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CHATTOGRAM WATER SUPPLY AND SEWERAGE AUTHORITY



**MANAGEMENT INFORMATION SYSTEM REPORT  
FOR THE MONTH OF APRIL-2025**

**WASA BHABAN  
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**Chattogram Water Supply & Sewerage Authority**  
**Monthly MIS Report**  
**April 2025**

	Unit	This month	Year to date	Previous year actual	This year target *1	Evaluation *2	Remarks *3 ++ Too good ! Very bad
<b>Selected Key Indicators</b>							
E 17*	Non Revenue Water= {1-(billed water(C2)/distributable water production(E15*))} X 100	%	23	27	30	25	-6%
C 4*	Revenue collection efficiency (monthly coll.+ outstand. Coll.)/ monthly bill. = (collection(C3)/billing(C1)) X100	%	85	87	90	129	-34% !
D 9*	Collection period = (accounts receivable(D6)/monthly billings(C1)) X number of days of month	Day	321	321	270	200	-61% !
F 2*	No. of perma. employee per 1000 connections(excl. non-perma. Empl.) = (No. of permanent staff(F1) + non-permanent staff(F5) / total billable connections (A1.1)) X1000	Nos.	5.4	N/A	5.8	6.0	10%
D 8*	Operating Ratio = (personal cost (D2.1) + electricity cost (D2.2) + chemical cost (D2.3) + other O & M (D2.5.1)) / (Total Revenues(D1))	Ratio	0.67	0.73	0.71	0.56	-30% !
A 3.5*	Functioning meter rate of installed meter = no. of metered (A3.1)/ (no. of metered (A3.1) + average reading (A3.2)) X 100	%	89	N/A	90	90	-1%
E 19	Water quality sample (E19)	No./month	240	2,400	2,880	2,880	-92% !
E 18*	Leakage occurrence = (no. of leakage recognized by complaint (G3)/ Length of Pipeline at the end of period(E9)/ no. of months covered)	No./km/mth	0.23	0.25	0.28	2.27	89% ++
A 6*	Water supply coverage = ((Billed connection (A1.3) X 26 Person per Connection) + (Total Street Hydrant (A4) X 80 Person per Street Hydrant) / Total Population in water Supply Area (N.B)) X 100	%	66	N/A	66	67	-1%
B 5*	Average tariff = (Total billing(C1)/ Billed volume(C2)) / 1000	Tk/m3	18.37	18.80	19.00	20.00	-8%
E 16*	Unit production cost (in/c Capt. Cost,Deprec. & Financial Expense.) = Expenses Total(D2)/ (Production distributable water(E15*) +DTW Water directly distributed (E15.1*)) / 1000)	Tk/m3	23.94	20.66	20.30	21.90	6%
<b>A) Connection data</b>							
A 1	Total registered connections	Nos.	100,232	N/A	97,137	101,222	-1%
A 1.1	Billable (non-disconnected) connection	Nos.	94,120	N/A	91,121	95,220	-1%
A 1.2	Non-billable (disconnected) connection	Nos.	6,112	N/A	6,016	6002	-2%
A 1.3	Billed connection	Nos.	91,284	N/A	89,508	91,932	-1%
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	23%
A 3	Breakdown of billable connection (by meter status)						
A 3.1	Metered	Nos.	84,070	N/A	81,589	85,572	-2%
A 3.2	Average reading	Nos.	9,949	N/A	9,430	9,546	-4%
A 3.3	Non meter	Nos.	101	N/A	102	102	1%
A 3.4*	Meter installation rate	%	100	N/A	100	100	0%
A 3.5*	Functioning meter rate of installed meter	%	89	N/A	90	90	-1%
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	%	66	N/A	66	67	-1%
A 7	Bill sent-out ratio	%	97	N/A	98	97	0%

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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>B) Tariff</b>							
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	18.37	18.80	19.00	20.00	-8%	
<b>C) Billing and Collection</b>							
C 1 Total billing	Tk	195,832,944	1,981,281,316	2,347,888,407	2,400,000,000	-1%	
C 1.1* Private	Tk	172,220,789	1,747,956,790	2,062,051,833	2,160,000,000	-3%	
C 1.2* Government	Tk	23,612,155	233,324,526	285,836,574	240,000,000	17%	
C 2 Billed volume (Total Volume Accounted)	ML	10,660	105,390	123,549	120,000	5%	
C 3 Total collection	Tk	165,929,493	1,714,904,608	2,105,177,399	3,094,120,000	-33%	!
C 3.1* Private	Tk	159,620,243	1,618,498,903	1,992,878,824	2,929,067,275	-34%	!
C 3.2* Government	Tk	6,309,250	96,405,705	112,298,575	165,052,725	-30%	!
C 4* Revenue collection efficiency (monthly coll.+ outstand. Coll.)/ monthly bill.	%	85	87	90	129	-34%	!
C 4.1* Private	%	93	93	97	136	-32%	!
C 4.2* Government	%	27	41	39	69	-61%	!
<b>D) Financial data</b>							
D 1 Revenue (Total)	Tk	201,052,039	1,980,157,016	2,425,189,135	3,457,920,000	-31%	!
D 1.1 Water revenue	Tk	165,929,493	1,714,904,608	2,105,177,399	3,094,120,000	-33%	!
D 1.2* Tubewell license	Tk	19,290,406	98,587,881	115,878,743	100,000,000	18%	
D 1.3* Other operating revenues	Tk	7,498,806	83,331,193	114,132,993	163,800,000	-39%	!
D 1.4* Interest income	Tk	8,333,333	83,333,333	90,000,000	100,000,000	0%	
D 2 Expenses (Total)	Tk	333,444,893	2,965,123,290	3,583,597,467	4,396,985,820	19%	
D 2.1* Personnel cost	Tk	35,163,287	400,422,678	517,744,367	631,470,000	24%	
D 2.2 Electricity cost	Tk	79,465,000	851,224,000	912,448,000	920,000,000	-11%	
D 2.3 Chemicals	Tk	8,425,000	102,414,000	139,542,000	140,000,000	12%	
D 2.4* Depreciation	Tk	129,182,985	1,291,829,850	1,500,000,000	1,550,195,820	0%	
D 2.5 Other operating cost	Tk	61,295,000	313,581,000	513,863,100	935,960,000	60%	++
D 2.5.1 Other O & M	Tk	12,465,000	101,279,000	159,148,100	260,700,000	53%	++
D 2.5.2 Capital cost from revenues	Tk	48,830,000	212,302,000	354,715,000	675,260,000	62%	++
D 2.6* Financial expense	Tk	627,974	5,651,762	0	7,200,000	6%	
D 3 Net Income ( Loss )	Tk	(132,392,854)	(984,966,274)	(1,158,408,332)	(939,065,820)	26%	++
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	2,093,939,518	N/A	1,737,729,584	1,737,729,584	-20%	
D 6.1* Accounts receivable from Government	Tk	532,577,963	N/A	366,318,888	366,318,888	-45%	!
D 6.2* Accounts receivable from Private	Tk	1,561,361,555	N/A	1,371,410,696	1,371,410,696	-14%	
D 7* Long term loans	Tk	19,285,647	173,570,825	212,142,000	212,160,000	91%	++
D 8* Operating Ratio	Ratio	0.67	0.73	0.71	0.56	-30%	!
D 9* Collection period	Day	321	321	270	200	-61%	!

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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>E) Water Supply</b>							
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.	40	N/A	45	55	-27% !
E 6*	Capacity of DTW - direct distribution	MLD	34	N/A	33	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	566	581	-2%
E 9	Length of Pipeline	km	962	N/A	962	992	-3%
E 15*	Production (distributable water)	ML	13,930.59	143,509	176,510.35	200,750	-14%
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	23.94	20.66	20.30	21.90	6%
E 17*	Non Revenue Water	%	23	27	30	25	-6%
E 18*	Leakage occurrence	No./km/mth	0.23	0.25	0.28	2.27	89% ++
E 19	Water quality sample	No./month	240	2,400	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%
<b>F) Personnel</b>							
F 1	No. of permanent employees (Total)	Nos.	508	N/A	527	570	11%
F 1.1	Grade-3-9	Nos.	57	N/A	56	60	N/A ++
F 1.2	Grade-10-11	Nos.	35	N/A	36	30	N/A ++
F 1.3	Grade-12-16	Nos.	193	N/A	203	260	N/A ++
F 1.4	Grade-17-20	Nos.	223	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.	25	N/A	50	50	N/A ++
F 2*	No. of perma. employee per 1000 connections(excl. non-perma. Empl.)	Nos.	5.4	N/A	5.8	6.0	10%
F 3	Average Monthly Salary	Tk	30,224	N/A	21,044	33,516	10%
F 4*	% of Overtime to Basic Salary	%	41.97	N/A	24	32	-31% !
<b>G) Customer Services</b>							
G 1	New Service Connection						
G 1.1	Service Connection Application Received	Nos.	244	2,585	4,570	4,000	-22%
G 1.2	Service Connection given	Nos.	169	2,655	4,480	3,800	-16%
G 2	Billing complaints						
G 2.1	Complaints received	Nos.	170	1,830	2,335	2,800	22%
G 2.2	Complaints acted on	Nos.	150	1,620	1,960	2,300	15%
G 3	Leakage complaints received and attended	Nos.	218	2,362	3,237	2,250	-26% !

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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
- DB: 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: Coliection 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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AE

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XEN

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*22/09/20*  
 নাকসুর আলম  
 প্রধান নির্দেশক  
 চট্টগ্রাম ওয়াশা, চট্টগ্রাম।

*22/09/20*  
 প্রকৌশল কর্মকর্তার সরকার  
 (উপসচিব)  
 উপব্যবস্থাপনা পরিচালক (প্রকৌশল)  
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