102

CHATTOGRAM WATER SUPPLY AND SEWERAGE AUTHORITY

MANAGEMENT INFORMATION SYSTEM REPORT

FOR THE MONTH OF September-2025

WASA BHABAN
DAMPARA
CHATTOGRAM, BANGLADESH

Phone : 880-31-2851806
Fax : 880-31-610465
Email : info@ctg-wasa.org.bd

102(1)

Chattogram Water Supply & Sewerage Authority
Monthly MIS Report
September 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**	%	**23**	**25**	**26**	**24**	**-3%**	
C 4*	**Revenue collection efficiency (monthly coll.+ outstand. Coll.)/ monthly bill. = (collection(C3)/billing(C1)) X100**	%	**88**	**92**	**89**	**89**	**-1%**	
D 9*	**Collection period = (accounts receivable(D6)/monthly billings(C1)) X number of days of month**	Day	**335**	**343**	**323**	**200**	**-72%**	!
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.	**5.2**	**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	**0.75**	**0.65**	**0.74**	**1.69**	**61%**	++
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**	**720**	**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	**0.11**	**0.32**	**0.28**	**1.81**	**82%**	++
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	**17.61**	**17.53**	**18.61**	**17.70**	**0%**	
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	**18.90**	**17.64**	**22.21**	**34.16**	**48%**	++
A) Connection data								
A 1	Total registered connections	Nos.	102,202	N/A	101,482	104,226	-2%	
A 1.1	Billable (non-disconnected) connection	Nos.	96,055	N/A	95,369	98,102	-2%	
A 1.2	Non-billable (disconnected) connection	Nos.	6,147	N/A	6,113	6124	0%	
A 1.3	Billed connection	Nos.	91,592	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.	85,834	N/A	85,361	88,114	-3%	
A 3.2	Average reading	Nos.	10,120	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	17.61	17.53	18.61	17.70	0%	
C) Billing and Collection								
C 1	Total billing	Tk	196,451,031	584,105,900	2,366,807,829	2,700,000,000	-13%	
C 1.1*	Private	Tk	173,124,607	515,087,230	2,087,378,804	2,350,000,000	-12%	
C 1.2*	Government	Tk	23,326,424	69,018,670	279,429,025	350,000,000	-21%	
C 2	Billed volume (Total Volume Accounted)	ML	11,154	33,324	127,149	152,570	-13%	
C 3	Total collection	Tk	172,533,092	536,809,203	2,101,279,167	2,400,000,000	-11%	
C 3.1*	Private	Tk	163,378,539	505,216,391	1,980,058,840	2,000,000,000	1%	
C 3.2*	Government	Tk	9,154,553	31,592,812	121,220,327	400,000,000	-68%	!
C 4*	Revenue collection efficiency (monthly coll.+ outstand. Coll.)/ monthly bill.	%	88	92	89	89	-1%	
C 4.1*	Private	%	94	98	95	85	11%	
C 4.2*	Government	%	39	46	43	114	-66%	!
D) Financial data								
D 1	Revenue (Total)	Tk	194,115,130	605,994,655	2,418,341,233	2,829,300,000	-14%	
D 1.1	Water revenue	Tk	172,533,092	536,809,203	2,101,279,167	2,400,000,000	-11%	
D 1.2*	Tubewell license	Tk	2,737,281	13,254,549	116,071,886	120,000,000	-56%	!
D 1.3*	Other operating revenues	Tk	8,011,424	23,430,903	100,990,180	179,300,000	-48%	!
D 1.4*	Interest income	Tk	10,833,333	32,500,000	100,000,000	130,000,000	0%	
D 2	Expenses (Total)	Tk	273,588,830	781,363,774	3,819,316,426	6,857,199,106	54%	++
D 2.1*	Personnel cost	Tk	48,188,488	113,082,748	495,484,777	651,864,000	31%	++
D 2.2	Electricity cost	Tk	81,165,000	255,667,000	1,016,463,000	1,000,000,000	-2%	
D 2.3	Chemicals	Tk	0	0	138,232,000	150,000,000	100%	++
D 2.4*	Depreciation	Tk	109,979,832	329,939,496	1,550,195,820	1,319,757,986	0%	
D 2.5	Other operating cost	Tk	15,977,000	27,839,000	399,891,000	3,516,235,000	97%	++
D 2.5.1	Other O & M	Tk	15,973,000	27,716,000	139,182,000	2,966,535,000	96%	++
D 2.5.2	Capital cost from revenues	Tk	4,000	123,000	260,709,000	549,700,000	100%	++
D 2.6*	Financial expense	Tk	600,000	1,800,000.00	6,907,709	7,200,000	0%	
D 3	Net Income (Loss)	Tk	(79,473,700)	(175,369,119)	(1,400,975,194)	(4,027,899,106)	-83%	!
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	2,196,177,763	N/A	2,096,154,776	2,456,286,417	11%	
D 6.1*	Accounts receivable from Government	Tk	577,416,527	N/A	526,816,674	652,384,556.46	11%	
D 6.2*	Accounts receivable from Private	Tk	1,618,761,236	N/A	1,569,338,102	1,803,901,860.70	10%	
D 7*	Long term loans	Tk	17,678,510	53,035,530	212,142,120	212,142,120	92%	++
D 8*	Operating Ratio	Ratio	0.75	0.65	0.74	1.69	61%	++
D 9*	Collection period	Day	335	343	323	200	-72%	!

		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.	42	N/A	40	51	-18%	
E 6*	Capacity of DTW - direct distribution	MLD	31	N/A	30	32	-2%	
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	565	N/A	564	625	-10%	
E 9	Length of Pipeline	km	965	N/A	962	992	-3%	
E 15*	Production (distributable water)	ML	14,474.59	44,283	171,962	200,750	-12%	
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	18.90	17.64	22.21	34.16	48%	++
E 17*	Non Revenue Water	%	23	25	26	24	-3%	
E 18*	Leakage occurrence	No./km/mth	0.11	0.32	0.28	1.81	82%	++
E 19	Water quality sample	No./month	240	720	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.	495	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.	187	N/A	191	310	N/A	++
F 1.4	Grade-17-20	Nos.	219	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.	5.2	N/A	5.3	7.6	32%	++
F 3	Average Monthly Salary	Tk	39,835	N/A	20,979	49,519	20%	
F 4*	% of Overtime to Basic Salary	%	27.51	N/A	13	30	9%	
G) Customer Services								
G 1	New Service Connection							
G 1.1	Service Connection Application Received	Nos.	236	643	3,066	2,950	-13%	
G 1.2	Service Connection given	Nos.	207	536	3,130	2,850	-25%	
G 2	Billing complaints							
G 2.1	Complaints received	Nos.	110	360	2,180	2,200	35%	++
G 2.2	Complaints acted on	Nos.	90	290	1,930	2,000	42%	++
G 3	Leakage complaints received and attended	Nos.	107	311	2,676	1,800	31%	++

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.

(সুকান্তানন্দ আচার্য)
ওভারশিয়ার
ডিজাইন বিভাগ
চট্টগ্রাম ওয়াসা, চট্টগ্রাম
SAE

AE

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

মোহাম্মদ নুরুল আমিন
তত্ত্বাবধায়ক প্রকৌশলী
মড সার্কেল
চট্টগ্রাম ওয়াসা, চট্টগ্রাম।
SE (P&C)

মাকসুদ আলম
প্রধান প্রকৌশলী
চট্টগ্রাম ওয়াসা, চট্টগ্রাম।
CE

প্রকৌ. বিষ্ণু কুমার সরকার
(উপসচিব)
উপব্যবস্থাপনা পরিচালক (প্রকৌশল)
DMD (E)