

ACCESS TO INFORMATION: **New forms of challenges facing journalists**

Report

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A report on the Access to Information: New Forms of Challenges Facing Journalists

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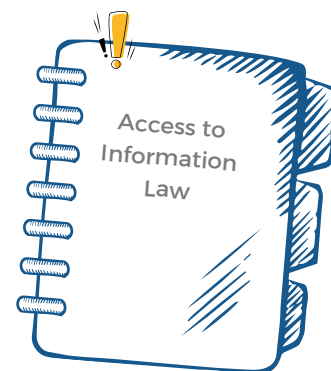
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1 Introduction

This report is an extension of the work initiated by Maharat Foundation in its April 2025 report entitled [“Law on the Right of Access to Information: Journalists Describe the Reality”](#) which documented the most prominent challenges faced by journalists in implementing the Right of Access to Information Law. The previous report revealed fundamental gaps in implementation, most notably: the absence of automatic publication of information in most administrations, failure to comply with the legal deadlines for responding to requests for information, selective responses based on the identity of the journalist or media outlet, and the absence of clear mechanisms for communication between journalists and official bodies. The report showed that these challenges were not merely isolated incidents, but rather indicators of a structural gap in the culture of public institutions toward the principle of transparency.



This new report aims to build on previous observations by moving from monitoring general challenges to documenting recurring patterns of obstacles faced by journalists in their efforts to access official data. The goal is to provide a deeper and more detailed picture of these obstacles, enabling a better understanding of their dynamics and impact on journalistic work. This effort is part of Maharat Foundation's efforts to push the debate on implementing this right as a fundamental tool for transparency in public institutions and to establish an environment that enables quality journalism to perform its role of oversight and accountability in an effective and constructive manner.

These efforts are of vital importance in the current Lebanese context, where access to information has become crucial not only for monitoring the performance of the authorities, but also for countering misleading narratives that undermine trust in state institutions. Amid conflicting narratives and competing agendas, reliable journalism becomes a means of reframing the discourse of reform in a way that supports transparency and accountability and offers alternatives based on the right to access reliable information.

The report is based on a qualitative methodology that compiles testimonies and experiences from journalists with varying levels of experience: young journalists at the beginning of their careers, those with midcareer experience, and senior journalists. The report also includes findings from the daily work of Maharat-News team, led by Maharat Foundation, through the preparation of in-depth investigations, monitoring of challenges during the training, providing support and mentorship to journalists, in addition to its expertise in fact-checking.

Documenting these recurring challenges is not intended to repeat what has already been said, but rather to highlight patterns that continue to recur and emerge, and to identify gaps that hinder the effective implementation of the Right of Access to Information Law. Through this monitoring, Maharat seeks to push official bodies and stakeholders to work together constructively to implement this right, considering it a necessary gateway to protecting transparency, strengthening citizens' trust, and enabling the press to play its oversight role in serving the public interest.

2

Conditional statements: Anonymity as a condition for obtaining information

Through regular follow-ups with journalists and the daily work of Maharat News team in the newsroom on investigations related to reform issues in Lebanon, a recurring challenge for journalists has emerged: official sources require that their names shall remain anonymous, even when the information is not sensitive and does not relate to state security.

Francesca Moussa, Journalist:

“I was asked to keep the minister anonymous”

“While working on an investigation concerning Liban Telecom, I contacted an employee at the Ministry of Communications and sent her seven questions. She asked me not to attribute the information to the minister, but rather to ministerial circles, and requested to review the text before publication.”



Francesca's experience reflects the fragility of the culture of transparency within some administrations, where general information is treated as private secrets, placing journalists in an unequal bargaining position with official bodies and limiting their ability to produce reliable news content.



Saydeh Nehme, Journalist:

“Numbers are given... but without identity”

“I encountered this problem with the Ministries of Tourism and Interior. I was working on a report about tourist numbers and tourism at the Ministry of Tourism, and the advisor to the Minister of Tourism refused to attribute the figures to the ministry under the pretext that they were unverified. On the other hand, the Ministry of Interior provided me with the information but asked me to attribute it to an unnamed source.”

This pattern indicates that the absence of clear attribution of information not only undermines the credibility of the press, but also weakens citizens' trust in official administrations, which are supposed to be the primary source of accurate information.

Khoder Hassan, economic journalist at Al-Modon newspaper: “I prefer the information over the loss of my sources.”



"There are two types of information: general and routine information that the minister wants to attribute directly to the ministry, and there is other information given 'off the record' and attributed to sources within the ministry because those responsible do not want to get involved in political arguments. Personally, I prefer to get the information and protect my sources rather than lose them by mentioning their names."

This situation highlights the dilemma faced by experienced professional journalists: balancing the protection of sources while maintaining credibility. In the absence of clear official publication policies, the decision remains subjective, depending on the journalist's experience and the trust of their audience.



Philippe Hajj-Boutros, economic journalist at L'Orient Le Jour newspaper: “We have become accustomed to the absence of names.”

“Over time, we have become accustomed to the idea that some sources prefer not to be named, and we are sometimes faced with two choices: either obtain the information without mentioning the source, or no information at all.”

Emad Chidiac, journalist at Nidaa Al-Watan:
“The figures need to be sourced.”



“In economic investigations, sources are very important, especially when it comes to figures, as they can provide credibility to the report. Based on my journalistic experience, I know those who do not want their names mentioned. I deal with this reality and do not mention names, but rather stick to the information itself, as that is the basis. It is unfortunate that the press in Lebanon has become heavily reliant on anonymous sources, which can lead to the dissemination of false or misleading information under this pretext.”

When figures are published without clear sources, the public is less able to hold authorities accountable or verify the accuracy of the data, which reinforces an environment that allows the manipulation of information.



Azza Al-Hajj Hassan, journalist at Al-Madina newspaper: “Protecting sources is a professional duty”

“When the information relates to corruption, I understand the need to protect the source given the sensitivity of the information, as happened on one occasion when a department head at the Ministry of Finance gave me information and documents about violations in the ministry linked to money transfer companies. In this case, it is natural to protect my source to prevent him from any harm. What matters to me is reliable information that serves the public interest. In such cases, protecting the source is a priority, even if it means not mentioning their name publicly.”

This example illustrates the exceptional circumstances in which protecting the source is justified, where the information is sensitive and poses a risk to the person providing it, particularly in investigative reporting.

**Hussein Al Sharif, journalist at Maharat Foundation:
“Even general information is being censored”**

“We requested information from the tax compliance manager at the Beirut office, who provided us with the information on condition that his name not be mentioned, even though the information was general and not sensitive. In addition, he refused to record the interview and suggested we write down what he said, which made our work more complicated.”



**Ali Awada, journalist: “The public’s trust protects
my credibility”**



“I have often had to anonymize my sources despite the non-sensitive nature of the information, but this has not affected my credibility as I always document the information, besides the fact that my journalistic experience and the institution I work for make me a trusted source.”

This statement reflects how professional journalists resort to filling the gap left by the lack of official transparency with their personal credibility, in an attempt to maintain public trust despite the constraints imposed by reality.

Journalists agree that the requirement to anonymize sources has become part of the prevailing culture in journalism in Lebanon. However, its impact varies between emerging journalists, who find themselves constrained by a lack of experience and connections, and more experienced journalists, who accept this reality in order to maintain the flow of information.

In the absence of clear formal mechanisms, attribution becomes a tool of pressure in the hands of official sources, threatening citizens' right to know the facts and undermining trust in institutions and in journalism itself.

3

Official silence: Selective statements based on political objectives

Official silence is one of the most significant challenges facing journalists in Lebanon, as some public administrations and official bodies refrain from making any statements or providing journalists with the requested information, even when this information is public and non-sensitive.

This behavior is a clear violation of the Right of Access to Information Law, which stipulates the principle of automatic publication of information and guarantees every citizen the right to access information within a specified time frame.

This silence is not limited to ignoring interview requests, but extends to not responding to official requests for information, which hinders journalists' ability to produce accurate media content, especially when the work involves figures and data that can only be obtained from an official source.

Zeina Hammoud, a young journalist, “They only provided me with superficial data.”

“While working on a report on the structurally compromised buildings in Tripoli as part of a fellowship with Maharat Foundation, the municipality provided me with very superficial data, which is also available online, claiming that the new municipality does not have detailed data.”



This experience reveals the weakness of administrative continuity in municipalities, as in the case of public administrations, where changes in municipal councils are used as an excuse for not disclosing information, which contradicts the automatic publication of data and the principle of continuity of public services.



Francesca Moussa, journalist: “Beirut Municipality evaded answering.”

“During my work on traffic congestion in Beirut, Beirut Municipality evaded answering, claiming that the new municipality could not help me with data, thus I did not obtain any information from them about their new projects.”

This testimony highlights the problem of the absence of institutional data, where information is not documented or handed over from one council to another, reflecting an institutional approach that hinders transparency, weakens accountability, and undermines the continuity of work in public facilities such as municipalities.

The excuse that the municipal council is new for not providing information raises several scenarios: either there is a fundamental lack of institutional data, or the new municipal councils are not building on the work of the previous council, reflecting a non-institutional culture and approach, which is an obstacle to access to information.

Khoder Hassan, journalist at Al-Modon newspaper: “Entire ministries maintain silence”

“In many ministries, such as the Ministry of Health, Energy, and Finance, we face official silence and refusal to provide information. This silence may be a way of evading the provision of information, despite the existence of a law that guarantees the automatic publication and the right of access to information.”



This behavior transforms public administrations from entities that are supposed to serve transparency into barriers that hinder the free flow of information and leave journalists facing a long road of obstruction.



Nawal Achkar, editor-in-chief at Tele Liban: “They are communicating with editorial departments to put pressure on us.”

“Many sources or entities evade answering questions, and one of the most effective ways to get them to cooperate is for a journalist to announce that they have contacted them but received no response. Sometimes, these entities may deliberately contact the editorial department to file a complaint against the journalists in order to put pressure on them.”

This tactic illustrates how official silence has become a tool of political pressure, with officials not only refraining from responding, but also attempting to silence journalists by threatening them through unprofessional methods.

In addition, official silence is not limited to not responding to journalists, concealing information, and refusing to comment, but also repeatedly failing to respond to requests for information, as documented by Maharat Foundation in its previous report about the reality of implementing the law on access to information.

Emad Chidiac, journalist at Nidaa Al-Watan: “Requests for information are left unanswered”

“The challenge is not limited to conducting interviews. I sent many official letters requesting information and received no response. One of the main reasons for this silence is that the subject of the report may sometimes be embarrassing for the party we are questioning, or it may put them in a position of accusation, so they resort to silence as a means of escape from answering.”





Laura Rahal, Journalist at Maharat Foundation: “Ineffective Contact Points”

"While working on a report about the points of contact with ministries and public institutions (information officers), I tried to reach out to a number of contact points in different official bodies, and they didn't even answer the phone. But my most notable experience was with the Ministry of Interior and Municipalities, specifically the General Directorate of Personal Status: When the employee answered my call and I introduced myself as a journalist, the call was suddenly cut off, which is a typical example of ignoring requests for information."

This testimony shows that government initiatives, such as the [“National Observatory”](#), which was launched by the General Directorate of the Council of Ministers, have not been implemented as required. This observatory included a list of contact points in public institutions to facilitate access to information, but it did not include all departments.

Joudy Al Asmar, Freelance journalist: “Silence itself is information”

“Refusal to provide information occurred in several investigations, one of which was with the Council for Development and Reconstruction, but in this case I used the lack of response as information in itself, as I explained to the public that I had given the party the right to respond and they did not respond to me.”



Turning official silence into an element of the journalistic narrative reveals the extent of institutional resistance to the public, but it does not compensate for the absence of the accurate data that journalists need.

Based on the above, official silence is one of the most prominent obstacles to the right of access to information in Lebanon. Instead of being committed to transparency, public administrations become barriers that obscure information and perpetuate a culture of evading accountability.

Between being ignored or provided with superficial information, journalists find themselves facing a double battle: searching for information and confronting an institutional structure that lacks a culture of transparency, which undermines citizens' trust in both the state and the media.

The impact of official silence is not limited to hindering journalistic work, but extends to creating an information void that is quickly filled with conflicting narratives promoted by political actors or stakeholders.

In the absence of accurate official data, misinformation becomes the primary source for shaping public opinion, which reinforces distrust in institutions and turns information into a tool for political conflict rather than a basis for dialogue and reform.



4

Lack of formal communication protocols: a major challenge for new journalists

Journalists face a fundamental challenge in accessing information, characterized by the absence of clear official channels for communication with public administrations. In the absence of such channels, many are forced to rely on informal channels such as WhatsApp or personal connections, which makes access to information dependent on the journalist's experience and network of contacts, leaving junior journalists at a disadvantage compared to their more experienced colleagues.

Saydeh Nehme, young journalist: “We don't know who to contact.”

“We don't know whether we should contact the member of the parliament (MP) directly or his consultant, and this obviously complicates our work. The solution would be to establish an official communication platform that specifies the persons authorized to respond, and to enact a law that holds those who refuse to provide information accountable.”



Saydeh's testimony reveals the absence of clear communication structures, which creates professional chaos and makes access to information subject to personal discretion.



Mohammad Chebaro, young journalist: “No unified means of communication.”

“There is no unified, approved, and effective means of communicating with official bodies. Each ministry or authority has its own platform or method of communication, whether by phone or email.”

This fragmentation reflects the absence of an integrated institutional structure for organizing communication with the press, which leads to wasted time and increases the likelihood of failure to obtain a response.

Ahmad Al Mawas, young journalist: “Even the numbers of the ministries might not be available.”



“I don't trust that ministries and institutions will read emails or respond, as even the ministry's phone number might not be available sometimes. I believe the solution lies in establishing a supervisory committee, for example, to oversee points of contact in ministries to address any shortcomings or misunderstandings between employees and journalists.”

These testimonies highlight the importance of finding a solution through various means, such as official communication platforms or channels, with some form of supervision or coordination between them and journalists.

The “National Observatory” initiative launched by the General Directorate of the Council of Ministers in 2021 can be considered an “unfinished step.” The observatory has dedicated a section on the initiative's website to a list of contact points in ministries and some public administrations, with phone numbers and email addresses for each entity.

However, based on Maharat's monitoring and previous reports, it appears that there are many challenges that have prevented the initiative from achieving its goal of facilitating access to information. These include contact point employees' lack of knowledge of their duties due to a lack of training, the failure to include all official institutions in the list, and weak oversight of these employees' performance.

As for experienced journalists, due to their accumulated experience, they have built up sources within official bodies and consider the use of chat applications, especially WhatsApp, to communicate with official bodies to be very practical and more effective in obtaining information than communicating via email, which can be very time-consuming.



Nawal Achkar, Editor-in-Chief at Tele Liban: “WhatsApp is better than email.”

“It all depends on personal relationships. If a journalist has a direct relationship with an official, he will be given information quickly, but if the opposite is true, he will often be ignored.”

This reflects the personalization of the media process, where information is only available to those with strong connections, undermining the principle of equal opportunity among journalists.

Miryam Balaa, Journalist : “Shortcuts make access easier”

“Personal connections and shortcuts help us access information faster, even if these methods are informal.”



Emad Chidiac, journalist at Nidaa Al-Watan: “I prefer WhatsApp because it documents communication.”

“I use WhatsApp as a communication channel because I prefer writing to document my interactions with the person or entity involved. If I do not receive a response, I then resort to direct phone calls. This way, I have already introduced myself to the contact before calling, as some people—especially those in positions of responsibility—may be wary of answering an unfamiliar number.”

Joudy Al Asmar, freelance journalist: “Email is useless in Lebanon”

“Using WhatsApp for communication helps with documentation, and it is clear that sending emails is not a practical solution in Lebanon, as they are not widely used, meaning that messages can simply be ignored and left unanswered. WhatsApp is therefore the best channel for communication due to its speed.”





Journalist Khoder Hassan: “WhatsApp is also a tool for exerting pressure”

“WhatsApp facilitates communication, and it can also help apply pressure on officials, as we can see whether the person has read the message or not. In contrast, it is difficult to follow up with a source via email”.

The absence of formal and organized channels of communication between journalists and public administrations creates a serious information gap. In the absence of such channels, access to information becomes dependent on personal relationships and individual experience. Of course, emerging journalists face double challenges due to their weak networks and relationships. Informal tools, such as WhatsApp, become essential, but it does not address the need for clear protocols.

In addition, the reliance of many employees and officials on their personal phones and private chat channels such as WhatsApp for official communication with journalists reveals an unprofessional practice that lacks standards of good governance and transparency.

This pattern does not ensure the preservation of records or the institutional documentation of requests, and makes access to information subject to individual whims rather than part of a structured framework.

In the long term, this reality perpetuates an informal culture within public institutions that runs counter to the most basic principles advocated by international standards in the field of public administration, which emphasize the need to separate personal and professional channels to ensure accountability and data protection.



5

Bureaucratic arguments: a tool for avoiding providing information

Administrative and bureaucratic routines are one of the main obstacles journalists face when trying to access information, as public administrations resort to approval and signature mechanisms or “tight deadlines” as an indirect means of refusing to provide information.

This pattern is not limited to press interviews, but also extends to formal requests for information, delaying the production of media content or even halting investigations altogether, especially in reform issues that require accurate information from official sources exclusively.

Mohammad Chebaro, young journalist: “Waiting for approval can take months.”

“Waiting for a signature or approval of a request can take months depending on the ministry and its policies, which hinders the work or may even lead to the cancellation of the investigation entirely. For example, you may get approval from the person you need to interview, but delays may occur on the part of the staff member or advisor assigned to follow up and ensure that journalists receive the information. Requests for information may be indirectly denied under the pretext of requiring signatures, obtaining approvals, or even losing the request. As a result, we do not receive the information, which violates the Right of Access to Information Law and the timeframes it sets for obtaining the requested information.”



This pattern shows how administrative procedures are transformed from a means of organizing work into a tool of systematic obstruction, making access to information hostage to the will of employees and officials.

In this context, it should be recalled that **article 16 of the Right of Access to Information Law** sets a deadline of **15 days** from the date of submission to respond to requests for information. This period may be extended once for a period not exceeding fifteen days if the request involves a large amount of information or if access to the information requires consultation with a third party or another department. Failure to respond within that period is considered an implicit rejection of the request.



Azza Al-Hajj Hassan, journalist at Al-Modon newspaper: “The executive was nervous despite the minister’s approval.”

“I needed sensitive information from one of the directors at the Ministry of Finance. He refused to provide it, claiming I needed the minister’s approval. When I obtained it, the director became flustered and insisted on not disclosing the information, even contacting the editorial office to request that no report about the directorate be published. In the end, we had to postpone the investigation.”

Azza concludes that “the issue of approvals is sometimes justified, but in some cases it can also be an excuse for not providing information, which greatly hinders our journalistic work.”

This experience reveals that administrative restrictions can be used as a political cover to hide information, even when the official requirements are met, which weakens the principle of transparency and undermines trust in institutions.

Myriam Balaa, journalist “Approvals are a selective pretense”

“This happens a lot with general directors. They always claim that they need to get permission from the minister before speaking to the media, even if the information is general and not sensitive.”



Although civil service laws require certain approvals, this procedure is sometimes used selectively to provide or withhold information depending on the topic.

Philippe Hajj Boutros, Journalist : “When they want to, they make it easy.”

“When they don't want to answer, they use approvals as an excuse, and when they want to answer, things are easy, but journalists must always cross-check information to verify its accuracy.”



Journalists Khoder Hassan and Emad Chidiac: “These are not protocols, but a way to escape from responsibility”

“What is said to be protocol or law is often just a way to avoid answering questions, rather than a genuine commitment to procedures.”



Jalal Yamout, Journalist at Maharat Foundation: “Even with good intentions... bureaucracy disrupts work”

“Even if we assume good intentions, complex procedures and slow mechanisms remain a reason for not providing information. We need clear and fast communication mechanisms that facilitate the work of journalists rather than hindering it.”





Journalists' testimonies reveal that bureaucracy in Lebanese administrations is not only practiced as an organizational procedure, but is sometimes used as an excuse to avoid responding to journalists' requests.

Instead of being a means of ensuring accuracy and organization, approvals become a selective tool controlled by official bodies according to their political or personal interests. The result is a long process of stalling and waiting, which empties the principle of the right to access information of its context and presents journalists with a double challenge: facing administrative obstacles and continuing to work on reform issues that require transparency and speed.

This reality highlights the urgent need to simplify administrative procedures and establish clear and rapid official channels to ensure that information reaches both the press and the public.

6

Discrimination in access to sources

Journalists' testimonies reveal that access to information in Lebanon does not depend solely on legal rights, but is also influenced by other factors such as the journalist's reputation or the size of the media organization they work for.

This reality creates a significant gap between new or independent journalists and senior journalists or those working for major organizations, leading to an unequal media environment.



Francesca Moussa, Journalist: “They ignored us because we are emerging journalists”

"As emerging journalists, officials do not give us the attention we deserve and often ignore us. This makes it difficult for us to obtain information and communicate with relevant parties to get information. But when we contacted them on behalf of Maharat, the situation changed and it became easier for us to get answers."

Francesca's experience reflects how the organization a journalist represents can determine whether their request will be granted, rather than the right to access information being guaranteed for everyone.

Ahmad Al Mawas, Journalist: “Large institutions are preferred over important issues”

"An emerging journalist does not always get the opportunity to interview a deputy or minister (an official entity), because they prefer to speak with a more well-known outlet that guarantees them visibility and exposure, often at the expense of the important topic or valuable information."



This pattern reflects a promotional approach by some officials, where media outlets are chosen based on their ability to enhance the politician's image rather than the value of the information.

Ali Awada, Journalist: "They give to the big, well-known institutions... and reject the others."

"Since I work for several media organizations, when officials know that I am producing a story for a major outlet, they rush to grant me an interview and provide the information. However, when I work for a less well-known platform, I face great difficulty in obtaining information."



Emad Chidiac, journalist at Nidaa Al Watan: "Fame determines priorities"

"There is discrimination in access to information depending on the type of media outlet. I would like to mention here that official bodies now give information to websites and media outlets that have a large number of viewers and readers, but if the information is valuable yet requested by an unknown media outlet, it is not given."

Zahraa Abdallah, Journalist at Maharat Foundation: "Clear discrimination"

"Discrimination in access to sources in Lebanon is clear, as some ministries respond quickly to requests from large media outlets while ignoring requests from independent or small media outlets, even if the information requested is similar. This creates an unequal media environment and thus undermines transparency."



Joudy Al Asmar, Freelance Journalist : “We beg for information”

“As a freelance journalist, I face great difficulty in accessing information. For example, during one investigation during the war, I wanted information exclusively from the Ministry of Health, and after many attempts to access sources, the investigation was aborted. So, at the official level, I struggle a lot to access information, to the point that I began to feel that we are ‘begging for information’.”



The experience of independent journalists reveals the most acute face of inequality, where obtaining information becomes nearly impossible without a strong institutional umbrella.



Nawal Achkar, editor-in-chief of Tele Liban “Reputation, not fame, is the foundation”

“The name of the institution you work for has an impact, as do personal relationships, but the credibility of the journalist remains the foundation. A guest may prefer to give information to a credible journalist working for a less well-known institution than to a journalist at a large institution who lacks credibility.”

Despite the influence of fame, this testimony confirms that professionalism and personal reputation can open the door to information even in less well-known organizations.

Discrimination in access to sources is a structural obstacle to equal opportunities in journalism. Instead of being fairly available, the right to information becomes conditional on the size of the media organization, linked to the journalist's personal network, or subject to promotional and political considerations by official bodies.

This reality pushes journalists, especially emerging and independent ones, to seek alternative means such as exploiting personal connections or working under the umbrella of large institutions, which widens the gap between journalists and perpetuates an unfair environment that weakens transparency and undermines the media's role in oversight and accountability.

7

Conclusions and Recommendations

Conclusions

The report shows that the implementation of the Right of Access to Information Law in Lebanon continues to face structural obstacles that limit its effectiveness as a tool for promoting transparency and accountability. Among the most notable challenges observed are:

Requiring anonymity	<ul style="list-style-type: none"> Officials often provide information on condition that it is not attributed to them, even if it is general and non-sensitive, which undermines the credibility of media content and limits public trust.
Official silence	<ul style="list-style-type: none"> Public administrations refrain from making statements or responding to requests for information, creating an information void that is exploited by misleading political narratives to sway public opinion.
Absence of official communication protocols	<ul style="list-style-type: none"> The absence of clear channels of communication between journalists and official institutions, prompting them to rely on unofficial channels such as WhatsApp or personal relationships, in an unprofessional practice that lacks documentation and transparency.
Bureaucracy as a tool of obstruction	<ul style="list-style-type: none"> The use of approvals and signatures as an excuse to refuse to provide information, or to delay responses in violation of the deadlines set by law.
Discrimination in access to information	<ul style="list-style-type: none"> Unequal responses to journalists depending on the reputation of the media organization or the journalist's position, which perpetuates an unfair environment and undermines transparency.

These challenges not only impede journalistic work, but also undermine citizens' trust in institutions, open the door to the spread of misinformation and rumors, and prevent the formation of public debate based on accurate and reliable information.

Recommendations

Enhance automatic publishing

- Enhance automatic publishing in public administrations by proactively and systematically publishing data on their websites, especially figures and statistics related to public affairs, in accordance with the Right of Access to Information Law.

Adopt professional communication protocols

- Prohibit the use of personal channels such as WhatsApp for official work and replace them with government platforms that keep records and ensure transparency and accountability.

Simplify administrative procedures

- Adhere to clear and binding deadlines for responding to requests for information, and hold accountable those who refuse to respond or delay providing data.

Ensure equal access

- Establish fair standards that ensure administrations respond to requests from all journalists, regardless of the size or reputation of the media organization.

Combat misleading narratives

- Strengthen official transparency and ensure journalists receive accurate, timely information to fill the gap often occupied by false or misleading news.

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