

Chittagong Water Supply Improvement and Sanitation Project
(Credit No. 4734-BD & 6093-BD)

Welcome
to
Chattogram Water Supply & Sewerage Authority (CWASA)



✓ Background of Project Formulation

Major concern in 2010

In 1980 when the previous Bank WSS project was conceived and under which the last major WSS infrastructure was completed

Since then No Investments in water service, more so in sanitation and drainage.

Limited water production capacity and dilapidated pipe network

✓ Background of Project Formulation

The Project targets infrastructure investments for increasing production of safe water coupled with the rehabilitation and expansion of its water distribution network to increase access to safe water within its service area.

✓ Background of Project Formulation

The project supports investment planning in **Sanitation and Drainage sectors**.

The project also supports comprehensive institutional development of **CWASA to modernize its facilities and improve its efficiency**.

Project Cost

Total : US\$ 245.01 million

IDA : US 193.36 million

Original Financing : US 145.87 million

Additional Financing : US\$ 47.49 million

GOB : US\$ 47.63 million

CWASA : US\$ 4.02 million



March, 2016



May, 2016



November,2017



January, 2018



January, 2019



May,2019



**Plant Layout
(Planned)**



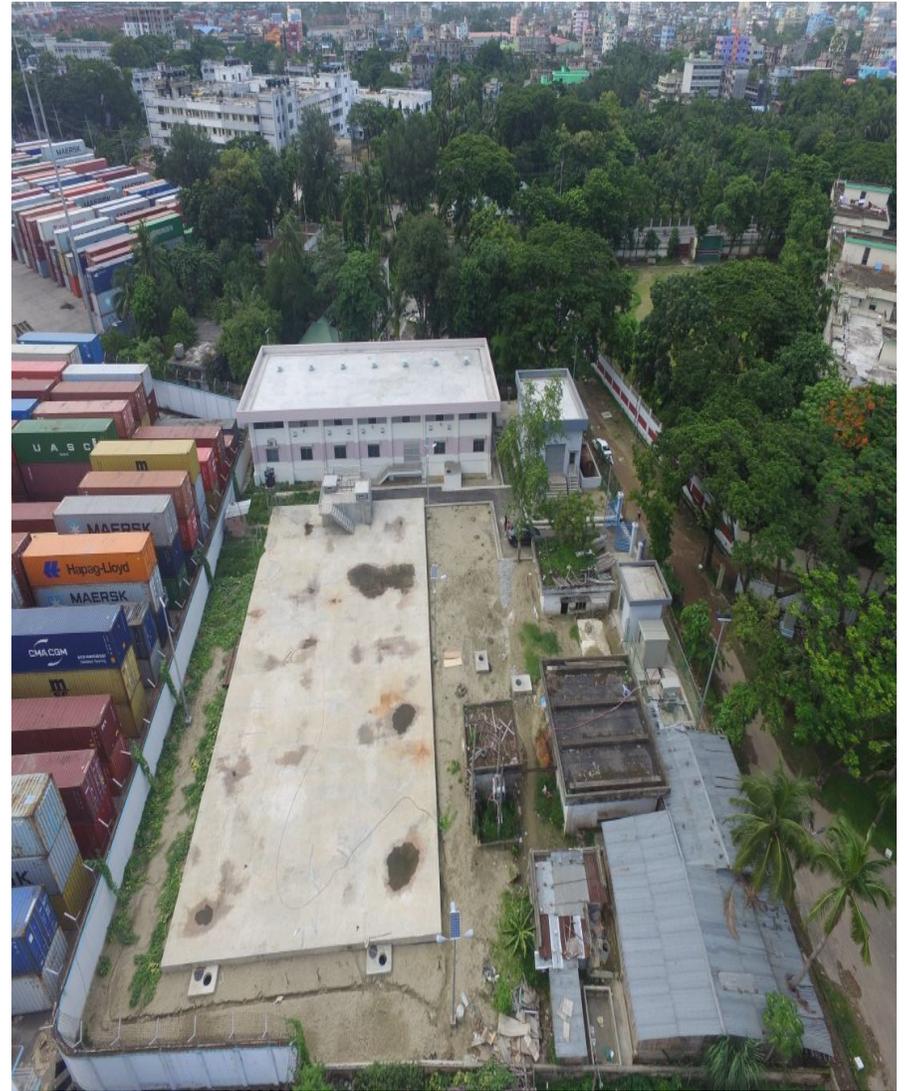
Reality

Photograph of Completed Project



**Honorable Prime Minister
Inauguration ceremony of SRPS, January 26, 2020**

Photograph of Completed Project (CWSISP)

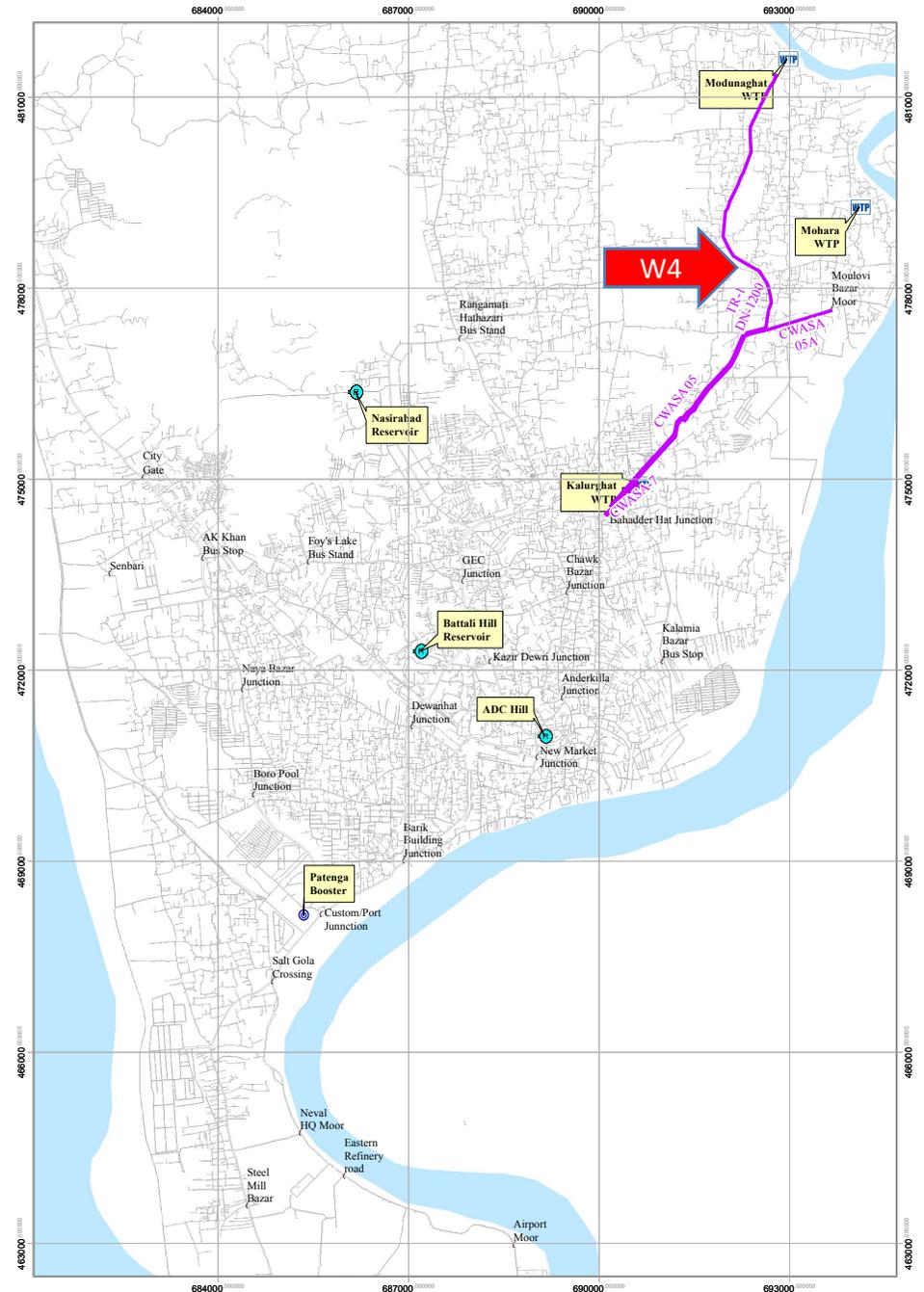


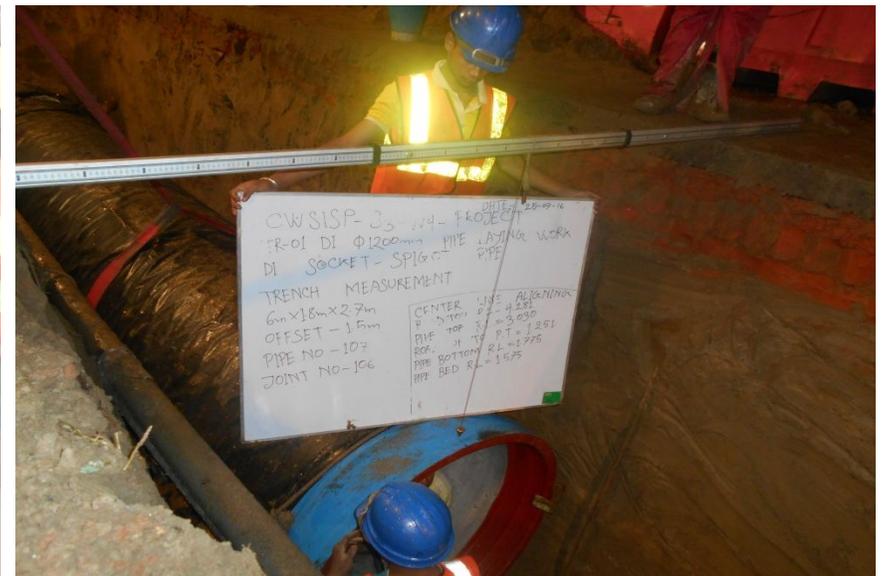
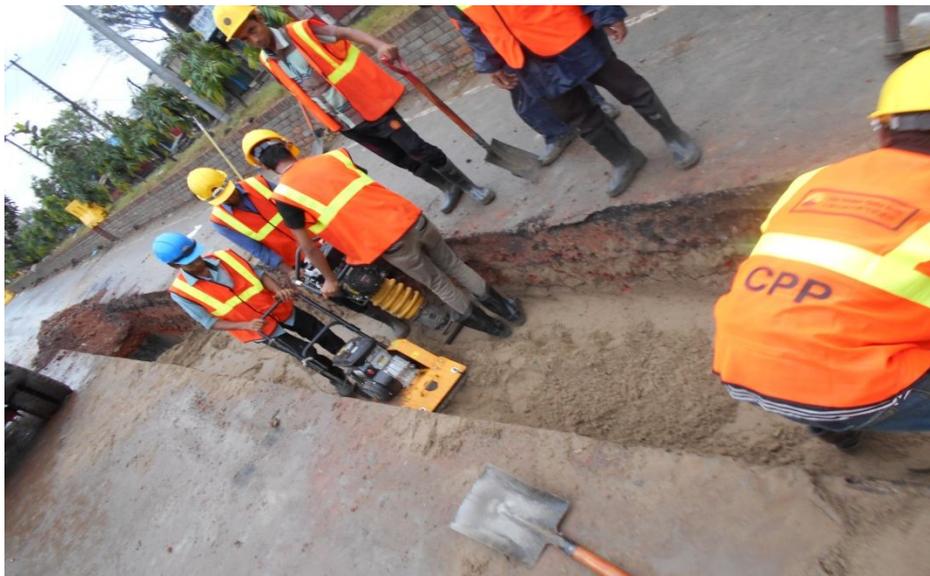
Patenga Booster Pump station



Contract Package W-4 : Construction of Transmission and Additional Distribution Pipelines (No Regret Investment)

- ❑ **Contract Amount: 35.5 MUSD**
- ❑ **Contract signing : 04th June 2015**
- ❑ **Scheduled Completion : February 28, 2019**
- ❑ **Revised Completion : February 28, 2020**
- ❑ **Current Status : Completed**
- ❑ **Contractor: China Petroleum Pipeline Bureau, China.**
- ❑ **Consultant: Grontmij-DHI JV**
- ❑ **Total Length of Pipe Line – 46.70 km**





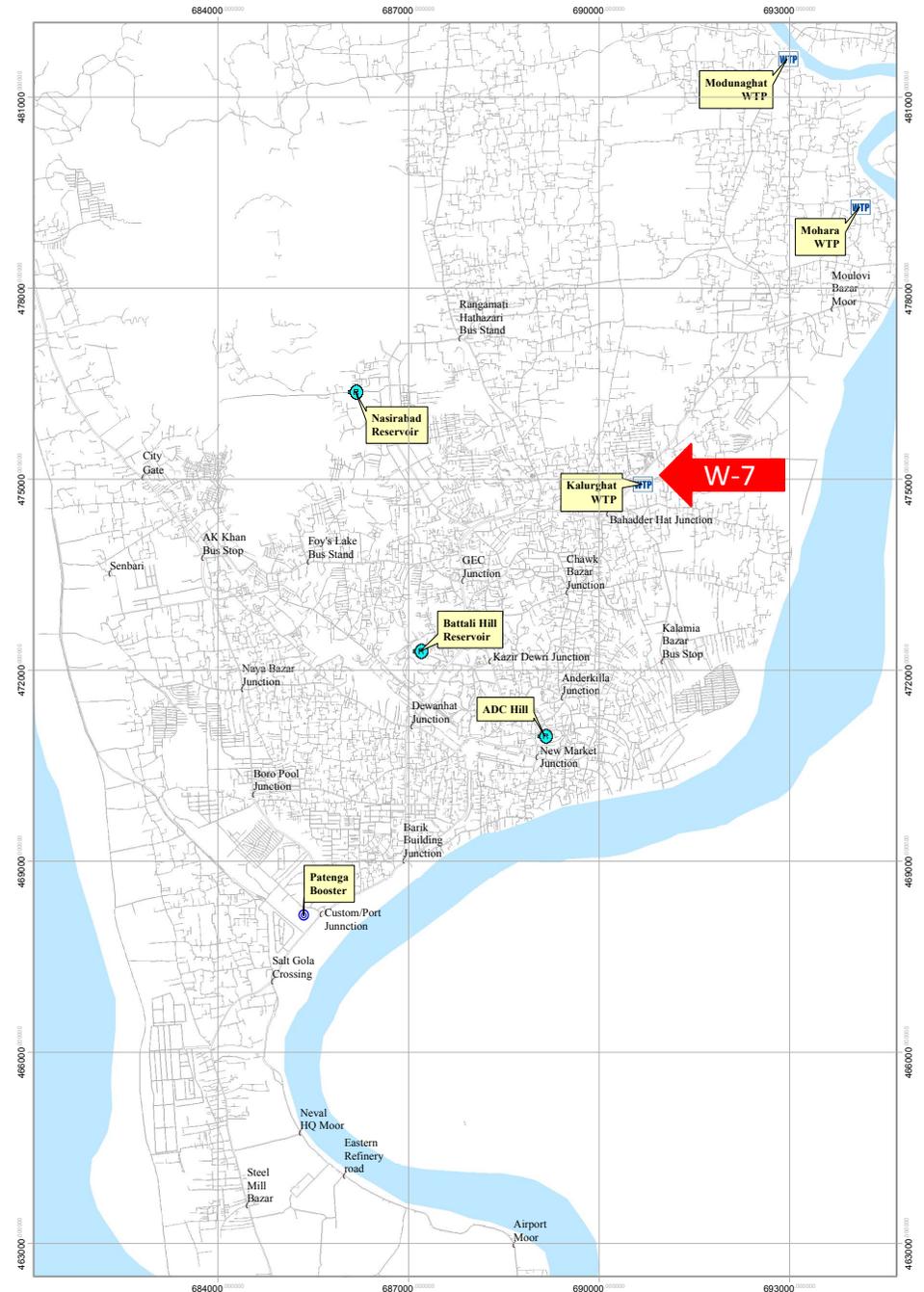
Photographs : 1200mm Dia DI Transmission Line of Package W4

May,2019



Contract Package W7: Construction and Rehabilitation Works for Kalurghat Booster Pump Station

- ❑ Contract Amount: 6.95 MUSD
- ❑ Contract signing : 26th August 2014
- ❑ Current Status: **Completed** (1st June , 2016)
- ❑ Contractor: Hyosung Goodsprings, Inc of Korea
- ❑ Consultant : NJS Consultants Co, Ltd, Japan
- ❑ Pump Station Capacity : 98 MLD



Photograph of Completed Project (CWSISP)

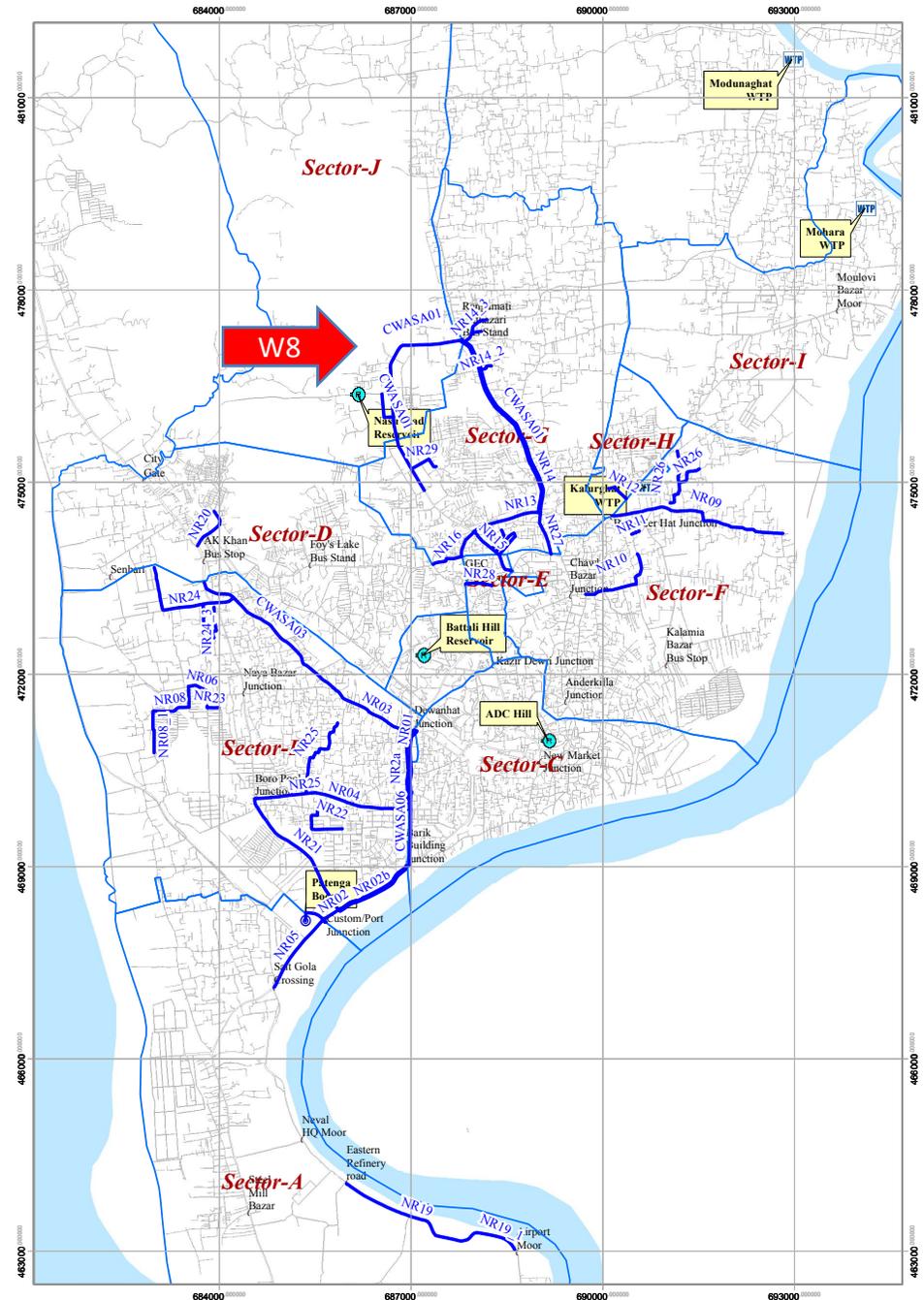


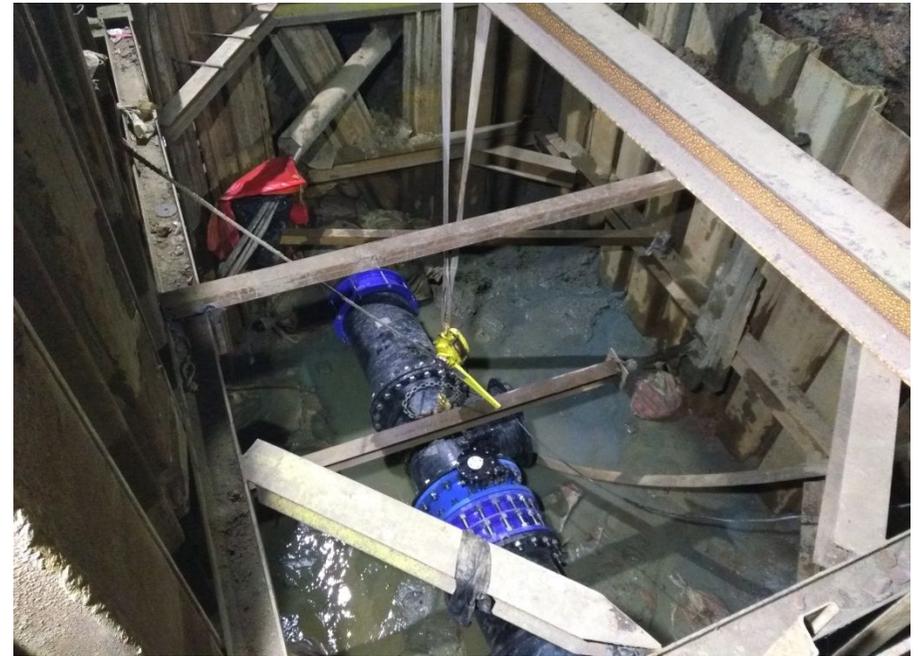
Photograph : Kalurghat Booster Pump Station



Contract Package : W-8: Construction of Distribution Pipelines (No Regret investment)

- Contract Amount: 32.5 MUSD
- Contract signing : 28th June 2015
- Scheduled Completion : June 30, 2019
- Revised Completion : November 30, 2019
- Current Status : **Completed**
- Contractor: Hubei Industrial Construction Group Co. Ltd.China
- Consultant: Grontmij-DHI JV
- Total Length of Pipe Line – **77.59 km**





Photographs : DI Transmission Pipe Line Installation works of Package W8

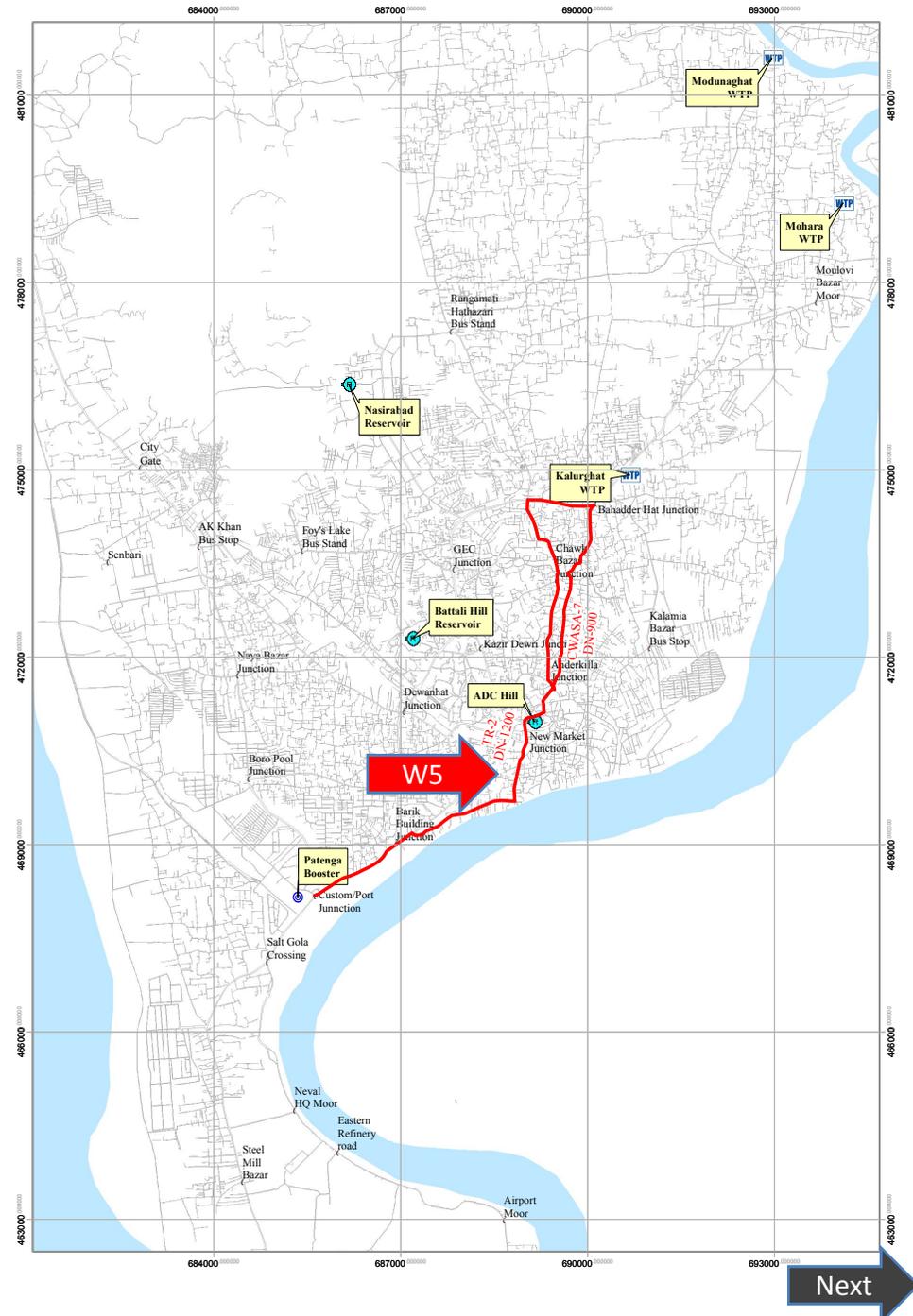
May,2019

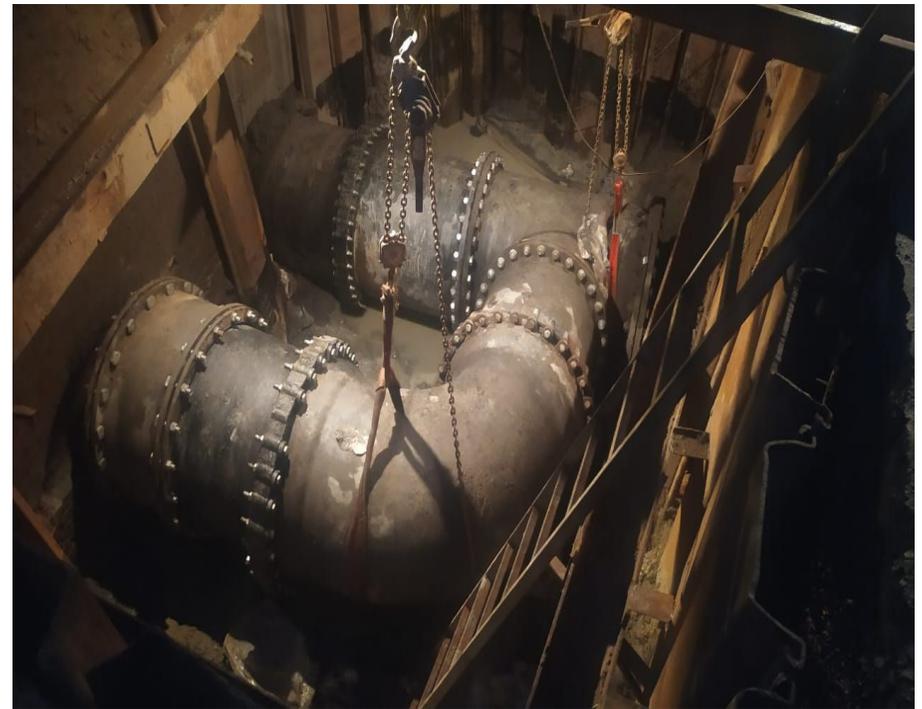


Additional Financing

Package W-5: Construction of Water Transmission Main from Kalurghat to Patenga BPS and related Distribution Pipelines

- ❑ Contract Amount: 18.37 MUSD
- ❑ Contract signing : 09 May 2018
- ❑ Scheduled Completion : 15th February, 2020
- ❑ Revised Completion : December 31, 2020
- ❑ Physical Progress : 95 %
- ❑ Contractor: SWEG-TCEL-FSL JV
(China-Bangladesh)
- ❑ Consultant: Grontmij-DHI JV
- ❑ Total Length of Pipe Line – 57.79Km





Photographs : 1200mm Dia DI Transmission Pipe Line of Package W5 May,2019



Photographs : LIC Activities of the Project

May,2019

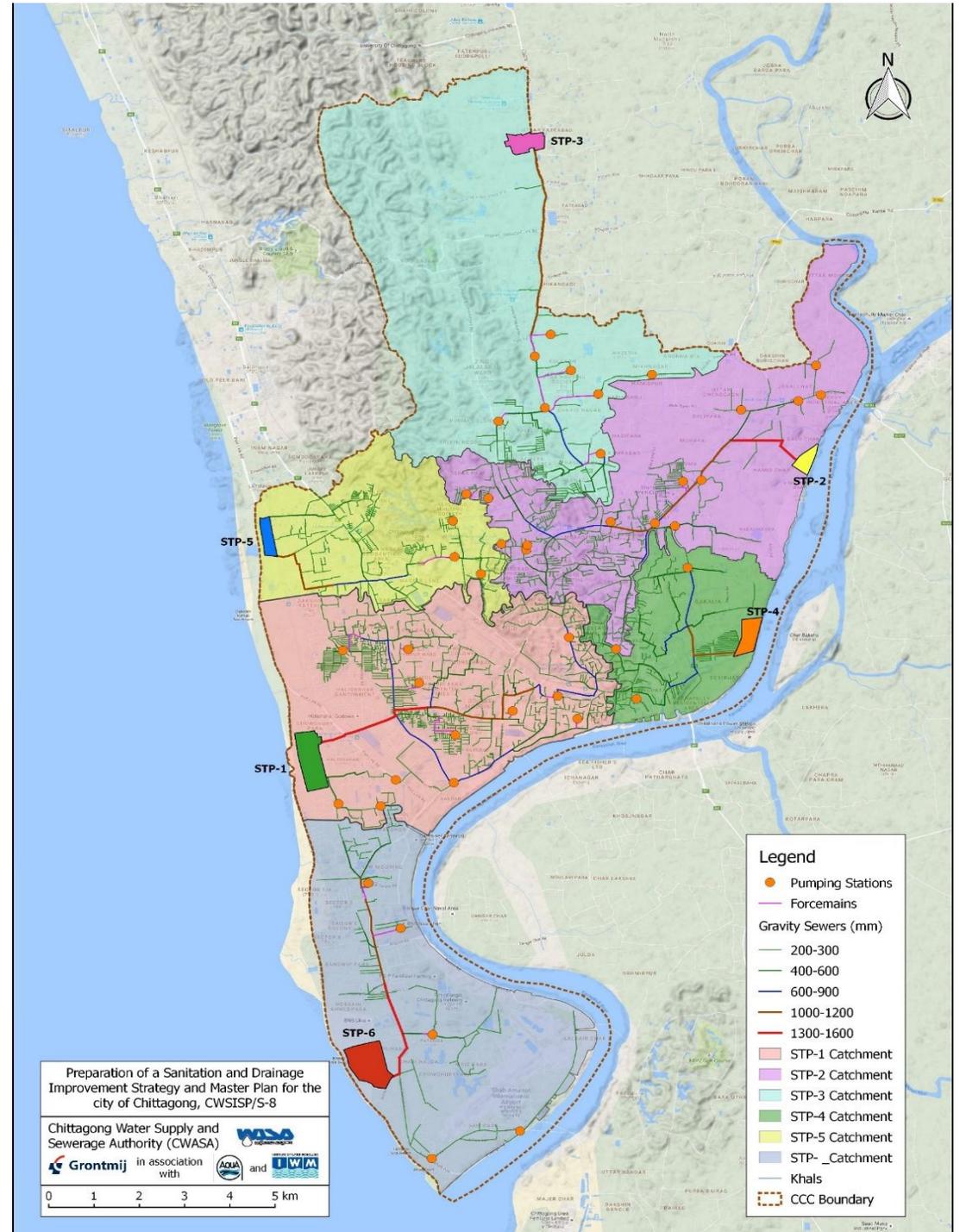
Component 2 : Investment Planning for Sanitation and Drainage

Map Showing Sewerage Planning with Catchment Boundaries

Package S8 : Consultancy Services for Preparation of a Sanitation and Drainage Improvement Strategy and Master plan for the city of Chittagong

❑ Contract Amount : 3.80 MUSD

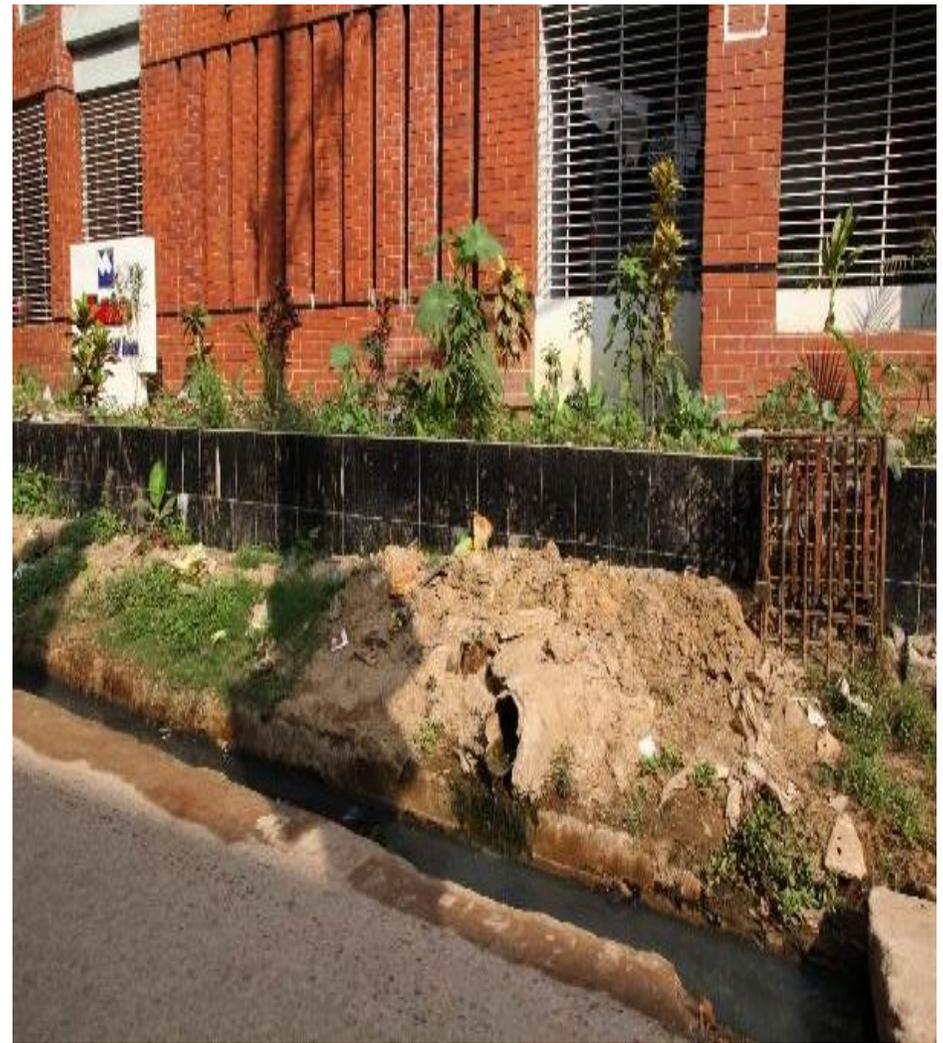
❑ Completed : June 2017





Sanitation Master Plan - Background

❖ Existing Situation



Sanitation Master Plan - Background

❖ Existing Situation

- No sewerage currently in Chittagong
- Hybrid on-site sanitation throughout the city with sewage (and often sludge) discharged in drains
- Drainage system is used as a de-facto combined sewerage system but is completely inadequate





Sewerage Planning

Sewerage Investments

STP-1: \$350M

STP-2: \$250M

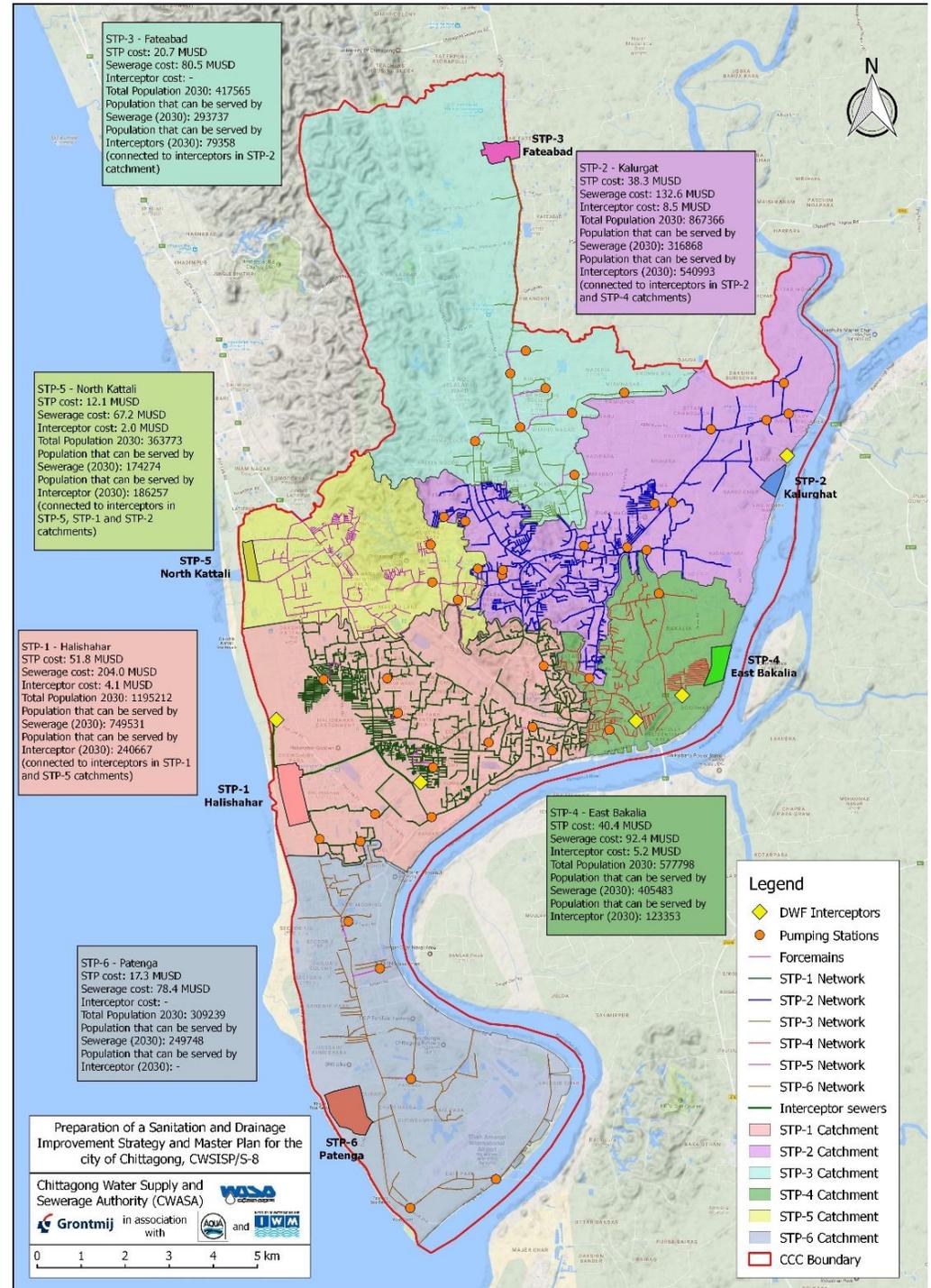
STP-3: \$200M

STP-4: \$190M

STP-5: \$150M

STP-6: \$180M

Total: \$1320M





Implementation Status of Investment Planning

Drainage Master Plan

Project Name : Flood Control Measures for Chattogram City

Cost : \$ 190 million (GOB financing)

Agency : Bangladesh Water Development Board (BWDB)

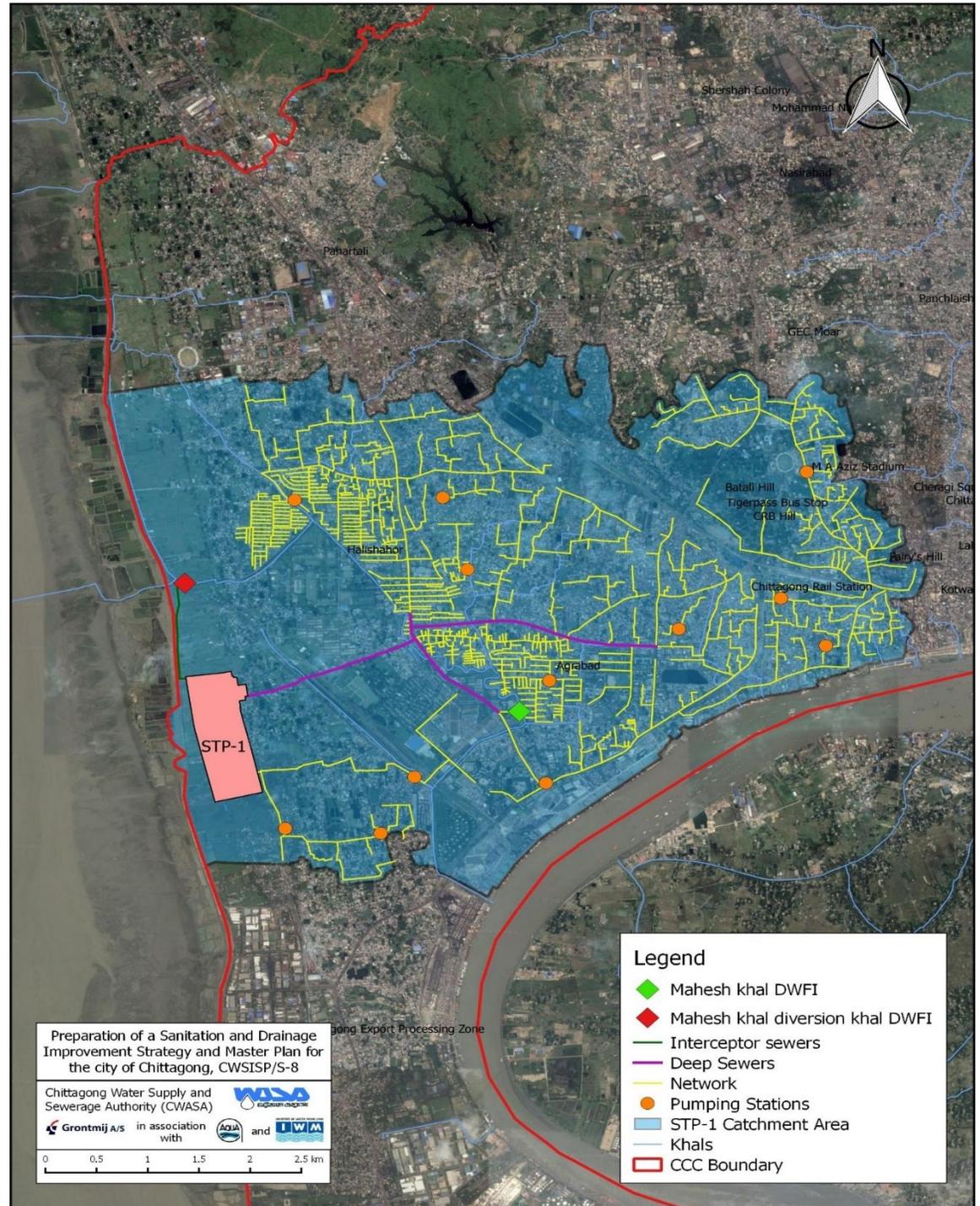


STP-1 (Halışahar Catchment)

Cost : \$350M

Population : 1.2 Million

The project is under
Implementation with
GOB Financing



Package S 31 : Consultancy Services for Utility Modernization Umbrella Consultancy

Scope of Assignment (11 Tasks)

- ☐ Task No. 1 : Review of & Recommendations on CWASA Organogram**
- ☐ Task No. 2 : Review, Identify and evaluate options for a decentralization zonal management model for CWASA**
- ☐ Task No.3: Develop Standard operating Procedures, O&M Manuals and a Maintenance management programme for facilities and equipment and train staff in their use**
- ☐ Task No.4 : Develop a Commercial Management Plan**
- ☐ Task No.5 : Management Information System Plan**
- ☐ Task No.6 : Develop and implement a staff training and development program**

Package S 31 : Consultancy Services for Utility Modernization Umbrella Consultancy

Scope of Assignment (11 Tasks) Contd.....

- ☐ Task No.7 : Conduct an energy audit and prepare an energy management plan**
- ☐ Task No.8 : Develop a customer services improvement plan and public education program**
- ☐ Task No.9 : Expert advice and assistance in respect to implementation of CWASA's strategic plan**
- ☐ Task No.10 : Review the utility maturity scorecard for CWASA, confirm base-line and develop mechanisms for periodic review and monitoring of CWASA's capacity development**
- ☐ Task No.11 : Prepare CWASA for ISO 9001 certification**

Package S 31 : Consultancy Services for Utility

Modernization Umbrella Consultancy

Achievements & Next Steps of CWASA :

- ❑ **CWASA will take necessary action for Board approval of the Organogram (2nd reviewed) by December 2020.**
- ❑ **Two (2) additional MODs are now started functioning. CWASA will prepare road map for phased implementation for the rest.**
- ❑ **Computerized Maintenance Management System(CMMS) is now operational in all WTPs & MODs.**
- ❑ **Developed Commercial Management Plan for CWASA. Approximately 70 commercial staffs has been trained in billing improvement and revenue collection & management. CWASA will take necessary action for Board approval of CMP by December 2020.**
- ❑ **Developed Management Information System Plan for CWASA. ICT system designs and requirement has been prepared and 03 RfPs have been provided for the procurement of MIS software & hardware**

Package S 31 : Consultancy Services for Utility Modernization Umbrella Consultancy

Achievements & Next Steps of CWASA :

- ❑ Developed staff training plan to guide CWASA on training after the consultancy. On job training and study tour of 170 staffs has been conducted. CWASA will take necessary action for Board approval of the Training Plan by December 2020.
- ❑ Mechanism for improving customer satisfaction, responsiveness and awareness of CWASA services instituted. CWASA will take necessary action for Board approval of the Customer Service Improvement Plan by December 2020.
- ❑ CWASA has started harnessing social media & digital communication & updated its Facebook page. A new Hotline customer call center has been established and started functioning.
- ❑ Two customer satisfaction survey has been conducted so far from which focus areas for improved service delivery have been identified. The March 2019 customer survey indicated a CSI of 76% which was 64% in March 2018.

Package S 31 : Consultancy Services for Utility Modernization Umbrella Consultancy

Achievements & Next Steps of CWASA :

- ❑ The Customer Complaint Tracking System has been started functioning.**
- ❑ A financial model to support the strategic plan has been developed which will be a supportive document for CWASA to pursue water tariff in future.**
- ❑ As a result of several actions were taken to improve the Maturity Score Card (MSC) , CWASA is able to raise the score from 1.5(base line in 2015) to 3.06 (June 2019) .**
- ❑ CWASA has been awarded ISO 9001 : 2015 certification in December 2018. CWASA already has formed a task force to perform internal audit for the sustainability of certification.**
- ❑ CWASA has already set up plans for expanding scope of ISO 9001:2015 certification to include other components such as water distribution etc.**

ISO 9001:2015 Certification on December 2018

