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CHATTOGRAM WATER SUPPLY AND SEWERAGE AUTHORITY



MANAGEMENT INFORMATION SYSTEM REPORT
FOR THE MONTH OF OCTOBER-2023

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Chattogram Water Supply & Sewerage Authority
Monthly MIS Report
October 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*	%	31	32	31	28	-16%	!
C 4*	%	87	90	87	116	-26%	!
D 9*	Day	244	245	235	200	-22%	!
F 2*	Nos.	6.3	N/A	6.4	7.1	12%	!
D 8*	Ratio	0.76	0.71	0.66	0.57	-25%	!
A 3.5*	%	91	N/A	92	100	-9%	!
E 19	No./month	240	960	2,400	2,880	-92%	++
E 18*	No./km/mth	0.34	0.24	0.35	1.81	87%	
A 6*	%	64	N/A	64	75	-15%	
B 5*	Tk/m3	18.63	18.85	18.14	17.45	7%	
E 16*	Tk/m3	17.56	18.65	18.71	19.50	4%	
A) Connection data							
A 1	Nos.	93,724	N/A	92,327	97,127	-4%	
A 1.1	Nos.	87,748	N/A	86,395	91,195	-4%	
A 1.2	Nos.	5,976	N/A	5,932	5,932	-1%	
A 1.3	Nos.	85,935	N/A	83,698	88,270	-3%	
A 2	%	93	N/A	93	92	1%	
A 2.1*	%	7	N/A	7	8	11%	
A 2.2	%						
A 3	Nos.	79,473	N/A	78,966	83,092	-4%	
A 3.1	Nos.	8,172	N/A	7,326	8,000	-2%	
A 3.2	Nos.	103	N/A	103	103	0%	
A 3.3	%	100	N/A	100	100	0%	
A 3.4*	%	91	N/A	92	100	-9%	
A 3.5*	Nos.	689	N/A	689	689	0%	
A 4	Nos.	368	N/A	368	317	16%	
A 5	%	64	N/A	64	75	-15%	
A 6*	%	98	N/A	97	100	-2%	
A 7	%						

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	Unit	This month	Year to date	Previous year actual	This year target *1	Evaluation *2	Remarks *3
B) 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	18.63	18.85	18.14	17.45	7%	
C) Billing and Collection							
C 1 Total billing	Tk	195,720,693	766,755,278	2,155,873,661	2,292,809,481	0%	
C 1.1* Private	Tk	173,126,466	677,864,427	1,888,365,971	1,948,888,059	4%	
C 1.2* Government	Tk	22,594,227	88,890,851	267,507,690	343,921,422	-22%	
C 2 Billed volume (Total Volume Accounted)	ML	10,506	40,681	118,868	131,400	-7%	
C 3 Total collection	Tk	169,388,954	691,232,422	1,878,166,418	2,664,792,000	-22%	
C 3.1* Private	Tk	159,083,250	657,108,297	1,738,727,636	2,345,016,960	-16%	!
C 3.2* Government	Tk	10,305,704	34,124,125	139,438,782	319,775,040	-68%	!
C 4* Revenue collection efficiency(monthly coll.+outstand. Coll.)/monthly bill.	%	87	90	87	116	-26%	!
C 4.1* Private	%	92	97	92	120	-24%	!
C 4.2* Government	%	46	38	52	93	-51%	!
D) Financial data							
D 1 Revenue (Total)	Tk	189,145,695	770,034,427	2,203,110,954	3,025,592,000	-24%	
D 1.1 Water revenue	Tk	169,388,954	691,232,422	1,878,166,418	2,664,792,000	-22%	!
D 1.2* Tubewell license	Tk	3,058,070	13,240,304	125,253,767	100,000,000	-60%	!
D 1.3* Other operating revenues	Tk	9,198,671	35,561,701	99,690,769	170,800,000	-38%	!
D 1.4* Interest income	Tk	7,500,000	30,000,000	100,000,000	90,000,000	0%	
D 2 Expenses (Total)	Tk	269,054,550	1,123,668,702	3,224,457,367	3,559,449,000	5%	
D 2.1* Personnel cost	Tk	48,667,550	161,148,702	442,684,994	602,585,000	20%	
D 2.2 Electricity cost	Tk	73,200,000	309,734,000	762,236,000	760,000,000	-22%	
D 2.3 Chemicals	Tk	15,576,000	15,770,000	111,276,000	140,000,000	66%	++
D 2.4* Depreciation	Tk	125,000,000	500,000,000	1,471,943,373	1,500,000,000	0%	
D 2.5 Other operating cost	Tk	6,811,000	137,016,000	436,317,000	556,864,000	26%	++
D 2.5.1 Other O & M	Tk	6,580,000	60,871,000	148,795,000	214,144,000	15%	
D 2.5.2 Capital cost from revenues	Tk	31,000	76,145,000	287,522,000	342,720,000	33%	++
D 2.6* Financial expense	Tk	0	0	0	0	#DIV/0!	#DIV/0!
D 3 Net Income (Loss)	Tk	(79,908,855)	(353,634,275)	(1,021,346,413)	(533,857,000)	99%	++
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	1,541,816,371	N/A	1,386,963,271	1,386,963,271	-11%	
D 6.1* Accounts receivable from Government	Tk	300,928,217	N/A	228,472,232	228,472,232	-32%	!
D 6.2* Accounts receivable from Private	Tk	1,240,888,154	N/A	1,158,491,039	1,158,491,039	-7%	
D 7* Long term loans	Tk	0	74,622,000	303,047,050	212,160,000	100%	++
D 8* Operating Ratio	Ratio	0.76	0.71	0.66	0.57	-25%	!
D 9* Collection period	Day	244	245	235	200	-22%	

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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+SF	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.	45	N/A	48	47	-4%	
E 6*	Capacity of DTW - direct distribution	MLD	32	N/A	35	48	-33%	!
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	565	N/A	569	605	-7%	
E 9	Length of Pipeline	km	962	N/A	962	992	-3%	
E 15*	Production (distributable water)	ML	15,321.75	60,252	172,320	182,500	-1%	
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	17.56	18.65	18.71	19.50	4%	
E 17*	Non Revenue Water	%	31	32	31	28	-16%	
E 18*	Leakage occurrence	No./km/mtf	0.34	0.24	0.35	1.81	87%	++
E 19	Water quality sample	No./month	240	960	2,400	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.	549	N/A	554	650	16%	
F 1.1	Grade-3-9	Nos.	56	N/A	54	60	N/A	++
F 1.2	Grade-10-11	Nos.	36	N/A	36	62	N/A	++
F 1.3	Grade-12-16	Nos.	222	N/A	229	260	N/A	++
F 1.4	Grade-17-20	Nos.	235	N/A	235	268	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.	6.3	N/A	6.4	7.1	12%	
F 3	Average Monthly Salary	Tk	30,167	N/A	19,364	31,195	3%	
F 4*	% of Overtime to Basic Salary	%	47	N/A	14	32	-48%	!
G) Customer Services								
G 1	New Service Connection							
G 1.1	Service Connection Application Received	Nos.	436	1,771	5,202	5,000	6%	
G 1.2	Service Connection given	Nos.	450	1,861	4,769	4,000	40%	++
G 2	Billing complaints							
G 2.1	Complaints received	Nos.	185	715	2,300	2,700	21%	
G 2.2	Complaints acted on	Nos.	150	610	1,819	2,200	17%	
G 3	Leakage complaints received and attended	Nos.	329	923	4,078	1,800	-54%	!

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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 Karulgah 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) / ((Distributable 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.

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SAE

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01.01.2024
AE

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2024
XEN
(Richard Nelson Penheiro)
Executive Engineer (A.C.)
Design Division
Chattogram WASA, Chattogram.

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21/2024
SE (P&C)

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03/01/2024
CE

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DMD (E)

উপঃ সিস্টেম এনালিস্ট (ইঞ্জিনিয়ার)
সিস্টেম এনালিস্ট, সিস্টেম এনালিস্ট