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CHATTOGRAM WATER SUPPLY AND SEWERAGE AUTHORITY



**MANAGEMENT INFORMATION SYSTEM REPORT
FOR THE MONTH OF MARCH-2025**

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Chattogram Water Supply & Sewerage Authority
Monthly MIS Report
March 2025

		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= {1-(billed water(C2)/distributable water production(E15*))} X 100	%	25	27	30	25	-8%	
C 4*	Revenue collection efficiency (monthly coll.+ outstand. Coll.)/ monthly bill. = (collection(C3)/billing(C1)) X100	%	84	87	90	129	-35%	!
D 9*	Collection period = (accounts receivable(D6)/monthly billings(C1)) X number of days of month	Day	340	317	270	200	-59%	!
F 2*	No. of perma. employee per 1000 connections(excl. non-perma. Empl.) = (No. of permanent staff(F1) + non-permanent staff(F5) / total billable connections (A1.1)) X1000	Nos.	5.4	N/A	5.8	6.0	9%	
D 8*	Operating Ratio = (personal cost (D2.1) + electricity cost (D2.2) + chemical cost (D2.3) + other O & M (D2.5.1)) / (Total Revenues(D1))	Ratio	0.73	0.74	0.71	0.56	-31%	!
A 3.5*	Functioning meter rate of installed meter = no. of metered (A3.1)/ (no. of metered (A3.1) + average reading (A3.2)) X 100	%	89	N/A	90	90	-1%	
E 19	Water quality sample (E19)	No./month	240	2,160	2,880	2,880	-92%	!
E 18*	Leakage occurrence = (no. of leakage recognized by complaint (G3)/ Length of Pipeline at the end of period(E9)/ no. of months covered)	No./km/mth	0.19	0.25	0.28	2.27	89%	++
A 6*	Water supply coverage = ((Billed connection (A1.3) X 26 Person per Connection) + (Total Street Hydrant (A4) X 80 Person per Street Hydrant) / Total Population in water Supply Area (N.B)) X 100	%	66	N/A	66	67	-1%	
B 5*	Average tariff = (Total billing(C1)/ Billed volume(C2)) / 1000	Tk/m3	17.91	18.85	19.00	20.00	-10%	
E 16*	Unit production cost (in/c Capt. Cost,Deprec. & Financial Expense.) = Expenses Total(D2)/ (Production distributable water(E15*) +DTW Water directly distributed (E15.1*)) / 1000)	Tk/m3	21.67	20.46	20.30	21.90	7%	
A) Connection data								
A 1	Total registered connections	Nos.	100,082	N/A	97,137	101,222	-1%	
A 1.1	Billable (non-disconnected) connection	Nos.	93,984	N/A	91,121	95,220	-1%	
A 1.2	Non-billable (disconnected) connection	Nos.	6,098	N/A	6,016	6002	-2%	
A 1.3	Billed connection	Nos.	90,933	N/A	89,508	91,932	-1%	
A 2	Breakdown of billable connection (by customer type)							
A 2.1*	Domestic	%	93	N/A	93	91	2%	
A 2.2	Non-domestic	%	7	N/A	7	9	23%	
A 3	Breakdown of billable connection (by meter status)							
A 3.1	Metered	Nos.	83,888	N/A	81,589	85,572	-2%	
A 3.2	Average reading	Nos.	9,995	N/A	9,430	9,546	-5%	
A 3.3	Non meter	Nos.	101	N/A	102	102	1%	
A 3.4*	Meter installation rate	%	100	N/A	100	100	0%	
A 3.5*	Functioning meter rate of installed meter	%	89	N/A	90	90	-1%	
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	%	66	N/A	66	67	-1%	
A 7	Bill sent-out ratio	%	97	N/A	98	97	0%	

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E) Tariff								
B 1	Domestic	Tk/m3	18.00	N/A	18.00	18.90	-5%	
B 2	Non-domestic	Tk/m3	37.00	N/A	37.00	38.85	-5%	
B 3	Street Hydrant	Tk/m3	18.00	N/A	18.00	18.90	-5%	
B 4	Religious Institutions	Tk/m3	18.00	N/A	18.00	18.90	-5%	
B 5*	Average tariff	Tk/m3	17.91	18.85	19.00	20.00	-10%	
C) Billing and Collection								
C 1	Total billing	Tk	188,820,814	1,785,448,372	2,347,888,407	2,400,000,000	-1%	
C 1.1*	Private	Tk	166,853,574	1,575,736,001	2,062,051,833	2,160,000,000	-3%	
C 1.2*	Government	Tk	21,967,240	209,712,371	285,836,574	240,000,000	17%	
C 2	Billed volume (Total Volume Accounted)	ML	10,542	94,730	123,549	120,000	5%	
C 3	Total collection	Tk	159,045,426	1,548,975,115	2,105,177,399	3,094,120,000	-33%	!
C 3.1*	Private	Tk	148,922,333	1,458,878,660	1,992,878,824	2,929,067,275	-34%	!
C 3.2*	Government	Tk	10,123,093	90,096,455	112,298,575	165,052,725	-27%	!
C 4*	Revenue collection efficiency (monthly coll.+ outstand. Coll.)/ monthly bill.	%	84	87	90	129	-35%	!
C 4.1*	Private	%	89	93	97	136	-34%	!
C 4.2*	Government	%	46	43	39	69	-33%	!
D) Financial data								
D 1	Revenue (Total)	Tk	210,493,812	1,779,104,977	2,425,189,135	3,457,920,000	-31%	!
D 1.1	Water revenue	Tk	159,045,426	1,548,975,115	2,105,177,399	3,094,120,000	-33%	!
D 1.2*	Tubewell license	Tk	36,068,270	79,297,475	115,878,743	100,000,000	6%	
D 1.3*	Other operating revenues	Tk	7,046,783	75,832,387	114,132,993	163,800,000	-38%	!
D 1.4*	Interest income	Tk	8,333,333	75,000,000	90,000,000	100,000,000	0%	
D 2	Expenses (Total)	Tk	306,021,375	2,650,964,044	3,583,597,467	4,396,985,820	20%	
D 2.1*	Personnel cost	Tk	39,247,769	365,259,391	517,744,367	631,470,000	23%	
D 2.2	Electricity cost	Tk	72,561,000	771,759,000	912,448,000	920,000,000	-12%	
D 2.3	Chemicals	Tk	19,923,000	93,989,000	139,542,000	140,000,000	10%	
D 2.4*	Depreciation	Tk	129,182,985	1,162,646,865	1,500,000,000	1,550,195,820	0%	
D 2.5	Other operating cost	Tk	25,193,000	252,286,000	513,863,100	935,960,000	64%	++
D 2.5.1	Other O & M	Tk	21,062,000	88,814,000	159,148,100	260,700,000	55%	++
D 2.5.2	Capital cost from revenues	Tk	4,131,000	163,472,000	354,715,000	675,260,000	68%	++
D 2.6*	Financial expense	Tk	627,974	5,023,788	0	7,200,000	7%	
D 3	Net Income (Loss)	Tk	(95,527,563)	(871,859,067)	(1,158,408,332)	(939,065,820)	24%	
D 4*	Cash at bank	Tk	0	N/A	0	0	N/A	
D 5*	Stock & stores	Tk	0	0	0	0	N/A	
D 6	Accounts Receivable	Tk	2,068,922,735	N/A	1,737,729,584	1,737,729,584	-19%	
D 6.1*	Accounts receivable from Government	Tk	517,118,991	N/A	366,318,888	366,318,888	-41%	!
D 6.2*	Accounts receivable from Private	Tk	1,551,803,744	N/A	1,371,410,696	1,371,410,696	-13%	
D 7*	Long term loans	Tk	19,285,647	154,285,178	212,142,000	212,160,000	91%	++
D 8*	Operating Ratio	Ratio	0.73	0.74	0.71	0.56	-31%	!
D 9*	Collection period	Day	340	317	270	200	-59%	!

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	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+SRPS)	MLD	466	N/A	466	466	0%
E 4	Capacity of Ground WTP	MLD	68	N/A	68	68	0%
E 5	Deep Tube Wells in Operation	Nos.	47	N/A	45	55	-15%
E 6*	Capacity of DTW - direct distribution	MLD	35	N/A	33	48	-27%
E 7*	Capacity of DTW - supply to GWTP	MLD	0	N/A	0	0	#DIV/0!
E 8*	Capacity of distributable water production	MLD	568	N/A	566	581	-2%
E 9	Length of Pipeline	km	962	N/A	962	992	-3%
E 15*	Production (distributable water)	ML	14,121.05	129,578	176,510.35	200,750	-14%
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	21.67	20.46	20.30	21.90	7%
E 17*	Non Revenue Water	%	25	27	30	25	-8%
E 18*	Leakage occurrence	No./km/mth	0.19	0.25	0.28	2.27	89%
E 19	Water quality sample	No./month	240	2,160	2,880	2,880	-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.	511	N/A	527	570	10%
F 1.1	Grade-3-9	Nos.	57	N/A	56	60	N/A
F 1.2	Grade-10-11	Nos.	35	N/A	36	30	N/A
F 1.3	Grade-12-16	Nos.	194	N/A	203	260	N/A
F 1.4	Grade-17-20	Nos.	225	N/A	232	220	N/A
F 5	No. of non-permanent employees (Total)	Nos.	0	N/A	0	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.	25	N/A	50	50	N/A
F 2*	No. of perma. employee per 1000 connections(excl. non-perma. Empl.)	Nos.	5.4	N/A	5.8	6.0	9%
F 3	Average Monthly Salary	Tk	23,349	N/A	21,044	33,516	30%
F 4*	% of Overtime to Basic Salary	%	27.72	N/A	24	32	13%
G) Customer Services							
G 1	New Service Connection						
G 1.1	Service Connection Application Received	Nos.	248	2,341	4,570	4,000	-22%
G 1.2	Service Connection given	Nos.	296	2,486	4,480	3,800	-13%
G 2	Billing complaints						
G 2.1	Complaints received	Nos.	200	1,660	2,335	2,800	21%
G 2.2	Complaints acted on	Nos.	170	1,470	1,960	2,300	15%
G 3	Leakage complaints received and attended	Nos.	182	2,144	3,237	2,250	-27%

