

CHATTOGRAM WATER SUPPLY AND SEWERAGE AUTHORITY



**MANAGEMENT INFORMATION SYSTEM REPORT
DECEMBER-2023**

**WASA BHABAN
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Chattogram Water Supply & Sewerage Authority
Monthly MIS Report
December 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*	Non Revenue Water	%	31	32	31	28	-14%	
C 4*	Revenue collection efficiency(monthly coll.+outstand. Coll./month)	%	83	88	87	116	-28%	!
D 9*	Collection period	Day	259	255	235	200	-28%	!
F 2*	No. of perma. employee per 1000 connections(excl. non-perma. Em)	Nos.	6.1	N/A	6.4	7.1	14%	
D 8*	Operating Ratio	Ratio	0.81	0.76	0.66	0.57	-34%	!
A 3.5*	Functioning meter rate of installed meter	%	90	N/A	92	100	-10%	
E 19	Water quality sample	No./month	240	1,440	2,400	2,880	-92%	!
E 18*	Leakage occurrence	No./km/mth	0.33	0.27	0.35	1.81	85%	++
A 6*	Water supply coverage	%	64	N/A	64	75	-14%	
B 5*	Average tariff	Tk/m3	18.48	18.86	18.14	17.45	6%	
E 16*	Unit production cost (in/c Capt. Cost,Deprec. & Financial Expense.)	Tk/m3	21.24	19.37	18.71	19.50	1%	
A) Connection data								
A 1	Total registered connections	Nos.	94,749	N/A	92,327	97,127	-2%	
A 1.1	Billable (non-disconnected) connection	Nos.	88,771	N/A	86,395	91,195	-3%	
A 1.2	Non-billable (disconnected) connection	Nos.	5,978	N/A	5,932	5932	-1%	
A 1.3	Billed connection	Nos.	86,340	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.	79,970	N/A	78,966	83,092	-4%	
A 3.2	Average reading	Nos.	8,698	N/A	7,326	8,000	-9%	
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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		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	18.48	18.86	18.14	17.45	6%	
C) Billing and Collection								
C 1	Total billing	Tk	193,596,261	1,157,920,014	2,155,873,661	2,292,809,481	1%	
C 1.1*	Private	Tk	169,869,031	1,021,496,247	1,888,365,971	1,948,888,059	5%	
C 1.2*	Government	Tk	23,727,230	136,423,767	267,507,690	343,921,422	-21%	
C 2	Billed volume (Total Volume Accounted)	ML	10,475	61,401	118,868	131,400	-7%	
C 3	Total collection	Tk	161,497,870	1,019,185,883	1,878,166,418	2,664,792,000	-24%	
C 3.1*	Private	Tk	153,985,700	972,469,049	1,738,727,636	2,345,016,960	-17%	
C 3.2*	Government	Tk	7,512,170	46,716,834	139,438,782	319,775,040	-71%	!
C 4*	Revenue collection efficiency(monthly coll.+outstand. Coll.)/monthly bill.	%	83	88	87	116	-28%	!
C 4.1*	Private	%	91	95	92	120	-25%	
C 4.2*	Government	%	32	34	52	93	-66%	!
D) Financial data								
D 1	Revenue (Total)	Tk	184,187,356	1,143,441,733	2,203,110,954	3,025,592,000	-24%	
D 1.1	Water revenue	Tk	161,497,870	1,019,185,883	1,878,166,418	2,664,792,000	-24%	
D 1.2*	Tubewell license	Tk	4,850,766	21,556,186	125,253,767	100,000,000	-57%	!
D 1.3*	Other operating revenues	Tk	10,338,720	57,699,664	99,690,769	170,800,000	-32%	!
D 1.4*	Interest income	Tk	7,500,000	45,000,000	100,000,000	90,000,000	0%	
D 2	Expenses (Total)	Tk	321,789,688	1,747,322,425	3,224,457,367	3,559,449,000	2%	
D 2.1*	Personnel cost	Tk	39,524,688	240,178,425	442,684,994	602,585,000	20%	
D 2.2	Electricity cost	Tk	80,190,000	465,201,000	762,236,000	760,000,000	-22%	
D 2.3	Chemicals	Tk	54,000	61,605,000	111,276,000	140,000,000	12%	
D 2.4*	Depreciation	Tk	125,000,000	750,000,000	1,471,943,373	1,500,000,000	0%	
D 2.5	Other operating cost	Tk	77,021,000	230,338,000	436,317,000	556,864,000	17%	
D 2.5.1	Other O & M	Tk	28,631,000	99,855,000	148,795,000	214,144,000	7%	
D 2.5.2	Capital cost from revenues	Tk	48,390,000	130,483,000	287,522,000	342,720,000	24%	
D 2.6*	Financial expense	Tk	0	0	0	0	#DIV/0!	#DIV/0!
D 3	Net Income (Loss)	Tk	(137,602,332)	(603,880,692)	(1,021,346,413)	(533,857,000)	126%	++
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	1,620,137,746	N/A	1,386,963,271	1,386,963,271	-17%	
D 6.1*	Accounts receivable from Government	Tk	339,675,009	N/A	228,472,232	228,472,232	-49%	!
D 6.2*	Accounts receivable from Private	Tk	1,280,462,737	N/A	1,158,491,039	1,158,491,039	-11%	
D 7*	Long term loans	Tk	45,840,000	120,462,000	303,047,050	212,160,000	78%	++
D 8*	Operating Ratio	Ratio	0.81	0.76	0.66	0.57	-34%	!
D 9*	Collection period	Day	259	255	235	200	-28%	!

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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.	47	N/A	48	47	0%	
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	15,146.62	90,189	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	21.24	19.37	18.71	19.50	1%	
E 17*	Non Revenue Water	%	31	32	31	28	-14%	
E 18*	Leakage occurrence	No./km/mth	0.33	0.27	0.35	1.81	85%	++
E 19	Water quality sample	No./month	240	1,440	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.	543	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.	218	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.	6.1	N/A	6.4	7.1	14%	
F 3	Average Monthly Salary	Tk	31,041	N/A	19,364	31,195	0%	
F 4*	% of Overtime to Basic Salary	%	23	N/A	14	32	27%	++
G) Customer Services								
G 1	New Service Connection							
G 1.1	Service Connection Application Received	Nos.	415	2,638	5,202	5,000	6%	
G 1.2	Service Connection given	Nos.	316	2,581	4,769	4,000	29%	++
G 2	Billing complaints							
G 2.1	Complaints received	Nos.	230	1,165	2,300	2,700	14%	
G 2.2	Complaints acted on	Nos.	170	960	1,819	2,200	13%	
G 3	Leakage complaints received and attended	Nos.	319	1,588	4,078	1,800	-76%	!

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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 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

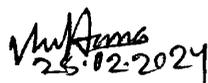
E18: Leakage occurrence = Number of leakage recognized by complaint / length of pipeline at the end of period / number of months covered

E20: This is the rate of satisfactory sample complying with the chlorine standard.

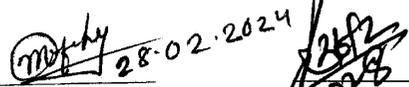
E21: This is the rate of satisfactory sample complying with the microbiological standard.

F2: No. of employee per 1000 connections = (number of permanent staff + non-permanent staff) / (total billable connections/1000)

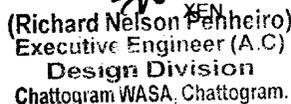
F4: Only staff workers (Class 3 and Class 4) receive overtime. Thus this ratio is computed based on Class 3 and Class 4 workers' pay.

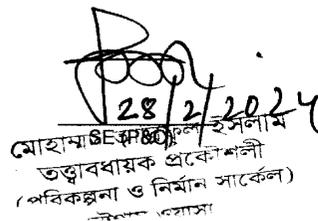

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AE


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


28/2/2024
মোহাম্মদ হুসাইন
তত্ত্বাবধায়ক প্রকৌশলী
(পরিকল্পনা ও নির্মাণ সার্কেল)
চট্টগ্রাম ওয়াসা


28/02/2024

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DMD (E)

উপঃ ব্যবঃ পরিঃ (একোঃ)
চট্টগ্রাম ওয়াসা, চট্টগ্রাম।