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CHATTOGRAM WATER SUPPLY AND SEWERAGE AUTHORITY



**MANAGEMENT INFORMATION SYSTEM REPORT
FOR THE MONTH OF March-2026**

**WASA BHABAN
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13/11/20

Chattogram Water Supply & Sewerage Authority
Monthly MIS Report
March 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	%	25	23	26	24	3%		
C 4*	Revenue collection efficiency (monthly coll.+ outstand. Coll.)/ monthly bill. = (collection(C3)/billing(C1)) X100	%	89	89	89	89	1%		
D 9*	Collection period = (accounts receivable(D6)/monthly billings(C1)) X number of days of month	Day	386	369	323	200	-85%	!	
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.	4.9	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	0.67	0.71	0.74	1.69	58%	++	
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	2,160	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	0.22	1.85	0.28	1.81	-2%		
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	17.12	17.53	18.61	17.70	-3%		
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	18.84	19.61	22.21	34.16	43%	++	
A) Connection data									
A 1	Total registered connections	Nos.	104,499	N/A	101,482	104,226	0%		
A 1.1	Billable (non-disconnected) connection	Nos.	98,311	N/A	95,369	98,102	0%		
A 1.2	Non-billable (disconnected) connection	Nos.	6,188	N/A	6,113	6,124	-1%		
A 1.3	Billed connection	Nos.	92,994	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.	87,815	N/A	85,361	88,114	0%		
A 3.2	Average reading	Nos.	10,395	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	-2%		

✓ N: B: Population for This Year (2025-26): 3,721,269

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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	17.12	17.53	18.61	17.70	-3%			
C) Billing and Collection										
C 1	Total billing	Tk	190,804,837	1,762,612,971	2,366,807,829	2,700,000,000	-13%			
C 1.1*	Private	Tk	169,403,396	1,556,815,450	2,087,378,804	2,350,000,000	-12%			
C 1.2*	Government	Tk	21,401,441	205,797,521	279,429,025	350,000,000	-22%			
C 2	Billed volume (Total Volume Accounted)	ML	11,142	100,569	127,149	152,570	-12%			
C 3	Total collection	Tk	170,584,892	1,570,349,000	2,101,279,167	2,400,000,000	-13%			
C 3.1*	Private	Tk	145,755,819	1,466,264,422	1,980,058,840	2,000,000,000	-2%			
C 3.2*	Government	Tk	24,829,073	104,084,578	121,220,327	400,000,000	-65%	!		
C 4*	Revenue collection efficiency (monthly coll.+ outstand. Coll.)/ monthly bill.	%	89	89	89	89	1%			
C 4.1*	Private	%	86	94	95	85	1%			
C 4.2*	Government	%	116	51	43	114	2%			
D) Financial data										
D 1	Revenue (Total)	Tk	223,201,558	1,818,638,383	2,418,341,233	2,829,300,000	-14%			
D 1.1	Water revenue	Tk	170,584,892	1,570,349,000	2,101,279,167	2,400,000,000	-13%			
D 1.2*	Tubewell license	Tk	35,864,406	81,391,472	116,071,886	120,000,000	-10%			
D 1.3*	Other operating revenues	Tk	5,918,927	69,397,911	100,990,180	179,300,000	-48%	!		
D 1.4*	Interest income	Tk	10,833,333	97,500,000	100,000,000	130,000,000	0%			
D 2	Expenses (Total)	Tk	280,539,878	2,573,014,024	3,819,316,426	6,857,199,106	50%	++		
D 2.1*	Personnel cost	Tk	64,948,536	378,263,946	495,484,777	651,864,000	23%			
D 2.2	Electricity cost	Tk	71,697,000	728,995,000	1,016,463,000	1,000,000,000	3%			
D 2.3	Chemicals	Tk	31,000	62,450,000	138,232,000	150,000,000	44%	++		
D 2.4*	Depreciation	Tk	109,979,832	989,818,488	1,550,195,820	1,319,757,986	0%			
D 2.5	Other operating cost	Tk	15,605,000	248,980,000	399,891,000	3,516,235,000	91%	++		
D 2.5.1	Other O & M	Tk	12,547,000	126,155,000	139,182,000	2,966,535,000	94%	++		
D 2.5.2	Capital cost from revenues	Tk	3,058,000	122,825,000	260,709,000	549,700,000	70%	++		
D 2.6*	Financial expense	Tk	600,000	5,400,000.00	6,907,709	7,200,000	0%			
D 3	Net Income (Loss)	Tk	(57,338,320)	(754,375,641)	(1,400,975,194)	(4,027,899,106)	-75%	!		
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	2,378,617,834	N/A	2,096,154,776	2,456,286,417	3%			
D 6.1*	Accounts receivable from Government	Tk	289,026,820	N/A	526,816,674	652,384,556.46	56%	++		
D 6.2*	Accounts receivable from Private	Tk	2,089,591,014	N/A	1,569,338,102	1,803,901,860.70	-16%			
D 7*	Long term loans	Tk	17,678,510	159,106,590	212,142,120	212,142,120	92%	++		
D 8*	Operating Ratio	Ratio	0.67	0.71	0.74	1.69	58%	++		
D 9*	Collection period	Day	386	369	323	200	-85%	!		

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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	30	N/A	30	32	-7%		
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	14,891.25	131,192	171,962	200,750	-13%		
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	18.84	19.61	22.21	34.16	43%	++	
E 17*	Non Revenue Water		%	25	23	26	24	3%		
E 18*	Leakage occurrence		No./km/mth	0.22	1.85	0.28	1.81	-2%		
E 19	Water quality sample		No./month	240	2,160	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.	483	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.	181	N/A	191	310	N/A	++	
F 1.4	Grade-17-20		Nos.	211	N/A	223	315	N/A	++	
F 5	No. of non-permanent employees (Total)		Nos.	302	N/A	0	0	#DIV/0!	#DIV/0!	
F 5.1	Work charge (6 month contract worker) Completed Project Staff		Nos.	34	N/A	0	0	N/A	++	
F 5.2	Master roll (Daily basis casual worker) & Outsource in		Nos.	243	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.	4.9	N/A	5.3	7.6	35%	++	
F 3	Average Monthly Salary		Tk	21,061	N/A	20,979	49,519	57%	++	
F 4*	% of Overtime to Basic Salary		%	31.41	N/A	13	30	-3%		
G) Customer Services										
G 1	New Service Connection									
G 1.1	Service Connection Application Received		Nos.	170	1,951	3,066	2,950	-12%		
G 1.2	Service Connection given		Nos.	161	1,874	3,130	2,850	-12%		
G 2	Billing complaints									
G 2.1	Complaints received		Nos.	140	1,140	2,180	2,200	31%	++	
G 2.2	Complaints acted on		Nos.	120	930	1,930	2,000	38%	++	
G 3	Leakage complaints received and attended		Nos.	217	1,784	2,676	1,800	-32%	!	




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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)

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.

10.06.2026
(সুলতানা আক্তার)
ওভারসিয়ার
ডেপুটি ম্যানেজার
চট্টগ্রাম

AE

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

মোহাম্মদ হুমায়ুন কবীর
তত্ত্বাবধায়ক প্রকৌশলী
(পরিকল্পনা ও নিয়ন্ত্রণ সার্কেল)
চট্টগ্রাম ওয়াসা।

22.06.2026
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প্রকৌশলী
উপব্যবস্থাপনা পরিচালক (প্রকৌশল)
চট্টগ্রাম ওয়াসা, চট্টগ্রাম।