

110

CHATTOGRAM WATER SUPPLY AND SEWERAGE AUTHORITY



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

**WASA BHABAN
DAMPARA
CHATTOGRAM, BANGLADESH**

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

11061

Chattogram Water Supply & Sewerage Authority
Monthly MIS Report
November 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 | % | 22 | 24 | 26 | 24 | 0% | | |
| C | 4* | Revenue collection efficiency (monthly coll.+ outstand. Coll.)/ monthly bill. = (collection(C3)/billing(C1)) X100 | % | 86 | 90 | 89 | 89 | -4% | | |
| D | 9* | Collection period = (accounts receivable(D6)/monthly billings(C1)) X number of days of month | Day | 337 | 349 | 323 | 200 | -74% | ! | |
| 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 | 33% | ++ | |
| 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 | 0.91 | 0.72 | 0.74 | 1.69 | 57% | ++ | |
| 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 | 1,200 | 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 | 0.30 | 0.78 | 0.28 | 1.81 | 57% | ++ | |
| 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 | % | 66 | N/A | 68 | 68 | -2% | | |
| B | 5* | Average tariff = (Total billing(C1)/ Billed volume(C2)) / 1000 | Tk/m3 | 17.70 | 17.55 | 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 | 21.87 | 18.69 | 22.21 | 34.16 | 45% | ++ | |
| A) Connection data | | | | | | | | | | |
| A | 1 | Total registered connections | Nos. | 102,914 | N/A | 101,482 | 104,226 | -1% | | |
| A | 1.1 | Billable (non-disconnected) connection | Nos. | 96,751 | N/A | 95,369 | 98,102 | -1% | | |
| A | 1.2 | Non-billable (disconnected) connection | Nos. | 6,163 | N/A | 6,113 | 6124 | -1% | | |
| A | 1.3 | Billed connection | Nos. | 92,287 | N/A | 91,276 | 94,548 | -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 | 17% | | |
| A | 3 | Breakdown of billable connection (by meter status) | | | | | | | | |
| A | 3.1 | Metered | Nos. | 86,371 | N/A | 85,361 | 88,114 | -2% | | |
| A | 3.2 | Average reading | Nos. | 10,279 | N/A | 9,907 | 9,886 | -4% | | |
| 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 | % | 66 | N/A | 68 | 68 | -2% | | |
| A | 7 | Bill sent-out ratio | % | 95 | N/A | 96 | 96 | -1% | | |

Handwritten signature

110(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 | 17.70 | 17.55 | 18.61 | 17.70 | 0% | | |
| C) Billing and Collection | | | | | | | | | |
| C 1 | Total billing | Tk | 200,340,222 | 982,209,314 | 2,366,807,829 | 2,700,000,000 | -13% | | |
| C 1.1* | Private | Tk | 177,007,551 | 867,224,238 | 2,087,378,804 | 2,350,000,000 | -11% | | |
| C 1.2* | Government | Tk | 23,332,671 | 114,985,076 | 279,429,025 | 350,000,000 | -21% | | |
| C 2 | Billed volume (Total Volume Accounted) | ML | 11,316 | 55,982 | 127,149 | 152,570 | -12% | | |
| C 3 | Total collection | Tk | 171,649,456 | 882,755,649 | 2,101,279,167 | 2,400,000,000 | -12% | | |
| C 3.1* | Private | Tk | 162,214,392 | 832,739,031 | 1,980,058,840 | 2,000,000,000 | 0% | | |
| C 3.2* | Government | Tk | 9,435,064 | 50,016,618 | 121,220,327 | 400,000,000 | -70% | ! | |
| C 4* | Revenue collection efficiency (monthly coll.+ outstand. Coll.)/ monthly bill. | % | 86 | 90 | 89 | 89 | -4% | | |
| C 4.1* | Private | % | 92 | 96 | 95 | 85 | 8% | | |
| C 4.2* | Government | % | 40 | 43 | 43 | 114 | -65% | ! | |
| D) Financial data | | | | | | | | | |
| D 1 | Revenue (Total) | Tk | 194,658,753 | 997,901,238 | 2,418,341,233 | 2,829,300,000 | -15% | | |
| D 1.1 | Water revenue | Tk | 171,649,456 | 882,755,649 | 2,101,279,167 | 2,400,000,000 | -12% | | |
| D 1.2* | Tubewell license | Tk | 3,945,701 | 20,713,627 | 116,071,886 | 120,000,000 | -59% | ! | |
| D 1.3* | Other operating revenues | Tk | 8,230,263 | 40,265,296 | 100,990,180 | 179,300,000 | -46% | ! | |
| D 1.4* | Interest income | Tk | 10,833,333 | 54,166,667 | 100,000,000 | 130,000,000 | 0% | | |
| D 2 | Expenses (Total) | Tk | 317,758,200 | 1,377,923,138 | 3,819,316,426 | 6,857,199,106 | 52% | ++ | |
| D 2.1* | Personnel cost | Tk | 45,229,858 | 198,775,428 | 495,484,777 | 651,864,000 | 27% | ++ | |
| D 2.2 | Electricity cost | Tk | 79,308,000 | 419,593,000 | 1,016,463,000 | 1,000,000,000 | -1% | | |
| D 2.3 | Chemicals | Tk | 35,405,000 | 52,297,000 | 138,232,000 | 150,000,000 | 16% | | |
| D 2.4* | Depreciation | Tk | 109,979,832 | 549,899,160 | 1,550,195,820 | 1,319,757,986 | 0% | | |
| D 2.5 | Other operating cost | Tk | 29,557,000 | 65,966,000 | 399,891,000 | 3,516,235,000 | 95% | ++ | |
| D 2.5.1 | Other O & M | Tk | 16,816,000 | 49,111,000 | 139,182,000 | 2,966,535,000 | 96% | ++ | |
| D 2.5.2 | Capital cost from revenues | Tk | 12,741,000 | 16,855,000 | 260,709,000 | 549,700,000 | 93% | ++ | |
| D 2.6* | Financial expense | Tk | 600,000 | 3,000,000.00 | 6,907,709 | 7,200,000 | 0% | | |
| D 3 | Net Income (Loss) | Tk | (123,099,447) | (380,021,899) | (1,400,975,194) | (4,027,899,106) | -77% | ! | |
| 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 | 2,251,268,063 | N/A | 2,096,154,776 | 2,456,286,417 | 8% | | |
| D 6.1* | Accounts receivable from Government | Tk | 597,323,893 | N/A | 526,816,674 | 652,384,556.46 | 8% | | |
| D 6.2* | Accounts receivable from Private | Tk | 1,653,944,170 | N/A | 1,569,338,102 | 1,803,901,860.70 | 8% | | |
| D 7* | Long term loans | Tk | 17,678,510 | 88,392,550 | 212,142,120 | 212,142,120 | 92% | ++ | |
| D 8* | Operating Ratio | Ratio | 0.91 | 0.72 | 0.74 | 1.69 | 57% | ++ | |
| D 9* | Collection period | Day | 337 | 349 | 323 | 200 | -74% | ! | |

m *L*

110(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% | | | |
| E 4 | Capacity of Ground WTP | MLD | 68 | N/A | 68 | 68 | 0% | | | |
| E 5 | Deep Tube Wells in Operation | Nos. | 45 | N/A | 40 | 51 | -12% | | | |
| E 6* | Capacity of DTW - direct distribution | MLD | 30 | N/A | 30 | 32 | -7% | | | |
| E 7* | Capacity of DTW - supply to GWTP | MLD | 0 | N/A | 0 | 0 | #DIV/O! | #DIV/O! | | |
| 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 | 14,530.99 | 73,741 | 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 | 21.87 | 18.69 | 22.21 | 34.16 | 45% | ++ | | |
| E 17* | Non Revenue Water | % | 22 | 24 | 26 | 24 | 0% | | | |
| E 18* | Leakage occurrence | No./km/mth | 0.30 | 0.78 | 0.28 | 1.81 | 57% | ++ | | |
| E 19 | Water quality sample | No./month | 240 | 1,200 | 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. | 490 | N/A | 505 | 747 | 34% | ++ | | |
| F 1.1 | Grade-3-9 | Nos. | 56 | 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. | 183 | N/A | 191 | 310 | N/A | ++ | | |
| F 1.4 | Grade-17-20 | Nos. | 216 | N/A | 223 | 315 | N/A | ++ | | |
| F 5 | No. of non-permanent employees (Total) | Nos. | 0 | N/A | 0 | 0 | #DIV/O! | #DIV/O! | | |
| 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 | 34,225 | N/A | 20,979 | 49,519 | 31% | ++ | | |
| F 4* | % of Overtime to Basic Salary | % | 45.29 | N/A | 13 | 30 | -49% | ! | | |
| G) Customer Services | | | | | | | | | | |
| G 1 | New Service Connection | Nos. | 262 | 1,199 | 3,066 | 2,950 | -2% | | | |
| G 1.1 | Service Connection Application Received | Nos. | 251 | 1,049 | 3,130 | 2,850 | -12% | | | |
| G 1.2 | Service Connection given | | | | | | | | | |
| G 2 | Billing complaints | Nos. | 120 | 610 | 2,180 | 2,200 | 33% | ++ | | |
| G 2.1 | Complaints received | Nos. | 100 | 490 | 1,930 | 2,000 | 41% | ++ | | |
| G 2.2 | Complaints acted on | Nos. | 294 | 755 | 2,676 | 1,800 | -1% | | | |
| G 3 | Leakage complaints received and attended | | | | | | | | | |

W *R*

1194

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)

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.

Shuktom
05/02/2026
(সুনতানা আক্তার)
ওজরশিয়ার
ডিজাইন বিভাগ
চট্টগ্রাম ওয়াসা, চট্টগ্রাম।

/
AE

Richard XEN
(Richard XEN)
Executive Engineer (XEN)
Design Division
Chattogram WWSA, Chattogram.

মোহাম্মদ আলম
মোহাম্মদ আলম
ভূমিস্বত্ব (P&C)
গেজিটর/সিভিল (মহকোশল)
চট্টগ্রাম ওয়াসা

মাকসুদ আলম
মাকসুদ আলম
প্রধান প্রকৌশলী
চট্টগ্রাম ওয়াসা, চট্টগ্রাম।

প্রকৌশলী
প্রকৌশলী
উপকেন্দ্রীয়
চট্টগ্রাম ওয়াসা, চট্টগ্রাম।