

# Beneficiary Forums - Ministry of Social Affairs' services



## Goals

- Improve the quality of services and contribute towards changing policies
- Convey the voice of beneficiaries and enhance their communication with the Ministry
- Enhance the culture of social accountability

## Activities and interventions

- Awareness and training workshops
- Hearing and accountability sessions with the Ministry of Social Affairs
- Design and implementation of a lobbying and advocacy campaign

## Achievements

- Contribution to improving the quality of services such as food relief
- Expertise and capacity to hold decision makers accountable for services
- Ministry's responsiveness to the needs and priorities of the beneficiaries

Participants in all activities:

156 108

Targeted localities

### Nablus Governorate

Froush Beit Dajan,  
Nassarieh, Aqrabanieh,  
Beit Hasan and Ein Shibli

Number of council members

9 16

### Bethlehem Governorate

Um Salamona, Ma'sara  
and Jorat al-Sham'a

Number of council members

15 4

### Qalqilya Governorate

Qalqilya, Azzoun  
and Hableh

Number of council members

13 12

### Gaza Strip

Moghraqa and Malalha

Number of council members

20 20

Previously I felt that I did not fit in, that I did not know the meaning of rights or the meaning of duties that I have as a beneficiary. Since I became a member of the beneficiaries' forum, I have gained experience and courage to engage in discussion; I have developed skills in the art of talking and persuasion; I have gained self-confidence. I am able to convey my voice and the voice of others. I have gained the courage to talk to men and overcome my fear of customs and tradition. I have become a responsible person Lana Al-Sayyed - Qalqilya