

Establishment Led, Service Improvement & Cost Recovery (ELSICR) – Objectives & Methodology

30 July 2024

Intro

The HawkaMaa-EU project aims to provide WASH assistance to support water governance and public water and wastewater services in Lebanon for host and refugee communities. A consortium formed of different organizations is at work; the implementing partners of the project are ACTED, ACF, WW-GVC, LebRelief and Solidarités International with the support of IMPACT, LCPS, Nahnoo and LEWAP.

Under this project, LEWAP's role is to conduct workshops around topics of high relevance for the water Sector.

On 30 July 2024, LEWAP in partnership with WW-GVC and members of the consortium are organizing a workshop on the Establishment Led, Service Improvement and Cost Recovery EL SICR modality on Tuesday 30th July 2024 from 10:00am till 1:00pm at EPIC Hub

The workshop revolved around presenting the new approach of EL-SICR in the EU funded water action with the Water Establishments across Lebanon. A presentation of the objectives, the method of implementation and the 4 case scenarios from different areas of intervention was conducted on that day.

ELSICR Modality

The Establishment-Led Service Improvement and Cost Recovery approach emerged from the multifaceted challenges that Water Establishments (WEs) persistently face in Lebanon, focusing on the enhancement of three main factors:

- Resources in terms of water, infrastructure, energy and liquidity
- Autonomy in terms of the performance of water establishments staff
- Accountability in terms of local community involvement

This approach consisted on enhancing the capacity of WE's to intervene for maintenance works, improving the WE's leadership in overseeing projects, improving the visibility of WE's work to the user, providing the means and resources needed by the WE's staff to execute their work and consolidating all procedures.

This approach was adopted under the HawkaMaa-EU project by 3 main partners; WeWorld, ACTED, Solidarité International and ACF; it consisted on the following:

- **1. The Implementing Partner (IP) temporarily assigns staff, typically an engineer to the WE through a **secondment process**.**
- **2. The IP/seconded engineer **assesses the local section** of the Water Establishment (WE) to identify its strengths and weaknesses.**
- **3. A **tailored work plan** is jointly developed to focus on improving services in a specific number of areas.**

An enhancement of the water establishment local offices was conducted and they were equipped with the needed materials to perform their daily operation and maintenance duties; this enhancement consisted also on improving their offices and renovating them.

WeWorld intervened in three sections of the Bekaa Water Establishment:

- Baalbeck Local Section: covering the towns Douris and Ain Bourday
- Labwe Local section: covering the towns Moqraq, Nabi Osman, Fakeha and Ras Baalbek
- Riyak Local Section: covering the towns Riyak and Ali El Nahri

ACTED intervened in one locality in Beirut and Mount Lebanon Water Establishment:

- Baabda Local Section: covering Ain El Remmane

Solidarité International intervened in one locality in North Lebanon Water Establishment:

- Qobayat Local Section: covering the towns of Debabiyyeh, Emaret El Bayket, Machta Hammoud, Kfartoun, Mounseh, Qobayat

ACF intervened in one locality in South Lebanon Water Establishment:

- Saida Local Section: covering Qennarit and Ghazieh

Case Scenarios:

First scenario – WeWorld: Douris and Ain Bourday Water Schemes

WeWorld presented the study phase ongoing in Douris and Ain Bourday Water Schemes; the steps adopted in this study were:

- 1st step: Data collection and ground truthing + Hydraulic modeling
- 2nd step: Analyze the data collected and understand the operation system
- 3rd step: Design the system (drawings preparations)
- 4th step: Procure the needed equipment for provision of supplies and works implementation
- 5th step: Supervise the works

Second scenario – WeWorld: Ali El Nahri Operation and Maintenance

In this scenario, WeWorld presented the work conducted in Ali El Nahri to reduce leakages and improve water availability and consumption. It consisted on providing the section with the needed trainings and equipment for daily works and on conducting the calibration of hydraulic model, leak detection campaigns and monitoring water consumption through community engagement.

Third and Fourth scenario – Solidarité International case studies: Amaret El Bayket, Machta Hammoud and Qobayat pumping stations

Solidarité International intervened in Amaret El Bayket that had water meters connected and in Machta Hammoud that didn't have any water meters. They conducted water meter readings in Amaret El Bayket and analysed the water system in Machta Hammoud to understand the situation of unequal distribution of water among citizens. They also visited the Qobayat pumping station to understand the problems at hand and work towards fixing it.

Presentation:

To know more about ELSICR Modality and the 4 case scenarios, check the [link here](#)