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CHATTOGRAM WATER SUPPLY AND SEWERAGE AUTHORITY



MANAGEMENT INFORMATION SYSTEM REPORT FOR THE MONTH OF July-2024

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96-08
Chattogram Water Supply & Sewerage Authority
Monthly MIS Report
July 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	%	31	31	30	25	-24%
C 4*	Revenue collection efficiency(monthly coll.+outstand. Coll.)/monthly	%	86	86	90	129	-33%
D 9*	Collection period	Day	277	271	270	200	-36%
F 2*	No. of perma. employee per 1000 connections(excl. non-perma. Empl.)	Nos.	5.7	N/A	5.8	6.0	4%
D 8*	Operating Ratio	Ratio	0.76	0.76	0.71	0.56	-34%
A 3.5*	Functioning meter rate of installed meter	%	90	N/A	90	90	0%
E 19	Water quality sample	No./month	240	240	2,880	2,880	-92%
E 18*	Leakage occurrence	No./km/mth	0.21	0.21	0.28	2.27	91%
A 6*	Water supply coverage	%	65	N/A	66	67	-3%
B 5*	Average tariff	Tk/m3	19.06	19.06	19.00	20.00	-5%
E 16*	Unit production cost (in/c Capt. Cost, Deprec. & Financial Expense.)	Tk/m3	18.28	18.28	20.30	20.81	12%
A) Connection data							
A 1	Total registered connections	Nos.	97,576	N/A	97,137	101,222	-4%
A 1.1	Billable (non-disconnected) connection	Nos.	91,549	N/A	91,121	95,220	-4%
A 1.2	Non-billable (disconnected) connection	Nos.	6,027	N/A	6,016	6002	0%
A 1.3	Billed connection	Nos.	89,563	N/A	89,508	91,932	-3%
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	22%
A 3	Breakdown of billable connection (by meter status)						
A 3.1	Metered	Nos.	82,175	N/A	81,589	85,572	-4%
A 3.2	Average reading	Nos.	9,272	N/A	9,430	9,546	3%
A 3.3	Non meter	Nos.	102	N/A	102	102	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	90	90	0%
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	%	65	N/A	66	67	-3%
A 7	Bill sent-out ratio	%	98	N/A	98	97	1%

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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	19.06	19.06	19.00	20.00	-5%		
C) Billing and Collection								
C 1 Total billing	Tk	198,996,676	198,996,676	2,347,888,407	2,400,000,000	-1%		
C 1.1* Private	Tk	175,837,538	175,837,538	2,062,051,833	2,160,000,000	-2%		
C 1.2* Government	Tk	23,159,138	23,159,138	285,836,574	240,000,000	16%		
C 2 Billed volume (Total Volume Accounted)	ML	10,441	10,441	123,549	120,000	4%		
C 3 Total collection	Tk	171,313,916	171,313,916	2,105,177,399	3,094,120,000	-34%	!	
C 3.1* Private	Tk	158,563,262	158,563,262	1,992,878,824	2,929,067,275	-35%	!	
C 3.2* Government	Tk	12,750,654	12,750,654	112,298,575	165,052,725	-7%		
C 4* Revenue collection efficiency(monthly coll.+outstand. Coll.)/monthly	%	86	86	90	129	-33%	!	
C 4.1* Private	%	90	90	97	136	-34%	!	
C 4.2* Government	%	55	55	39	69	-20%		
D) Financial data								
D 1 Revenue (Total)	Tk	193,748,503	193,748,503	2,425,189,135	3,457,920,000	-33%	!	
D 1.1 Water revenue	Tk	171,313,916	171,313,916	2,105,177,399	3,094,120,000	-34%	!	
D 1.2* Tubewell license	Tk	4,723,544	4,723,544	115,878,743	100,000,000	-43%	!	
D 1.3* Other operating revenues	Tk	10,211,043	10,211,043	114,132,993	163,800,000	-25%	!	
D 1.4* Interest income	Tk	7,500,000	7,500,000	90,000,000	100,000,000	-10%		
D 2 Expenses (Total)	Tk	276,459,641	276,459,641	3,583,597,467	4,177,625,820	21%		
D 2.1* Personnel cost	Tk	30,489,656	30,489,656	517,744,367	631,470,000	42%	++	
D 2.2 Electricity cost	Tk	113,392,000	113,392,000	912,448,000	920,000,000	-48%	!	
D 2.3 Chemicals	Tk	67,000	67,000	139,542,000	140,000,000	99%	++	
D 2.4* Depreciation	Tk	129,182,985	129,182,985	1,500,000,000	1,550,195,820	0%		
D 2.5 Other operating cost	Tk	3,328,000	3,328,000	513,863,100	935,960,000	96%	++	
D 2.5.1 Other O & M	Tk	2,734,000	2,734,000	159,148,100	260,700,000	87%	++	
D 2.5.2 Capital cost from revenues	Tk	594,000	594,000	354,715,000	675,260,000	99%	++	
D 2.6* Financial expense	Tk	0	0	0	0	#DIV/0!	#DIV/0!	
D 3 Net Income (Loss)	Tk	(82,711,138)	(82,711,138)	(1,158,408,332)	(719,705,820)	38%	++	
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	1,775,216,507	N/A	1,737,729,584	1,737,729,584	-2%		
D 6.1* Accounts receivable from Government	Tk	384,412,969	N/A	366,318,888	366,318,888	-5%		
D 6.2* Accounts receivable from Private	Tk	1,390,803,538	N/A	1,371,410,696	1,371,410,696	-1%		
D 7* Long term loans	Tk	0	0	212,142,000	212,160,000	100%	++	
D 8* Operating Ratio	Ratio	0.76	0.76	0.71	0.56	-34%	!	
D 9* Collection period	Day	277	271	270	200	-36%	!	

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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.	44	N/A	45	55	-20%	
E 6*	Capacity of DTW - direct distribution	MLD	33	N/A	33	48	-31%	!
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	566	N/A	566	581	-3%	
E 9	Length of Pipeline	km	962	N/A	962	992	-3%	
E 15*	Production (distributable water)	ML	15,121.06	15,121	176,510.35	200,750	-10%	
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	18.28	18.28	20.30	20.81	12%	
E 17*	Non Revenue Water	%	31	31	30	25	-24%	
E 18*	Leakage occurrence	No./km/mth	0.21	0.21	0.28	2.27	91%	++
E 19	Water quality sample	No./month	240	240	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.	524	N/A	527	570	8%	
F 1.1	Grade-3-9	Nos.	56	N/A	56	60	N/A	++
F 1.2	Grade-10-11	Nos.	36	N/A	36	30	N/A	++
F 1.3	Grade-12-16	Nos.	201	N/A	203	260	N/A	++
F 1.4	Grade-17-20	Nos.	231	N/A	232	220	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.	5.7	N/A	5.8	6.0	4%	
F 3	Average Monthly Salary	Tk	30,256	N/A	21,044	33,516	10%	
F 4*	% of Overtime to Basic Salary	%	30.30	N/A	24	32	5%	
G) Customer Services								
G 1	New Service Connection							
G 1.1	Service Connection Application Received	Nos.	223	223	4,570	4,000	-33%	!
G 1.2	Service Connection given	Nos.	326	326	4,480	3,800	3%	
G 2	Billing complaints							
G 2.1	Complaints received	Nos.	210	210	2,335	2,800	10%	
G 2.2	Complaints acted on	Nos.	180	180	1,960	2,300	6%	
G 3	Leakage complaints received and attended	Nos.	199	199	3,237	2,250	-6%	

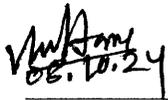
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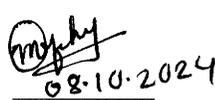
N/A = not applicable (= pointless to calculate, or nonexistent)

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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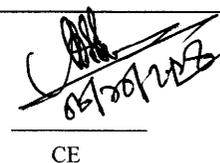
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