



**Title: Status of Water Governance in View of the Water Service Providers in the West Bank**

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**Abstract:**

This study has been conducted in the period between April 2013 and June 2014. The main aim of this study was to status of water governance in view of the water service providers in the west bank, and the providing mechanisms that may contribute to and support adopting the principles of water governance by the Palestinian institutions, and identifying the status of the water governance in the institutions that deal with water in the West Bank, the level of applying these principles of water governance in these institutions, and the identification of the situation of water service management in the institutions that deal with water in the West Bank. The main assumption of this study is that the implantation the water governance principles may have a positive financial, technical and administrative impact on the management of water service.

The study mainly focused on the 54 municipalities that supplied with water by the West Bank Water Department. The data used in this study have been collected by reviewing reports and documents pertaining to the water sector in Palestine as well as the scientific literature that has been published in this field. The study was also based on a questionnaire that was aimed at collecting data from its primary source within the frame work of the study area and within the community of that area. Data was analyzed statistically using SPSS in order to evaluate the situation and to achieve the goals of the study.

The study concluded among which are that firstly the level of implementation of law enforcement, transparency, effective and efficiency is moderate, secondly and the level of implementation of the principle of justice and equity was poor, thirdly the level of services providing of citizen was poor in term of financial, technical and administrative aspects, and lastly the implantation the of water governance principles may have a positive impact on financial, technical and administrative aspects of the management water service.

The study recommended to:

- Establish a committee from the institutions that deals with water sector whose goals are to formulate a strategy for water governance.
- Propagate the water governance culture in all institutions of the water sector.
- Review of all legislations that regulate the water sector, and explain that to every one working in water sector.
- Promote transparency through publications and a unified website for all

municipalities that illustrates the water situation of each water cluster.

- Achieve social justice in terms of water distribution and water quotas and achieve justice in water providing and water quotas among consumers.
- Find a mechanism in cooperation with the Ministry of Local Governance and other related ministries that would oblige the local bodies to pay for the water services, and raise the collection efficiency and not to adopt the principles of accumulated debts, and separation between the bank account of water and other revenue returns, and implementation the tariff system with accrual basic instead of the monetary basic.
- Provide necessary institutional, administrative and technical support to municipalities by creating teams capable of providing services and equipment and provide the necessary training that insures better productivity and better services.