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CHATTOGRAM WATER SUPPLY AND SEWERAGE AUTHORITY

MANAGEMENT INFORMATION SYSTEM REPORT

FOR THE MONTH OF August-2025

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Chattogram Water Supply & Sewerage Authority
Monthly MIS Report
August 2025

		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= {1-(billed water(C2)/distributable water production(E15*))} X 100**	%	**25**	**26**	**26**	**24**	**-7%**	
C 4*	**Revenue collection efficiency (monthly coll.+ outstand. Coll.)/ monthly bill. = (collection(C3)/billing(C1)) X100**	%	**86**	**94**	**89**	**89**	**-3%**	
D 9*	**Collection period = (accounts receivable(D6)/monthly billings(C1)) X number of days of month**	Day	**345**	**340**	**323**	**200**	**-70%**	!
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.	**5.1**	**N/A**	**5.3**	**7.6**	**32%**	++
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	**0.59**	**0.61**	**0.74**	**1.69**	**64%**	++
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**	**480**	**2,880**	**240**	**0%**	
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	**0.12**	**0.21**	**0.28**	**1.81**	**88%**	++
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**	%	**65**	**N/A**	**68**	**68**	**-3%**	
B 5*	**Average tariff = (Total billing(C1)/ Billed volume(C2)) / 1000**	Tk/m3	**17.46**	**17.49**	**18.61**	**17.70**	**-1%**	
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	**16.20**	**17.03**	**22.21**	**34.16**	**50%**	++
A) Connection data								
A 1	Total registered connections	Nos.	101,980	N/A	101,482	104,226	-2%	
A 1.1	Billable (non-disconnected) connection	Nos.	95,839	N/A	95,369	98,102	-2%	
A 1.2	Non-billable (disconnected) connection	Nos.	6,141	N/A	6,113	6124	0%	
A 1.3	Billed connection	Nos.	91,464	N/A	91,276	94,548	-3%	
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	16%	
A 3	Breakdown of billable connection (by meter status)							
A 3.1	Metered	Nos.	85,645	N/A	85,361	88,114	-3%	
A 3.2	Average reading	Nos.	10,093	N/A	9,907	9,886	-2%	
A 3.3	Non meter	Nos.	101	N/A	101	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	317	16%	
A 6*	Water supply coverage	%	65	N/A	68	68	-3%	
A 7	Bill sent-out ratio	%	95	N/A	96	96	-1%	

		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	17.46	17.49	18.61	17.70	-1%	
C) Billing and Collection								
C 1	Total billing	Tk	194,422,028	387,654,869	2,366,807,829	2,700,000,000	-14%	
C 1.1*	Private	Tk	171,307,637	341,962,623	2,087,378,804	2,350,000,000	-13%	
C 1.2*	Government	Tk	23,114,391	45,692,246	279,429,025	350,000,000	-22%	
C 2	Billed volume (Total Volume Accounted)	ML	11,135	22,170	127,149	152,570	-13%	
C 3	Total collection	Tk	167,487,298	364,276,111	2,101,279,167	2,400,000,000	-9%	
C 3.1*	Private	Tk	160,188,782	341,837,852	1,980,058,840	2,000,000,000	3%	
C 3.2*	Government	Tk	7,298,516	22,438,259	121,220,327	400,000,000	-66%	!
C 4*	Revenue collection efficiency (monthly coll.+ outstand. Coll.)/ monthly bill.	%	86	94	89	89	-3%	
C 4.1*	Private	%	94	100	95	85	10%	
C 4.2*	Government	%	32	49	43	114	-72%	!
D) Financial data								
D 1	Revenue (Total)	Tk	190,932,716	411,879,524	2,418,341,233	2,829,300,000	-13%	
D 1.1	Water revenue	Tk	167,487,298	364,276,111	2,101,279,167	2,400,000,000	-9%	
D 1.2*	Tubewell license	Tk	5,025,127	10,517,268	116,071,886	120,000,000	-47%	!
D 1.3*	Other operating revenues	Tk	7,586,957	15,419,479	100,990,180	179,300,000	-48%	!
D 1.4*	Interest income	Tk	10,833,333	21,666,667	100,000,000	130,000,000	0%	
D 2	Expenses (Total)	Tk	241,771,762	507,774,944	3,819,316,426	6,857,199,106	56%	++
D 2.1*	Personnel cost	Tk	27,039,420	64,894,260	495,484,777	651,864,000	40%	++
D 2.2	Electricity cost	Tk	75,799,000	174,502,000	1,016,463,000	1,000,000,000	-5%	
D 2.3	Chemicals	Tk	0	0	138,232,000	150,000,000	100%	++
D 2.4*	Depreciation	Tk	109,979,832	219,959,664	1,550,195,820	1,319,757,986	0%	
D 2.5	Other operating cost	Tk	10,675,000	11,862,000	399,891,000	3,516,235,000	98%	++
D 2.5.1	Other O & M	Tk	10,556,000	11,743,000	139,182,000	2,966,535,000	98%	++
D 2.5.2	Capital cost from revenues	Tk	119,000	119,000	260,709,000	549,700,000	100%	++
D 2.6*	Financial expense	Tk	600,000	1,200,000.00	6,907,709	7,200,000	0%	
D 3	Net Income (Loss)	Tk	(50,839,046)	(95,895,420)	(1,400,975,194)	(4,027,899,106)	-86%	!
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	2,164,821,632	N/A	2,096,154,776	2,456,286,417	12%	
D 6.1*	Accounts receivable from Government	Tk	563,163,582	N/A	526,816,674	652,384,556.46	14%	
D 6.2*	Accounts receivable from Private	Tk	1,601,658,050	N/A	1,569,338,102	1,803,901,860.70	11%	
D 7*	Long term loans	Tk	17,678,510	35,357,020	212,142,120	212,142,120	92%	++
D 8*	Operating Ratio	Ratio	0.59	0.61	0.74	1.69	64%	++
D 9*	Collection period	Day	345	340	323	200	-70%	!

		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+Kwsp-1+Kwsp-2+Modunaghat)	MLD	466	N/A	466	526	-11%	
E 4	Capacity of Ground WTP	MLD	68	N/A	68	68	0%	
E 5	Deep Tube Wells in Operation	Nos.	36	N/A	40	51	-29%	!
E 6*	Capacity of DTW - direct distribution	MLD	29	N/A	30	32	-8%	
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	563	N/A	564	625	-10%	
E 9	Length of Pipeline	km	965	N/A	962	992	-3%	
E 15*	Production (distributable water)	ML	14,927.11	29,808	171,962	200,750	-11%	
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	16.20	17.03	22.21	34.16	50%	++
E 17*	Non Revenue Water	%	25	26	26	24	-7%	
E 18*	Leakage occurrence	No./km/mth	0.12	0.21	0.28	1.81	88%	++
E 19	Water quality sample	No./month	240	480	2,880	240	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.	493	N/A	505	747	34%	++
F 1.1	Grade-3-9	Nos.	54	N/A	56	60	N/A	++
F 1.2	Grade-10-11	Nos.	35	N/A	35	62	N/A	++
F 1.3	Grade-12-16	Nos.	186	N/A	191	310	N/A	++
F 1.4	Grade-17-20	Nos.	218	N/A	223	315	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	25	50	N/A	++
F 2*	No. of perma. employee per 1000 connections(excl. non-perma. Empl.)	Nos.	5.1	N/A	5.3	7.6	32%	++
F 3	Average Monthly Salary	Tk	34,820	N/A	20,979	49,519	30%	++
F 4*	% of Overtime to Basic Salary	%	75.00	N/A	13	30	-147%	!
G) Customer Services								
G 1	New Service Connection							
G 1.1	Service Connection Application Received	Nos.	214	407	3,066	2,950	-17%	
G 1.2	Service Connection given	Nos.	166	329	3,130	2,850	-31%	!
G 2	Billing complaints							
G 2.1	Complaints received	Nos.	120	250	2,180	2,200	32%	++
G 2.2	Complaints acted on	Nos.	100	200	1,930	2,000	40%	++
G 3	Leakage complaints received and attended	Nos.	115	204	2,676	1,800	32%	++

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)
Suppply 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)/((Dstributable 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.

29.12.2025
(সন্তানা আক্তার)
SAE
ডিজাইন বিভাগ
চট্টগ্রাম ওয়াসা, চট্টগ্রাম

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