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مجلس تنظيم قطاع المياه
WATER SECTOR REGULATORY COUNCIL



**A way forward
to implement Governance
Principles and enhance Integrity
in the Water Service Provision
of Palestine**

A brief introduction to Governance

{{ Effective Water Governance is the path to future water security which is a pivotal part of the social, economic, environmental and health security }}

What is Governance?

Best management practices through policies, mechanisms, and actions that are based on integrity, transparency, participation, accountability, rule of law and anti-corruption. Governance seeks to achieve justice and equality, non-discrimination between citizens and to respond effectively and efficiently to their needs to ensure a high level of policies and services that satisfy citizens by means of efficiency and quality. Moreover, governance is about:

- Processes by which decisions are made and implemented.
- Interactions & Relationships between different sectors (Public sector, private sector, etc..).
- Decisions, negotiation, and different power relations between stakeholders.





Water Governance

- Political, social, environmental, economic and administrative systems that are in place to regulate the development and management of water resources and the provision of water services.
- Set of systems that are involved in decision-making about water management and water service delivery.
- Water governance determines who gets what water, when and how.
- Effective water governance seeks a balance across four dimensions: Social, Political, Economic and Environmental dimensions.

Water Governance Components

- Legislative and policy frameworks that protect water resources and ensure water availability for social and economic development.
- Institutions for water management that facilitate participation of all stakeholders in a transparent and accountable way.
- Decision-making mechanisms and regulations that achieve responsible use of political power, optimal use of resources, sustainable development and ecological sustainability.

Principals of Water Governance

- **Transparency** : Guarantee the access to information to all citizens and the openness of relationship with water service providers.
- **Accountability** : Availability of tools and mechanisms for citizens to make service providers accountable for their acts.
- **Access to justice**: Providing services to citizens equally without any discrimination.
- **Integrity** : Providing water service in an honest and sincere environment while keeping in mind proper behavior, avoidance of conflict of interest and taking care of public interest.
- **Ethics** : Governance depends on the ethics' principals of the society like respect of traditional water rights.
- **Responsiveness**: Degree of water service providers' response to citizens needs, requestes and complaints.
- **Participation** : Citizens should have their own role in the service providers' activities by expressing their opinions and suggesting proposals.
- **Effectiveness**: Acheiving high level of service provision.
- **Efficiency**: Providing excellent services to citizens with lowest possible cost according to quality standards.
- **Rule of Law**: Availabilty of effective laws and bylaws that governs equally the work of the service providers without any discrimination.
- **Anti-Corruption**: Availability of a system to fight corruption.
- **Integration**: Applying the principals of Integrated Water Resource Management (IWRM).

Governance? Why?

- Strengthening public confidence in water service providers; “Involvement of citizens in the decision-making process to get their support and empower them”.
- Improving the quality of service through providing it efficiently and effectively.
- Searching and discovering bugs in the provision process helps service providers to take preventive and corrective actions.
- Enhancing preventive environment to ensure rooting out corruption.
- Public participation makes service providers more responsive to equality and justice principles.
- Enhancing service providers effectiveness to survive in crises and emergency situations.
- Enhancing government bodies, donors, supporters and other stakeholders’ confidence in service providers and making them more supportive to their strategies and plans.

{{ An important part of the Water Crises is the crises in applying Governance Principles. As a result, there is a failure in providing enough water to poor and vulnerable areas, insufficient interest regarding water and infrastructure regulations and inability to balance between social, economic and environmental needs }}

Note: some of the material is quoted from the “Training Manual on Water Integrity” prepared by a formed partnership between UNDP Water Governance Facility at SIWI (WGF), Cap-Net, WaterNet and Water Integrity Network (WIN). They are much appreciated for treating this manual as a “Public Good”.



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