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CHATTOGRAM WATER SUPPLY AND SEWERAGE AUTHORITY



MANAGEMENT INFORMATION SYSTEM REPORT
FOR THE MONTH OF NOVEMBER-2021

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Chattogram Water Supply & Sewerage Authority
Monthly MIS Report
November 2021

	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	%	28	29	25	20	-47%	!
C 4*	Revenue collection efficiency(monthly coll.+outstand. Coll.)/month	%	82	86	100	90	-8%	
D 9*	Collection period	Day	280	290	314	263	-10%	
F 2*	No. of perma. employee per 1000 connections(excl. non-perma. Em)	Nos.	6.0	N/A	8.3	9.4	15%	
D 8*	Operating Ratio	Ratio	0.71	0.71	0.69	0.72	2%	
A 3.5*	Functioning meter rate of installed meter	%	96	N/A	96	100	-4%	
E 19	Water quality sample	No./month	200	1,000	1,800	200	0%	
E 18*	Leakage occurrence	No./km/mtr	0.40	0.42	0.43	0.50	17%	
A 6*	Water supply coverage	%	60	N/A	60	75	-20%	
B 5*	Average tariff	Tk/m3	14.12	13.96	13.73	14.73	-4%	
E 16*	Unit production cost (in/c Capt. Cost, Deprec. & Financial Expense.)	Tk/m3	7.43	9.13	11.92	13.56	33%	++
A) Connection data								
A 1	Total registered connections	Nos.	83,524	N/A	82,576	84,000	-1%	
A 1.1	Billable (non-disconnected) connection	Nos.	77,749	N/A	76,849	78,000	0%	
A 1.2	Non-billable (disconnected) connection	Nos.	5,775	N/A	5,727	6000	4%	
A 1.3	Billed connection	Nos.	76,161	N/A	73,970	75,000	2%	
A 2	Breakdown of billable connection (by customer type)							
A 2.1*	Domestic	%	93	N/A	97	96	-3%	
A 2.2	Non-domestic	%	7	N/A	3	4	-75%	!
A 3	Breakdown of billable connection (by meter status)							
A 3.1	Metered	Nos.	74,523	N/A	74,039	74,000	1%	
A 3.2	Average reading	Nos.	3,120	N/A	2,702	4,000	22%	
A 3.3	Non meter	Nos.	106	N/A	108	0	#DIV/0!	#DIV/0!
A 3.4*	Meter installation rate	%	100	N/A	100	100	0%	
A 3.5*	Functioning meter rate of installed meter	%	96	N/A	96	100	-4%	
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	%	60	N/A	60	75	-20%	
A 7	Bill sent-out ratio	%	98	N/A	96	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						
B 2	Non-domestic	Tk/m3	12.40	N/A	12.40	13.02	-5%
B 3	Street Hydrant	Tk/m3	30.30	N/A	30.30	31.82	-5%
B 4	Religious Institutions	Tk/m3	12.40	N/A	12.40	13.02	-5%
B 5*	Average tariff	Tk/m3	12.40	N/A	12.40	13.02	-5%
C) Billing and Collection							
C 1	Total billing		14.12	13.96	13.73	14.73	-4%
C 1.1*	Private	Tk	136,734,729	670,121,778	1,423,705,665	1,806,119,000	-11%
C 1.2*	Government	Tk	118,302,621	575,108,994	1,229,454,669	1,310,119,000	5%
C 2	Billed volume (Total Volume Accounted)	Tk	18,432,108	95,012,784	194,250,996	496,000,000	-54%
C 3	Total collection	ML	9,687	48,013	103,690	122,640	-6%
C 3.1*	Private	Tk	112,581,705	577,928,074	1,417,998,870	1,623,619,000	-15%
C 3.2*	Government	Tk	105,202,694	519,971,586	1,245,465,366	1,365,119,000	-9%
C 4*	Revenue collection efficiency(monthly coll.+outstand. Coll.)/monthly bill.	Tk	7,379,011	57,956,488	172,533,504	258,500,000	-46%
C 4.1*	Private	%	82	86	100	90	-8%
C 4.2*	Government	%	89	90	101	104	-15%
		%	40	61	89	52	-23%
D) Financial data							
D 1	Revenue (Total)	Tk	131,401,047	665,759,126	1,736,502,206	2,149,619,000	-26%
D 1.1	Water revenue	Tk	112,581,705	577,928,074	1,417,998,870	1,623,619,000	-15%
D 1.2*	Tubewell license	Tk	2,620,317	17,170,527	126,672,332	90,000,000	-54%
D 1.3*	Other operating revenues	Tk	7,865,692	28,993,858	96,831,004	336,000,000	-79%
D 1.4*	Interest income	Tk	8,333,333	41,666,667	95,000,000	100,000,000	0%
D 2	Expenses (Total)	Tk	99,367,440	620,393,337	1,653,696,147	2,078,403,000	28%
D 2.1*	Personnel cost	Tk	30,913,440	177,266,087	422,685,147	528,784,000	20%
D 2.2	Electricity cost	Tk	55,957,000	251,628,000	564,704,000	703,000,000	14%
D 2.3	Chemicals	Tk	15,000	18,991,000	91,434,000	140,000,000	67%
D 2.4*	Depreciation	Tk	0	46,980,250	101,204,000	187,921,000	78%
D 2.5	Other operating cost	Tk	12,482,000	125,528,000	473,669,000	518,698,000	42%
D 2.5.1	Other O & M	Tk	6,965,000	25,966,000	111,358,000	185,908,000	66%
D 2.5.2	Capital cost from revenues	Tk	5,517,000	99,562,000	362,311,000	332,790,000	28%
D 2.6*	Financial expense	Tk	0	0	0	0	#DIV/0!
D 3	Net Income (Loss)	Tk	32,033,607	45,365,789	82,806,059	71,216,000	53%
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	1,275,734,060	N/A	1,223,432,356	1,223,432,356	-4%
D 6.1*	Accounts receivable from Government	Tk	251,885,731	N/A	252,100,239	252,100,239	0%
D 6.2*	Accounts receivable from Private	Tk	1,023,848,329	N/A	971,332,117	971,332,117	-5%
D 7*	Long term loans	Tk	0	N/A	0	0	#DIV/0!
D 8*	Operating Ratio	Ratio	0.71	0.71	0.69	0.72	2%
D 9*	Collection period	Day	280	290	314	263	-10%

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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+Moduna Gh)	MLD	323	N/A	323	323	0%	
E 4	Capacity of Ground WTP	MLD	68	N/A	68	68	-1%	
E 5	Deep Tube Wells in Operation	Nos.	58	N/A	60	44	32%	++
E 6*	Capacity of DTW - direct distribution	MLD	66	N/A	59	40	65%	++
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	456	N/A	449	430	6%	
E 9	Length of Pipeline	km	962	N/A	770	1,037	-7%	
E 15*	Production (distributable water)	ML	13,373.59	67,935	138,687	153,300	6%	
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	7.43	9.13	11.92	13.56	33%	++
E 17*	Non Revenue Water	%	28	29	25	20	-47%	!
E 18*	Leakage occurrence	No./km/mt	0.40	0.42	0.43	0.50	17%	
E 19	Water quality sample	No./month	200	1,000	1,800	200	0%	
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.	619	N/A	635	732	15%	
F 1.1	Grade-3-9	Nos.	51	N/A	57	60	N/A	++
F 1.2	Grade-10-11	Nos.	52	N/A	52	62	N/A	++
F 1.3	Grade-12-16	Nos.	272	N/A	280	300	N/A	++
F 1.4	Grade-17-20	Nos.	244	N/A	246	310	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	200	N/A	++
F 5.3	Project staff (hired by project budget)	Nos.	50	N/A	41	50	N/A	++
F 2*	No. of perma. employee per 1000 connections(excl. non-perma Empl.)	Nos.	8.0	N/A	8.3	9.4	15%	
F 3	Average Monthly Salary	Tk	27,273	N/A	18,807	19,960	-37%	!
F 4*	% of Overtime to Basic Salary	%	38	N/A	10	32	-17%	
G) Customer Services								
G 1	New Service Connection							
G 1.1	Service Connection Application Received	Nos.	523	1,894	5,137	6,000	-24%	
G 1.2	Service Connection given	Nos.	536	1,607	4,394	5,000	-23%	
G 2	Billing complaints							
G 2.1	Complaints received	Nos.	250	950	1,798	4,500	49%	++
G 2.2	Complaints acted on	Nos.	200	770	1,469	3,500	47%	++
G 3	Leakage complaints received and attended	Nos.	389	2,006	3,978	5,000	4%	

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Notes:

- 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)
- E18: 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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