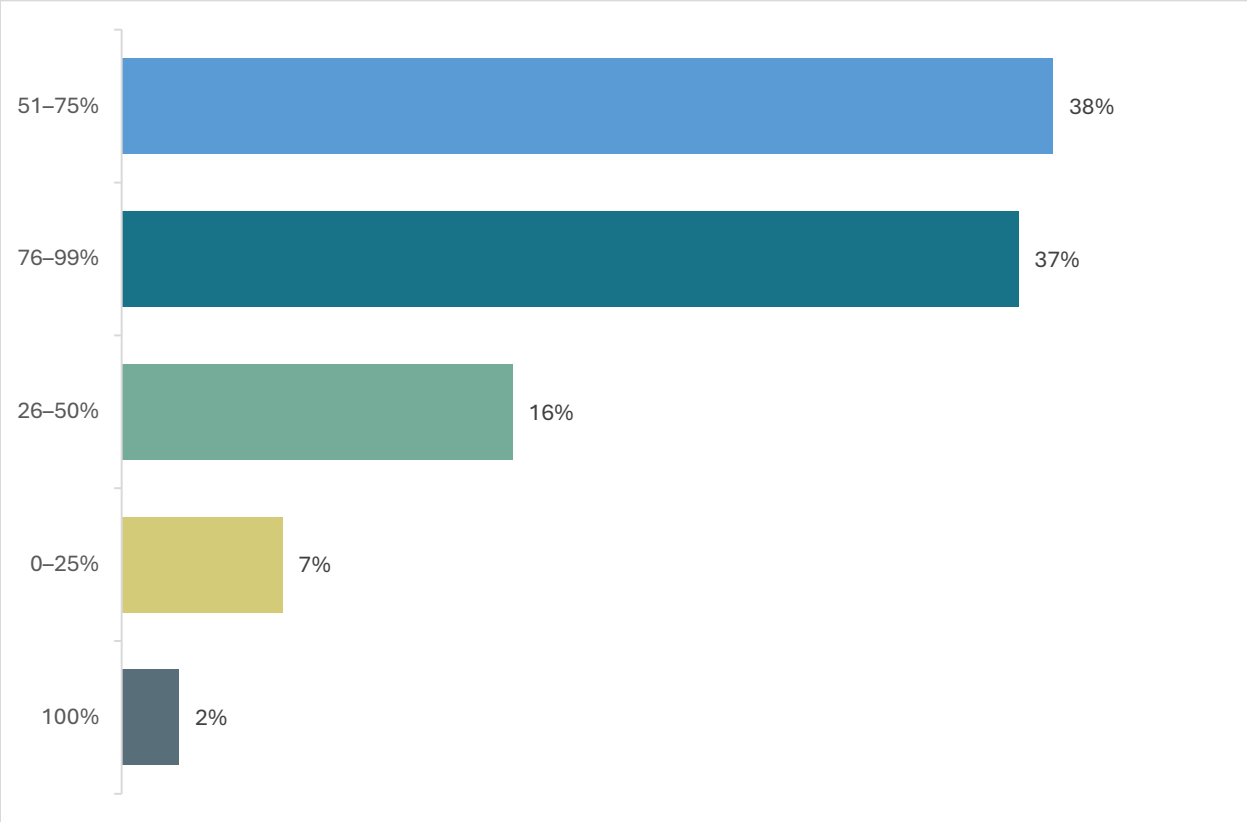
8.1 Transport Challenges & Road Networks

Households across the assessed areas face significant challenges related to transportation, affecting their ability to access essential services, markets, workplaces, and humanitarian assistance. Surveyed communities consistently report that *high transport fares* pose a major financial burden, particularly for low-income and displaced households who must travel frequently for basic services. In many locations, the *availability of public transport is limited*, with irregular schedules, reduced fleet capacity, and few routes connecting remote or rural areas to urban centers. Additionally, *long travel times resulting from damaged or poorly maintained roads* further

restrict mobility, increase vehicle operating costs, and limit access to critical services such as healthcare and education. These mobility barriers collectively isolate communities and hinder both household-level resilience and broader recovery efforts. The key challenges identified include:

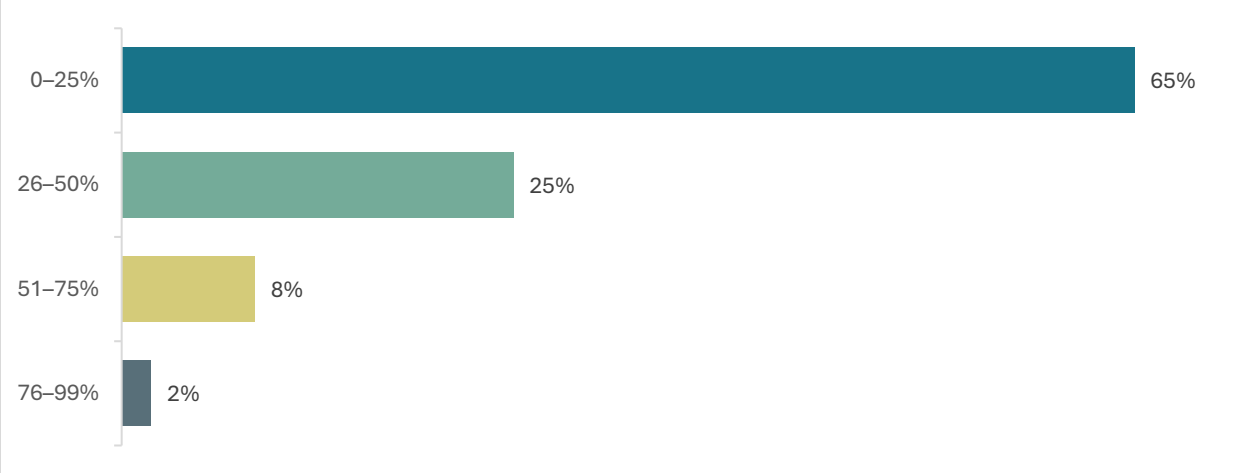
- High transport fares
- Limited availability of public transport
- Long travel times due to road damage

Figure 39: The Percentage of the Roads that are Paved with Asphalt



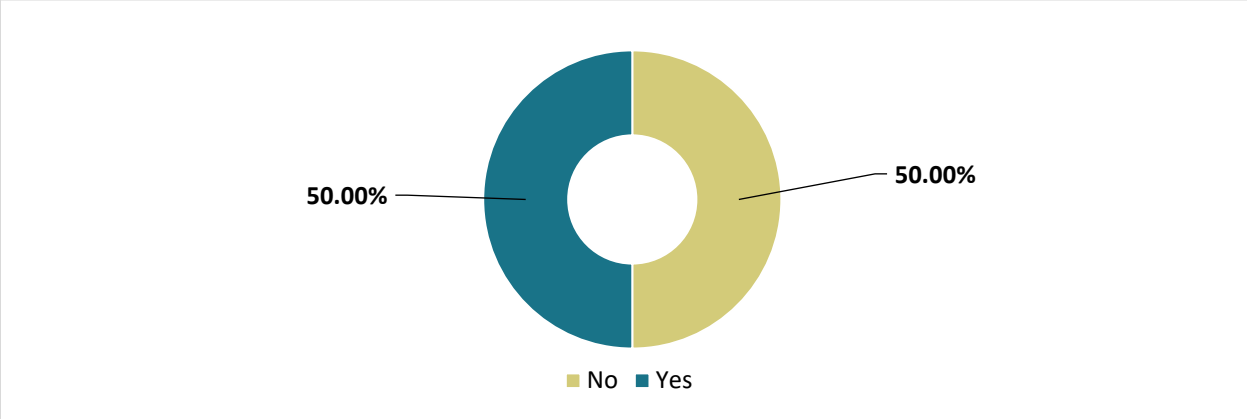
The majority of communities report moderate to high levels of asphalt paving. Specifically, 38% of respondents indicate that 51–75% of their roads are paved, while 37% report coverage between 76–99%. A smaller segment 16% notes that only 26–50% of roads are paved, and 7% fall within the lowest range of 0–25%. Complete coverage is rare, with only 2% of communities reporting that 100% of their roads are asphalted. This distribution suggests that while substantial progress has been made in road surfacing, full coverage remains limited, and targeted infrastructure investment is needed to close the remaining gaps.

Figure 40: The Percentage of the Roads that are Covered with Gravel



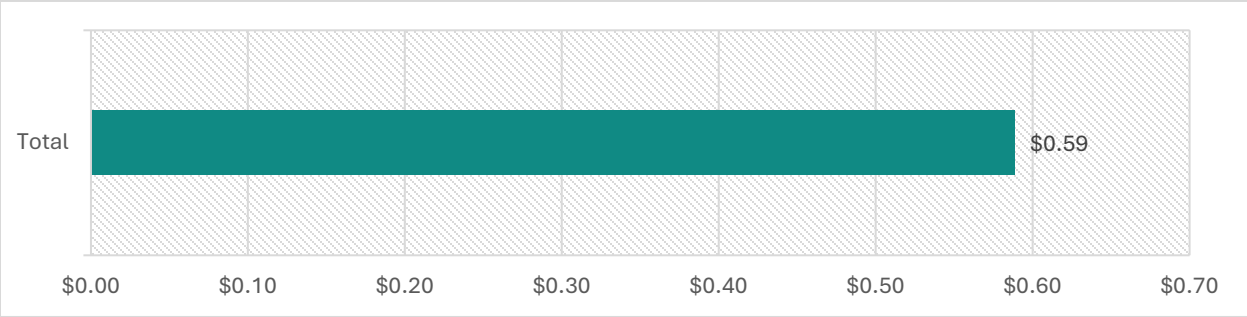
The majority of communities report minimal road coverage with gravel, with 65% indicating that only 0–25% of their roads are surfaced with gravel. An additional 25% fall within the 26–50% range, suggesting limited infrastructure development in these areas. Only 8% of respondents report coverage between 51–75%, and a mere 2% indicate that 76–99% of roads are graveled. This distribution highlights a significant gap in basic road surfacing, underscoring the need for targeted investments to improve accessibility and transport infrastructure across underserved communities.

Figure 41: The Availability of Public Transportation



Public transportation availability is evenly split across surveyed communities, with 50% of respondents confirming its presence and 50% indicating its absence. This balanced distribution suggests that while half of the communities benefit from accessible transit options, the other half remain underserved, potentially facing mobility challenges that could impact access to services, employment, and economic participation. These findings highlight the importance of expanding public transportation infrastructure to promote equitable connectivity and support inclusive development.

Figure 42: The Cost of a Single Ticket in Public Transportation



In communities where public transportation is available, the cost of a single ticket is reported at $0.59. This figure provides a benchmark for evaluating affordability and accessibility of transit services. While the price point may reflect localized economic conditions, it also serves as a reference for planning equitable fare structures and assessing the financial burden on daily commuters. Ensuring that ticket pricing aligns with community income levels is essential for promoting inclusive mobility and sustained public transport usage.

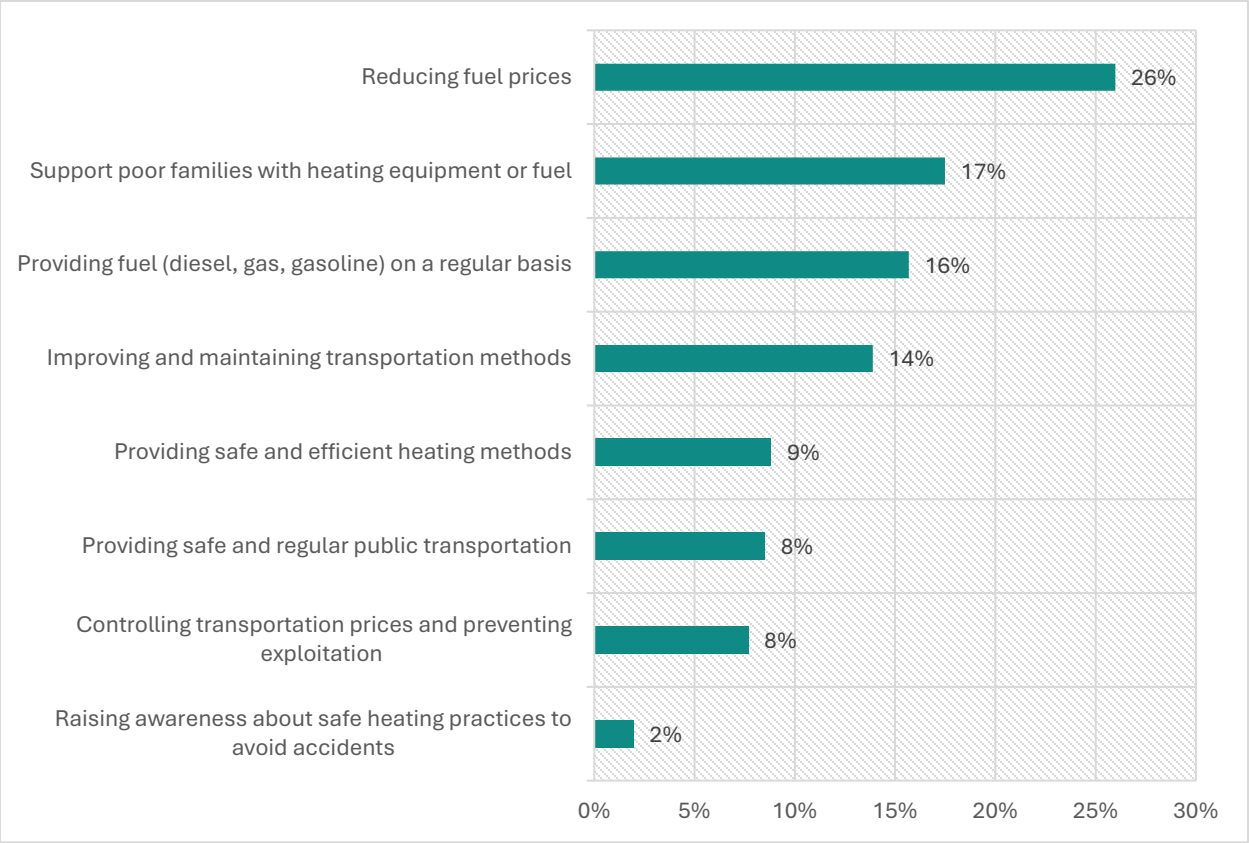
Concluding Interpretation

The data reflects substantial gaps in community transport infrastructure, particularly in road surfacing and public transportation access. A significant portion of communities report limited coverage of roads with asphalt or gravel, indicating uneven development and potential mobility constraints. Public transportation availability is split, with half of the communities lacking access altogether. Even where services exist, affordability remains a key consideration, with ticket pricing requiring alignment with local income levels to ensure equitable access. These findings underscore the need for targeted infrastructure planning and inclusive transport policies to enhance connectivity and support socioeconomic participation across underserved areas.

8.2 Infrastructure Damage

Transportation infrastructure across the assessed governorates is marked by extensive deterioration, the result of prolonged conflict, inadequate maintenance, and environmental pressures. These weaknesses severely hinder mobility, restrict access to essential services, and obstruct the movement of goods, humanitarian aid, and labor. Roads require varying levels of rehabilitation, ranging from surface repairs to complete reconstruction in the most affected areas. Bridges have also sustained significant damage, including structural weakening, partial collapse, and erosion-related instability. Together, these conditions disrupt vital transportation corridors, isolate rural communities, and increase both the time and cost needed to reach markets, healthcare, education, and administrative services. The overall picture highlights critical gaps in infrastructure that demand urgent attention to restore connectivity and support recovery efforts.

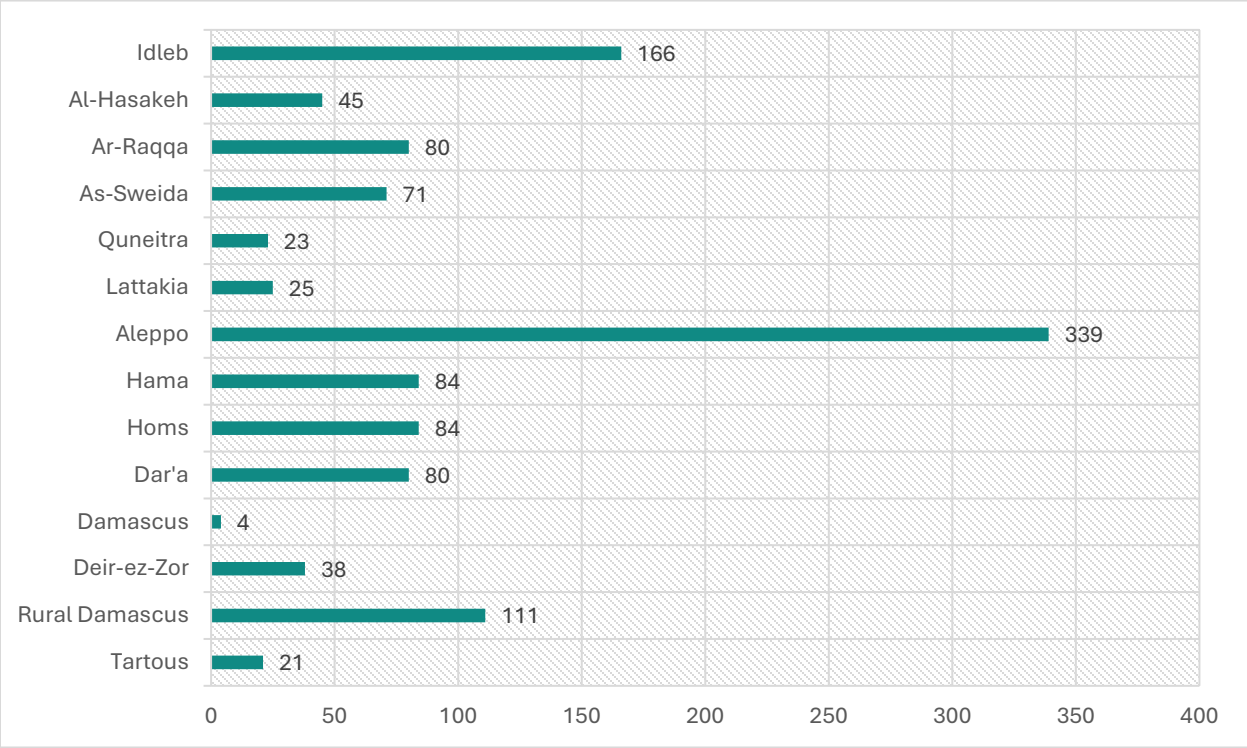
Figure 43: The Main Priorities of Fuel and Transportation



The Roads and Transport Department places its highest emphasis on reducing fuel prices, which accounts for 26% of identified priorities. Supporting poor families with heating equipment or fuel follows at 17%, while ensuring regular provision of fuel including diesel, gas, and gasoline represents 16%. Improving and maintaining transportation methods is prioritized by 14% of respondents. Other notable concerns include providing safe and efficient heating methods (9%), ensuring safe and regular public transportation (8%), and controlling transportation prices (8%). Raising awareness about safe heating practices receives the least emphasis, at 2%. This distribution reflects a strong focus on affordability and fuel accessibility, alongside efforts to improve transport safety and efficiency.

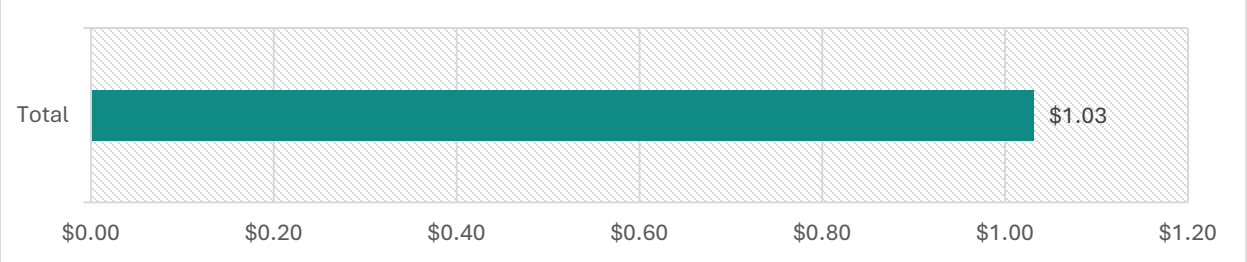
8.3 Fuel

Figure 44: The Availability of Petrol Station – Governorates Distribution



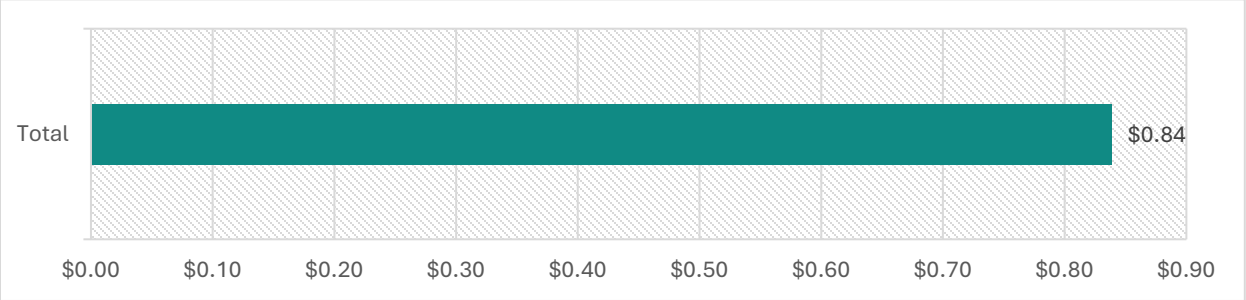
Petrol station availability varies significantly across regions. Aleppo reports the highest number, accounting for 339 stations, followed by Idleb with 166 and Rural Damascus with 111. Mid-range figures are observed in Hama and Homs (84 each), Ar-Raqqa and Dar'a (80 each), and As-Sweida (71). Al-Hasakeh records 45 stations, while Deir-ez-Zor has 38. Lower availability is noted in Lattakia (25), Quneitra (23), and Tartous (21), with Damascus reporting the fewest at just 4 stations. This distribution highlights notable disparities in fuel access infrastructure, with some governorates significantly underserved compared to others.

Figure 45: The Cost of a Liter of Regular Gasoline



The reported cost of one liter of highest quality regular gasoline stands at $1.03. This price point serves as a reference for evaluating fuel affordability within the community and may influence household energy expenditures, transportation costs, and broader economic activity. Monitoring fuel pricing trends is essential for informing subsidy policies, budgeting frameworks, and equitable access strategies, particularly in regions where fuel availability and affordability remain critical concerns.

Figure 46: The Cost of a Liter of Regular Diesel



The reported cost of one liter of highest quality regular diesel is $0.84. This figure provides a benchmark for assessing fuel affordability within the community and may influence transportation costs, household energy expenditures, and local economic activity. Understanding diesel pricing is essential for evaluating the financial accessibility of mobility and heating options, particularly in regions where fuel availability and cost are central to daily resilience and service continuity.

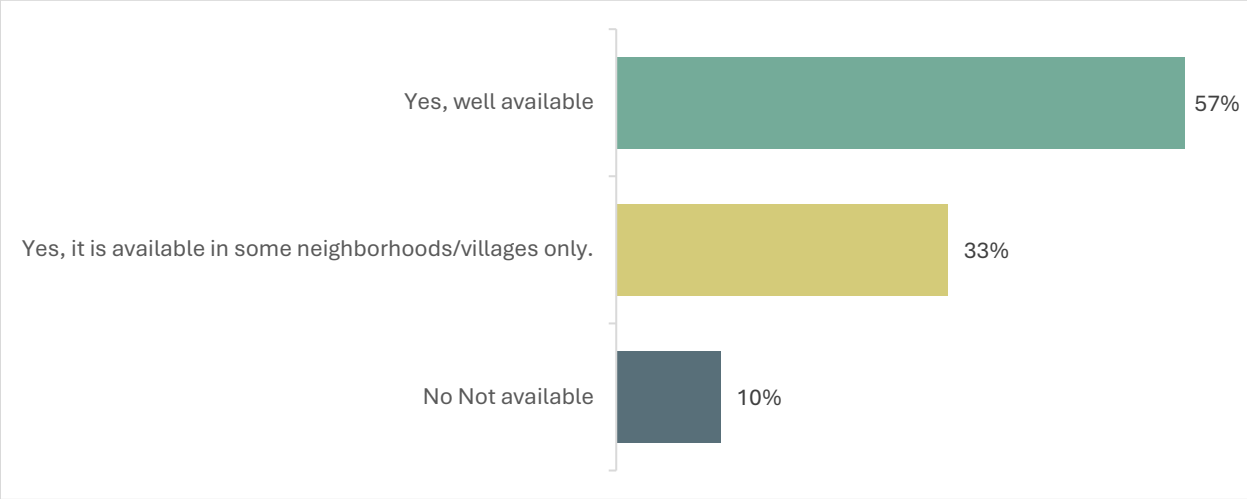
Concluding Interpretation

The data reveals critical dimensions of fuel access and transport infrastructure across communities. Regional disparities in gas station availability highlight uneven access to fuel distribution networks, while reported fuel prices both for gasoline and diesel offer insight into affordability pressures that may affect household energy use and mobility. The Roads and Transport Department's stated priorities reflect a strong focus on reducing fuel costs, supporting vulnerable populations, and improving transportation services. Together, these findings underscore the need for coordinated policy responses that address both supply-side infrastructure gaps and demand-side affordability challenges to ensure equitable and reliable access to fuel and transport services.

9. Telecommunications & Internet Access

Telecommunications and internet services play a critical role in supporting communication, access to information, emergency coordination, education, and economic activities across the assessed governorates. Reliable connectivity enables households to receive early warning alerts, maintain social and economic networks, access online learning and remote services, and engage in livelihood activities that increasingly rely on digital platforms. Despite this importance, telecommunication coverage remains inconsistent and, in many areas, highly constrained due to aging infrastructure, conflict-related damage, limited network investment, and frequent power shortages that interrupt service. Significant disparities exist between urban centers and rural or conflict-affected areas, where weak signal strength, limited coverage, and high data costs restrict effective use. This section examines household access to mobile networks and internet services, highlights the challenges reported by communities, and identifies key infrastructure gaps that hinder digital connectivity and resilience.

Figure 47: The Availability of Telecommunications Services

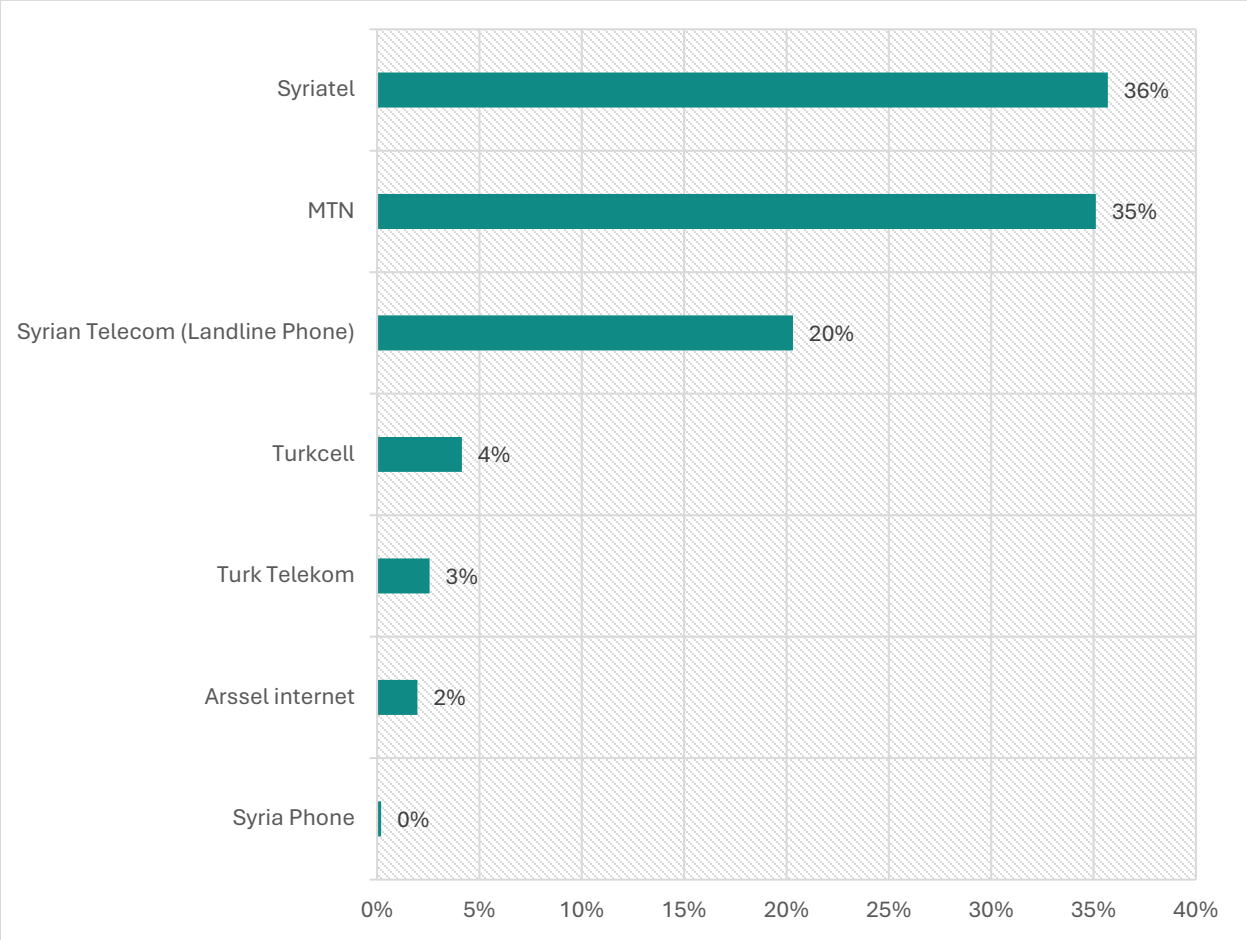


Access to telecommunications services (mobile or landline networks) varies across the surveyed areas. A majority of respondents (57%) reported that telecommunications services are well available in their area, indicating relatively strong overall coverage. However, 33% stated that services are available only in some neighborhoods or villages, reflecting uneven access and geographic disparities. Notably, 10% of respondents indicated that telecommunications services are not available at all, underscoring persistent gaps in connectivity that may hinder communication, access to services, and socioeconomic activities.

9.1 Mobile Network Access

Mobile network access remains unreliable across many of the assessed areas, with respondents frequently reporting poor or unstable coverage that limits their ability to make calls, access information, or use essential digital services. In several governorates, weak signal strength and intermittent connectivity are common, particularly in rural or geographically isolated communities where network infrastructure is limited or damaged. Even in areas with nominal coverage, service interruptions occur regularly due to power shortages, overloaded towers, or technical faults. These challenges hinder communication during emergencies, reduce access to digital learning and livelihood opportunities, and create barriers to receiving timely updates or humanitarian alerts. Overall, the widespread reports of inconsistent network performance underscore the need for strengthened telecommunications infrastructure to ensure reliable connectivity.

Figure 48: The Telecommunications Companies Available

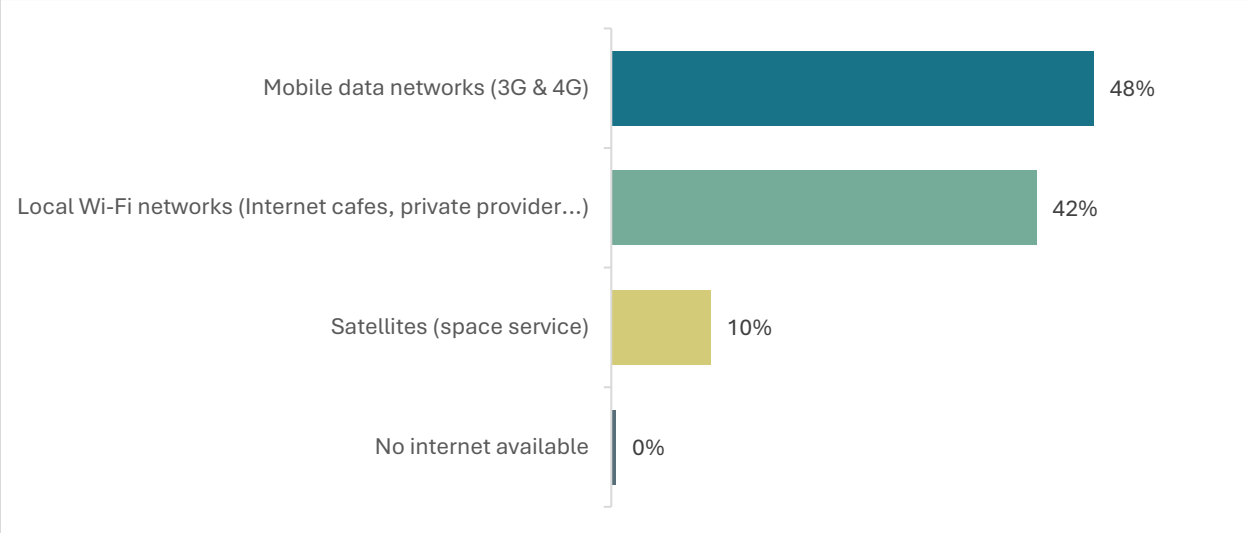


Respondents identified several telecommunications providers operating in their areas, with usage concentrated among a few main companies. Syriatel was the most frequently cited provider, reported by 36% of respondents, closely followed by MTN at 35%, indicating that these two operators dominate the telecommunications landscape. Syrian Telecom (landline phone services) was mentioned by 20%, reflecting a more limited but still relevant role for fixed-line connectivity. Other providers were reported at much lower levels, including Turkcell (4%), Turk Telecom (3%), and Arssel Internet (2%), while Syria Phone was almost nonexistent, cited by 0% of respondents. Overall, the findings highlight a highly concentrated market with limited diversity in available telecommunications providers.

9.2 Internet Access & Affordability

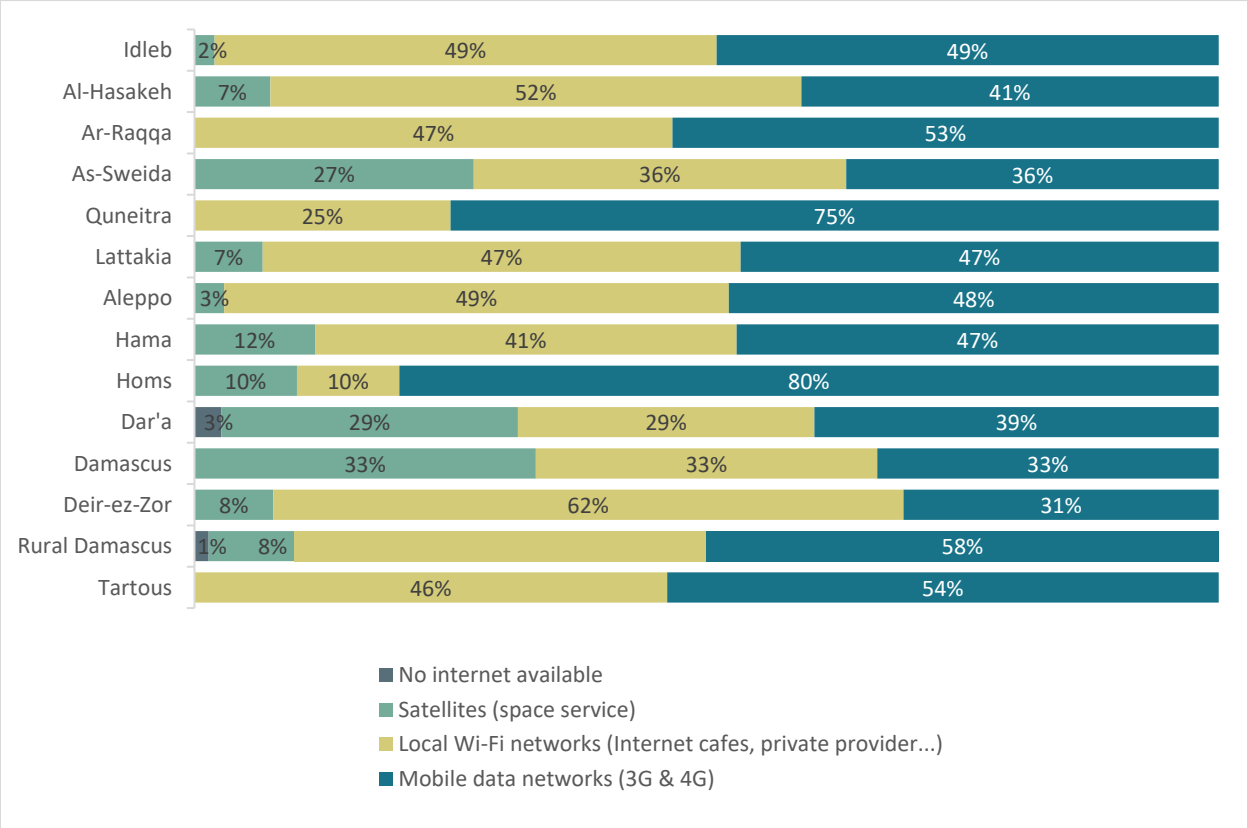
Access to the internet remains a significant challenge for many households, largely due to the high cost of data services relative to overall household income. While mobile internet is the most widely available option, subscription fees for data bundles are often prohibitively expensive, especially for low-income and displaced families who already face substantial financial pressures. Limited access to fixed broadband or home Wi-Fi services further restricts digital connectivity, leaving most households dependent on mobile data for communication, education, and basic information needs. As a result, many families are unable to maintain consistent online access, which hinders remote learning, access to digital public services, job searching, and participation in online markets or livelihood opportunities. These affordability constraints highlight the growing digital divide and the need for more equitable, cost-effective internet solutions across the assessed areas.

Figure 49: The Internet Service Sources Available



Internet access in the surveyed areas is primarily provided through mobile and local network solutions. Nearly half of respondents (48%) reported relying on mobile data networks (3G and 4G) as their main source of internet access, making it the most widely available option. This is followed closely by local Wi-Fi networks, such as internet cafés or private providers, which were cited by 42% of respondents, indicating their significant role in meeting connectivity needs. In contrast, satellite internet services were reported by only 10%, reflecting limited availability or affordability. Notably, 0% of respondents indicated having no internet access, suggesting that at least one form of internet connectivity is available across all surveyed areas, albeit with varying quality and reliability.

Figure 50: The Internet Service Sources Available – Governorates Distribution

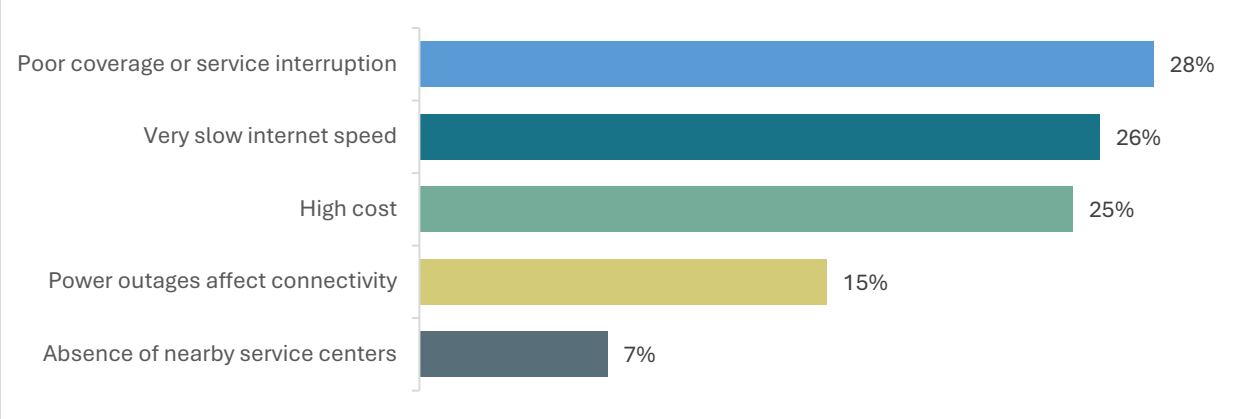


Internet service availability varies considerably across governorates, with mobile data networks (3G & 4G) and local Wi-Fi networks remaining the dominant sources in most areas. In Idleb, access is evenly split between local Wi-Fi (49%) and mobile data (49%), with minimal reliance on satellite services. Al-Hasakeh shows a stronger dependence on local Wi-Fi networks (52%), followed by mobile data (41%) and satellite services (7%). In Ar-Raqqa, mobile data networks (53%) slightly exceed local Wi-Fi (47%). As-Sweida presents a more mixed picture, where local Wi-Fi (36%) and mobile data (36%) are equally reported, alongside a notable use of satellite services (27%).

In Quneitra, internet access is heavily dominated by mobile data networks (75%), with local Wi-Fi (25%) playing a secondary role. Lattakia and Aleppo show nearly equal reliance on mobile data (47% and 48%) and local Wi-Fi (47% and 49%), while satellite usage remains low. Hama follows a similar pattern, with mobile data (47%), local Wi-Fi (41%), and satellites (12%). In Homs, mobile data networks (80%) overwhelmingly dominate, compared to local Wi-Fi (10%) and satellite services (10%).

In Dar'a, internet access is more diversified, with mobile data (39%), local Wi-Fi (29%), and satellites (29%) reported at comparable levels. Damascus shows an even distribution between mobile data (33%), local Wi-Fi (33%), and satellite services (33%). Deir-ez-Zor relies primarily on local Wi-Fi networks (62%), followed by mobile data (31%) and limited satellite use (8%). In Rural Damascus, local Wi-Fi (around 58%) is the main source, while mobile data (approximately 34%) and satellite services (8%) play smaller roles. Finally, in Tartous, mobile data networks (54%) slightly outweigh local Wi-Fi access (46%), confirming the overall trend of mobile and local networks as the backbone of internet connectivity across regions.

Figure 51: The Main Challenges in Using the Internet

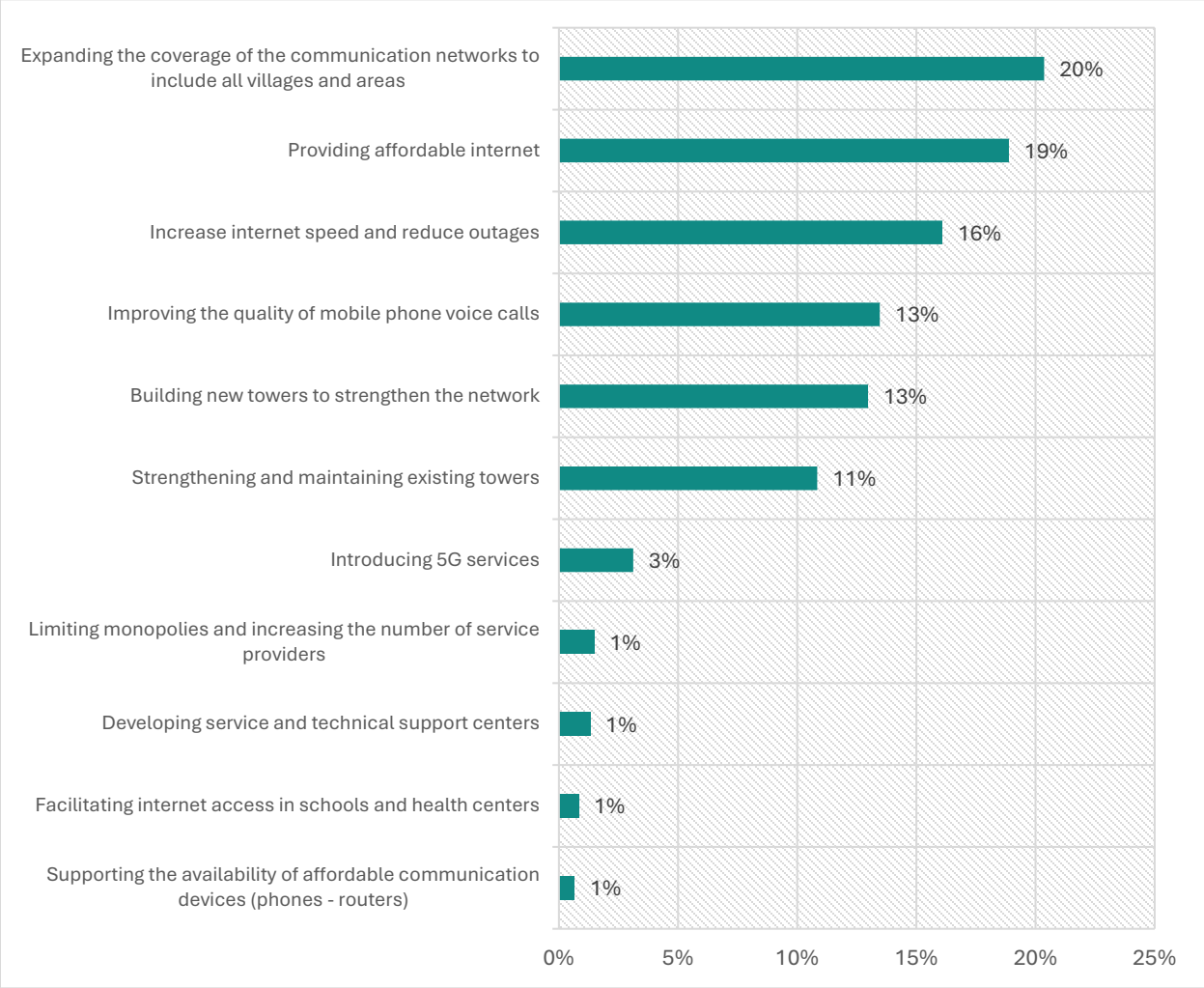


Respondents identified several key challenges affecting their use of the internet, with issues related to quality, cost, and infrastructure being the most prominent. Poor coverage or frequent service interruptions were the most commonly reported challenge, cited by 28% of respondents, highlighting persistent reliability issues. This was closely followed by very slow internet speeds, reported by 26%, which significantly limit effective online use. High cost of internet services was mentioned by 25%, indicating affordability as a major barrier to access. Additionally, power outages affecting connectivity were reported by 15%, reflecting the impact of unstable electricity supply on internet use. Finally, 7% of respondents pointed to the absence of nearby service centers, suggesting that limited customer support and maintenance services further constrain users' ability to resolve connectivity issues.

9.3 Infrastructure Condition

The telecommunications infrastructure across the assessed governorates remains in poor condition, significantly affecting the reliability, coverage, and overall quality of mobile and internet services. In many areas, networks depend on aging or partially functional systems that are unable to keep pace with increasing demand. Damage resulting from prolonged conflict, combined with years of inadequate maintenance, has further weakened network performance. Numerous telecommunications towers and service centers are damaged or non-operational, disrupting core network functions and leading to weak signal strength, frequent service interruptions, and inconsistent connectivity. These challenges highlight the urgent need for focused investments in infrastructure rehabilitation, modernization, and power stabilization to restore and improve telecommunications services.

Figure 52: Priorities of the Telecommunications and Internet Sector



Respondents highlighted several priority areas for improving the telecommunications and internet sector, with a strong emphasis on access, affordability, and service quality. The top priority identified was expanding the coverage of communication networks, cited by 20% of respondents, underscoring the need to reach underserved areas. This was closely followed by providing affordable internet services (19%), reflecting widespread concerns about cost. Increasing internet speed and reducing service outages was identified by 16%, indicating the importance of reliability and performance.

Further priorities included improving the quality of mobile phone voice calls and building new towers to strengthen the network, each cited by 13% of respondents, while strengthening and maintaining existing towers was mentioned by 11%. Lower-priority areas included introducing 5G services (3%) and several measures cited by 1% each, namely limiting monopolies and increasing competition, developing service and technical support centers, facilitating internet access in schools and health centers, and supporting the availability of affordable communication services. Overall, the findings indicate that respondents prioritize foundational improvements in coverage, affordability, and reliability over advanced technologies.

Concluding Interpretation

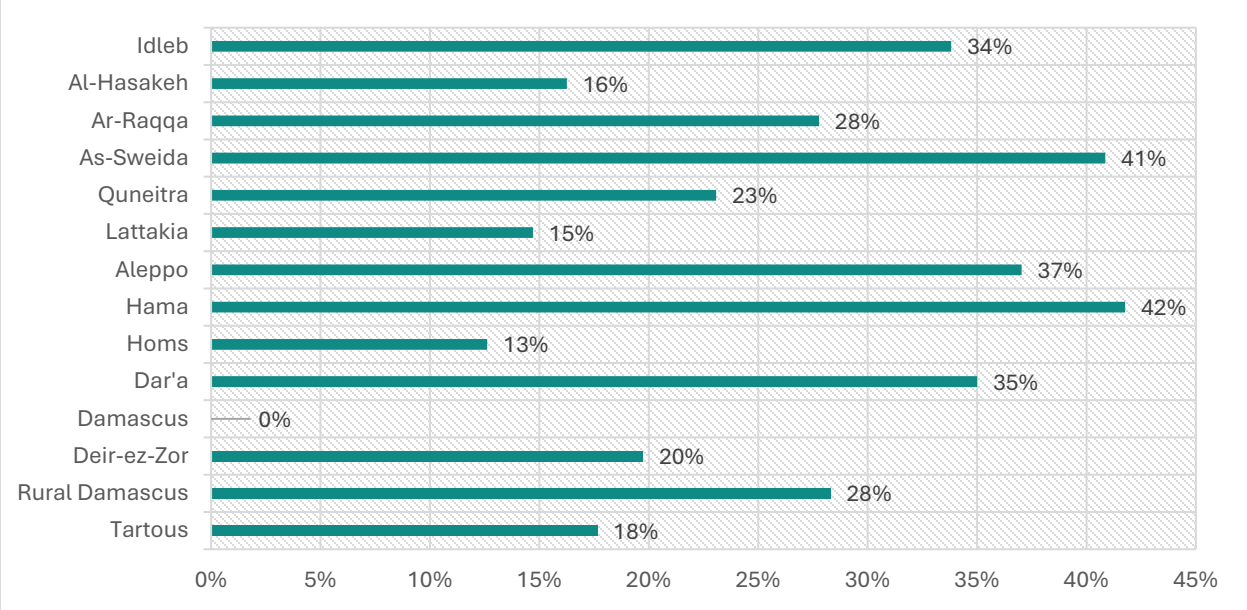
Overall, the findings from the telecommunications and internet charts indicate that while basic connectivity is available in many areas, access remains uneven and service quality is a persistent concern. Mobile data networks and local Wi-Fi providers form the backbone of internet access across governorates, yet coverage gaps, slow speeds, high costs, and frequent service interruptions continue to limit effective use. The dominance of a small number of service providers, combined with infrastructure damage and weak maintenance, further constrains reliability and consumer choice. These challenges are reflected in respondents' priorities, which emphasize expanding network coverage, improving affordability, and enhancing service quality over the introduction of advanced technologies. Collectively, the results underscore the need for coordinated efforts to rehabilitate infrastructure, strengthen network resilience, and ensure more equitable and reliable telecommunications access across all regions.

10. Infrastructure Rehabilitation Needs

10.1 Health Infrastructure Condition

This section examines the condition of health infrastructure across the surveyed sub-districts, with a particular focus on the operational status of health facilities and their capacity to deliver essential health services. Functional health infrastructure is a critical component of community well-being, as it directly influences access to primary and secondary healthcare, emergency response, and disease prevention. The assessment seeks to identify the extent to which existing facilities are operational and to highlight rehabilitation needs that may hinder effective service provision.

Figure 53: Percentage of Health Facilities in need of Rehabilitation



The chart shows notable variation in the proportion of health facilities requiring rehabilitation across governorates. The highest levels of rehabilitation needs are reported in Hama (42%) and As-Sweida (41%), indicating significant infrastructure challenges in these areas. Substantial needs are also observed in Aleppo (37%), Dar'a (35%), and Idleb (34%), suggesting that a large share of health facilities in these governorates is operating under compromised conditions.

Moderate rehabilitation needs are reported in Ar-Raqqa (28%) and Rural Damascus (28%), followed by Quneitra (23%) and Deir-ez-Zor (20%). Lower proportions of facilities requiring rehabilitation are observed in Tartous (18%), Al-Hasakeh (16%), Lattakia (15%), and Homs (13%), while Damascus (0%) reports no health facilities in need of rehabilitation. Overall, the findings highlight clear geographic disparities in the condition of health infrastructure and emphasize the need for prioritized, location-specific rehabilitation interventions to improve healthcare service delivery.

Concluding Interpretation

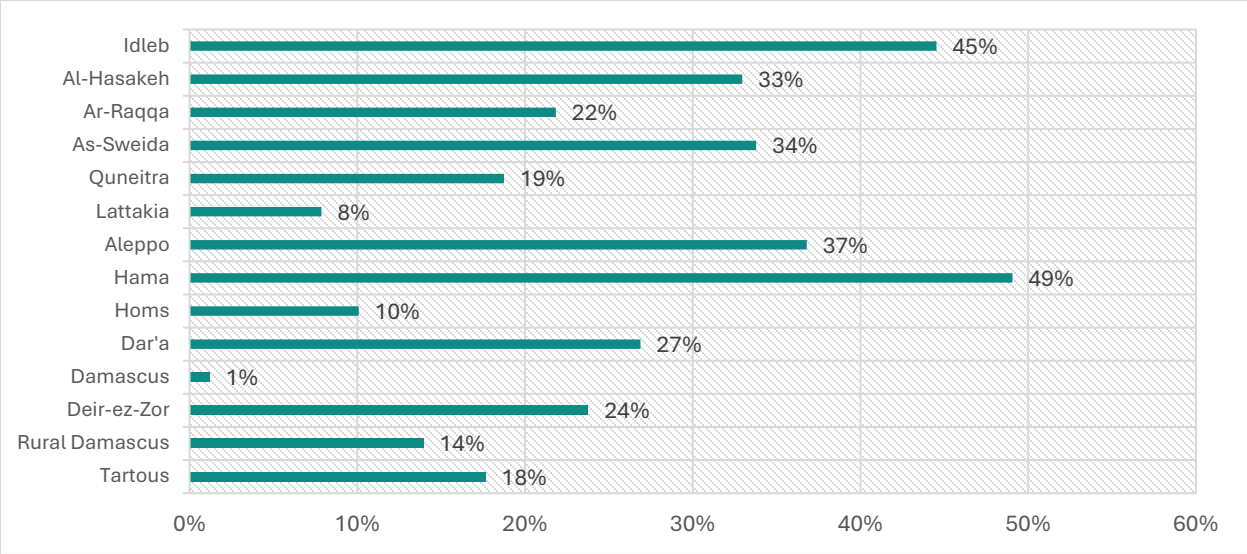
Findings from the assessment reveal that a significant share of health facilities across the surveyed areas are affected by varying levels of damage and deterioration. In many locations, facilities continue to operate under constrained conditions due to structural damage, outdated infrastructure, or prolonged lack of maintenance. These challenges reduce service capacity, limit the availability of medical equipment and staff, and in some cases restrict the range of services that can be safely provided.

Rehabilitation needs differ across sub-districts, reflecting localized patterns of damage, population pressure, and resource availability. In areas where rehabilitation requirements are more pronounced, communities may face increased barriers to accessing timely and quality healthcare, particularly for vulnerable groups such as children, the elderly, and people with chronic illnesses. The findings highlight the importance of targeted, area-specific rehabilitation interventions aimed at restoring functionality, improving service quality, and strengthening the resilience of the health system to meet current and future needs.

10.2 Education & Religious places Infrastructure Condition

This section assesses the condition of educational infrastructure across the surveyed sub-districts, focusing on the operational status of schools and other learning facilities. Adequate and safe education infrastructure is essential for ensuring access to quality education, supporting student retention, and providing a conducive learning environment. The assessment highlights rehabilitation needs that may affect the continuity and effectiveness of educational services.

Figure 54: Percentage of Education Facilities in Need of Rehabilitation



The chart illustrates significant variation in the proportion of educational facilities requiring rehabilitation across governorates. The highest rehabilitation needs are observed in Hama, where 49% of educational facilities are reported to require rehabilitation, followed closely by Idleb (45%). Substantial needs are also evident in Aleppo (37%), As-Sweida (34%), and Al-Hasakeh (33%), indicating widespread infrastructure challenges in these areas.

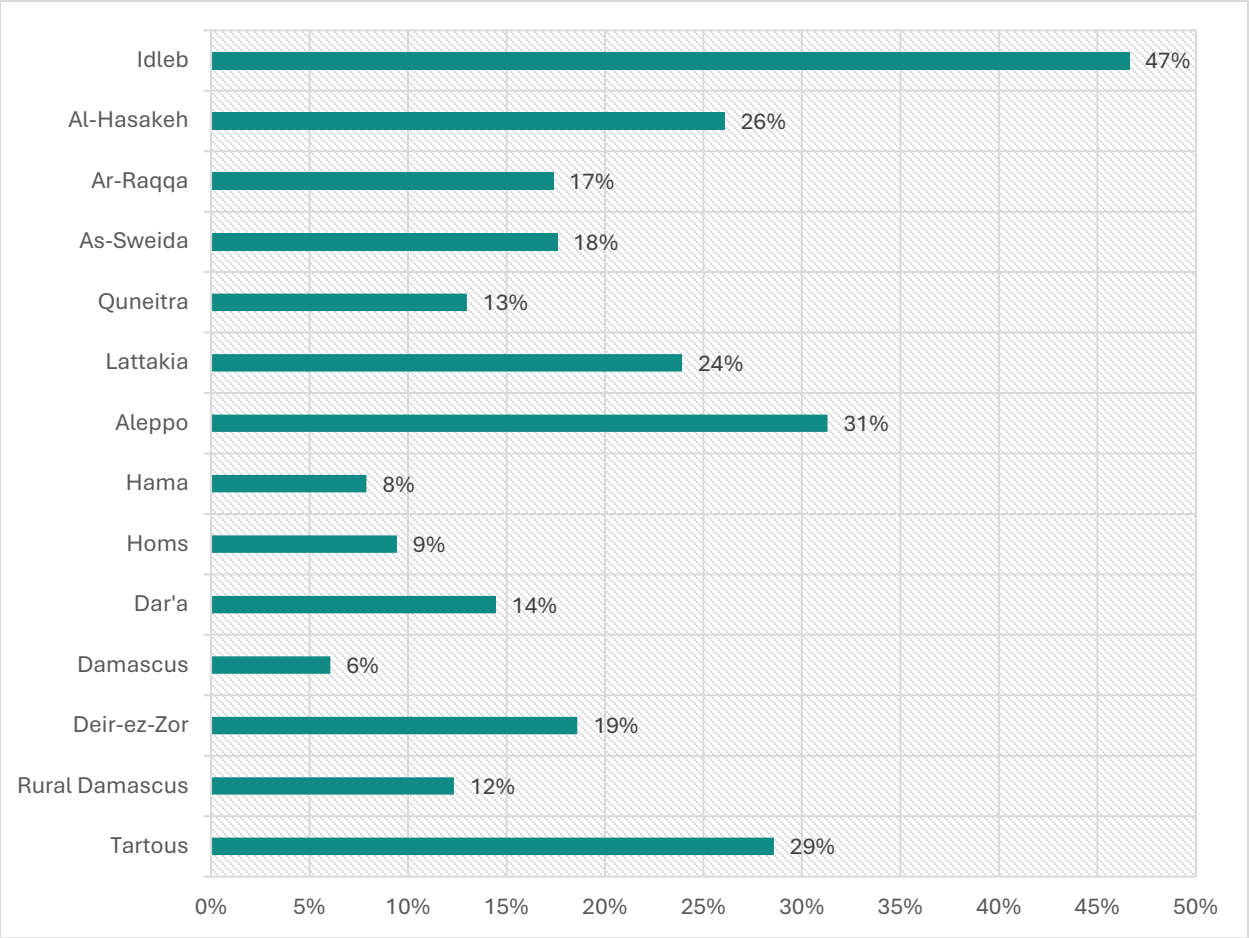
Moderate levels of rehabilitation needs are reported in Dar'a (27%), Deir-ez-Zor (24%), and Ar-Raqqa (22%), while lower proportions are observed in Quneitra (19%), Tartous (18%), and Rural Damascus (14%). The lowest reported needs are in Homs (10%), Lattakia (8%), and Damascus (1%), suggesting relatively better conditions of educational infrastructure in these governorates. Overall, the findings highlight pronounced geographic disparities in the condition of educational facilities and underscore the need for prioritized, area-specific rehabilitation interventions.

Concluding Interpretation

The assessment indicates that a considerable number of educational facilities are affected by structural damage, deterioration, or inadequate maintenance. In some areas, schools operate under substandard conditions, including damaged buildings, overcrowded classrooms, and limited access to basic services. These conditions negatively affect the learning environment and may pose safety risks for students and staff.

Rehabilitation needs vary across sub-districts, reflecting differences in damage levels and resource constraints. In locations with higher rehabilitation requirements, educational service delivery is particularly strained, potentially leading to reduced attendance and learning outcomes. Addressing these infrastructure gaps is critical to restoring safe learning environments and supporting long-term human capital development.

Figure 55: Percentage of Mosques and Religious Places in Need of Rehabilitation



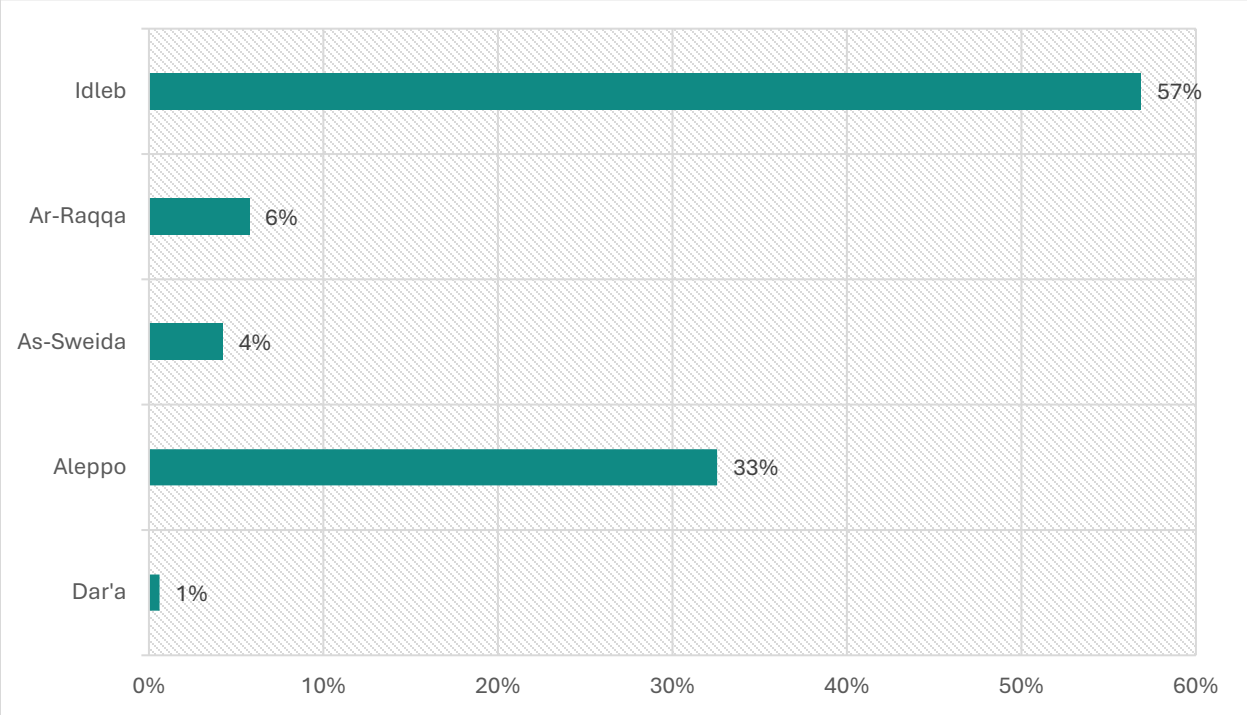
The chart highlights significant differences in the proportion of mosques and religious places requiring rehabilitation across governorates. The highest level of rehabilitation need is observed in **Idleb**, where **47%** of religious facilities are reported to require rehabilitation. This is followed by **Aleppo (31%)** and **Tartous (29%)**, indicating substantial infrastructure needs in these areas. **Al-Hasakeh (26%)** and **Lattakia (24%)** also report notable proportions of religious facilities in need of rehabilitation.

Moderate levels of rehabilitation needs are seen in **Deir-ez-Zor (19%)**, **As-Sweida (18%)**, and **Ar-Raqqa (17%)**, while lower proportions are reported in **Dar'a (14%)**, **Quneitra (13%)**, and **Rural Damascus (12%)**. The lowest levels of rehabilitation needs are observed in **Homs (9%)**, **Hama (8%)**, and **Damascus (6%)**. Overall, the findings demonstrate clear geographic disparities in the condition of mosques and religious places, underscoring the importance of targeted, area-specific rehabilitation interventions to preserve community infrastructure and support social cohesion.

10.3 Displaced Persons Conditions

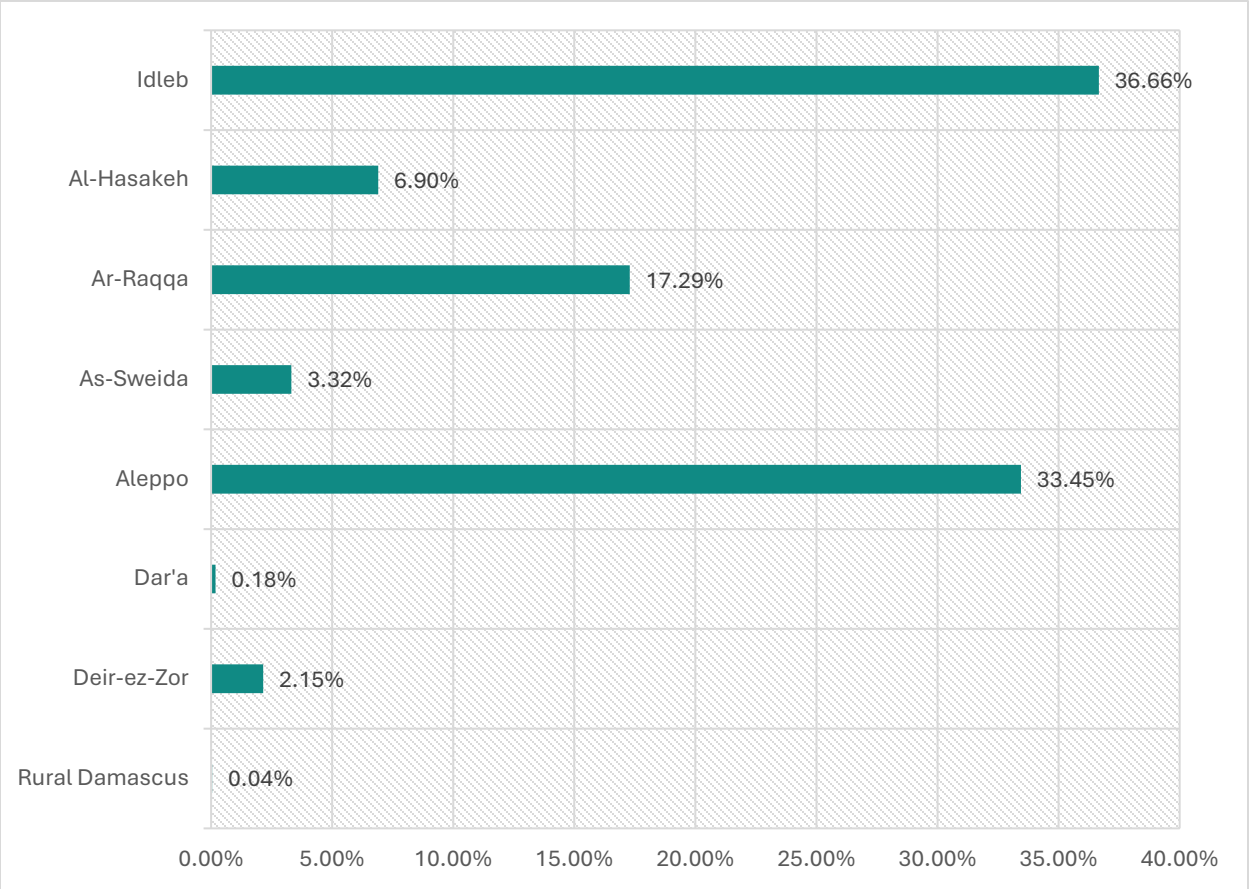
Internally Displaced Persons (IDPs) represent one of the most vulnerable population groups in Syria, profoundly shaping the country's humanitarian and infrastructure landscape. Displacement caused by conflict, insecurity, and economic decline has led to large concentrations of IDPs across specific governorates, placing immense pressure on already fragile public service systems. Many IDPs reside in camps, informal settlements, or within host communities, often facing limited access to water, electricity, sanitation, shelter, and livelihoods. Their presence not only increases demand for essential services but also exacerbates affordability challenges, environmental health risks, and social cohesion pressures. Understanding the conditions and geographic distribution of IDPs is therefore critical to designing effective interventions that address both immediate humanitarian needs and longer-term recovery priorities.

Figure 56: The Number of Camps – Governorates Distribution



The chart shows a highly uneven distribution of camps across the assessed governorates. **Idleb** accounts for the largest share, hosting **57%** of the total number of camps, highlighting the significant concentration of displaced populations in this governorate. **Aleppo** follows with **33%**, indicating another major area of displacement and humanitarian need. In contrast, the presence of camps in other governorates is relatively limited, with **Ar-Raqqa** accounting for **6%**, **As-Sweida** for **4%**, and **Dar'a** for only **1%** of the total camps. Overall, the findings demonstrate that camp-based displacement is heavily concentrated in a small number of governorates, underscoring the need for targeted humanitarian planning and service provision in these high-burden areas.

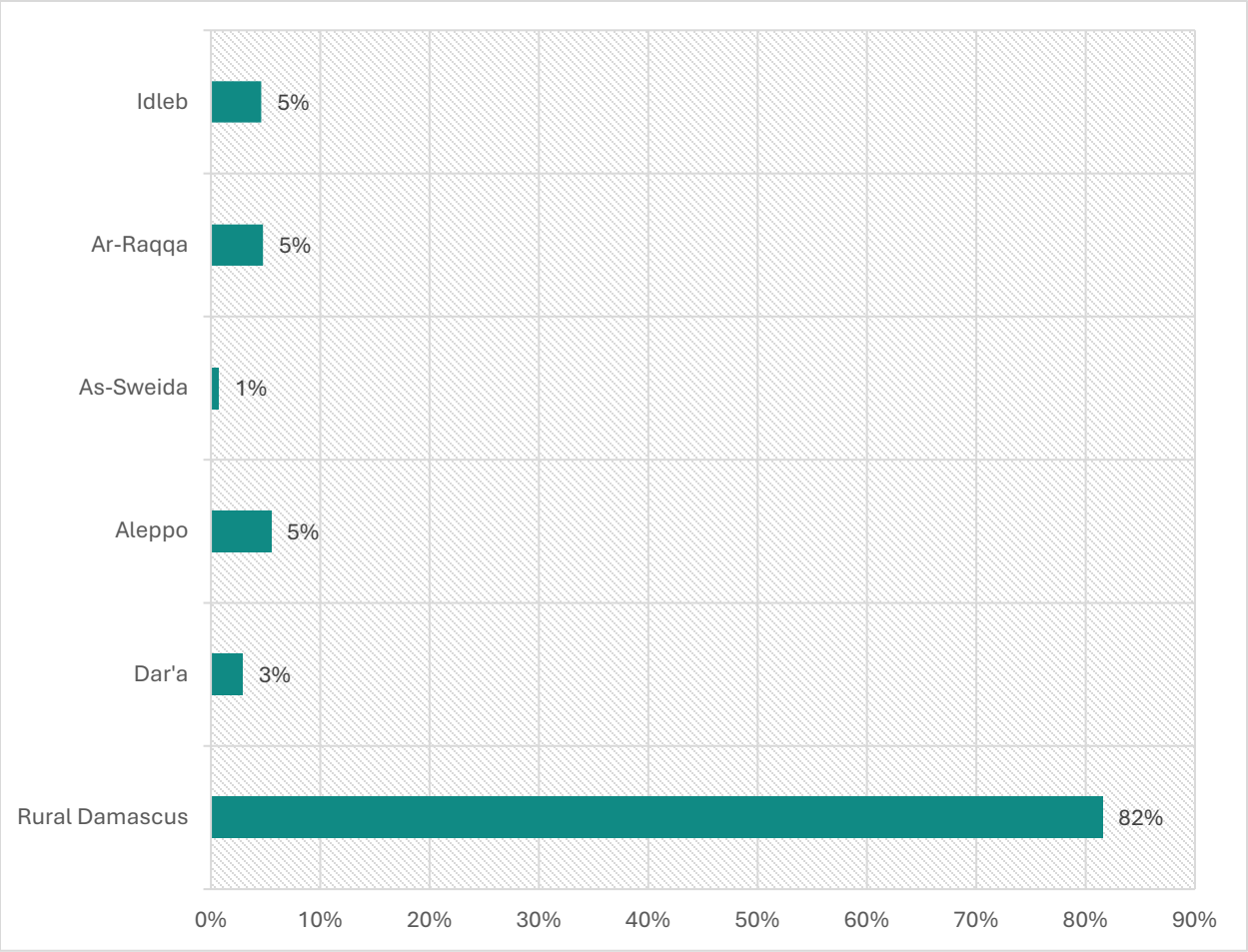
Figure 57: Percentage of Displaced Persons inside Camps – Governorates Distribution



The chart illustrates the distribution of displaced persons residing in camps across governorates, showing a strong concentration in a limited number of areas. **Idleb** hosts the largest share of displaced persons living in camps, accounting for **36.66%** of the total, followed closely by **Aleppo** with **33.45%**. Together, these two governorates accommodate more than two-thirds of the camp-based displaced population, highlighting their central role in displacement dynamics.

A moderate share of displaced persons in camps is observed in **Ar-Raqqa (17.29%)**, while significantly smaller proportions are reported in **Al-Hasakeh (6.90%)** and **As-Sweida (3.32%)**. Very low shares are recorded in **Deir-ez-Zor (2.15%)**, **Dar'a (0.18%)**, and **Rural Damascus (0.04%)**, indicating minimal camp-based displacement in these areas. Overall, the findings underscore a highly uneven geographic distribution of displaced populations, emphasizing the need for concentrated humanitarian support and camp-focused interventions in governorates hosting the largest shares of displaced persons.

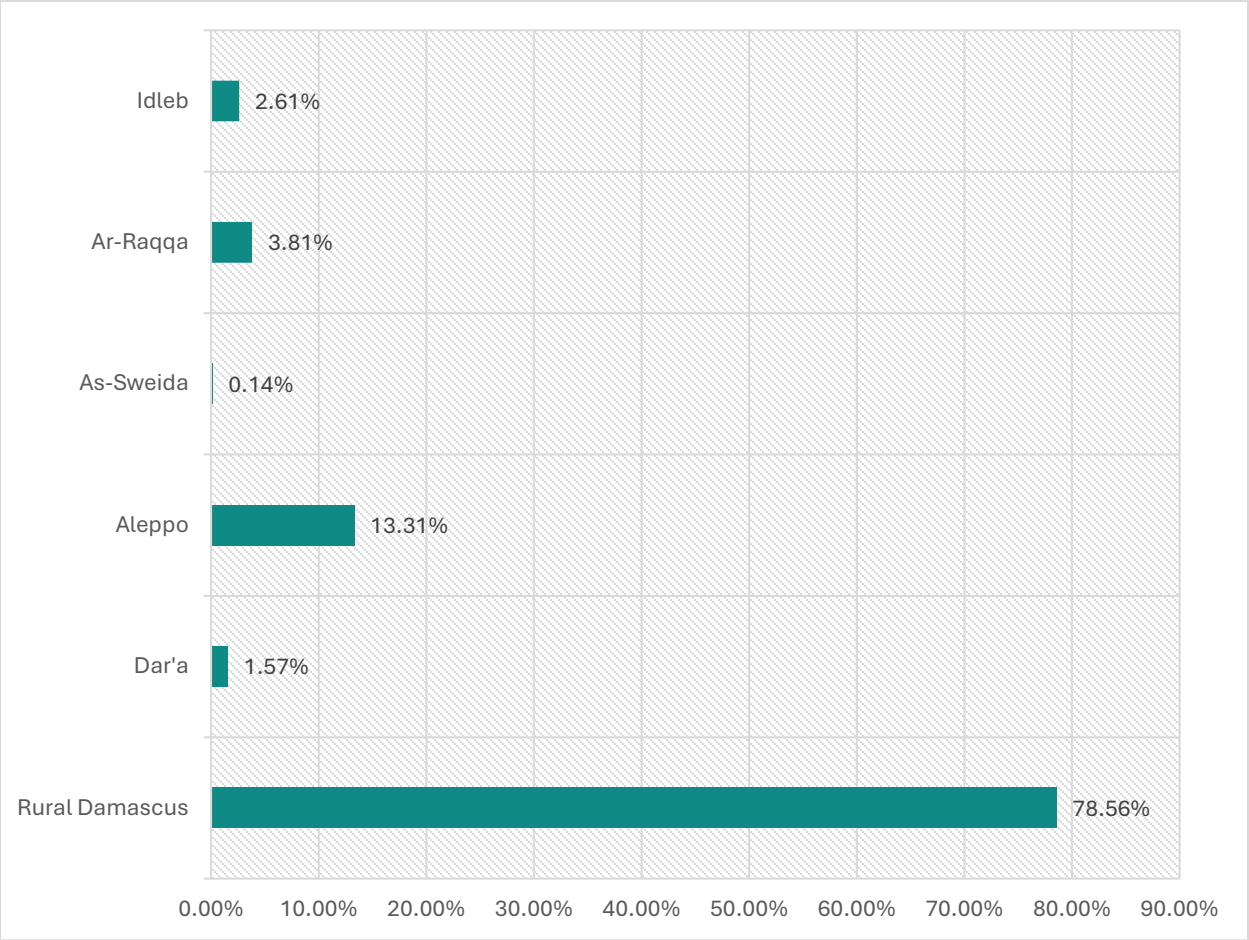
Figure 58: Percentage of Informal Settlements – Governorates Distribution



The chart demonstrates a highly uneven distribution of informal settlements across governorates. **Rural Damascus** accounts for an overwhelming majority, hosting **82%** of all reported informal settlements, indicating a significant concentration of informal housing in this area. In contrast, **Idleb**, **Ar-Raqqa**, and **Aleppo** each account for **5%**, reflecting comparatively limited but notable presence of informal settlements.

Smaller proportions are observed in **Dar'a (3%)** and **As-Sweida (1%)**, suggesting minimal levels of informal settlement in these governorates. Overall, the findings highlight stark geographic disparities in informal settlement distribution, underscoring the need for targeted urban planning, shelter support, and infrastructure interventions in Rural Damascus, alongside localized responses in other affected areas.

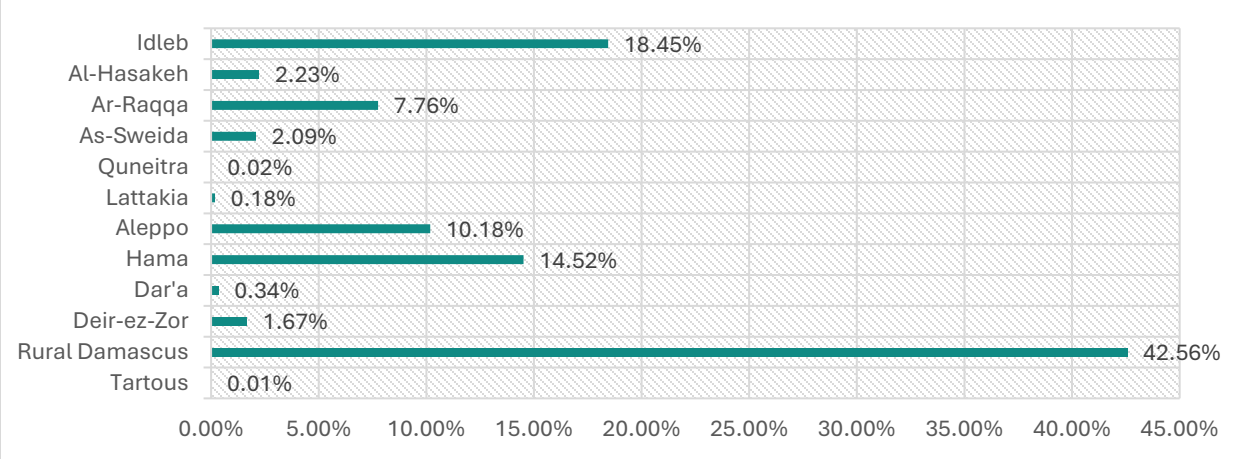
Figure 59: Percentage of IDPs within Informal Settlements – Governorates Distribution



The chart highlights a strong concentration of displaced persons living in informal settlements within a limited number of governorates. **Rural Damascus** accounts for the vast majority, hosting **78.56%** of displaced persons residing in informal settlements, indicating a significant burden on housing and basic services in this area. **Aleppo** follows with **13.31%**, reflecting a notable level of displacement in informal settings.

Much smaller proportions are observed in **Ar-Raqqa (3.81%)** and **Idleb (2.61%)**, while **Dar'a (1.57%)** accounts for a minimal share. The lowest proportion is reported in **As-Sweida (0.14%)**, indicating very limited displacement within informal settlements in this governorate. Overall, the findings underscore pronounced geographic disparities, emphasizing the need for targeted shelter, infrastructure, and service interventions in governorates hosting the largest shares of displaced populations in informal settlements, particularly Rural Damascus.

Figure 60: Percentage of IDPs within Cities and Villages – Governorates Distribution



The chart illustrates the distribution of internally displaced persons (IDPs) residing within cities and villages across governorates, revealing a strong geographic concentration. **Rural Damascus** hosts the largest share, accounting for **42.56%** of IDPs living in urban and rural communities, indicating significant pressure on local housing, services, and infrastructure. This is followed by **Idleb (18.45%)** and **Hama (14.52%)**, highlighting these governorates as key areas accommodating displaced populations outside of camp and informal settlement settings.

Moderate proportions of IDPs are recorded in **Aleppo (10.18%)** and **Ar-Raqqa (7.76%)**, while smaller shares are observed in **Al-Hasakeh (2.23%)**, **As-Sweida (2.09%)**, and **Deir-ez-Zor (1.67%)**. Very low proportions are reported in **Dar'a (0.34%)**, **Lattakia (0.18%)**, **Quneitra (0.02%)**, and **Tartous (0.01%)**. Overall, the findings underscore the uneven distribution of IDPs within host communities and emphasize the need for area-specific support to strengthen local service capacity and social cohesion, particularly in governorates hosting the largest displaced populations.

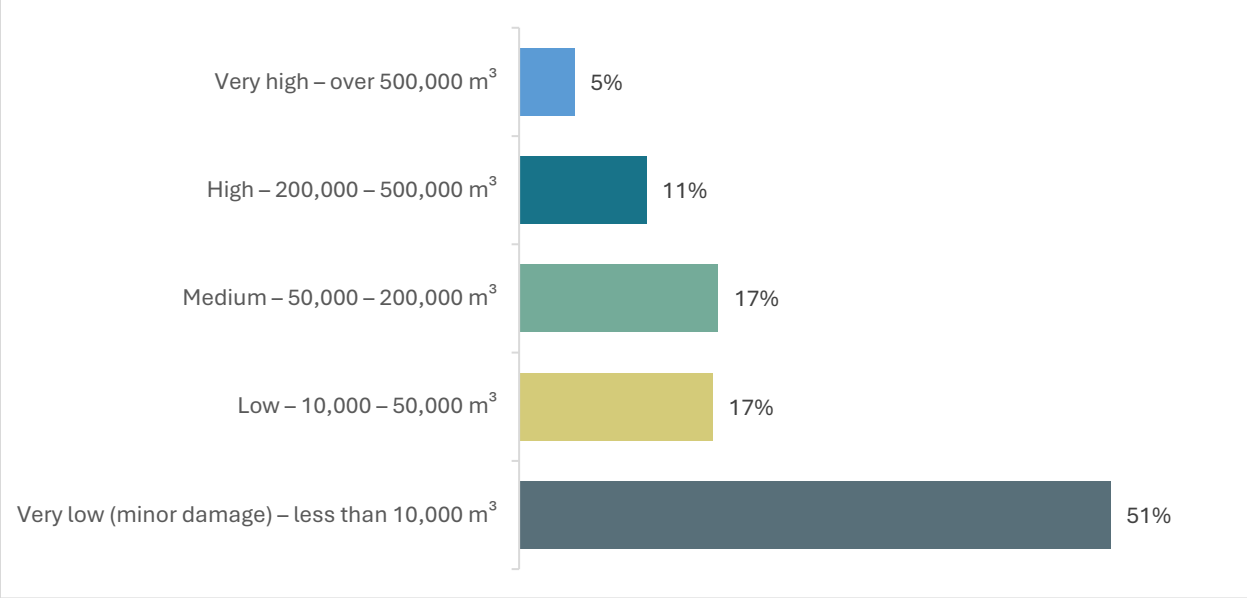
Conclusion Interpretation

The assessment confirms that IDPs remain at the center of Syria's service delivery crisis, with their concentration in a limited number of governorates creating disproportionate burdens on local infrastructure and communities. Whether in camps, informal settlements, or host communities, displaced households face persistent challenges of inadequate access, high costs, and deteriorating living conditions. Addressing these needs requires targeted, area-specific interventions that combine infrastructure rehabilitation, affordability measures, and strengthened local service capacity. By prioritizing support to governorates hosting the largest displaced populations, donors and stakeholders can reduce vulnerability, enhance resilience, and foster more equitable service provision. Ultimately, improving conditions for IDPs is not only a humanitarian imperative but also a cornerstone for stabilizing communities and advancing Syria's path toward recovery and sustainable development.

10.4 Road Infrastructure Condition

This section examines the condition of road infrastructure across the surveyed areas, with emphasis on the functionality of road networks and the extent of rehabilitation required. Roads play a vital role in enabling access to services, facilitating economic activities, and supporting humanitarian and emergency response efforts.

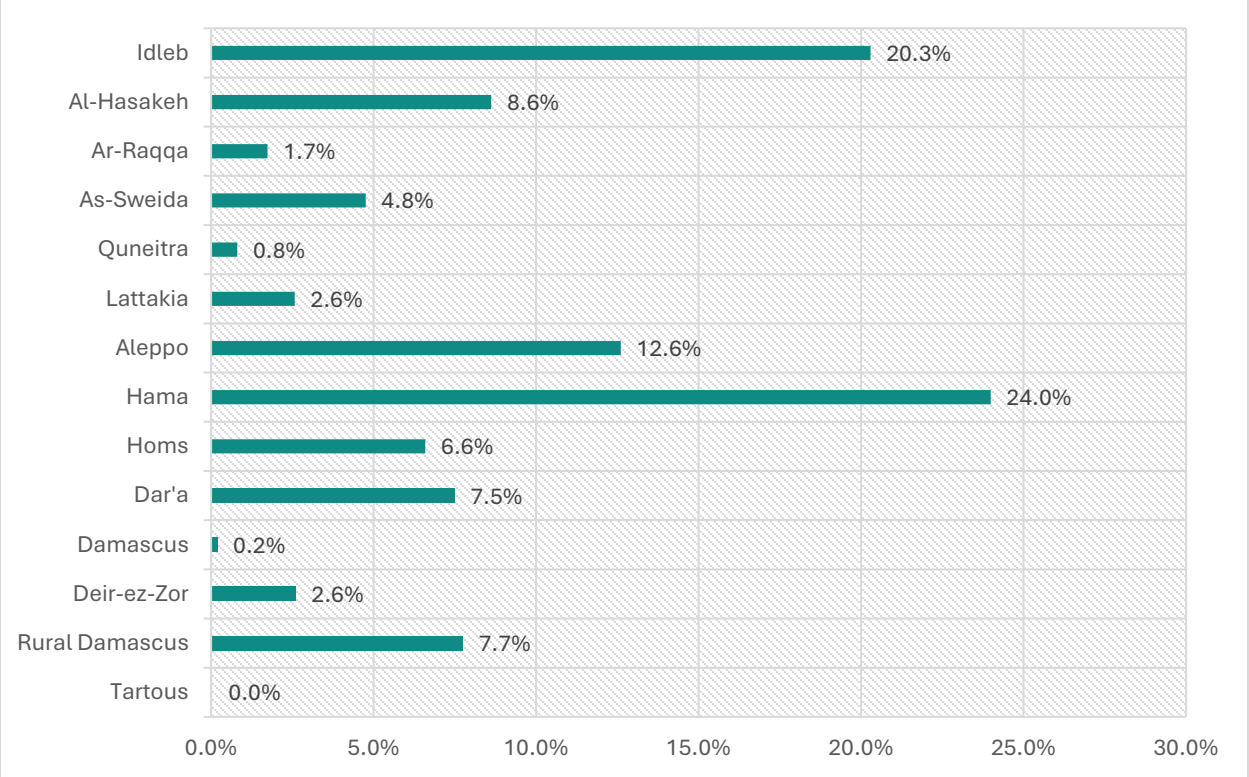
Figure 61: The Quantity of Aggregate/Debris



The chart presents respondents' estimates of the quantity of aggregate and debris across the assessed areas, showing that lower levels of debris are most commonly reported. A majority of respondents (51%) estimated the volume of aggregate and debris as very low (less than 10,000 cubic meters), indicating limited damage in many locations. In addition, 17% reported low levels (10,000–50,000 cubic meters), while another 17% estimated medium quantities (50,000–200,000 cubic meters), reflecting moderate damage in a notable share of areas.

Higher levels of debris were reported less frequently, with 11% of respondents estimating high quantities (200,000–500,000 cubic meters) and only 5% indicating very high levels (over 500,000 cubic meters). Overall, the findings suggest that while most areas experience minor to moderate debris accumulation, a smaller proportion face substantial debris volume that may require large-scale clearance and rehabilitation efforts.

Figure 62: The Percentage of Roads that Need Rehabilitation – Governorates Distribution



The chart shows considerable variation in the proportion of roads requiring rehabilitation across governorates. The highest rehabilitation needs are reported in Hama, where 24.0% of roads are assessed as requiring rehabilitation, followed by Idleb (20.3%). Significant needs are also evident in Aleppo (12.6%), indicating substantial damage or deterioration of road networks in these governorates.

Moderate levels of road rehabilitation needs are observed in Rural Damascus (7.7%), Dar'a (7.5%), Al-Hasakeh (8.6%), and Homs (6.6%), reflecting localized infrastructure challenges. Lower proportions are reported in As-Sweida (4.8%), Lattakia (2.6%), Deir-ez-Zor (2.6%), and Ar-Raqqa (1.7%), while minimal or negligible needs are recorded in Quneitra (0.8%), Damascus (0.2%), and Tartous (0.0%). Overall, the findings highlight pronounced geographic disparities in road conditions and underscore the need for prioritized, governorate-specific road rehabilitation interventions to improve connectivity and access to services.

Concluding Interpretation

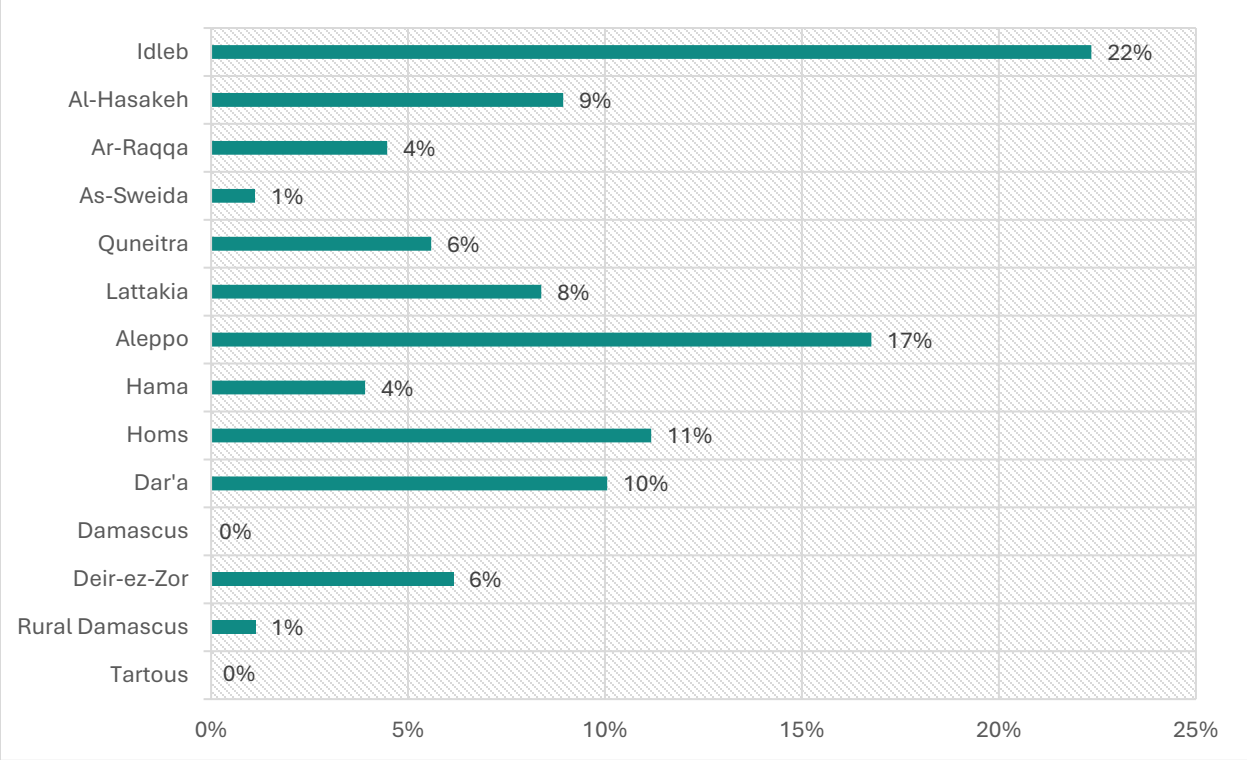
The assessment reveals that road infrastructure in many sub-districts is compromised due to damage, deterioration, and limited maintenance. Poor road conditions restrict mobility, increase transportation costs, and hinder access to health, education, and markets. In some areas, damaged roads become impassable during adverse weather, further isolating communities.

Rehabilitation needs differ by location, underscoring the importance of prioritizing interventions based on connectivity needs and population impact. Improving road infrastructure would significantly enhance access to essential services and support broader recovery and development efforts.

10.5 Bridge Infrastructure Condition

This section reviews the condition of bridge infrastructure across the surveyed sub-districts, focusing on structural integrity and rehabilitation needs. Bridges are critical components of transportation networks, ensuring continuity of movement across rivers, valleys, and other natural barriers.

Figure 63: Number of Bridges that Need Rehabilitation – Governorates Distribution



The chart illustrates the distribution of bridges requiring rehabilitation across governorates, highlighting significant geographic disparities. Idleb accounts for the largest share, with 22% of the bridges in need of rehabilitation, indicating substantial infrastructure damage in this governorate. This is followed by Aleppo (17%), which also demonstrates considerable rehabilitation needs.

Moderate proportions of bridges requiring rehabilitation are reported in Homs (11%), Dar'a (10%), and Al-Hasakeh (9%), reflecting localized structural challenges. Smaller shares are observed in Lattakia (8%), Quneitra (6%), and Deir-ez-Zor (6%), while lower levels are reported in Ar-Raqqa (4%) and Hama (4%). Minimal or negligible rehabilitation needs are recorded in As-Sweida (1%), Rural Damascus (1%), Damascus (0%), and Tartous (0%). Overall, the findings underscore the uneven distribution of bridge rehabilitation needs and highlight the importance of prioritizing interventions in governorates with the highest concentrations of damaged bridges to restore safe and reliable transportation networks.

Concluding Interpretation

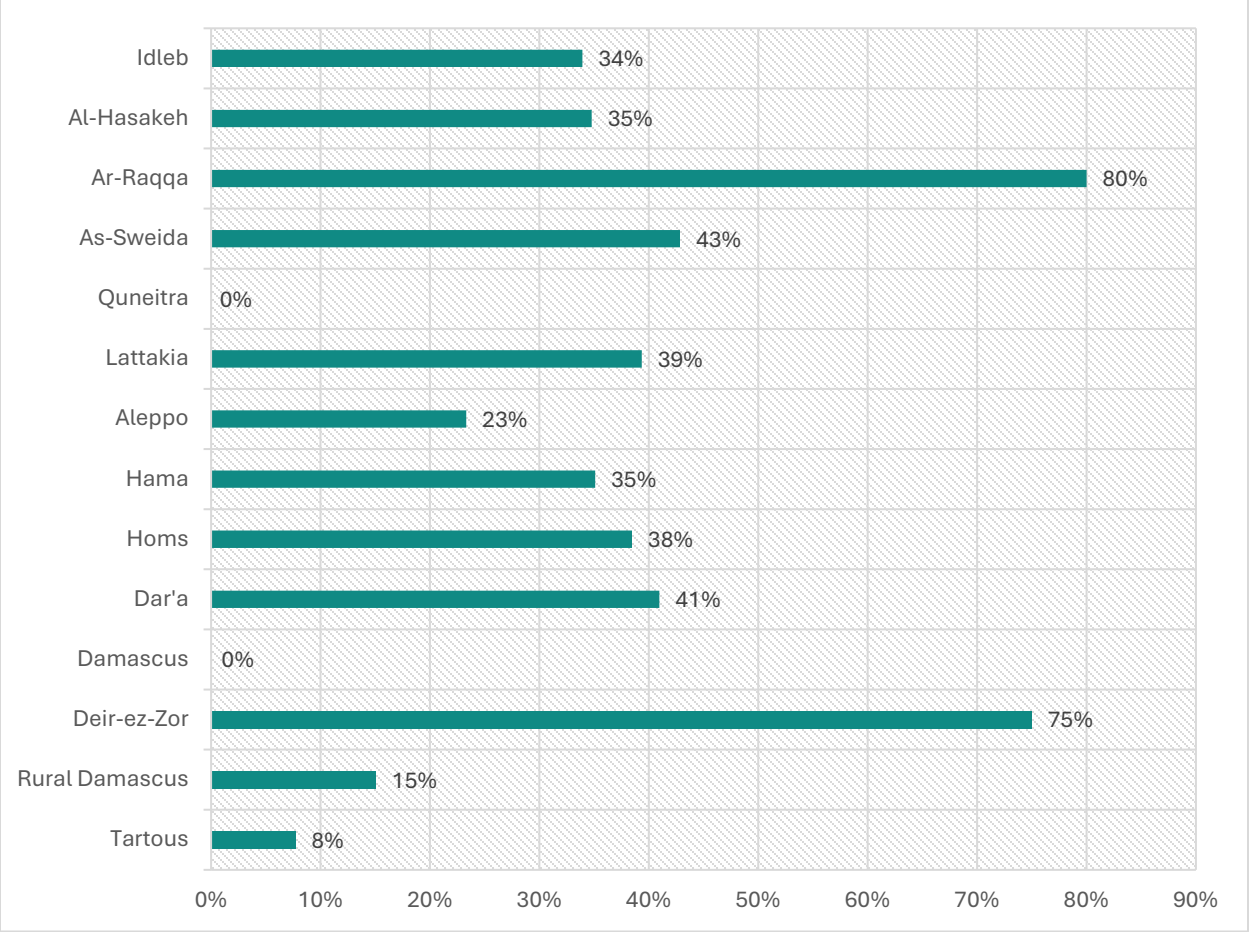
Findings indicate that several bridges are affected by structural damage or deterioration, limiting their safe use and load-bearing capacity. In some locations, damaged bridges pose safety risks and disrupt transportation routes, particularly for emergency services and commercial transport.

The need for rehabilitation varies across areas, but in locations where bridges are severely affected, communities face increased isolation and reduced access to services. Targeted rehabilitation of bridge infrastructure is essential to restore safe passage, ensure network continuity, and strengthen overall transportation resilience.

10.6 Electricity Infrastructure Condition

This section assesses the condition of electricity infrastructure across the surveyed sub-districts, focusing on the operational status of power stations and related facilities. Reliable electricity supply is essential for households, public services, and economic activities, as well as for the functioning of other critical infrastructure sectors.

Figure 64: Power Stations in Need of Rehabilitation – Governorates Distribution



The chart illustrates substantial variation in the proportion of power stations requiring rehabilitation across governorates. The most severe needs are observed in Ar-Raqqa, where 80% of power stations are reported to require rehabilitation, followed closely by Deir-ez-Zor (75%), indicating critical challenges in electricity infrastructure in these areas. High rehabilitation needs are also evident in As-Sweida (43%), Dar'a (41%), Lattakia (39%), and Homs (38%), reflecting widespread infrastructure deterioration.

Moderate levels of rehabilitation needs are reported in Al-Hasakeh (35%), Hama (35%), and Idleb (34%), while Aleppo (23%) shows comparatively lower but still notable needs. Limited rehabilitation requirements are observed in Rural Damascus (15%) and Tartous (8%), while Quneitra (0%) and Damascus (0%) report no power stations in need of rehabilitation. Overall, the findings highlight pronounced geographic disparities and underscore the urgent need for prioritized, governorate-specific investments to restore and stabilize electricity infrastructure, particularly in the most affected areas.

Concluding Interpretation

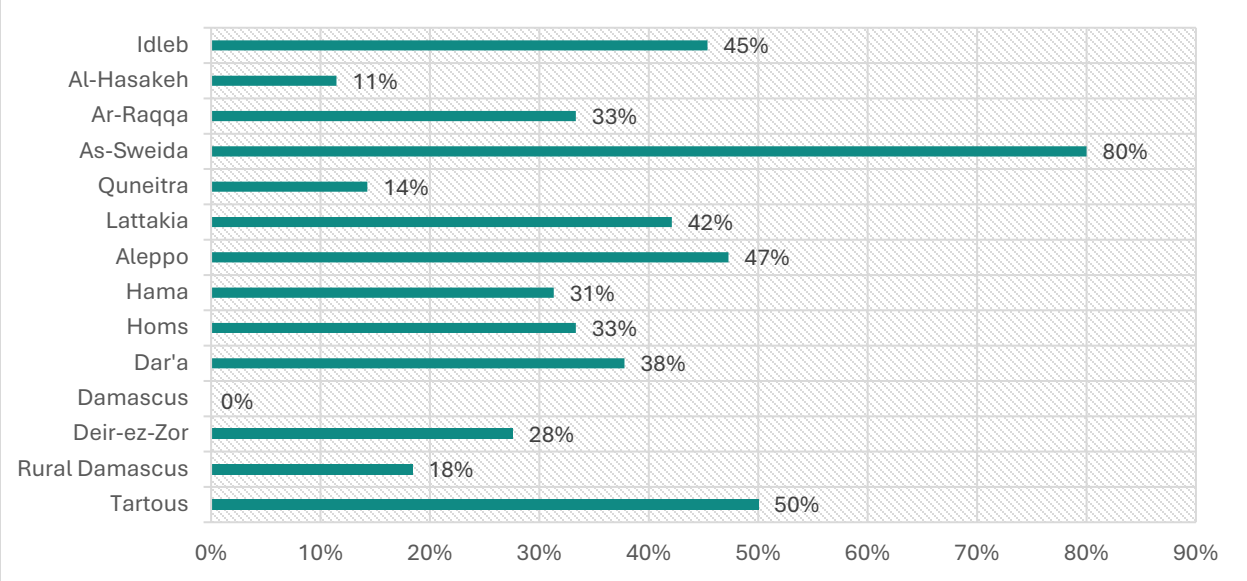
The assessment highlights widespread challenges affecting electricity infrastructure, including damaged facilities, aging equipment, and insufficient maintenance. These issues contribute to unstable power supply, frequent outages, and reduced service coverage.

Electricity infrastructure rehabilitation needs vary across locations, but in areas with more severe damage, power instability has a cascading effect on health facilities, water systems, telecommunications, and livelihoods. Strengthening electricity infrastructure through rehabilitation and maintenance is essential to improving service reliability and supporting recovery across sectors.

10.7 Water Infrastructure Condition

This section examines the condition of water infrastructure across the surveyed sub-districts, with a focus on the functionality of water stations and related facilities. Access to safe and reliable water supply is fundamental to public health, sanitation, and overall community resilience.

Figure 65: Water Stations in Need of Rehabilitation – Governorates Distribution



The chart reveals marked differences in the proportion of water stations requiring rehabilitation across governorates. The most critical situation is observed in As-Sweida, where 80% of water stations are reported to need rehabilitation, indicating severe infrastructure challenges. High levels of rehabilitation needs are also evident in Tartous (50%), Aleppo (47%), Idleb (45%), and Lattakia (42%), reflecting widespread deterioration of water infrastructure in these areas.

Moderate proportions of water stations requiring rehabilitation are reported in Dar'a (38%), Ar-Raqqa (33%), Homs (33%), and Hama (31%), suggesting notable but less severe challenges. Lower rehabilitation needs are observed in Deir-ez-Zor (28%), Rural Damascus (18%), Quneitra (14%), and Al-Hasakeh (11%), while Damascus (0%) reports no water stations in need of rehabilitation. Overall, the findings underscore significant geographic disparities and highlight the urgent need for prioritized, location-specific interventions to restore water supply systems and ensure safe and reliable access to water services.

Concluding Interpretation

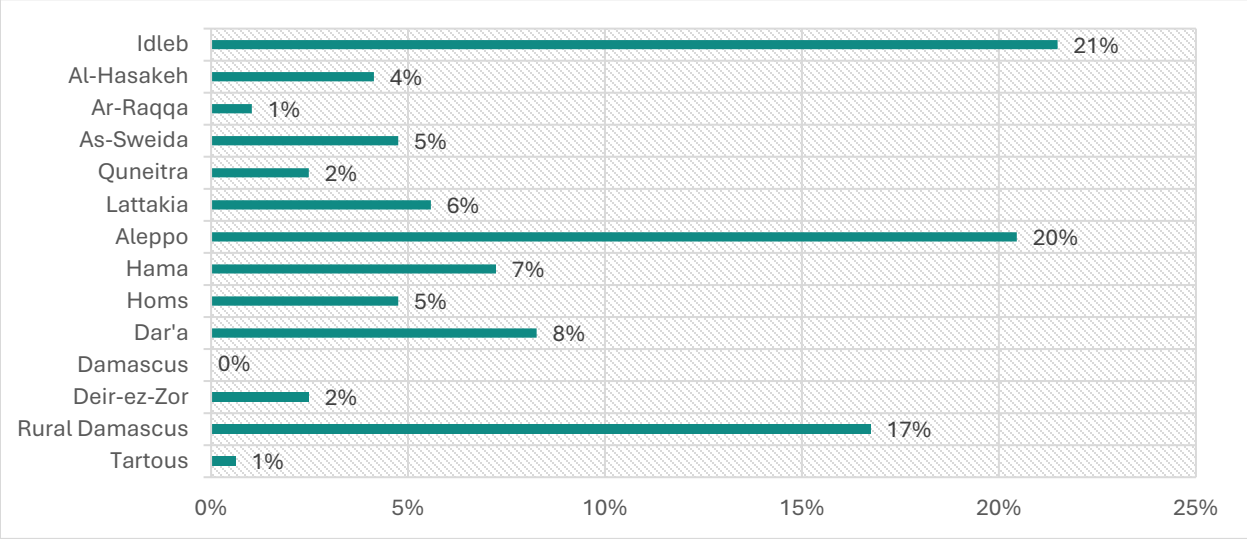
The assessment indicates that water infrastructure in several areas is affected by damage or reduced operational capacity. Some water stations operate below optimal levels due to mechanical failures, power supply issues, or lack of maintenance, leading to irregular water supply and increased reliance on alternative sources.

Rehabilitation needs differ across sub-districts, with more pronounced challenges in areas experiencing infrastructure degradation and resource constraints. Addressing these gaps is critical to ensuring safe water access, reducing health risks, and strengthening community resilience.

10.8 Telecommunications Infrastructure Condition

This section assesses the condition of telecommunications infrastructure across the surveyed governorates (sub-districts), focusing on the functionality of communication towers and telecommunication centers. Effective telecommunications infrastructure is essential for communication, access to information, service coordination, and economic activity.

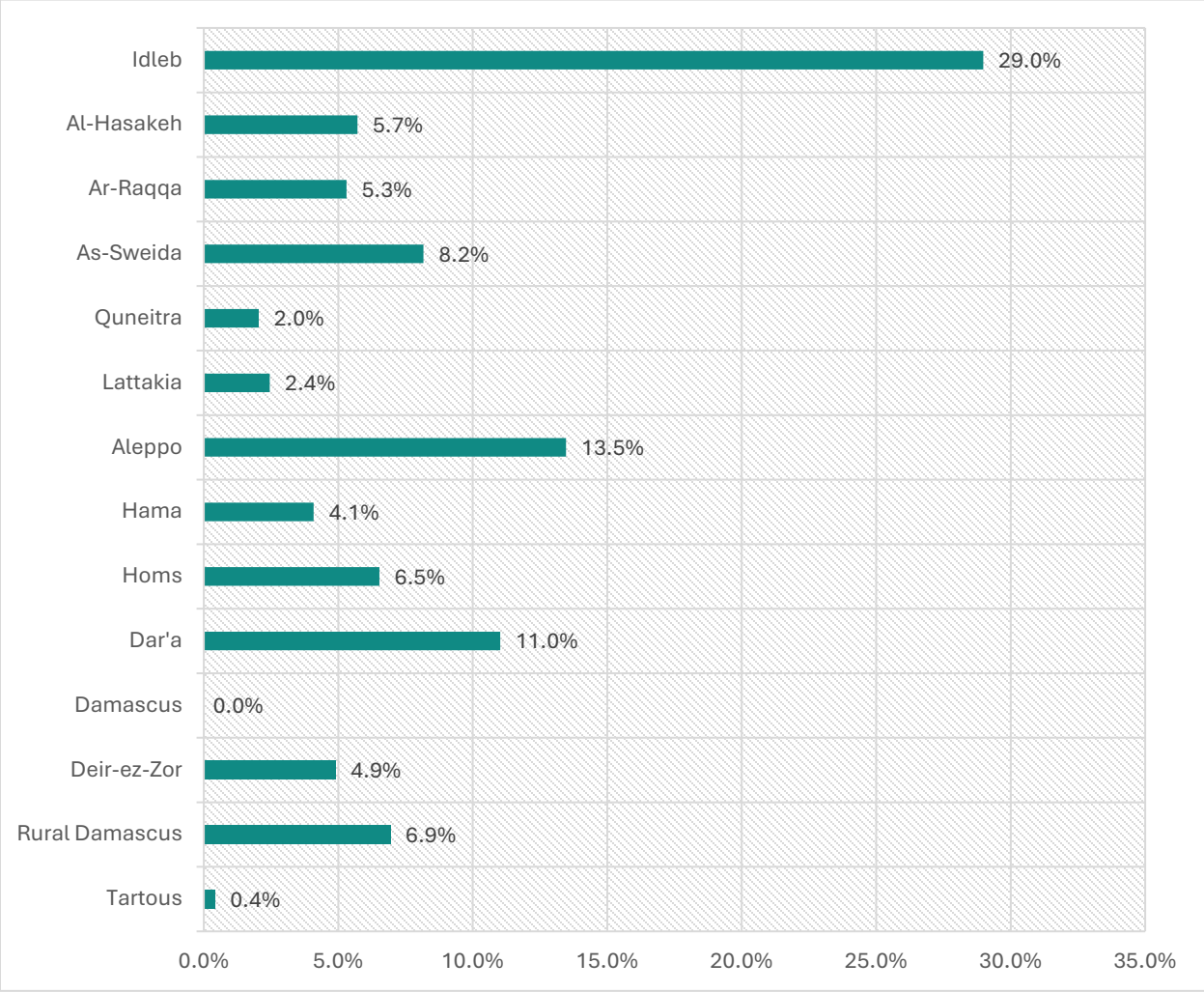
Figure 66: Telecommunications Towers that Need Upgrading – Governorates Distribution



The chart illustrates the distribution of telecommunications towers requiring upgrading across governorates, highlighting clear geographic disparities. Idleb reports the highest proportion, with 21% of telecommunications towers assessed as needing upgrading, closely followed by Aleppo (20%). Rural Damascus also shows notable needs, accounting for 17% of towers requiring upgrading, indicating pressure on telecommunications infrastructure in high-demand areas.

Moderate proportions are observed in Dar'a (8%) and Hama (7%), while lower levels are reported in Lattakia (6%), As-Sweida (5%), Homs (5%), and Al-Hasakeh (4%). Minimal upgrading needs are recorded in Quneitra (2%), Deir-ez-Zor (2%), Ar-Raqqa (1%), and Tartous (1%), while Damascus (0%) reports no telecommunications towers requiring upgrading. Overall, the findings underscore uneven infrastructure development and emphasize the need for prioritized investments in governorates with the highest concentrations of aging or underperforming telecommunications towers.

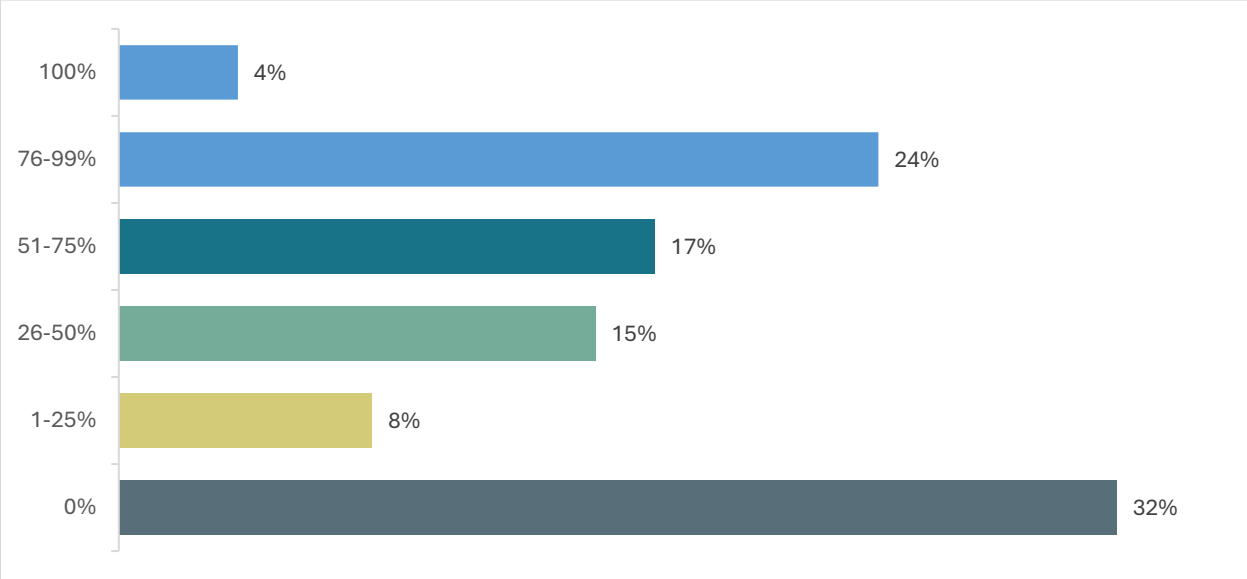
Figure 67: Call Centers that Need Upgrading – Governorate Distribution



The chart illustrates the proportion of call centers requiring upgrading across governorates, revealing clear disparities in telecommunications service infrastructure. Idleb records the highest share, with 29.0% of call centers assessed as needing upgrading, indicating significant gaps in service capacity and infrastructure quality. This is followed by Aleppo (13.5%) and Dar'a (11.0%), which also demonstrate notable upgrading needs.

Moderate proportions of call centers requiring upgrading are observed in Rural Damascus (6.9%), Homs (6.5%), and As-Sweida (8.2%), while lower levels are reported in Al-Hasakeh (5.7%), Ar-Raqqa (5.3%), Deir-ez-Zor (4.9%), and Hama (4.1%). Minimal upgrading needs are identified in Lattakia (2.4%), Quneitra (2.0%), and Tartous (0.4%), while Damascus (0%) reports no call centers requiring upgrading. Overall, the findings highlight uneven telecommunications service readiness and underscore the need for prioritized investments to enhance call center infrastructure in governorates with the highest identified needs.

Figure 68: Percentage of Landline Network Coverage



The chart illustrates the distribution of landline (telephone) network coverage levels across the assessed areas, highlighting generally limited coverage. The largest share of areas (32%) reports no landline network coverage (0%), indicating a complete absence of fixed-line services in nearly one-third of locations. In contrast, only 4% of areas report full coverage (100%), suggesting that comprehensive landline connectivity is relatively rare.

Partial coverage is more common, with 24% of areas reporting high coverage levels (76–99%), while 17% indicate moderate coverage (51–75%). Lower coverage levels are reported in 15% of areas with 26–50% coverage and 8% with minimal coverage (1–25%). Overall, the findings point to significant gaps and uneven distribution in landline network coverage, underscoring the need for targeted investments to restore and expand fixed-line telecommunications infrastructure.

Concluding Interpretation

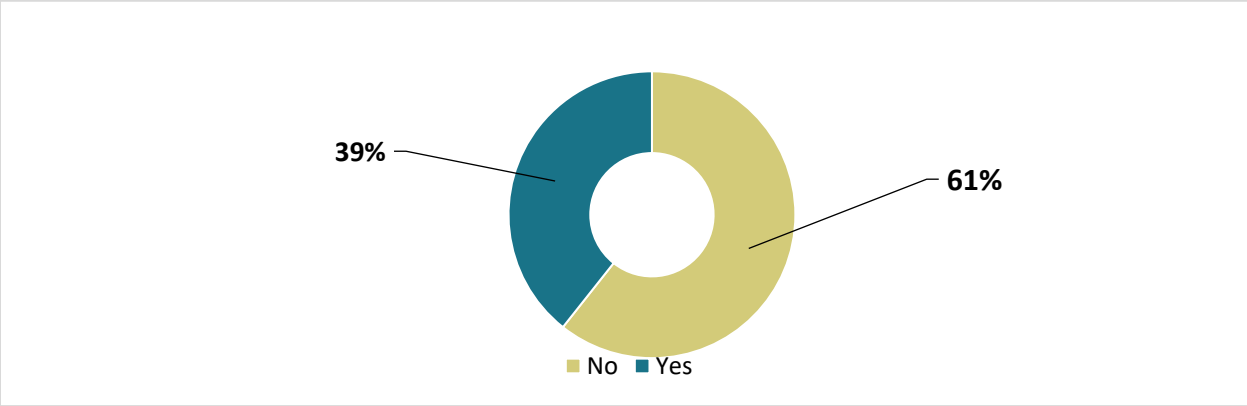
Findings show that telecommunications infrastructure in many areas is weakened by damaged or partially functional towers and non-operational communication centers. These challenges result in poor signal coverage, frequent service interruptions, and reduced network reliability.

Rehabilitation needs vary by location, but overall infrastructure gaps limit access to communication services and digital connectivity. Strengthening telecommunications infrastructure is critical to improving information flow, supporting service delivery, and enabling broader digital inclusion.

10.9 Agricultural Irrigation Infrastructure Condition

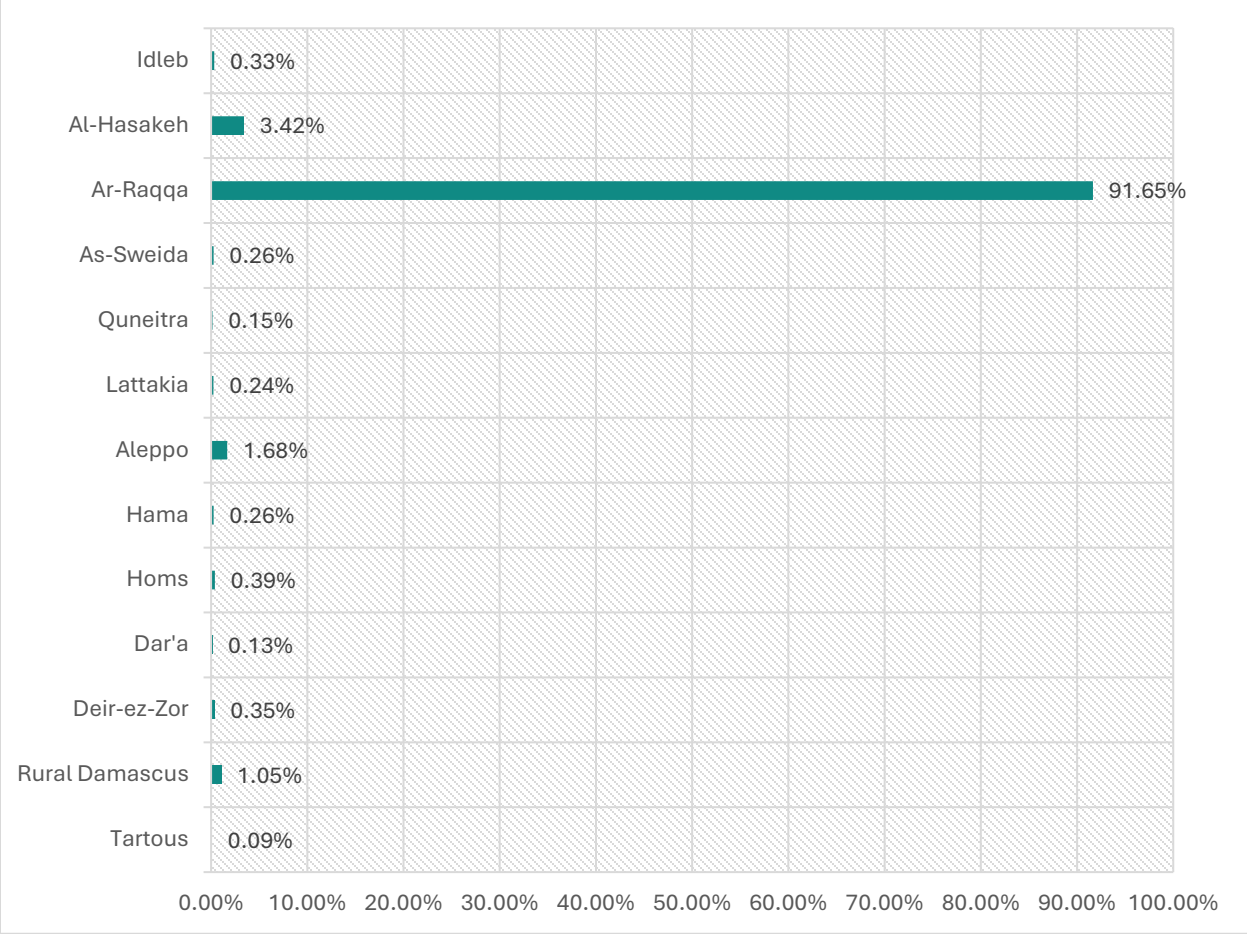
This section reviews the condition of agricultural irrigation infrastructure across the surveyed governorates (sub-districts), focusing on the availability and functionality of irrigation stations and canals. Irrigation infrastructure plays a key role in supporting agricultural production, livelihoods, and food security.

Figure 69: The Availability of Agricultural Irrigation Stations and Canals



The chart shows the availability of agricultural irrigation stations and canals across the assessed areas. A majority of respondents (61%) reported that agricultural irrigation stations and canals are not available in their area, indicating limited irrigation infrastructure in many locations. In contrast, 39% confirmed the presence of irrigation stations and canals, suggesting that access to irrigation infrastructure is available in a smaller but significant portion of the assessed areas. Overall, the findings highlight notable gaps in irrigation infrastructure coverage, underscoring the need for investment in irrigation systems to support agricultural production and strengthen rural livelihoods.

Figure 70: Agricultural Irrigation Stations and Canals in Need of Rehabilitation – Governorates Distribution



The chart illustrates the proportion of agricultural irrigation stations and canals requiring rehabilitation across governorates, revealing a highly uneven distribution of needs. Ar-Raqqa stands out markedly, with 91.65% of irrigation stations and canals reported as requiring rehabilitation, indicating severe infrastructure degradation and a critical need for intervention. In comparison, all other governorates report relatively low proportions of rehabilitation needs.

Al-Hasakeh records 3.42%, followed by Aleppo (1.68%) and Rural Damascus (1.05%), representing moderate but localized rehabilitation requirements. Very low proportions are observed in Homs (0.39%), Deir-ez-Zor (0.35%), Idleb (0.33%), As-Sweida (0.26%), Hama (0.26%), and Lattakia (0.24%), while minimal needs are reported in Quneitra (0.15%), Dar'a (0.13%), and Tartous (0.09%). Overall, the findings highlight an acute concentration of irrigation infrastructure damage in Ar-Raqqa, underscoring the urgent need for targeted rehabilitation to restore agricultural productivity and support livelihoods in the most affected areas.

Concluding Interpretation

The assessment indicates that in areas where irrigation infrastructure exists, parts of the system are affected by damage, deterioration, or reduced operational capacity. These challenges limit water availability for agricultural activities and negatively affect crop productivity.

Rehabilitation needs vary across sub-districts, reflecting differences in infrastructure condition and agricultural dependence. Targeted rehabilitation of irrigation infrastructure would contribute to restoring livelihoods, enhancing agricultural output, and strengthening food security at the community level.

Overall Implications

The analysis reveals a pattern of **multi-sector infrastructure degradation**, with many sub-districts facing overlapping needs across health, education, electricity, water, roads, telecommunications, and irrigation systems.

This interconnected deterioration suggests that effective recovery cannot focus on isolated assets; instead, it requires **cluster-level rehabilitation strategies** that address the dependencies between sectors.

Sub-districts with large IDP populations, extensive facility needs, and high transportation infrastructure damage should be prioritized for early recovery investments, as improvements in these areas will have the most immediate and wide-reaching impact.

Impact on Vulnerable Groups

- IDPs in camps face higher service access barriers.
- Households with children and elderly are more affected by water quality issues.
- Low-income households bear a disproportionate financial burden.

11. RECOMMENDATIONS

I. Core Sectoral Recommendations

1. Water Supply, Sanitation, and Environmental Health

1. Rehabilitate water pumping stations and distribution networks to increase pumping hours and improve service continuity, with priority given to areas reporting critically low operational hours.
2. Repair structural failures, leakages, and replace aging components of water and wastewater networks to reduce system losses and service disruptions.
3. Expand water and wastewater network coverage to underserved neighborhoods, particularly in peri-urban areas and unplanned urban expansions.
4. Improve water quality through strengthened treatment systems and regular monitoring mechanisms.
5. Reduce the financial burden on households by regulating or supporting alternative water sources, particularly water trucking services.
6. Implement stormwater drainage and flood-mitigation measures to reduce seasonal flooding and associated public health risks.
7. Ensure the availability of essential equipment and spare parts required for operation and maintenance.
8. Strengthen technical capacity of staff working in water and sanitation services.

2. Electricity

1. Rehabilitate electricity substations, transmission, and distribution lines to improve grid stability and increase supply hours.
2. Prioritize electricity supply to critical facilities, including water pumping stations, health facilities, and educational institutions.
3. Support renewable and alternative energy solutions, particularly decentralized solar systems in rural and displacement-affected areas.
4. Regulate private generators and ampere-based systems to reduce excessive household costs.
5. Improve availability of equipment and spare parts for electricity network maintenance.
6. Enhance technical capacity of electricity sector personnel through targeted training.

3. Transportation, Roads, and Fuel

1. Rehabilitate damaged roads and key bridges to restore mobility and reduce transportation costs.
2. Prioritize transport corridors that ensure access to essential services, markets, and humanitarian supply routes.
3. Improve availability and reliability of public transportation, particularly in underserved rural areas.
4. Ensure regular availability of fuel at affordable prices, with targeted support for vulnerable households during peak demand periods.
5. Regulate fuel and transportation prices to reduce economic pressure on communities.

4. Telecommunications and Internet Access

1. Rehabilitate and expand telecommunications networks in underserved areas.
2. Improve reliability and quality of telecommunications and internet services while reducing service interruptions.
3. Reduce internet service costs and improve affordability for vulnerable populations.
4. Support internet access in public facilities, including schools and health centers.
5. Maintain and upgrade telecommunications towers and service centers.

5. Social Infrastructure

6. Rehabilitate damaged health facilities to ensure continuity and quality of healthcare services.
7. Rehabilitate schools and educational facilities to provide safe and functional learning environments.
8. Rehabilitate religious and community facilities to support social cohesion.

6. Internally Displaced Persons and Vulnerable Groups

9. Prioritize service interventions in areas with high concentrations of internally displaced persons.
10. Improve equitable access to essential services for IDPs and other vulnerable groups at affordable cost.
11. Apply balanced targeting approaches that support both host communities and displaced populations.

II. Enabling Recommendations for Governance, Planning, and Implementation

7. Governance and Institutional Capacity

1. Strengthen core operational capacities of municipalities and service providers rather than pursuing comprehensive institutional reform.
2. Clearly define and coordinate roles and responsibilities among government entities, local authorities, and non-state service providers.
3. Establish or support low-cost local coordination mechanisms to ensure integration and coherence of sectoral interventions.
4. Integrate simple operational performance indicators (e.g., response time to breakdowns, maintenance regularity, pricing transparency) into service programs.
5. Link funding and support to demonstrable improvements in operational performance rather than administrative compliance alone.

8. Human Resources and Capacity Development

1. Prioritize re-engagement and retention of existing technical staff over large-scale recruitment.
2. Implement short, practical, and needs-based training programs tailored to each service sector.
3. Adopt on-the-job training as a primary capacity-building modality to enhance sustainability.
4. Support non-financial incentives (tools, equipment, transport support, logistical support) to stabilize and retain technical personnel.

5. Encourage community participation in light maintenance activities and operational monitoring.

9. Financial Resources and Sustainability

1. Direct investments toward low-cost, high-impact interventions that restore essential service functions.
2. Apply a structured prioritization approach based on criticality, beneficiary reach, and expected impact.
3. Utilize phased, temporary, or semi-permanent solutions where full rehabilitation is financially unfeasible.
4. Reduce long-term operational costs by promoting efficient and context-appropriate service delivery models.
5. Align project design and scope with realistic and available funding envelopes.

III. Coordination, Monitoring, and Adaptability

1. Apply simplified monitoring and evaluation frameworks focused on operational and service-level outcomes.
2. Utilize community feedback mechanisms as cost-effective accountability and performance-improvement tools.
3. Strengthen coordination among donors, local authorities, and implementing partners to reduce duplication and improve coherence.
4. Ensure program flexibility, allowing interventions to be scaled, adapted, or phased in line with funding availability and contextual changes.

12. Conclusion

This assessment underscores the profound and persistent challenges facing Syria's basic service and infrastructure systems after more than a decade of conflict, economic decline, and displacement. Across all 14 governorates, households remain heavily burdened by unreliable service provision, high costs, and limited access to essential utilities. Communities consistently highlight the urgent need for expanded water supply, rehabilitated electricity networks, improved wastewater management, restored transportation corridors, and strengthened telecommunications coverage.

The evidence presented demonstrates that service systems are critically overstretched, with structural damage, technical capacity gaps, and affordability barriers converging to undermine resilience and public well-being. At the same time, strong community demand for rehabilitation and equitable service expansion reflects both the urgency of current needs and the potential for donor-supported interventions to deliver tangible impact.

Moving forward, donor engagement has to prioritize high-impact investments that restore core services functionality, reduce household vulnerability, and strengthen local operational capacity. Integrated approaches combining infrastructure rehabilitation, affordability measures, and governance support will be essential to ensure sustainability and build confidence in public service systems.

Ultimately, this report confirms that addressing Syria's infrastructure and service delivery gaps is not only a humanitarian imperative but also a foundational step toward early recovery and long-term resilience nationwide. By aligning interventions with community priorities and institutional capacity, donors can help stabilize essential services, reduce vulnerability, and lay the groundwork for inclusive development across the country.

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