

# Busra Esh-Sham City

## PANORAMIC REPORT

### Multisectoral

- Demography •Actors •Health •Education
- Food Security •Status que

### Infrastructure

- Water •Sanitation •Solid Waste & Insecticides
- Electricity •Public Roads Network

February | 2018

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## LIST OF ACRONYMS AND ABBREVIATIONS

<u>ACU</u>	<u>Assistance Coordination Unit</u>
<u>BESC</u>	<u>Busra Esh-Sham City</u>
<u>BES</u>	<u>Busra Esh-Sham</u>
<u>CSO</u>	<u>Citizen's Service Office</u>
<u>CT</u>	<u>Computed Tomography</u>
<u>FSL</u>	<u>Food Security and Livelihoods</u>
<u>FSA</u>	<u>Free Syrian Army</u>
<u>FSP</u>	<u>Free Syrian Police</u>
<u>GIS</u>	<u>Geographic Information Systems</u>
<u>GIZ</u>	<u>Deutsche Gesellschaft für Internationale Zusammenarbeit</u>
<u>IDP</u>	<u>Internally Displaced Person</u>
<u>IMU</u>	<u>Information Management Unit</u>
<u>INGO</u>	<u>International Non-Governmental Organization</u>
<u>IRD</u>	<u>International Relief and Development</u>
<u>KI</u>	<u>Key Informant</u>
<u>KII</u>	<u>Key Informant Interview</u>
<u>LC</u>	<u>Local Council</u>
<u>LNGO</u>	<u>Local Non-Governmental Organization</u>
<u>MOU</u>	<u>Memorandum of Understanding</u>
<u>MSF</u>	<u>Médecins Sans Frontières</u>
<u>NGO</u>	<u>Non-Governmental Organization</u>
<u>SIG</u>	<u>Syrian Interim Government</u>
<u>SP</u>	<u>Syrian Pound</u>
<u>USD</u>	<u>United States Dollar</u>
<u>WASH</u>	<u>Water, Sanitation, and Hygiene</u>
<u>WFP</u>	<u>World Food Program</u>

## GEOGRAPHICAL CLASSIFICATIONS

<b>Governorate</b>	<b>Highest form of governance below the national level</b>
<b>District</b>	<b>Sub-division of a governorate in which government institutions operate</b>
<b>Sub-district</b>	<b>Sub-division of a district composed of towns and villages</b>
<b>Village</b>	<b>Lowest administrative unit</b>

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## Busra Esh-Sham

### Executive Summary:

**Geographical and Demographic Information:** The Busra Esh-Sham City (BESC)<sup>1</sup> is related to Dar'a governorate in the south-eastern countryside of the governorate on the Syrian-Jordan borders. It is located about 40 km from the Syrian city of Dar'a, which is under the control of the regime, (Dar'a Almahata). BESC is made up of two parts, the ancient neighbourhoods which is the old part of the city covering the north eastern and the central [Al'awsat] neighborhoods of the city, dating back to the old Roman era, and the present-day part covering the rest of the neighborhoods in the city. Before the ongoing events, the residents of BESC were 20% of the Shiite sect and 80% of the Sunni component. However, when BESC broke free from the Syrian regime's control on 25 March 2015, most of the Shi'a sect fled the city. The BESC's population number at the date of this report stands at 30,500 people. The consumer groups constitute 53% of the population. The number of children up to the age of 17 is 16,165, and the productive category of the men who are able to work, between the age 19 to 65 years old, is 5,734 people.

**Civil Society Organizations:** The Local Council (LC) in its sixth session is considered one of the most important civil actors in BESC. The number of its executive offices membership are 14, including one female member. All civil society organizations coordinate with the LC on grounds of its being an elected council representing all civilians living in the city, noting that the LC has qualified and experienced members.

**Security and Justice:** There is no court house in BESC; it only has a Shura Office (Justice Office) and a Judicial Institute. The Shura Office is confined to resolving some issues and is affiliated to the court house in Houran, whereas the Judicial Institute is affiliated to the court house in the north of Syria, which is beyond the control of the regime. This institute is limited to graduating judges, holders of a university degree in law study. Apart from this, BESC has a police station, whose officers who dissented the regime and who used to be policemen before 2011.

**Health:** BESC has only one hospital and a clinic. The Busra Esh-Sham hospital is operating through an alternative building because of the maintenance and repair work being carried out on its main hospital building. This hospital receives its support of medical supplies and requirements and the incentives for the staff members working in it from the Spanish Médecins Sans Frontières (MSF). The hospital offers all services free of charge and has 20 doctors. In addition to this, there is the Busra Esh-Sham Clinic which has a single doctor, whose mission is to administer children's vaccine. This clinic receives its support from the regime, which oversees its operations directly.

**Food Security:** BESC is home to 3 bakeries, two functional ones and a fully destroyed bakery. The subsidized bread is sold at 85 SP per 1 kg, equivalent to US \$ 0.17. The non-subsidized bread is sold at a price of SP 200 per 1 kg, equivalent to US \$ 0.4. The Busra Esh-Sham automatic bakery is mainly operated and relied on to produce bread, while the standby bakery is operated when the automatic bakery stops working and when the machines in the former may go malfunctioning due to a breakdown that may render its machines out of order. Noting that, the bakeries in BESC receive 50% of the flour baked with an amount of 8 tons per week from the Assistance Coordination Unit (ACU), while 50% of the flour is obtained from donors or by purchasing it from the markets.

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<sup>1</sup> For easy readability and in order to save space, the abbreviation "BESC" will be used throughout this report when referring to "Busra Esh-Sham City", and the use of the word "city" is meant to indicate the "Busra Esh-Sham City", specifically. However, whenever the context may require referring to a division/sub-division of "BESC" (district, sub-district) it will accordingly be made clear to avoid any geographical mis-designation.

**Education:** BESC has 18 schools, 16 functional and 2 non-functional schools. The functional schools have 223 classrooms fit for use as an educational facility and can host 7,300 students. The functional schools' need for desks is 460 ones. All teachers in BESC's schools are official teachers who graduated from faculties or institutes that qualify them to act as professional teachers. The total number of the female and male teachers is 254. The Director of Education of the regime directly supervises 15 schools and it provides them with salaries, while the Education Assembly oversees the operation of the Martyrs' sons School [Abna' Alshouhada' School]<sup>2</sup> which receives its support from the Takaful Al Sham Charity Organization<sup>3</sup>.

**Water:** Residents of BESC receive 20% of the drinking and the general use water from the public network, whereas they receive 80% of this water through truck tanks. As-sahwah station pumps water into the public network once every 15 days, an amount of water that may cover only two neighborhoods of the city, while Erwa' Sammad station pumps its water into the center of BESC, and therefrom the water is distributed to the households by truck tanks.

**Sewage:** The neighborhoods located in the archaeological zone, covering both the north eastern and the central [Al'awsat] 1 neighborhoods, dump their sewage water into cesspits. Each household has its own cesspit, which is emptied every six months, while the other five neighborhoods empty their water into the sewerage system. There is a number of neighborhoods suffering from an old worn out network, i.e. the central [Al'awsat]2, the south eastern, the southern, and the western; meanwhile, the south-western neighborhood has a sewage network with 40% breakdowns and needs maintenance be carried out on it.

**Waste:** The solid waste in BESC is disposed of in a landfill in the southern part of the city, 4.5 km away towards the As-Samaqiyat village. The LC finds no choice but to resort to empty the garbage containers twice a day; due to the severe shortage of garbage containers. The estimated need for containers stands currently at 110 medium-sized garbage containers. Noting that the use of pesticides in the city has been absent for three years due to the unavailability of the needed materials throughout the entire countryside beyond the control of the regime in Dar'a governorate.

**Electricity:** BESC residents receive 13% of the electricity through the public electricity network. The power reaches the city 3 hours a day, while the city remains without electricity for 21 hours, a percentage that reflects 87% of the 24 hours. Private ampere generators are not used in the city. However, BESC has 28 transformation centers out of which 25 have transformers that need maintenance, and 3 ones are completely destroyed.

**Public Road Network:** The percentage of destruction on the roads of the (western, central [Al'awsat] 2, parts of central [Al'awsat] 1) neighborhoods ranges between 50-75% of the roads and hence they need extensive maintenance or re-asphalting. The north eastern and parts of the central [Al'awsat] 1 neighborhood have roads with antique basalt stones, with no asphalt cover. The southern neighborhoods (south eastern – the southern – the south western) is less destroyed than the western to the city, where the percentage if its road reaches between 25 - 50% of the roads, noting that most of its roads contain ditches that need simple repairs.

<sup>2</sup> مدرسة أبناء الشهداء

<sup>3</sup> منظمة تكافل الشام الخيرية



### I- General Information:

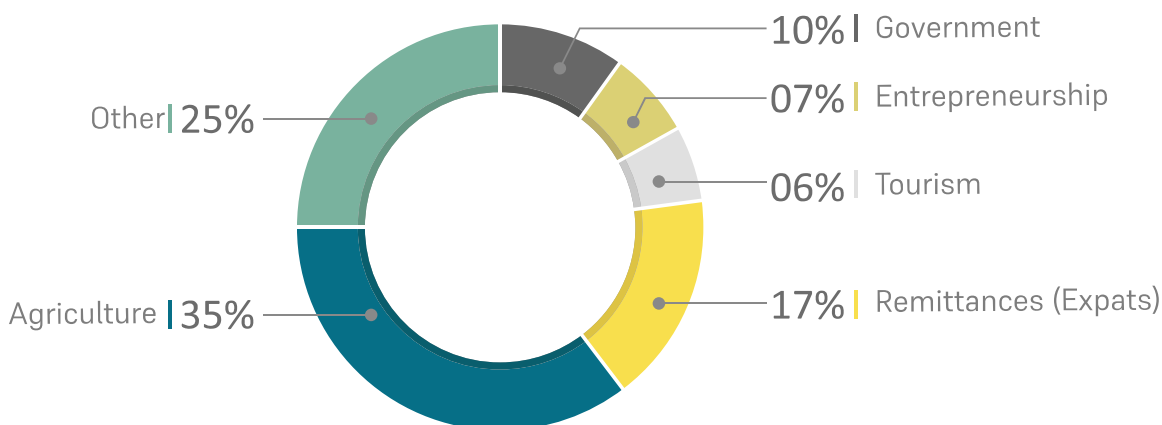
BESC is located within the Dar'a governorate and is located in the south-eastern countryside of the governorate, on the Syrian-Jordanian borders, and it is adjacent to the predominantly Druze As-Sweida governorate borders. BESC is considered the center of BESC sub-district, to which 8 other villages follow, i.e. (Tysya, AsSamaqiyat, Samj, Sammad, Jamrin, Abu Katula, Nada and Ma'raba). BESC is divided into 7 neighborhoods and its population, according to the estimated statistics before 2011, stood at 23,966 people. Meanwhile, the population of BESC's sub-district according to the said statistics reached 41,204. The population of BESC is divided into 20% of the Shia sect and is estimated at 4,700 people, while the Sunnis are estimated at 80% of the city's population. The Shia sect was located on the central [Al'awsat] neighborhood nearby the castle towards the eastern neighborhood. There was a complete coexistence between the components of the city before the ongoing events.

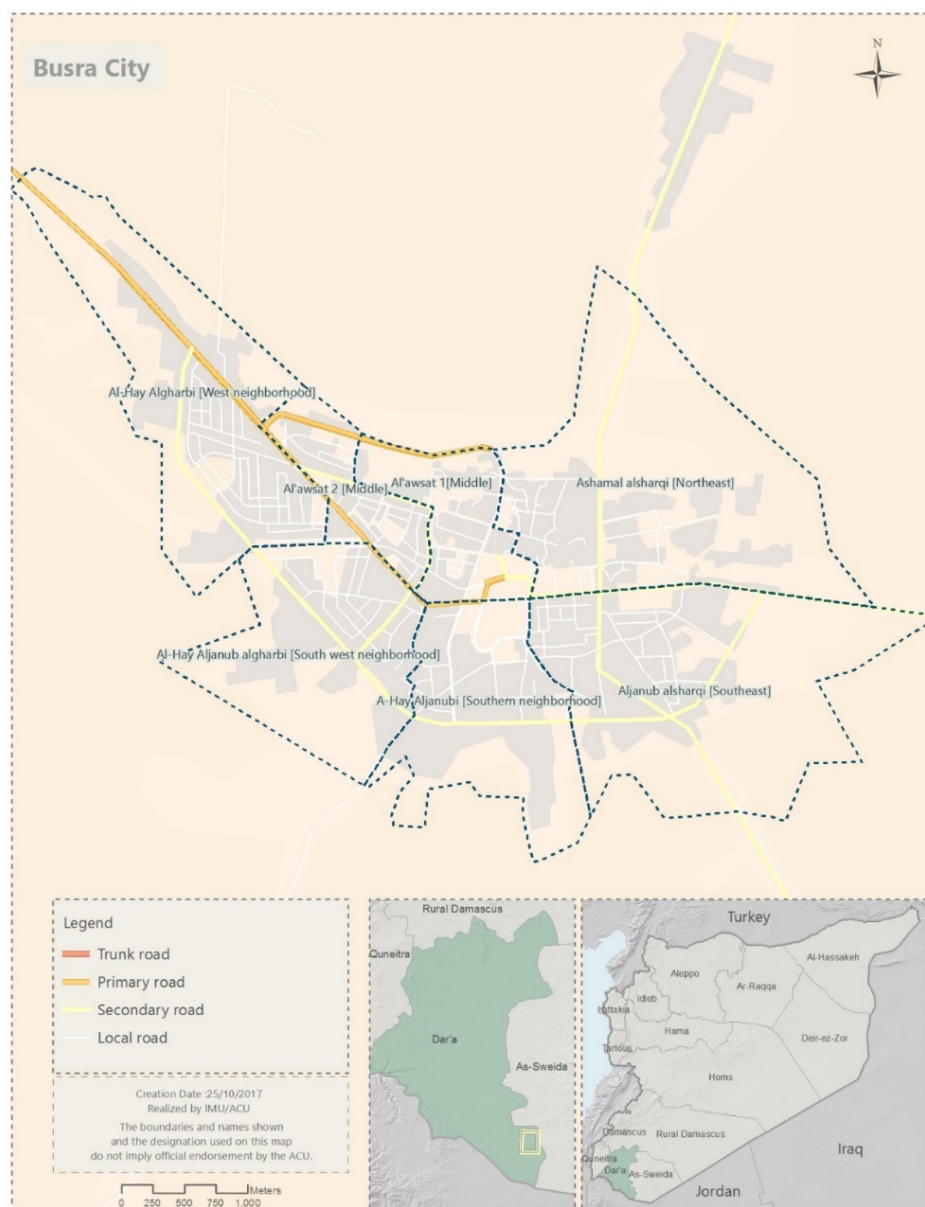
BESC was the center of the Roman province in the east. It is registered in UNESCO as one of the world's archaeological sites. BESC is home to many ancient monuments, the most important of which are the Busra Esh-Sham Theater, also known as the Busra Amphitheater, which is one of the largest Roman theaters in the world. The bed of the king's daughter: built in the first century AD, the fortress of Busra; which used to represent Busra Amphitheatre until outer gates were added to it on the Umayyad period and was turned into a fortress or citadel, Bab Al-Hawa: It was built in the second century AD, in addition to many Roman and Byzantine temples and markets. The ancient city contains ancient streets paved with basalt stones.

The population of BESC depends on agriculture as the main source of income. Irrigated crops such as citrus, olives, grapes and some other fruit trees are cultivated. The percentage of farmland with irrigated crops is 4% of the total agricultural land in BESC, while the man-watered cultivated land area is 96%. The crops include wheat, barley and legumes.

Before the beginning of the events in Syria, 17% of the residents of BESC rely on money transfer received from outside the country; seeing that young emigrants working outside Syria increased in number. Despite the many monuments contained in BESC, tourism does not provide more than 6% of the income for the citizens in the city prior to the ongoing events due to the lack of suitable services for tourists coming from outside Syria. BESC has only one hotel which is classified as a five-star hotel. The number of tourists tends to increase in the festivals seasons which used to be held in the city's amphitheater, before 2011. BESC is also the countryside's south eastern commercial center, scoring 7% of the income sources, while 25% of the income sources come from day laborers working in shops such as barbers, tailors and some service vocational work, this is in addition to the fact that some people raise some cattle such as sheep and goats in addition to poultry and some beehives.

Figure 1: Basic Income Sources Before 2011



**Map 1:** BESC Neighborhoods

## Methodology

Work on the BESC panoramic report began at the beginning of November 2017. The final report was finalized in mid-January 2018.

## Timetable

A specific questionnaire was designed to conduct this research, and was finalized then reviewed by mid-November 2017. IMU enumerators were trained on the questionnaire via Skype at the end of the month. Training involved a review of data collection, triangulation and data submission methods. Data collection then began and lasted 15 working days. The IMU network coordinator was in continuous contact with the enumerators to address any issues and explore ways to obtain missing data. After receiving the completed questionnaires, the findings were converted to Excel spreadsheets, and data cleaning was carried out. With clean data, the analysis and converting some data into graphical representations took five days. Drafting of the report then began, and the Arabic report was finalized in 15 days, while at the same time report maps were being designed with Arc GIS. The Arabic report was translated and revised and afterwards was completed by January 11, 2018. The final version was finalized by January 15, 2018.

## Collection Tools

**Three data collection tools were designed for data collection:** i) the electronic key informants questionnaire, programmed using KOBO Collect, was used to obtain indicators on the general situation in the community; ii) a paper key informants questionnaire for obtaining granular data on all sectors while interviewing the key informant, and iii) a paper direct observations questionnaire, which is a hard copy questionnaire into which the enumerators add their notes during the data collection period, the difficulties they faced and the proposed solutions. IMU enumerators were instructed to interview at least three key informants per sector, which means that the number of interviews exceeds 30 interviews with information sources. For some sectors, field visits were needed to obtain information, like visiting the schools for education sector and visiting wells and stations for WASH sector.

The network coordinator trained 4 enumerators to collect data using the Skype for business software. The data was entered into the Excel tables, as Excel was used to visualize the data. The GIS officer used Arc GIS software was to produce the maps in this report, and the designer used Adobe Illustrator to design the report’s visuals and produce its layout in Arabic and English.

### Difficulties & Challenges:

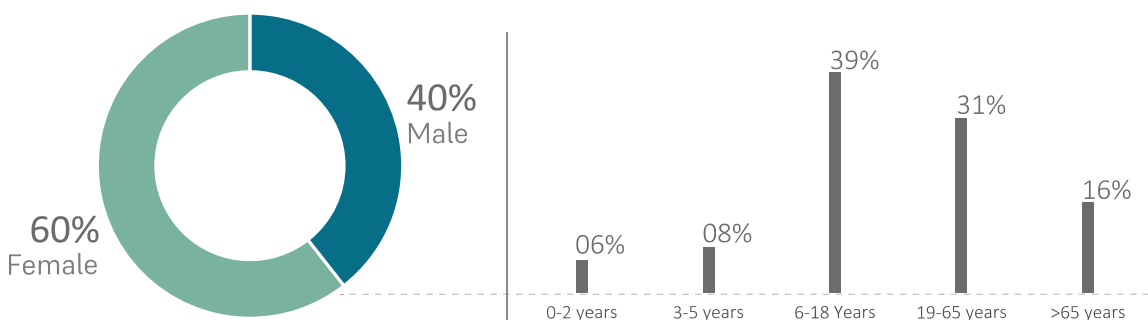
**Time Constraints:** Together, the three data collection tools required IMU enumerators to collect large amounts of granular data. As such, IMU enumerators had to carry out numerous, timely visits to various facilities. This difficulty was partially overcome by dividing field work into sectors and specific divisions of the city neighbourhoods. This is to organize the work and identify any deviation regarding the information about the facilities and avoid them during the data collection process. To organize the work, this division will save an enumerator the time to visit the same neighbourhood several times; and by so doing an enumerator can interview the largest number of the information sources in one day. At the same time, he would come to know the weaknesses points in the information about the facilities and avoid them during the data collection period, which will save time and effort for the enumerators.

**Difficulty Obtaining Information on Privately Owned Facilities:** There are some privately owned facilities, such as the bakeries, water wells, power generators, and others. The difficulty in obtaining information about these facilities was overcome by speaking to members of the BESC LC and prominent community members, who either had access to information on these facilities or were able to open direct lines of communication between IMU enumerators and the owners of these facilities.

### Demography:

With the beginning of the peaceful movement for change in BESC, the regime armed the city residents of the Shia sect with weapons aiming at recruiting them to suppress the peaceful demonstrations. On March 25, 2015, BESC broke free from the regime’s control and with its withdrawal from the city and the opposition forces controlling it, the Shia sect residents, whose number was about 4,700 people, left behind the city.

*Figure 2: Ratio of males and females and Percentage of age groups*



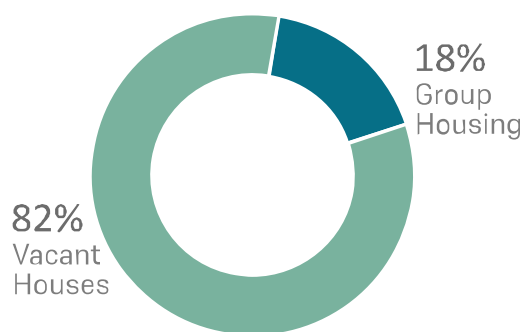
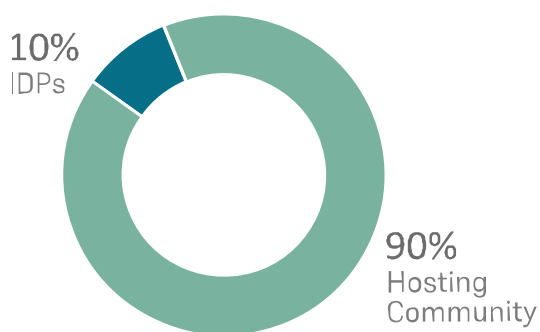
The population of BESC at the date of this report was 30,500. The consumer age groups constitute 53% of the population. The number of children up to the age of 17 is 16,165. The productive group of men capable of working, between the ages of 19 and 65, is 5,734 people, on the grounds that men are often responsible for supporting their families in Syria. A small percentage of women participate in work, most of them in non-demanding jobs, such as teaching, nursing or working in humanitarian organizations and institutions.

**IDPs and places of distribution**

The number of IDPs in BESC is 3,000, which accounts for 10% of the total population of the city of 30,500. All IDPs are distributed in vacant homes or in collective housing.

*Figure 3: Percentage of Hosting Community and IDPs*

*Figure 4: Distribution IDPs*



With BESC breaking free from the regime’s control on 25 March 2015, most of the Shia sect fled the city. In BESC, there are about 500 Shiite-vacant houses in addition to a number of houses whose residents have emigrated. An office for the IDPs was established and was affiliated to the FSA. This office counted down the number of these houses and distributed them to the IDPs located in the city. Following the LC taking over the running of all civil affairs within BESC, the IDPs’ Office was overseen by the LC, and it is continuing to oversee the distribution of the vacant houses to the IDPs.

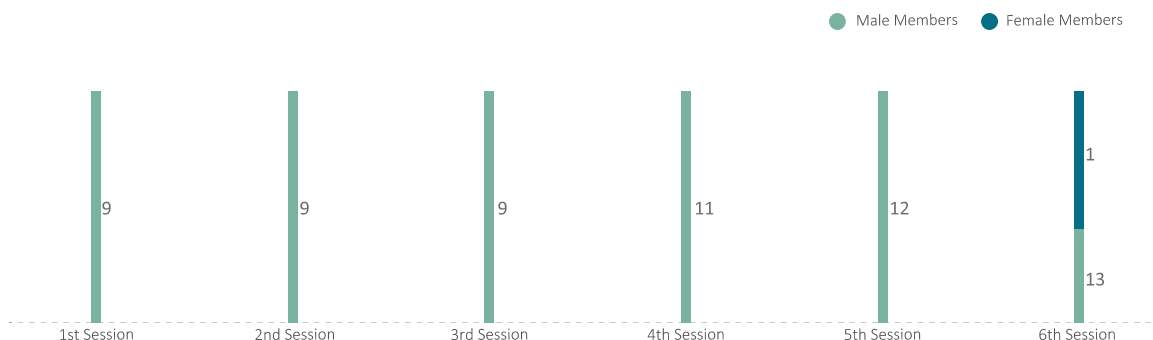
The largest proportion of IDPs in BESC came from the Homs governorate, as the majority of them tried to enter the Jordanian territory; failing which they had to reside in the BESC countryside near the Jordanian border. With BESC breaking free from the regime’s control the IDPs moved into the vacant houses in the city. 82% of the IDPs in BESC live in vacant houses abandoned by their residents and are not required to pay any fees for staying in these homes. For BESC hosting community, to receive any money for the housing of any IDP family is considered contrary to the traditional values in these areas. 18% of the IDPs located in the city are housed in collective housing units, which are government buildings or vacant houses that have been repartitioned internally. Each family has a room, a kitchen and a bathroom. The total number of these houses is 15 collective accommodations, which are private buildings abandoned by their owners. The number of families in these houses is 135 families, and the number of individuals is 531. The group housing is supervised by the IDPs’ Office affiliated to the LC.

## II- Actors:

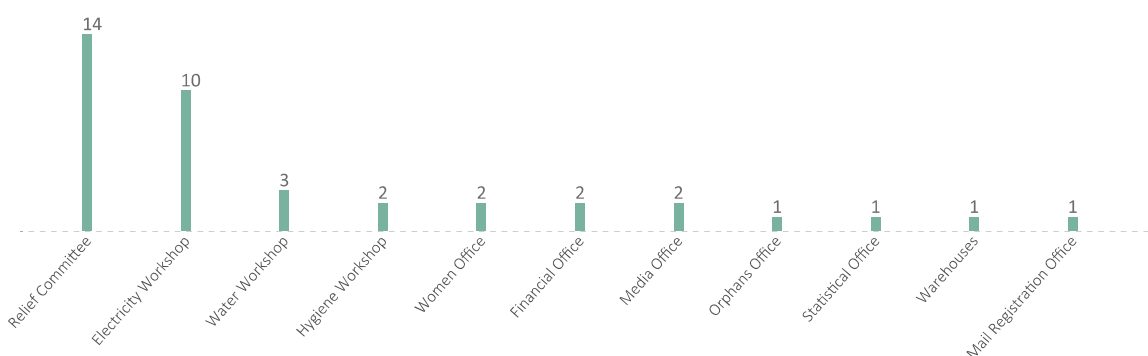
### Local Council:

The current session of the LC in BESC is the sixth session in the city. The LC executive offices consist of 14 members, including one female member only.

**Figure 3:** Number of Sessions of the Local Council and Female Representation (Executive Office)



**Figure 4:** Membership, Offices and Workshops Related to the LC (Workshops and Offices of the Council)



The first BESC LC was established in 2012. Members of the council at that time were stationed in the countryside near the city as it was under the regime’s control. The head office was then stationed in Ma’raba village, which is related to the Busra Esh-Sham sub-district. The Council's tasks during that time were confined to handling the IDPs affairs, attempting to register them and to communicate with the humanitarian organizations and actors to meet their basic needs. With the city breaking free from the grip of the regime, the LC of BESC moved into the city in March 2015, and its functions began to expand as it gradually began to take over the city from the dominant forces.

The LC sessions have evolved onwards, and subsequently, it has become in its current sixth session, consisting of 14 members in the executive office, including one female member responsible for the management of the Women's Affairs Office. There are 39 members working in the workshops and the offices of the council, like: hygiene, water and electricity workshops, and the financial, and archive offices. The council began its current session on March 23, 2017; a term that would last one full year.

On conclusion of the LC 's session, the local community notables representing BESC community hold a meeting, whereby one member or several members of each family, depending on the size of the family and its members, would elect the members of the executive office from among the candidates who satisfy nomination requirements.

#### **Challenges faced by the Local Council:**

The challenges faced by the LC in BESC started since it was established outside the city, due to the presence of the regime forces in the city. The council was stationed in the village of Ma'raba, up until the village broke free beyond the control of the regime in complete. This had forced the LC to operate without having any equipment or even having premises on its own. However, the council is still operating without obtaining a fixed income for its members or for the employees in its workshops and offices. The council member only receives some money as incentives from expats hailing from BESC. These incentives may vary in terms of the amount they obtain in favor of the council and which is allocated to support its staff employees.

The LC runs all services in BESC in cooperation with the active organizations in the city. The armed factions in the city hardly come at variance with the LC 's work. They always support the LC so as to ensure the independence of its decisions and the appointment of its members through transparent elections. The council needs support for its staff employees with salaries and equipment; may it be service equipment, machinery or the equipment for the workshops.

#### **Local Council Partners and Equipment:**

BESC's LC works in partnership with the humanitarian organizations active in the city, whereby any humanitarian organization wishing to carry out projects either in relief or in the rehabilitation of utility service ones, will resort to the LC to determine the prioritization and to provide lists of those in need of help. The humanitarian organizations have lists of the beneficiaries as they often carry out response project in several cities and villages, and hence they are in a position to check the names given by the LC s to ensure that the beneficiaries are not receiving more than one food basket; this is in case someone is being registered more than once. Accordingly, an organization would inform the LC, who in its turn reviews the beneficiaries and ensures that the distribution process is optimal and that the assistance reaches to the needy according to the priority needs. However, in case an organization may be implementing projects, the council members participate in drafting the relevant study and in determining the means of implementation in view of the fact that it has skilled cadres.

In spite of the numerous tasks that the LC in BESC is implementing in the service sector, it does not have the necessary machinery and equipment. The council has 2 agricultural tractors and a vehicle, used for the collection of the garbage; two agricultural tractors attached to the water tanks, used for water transportation with a capacity of 5m<sup>3</sup>, 2 truck tanks used also for water transportation with a capacity of 16m<sup>3</sup>, 1 electricity crane vehicle, which needs maintenance. Noting that the council took over these equipment from the city municipality upon the regime's withdrawal from the city, following which the LC put them into service. However, the council is in need for several service equipment, viz: (garbage compactor truck, road sweeper, water truck tank, air drilling compressor, pick-up truck, double cabins pick-up, 2 backhole excavator, excavator, hybrid bucket truck, drain unblocking truck), besides equipment for the electricity and water work workshops, office equipment for the LC offices, and to support the LC with salaries.

#### **1. Interim Shoura Council:**

The Interim Shoura Council is usually setup upon expiry of the LC session term and would last for one month only to regulate the election of the new LC members, and upon so doing it is dissolved accordingly. The Interim Shoura Council consists of representatives from all families in BESC. The



number of representatives into the said council varies according to the size of each family and its members. The latest Shoura Council meeting was held in March 2017, and it had 25 members. The current LC members were elected from among the candidates, following which the Shoura Council was dissolved. Subsequently, the LC members elect the president and the heads of its various offices.

## **2. Security and Justice:**

At present BESC is considered relatively safe, judged in terms of the situation prevailing in Dar'a countryside, which is beyond the regime control. The skirts of BESC sub-district is subject to some artillery shells every two weeks or so; however, the shelling does not target the city itself. A cease-fire agreement between the armed faction opposition forces and the regime was announced on July 9, 2017, at 14:00 hrs. The agreement was reached between the parties supervising the implementation of the truce, where Russia was the guarantor of the regime while America and Jordan were the guarantors of the armed opposition forces. Notwithstanding this understanding, the regime sometimes targets some roads with shelling to inflict movement restriction on these roads and to let some improvised explosive devices sneak into its agents stationed in the liberated eastern countryside.

With regard to the security situation in the city, there is high coordination between the military factions controlling the city, all of which are liaising with the Military Operations Center (MOC). BESC's free police station was founded four months after the regime's withdrawal in order to maintain the city's security situation by an independent police service working under the Free Court House in the eastern countryside of Dar'a governorate. Reforming the justice situation is being carried out in all the liberated areas of Dar'a governorate, through backing it up with qualified professionals who were performing judiciary tasks before 2011.

### **Justice:**

BESC has a Justice Office (so-called Consultative Committee) and the Judicial Institute. The former is governed by the Court House in Houran, while the Judicial Institute is affiliated to the Court House in the North of Syria, which is beyond the control of the regime. There is no court house or magistrate in BESC. The Justice Office is confined to resolving some issues. Meanwhile, the pending issues are referred to the Court House in Houran, seeing that a justice system was setup in that district after the liberation of Sawame' Gazar and the Graz Central Prison mid-2014. Sub-courts were established, viz: Glenn, the Cobra Court, and Dar'a Albalad Court under the Court House of Justice in Houran. An enforcement force under this court was created in the region. A branch of this court was setup in the western zone under the name of Nawa Court House. This court is financially supported through monthly donations, and from the taxes levied on transport vehicles passing through to and from the areas controlled by the regime, and from collecting fees upon ruling on cases resolved in the House of Justice such as on debts, bonds maturity and the sale and purchase of real estate.

This court house has a number of judges who used to work in the Syrian courts before 2011, with a number of judges who graduated from the BESC Judicial Institute. Enforcement of the rulings issued by the court is carried out through the free police in the cities and villages of Dar'a governorate; this is in the event that the sentence was issued against civilians; whereas the assistance of the military factions is sought when a sentence is taken against armed individuals such as drug traffickers or some outlaws.

### **Police Service:**

The BESC eastern countryside has seen the establishment of the first police station following its breaking free from the regime control in July 2015. It was the first security form in the eastern

countryside to solve problems, settle conflicts and maintain security in the area. The Free Police Service promotes security and stability among civilians<sup>4</sup> through the application of the law, the arrest of offenders and referring their case to the justice service setup in the city, and enforcement of sentences pronounced against them. The station has several dozen officers, most of whom were in the police service before 2011.

Complaints, grievances and violations are forwarded to the Justice Office, which upon studying the case would issue an arrest order in case pertinent evidence is completed, following which the sentence is enforced by the free police, whereby culprits are taken to Gazar Central Prison. The Free Police Service is considered an independent unit, detached from all military factions. They act upon instructions from the Free Court House. In addition to this, the said unit carry out patrols to monitor the security situation in the city. BESC's FPS has been able to resolve more than 1,500 cases since its establishment; notwithstanding the shortage in necessary resources it is suffering from and its need for more number of officers and vehicles to be put under its use.

### 3. Civil Society Organizations:

A number of local and international humanitarian organizations operate in BESC, the largest of which is International Relief and Development, Inc. or Blumont (**IRD**). IRD distributes food baskets to approximately 50% of the city's population every two months. It also carries out reconstruction and rehabilitation projects in Dar'a governorate and participates in BESC with Auranitis in implementing the Syrian Basic Services Project. Auranitis was founded in Dar'a governorate in 2014 and has a number of service projects. The most important of which is renovating Busra Esh-Sham Hospital building. Auranitis is planning to run the hospital on solar energy. Afak Future Organization<sup>5</sup> started its work in BESC in 2016 and is embarking on various activities, including the sterilization of drinking water and health awareness campaigning on the dangers of contaminated water. Presently, a project is being implemented to drive the waters of Sammad wells station towards the BESC down town. MSF supports Busra Esh-Sham Hospital with all needs, while Al-Amal Human Organization provides food baskets for 20% of BESC population, distributing a food basket every two-months. The activities of these organizations at large are coordinated through the LC's relief and service offices; so as to avoid roles overlapping and to ensure the delivery of the assistance and services to those deserving in-need.

**Table 1:** Active Organizations in BESC

Name of Organization / Association	Date of Establishment	Core Activities and Areas of Work	Support Sources
Afak Future Organization	2016	- Water and sanitation - Food	WFP GIZ
Auranitis	2014	Syrian Basic Service -service projects	USAID
AlAmal Human Organization	2015	Food aid	United Arab Emirates
IRD	2014	Food aid	40% USAID 60% WFP
MSF	2015	Medical support	Médecins Sans Frontières-Spain

<sup>4</sup> In as far as armed individuals are concerned, the free police service has no authority to take action against any.

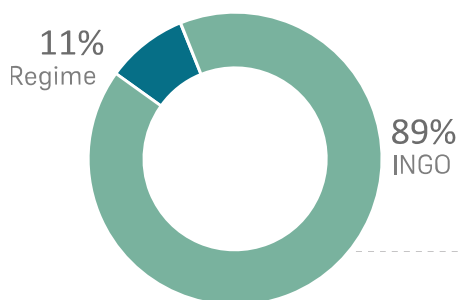
<sup>5</sup> أفاق المستقبل

### III- Health:

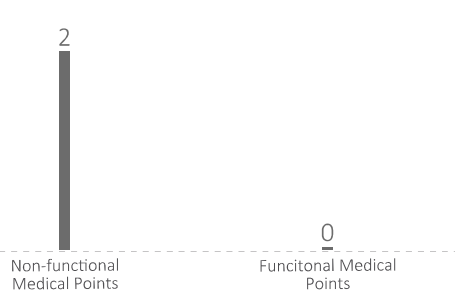
#### 1. Actors Supporting the Medical Sector:

BESC has two medical functional facilities, a hospital and a clinic. Busra Esh-Sham hospital is currently operating through as a temporary alternative building, as the main building needs to renovation and maintenance. The hospital is supported and supervised by the Spanish MSF organization, and it provides all of its needs. While the clinic is supported by the regime.

**Figure 7:** Health Sector Responsibility:



**Figure 8:** Number of Functional and Non-Functional Medical Points



The Directorate of Free Health is located in the western countryside of Dar'a, in the city of Tel Shehab, a sub-district of Mzeireb. The directorate coordinates the medical activities in the liberated countryside among the organizations operating in this field. The said oversees the work of Busra Esh-Sham Hospital, which is supported and managed by Médecins Sans Frontières (Spanish Doctors Without Borders). The said organization provides all the hospital's needs for medical devices, materials and medicines. The salaries for the medical and the service staff are paid in the form of incentives; as there are no fixed contracts to determine their remunerations. The LC provides the hospital with some fuel when it has the excess amount. Noting that, the Directorate of Free Health does not interfere with the work of the clinic, which is supported by the regime, as the regime provides the clinics with salaries and vaccinations support. However, the clinic has a limited task of providing vaccines for children only and is managed by the health directorate of the regime.

**Table 2:** Medical Centers' Supporting and Supervising Bodies:

Name of Hospital / Clinic	Supervised By	1 <sup>st</sup> Body Supporting the Hospital	Type of Support
Busra Esh-Sham Hospital	<ul style="list-style-type: none"> <li>Médecins Sans Frontières</li> <li>Free Health Directorate</li> </ul>	Médecins Sans Frontières	Support all needs
Busra Esh-Sham Clinic	Regime	Regime	Salaries - Vaccine

#### 2. Number of Doctors and Their Specializations:

Busra Esh-Sham Hospital has 20 doctors, 13 specialized doctors and 7 resident doctors. This hospital is the only hospital in BESC which the patients in this sub-district resort to. While Busra Esh-Sham Clinic has only one doctor.

**Table 3:** Medical, Administrative and Service Cadres in Medical Centers:

Name of Hospital / Clinic	Male Doctors	Doctors Specializations	Female Doctors	Nurses		Technicians	Administrators	Service Workers
				Male	Female			
Busra Esh-Sham Hospital	20	<ul style="list-style-type: none"> <li>•2 Orthopedic</li> <li>•2 General Surgery</li> <li>•1 Internist</li> <li>•2 Pediatrics</li> <li>•1 Ear</li> <li>•1 Urologist</li> <li>•1 Gynecology</li> <li>•1 Vascular</li> <li>•1 X-Ray</li> <li>•1 Dermatologist</li> <li>•7 Resident</li> </ul>	0	13	20	15	3	39
Busra Esh-Sham Clinic	1	<ul style="list-style-type: none"> <li>• Pediatrics</li> </ul>	0	2	7	10	5	10

Busra Esh-Sham Clinic provides all basic medical services. However, the service provided by the orthopedic clinic is limited; due to the lack of a CT-Scan system. The medical, administrative and service staff includes 110 personnel: 20 doctors, 33 male and female nurses, 15 technicians and 3 administrative staff. The Directorate of Free Health oversees the appointment of the hospital cadres in collaboration with MSF, which is responsible for funding the hospital and supervising its work directly. The clinic has one Pediatrics specialized doctor, 9 nurses, 10 technicians and 5 administrative staff. The staff members of the clinic are appointed by the Syrian Health Directorate which pays their salaries. The clinic, however, is limited to providing vaccines for children.

### 3. Medical facilities Equipment:

The Busra Esh-Sham Hospital has 2 fully equipped operating rooms, 30 beds, 3 dialysis systems and 5 generators. The clinic has simple equipment just for the storage of the children vaccine.

**Table 4:** Equipment Available in the Medical Centers:

Hospital / Clinic	Equipped Operating Rooms	Beds	CT Scan System	Dialysis System	Generators	Diesel Needs for Generators Per 1 Working Hour
Busra Esh-Sham Hospital	2	30	NA	3 Systems	5	10 liters
Busra Esh-Sham Clinic	-	-	-	-	Solar panels available	-

The Busra Esh-Sham Hospital provides all services free of charge. Presently, the capabilities of the hospital are limited; seeing that it is operated from a building which is not designed to operate as a hospital. Auranitis is carrying out the renovation of the original main building of the hospital and its rehabilitation through the Syrian Basic Services project for a US \$ 340,000 contract. The hospital's main building was destroyed by warplanes bombardment and explosive drums, which rendered its fencing walls, and some of its ceilings, windows, doors and its interior facilities destroyed. The maintenance work was expected to begin in January 2018, including the original

building of the hospital. The current construction of the hospital has 2 operating rooms equipped with 30 beds. The hospital does not have a CT-Scan system nor does the entire eastern countryside has any in the hospitals existing in the area, accounted for 10 hospitals, where there are two unemployed in Giza and Al-Hrak Hospitals. The hospital has 3 dialysis machines, and the hospital does not have a blood bank. There is no blood bank in BESC, and the nearest blood bank for BESC is located in the charity hospital located in the eastern city of Khirbet Ghazala, 7 km from BESC. The Busra Esh-Sham Hospital also contains 5 diesel generators of different sizes, with a total requirement of 10 liters of diesel generators.

The Busra Esh-Sham Clinic is the only facility that has necessary equipment for the storage of children vaccine. It has a small refrigerator, solar panels, two batteries and a battery charger.

**4. Numbers of Beneficiaries Served by Medical Centers:**

Beneficiaries of Busra Esh-Sham Hospital services benefited 9,306 patients, of whom 382 underwent surgery, and Busra Esh-Sham Clinic is limited to vaccinating children with periodic vaccinations.

*Table 5: Numbers of Beneficiaries Served by Medical Centers:*

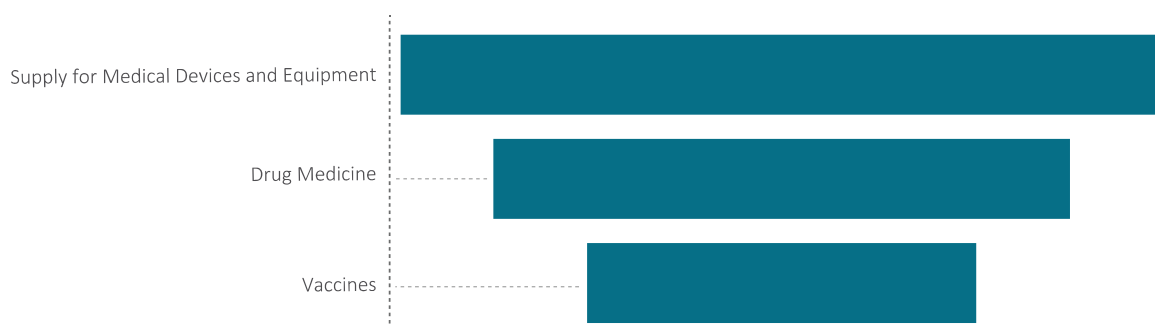
Hospital name	Patients who visited the hospital during past month	Operations conducted during past month	Cases where the service is free
Busra Esh-Sham	8,924	382	All cases

The Busra Esh-Sham Hospital is considered one of the largest hospitals in the country beyond the regime’s control. This hospital serves BESC’s residents and the countryside’s near the city. It provides free medical services for all cases. Patients need to register for an appointment in case of minor surgeries; as there are only two operating rooms. However, for emergency surgical operation an action is performed immediately.

**5. Health Sector Priorities:**

Support for medical equipment and tools is the first priority of the Busra Esh-Sham Hospital, where many necessary medical equipment is not available in the hospital, and there is an acute need for support for medicines and medical consumables for Busra Esh Sham Clinic, and there is a need for support with medicines and medical consumables.

*Figure 5: Health Sector Priorities*



The medical centers in BESC suffer from the absence of some medical devices needed for their operations; besides the lack of maintenance centers to repair those devices in case of failure over all the areas beyond the regime's control. Added to this, these systems cannot be transferred to the regime's areas for maintenance; as the regime may confiscate them, and it is prohibited to transfer any to the Jordanian territory. A fact that makes it a must to replace any device that may need maintenance and hence increasing the need to support the health centers with medical devices, a need that international organizations only can provide.

**Table 6:** Busra Esh-Sham Hospital's Needs:

Equipment Needs	Reason(S)	Drug Medicines Needs
Ct Scan System	Not available in the entire eastern countryside	Insulin mixtard vial 10ml
Doppler Color Flow Imaging (DCFI) System	Not available in the hospital	Albumin vial 50ml
Lithotripter	Not available in the entire countryside beyond the regime's control	Mannitol 20%iv infusion
Dialysis system	Due to an increase in the number of patients and the aging of the existing device	Oxytosin 1 ml amp
10 liters Oxygen generator for of cisterns	Due to the aging of the generator	Syring 5ml, 10ml, 3ml
Monitors	Existing ones are very old	Iv canula 18, 20, 22
Big size generator, with a capacity of 200 kVA	Existing one almost useless	Central venous catheter 11 french for dialysis
Small size generator, 25 KVA	To be assigned to the kidney Section, particularly	Bandage plaster of paris 14x3
Medical tools sterilizer, big size	Available small size sterilizers do not serve their purpose	Surgical sutures nonabs mono1, 0, 0.2 and abs braided 1, 2, 0, 0.2
Automatic ECMO, Decker make	Children Care Section	Tramadol 50mg amp
Mobile X-ray	For emergency and accidents cases	Dexametason amp 2ml 8mg
Laboratory devices (-chemistry-PT)	Not available in the hospital	Nephrostomy catheter
Rehabilitation of the oxygen re-filling station	Due to frequent breakdowns	Nitroderm (nitroglycerin)
-	-	Metoprolol 50mg amp
-	-	Verapamil amp

Many medical devices are not available at the Busra Esh-Sham Hospital as a CT-Scan system, notwithstanding the availability of a number of orthopedic doctors in the hospital. The absence of such a system renders the doctor's functioning ineffective. Furthermore, there is no operating CT-Scan device in the entire eastern countryside. Both of the available tow systems, in Al-Jizeh and Al Hrak hospitals are out of order. In addition to this, no lithotripsy - kidney stones breaking – system is available throughout the countryside, beyond the regime's control. Some of the dialysis systems are worn out and need replacement. Likewise, the oxygen refilling station needs maintenance due to frequent failures.

There is also an urgent need for medicines for some chronic diseases such as for the diabetics, kidney diseases and medicine drugs for emergency surgical cases. Before the onset of the current events, diabetics used to receive their medicines from the areas of the regime. Upon shortage of these drugs, the Sham Humanitarian Organization provided these medicines to the patients.



However, the said organization has stopped providing this medicine recently; something that forced the patients to buy the Insulin from dealers at high prices.

The said hospital has 5 diesel generators. These generators need 10 liters per 1 hour working shift. There is also a need to store some quantities of the fuel diesel for use in case of shortage in the market. Noting that the fuel diesel price went up high due to the military operations taking place in Deir-ez-Zor, the place from where the fuel is obtained.

## VI- Food Sector

The income sources of BESC's residents varied before the ongoing events. Its people relied on various sources to secure their daily income, such as agriculture, trade, tourism, government jobs, handicrafts and entrepreneurship. After 2011, the income source for most was cut off; as the tourism sector was completely suspended due to the serious security situation in the area. Furthermore, the regime suspended salary payment for 60% of the employees working in the public government sector, besides the halt of most vocational handicrafts work which depended on the tourism sector. The agricultural sector has also seen deterioration, due to the high exaggerated costs.

Afak Future Organization supported the LC in the Home Garden Project, whose funding was provided through the WFP. 100 families benefited from this support, whereby each family was provided with a package of seeds, tools and fertilizer. An area of 200 m<sup>2</sup> was cultivated by each family

*Table 7: Agricultural Support:*

Sponsor	Support Source	Support Type	Project Type	Area Supported for A Beneficiary	Beneficiaries
LC	Afak Future Organization WFP	<ul style="list-style-type: none"> <li>• seedlings</li> <li>• Tree plantings</li> <li>• 1 kg of fertilizer</li> <li>• Hose</li> <li>• Ax</li> <li>• Shovel</li> </ul>	household garden	200 m.	100 families

As a result of the high cost of drawing up water from the wells for irrigation, the growing of man-irrigated crops decreased. The depth of the wells in the area is about 400 meters, and this would cost large amounts of fuel diesel to operate the pumps and drawing up the water. Something which discouraged the farmers from growing irrigated crops; as this would not help them recover the associated costs.

### 1. Number of Bakeries and Bread Price:

BESC has 3 bakeries, two of which are fully functional and a completely destroyed one. The subsidized bread is sold at 85 SP per 1 kg (US \$ 0.17) and is sold at an unsubsidized price of SP 200 per 1 kg, equal to US \$ 0.4. Noting that the bread sold in the markets is made outside BESC and is sold in small like-shops (boots). The bread is made in Ma'raba, which is a village related to BESC sub-district.

Figure 7: Number of Functional and Non-Functional Bakeries

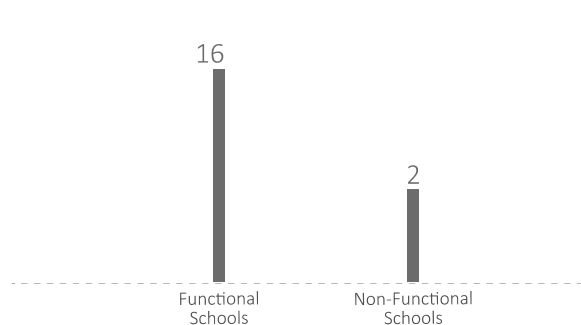
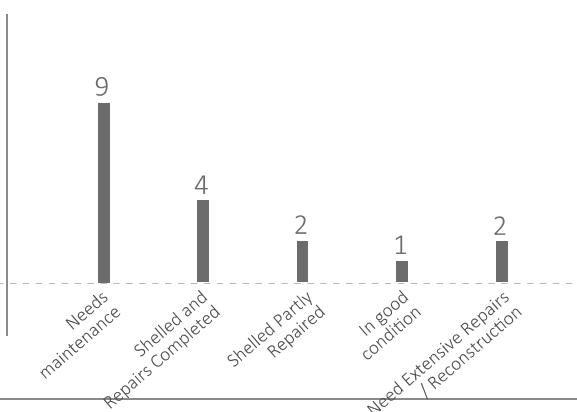


Figure 6: Price of Bread (SP)



### 2. Bodies Overseeing Bakeries Operations and Bakeries' Crews:

The LC oversees the bakeries operations in BESC and is responsible for setting forth the working mechanism in cooperation with the ACU. The bakeries employ 41 service staff, including foremen, workers and technicians

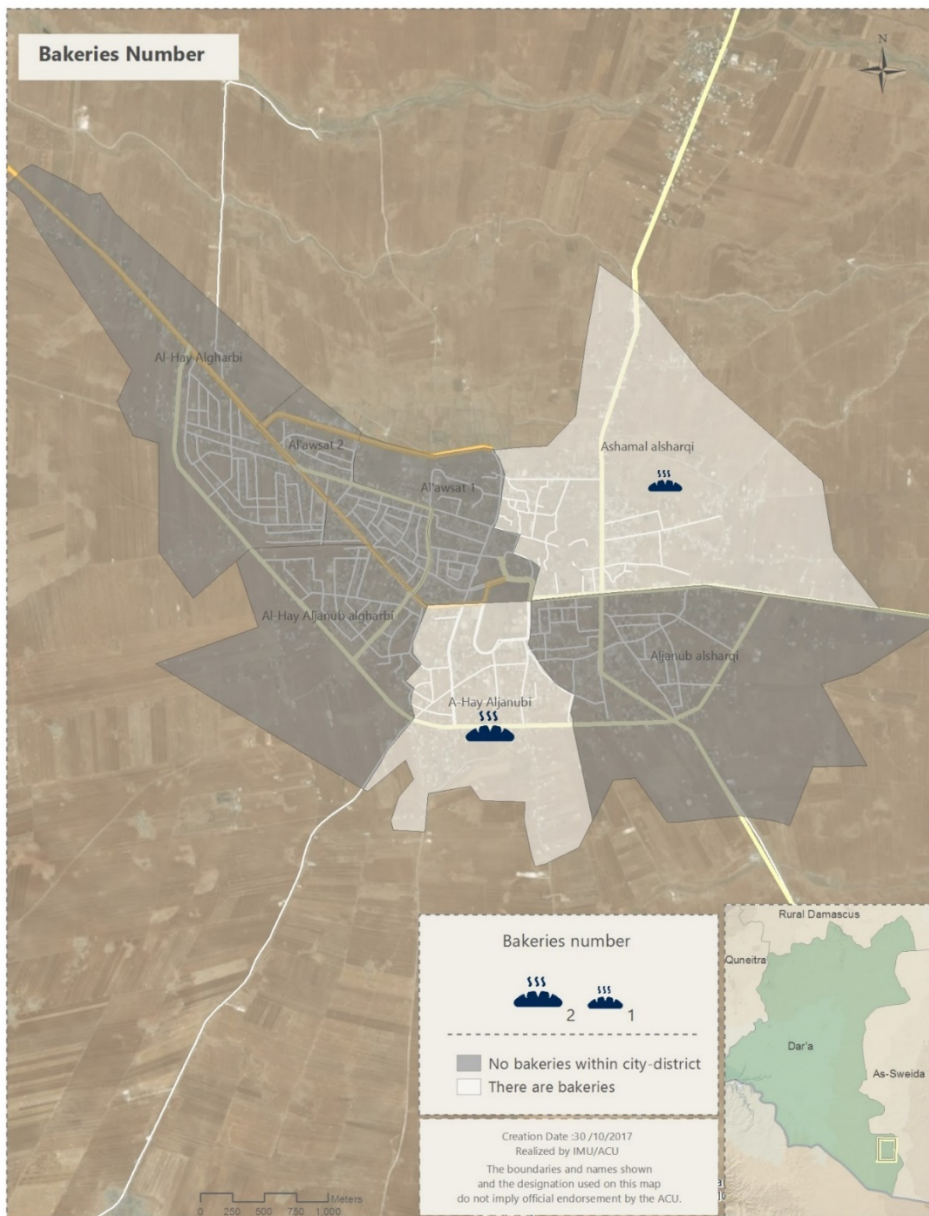
Table 8: Parties Overseeing Bakeries Operations and Bakeries Crew

Bakery's Name	Bakery owner /supervising party	Supporter	Type of support	Support period	End date of support	Foremen	Technicians	Workers
Busra Esh-Sham Automatic [Alaai] Bakery	LC	ACU	Flour	Two years back	-	7	3	31
Busra Esh-Sham Automatic Standby Bakery	LC	-	-	-	-	-	-	-
Albaladiyah [Municipality] Bakery	LC	-	-	-	-	-	-	-

The LC oversees the bakeries operations in BESC. The city has two functional bakeries, the Busra Esh-Sham automatic bakery and the Busra Esh-Sham standby bakery, whereas the third one, the municipal bakery, is completely destroyed. The functional bakeries receive flour from the ACU, which provides 550 tons of flour to the whole countryside of Dar'a governorate per week. BESC is allocated with 8 tons per week, which amount to 50% of the production capacity of Busra Esh bakery production capacity. The body running the bakery purchases 8 tons from the market weekly; accordingly, the volume of the bread produced in the automatic bakery reaches 16 tons weekly. The quantity produced is sold all at the subsidized price of 85 SP per 1 kg, which is equivalent to \$ 0.17. There is no specific period of support as the ACU is keeping on providing the flour as it arrives from donors for nearly two years. The money paid to purchase flour from the

market is obtained through donations the LC receives from expatriates in the Gulf countries or from some donors from Arab countries. However, the LC earns a profit margin from selling the bread at the subsidized price and would use such amount to purchase some quantities of flour. Busra Esh-Sham automatic bakery’s crew members are 31 workers, 7 foremen supervise the operations, with 3 technicians. The crew is often divided into two working shifts. The standby automatic bakery has no crew workers. The later bakery is only operated in case the main automatic bakery may stop working. A case in which the workers are shifted to the standby bakery and is operated pending repair of the main bakery.

**Map 2: Bakeries Distribution In BESC**



**3. Bakeries’ Production Capacity and Cost of Bread Production:**

The production capacity of Busra Esh-Sham automatic bakery is 10 tons of bread per work shift, while the standby facility can produce 6 tons daily. An amount of 6 tons is produced a day from the city’s bakeries. The work schedule of the bakery is set to serve the residents of BESC one day and

the next day would be for the surrounding villages, so much so that the bakery will be serving BESC for three days a week intermittently. The cost of producing 1 ton of bread is US \$ 185.

**Table 9: Bakeries' Production Capacity and Cost of Production 1 Ton of Bread:**

Bakery's Name	Actual Production Capacity	Current Production Capacity	Production Lines	1 Ton Production Cost	Source of Operating Expenses
Busra Esh-Sham automatic	10	3	1	185	Bread revenues
Busra Esh-Sham automatic standby	6	-	1	185	-

Although the Busra Esh-Sham main and the standby bakeries have each a single production line, the Busra Esh-Sham's main production capacity is larger than the standby one. The main bakery can produce 10 tons, while the standby bakery can do 6 tons. This is due to the size of the hearth and the machines'. BESC needs 6 tons of bread per day. The automatic bakery is operated 6 days a week; 3 days for BESC and 3 days for the surrounding villages. And in case of a breakdown in the main, the bread is made in the standby bakery; which would only be used upon failure of the main bakery. 50% of the flour is secured from the ACU, for an amount of 8 tons per week, while 50% is obtained from the market; the price of which is paid from the donations or through the excess profits achieved by the bakery through the sale of the 8 tons of bread at the subsidized price per week. The operating expenses are covered by the proceeds from the sale of bread. Noting that the operating expenses in the areas beyond the control of the regime in Dar'a governorate are high compared to other governorates not controlled by the regime. This is due to the high price of the diesel, especially after the military operations in Deir-ez-Zor, the place from where the diesel is obtained.

#### 4. Sources of Flour and Bread Distribution Method:

The Busra Esh-Sham automatic bakery receives 50% of the flour it produces from the (ACU), while 50% is purchased from local markets. The amount produced locally in BESC is 8 tons per week.

**Table 10: Sources of Flour and Bread Distribution Method:**

Bakery Name	Source of Flour	Bread Beneficiaries
Busra Esh-Sham automatic	50% ACU 50% purchasing - donations	BESC residents and neighboring villages
Busra Esh-Sham automatic standby	25% ACU 50% purchasing -donations	BESC residents and neighboring villages

The ACU imports 550 tons of flour per week from the Kingdom of Jordan. This flour is allocated to the areas beyond the control of the regime in Dar'a governorate, of which 8 tons per week is allocated to the BESC. An amount which the LC takes over and have the flour be baked at the automatic bakery. Besides this amount, the LC purchases 8 tons from the market, the cost of which is paid from expatriates' donations or from some Gulf and Arab countries donors. Noting that, the flour available in the markets of Dar'a governorate is locally produced. The wheat is processed in Dar'a governorate's mills in the areas beyond the control of the regime. Meanwhile, the flour available in the areas under the regime control comes from the Jablah's mill. One other type of flour is called the Al-Nasiriyah flour, which comes from Damascus countryside. All of the said quantities, it should be noted, is brought in through smuggling to Dar'a markets. The price of 1 ton of wheat is 145,000 SP in BESC market, equivalent to US \$ 302, while the price of 1 ton of flour reaches 180,000 SP, equivalent to US \$ 375, as in October 2017.

The bread produced in BESC’s bakeries serve the city’s residents and the surrounding villages, as the Bura Esh-Sham bakery processes the amount of flour allocated to BESC; and more often, quantities of bread are baked in favor of the nearby villages. In the latter case, the bakery would be supplied with the flour and other necessary items in order to make the bread and deliver to requesting village. Most of the time the villages that benefit from this bakery are: Sammad, Jamrin, Kharba, Samaj, Tissya, AsSamaqiyat.

**5. Bakeries’ Maintenance Works:**

The periodic maintenance necessary for the bakeries are carried out by the technicians working in the facility. Spare parts, however, remain an obstacle in the delivery of the proper maintenance work. The municipality bakery needs complete reconstruction; seeing that its building was severely damaged and all of its equipment has been destroyed as a result of the shelling.

*Table 11: Bakery's Maintenance Work Needed:*

Name of the bakery	If the bakery needs maintenance, list down necessary equipment
Busra Esh-Sham automatic	• Cutter • dough • First Chip • Second Chip • Baking Functions • Fire House • Metal Conveyor • Cooling Conveyor • Air Compressors • Bakery Generator
Busra Esh-Sham automatic standby	• Fire house • Cooling circuit • Maintenance of the bakery generator
Albaladiyah [Municipality] Bakery	Completely destroyed

Both of the functional bakeries in BESC (the standby as well as the main) need maintenance of their hearth, the thermal bricks floor which needs to be replaced from time to time as the bricks have not been replaced for quite some time. The cooling belts also need replacement in both facilities. The generator in the standby bakery needs maintenance and replacement of some of its worn-out parts. Dough rollers also need replacement, besides the torn-out cotton-made fermentation sweepers; as they have been used for a long time without replacement.

**6. Food Sector Priorities:**

Residents of BESC prefer to receive food aid in the form of cash vouchers. The second priority is to supply BESC with flour. The amount of flour processed in the bakery is estimated at 45% of BESC’s residents need.

*Figure 8: Food Sector Priorities*



Distributing food baskets takes place regularly in BESC, where 80% of the families receive a food basket every two months. The organizations that distribute food baskets are:

**Afak Future Organization:** an intermediary organization for the implementation of the WFP. The basket that Afak provides contains 15 kg of brown flour (packed in Jordan), 5 kg of sugar, 6 liters of white oil, 5 kg of chickpeas, 10 kg of short grain rice, 5 kg of bulgur, 5 kg of beans, 1 kg of salt and 2 kg of crushed lentils. Noting that all of the pulses in this basket are considered poor in quality.

**IRD (International Relief and Development Organization):** 40% of the baskets this organization distributes comes from USAID (canned foods), while 60% is provided by WFP (grocery items). The basket provided by IRD contains 5 tuna cans, 10 cans of sardines, 5 packs of homms, 2 cans of beans, 5 cans of tomato. The grocery items include: 6 kg of spaghetti, 5 kg of lentils, 15 kg of medium grain rice, 2 kg of crushed lentils, 1 kg of wheat grits and 5.5 liters of white oil. Beneficiaries reported that the basket of canned foods is good, whereas all pulses in the grocery items basket are of poor quality.

BESC residents trade in their food baskets of pulses for cash with the grocery shops traders; these items are said to be used as feeder. Accordingly, the residents consider themselves to be taken advantage of by the traders and would prefer to obtain vouchers instead of the food baskets instead.

Busra Esh-Sham bakery obtains 38% of the city's needs of flour through the support of (ACU-donors). This amount is sold at a subsidized price. While BESC residents receive 62% of the bread from the markets at SP 200 per 1 kg, equivalent to US \$ 0.4. This price is very high and does not correspond to the purchasing power of the city's residents. This indicates that the BESC need an additional amount of 26 tons amounts per week. The person in charge of the said bakery reported that in if an additional amount of 20 tons would have been available, the bakery will be in a position to cover the remaining 6 tons by selling bread at the subsidized price and which would provide a little margin of profit that enables the bakery to purchase 6 tons a week on its own.

In the third place comes the need to provide additional food baskets to cover the families that do not obtain food baskets. The percentage of those families is 20% BESC's population; and that the food baskets be of good quality so much so that the residents would not find themselves forced to trade them in or sell them out.

## V- Education

The impact of the war on the education sector in the areas beyond the regime's control in Dar'a governorate has relatively been minor, compared to the areas in the other governorates, where the regime similarly has no control. The educational process in BESC has not seen long suspension periods. The suspension was rather for few days only, when there is heavy shelling, and hence the students drop out school due to poor security situations. Noting that the city did not break free from the regime's control until 25 March 2015. That is to say; the city has not subject to bombardment during the first four years of the ongoing events. A period during which the educational process was kept up going under the direct supervision of the regime Director of Education, which used to issue accredited certificates to the students living in BESC. However, with the exit of the city from the control of the regime, some residents moved to the Ma'raba village, which is affiliated to BESC sub-district, where the student resumed their school study. The period during which this report was prepared, most of the city's people have returned to the city. The city also received approximately 3,000 IDPs, mostly from Homs governorate. The children of the IDPs

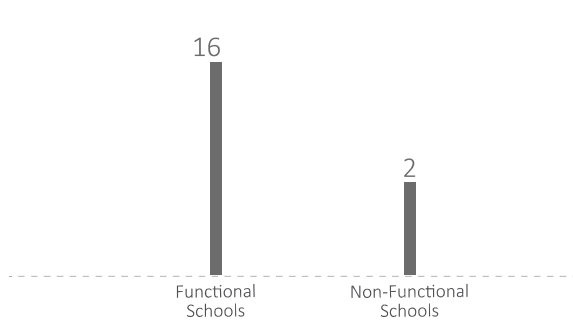


study in BESC schools, where 15 of those schools are overseen by the educational authority of the regime; whereas a local organization supervises only one school.

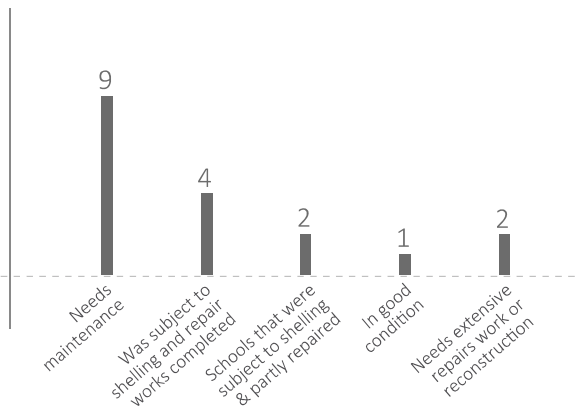
**1. Number of Schools:**

BESC is home to 18 schools, 16 functional and 2 non-functional. Of all the schools in BESC, there is only one that has not been bombed. And there are two schools that need extensive maintenance or reconstruction as a result of shelling by warplanes and hit with explosive barrels.

*Figure 9: Number of Functional and Non-functional Schools*



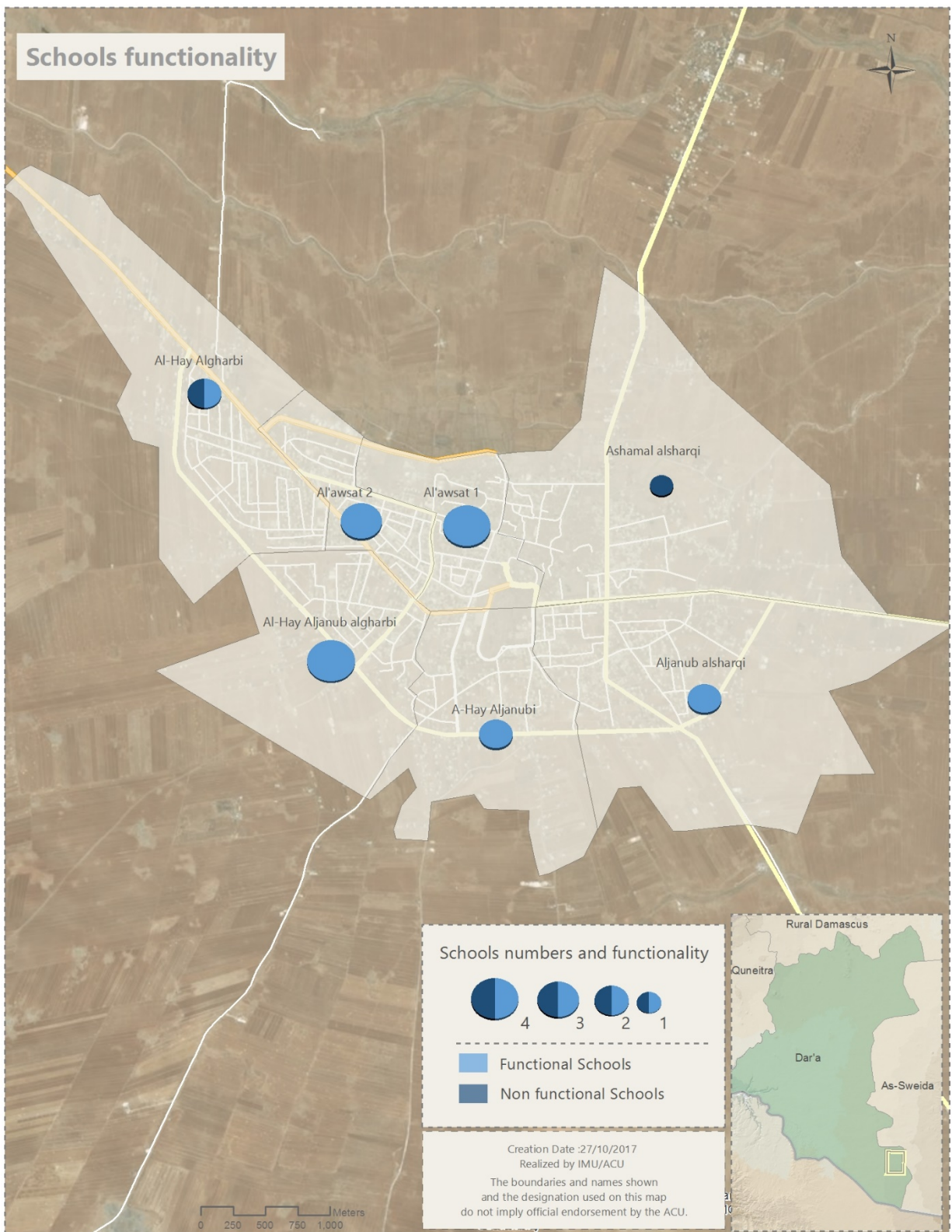
*Figure 10: Status of School*



**Functional Schools:** BESC has 16 functional schools, out of which only one has not been bombed, while 2 schools were bombed and partial repair works were carried out, where part of the building was repaired, which is currently being used. There are however 4 other schools that were bombed and their repair works completed. On the other hand, there are 9 schools that were shelled, but no maintenance work was carried out thereon, yet they are functional. This is because these schools were subject to bombardment by artillery and mortar shells, a shelling that does inflict heavy damages, compared to aerial bombardments. The kind of damaged sustained is limited to some small openings in the walls and the damage of some windows and doors.

**Non-functional schools:** BESC has two non-functional schools, rendered so due to warplanes bombardment, inflicting a high level of destruction on their buildings. These schools need extensive repair works or reconstruction of the building anew. One of these schools is located in the eastern neighborhood, i.e. Martyr Mohammed Al-Najem school, while the second one is located in the west neighborhood at the entrance of BESC and it is called the 8<sup>th</sup> Busra Esh-Sham school.

**Map 3:** Distribution of Schools in BESC



## 2. Status of Non-functional School Buildings:

**Table 12:** School building Status:

School Name	Location	Functional /Non-Functional	Building Status
Martyr Abdul Karim Najem	Mabrak Hamzeh - Central [Al'awsat] neighborhood	Functional	Was subject to shelling, repair works completed
Martyr Mohammed Al - Najem	eastern neighborhood	Non-functional	Needs extensive maintenance or reconstruction
Martyr Ali Al-Miqdad	West neighborhood	Functional	Was subject to shelling, repair works completed
Martyr Nabulsi	Southern neighborhood	Functional	Was subject to shelling, repair works were partially completed
Busra Esh-Sham [Alsadisah], the 6 <sup>th</sup> School	Southern neighborhood	Functional	Needs maintenance
Busra Esh-Sham [Alsabiah] the 7 <sup>th</sup> School	neighborhood central [Al'awsat] –next to hospital	Functional	Needs maintenance
Busra Esh-Sham [Althaminah] the 8 <sup>th</sup> School	west neighborhood – Entrance to BESC	Non-functional	Needs extensive maintenance or reconstruction
Busra Esh-Sham [Alashirah] the 10 <sup>th</sup> School	Mabrak Hamzeh – Down town	Functional	Needs maintenance
Martyr Khalil	west neighborhood – Bab Alhawa	Functional	Needs maintenance
Sons of martyrs [Abna' Alshouhada']	Mabrak Hamzeh Central [Al'awsat] neighborhood	Functional	Was subject to shelling, repair works completed
Busra Esh-Sham 1 <sup>st</sup> Preparatory School	West neighborhood	Functional	In good condition
Martyr Al - Humaidan	Eastern neighborhood	Functional	Was subject to shelling, repair works were partially completed
The martyr Khaled Al Saeidd	Eastern neighborhood	Functional	Needs maintenance
The Martyr Miqdad	West neighborhood	Functional	Was subject to shelling, repair works completed
The martyr	West neighborhood - Bab Alhawa	Functional	Needs maintenance
Secondary Vocational Industrial	West neighborhood	Functional	Needs maintenance
Secondary Commerce	west neighborhood	Functional	Needs maintenance
Secondary Girls	Southern neighborhood	Functional	Needs maintenance

- Martyr Mohammed Al-Najem:** This school is located in the eastern neighborhood. It had been subject to shelling since 2012 for several years. It was bombed by warplanes, barrel bombs and all types of missiles. The school was intended to teach primary level students from the 1<sup>st</sup> grade through the 6<sup>th</sup> grade. The school building is completely destroyed and needs extensive repairs or reconstruction.
- The 8<sup>th</sup> Busra Esh-Sham School:** This school is located in the west neighborhood. It was bombed in March 2014 with barrel bombs and by warplanes. The school was dedicated to teaching the primary level students from the 1<sup>st</sup> grade up to the 6<sup>th</sup> grade. As a result, it is subject to shelling, its building is ruined completely and needs extensive repair or reconstruction.

### 3. Status of Functional School Building:

- **School buildings in good condition:** There is only one school building in BESC which is in good condition and which has not been subject to shelling. This building belongs to the 1<sup>st</sup> Busra Esh-Sham Preparatory School, located in the west neighborhood. The school teaches the basic stage, lower secondary level from the 7<sup>th</sup> grade up to the 9<sup>th</sup> grade.
- **Schools buildings bombed and repaired:** BESC has four schools that were subject to bombardment which, however, were repaired in complete. These schools are currently functional, viz: i) Martyr Abdel-Karim El-Najem, located in Mabrak Hamza in the central [Al'awsat] neighborhood, this school teaches the basic education, lower secondary level, ii) Martyr Ali Al-Miqdad , located in the west neighborhood and it teaches basic education students, lower secondary level, iii) Sons of Martyrs<sup>6</sup>, located at Mabrak Hamza, central [Al'awsat] neighborhood, it teaches basic education students grade 1-7, and iv) Martyr Al-Miqdad , located in the west neighborhood, and it is an upper-level secondary school, dedicated to male students only.
- **Schools bombed and partially repaired:** Two schools in Busra Esh-Sham had been shelled and partially repaired. Some parts of the building have been repaired and rehabilitated, and the other parts are still in need of repair. These schools are: i) Elshahid Al-Nabulsi, located in the southern neighborhood and is dedicated to teaching the basic education stage. The school is 40% destroyed because of the shelling. Some parts have been repaired, and the school is now functional; as it uses the parts of the building that have been repaired. ii) Martyr Al-Humaydan, located in the eastern neighborhood, the school is dedicated to teaching the lower secondary level 7-9. This school was subject to bombardment and part of the building was repaired, and still, the other parts need repair.
- **Schools in need of maintenance:** Nine schools in BESC were targeted by mortar and artillery shells, resulting in small openings in the walls or on some rooftops, and the destruction of doors and windows. These schools have seen no maintenance yet. The percentage of the destruction that affected these school is relatively low, compared to the schools shelled by aerial bombing.

### 4. Functional Schools Equipment and their needs:

The functional schools in BESC have 223 classrooms that can be used and are fit for educational purposes. All functional schools have access to potable water as well as for the general use, which is provided by means of truck tanks. A service which the BESC LC supports.

**Table 13:** Functional Schools Equipment and Their Needs:

School Name	Classrooms	Usable Desks	Desks Maintenance Need	Desks Need	Toilets Condition	Source of Drinking Water	Party Providing Water Support	Lab	PC Lab	Heating Facilities Need (Heaters)	Windows Repair/ Replacement Need	Doors Repair Need	Water Taps Replacement Need
Martyr Abdul Karim Najem	12	150	30	50	needs maintenance	Truck tanks	LC	No	No	14	10	5	5
Martyr Ali Al-Miqdad	15	100	40	40	needs maintenance	Truck tanks	LC	No	No	17	20	10	10
Martyr Nabulsi	15	150	50	40	functional	Truck tanks	LC	No	No	17	30	10	9
Busra Esh-Sham [Alsadisah] the 6 <sup>th</sup> School	10	100	30	20	needs maintenance	Truck tanks	LC	No	No	12	50	10	10
Busra Esh-Sham [Alsabiah] the 7 <sup>th</sup> School	11	100	30	30	needs maintenance	Truck tanks	LC	No	No	14	30	10	10
Busra Esh-Sham [Alashirah] the 10 <sup>th</sup> School	17	80	30	20	needs maintenance	Truck tanks	LC	No	No	12	20	20	10
Martyr Khalil	12	100	50	30	needs maintenance	Truck tanks	LC	Yes	Yes	15	10	10	10
Sons of martyrs [Abna' Alshouhada']	17	70	30	30	needs maintenance	Truck tanks	LC	Yes	Yes	10	10	10	10
Busra Esh-Sham 1 <sup>st</sup> Preparatory School	15	120	30	30	needs maintenance	Truck tanks	LC	Yes	Yes	18	20	10	10
Martyr Al - Humaidan	12	80	20	20	needs maintenance	Truck tanks	LC	Yes	Yes	15	15	15	10
The martyr Khaled Al Saeidd	12	40	40	40	needs maintenance	Truck tanks	LC	Yes	Yes	15	15	10	10
Martyr Miqdad	15	100	20	20	functional	Truck tanks	LC	Yes	Yes	19	0	0	5
Martyr Al-khalil	15	100	20	20	needs maintenance	Truck tanks	LC	Yes	Yes	15	10	10	10
Secondary Vocational Industrial	15	70	30	30	needs maintenance	Truck tanks	LC	Yes	Yes	20	30	20	15
Secondary Commerce	15	50	20	20	needs maintenance	Truck tanks	LC	Yes	Yes	6	10	10	10
Secondary Women	15	50	20	20	needs maintenance	Truck tanks	LC	Yes	Yes	10	10	10	10
<b>Total</b>	<b>223</b>	<b>1.460</b>	<b>490</b>	<b>460</b>	-	-	-	-	-	<b>229</b>	<b>290</b>	<b>170</b>	<b>154</b>

The total number of classrooms suitable for teaching purposes in BESC's functional schools is 223, with 1,460 usable desks. These schools have 490 desks that need to be maintained in order to be fit for use. The maintenance needed is limited to replacement of wood panels of the desks.<sup>7</sup> The functional schools in BESC need further 460 desks. There are only two schools in BESC whose toilet rooms need no maintenance. All the bathrooms in the Martyr al-Miqdad and Elshahid Nabulsi schools were functional during the period of in which this report is prepared. On the other hand, a number of 14 functional schools need to have maintenance works be carried out in their toilets, such as replacement of some water taps, or unblocking their drain system. Noting that only 10 out of the 16-functional school have a laboratory and a computer lab.

The need for heating facilities in the functional schools in BESC stands at 229 heaters, which are diesel-fuel-fed type. The average consumption of the fuel diesel for the heaters during a school day is 5 liters. This means that the diesel need for the functional schools is 167,250 liters during the winter season during an academic year. Noting that the months during which heaters are most likely need to be used is 5 months. BESC's functional schools have 290 windows that need repair, 170 doors, and 154 water taps that need replacement.

#### **5. Teaching Staff and Supporting Bodies:**

BESC has 16 functional schools, 8 schools, including the first level of basic education, 3 schools for the second level of basic education, 4 secondary schools, 253 teachers and schools, schools while Takfeel Alsham provides salaries to staff in one school.

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<sup>7</sup> School desks in Syria is made up of metal parts (metal pipes) on top of which wooden boards are installed and which usually are replaced every four to five years, when becoming worn out.



**Table 14:** Teaching Staff and Supporting Bodies:

School Name	Education Stages	Shifts	Specialized Teachers	Specialized Female Teachers	Volunteer Teachers	Administrative Staff	Service Staff	Staff Receiving Salaries	Salaries Provider
Martyr Abdul Karim Najem	Primary 1-6	1	2	11	0	5	1	19	Regime
Martyr Ali Al-Miqdad	Primary 1-6	1	3	15	0	5	1	24	Regime
Martyr Nabulsi	Primary 1-6	1	6	14	0	7	2	21	Regime
Busra Esh-Sham [Alsadisah] the 6 <sup>th</sup> School	Primary 1-6	1	4	6	0	4	0	9	Regime
Busra Esh-Sham [Alsabiah] the 7 <sup>th</sup> School	Primary 1-6	1	3	9	0	4	2	17	Regime
Busra Esh-Sham [Alashirah] the 10 <sup>th</sup> School	Primary 1-6	1	1	9	0	6	1	13	Regime
Martyr Khalil	Primary 1-6	1	6	7	0	5	2	18	Regime
Sons of martyrs [Abna' Alshouhada']	Primary 1-7	1	6	8	0	5	2	21	Takfeel Alsham
Busra Esh-Sham 1st Preparatory School	Lower Secondary 7-9	1	9	11	0	5	2	25	Regime
Martyr Al-Humaidan	Lower Secondary 7-9	1	9	8	0	5	2	22	Regime
Martyr Khaled Al Saied	Lower Secondary 7-9	1	11	9	0	5	2	25	Regime
The Martyr Miqdad	Secondary	1	11	4	0	7	2	22	Regime
Martyr AL Khalil	Secondary	1	8	12	0	0	0	18	Regime
Secondary Vocational Industrial	Secondary	1	17	0	0	10	4	24	Regime
Secondary Commerce	Secondary	1	3	6	0	4	2	15	Regime
<b>Total</b>	-	-	<b>106</b>	<b>148</b>	<b>0</b>	<b>89</b>	<b>29</b>	<b>334</b>	-

All schools in BESC have a one-morning teaching shift. The city has 16 functional schools, including 8 schools that teach the first level of basic education. One of these schools (the Martyrs-Sons School) teaches the primary level and the lower secondary level to seventh-grade students. BESC has three schools teaching the second level of basic education. There are two general secondary schools, one for girls, the so-called Alkhalil Secondary School, and the other for males, the so-called Al-Miqdad Secondary School. There is also a vocational industrial secondary school, besides a commercial secondary school. The number of teachers in BESC is 254 male and female, professional-educated school specialists. (professional here means teachers who were officially working as teachers before the events, and that they graduated from universities and institutes qualifying them to act accordingly). BESC does not have volunteer teachers. The schools have sufficient teaching staff available in the city without the need for volunteers. The regime suspended 30 teachers from work service for political reasons, who account for 11% of the total number of teachers in the city. The regime supports all educational and administrative staff in the 15 functional schools in the city, while Takfeel Alsham supports one school, i.e. the of Martyrs-sons School. This school hosts the sons of martyrs and detainees, male and female. It teaches the primary education level grade 1-7. It is reported that this school was setup in the academic year of 2015 and the first semester began on September 15, 2015. Takfeel Alsham, which is affiliated to Qatar, provides all school needs: teachers' salaries, stationery, transportation fees for students and other needs.

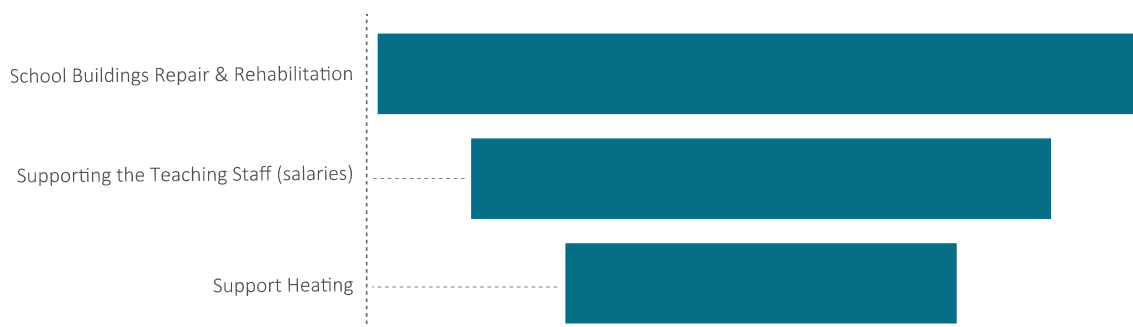
#### **6. Policies Governing the Education Sector:**

15 of the 16 schools receive salaries for their teaching, administrative or service staff from the Education Directorate of the regime. This is in addition to providing 40% of the students with textbooks in these schools. However, 60 % of the parents need to purchase the textbooks from the regime's Department of School Books in BESC. Accordingly, the regime is the main supervisor of these schools functioning. Notwithstanding this, the Educational Assembly also supervises the work of these schools through the Educational Office in the LC. This supervision is looked at as being indirect. The Educational Office in the LC supports the schools with simple repairs and provides them with some amounts of fuel; this is in addition to supporting them with some furniture. The LC also provides drinking water and general use water to these schools by delivering the water in truck tanks on a regular basis and as per a school's needs.

The Directorate of Free Education and the Educational Office in the LC indirectly supervise the Martyrs-son School. Its teaching, administrative and service staff receive their salaries from the Qatar-funded Takfeel Alsham, and from some expatriates originating from the city. They provide the school with all supplies, stationery, textbooks, meals, transportation for students, and the fuel supplies. Working in these schools are teachers who were terminated from BESC schools by the regime for political reasons.

#### **7. Education Sector Priorities**

The first priority of the education sector in BESC is to make repair of the destroyed schools, which were subjected to bombing as a result of the war in Syria. Second in place come the support of the educational cadres with salaries. There are 30 teachers in ESC who have been denied their salaries by the regime. In the third place comes supporting the schools with fuels.

**Figure 11: Educational Sector Priorities**

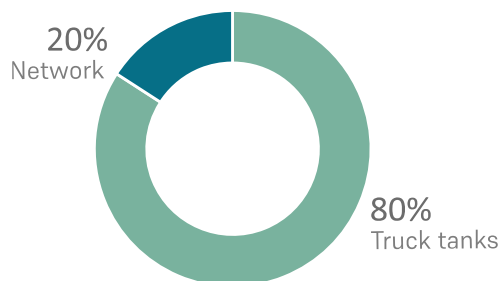
BESC has 13 schools in need of maintenance, 2 of which are non-functional, while 11 schools use part of their buildings which is fit for the teaching process. The Afak Future Organization has prepared a study for the maintenance work needed for the Martyrs-sons School, which have not seen the light up to the date of this report. The regime has cut the salaries of 30 teachers in the city for political reasons. These teachers work without pay. Takfeel Alsham, however, pays the salaries of 21 teachers of them, but the said support remains alternating. BESC schools need to be supported with heating fuel. The schools in the city use fuel diesel for heating. The schools receive small amounts of heating fuel that the LC provides them with as it obtains them for from donors. The schools need of fuel for a full academic year stands at 176,250 liters. This amount is sufficient for a period of five months; a period during which heater need to be used in the winter season in Syria.

## VI- Water

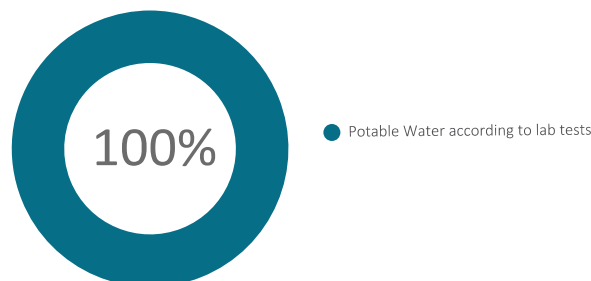
Before the beginning of the events in Syria, BESC was dependent on the water coming from the public network. This network used to cover all of the city's neighborhoods. The water reaches the network from the Al-Thawra water line that feeds the entire eastern countryside; the place where the group of five water stations, so-called Al-Thawra, is located in the west countryside. These stations are connected to a number of springs in the villages of Ajmi and Al-Ash'ari in the west country in the Mzeireb sub-district. The water abundance in the Al-Thawra line is 550 cubic meters per hour. The water used to reach to this line to feed BESC for one day every three days, a day during which water is distributed to the other eastern countryside. The water of the Al-Thawra line reaches the Al-Sahwa station, which in turn pumps water to the BESC. The support these stations are receiving is limited to payment of the salaries support, providing sterilization materials and spare parts, from the regime's General Establishment for Water affiliated to the Ministry of Water Resources. Noting that the said establishment charges monthly bills for providing potable water and water for general use to the residents' households. In each house, there is a meter that calculates the amount of water consumed, and the bill is charged against the consumption accordingly

On June 1, 2014, Sheikh Miskine broke free from the regime’s control, which resulted in the shutdown of the Sheikh Miskine power station, which feeds the group of Al-Thawra water stations, thus leading to the shutdown of the public network; and BESC’s residents had to resort the wells for water.

**Figure 12: Water delivery Method**



**Figure 13: Water Potability**



20% of the residents of BESC receive water through the public network, while the majority of the resident, 80%, obtain water through the truck tanks. The water network in the eastern neighborhoods and south eastern are the least affected, seeing that the residents of these neighborhoods are of the Shiite community. As such these areas are less vulnerable to bombardment. The water from the Al-Sahwah station is pumped to these neighborhoods once every 15 days, while the rest of the neighborhoods obtain water through the truck tanks.

**1. Private wells:**

BESC is home to five private wells, all of which are non-functional, due to the high operational costs for water extraction therefrom. BESC has basalt-type underground rock structure, which makes its groundwater very deep, with a well depth of more than 400 meters. Something which makes drawing up water from these wells expensive, especially after the power cuts from the public electricity network. Noting that the water of those wells is potable.

There are a number of private non-functional wells in the city that have not been accounted for; seeing that their waters are sulfuric and they are no longer of use due to the high extraction cost.

**Table 15: Private Wells:**

Well	Location	Functional/ Non-functional	Supervising Body	Water yield cubic meter / hr.	Daily Operations per hours (daily average)	Potability
Abu Salah Alhamad	south western	Non-functional	Private	-	-	potable
Abu Majed	south western	Non-functional	Private	-	-	potable
Sammad	southern neighborhood	Non-functional	Private	-	-	potable
Alrizziq	eastern neighborhood	Non-functional	Private	-	-	potable
Alfatat AL Sharqiyah	south eastern neighborhood	Non-functional	Private	-	-	potable

## 2. Public Wells:

The BESC has 5 public wells, of which only 2 are functional. Public wells here means wells that distribute water to civilians for cash. Whereby the water is transported by truck tanks to the household. The LC in BESC supervises the work of these wells.

**Table 16: Public Wells**

Well Name	Well location	Party Responsible for overseeing the well	If an LC or organization is a supporter of this body	Functional/Non-functional	Water yield cubic meter / hr.	hours (daily average)	Water quality in terms of potability	power source	Is there a change in the water rate compared to last
Alfondoq	Near to the historical castle [Qalla]	LC	Rehabilitation was made by ((Suraiya for Services)) organization – operation was made by	Functional	11	6	potable	<ul style="list-style-type: none"> <li>public network</li> <li>generating set</li> </ul>	Decrease in water quantity
Um Elshoak	neighbourhood north eastern	LC	Needs complete rehabilitation	Non-Functional	-	-	potable	public network	Decrease in water quantity
Well Alhoumah	west neighbourhood – city entrance	LC	Needs complete rehabilitation	Non-Functional	-	-	potable	public network	Decrease in water quantity
AsSamaqiyat	neighbourhood southern - Road AsSamaqiyat	LC	Needs complete rehabilitation	Non-Functional	-	-	potable	public network	Decrease in water quantity
Group of well Sammad (4)	neighbourhood south eastern -Road Busra Esh-Sham Sammad	LC	Rehabilitation was made by Auranitis organization – operation was made by	Functional	60	16	potable	<ul style="list-style-type: none"> <li>public network</li> <li>generating set</li> </ul>	Decrease in water quantity

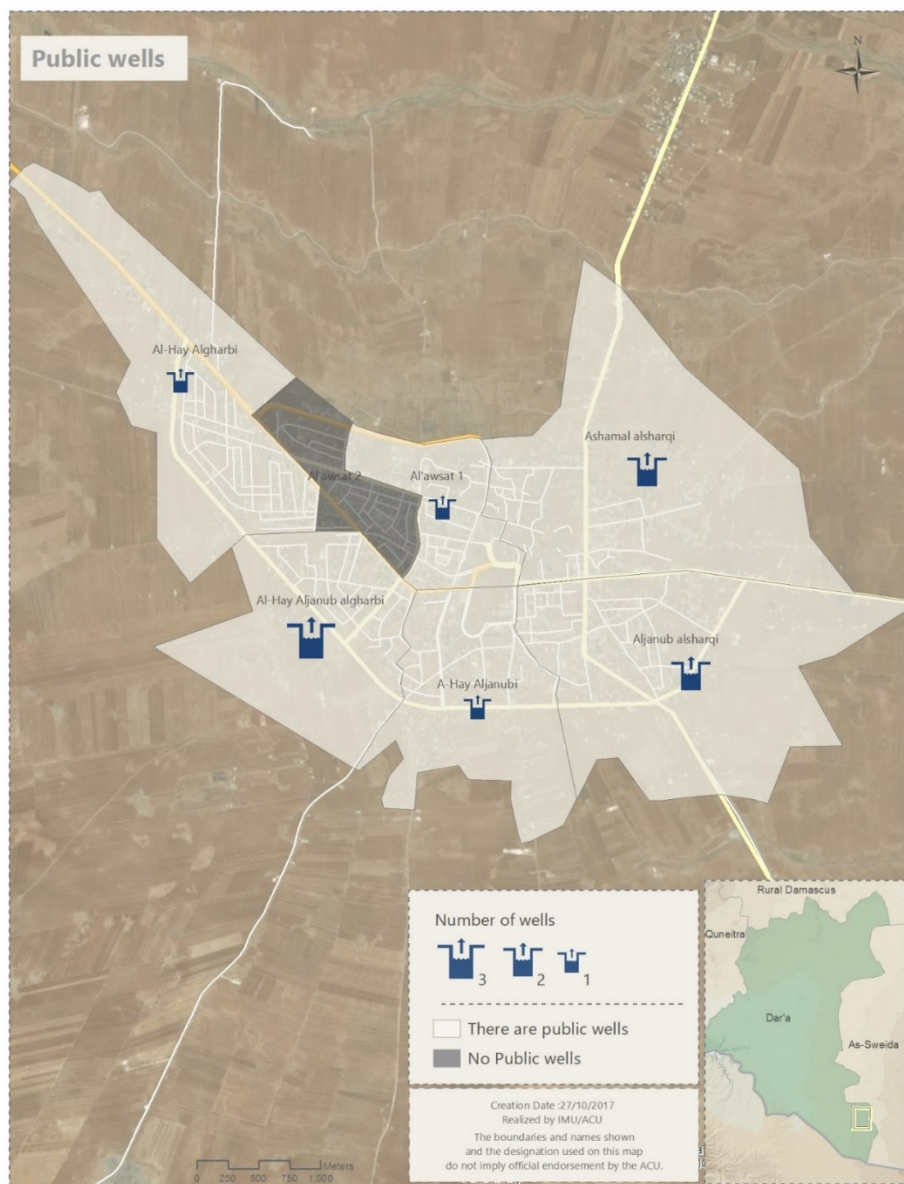
The Alfondoq well is located next to the historical castle in the BESC. The well was rehabilitated by Syria for Services organization on 1 May 2017. The water abundance from this well is 11 cubic meters per hour. This well is operated only when there is a need for water. The average hourly operation time of the well is 6 hours approximately, during which the electricity from the public network is used in case it is connected; alternatively, a private generating set is used, when the power is disconnected. Noting that this well is operated on the public electricity network and it has

no connection with the humanitarian electricity line. A production drop has been noticed in this well in comparison to the past year, whereby the water abundance would run low when running the well for several hours continuously.

The Sammad group of wells is located in the south-east neighborhood, on BESC - Sammad road. The said wells were rehabilitated by Auranitis organization on 1 October 2017. The group consists of four wells, the operation of which is supervised by the BESC’s LC. They operate on the electricity coming from the public network (the humanitarian line). This line connects to the said group of wells for 16 hours a day. Alternatively, the special generating sets are used in the event of power outages or in case there is a network failure. A decrease in the water levels from the said wells has been noticed in comparison to last year.

There are three other public wells, the Umm Elshoak well, the AsSamaqiyat well and the Alhoumah well, all of which are non-functional and they require extensive rehabilitation including, replacing the casings in addition to electrical and mechanical equipment.

**Map 4:** Distribution of Wells In BESC





### 3. Needs of Public Wells:

The needs of the public wells can be summed up by the need for generators to be used to operate the wells in case of power outage; this is in addition to the fact that there are three wells in need of extensive maintenance.

*Table 17: Public Water Wells Needs*

Well Name	Diesel fuel requirement	Lubricants (oil) Need	Filter and Change diesel and oil refineries	Quantity of required Lubricant oil	Diesel and oil filter	The price of 1 m <sup>3</sup> house of water delivery	Notes
Alfondoq	32	100 working hours	100 working hours	25 Kg	10 working hours	500 SP	Functional, operated by using the public electricity network
Um Elshoak	Need extensive maintenance work			-	-	-	Non-functional
Well Alhoumah	Need extensive maintenance work			-	-	-	Non-functional
AsSamaqiyat	Need extensive maintenance work			-	-	-	Non-functional
Group of wells Sammad (4)	60	100 working hours	100 working hours	60 kg.	100 working hours	500 SP	Humanitarian line feeding the wells at a rate of 16 hours per day

The Alfondoq well operates on the public electricity network and is not connected to the humanitarian electricity line, which increases the electricity generation periods operating it. A power generating set consumes 32 liters of diesel fuel per 1 working hour. Its lubricating oil needs to be changed every 100 working hours. An amount of 25 Kg of oil is needed every oil change occurrence. This process is accompanied by the replacement of the oil and diesel filters. The Sammad group of wells use the humanitarian electricity line as power source. The reaches these wells 16 hours a day. The power generators are operated during power cuts, when the humanitarian line may experience a breakdown. In such case, two diesel generators are used and need an amount of 60 liters per 1 working hour, whereas the oil change is needed every 100 working hours.

The Umm Elshoak wells, AsSamaqiyat well, and the Alhoumah well, require extensive rehabilitation, including replacement of the well casings. They also need electrical and mechanical equipment for re-operation. Noting that all of these wells are supervised by the BESC's LC.

### 4. Water Stations:

Before the ongoing events in Syria, BESC's water source was the line of the Al-Thawrah, which was feeding the entire eastern countryside of Dar'a governorate. The line comes from the Mzeireb sub-district and is connected to the water stations group of the Al-Thawrah. The water from this line reaches to Al Sahwa station in the Mseifra sub-district in the Al Sahwa village. From this point, the water is pumped to BESC and to surrounding villages. On June 1, 2014, the pumping of water from this line was stopped, and this resulted in people having to resort to the water stations inside and around the city as the main source for water production and pumping; this is after the said stations were used to be employed for the pumping of water only.

**Table 18:** Water Stations

Name of Station	Address	The controlling party / responsible for the overseeing the station	Supporting provider	employees	wells	pumping motors	power source	Current production capacity
Erwa' Sammad	Road Busra Esh-Sham Sammad	LC	<ul style="list-style-type: none"> <li>• Water selling costs</li> <li>• Donors</li> </ul>	6	4	3	<ul style="list-style-type: none"> <li>90% public network</li> <li>• 10% private generators</li> <li>•</li> </ul>	3.000 m <sup>3</sup> /hr..
Al-Sahwa	Mseifra _ Al-Sahwa village sub-district	the LC Al-Sahwa city	-	4	13	2	<ul style="list-style-type: none"> <li>Public network</li> <li>•</li> </ul>	1.280 m <sup>3</sup> /hr.

**Sammad irrigation station:** This station has been established since 2012. it consists of four wells whose waters are collected in a water tank with a capacity of 1,000 cubic meters, from which the water is pumped towards BESC or towards the villages of this sub-district. In 2014, this station was shut down due to the lack of electricity from the public network. The station was limited to collecting water in a tank and be distributed by truck tanks. In 2017, the water from Sammad wells was pumped into a water line to the BESC city center. It was the Afak Future Organization that supported the LC carrying out the implantation of the said line, the source of which came from the German GIZ organization. This water transfer will save the people the cost of water delivery by truck tanks. The truck tanks, in this case, will transport water from the city center to the beneficiaries rather than from Sammad station. On 15 October 2017, the completion of the project was announced in a meeting held by the LC and was attended by representatives of the civil actors in the city in addition to the owners of the truck tanks and a representative of the free police. A decision was taken at the said meeting to fix up the price of each cubic meter of drinking water and water for use at 500 SP, which is equivalent to 1 US dollars. 400 SP of the amount will go to the owner of the truck tank who would deliver the water, while 100 SP will be allocated to the LC to cover for the cost of extracting and pumping water to the city center and for conducting maintenance work on the network and for the water stations. Some donors from the Gulf countries also support the LC with cash as operating expenses. The Sammad Erwa' station has 3 pumping engines connected to the humanitarian line that reaches the sub-district 16 hours a day. The special generators are operated in case the said line may breakdown. The power source in this station is divided into 90% from the public network and 10% from special generating sets.

The Al-Sahwa station is located in Al-Sahwa village in the Mseifra sub-district. The LC of Al-Mseifra oversees the work of this station. This station provides BESC with 5% of its water needs. Water is also distributed to other villages (Ghasem, Al-Sahwa, Ma'raba). The water from this station reaches BESC once every 15 days and is distributed only to two neighborhoods in each pumping instance; meaning that the city will receive water from the public network in complete only once every two months. The decay in the main pipeline that supplies BESC with water from the station and the infringements of some residents on the said line reduces the amount of water reaching the city. The station receives water from the 13 wells streaming from El-Kahil village. The station contains two pumping engines receiving electricity from the humanitarian line. The station has no generation sets; which causes it to stop its work in case of faults in the humanitarian line. The station produces 1,280 cubic meters of water a day (16 working hours).

## 5. Public Water Network:

The public water network covered all the city's neighborhoods before the ongoing events. Its main parts are metal, with a diameter ranging from 2-3 inches. The branches connecting water pipes from the mains to the households are plastic piping. 97 % of BESC's households have water meters installed, while 3% obtains water from the pipeline through illegally by making an opening into the pipes and draw out water to their houses without having meters.

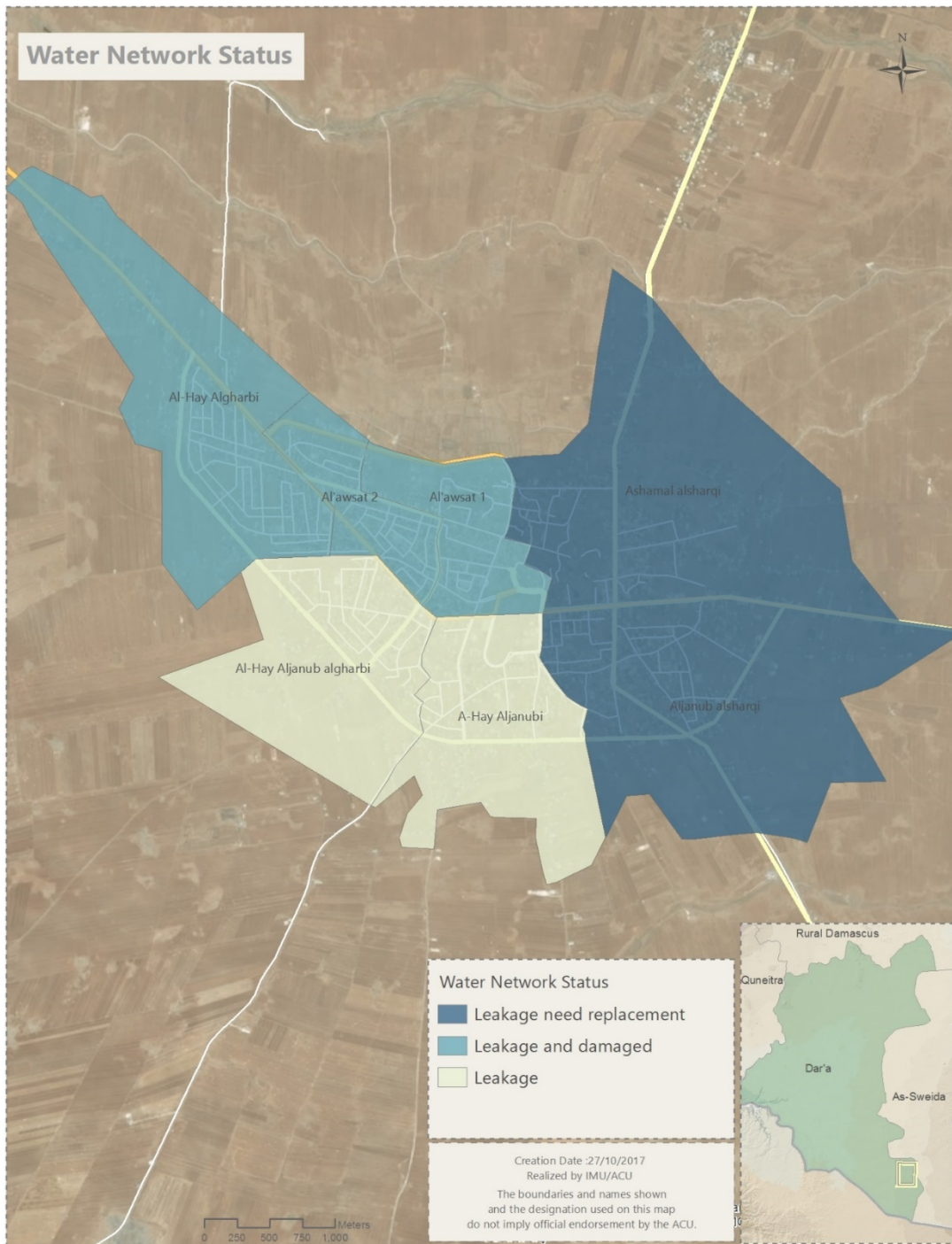
As of June 2012, the western neighborhoods broke free from the regime's control. This included western neighborhood, the central [Al'awsat] 2 neighborhoods, and parts of central [Al'awsat] 1 neighborhood. The other four neighborhoods stayed under the regime's control. This resulted in exposing the three neighborhoods, beyond the control of the regime, to heavy shelling by the regime warplanes, explosive barrels and all types of ground shelling. Accordingly, the water network experienced major failures. The breakdown is estimated at 65% of the total network in these three neighborhoods; a portion that requires replacement in complete.

There are some houses scattered between the central [Al'awsat] neighborhood 1, next to BES citadel, towards the eastern neighborhood, the owners of which are Shiite. These neighborhoods have not been subject to high levels of shelling. The percentage of destruction in their network is 5% of the total water network damages, needing minor repairs.

The south western and the southern neighborhoods suffer from network failures estimated at 50% of the public network and need repair. In a similar manner, the eastern and south eastern neighborhoods are suffering from dilapidated pipelines that needs complete replacement.

The LC pumps water from the Al-Sahwah station through the public network once every 15 days only. One neighborhood is covered by each pumping instance, which means that each neighborhood receives the of water the public network once every two months. The public network water reaches almost all households, except for high-level ones, due to the faults in the water network. The regime compels some of the employees who receive their salaries through the regime 's institutions in the areas under its control to pay the water bills, a group estimated at 2% of the total population of the city. The regime does not provide services to the water sector in BESC. It only provides electricity connection to the wells from the human power line. The value of the invoice that a household pays to the regime is 800 SP, equivalent to US \$ 1.6, an amount collected once every two months.

**Map 5: Status of the Water Network in BESC**



**6. Actors in the Water Sector:**

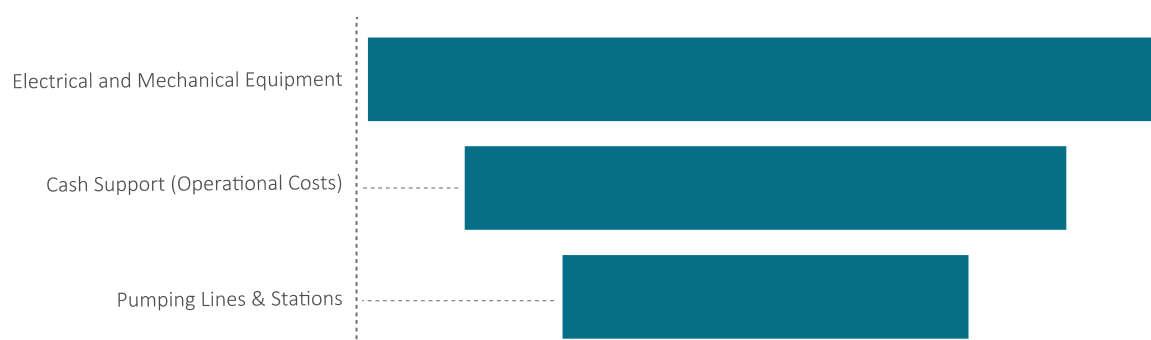
The BESC’s LC is responsible for managing the water sector in the city. It supervises the operation of wells and stations. It carries out the maintenance work on the networks and directly supervises the staff working in the water sector. It has the say in determining the price of water, accounted for in 1 cubic meter. And in this context, on 15 October 2017, the LC held a meeting attended by representatives of civil actors in the city as well as by the owners of the water truck tank and a representative of the Free Police. The meeting decided to fix the price of 1 cubic meter of drinking water and the water for general use at 500 SP, which is equivalent to \$ 1. All concerned parties

have been informed of this decision and the police in BESC was tasked to follow-up violations. The decision was considered effective on October 19, 2017. 400 SP of the amount is credited to the owner of the truck tank who delivers the water, while 100 SP is allocated to the LC to cover for the cost of water extraction and pumping into the city center, besides carrying out maintenance work in the network as well as on the water stations. The LC is supported by Afak Al Mostakabel organization, which provides chlorine. The LC has two truck tanks, each of 16 cubic meters capacity in addition to two tractors towed to water truck tanks, with a capacity of 5 cubic meters each. The LC also supervises the work of 28 other water tanks.

## 7. Water Sector Priorities:

BESC's top and most important need in the water sector is the support in mechanical and electrical equipment so that the water stations on the wells can be operated properly. In the second place comes the need to support this sector with operating expenses; seeing that the LC caters for part of its support from donations; however, this support is intermittent. In the meantime, the fact that BESC's water network is seriously suffering from destruction and exhaustion makes its repair an urgent need.

*Figure 14: Water Sector Priorities*



The city has three non-functional wells: the Umm Elshoak well, the AsSamaqiyat well and the Alhoumah well. These wells require extensive maintenance including, repair of the well casing and the submersible pumps. To carry out these works, the LC needs mechanical and electrical equipment. Similarly, the functional wells: Alfondoq well and Sammad group of wells require periodic maintenance of the diesel generators in case the need may arise for using them instead of the humanitarian line; as the electricity is sometimes disconnected from this line due to faults. The pumping engines installed in the water stations also need periodic maintenance.

The LC supervises the operation of wells and on stations, and it pays the cost of water extraction and the expenses for their maintenance, including the cost of the public water network repair. The LC pays monthly salaries to the workers in the water sector. Part of this cost is partly gained from the cash against its selling water to the residents. An amount of 100 SP is allocated to the LC for each 1 cubic meter. The remaining portion of the expenses is obtained from donors. As such the operating expenses support accessible for the LC is intermittent; in view of the fact that it depends on the support coming from donors outside Syria. Therefore, securing the operating expenses on a regular basis for the LC is an essential measure to ensure providing the maintenance works and water pumping; so that the operation in BESC's water sector becomes steady.

The west, central [Al'awsat] 2, and parts of the central [Al'awsat]1 neighborhoods suffer from high destruction rates in their public water network; it exceeds 65%. Likewise, the southwestern and southern neighborhoods suffer from network damage estimated at 50% in the public network. All need to be repaired. The eastern neighborhoods (north eastern and the south eastern) also suffer from its decaying old network, which needs replacement altogether. Currently, the LC is not in a position enabling them to pump water into the public network due to the high levels of destruction and the worm out in the public network. Rehabilitation of the water network will save the cost of water pumping to the households, it will provide a source of operational expenses for workers in the water sector and the costs of water extraction and pumping, and it will protect the infrastructure and in BESC against water leakage through the cracks.

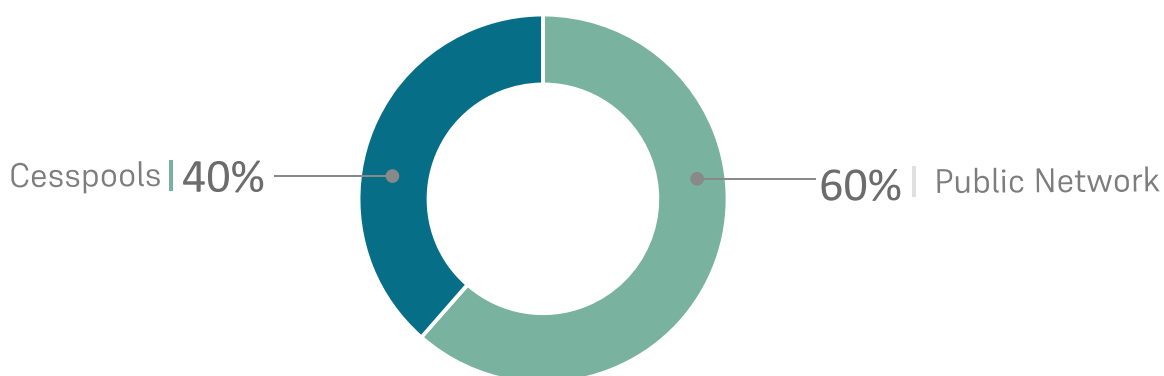
## VII- Sanitation:

Before the ongoing events, water in BESC was streamed through the sewage network in 60% only. The old city used to drain its waters into cesspits. The reason behind this was that the streets of this city were stone-paved and the regime prohibited any excavation works be carried out for the installation of a sewage system in these neighborhoods.

### 1. Sewage Network Coverage:

Following the eruption of the events, the drainage coverage in the city has not changed; as the whole city is still streaming its sewage n the network system; except for the archaeological neighborhoods that have no regular drainage system due to the existence of ancient streets paved with basalt stones. Accordingly, installing a sewage network will result in damaging these streets. Noting that 60% of the city is still disposing in the regular sewerage system; however, the network suffers from water leakage through cracks as a result of worn out of the network and the destruction of some of its parts.

*Figure 15: Drainage System*



The ancient neighborhoods represented by the north eastern and the central [Al'awsat] 1 neighborhoods drain their waters into cesspits, whereby a cesspits pit is dedicated to each household is emptied every six months. The sewage is drained into a truck tank dedicated for that purpose. Afterwards, the sewage id dumped in the valleys surrounding the city. Before 2011, the dumping process was carried out by the regime's municipality free of charge. After 2013, the dumping is carried out using a privately-owned truck tank. There are two tanks in the BESC, one owned by the private sector affiliation to an FSA faction, and the other one is a private property of a civilian. The cost of emptying each cesspit pit is 50,000 SP (equivalent to about US \$ 100). A cost paid at the expense of each household individually.

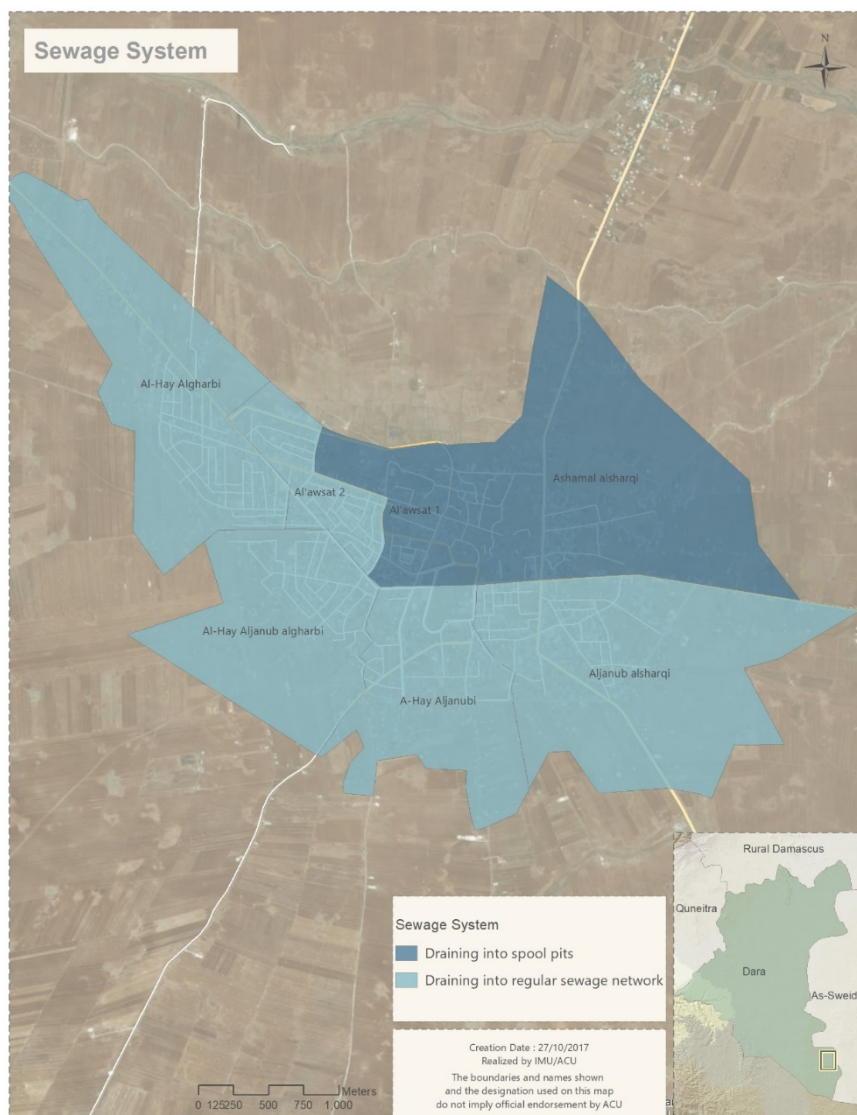


Five of the BESC's neighborhoods (south eastern, southern, south western, western and central [Al'awsat] 2) dispose of the sewage water into the public network which pours the sewer in the Al-Zaidi valley, located 3 km away to the south of the BESC. The piping diameter of the drainage network ranges from 80 cm to 180 cm (80-100-120 180). The LC supervises the maintenance of the sewerage network. Maintenance of some parts of the network was carried out in 2016, with the support of one of the factions of the FSA. The LC supervises emergency maintenance without any support at present. It relies on cash donations provided to the council from donors in the Arab countries.

## 2. Status of the Sewage Network:

The central [Al'awsat] 2), the south western, the southern and the northern neighborhoods suffer from having an old worn out, and leaking network and some of the parts have holes and cracks. This network needs to be completely replaced as leakage of water can damage the infrastructure in the city. The south western neighborhood has sewerage network that needs maintenance, and it rather needs to have some of its damaged parts be replaced and have maintenance be carried out before it gets worse. The LC is in shortage of the necessary facilities, equipment and pipes for executing the maintenance work.

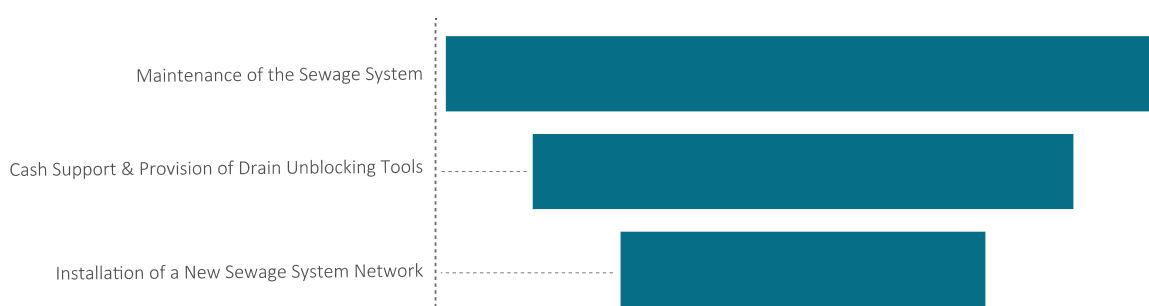
**Map 6:** The state of the sewer network in BESC



### 3. Priorities of the Sewerage Network:

The first priority of the sewerage network is the maintenance of the defective parts and replacement of damaged ones. Maintenance of this type is concentrated in the south-western neighborhood, and it is feared that the problem may deteriorate in that location. The second-place priority is to provide cash support to the LC, to enable them enter into contract with workers to carry out the maintenance. This is besides the provision of equipment and machinery for these works, and providing truck tanks for the drainage of cesspools in the old city neighborhoods. There are four neighborhoods in BESC that need construction of new sewage network; this is due to the worn out of the old network.

*Figure 16: Priorities for the Sanitation Sector*



BESC needs to set up workshops to handle the carrying out of maintenance work on the sewerage system. The LC needs cash support to hire maintenance workers to carry out repairs. It also needs to be provided with equipment, machinery, excavators, spare parts and sewage pipelines. This workshop may work on the implementation of a new sewage network in the south eastern, southern, south western, west, central [Al'awsat] 2 neighborhoods. As these locations suffer from the decay of their sewage network that has become outdated and needs complete replacement. The old city neighborhoods wastewater drains into the cesspits; as it is prohibited to install a new sewage network within these archaeological neighborhoods. No authority is supervising the drain operation of the cesspools. This leads to wastewater leakage and pollution of the underground water. The LC needs to be supported with truck tanks for cesspools drainage, as this process is has become a burden on the people living in these neighborhoods: they have to pay 50,000 SP, US \$ 100, every six months, whereas this service was rendered for free before 2011.

### IIX - Solid Waste and Insecticides:

The regime, after losing its grip on the city on March 25, 2015, cut the salaries of the cleaning workers. These workers were working with the municipality and were responsible for emptying the garbage containers and transporting the same to the dumping sites, spraying pesticides and taking care of the public parks.

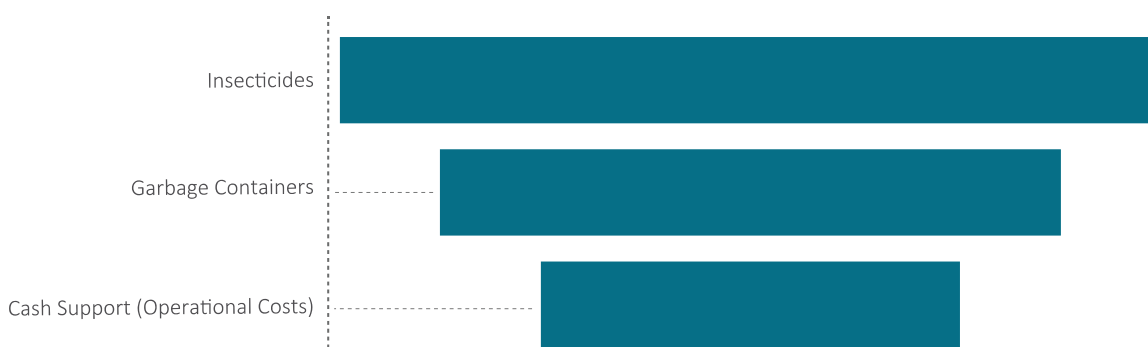
#### 1. Solid Waste:

BESC's LC supervises the cleaning work in the city. The garbage is disposed of by burying it in a sanitary landfill. The LC has two tractors used to transport garbage in addition to a compressor vehicle used especially for as a garbage truck. In view of the shortage in the number of containers available in the city, the LC finds no choice but to empty the containers twice a day. Noting that the city needs 150 garbage containers, as it currently has only 40 medium-sized garbage containers. Garbage is transported outside BESC, and dumped in a landfill located south of the city towards the village of AsSamaqiyat, which is affiliated to BESC sub-district 4,5 KM away.

## 2. Priorities of the Hygiene Sector:

Complains are reported that BESC has not seen a spray of insecticides over the past three years. This is besides having no sufficient garbage containers available in the city. Something which indicates the need to provide the LC with a number of garbage containers. Furthermore, workers the cleaning sector are not being paid salaries, and there is no provider securing the operational cost vis-à-vis the machinery or the maintenance works and some other minor requirements.

*Figure 17: Priorities of the Hygiene Sector*



The entry of pesticides from Jordanian territory to the BESC is prohibited. Items like this are listed under chemical materials that may be used for non-peaceful purposes. The regime also confiscates such materials and bans their entry into areas beyond its control. BESC suffers from the spread of mosquitoes as a result of the non-spraying of insecticides in the city for almost three years. BESC's LC tries to empty the garbage containers on a daily basis and dispose of garbage by burying them in a sanitary landfill outside the sub-district to control the spread of insects and rodents. However, the carrying out spray against Insecticides remain an urgent need, especially against the sandflies transmitting the leishmanial parasites, an operation that requires the provision of pesticides and spray apparatus.

No sufficient garbage containers are available in BESC. It currently has 40 metal medium-sized containers of 135 x 160 x 125 cm, at the reporting date. Something that makes it a must for the LC to empty containers twice a day. In case of any security situation preventing the LC from discharging the garbage twice a day, the garbage spreads around the containers. The shortage in carrying out spraying against insecticide, the mosquitoes and diseases transmission parasites spread rapidly in the event that the garbage may accumulate in the streets. Accordingly, a sufficient number of garbage lid-type containers needs be provided to control the spread of mosquitoes, disease transmitters and the bad smell caused by the accumulation of the garbage in the streets. The current BESC's needs of containers are 110 lid-type metal containers with.

There is no provider supporting the LC with the operational expenses, including the cleaning workers' and fuel for the machinery and for carrying out maintenance on the garbage collection vehicles. The LC depends on cash donations from expatriates, a fact that renders the support intermittent. The LC accordingly needs to be supported with the operating expenses, salaries for the workers in the cleaning sector in order that this sector may continue its functioning, pending the LC securing local funding sources, such as tax collection and utility bills in return for provided services. Therefore, the LC needs to be enabled to continue its work by providing regular cash support.

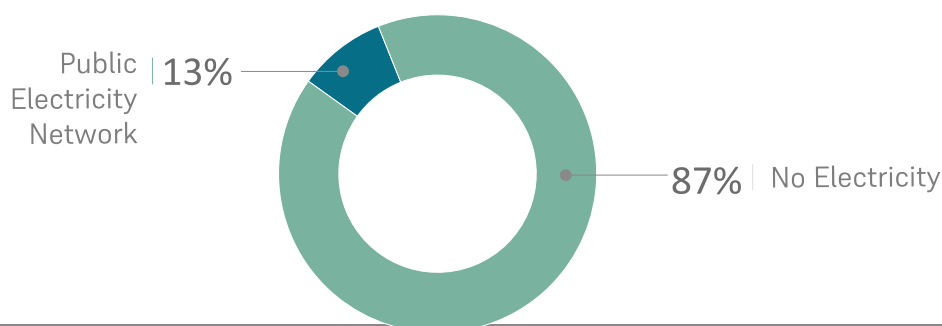
## IX - Electricity

BESC was covered with an overhead electricity network. The city was connected with the electricity stretched from Deir Ali station in the Al-Kisweh sub-district in rural Damascus, about 110 km from BESC to the north. When the city broke free from the regime's controlling grip on March 25, 2015, this line was cut off for two months, then the power lines were repaired and were functioning anew. BESC receive electricity through this line for 3 hours a day, while the water wells in the city receive electricity through the humanitarian line for 16 hours a day.

### 1. Source of Electricity:

The only source of electricity in BESC is the public electricity grid which is coming from the power line connected from Al-Kisweh. The city receives the electricity power for 3 hours a day, two hours at noon, from 11:15 to 13:15 and 18:15 - 19:15, which means that the city gets electricity from the public network by 13%, which is 3 hours of 24 hours, while the city remains without electricity over 21 hours, i.e. for 87% of the day.

*Figure 18: Electricity Main Source*



### 2. Electricity Network:

BESC has an overhead power grid, with concrete and wooden poles along which aluminium cables travel. After the breaking free of the city from the regime's control on March 25, 2015, this line was cut off from BESC for two months, and afterwards, it was repaired the power was restored. BESC's LC carries out simple maintenance work on the public electricity network by employing some of the workers who used to be in the service of the regime's Electricity Company, whose salaries were cut off by the regime. These workers carry out the maintenance work with simple tools; they cannot replace the defective line, and their work is limited to re-connecting the lines that may break only. This is because they do not have new cables to install in place of the worn-out cables. Similarly, simple works is carried out on the power transformers.

The east and the west neighborhoods of BESC have a power grid that needs minor maintenance, such as replacement of some of the cables. There are minor problems in these neighborhoods. The streets of the industrial zone located between the west and the central [Al'awsat] 2 neighborhoods suffer from extensive damages due to the clashes that took place between 2012-2015, at the time when the city was still under the control of the opposition forces and the regime. The network needs complete replacement in these streets. The archaeological city located between both the north and the central [Al'awsat] 1 neighborhoods has a public electricity network with a destruction rate of 50-75%. It needs replacement of its cables completely.

### **3. Power Transformers:**

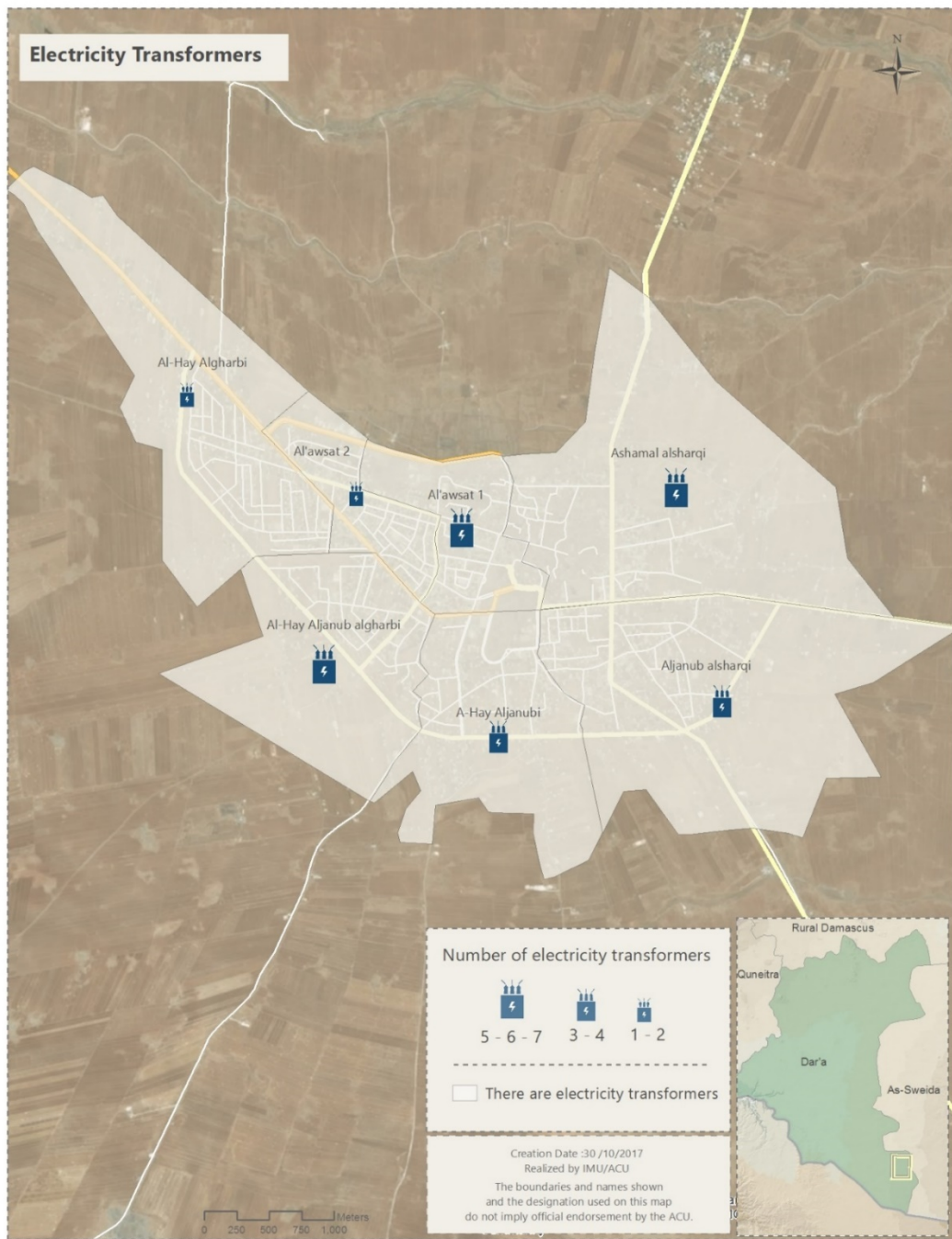
BESC is home to 28 power transformation centers. These centers are distributed all over the city's neighborhoods and streets. 3 transformation centers are completely destroyed and need to be provided with transformers and all other requirements, like cables, boards and breakers. While 25 transformers need maintenance, some of which need simple repair; there are 3 transformers needing breakers only, and others need to replace several parts. However, all of the transformers need periodical maintenance and lubricating.

**Table 19: Power Transformers:**

Name of Center/Transformer	Technical Condition	Needs/Additional Information	Capacity	Neighborhood
Albareed	Completely destroyed	transformer cables-control panel complete	400	central [Al'awsat] 1
Alsinaah'	Needs maintenance	breaker cables	630	southern
Souq Alhal	Needs maintenance	cables breaker	400	south eastern
West Neighborhood	Needs maintenance	cables breaker	200	central [Al'awsat] 2
Aljamae' Transformation Centre	Needs maintenance	cables breaker	400	west
Transformer School	Needs maintenance	cables	400	north eastern
Aldawar Transformer	Needs maintenance	breaker cables	630	central [Al'awsat] 1
Alkhaz'zan	Needs maintenance	cables	400	south western
Transformer Atta	Needs maintenance	breaker cables	1000	south western
Alsickah	Needs maintenance	control panel complete with accessories	400	southern
Alhatef	Needs maintenance	cables	100	southern
Altal Alaswad	Completely destroyed	transformer cables-control panel complete	500	central [Al'awsat] 1
AsSamaqiyat Road	Needs maintenance	breaker cables	200	south western
AsSamaqiyat Junction	Needs maintenance	cables	200	south western
Southern Al-Cornish	Needs maintenance	breaker	200	southern
Aljahir Transformation Center	Needs maintenance	cables breaker	200	north eastern
Altarbiyah	Needs maintenance	control panel complete with accessories	400	north eastern
Jamreen	Needs maintenance	cables	200	north eastern
Albalkhi	Needs maintenance	breaker cables	400	central [Al'awsat] 1
Aljorah	Needs maintenance	breaker	400	central [Al'awsat] 1
Abu Aleaz	Needs maintenance	breaker cables	200	central [Al'awsat] 2
Kornish	Needs maintenance	breaker	200	central [Al'awsat] 1
Sammad Road	Needs maintenance	breaker cables	400	south western
Almohdathah	Needs maintenance	transformer cables-control panel complete	400	south eastern
Bard	Completely destroyed	transformer cables-control panel complete	100	north eastern
Bard Junction	Needs maintenance	breaker cables	100	north eastern
Kanat Albaz'zziyeh	Needs maintenance	cables	200	south eastern
Almathaneh	Needs maintenance	control panel complete with accessories	630	north eastern



Map 7: Distribution of Transformers In BESC

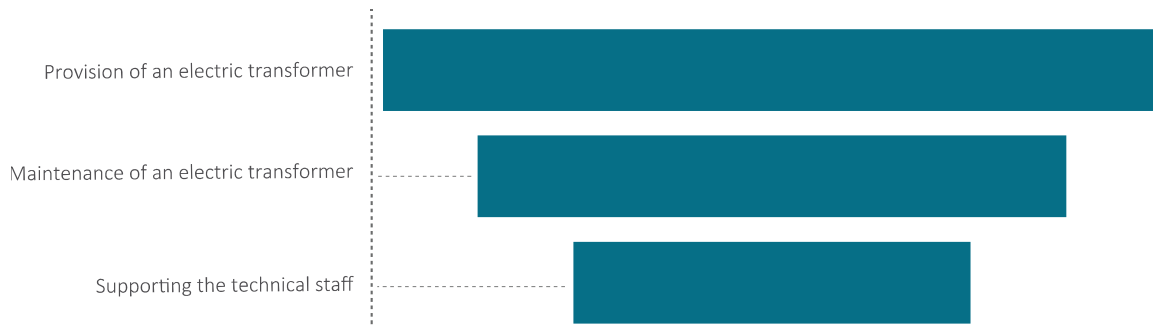


**4. Actors in The Field of Electricity and Their Needs:**

The LC is the sole authority supervising the maintenance of the electricity sector in the BESC. Working in this fields are: one clerk, 3 electricity technicians, 5 electricity workers, most of whom were employees of the electricity company of the regime before cutting their monthly salaries. The LC pays monthly salaries to all employees, and here is no provider supporting the LC. The Council is responsible for the maintenance of the public electricity network in BESC. The LC has carried out maintenance of the city’s electricity network with the support of the Syrian for Service Program. e Some emergency repairs were carried out on the cables and the transformation centers.

The LC has one crane that needs maintenance. The LC also needs tools for carrying, equipment, spare parts, electric cables, maintenance parts for non-functional transformers as well as lubricants for the functional.

**Figure 19:** Most important needs in the field of electricity



One of the main needs of the electricity sector in BESC is the maintenance of the 25 transformers. This is besides the supply of new transformers for the centers that do not any, being 3 centers. Currently, the transformers are operating at low productivity level, whereby the electricity is connected to the city three hours intermittently a day. Should, however, the functioning time increase it will compromise their productivity in case no periodic necessary maintenance is carried out and eventually their damage.

The technical staff needs to be supported with salaries, and the number of employees needs to similarly be increased. The LC pays the staff monthly salaries on the basis of available funds from donations, which is intermittent and is unstable in comparison to the urgent need for maintenance.

### **X - Public Roads Network:**

Ever since the time when BESC broke free from the regime despot, neither the regime nor any of its administration conducted road maintenance. The General Roads Department of the regime was in charge of the roads maintenance and construction, which used to often be carried out by the Military Housing Department or some powerful lobbies, grazing after the regime as a private sector executing most of the governmental public works.

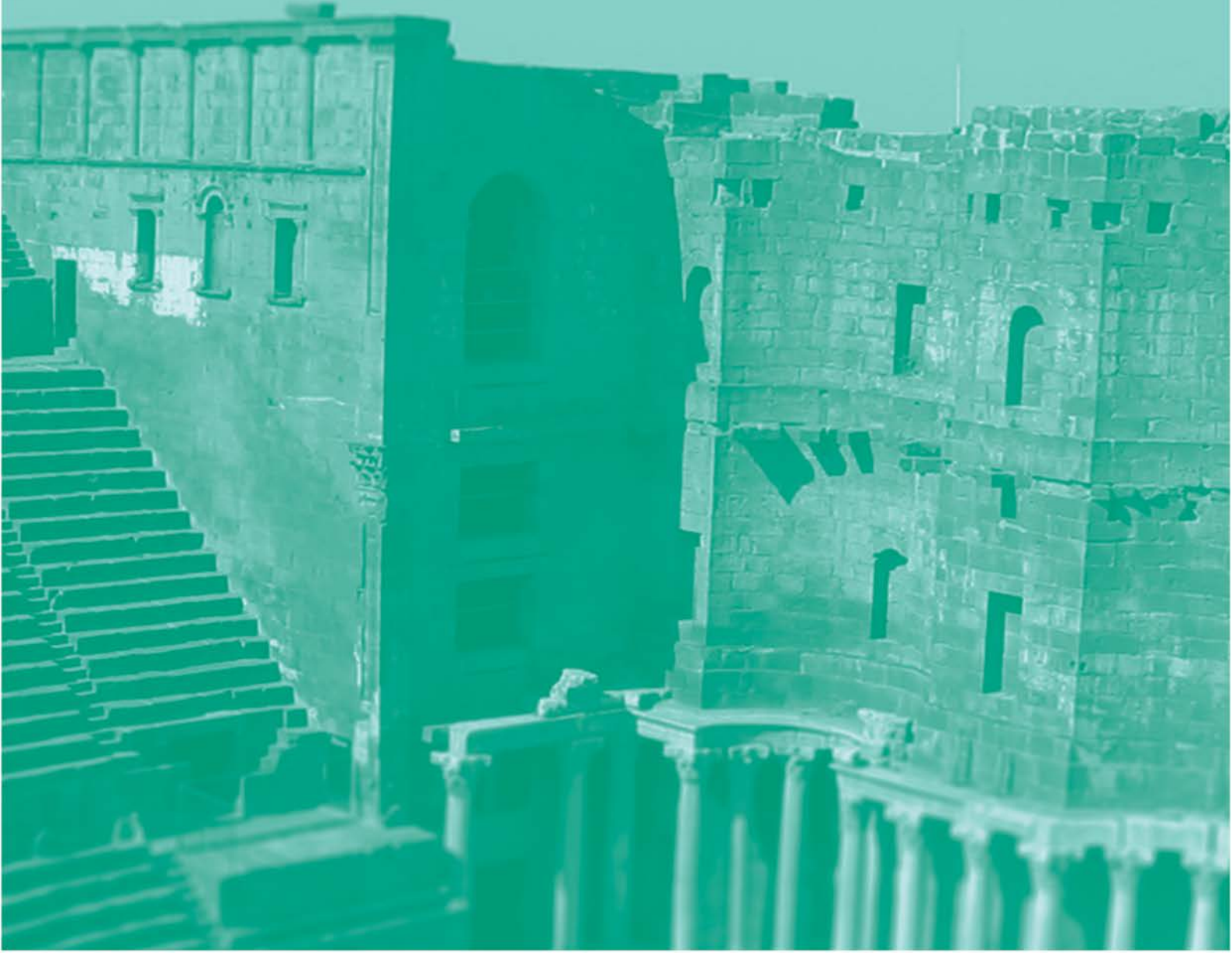
BESC broke free from the regime's control in two phases. The first phase in June 2012, when the armed FSA took control of the western, central [Al'awsat] 2, and parts of central [Al'awsat] 1 neighborhoods. Meanwhile, the remaining four neighborhoods were left under the regime's control. This situation put the liberated neighborhoods at the scourge of heavy bombardments carried out by the regime using all kinds of weapons, aircraft and explosive barrels. These acts caused extensive destruction to the infrastructures in all of the areas in BESC beyond the regime's control. As a result of the distribution of control between the opposition and the regime over BESC, the percentage of destruction in the areas controlled by the opposition were high. The streets of the west, central [Al'awsat] 2, parts of central [Al'awsat] 1) neighborhoods recorded 50-75% damages and needed extensive maintenance or re-furnishing with asphalt. The north eastern and parts of the central [Al'awsat]1 neighborhoods have ancient basalt stone roads with no asphalt layer. The overall condition of this area, whether before the events or thereafter, remained almost the same with an ancient look whereby the city roads were preserved. The southern neighborhoods (south eastern - southern - south western), which broke free from the control of the regime in March 2015, have seen less destruction as compared to the BESC western neighborhoods, with roads receiving 25-50% damages. Most roads contain holes and need simple repairs.

The LC carries out emergency maintenance and repair on BESC roads, and it pays some workers to repair some of the holes. The repairs are carried out in a simple manner and without the use of any equipment. These holes are filled with cement. However, the workshop carrying this kind of works requires the provision of some equipment and machinery, including asphalt distributor vehicle, asphalt cutter, excavator, 10 shovels, water sprayer vehicle " as well as some engineering equipment to measure the tendencies of the roads.

**Map 8:** Status of Road Network in BESC







# BUSRA ESH-SHAM CITY PANORAMIC REPORT

وحدة تنسيق الدعم  
ASSISTANCE COORDINATION UNIT



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INFORMATION  
MANAGEMENT  
UNIT

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