CHATTOGRAM WATER SUPPLY AND SEWERAGE AUTHORITY

MANAGEMENT INFORMATION SYSTEM REPORT

FOR THE MONTH OF JANUARY-2023

WASA BHABAN
DAMPARA
CHATTOGRAM, BANGLADESH

Phone : 880-31-2851806
Fax : 880-31-610465
Email : info@ctg-wasa.org.bd

Chattogram Water Supply & Sewerage Authority
Monthly MIS Report
January 2023

		Unit	This month	Year to date	Previous year actual	This year target *1	Evaluation *2	Remarks *3 ++ Too good ! Very bad
Selected Key Indicators								
E 17*	**Non Revenue Water**	%	**31**	**32**	**30**	**23**	**-40%**	!
C 4*	**Revenue collection efficiency(monthly coll.+outstand. Coll.)/month**	%	**93**	**87**	**93**	**99**	**-6%**	
D 9*	**Collection period**	Day	**212**	**229**	**282**	**263**	**13%**	
F 2*	**No. of perma. employee per 1000 connections(excl. non-perma. Em**	Nos.	**6.8**	**N/A**	**7.3**	**8.5**	**20%**	
D 8*	**Operating Ratio**	Ratio	**0.60**	**0.62**	**0.79**	**0.72**	**14%**	
A 3.5*	**Functioning meter rate of installed meter**	%	**93**	**N/A**	**95**	**100**	**-7%**	
E 19	**Water quality sample**	No./month	**200**	**1,400**	**2,400**	**2,400**	**-92%**	!
E 18*	**Leakage occurrence**	No./km/mth	**0.32**	**0.35**	**0.38**	**5.04**	**93%**	++
A 6*	**Water supply coverage**	%	**62**	**N/A**	**62**	**75**	**-17%**	
B 5*	**Average tariff**	Tk/m3	**19.62**	**17.40**	**14.28**	**15.28**	**28%**	++
E 16*	**Unit production cost (in/c Capt. Cost,Deprec. & Financial Expense.)**	Tk/m3	**8.96**	**15.37**	**12.31**	**20.53**	**25%**	++
A) Connection data								
A 1	Total registered connections	Nos.	89,375	N/A	86,788	91,700	-3%	
A 1.1	Billable (non-disconnected) connection	Nos.	83,524	N/A	81,005	85,700	-3%	
A 1.2	Non-billable (disconnected) connection	Nos.	5,851	N/A	5,783	6000	2%	
A 1.3	Billed connection	Nos.	81,333	N/A	78,980	84,000	-3%	
A 2	Breakdown of billable connection (by customer type)							
A 2.1*	Domestic	%	93	N/A	93	93	0%	
A 2.2	Non-domestic	%	7	N/A	7	7	2%	
A 3	Breakdown of billable connection (by meter status)							
A 3.1	Metered	Nos.	77,190	N/A	77,176	81,700	-6%	
A 3.2	Average reading	Nos.	6,229	N/A	3,723	4,000	-56%	!
A 3.3	Non meter	Nos.	105	N/A	106	106	1%	
A 3.4*	Meter installation rate	%	100	N/A	100	100	0%	
A 3.5*	Functioning meter rate of installed meter	%	93	N/A	95	100	-7%	
A 4	Street Hydrant	Nos.	689	N/A	689	689	0%	
A 5	Religious Institutions	Nos.	368	N/A	368	368	0%	
A 6*	Water supply coverage	%	62	N/A	62	75	-17%	
A 7	Bill sent-out ratio	%	97	N/A	98	98	-1%	

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B) Tariff								
B 1	Domestic	Tk/m3	18.00	N/A	13.02	13.67	32%	++
B 2	Non-domestic	Tk/m3	37.00	N/A	31.82	33.41	11%	
B 3	Street Hydrant	Tk/m3	18.00	N/A	13.02	13.67	32%	++
B 4	Religious Institutions	Tk/m3	18.00	N/A	13.02	13.67	32%	++
B 5*	Average tariff	Tk/m3	19.62	17.40	14.28	15.28	28%	++
C) Billing and Collection								
C 1	Total billing	Tk	192,252,745	1,223,631,685	1,646,498,206	1,931,900,000	9%	
C 1.1*	Private	Tk	168,200,352	1,069,559,712	1,417,237,972	1,552,430,000	18%	
C 1.2*	Government	Tk	24,052,393	154,071,973	229,260,234	379,470,000	-30%	!
C 2	Billed volume (Total Volume Accounted)	ML	9,801	70,331	115,273	126,470	-5%	
C 3	Total collection	Tk	178,807,994	1,058,939,551	1,532,296,451	1,916,900,000	-5%	
C 3.1*	Private	Tk	161,117,299	968,903,160	1,385,932,394	1,712,297,000	-3%	
C 3.2*	Government	Tk	17,690,695	90,036,391	146,364,057	204,603,000	-25%	
C 4*	Revenue collection efficiency(monthly coll.+outstand. Coll.)/monthly bill.	%	93	87	93	99	-6%	
C 4.1*	Private	%	96	91	98	110	-13%	
C 4.2*	Government	%	74	58	64	54	36%	++
D) Financial data								
D 1	Revenue (Total)	Tk	201,639,800	1,213,487,085	1,828,840,771	2,296,850,000	-9%	
D 1.1	Water revenue	Tk	178,807,994	1,058,939,551	1,532,296,451	1,916,900,000	-5%	
D 1.2*	Tubewell license	Tk	3,414,055	30,853,451	114,045,305	100,000,000	-47%	!
D 1.3*	Other operating revenues	Tk	11,084,418	65,360,750	82,499,015	179,950,000	-38%	!
D 1.4*	Interest income	Tk	8,333,333	58,333,333	100,000,000	100,000,000	0%	
D 2	Expenses (Total)	Tk	128,078,394	1,593,063,784	2,032,959,163	3,372,762,373	19%	
D 2.1*	Personnel cost	Tk	30,763,394	248,479,098	426,879,163	575,536,000	26%	++
D 2.2	Electricity cost	Tk	69,050,000	430,926,000	652,415,000	773,000,000	4%	
D 2.3	Chemicals	Tk	5,228,000	40,347,000	141,233,000	140,000,000	51%	++
D 2.4*	Depreciation	Tk	0	735,971,687	246,857,000	1,471,943,373	14%	
D 2.5	Other operating cost	Tk	23,037,000	137,340,000	565,575,000	412,283,000	43%	++
D 2.5.1	Other O & M	Tk	15,950,000	37,927,000	220,317,000	173,693,000	63%	++
D 2.5.2	Capital cost from revenues	Tk	7,087,000	99,413,000	345,258,000	238,590,000	29%	++
D 2.6*	Financial expense	Tk	0	0	0	0	#DIV/0!	#DIV/0!
D 3	Net Income (Loss)	Tk	73,561,406	(379,576,699)	(204,118,392)	(1,075,912,373)	-40%	!
D 4*	Cash at bank	Tk	0	N/A	0	0	N/A	
D 5*	Stock & stores	Tk	0	0	0	140,034	N/A	
D 6	Accounts Receivable	Tk	1,313,200,370	N/A	1,271,740,973	1,271,740,973	-3%	
D 6.1*	Accounts receivable from Government	Tk	250,417,183	N/A	210,605,008	210,605,008	-19%	
D 6.2*	Accounts receivable from Private	Tk	1,062,783,187	N/A	1,061,135,965	1,061,135,965	0%	
7*	Long term loans	Tk	0	151,523,525	0	303,047,050	100%	++
D 8*	Operating Ratio	Ratio	0.60	0.62	0.79	0.72	14%	
D 9*	Collection period	Day	212	229	282	263	13%	

		Unit	This month	Year to date	Previous year actual	This year target *1	Evaluation *2	Remarks *3 ++ Too good ! Very bad
E) Water Supply								
E 3	Capacity of Surface WTP (Mohora+Sk.H.WTP-1+Sk.H.WTP-2+SR	MLD	466	N/A	466	490	-5%	
E 4	Capacity of Ground WTP	MLD	68	N/A	68	68	0%	
E 5	Deep Tube Wells in Operation	Nos.	42	N/A	47	47	-11%	
E 6*	Capacity of DTW - direct distribution	MLD	31	N/A	48	48	-35%	!
E 7*	Capacity of DTW - supply to GWTP	MLD	0	N/A	0	0	#DIV/0!	#DIV/0!
E 8*	Capacity of distributable water production	MLD	564	N/A	581	605	-7%	
E 9	Length of Pipeline	km	962	N/A	962	992	-3%	
E 15*	Production (distributable water)	ML	14,295.15	103,633	165,187	164,250	8%	
E 15.1*	DTW water to users before boosters	ML	0	0	0	0	N/A	
E 16*	Unit production cost (in/c Capt. Cost,Deprec. & Financial Expense.)	Tk/m3	8.96	15.37	12.31	20.53	25%	++
E 17*	Non Revenue Water	%	31	32	30	23	-40%	!
E 18*	Leakage occurrence	No./km/mth	0.32	0.35	0.38	5.04	93%	++
E 19	Water quality sample	No./month	200	1,400	2,400	2,400	-92%	!
E 20*	Satisfactory sample in chlorine level	%	100	100	100	100	0%	
E 21*	Satisfactory sample in microbiological level	%	100	100	100	100	0%	
F) Personnel								
F 1	No. of permanent employees (Total)	Nos.	569	N/A	591	732	22%	
F 1.1	Grade-3-9	Nos.	54	N/A	59	60	N/A	++
F 1.2	Grade-10-11	Nos.	36	N/A	37	62	N/A	++
F 1.3	Grade-12-16	Nos.	241	N/A	254	300	N/A	++
F 1.4	Grade-17-20	Nos.	238	N/A	241	310	N/A	++
F 5	No. of non-permanent employees (Total)	Nos.	0	N/A	0	0	#DIV/0!	#DIV/0!
F 5.1	Work charge (6 month contract worker)	Nos.	0	N/A	0	0	N/A	++
F 5.2	Master roll (Daily basis casual worker) Outsource in	Nos.	0	N/A	0	300	N/A	++
F 5.3	Project staff (hired by project budget)	Nos.	50	N/A	50	50	N/A	++
F 2*	No. of perma. employee per 1000 connections(excl. non-perma. Empl.)	Nos.	6.8	N/A	7.3	8.5	20%	
F 3	Average Monthly Salary	Tk	27,802	N/A	18,802	19,960	-39%	!
F 4*	% of Overtime to Basic Salary	%	33	N/A	1	32	-3%	
G) Customer Services								
G 1	New Service Connection							
G 1.1	Service Connection Application Received	Nos.	626	4,064	5,296	6,000	16%	
G 1.2	Service Connection given	Nos.	644	3,746	4,934	5,000	28%	++
G 2	Billing complaints							
G 2.1	Complaints received	Nos.	200	1,400	2,510	4,500	47%	++
G 2.2	Complaints acted on	Nos.	160	1,089	2,050	3,500	47%	++
G 3	Leakage complaints received and attended	Nos.	304	2,351	4,422	5,000	19%	

N/A = not applicable (= pointless to calculate, or nonexistent)
Some numbers may show the same value in spite of different values, which is due to rounding.
*1: "this year target" can be set according to (1) Business Plan, (2) Performance Agreement, (3) discussion with D M D (Engineering), (same or modified value of previous year)
*2: Evaluation is made on the basis of variance from the set target. An evaluation result "X % " means that performance of particular indicator is X % better than what is set as the target.
If the NRW is 24% and the target is 20%, this performance is considered unfavorable. The evaluation result is shown as -20% (= 1 - 24 / 20).
If the number of water quality sample is recorded as 24 when the target is set at 20, this performance can be considered favorable. The evaluation result is shown as 20% (= 24 / 20 - 1).
*3: A warning sign " ++ " appears when the evaluation result exceeds 25%, which is considered as the high-end threshold indicating "too good".
A warning sign " ! " appears when the evaluation result is less than - 25%, which is considered as the low-end threshold indicating "very bad".
A2.1: If the total number of billable connections is 45,000 and the number of domestic connections in billable connections is 36,000, this will be 80% (= 36000 / 45000).
A3.4: Meter installation rate = 1 - (number of non-meter connection / number of billable connection).
A6* :Water Supply Coverage=(Billed Connection x 26 Person per Connection + Total Street Hydrant x 80 Person per Street Hydrant) / Total Population in Water Supply Area *100.
A7: Bill sent-out ratio = Billed connection / Billable connection x 100.
B5: Average water tariff = total billing / total billed volume
C1.1: "Private" includes private customers and users of loose water (sold by bowser)
C1.2: "Government" includes government users, street hydrants and religious institutions
C3.1: Same as C1.1
C3.2: Same as C1.2
C4: Revenue collection efficiency = collection /billing x 100. CWASA's existing accounting system cannot classify accounts receivable by age.
Therefore the revenue collection efficiency can be shown merely as (total collection during a period ÷ total billing during the same period).
C4.1: Same as C4
C4.2: Same as C4
C5: Metered volume to billed volume ratio data currently becomes available twice a year due to capacity limitation of computer section.
D1.2: "License and renewal fee of tubewell" in "other operating revenue"
D1.3: Excludes "License and renewal fee of tubewell
D1.4: As the interest income is not obtainable until the year end, a proxy value is used here so that the net income can be computed. The proxy value is the previous year's monthly interest.
D2.1: Includes salary & allowances, provident fund, gratuity, festival bonus, overtime and earn leave encashment
D2.4: Data is only available quarterly instead of monthly. The cost of the latest three month is converted to a monthly average and shown in the monthly data column.
D2.6: Data is only available quarterly instead of monthly. The cost of the latest three month is converted to a monthly average and shown in the monthly data column.
D4: Under the current system, this value is not obtainable until the year end. However it is expected to become obtainable monthly in the future.
D5: Under the current system, this value is not obtainable until the year end. However it is expected to become obtainable monthly in the future.
D6.1: Same as C1.1
D6.2: Same as C1.2
D7: Long term liabilities outstanding as unpaid at the end of month
D8: To see more clearly the CWASA capacity to generate the operating profit before depreciation and interest,
the operating ratio is defined as (personnel cost + elec. cost + chemical cost + other O & M) / (total Revenues).
D9: Collection period = (accounts receivable) / (monthly billings/number of days in month)
E6: Production capacity of deep tube wells that supply water directly to users
E7: Production capacity of deep tube wells that supply water to Karulgaht WTP
E15: Distributable water (or system input water) = Water produced at Surface WTP + Water produced at Ground WTP + Water directly distributed from DTW
E15.1: Raw water distributed directly to users from some DTWs on the way to boosters are not included in the distributable water (E15).
E16: Unit production cost =Expenses(Total)/((Dstributable Water Volume+DTW Water directly distributed)*1000)
E17: NRW = (unbilled water / water produced x 100) = [1 – billed water / (distributable water production + DTW Water directly distributed)] x 100
E18: Leakage occurrence = Number of leakage recognized by complaint / length of pipeline at the end of period / number of months covered
E20: This is the rate of satisfactory sample complying with the chlorine standard.
E21: This is the rate of satisfactory sample complying with the microbiological standard.
F2: No. of employee per 1000 connections = (number of permanent staff + non-permanent staff) / (total billable connections/1000)
F4: Only staff workers (Class 3 and Class 4) receive overtime. Thus this ratio is computed based on Class 3 and Class 4 workers' pay.

Prepared by:

SAE

AE

XEN

(Richard Nelson Penheiro)
Executive Engineer (A.C)
Design Division
Chattogram WASA, Chattogram.

Submitted by:

SE (P&C)

Noted by:

CE

DMD (E)