CHATTOGRAM WATER SUPPLY AND SEWERAGE AUTHORITY

MANAGEMENT INFORMATION SYSTEM REPORT

FOR THE MONTH OF JANUARY-2024

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Chattogram Water Supply & Sewerage Authority
Monthly MIS Report
January 2024

		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**	%	**30**	**32**	**31**	**28**	**-13%**	
C 4*	**Revenue collection efficiency(monthly coll.+outstand. Coll.)/month**	%	**86**	**88**	**87**	**116**	**-26%**	!
D 9*	**Collection period**	Day	**256**	**257**	**235**	**200**	**-28%**	!
F 2*	**No. of perma. employee per 1000 connections(excl. non-perma. Em**	Nos.	**6.0**	**N/A**	**6.4**	**7.1**	**15%**	
D 8*	**Operating Ratio**	Ratio	**0.64**	**0.74**	**0.66**	**0.57**	**-31%**	!
A 3.5*	**Functioning meter rate of installed meter**	%	**90**	**N/A**	**92**	**100**	**-10%**	
E 19	**Water quality sample**	No./month	**240**	**1,680**	**2,400**	**2,880**	**-92%**	!
E 18*	**Leakage occurrence**	No./km/mth	**0.38**	**0.29**	**0.35**	**1.81**	**84%**	++
A 6*	**Water supply coverage**	%	**64**	**N/A**	**64**	**75**	**-14%**	
B 5*	**Average tariff**	Tk/m3	**18.59**	**18.82**	**18.14**	**17.45**	**7%**	
E 16*	**Unit production cost (in/c Capt. Cost,Deprec. & Financial Expense.)**	Tk/m3	**17.02**	**19.03**	**18.71**	**19.50**	**2%**	
A) Connection data								
A 1	Total registered connections	Nos.	95,336	N/A	92,327	97,127	-2%	
A 1.1	Billable (non-disconnected) connection	Nos.	89,351	N/A	86,395	91,195	-2%	
A 1.2	Non-billable (disconnected) connection	Nos.	5,985	N/A	5,932	5932	-1%	
A 1.3	Billed connection	Nos.	86,714	N/A	83,698	88,270	-2%	
A 2	Breakdown of billable connection (by customer type)							
A 2.1*	Domestic	%	93	N/A	93	92	1%	
A 2.2	Non-domestic	%	7	N/A	7	8	11%	
A 3	Breakdown of billable connection (by meter status)							
A 3.1	Metered	Nos.	80,634	N/A	78,966	83,092	-3%	
A 3.2	Average reading	Nos.	8,614	N/A	7,326	8,000	-8%	
A 3.3	Non meter	Nos.	103	N/A	103	103	0%	
A 3.4*	Meter installation rate	%	100	N/A	100	100	0%	
A 3.5*	Functioning meter rate of installed meter	%	90	N/A	92	100	-10%	
A 4	Street Hydrant	Nos.	689	N/A	689	689	0%	
A 5	Religious Institutions	Nos.	368	N/A	368	317	16%	
A 6*	Water supply coverage	%	64	N/A	64	75	-14%	
A 7	Bill sent-out ratio	%	97	N/A	97	100	-3%	

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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	18.59	18.82	18.14	17.45	7%	
C) Billing and Collection								
C 1	Total billing	Tk	197,771,119	1,355,691,133	2,155,873,661	2,292,809,481	1%	
C 1.1*	Private	Tk	171,375,085	1,192,871,332	1,888,365,971	1,948,888,059	5%	
C 1.2*	Government	Tk	26,396,034	162,819,801	267,507,690	343,921,422	-19%	
C 2	Billed volume (Total Volume Accounted)	ML	10,641	72,042	118,868	131,400	-6%	
C 3	Total collection	Tk	169,810,852	1,188,996,735	1,878,166,418	2,664,792,000	-24%	
C 3.1*	Private	Tk	160,144,302	1,132,613,351	1,738,727,636	2,345,016,960	-17%	
C 3.2*	Government	Tk	9,666,550	56,383,384	139,438,782	319,775,040	-70%	!
C 4*	Revenue collection efficiency(monthly coll.+outstand. Coll.)/monthly bill.	%	86	88	87	116	-26%	!
C 4.1*	Private	%	93	95	92	120	-22%	
C 4.2*	Government	%	37	35	52	93	-61%	!
D) Financial data								
D 1	Revenue (Total)	Tk	191,802,582	1,335,244,315	2,203,110,954	3,025,592,000	-24%	
D 1.1	Water revenue	Tk	169,810,852	1,188,996,735	1,878,166,418	2,664,792,000	-24%	
D 1.2*	Tubewell license	Tk	4,305,002	25,861,188	125,253,767	100,000,000	-56%	!
D 1.3*	Other operating revenues	Tk	10,186,728	67,886,392	99,690,769	170,800,000	-32%	!
D 1.4*	Interest income	Tk	7,500,000	52,500,000	100,000,000	90,000,000	0%	
D 2	Expenses (Total)	Tk	260,184,645	2,007,507,070	3,224,457,367	3,559,449,000	3%	
D 2.1*	Personnel cost	Tk	36,240,645	276,419,070	442,684,994	602,585,000	21%	
D 2.2	Electricity cost	Tk	74,587,000	539,788,000	762,236,000	760,000,000	-22%	
D 2.3	Chemicals	Tk	1,377,000	62,982,000	111,276,000	140,000,000	23%	
D 2.4*	Depreciation	Tk	125,000,000	875,000,000	1,471,943,373	1,500,000,000	0%	
D 2.5	Other operating cost	Tk	22,980,000	253,318,000	436,317,000	556,864,000	22%	
D 2.5.1	Other O & M	Tk	10,920,000	110,775,000	148,795,000	214,144,000	11%	
D 2.5.2	Capital cost from revenues	Tk	12,060,000	142,543,000	287,522,000	342,720,000	29%	++
D 2.6*	Financial expense	Tk	0	0	0	0	#DIV/0!	#DIV/0!
D 3	Net Income (Loss)	Tk	(68,382,064)	(672,262,755)	(1,021,346,413)	(533,857,000)	116%	++
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	1,635,674,649	N/A	1,386,963,271	1,386,963,271	-18%	
D 6.1*	Accounts receivable from Government	Tk	338,486,163	N/A	228,472,232	228,472,232	-48%	!
D 6.2*	Accounts receivable from Private	Tk	1,297,188,486	N/A	1,158,491,039	1,158,491,039	-12%	
D 7*	Long term loans	Tk	0	120,462,000	303,047,050	212,160,000	100%	++
D 8*	Operating Ratio	Ratio	0.64	0.74	0.66	0.57	-31%	!
D 9*	Collection period	Day	256	257	235	200	-28%	!

		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.	44	N/A	48	47	-6%	
E 6*	Capacity of DTW - direct distribution	MLD	34	N/A	35	48	-29%	!
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	567	N/A	569	605	-6%	
E 9	Length of Pipeline	km	962	N/A	962	992	-3%	
E 15*	Production (distributable water)	ML	15,283.27	105,473	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	17.02	19.03	18.71	19.50	2%	
E 17*	Non Revenue Water	%	30	32	31	28	-13%	
E 18*	Leakage occurrence	No./km/mth	0.38	0.29	0.35	1.81	84%	++
E 19	Water quality sample	No./month	240	1,680	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.	539	N/A	554	650	17%	
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.	214	N/A	229	260	N/A	++
F 1.4	Grade-17-20	Nos.	233	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.	6.0	N/A	6.4	7.1	15%	
F 3	Average Monthly Salary	Tk	31,755	N/A	19,364	31,195	-2%	
F 4*	% of Overtime to Basic Salary	%	47	N/A	14	32	-46%	!
G) Customer Services								
G 1	New Service Connection							
G 1.1	Service Connection Application Received	Nos.	368	3,006	5,202	5,000	3%	
G 1.2	Service Connection given	Nos.	340	2,921	4,769	4,000	25%	++
G 2	Billing complaints							
G 2.1	Complaints received	Nos.	210	1,375	2,300	2,700	13%	
G 2.2	Complaints acted on	Nos.	180	1,140	1,819	2,200	11%	
G 3	Leakage complaints received and attended	Nos.	362	1,950	4,078	1,800	-86%	!

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.

02.04.2024
SAE

02.04.2024
AE

2/8/2024
XEN
(Richard Nelson Penheiro)
Executive Engineer (A.C)
Design Division
Chattogram WASA, Chattogram.

2/4/2024
SE (P&C)
মোহাম্মদ আরিফুল ইসলাম
তত্ত্বাবধায়ক প্রকৌশলী
(পরিকল্পনা ও নির্মান সার্কেল)
চট্টগ্রাম ওয়াসা

2/8/2024
CE

DMD (E)
প্রকৌশলী বিশ্বজিৎ কুমার সরকার
(উপসচিব)
উপব্যবস্থাপনা পরিচালক (প্রকৌশল)
চট্টগ্রাম ওয়াসা, চট্টগ্রাম।