CHATTOGRAM WATER SUPPLY AND SEWERAGE AUTHORITY

MANAGEMENT INFORMATION SYSTEM REPORT
FOR THE MONTH OF January-2026

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Chattogram Water Supply & Sewerage Authority
Monthly MIS Report
January 2026

			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**	%	**24**	**24**	**26**	**24**	**0%**		
C	**4***	**Revenue collection efficiency (monthly coll.+ outstand. Coll.)/ monthly bill. = (collection(C3)/billing(C1)) X100**	%	**92**	**90**	**89**	**89**	**3%**		
D	**9***	**Collection period = (accounts receivable(D6)/monthly billings(C1)) X number of days of month**	Day	**362**	**358**	**323**	**200**	**-79%**	!	
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.	**5.0**	**N/A**	**5.3**	**7.6**	**35%**	++	
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	**0.82**	**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**	**1,680**	**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	**0.32**	**1.38**	**0.28**	**1.81**	**24%**		
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	**17.66**	**17.54**	**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	**25.77**	**19.48**	**22.21**	**34.16**	**43%**	++	
A) Connection data										
A	1	Total registered connections	Nos.	103,573	N/A	101,482	104,226	-1%		
A	1.1	Billable (non-disconnected) connection	Nos.	**97,388**	N/A	95,369	98,102	-1%		
A	1.2	Non-billable (disconnected) connection	Nos.	6,185	N/A	6,113	6124	-1%		
A	1.3	Billed connection	Nos.	**92,492**	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.	**86,893**	N/A	85,361	88,114	-1%		
A	3.2	Average reading	Nos.	**10,394**	N/A	9,907	9,886	-5%		
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%		

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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	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	**17.66**	17.54	18.61	17.70	0%	
C) Billing and Collection									
C	1	Total billing	Tk	**198,204,556**	1,377,554,556	2,366,807,829	2,700,000,000	-13%	
C	1.1*	Private	Tk	174,683,397	1,216,350,267	2,087,378,804	2,350,000,000	-11%	
C	1.2*	Government	Tk	23,521,159	161,204,289	279,429,025	350,000,000	-21%	
C	2	Billed volume (Total Volume Accounted)	ML	**11,225**	78,529	127,149	152,570	-12%	
C	3	Total collection	Tk	**181,862,593**	1,238,420,497	2,101,279,167	2,400,000,000	-12%	
C	3.1*	Private	Tk	167,869,521	1,165,726,549	1,980,058,840	2,000,000,000	0%	
C	3.2*	Government	Tk	13,993,072	72,693,948	121,220,327	400,000,000	-69%	!
C	4*	Revenue collection efficiency (monthly coll.+ outstand. Coll.)/ monthly bill.	%	**92**	90	89	89	3%	
C	4.1*	Private	%	96	96	95	85	13%	
C	4.2*	Government	%	59	45	43	114	-48%	!
D) Financial data									
D	1	Revenue (Total)	Tk	**203,451,900**	1,395,776,738	2,418,341,233	2,829,300,000	-15%	
D	1.1	Water revenue	Tk	181,862,593	1,238,420,497	2,101,279,167	2,400,000,000	-12%	
D	1.2*	Tubewell license	Tk	2,743,277	23,912,235	116,071,886	120,000,000	-66%	!
D	1.3*	Other operating revenues	Tk	8,012,697	57,610,673	100,990,180	179,300,000	-45%	!
D	1.4*	Interest income	Tk	10,833,333	75,833,333	100,000,000	130,000,000	0%	
D	2	Expenses (Total)	Tk	**378,692,639**	2,009,851,089	3,819,316,426	6,857,199,106	50%	++
D	2.1*	Personnel cost	Tk	**36,333,297**	272,936,695	495,484,777	651,864,000	28%	++
D	2.2	Electricity cost	Tk	**79,166,000**	576,275,000	1,016,463,000	1,000,000,000	1%	
D	2.3	Chemicals	Tk	**0**	55,090,000	138,232,000	150,000,000	37%	++
D	2.4*	Depreciation	Tk	109,979,832	769,858,824	1,550,195,820	1,319,757,986	0%	
D	2.5	Other operating cost	Tk	134,935,000	207,741,000	399,891,000	3,516,235,000	90%	++
D	2.5.1	Other O & M	Tk	**50,539,000**	102,180,000	139,182,000	2,966,535,000	94%	++
D	2.5.2	Capital cost from revenues	Tk	84,396,000	105,561,000	260,709,000	549,700,000	67%	++
D	2.6*	Financial expense	Tk	600,000	4,200,000.00	6,907,709	7,200,000	0%	
D	3	Net Income (Loss)	Tk	(175,240,738)	(614,074,351)	(1,400,975,194)	(4,027,899,106)	-74%	!
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	**2,317,093,533**	N/A	2,096,154,776	2,456,286,417	6%	
D	6.1*	Accounts receivable from Government	Tk	611,997,277	N/A	526,816,674	652,384,556.46	6%	
D	6.2*	Accounts receivable from Private	Tk	1,705,096,256	N/A	1,569,338,102	1,803,901,860.70	5%	
D	7*	Long term loans	Tk	17,678,510	123,749,570	212,142,120	212,142,120	92%	++
D	8*	Operating Ratio	Ratio	**0.82**	0.72	0.74	1.69	57%	++
D	9*	Collection period	Day	**362**	358	323	200	-79%	!

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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+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.	43	N/A	40	51	-16%		
E	6*	Capacity of DTW - direct distribution	MLD	28	N/A	30	32	-11%		
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	562	N/A	564	625	-10%		
E	9	Length of Pipeline	km	**965**	N/A	962	992	-3%		
E	15*	Production (distributable water)	ML	**14,697.02**	103,172	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	**25.77**	19.48	22.21	34.16	43%	++	
E	17*	Non Revenue Water	%	**24**	24	26	24	0%		
E	18*	Leakage occurrence	No./km/mth	**0.32**	1.38	0.28	1.81	24%		
E	19	Water quality sample	No./month	**240**	1,680	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.	**485**	N/A	505	747	35%	++	
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.	182	N/A	191	310	N/A	++	
F	1.4	Grade-17-20	Nos.	212	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.	**5.0**	N/A	5.3	7.6	35%	++	
F	3	Average Monthly Salary	Tk	31,532	N/A	20,979	49,519	36%	++	
F	4*	% of Overtime to Basic Salary	%	36.38	N/A	13	30	-20%		
G) Customer Services										
G	1	New Service Connection								
G	1.1	Service Connection Application Received	Nos.	224	1,637	3,066	2,950	-5%		
G	1.2	Service Connection given	Nos.	214	1,510	3,130	2,850	-9%		
G	2	Billing complaints								
G	2.1	Complaints received	Nos.	120	870	2,180	2,200	32%	++	
G	2.2	Complaints acted on	Nos.	100	710	1,930	2,000	39%	++	
G	3	Leakage complaints received and attended	Nos.	**309**	1,328	2,676	1,800	-26%	!	

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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.

19.04.2026
সুলতানা আক্তার
SAE
ওভারশিয়ার
ডিজাইন বিভাগ
চট্টগ্রাম ওয়াসা, চট্টগ্রাম

AE

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Executive Engineer
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Design Division
Chattogram WASA Chattogram

20.4.2026
মোহাম্মদ আরিফুল ইসলাম
SE (P&D)
তত্ত্বাবধায়ক প্রকৌশলী
(পরিকল্পনা ও নির্মাণ সার্কেল)
চট্টগ্রাম ওয়াসা।

27/04
CE
মাকসুদ আলম
প্রধান প্রকৌশলী
চট্টগ্রাম ওয়াসা, চট্টগ্রাম।

2026
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