

108

CHATTOGRAM WATER SUPPLY AND SEWERAGE AUTHORITY



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

**WASA BHABAN
DAMPARA
CHATTOGRAM, BANGLADESH**

Phone : 880-31-2851806

Fax : 880-31-610465

Email : info@ctg-wasa.org.bd

106(1)

Chattogram Water Supply & Sewerage Authority
Monthly MIS Report
October 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*	%	24	25	26	24	-2%	
Non Revenue Water= {1-(billed water(C2)/distributable water production(E15*))} X 100							
C 4*	%	88	91	89	89	-1%	
Revenue collection efficiency (monthly coll.+ outstand. Coll.)/ monthly bill. = (collection(C3)/billing(C1)) X100							
D 9*	Day	350	347	323	200	-74%	!
Collection period = (accounts receivable(D6)/monthly billings(C1)) X number of days of month							
F 2*	Nos.	5.1	N/A	5.3	7.6	33%	++
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							
D 8*	Ratio	0.74	0.68	0.74	1.69	60%	++
Operating Ratio = (personal cost (D2.1) + electricity cost (D2.2) + chemical cost (D2.3) + other O & M (D2.5.1)) / (Total Revenues(D1))							
A 3.5*	%	89	N/A	90	90	-1%	
Functioning meter rate of installed meter = no. of metered (A3.1)/ (no. of metered (A3.1) + average reading (A3.2)) X 100							
E 19	No./month	240	960	2,880	240	0%	
Water quality sample (E19)							
E 18*	No./km/mth	0.16	0.48	0.28	1.81	74%	++
Leakage occurrence = (no. of leakage recognized by complaint (G3)/ Length of Pipeline at the end of period(E9)/ no. of months covered)							
A 6*	%	66	N/A	68	68	-3%	
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							
B 5*	Tk/m3	17.44	17.50	18.61	17.70	-1%	
Average tariff = (Total billing(C1)/ Billed volume(C2)) / 1000							
E 16*	Tk/m3	18.68	17.91	22.21	34.16	48%	++
Unit production cost (in/c Capt. Cost,Deprec. & Financial Expense.) = Expenses Total(D2)/ (Production distributable water(E15*) +DTW Water directly distributed (E15.1*)) / 1000							
A) Connection data							
A 1	Nos.	102,525	N/A	101,482	104,226	-2%	
Total registered connections							
A 1.1	Nos.	96,365	N/A	95,369	98,102	-2%	
Billable (non-disconnected) connection							
A 1.2	Nos.	6,160	N/A	6,113	6124	-1%	
Non-billable (disconnected) connection							
A 1.3	Nos.	91,971	N/A	91,276	94,548	-3%	
Billed connection							
A 2	%	93	N/A	93	92	1%	
Breakdown of billable connection (by customer type)							
A 2.1*	%	7	N/A	7	8	16%	
Domestic							
A 2.2	%						
Non-domestic							
A 3	Nos.	86,093	N/A	85,361	88,114	-2%	
Breakdown of billable connection (by meter status)							
A 3.1	Nos.	10,171	N/A	9,907	9,886	-3%	
Metered							
A 3.2	Nos.	101	N/A	101	102	1%	
Average reading							
A 3.3	%	100	N/A	100	100	0%	
Non meter							
A 3.4*	%	89	N/A	90	90	-1%	
Meter installation rate							
A 3.5*	Nos.	689	N/A	689	689	0%	
Functioning meter rate of installed meter							
A 4	Nos.	368	N/A	368	317	16%	
Street Hydrant							
A 5	%	66	N/A	68	68	-3%	
Religious Institutions							
A 6*	%	95	N/A	96	96	-1%	
Water supply coverage							
A 7	%						
Bill sent-out ratio							

Handwritten marks/signatures at the bottom of the page.

106/2

		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	17.44	17.50	18.61	17.70	-1%	
C) Billing and Collection								
C 1	Total billing	Tk	197,763,192	781,869,092	2,366,807,829	2,700,000,000	-13%	
C 1.1*	Private	Tk	175,129,457	690,216,687	2,087,378,804	2,350,000,000	-12%	
C 1.2*	Government	Tk	22,633,735	91,652,405	279,429,025	350,000,000	-21%	
C 2	Billed volume (Total Volume Accounted)	ML	11,342	44,666	127,149	152,570	-12%	
C 3	Total collection	Tk	174,296,990	711,106,193	2,101,279,167	2,400,000,000	-11%	
C 3.1*	Private	Tk	165,308,248	670,524,639	1,980,058,840	2,000,000,000	1%	
C 3.2*	Government	Tk	8,988,742	40,581,554	121,220,327	400,000,000	-70%	!
C 4*	Revenue collection efficiency (monthly coll.+ outstand. Coll.)/ monthly bill.	%	88	91	89	89	-1%	
C 4.1*	Private	%	94	97	95	85	11%	
C 4.2*	Government	%	40	44	43	114	-65%	!
D) Financial data								
D 1	Revenue (Total)	Tk	197,247,830	803,242,485	2,418,341,233	2,829,300,000	-15%	
D 1.1	Water revenue	Tk	174,296,990	711,106,193	2,101,279,167	2,400,000,000	-11%	
D 1.2*	Tubewell license	Tk	3,513,377	16,767,926	116,071,886	120,000,000	-58%	!
D 1.3*	Other operating revenues	Tk	8,604,130	32,035,033	100,990,180	179,300,000	-46%	!
D 1.4*	Interest income	Tk	10,833,333	43,333,333	100,000,000	130,000,000	0%	
D 2	Expenses (Total)	Tk	278,801,164	1,060,164,938	3,819,316,426	6,857,199,106	54%	++
D 2.1*	Personnel cost	Tk	40,462,822	153,545,570	495,484,777	651,864,000	29%	++
D 2.2	Electricity cost	Tk	84,618,000	340,285,000	1,016,463,000	1,000,000,000	-2%	
D 2.3	Chemicals	Tk	16,892,000	16,892,000	138,232,000	150,000,000	66%	++
D 2.4*	Depreciation	Tk	109,979,832	439,919,328	1,550,195,820	1,319,757,986	0%	
D 2.5	Other operating cost	Tk	8,570,000	36,409,000	399,891,000	3,516,235,000	97%	++
D 2.5.1	Other O & M	Tk	4,579,000	32,295,000	139,182,000	2,966,535,000	97%	++
D 2.5.2	Capital cost from revenues	Tk	3,991,000	4,114,000	260,709,000	549,700,000	98%	++
D 2.6*	Financial expense	Tk	600,000	2,400,000.00	6,907,709	7,200,000	0%	
D 3	Net Income (Loss)	Tk	(81,553,333)	(256,922,453)	(1,400,975,194)	(4,027,899,106)	-81%	!
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	2,230,304,009	N/A	2,096,154,776	2,456,286,417	9%	
D 6.1*	Accounts receivable from Government	Tk	593,618,411	N/A	526,816,674	652,384,556.46	9%	
D 6.2*	Accounts receivable from Private	Tk	1,636,685,598	N/A	1,569,338,102	1,803,901,860.70	9%	
D 7*	Long term loans	Tk	17,678,510	70,714,040	212,142,120	212,142,120	92%	++
D 8*	Operating Ratio	Ratio	0.74	0.68	0.74	1.69	60%	++
D 9*	Collection period	Day	350	347	323	200	-74%	!

W

[Handwritten signature]

106/3

	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%	#DIV/0!	
E 4	Capacity of Ground WTP	MLD	68	N/A	68	68	0%		
E 5	Deep Tube Wells in Operation	Nos.	46	N/A	40	51	-10%		
E 6*	Capacity of DTW - direct distribution	MLD	35	N/A	30	32	11%		
E 7*	Capacity of DTW - supply to GWTP	MLD	0	N/A	0	0	#DIV/0!		
E 8*	Capacity of distributable water production	MLD	569	N/A	564	625	-9%		
E 9	Length of Pipeline	km	965	N/A	962	992	-3%		
E 15*	Production (distributable water)	ML	14,927.84	59,210	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	18.68	17.91	22.21	34.16	48%		++
E 17*	Non Revenue Water	%	24	25	26	24	-2%		
E 18*	Leakage occurrence	No./km/mth	0.16	0.48	0.28	1.81	74%	++	
E 19	Water quality sample	No./month	240	960	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.	492	N/A	505	747	34%	++	
F 1.1	Grade-3-9	Nos.	55	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.	184	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	33%	++	
F 3	Average Monthly Salary	Tk	31,843	N/A	20,979	49,519	36%	++	
F 4*	% of Overtime to Basic Salary	%	33.95	N/A	13	30	-12%		
G) Customer Services									
G 1	New Service Connection								
G 1.1	Service Connection Application Received	Nos.	294	937	3,066	2,950	-5%		
G 1.2	Service Connection given	Nos.	262	798	3,130	2,850	-16%		
G 2	Billing complaints								
G 2.1	Complaints received	Nos.	130	490	2,180	2,200	33%	++	
G 2.2	Complaints acted on	Nos.	100	390	1,930	2,000	42%	++	
G 3	Leakage complaints received and attended	Nos.	150	461	2,676	1,800	23%		

n *l*

106(14)

= 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

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.

21/01/26
 (স্বাক্ষরিত) (স্বাক্ষরিত)
 CSAB
 বিভাগীয় পরিচালক
 চট্টগ্রাম জেলা পরিষদ

AE

21/01/26
 (Richard Nelson) XEN
 Executive Engineer
 Design Division
 Chattogram WASA, Chattogram

21/01/26
 SE (P&C)

21/01/26
 (স্বাক্ষরিত) (স্বাক্ষরিত)
 CSAB
 বিভাগীয় পরিচালক
 চট্টগ্রাম জেলা পরিষদ

21/01/26
 (স্বাক্ষরিত) (স্বাক্ষরিত)
 CSAB
 বিভাগীয় পরিচালক
 চট্টগ্রাম জেলা পরিষদ