

CHATTOGRAM WATER SUPPLY AND SEWERAGE AUTHORITY



**MANAGEMENT INFORMATION SYSTEM REPORT
FOR THE MONTH OF MAY-2024**

**WASA BHABAN
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Chattogram Water Supply & Sewerage Authority
Monthly MIS Report
May 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	%	29	30	31	28	-8%	
C 4*	Revenue collection efficiency(monthly coll.+outstand. Coll.)/monthly bill.	%	95	87	87	116	-19%	
D 9*	Collection period	Day	265	264	235	200	-32%	
F 2*	No. of perma. employee per 1000 connections(excl. non-perma. Empl.)	Nos.	5.8	N/A	6.4	7.1	18%	
D 8*	Operating Ratio	Ratio	0.71	0.72	0.66	0.57	-27%	
A 3.5*	Functioning meter rate of installed meter	%	90	N/A	92	100	-10%	
E 19	Water quality sample	No./month	240	2,640	2,400	2,880	-92%	
E 18*	Leakage occurrence	No./km/mth	0.27	0.29	0.35	1.81	84%	++
A 6*	Water supply coverage	%	66	N/A	64	75	-12%	
B 5*	Average tariff	Tk/m3	18.96	18.97	18.14	17.45	9%	
E 16*	Unit production cost (In/c Capt. Cost,Deprec. & Financial Expense.)	Tk/m3	19.53	19.73	18.71	19.50	-1%	
A) Connection data								
A 1	Total registered connections	Nos.	96,522	N/A	92,327	97,127	-1%	
A 1.1	Billable (non-disconnected) connection	Nos.	90,520	N/A	86,395	91,195	-1%	
A 1.2	Non-billable (disconnected) connection	Nos.	6,002	N/A	5,932	5932	-1%	
A 1.3	Billed connection	Nos.	88,932	N/A	83,698	88,270	1%	
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	10%	
A 3	Breakdown of billable connection (by meter status)							
A 3.1	Metered	Nos.	81,172	N/A	78,966	83,092	-2%	
A 3.2	Average reading	Nos.	9,246	N/A	7,326	8,000	-16%	
A 3.3	Non meter	Nos.	102	N/A	103	103	1%	
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	%	66	N/A	64	75	-12%	
A 7	Bill sent-out ratio	%	98	N/A	97	100	-2%	

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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
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	18.96	18.97	18.14	17.45	9%	
C) Billing and Collection							
C 1 Total billing	Tk	198,079,944	2,145,953,734	2,155,873,661	2,292,809,481	2%	
C 1.1* Private	Tk	174,275,344	1,884,728,060	1,888,365,971	1,948,888,059	5%	
C 1.2* Government	Tk	23,804,600	261,225,674	267,507,690	343,921,422	-17%	
C 2 Billed volume (Total Volume Accounted)	ML	10,449	113,123	118,868	131,400	-6%	
C 3 Total collection	Tk	187,506,875	1,871,444,197	1,878,166,418	2,664,792,000	-23%	
C 3.1* Private	Tk	173,725,778	1,776,561,455	1,738,727,636	2,345,016,960	-17%	
C 3.2* Government	Tk	13,781,097	94,882,742	139,438,782	319,775,040	-68%	
C 4* Revenue collection efficiency(monthly coll.+outstand. Coll.)/monthly bill.	%	95	87	87	116	-19%	
C 4.1* Private	%	100	94	92	120	-17%	
C 4.2* Government	%	58	36	52	93	-38%	
D) Financial data							
D 1 Revenue (Total)	Tk	213,041,661	2,171,818,463	2,203,110,954	3,025,592,000	-22%	
D 1.1 Water revenue	Tk	187,506,875	1,871,444,197	1,878,166,418	2,664,792,000	-23%	
D 1.2* Tubewell license	Tk	7,030,033	111,488,270	125,253,767	100,000,000	22%	
D 1.3* Other operating revenues	Tk	11,004,753	106,385,996	99,690,769	170,800,000	-32%	
D 1.4* Interest income	Tk	7,500,000	82,500,000	100,000,000	90,000,000	0%	
D 2 Expenses (Total)	Tk	287,376,186	3,194,831,588	3,224,457,367	3,559,449,000	2%	
D 2.1* Personnel cost	Tk	38,965,186	446,849,588	442,684,994	602,585,000	19%	
D 2.2 Electricity cost	Tk	88,944,000	867,734,000	762,236,000	760,000,000	-25%	
D 2.3 Chemicals	Tk	9,374,000	98,733,000	111,276,000	140,000,000	23%	
D 2.4* Depreciation	Tk	125,000,000	1,375,000,000	1,471,943,373	1,500,000,000	0%	
D 2.5 Other operating cost	Tk	25,093,000	406,515,000	436,317,000	556,864,000	20%	
D 2.5.1 Other O & M	Tk	14,993,000	155,755,000	148,795,000	214,144,000	21%	
D 2.5.2 Capital cost from revenues	Tk	10,100,000	250,760,000	287,522,000	342,720,000	20%	
D 2.6* Financial expense	Tk	0	0	0	0	#DIV/0!	#DIV/0!
D 3 Net Income (Loss)	Tk	(74,334,525)	(1,023,013,125)	(1,021,346,413)	(533,857,000)	109%	++
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	1,694,664,407	N/A	1,386,963,271	1,386,963,271	-22%	
D 6.1* Accounts receivable from Government	Tk	350,075,545	N/A	228,472,232	228,472,232	-53%	
D 6.2* Accounts receivable from Private	Tk	1,344,588,862	N/A	1,158,491,039	1,158,491,039	-16%	
D 7* Long term loans	Tk	0	166,302,000	303,047,050	212,160,000	100%	++
D 8* Operating Ratio	Ratio	0.71	0.72	0.66	0.57	-27%	
D 9* Collection period	Day	265	264	235	200	-32%	

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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	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	-28%	
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	568	N/A	569	605	-6%	
E 9	Length of Pipeline	km	962	N/A	962	992	-3%	
E 15*	Production (distributable water)	ML	14,717.41	161,936	172,320	182,500	-3%	
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	19.53	19.73	18.71	19.50	-1%	
E 17*	Non Revenue Water	%	29	30	31	28	-8%	
E 18*	Leakage occurrence	No./km/mth	0.27	0.29	0.35	1.81	84%	++
E 19	Water quality sample	No./month	240	2,640	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.	527	N/A	554	650	19%	
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.	203	N/A	229	260	N/A	++
F 1.4	Grade-17-20	Nos.	232	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.	5.8	N/A	6.4	7.1	18%	
F 3	Average Monthly Salary	Tk	20,187	N/A	19,364	31,195	35%	++
F 4*	% of Overtime to Basic Salary	%	43	N/A	14	32	-34%	
G) Customer Services								
G 1	New Service Connection	Nos.	328	4,312	5,202	5,000	-6%	
G 1.1	Service Connection Application Received	Nos.	316	4,187	4,769	4,000	14%	
G 1.2	Service Connection given	Nos.						
G 2	Billing complaints	Nos.	190	2,125	2,300	2,700	14%	
G 2.1	Complaints received	Nos.	160	1,780	1,819	2,200	12%	
G 2.2	Complaints acted on	Nos.	258	3,046	4,078	1,800	-85%	
G 3	Leakage complaints received and attended	Nos.						

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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).
- A3.5: Functioning meter rate = 1 - (number of average reading connection / number of billable connection). This indicator is used as a proxy of ratio of metered water sold to total water sold.
- A6: Water supply coverage is defined as (population served with piped water + population served by street hydrant) / population in service area.
In FY 2010/11, this was estimated at 42% (= (1.192 million + 0.07 million) / 2.98 million)
Supply coverage of this month is computed based on the following assumptions used in Business Plan.
(population in service area = 3 million; user population per connection = 30; population served with standpipes = 100,000; number of standpipes = 689)
- 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)/((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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XEN
(Richard Nelson Penheiro)
Executive Engineer (A.C)
Design Division
Chattogram WASA, Chattogram.

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মোহাম্মদ সৈয়দুল ইসলাম
তত্ত্বাবধায়ক প্রকৌশলী
(পত্রিকাজনা ও নির্মান সার্কেল,
শাহসাহ ওয়াসা)

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শাহ মুহাম্মদ হোসাইন
প্রকৌশলী
চট্টগ্রাম ওয়াসা, চট্টগ্রাম

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০৮/০৪/২০২৪
শ্রীমতি বিষ্ণু কুমার দত্ত
চিএমডি
উপবাহাদারী প্রকৌশলী
চট্টগ্রাম ওয়াসা