

Annual Report

2016-2017



Dhaka Water Supply and Sewerage Authority

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Dhaka WASA

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Asst. Public Information Officer
Dhaka WASA

Dhaka Water Supply and Sewerage Authority (DWASA)

Established in 1963

Responsibilities

- ❑ To supply portable water to the city dwellers
- ❑ Provide sewerage facilities to ensure a healthy and clean environment of the city.
- ❑ Provide storm water drainage facilities to remove the water congestion of the city.

Vision

To be the '**best water utility**' in the public sector of South Asia - Ensuring environment-friendly, sustainable and pro-people water management system.

Mission

- Constantly seek ways to better serve our customers.
- Reduce the dependency on ground water to surface water.
- Implement the projects effectively and speedily.
- Practice a corporate culture in its management and operation.
- Ensure a high level of transparency and accountability in all its service and activities.
- Improve the efficiency and reduce operating cost.

Strategic Planning

- # Converting surface Water Supply Source to 70% from existing 22% for sustainability.
- # Establishing DMA for Reducing NRW to 10% and Ensuring 24/7 Pressurized & pure Water supply.
- # 100% Legal Water Supply to LIC area by Dec 2018 for ensuring pro-people water supply.
- # Establishing 100% Sewerage System for protecting Environment.
- # 100% digitization of DWASA activities.

Achievements of DWASA under "Turn Around Programme"

- In 2009, under the Leadership of Hon'ble Prime Minister Sheikh Hasina, the whole Water Supply Policy has been turned into Environment Friendly, Sustainable and pro-people water management system. In achieving this 'change management policy' DWASA set its vision and mission and declared an action plan called 'Dhaka WASA **Turn-around Program**- for capacity building. The achievement of Turn-around Program, so far, are briefly as follows:
- Dhaka WASA is currently capable of producing **250 crores litres** of water against the daily demand of 235-240 crore litres for the city dwellers.
- The revenue income of DWASA has been increased by over **10 billion** taka from 3 billion taka.
- Implementing Mega Projects both in water Supply and Sewerage Sector.
- The operating cost has been reduced to 0.67 from 0.90.
- Introducing modern technology in water supply management, namely District Metered Area (DMA) which reduce system loss (NRW) to 5% from 40%
- Bringing low income Community (LIC) or slum dwellers under safe & legal water supply network.
- Introducing 100 percent online billing system including payment through SMS as well.

Milestone

- Introduced 'Digital WASA Green WASA' culture to inspire green practice in everyday work.

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Message

It's my pleasure to know that Dhaka Water Supply and Sewerage Authority (DWASA) is going to publish the Annual Report for 2016-2017 to showcase the activities and development of the agency.

Dhaka WASA, a service oriented autonomous commercial organization in public sector is working to ensure better water supply facilities for Dhaka dwellers. It was a great challenge for Dhaka WASA to ensure water of adequate quantity and quality round the clock. But through some pragmatic initiatives under '**Turn Around Dhaka WASA Programme**' the agency does have some great achievements including significant increase in water production, improved service quality, increased revenue and reduction of non-revenue water etc. It is a matter of great satisfaction that Dhaka WASA is improving day by day and has become a role model in the public sector utility services among the SAARC Countries.

The city dwellers will be glad to know that Dhaka WASA is moving towards 'Environment-friendly, sustainable and pro-people water supply management' by increasing its dependency on surface water instead of underground sources. By 2021 the ratio of surface and underground sources is targeted to 70: 30, which is currently coming 78 percent underground and 22 percent from surface water

Besides, Dhaka WASA is playing a pioneering role to materialize the dream of Digital Bangladesh of the present government led by Hon'ble Prime Minister Sheikh Hasina. We hope that we would contribute the nation-building process by upgrading Dhaka WASA into more customer-friendly and sustainable organization.

I wish a grand success of Dhaka WASA.

A handwritten signature in blue ink, consisting of several loops and a long horizontal stroke at the end.

Engr. Taqsem A Khan
Managing Director
Dhaka WASA

Introducing Dhaka WASA

Dhaka Water Supply and Sewerage Authority (WASA) is a service oriented autonomous commercial organization in the Public Sector, entrusted with the responsibility of providing water supply, sewerage disposal (wastewater), and storm water drainage service to the urban dwellers of Dhaka City. It covers more than 360 sq. km service area with more than 1.5 million people with a production capacity of 2450 million liters water per day (MLD).

Dhaka WASA was established in the year 1963 as an independent organization and currently which is running under WASA ACT 1996.

Organizational Structure

The organizational structure of Dhaka WASA was changed according to the WASA Act 1996. As mentioned in the Act, Dhaka WASA Board consists of 13 members, headed by the Chairman. The Board is formed by representatives from different professional organizations and Government officials. According to the organizational structure of 2007, total number of approved posts and present employees are as follows:

Class	Approved Posts	Existing Posts	Vacant Posts
First	309	258	51
Second	330	277	53
Third	1917	1333	584
Fourth	2111	1381	730
Total	4667	3249	1418

Though it shows there exist some vacant posts, in near future it would not be as Dhaka WASA is going to digitise all of its activities and also shifting its focus to surface water source which will reduce manpower significantly.

Area of Jurisdiction

Till June, 1989, the jurisdiction of Dhaka WASA was limited only to Dhaka metropolitan area. Later on, Dhaka WASA had the responsibility for supplying water and operating sewerage system of Narayanganj city in early 1990. At present, mega city Dhaka and Narayanganj are identified as Dhaka WASA service area. For easy operation, maintenance and providing better public service, Dhaka WASA service areas have been divided into 11 geographical zones. Among those, 10 zones are within Dhaka city and one in Narayanganj city. Technical operation, maintenance and collection of revenue bills, and other related activities are managed by the zonal offices. As a result, quality of public service has been improved significantly.

Dhaka WASA at a Glance

Water Supply

Item	Unit	2013-2014	2014-2015	2015-2016	2016-2017
Deep Tube well	Nr	672	702	760	795
Water Treatment Plant	Nr	4	4	4	4
Water Production/day	MLD	2420	2420	2430	2450
Water Line	Km	3040	3461.56	3500	3600
Water Connection	Nr	3,40,756	3,50,238	3,61,938	3,71,766
Overhead Tank	Nr	38	38	38	38
Street Hydrant	Nr	1643	1643	1643	1643

Sewerage

Item	Unit	2013-2014	2014-2015	2015-2016	2016-2017
Sewer Line	Km	885	916	930	932
Sewer Lift Station	Nr	26	28	26	26
Sewage Treatment Plant	Nr	1	1	1	1

Drainage

Item	Unit	2013-2014	2014-2015	2015-2016	2016-2017
Storm Sewer Line	Km	315	315	350	350
Open Canal	Km	65	74	74	74
Box Culvert	Km	10	10.5	10.5	10.5
Permanent Pumping Station		2	2	4	4
1. Kalyanpur		20m ³ /s	20m ³ /s	20m ³ /s	20m ³ /s
2. Dholaikhal		22 m ³ /s			
3. Rampura		-	-	25 m ³ /s	25 m ³ /s
4. Kamalapur		-	-	15 m ³ /s	15 m ³ /s

Revenue Income-Expenditure

(In million Taka)

	2013-2014	2014-2015	2015-2016	2016-2017
Revenue Income	6964	7972	9,713	11,554
Revenue Expenditure	6894	7868	9,524	11,328
Profit/Loss (+/-)	70.44	104.80	189.00	226

Water and Sewerage Tariff

(In million Taka)

	2013-2014	2014-2015	2015-2016	2016-2017 (In lack taka)
Billing	5972	6899	8841	105285.95
Collection	5575	6525	8574	100055.82
Bill Receivable (Dues)	3522	3251	4035	44711.09
Equivalent dues Billing (monthly)	7.08	5.79	5.51	5.46

Development Projects

	2013-2014	2014-2015	2015-2016	2016-2017
Water Supply	6	5	5	5
Sewerage	3	2	3	1
Drainage	2	0	1	1
Technical Assistance Project	1	0	0	2
Total	12	7	9	9

Demand and Supply of Water Supplied by Dhaka WASA

Year	Population (In million - approximately)	Water Demand (Million Liter)	Water Supply Capacity (Million Liter)	Shortage (Million Liter)	No. of Deep Tube wells
1963	0.85	150	130	20	30
1970	1.46	260	180	80	47
1980	3.03	550	300	250	87
1990	5.56	1000	510	490	216
1996	7.55	1300	810	490	216
1997	8.0	1350	870	480	225
1998	8.5	1400	930	470	237
1999	9.0	1440	1070	370	277
2000	9.5	1500	1130	370	308
2001	10.0	1600	1220	380	336
2002	10.50	1680	1300	380	379
2003	11.02	1760	1360	400	391
2004	11.56	1850	1400	450	402
2005	12.15	1940	1460	480	418
2006	12.65	1900	1540	460	441
2007	13.15	1980	1660	320	465
2008	13.65	2050	1760	290	490
2009	14.15	2120	1880	240	519
2010	14.50	2180	1990	190	560
2011	15.00	2240	2150	90	599
2012	15.00	2240	2180	60	615
2013	15.00	2250	2420	-	644
2014	15.00	2250	2420	-	672
2015	15.80	2250-2300	2420	-	702
2016	16.00	2400	2450	-	795

Corporate Directory

Dhaka WASA Board

Chairman



Prof. Dr. M. Habibur Rahman,
WASA Bhaban
98 Kazi Nazrul Islam Avenue
Karwan Bazar, Dhaka.
Phone: 9133622, 01711-940968

Members

Picture	Name & Designation	Address & Contact	Representative of
	Md Mahbub Hossain Additional Secretary. Member of Dhaka WASA Board	Office: Joint Secretary, Ministry of Local Govt. Rural Development & Co- Operatives E-mail : mdmahbub1964@gmail.com Contact: 9110164	Ministry of LGRD and Cooperative
	Mr. Sudhangshu Shekhar Biswas Additional Secretary, (Budget-2), Member of Dhaka WASA Board	Office: Room No.-229, Bhaban No.- 7, Finance Divison, Ministry of Finance (2 Floor), Bangladesh Secretariat. Phone: 02-7169984 (Off). Cell: 01711-828978.	Ministry of Finance
	Abul Kasem Khan, President, Dhaka Chamber of Commerce and Industry (DCCI)and Member of Dhaka WASA Board	Office:9564033 (O)	Dhaka Chamber of Commerce and Industry (DCCI)
	Mr. Md. Mahamud Hosain FCA Vice President (F&A) The Institute of Chartered Accountants of Bangladesh (ICAB) & Member of Dhaka WASA Board	Office: Chartered Accountant Bhaban, 100, Kazi Nazrul Islam Avenue, Dhaka-1215. Phone: 01713245858	The Institute of Chartered Accountants of Bangladesh
	Engr. Md. Nuruzzaman Member of Dhaka WASA Board	Residence: 16/1, Road-24, DPHE- Officers Quarter, Road No- 24, Banani , Dhaka. Phone: 9882345, 01819-873689 .	Institute of Engineers
	Adv. Kazi Md. Nazibullah Hiru Advocate, Bangladesh Bar Council. Member of Dhaka WASA Board		Bangladesh Bar Council
	Omar Faruk Secretary, Bangladesh Federal Journalism Union. Member of Dhaka WASA Board		Bangladesh Federal Journalism Union

	Dr. Mustafa Jalal Mohiuddin, President of Bangladesh Medical Association (BMA), Member of Dhaka WASA Board	Office: CELL: 01711 521026	Bangladesh Medical Association (BMA)
	Engr. A K M A Hamid President, Central Executive Committee, Institution of Diploma Engineers, Member of Dhaka WASA Board	Office: 01711-541553 Residence: House No.-23, Block-H, Road No.-1, Section-2, Mirpur, Dhaka-1216.	Institute of Diploma Engineers
	Hasibur Rahman Manik Councillor-for ward 26 (DSCC), Member of Dhaka WASA Board		Councillor-for wards-31,33,34 (seat-12) Dhaka South City Corporation
	Aleya Sarwar Daisy Councillor-for wards-31,33,34 (DNCC), Member of Dhaka WASA Board		Councillor-for wards-31,33,34 (seat-12) Dhaka North City Corporation
	Engr. Taqsem A Khan Managing Director, Dhaka WASA & Member ,Dhaka WASA Board	Office: Managing Director, 98, Kazi Nazrul Islam Avenue, WASA Bhaban (2nd Floor), Kawran Bazar, Dhaka-1215, Bangladesh. Phone: 8189626, Ext-201. Residence: Road No-55, Basa No.-12, Gulshan-2, Dhaka. Phone: 9337312, 01741-111002.	Managing Director & Chief Executive of Dhaka WASA.

Activities of Dhaka WASA Board

10 AvMó, 2016 Zwi ðL AbyðZ XvKv I qumv tevðW® 236 Zg mfvi Avtj vP`mPr Ablyvqx ibt`æ§³ imxvšÍ MpxZ nq t-

1996 mütji I qumv AvBtbi 40 aviv I 2010 mütji XvKv I qumvi ibixýK (umG dug®) ibtqum bñZgyj v tgvZuteK XvKv I qumvi 2015-16 A_@Qti i nmütei ewl R ibixýv KvR m`úv` tbi Rb` ingub ingub nK, PwW®G`vKvD`U`vUm-tK m`ív® 5,50,000 (cæj ý cÁik nRvi UvKv)+ cðhR` f`wMn cýt ibtqumli Abtgv` b cðvb Kiv nq|

XvKv I qumv 1g I 2q tkYxi c` ibtqum, c` ubnZ I D`PZI t`j cðvbn BZ`wì veItq mgywik cðtbi týtI ve`gub KugubB envj _vKte| Zte thñZæZgðb D³ Kugubli 8(AW) Rb m`tm`i gta` 3(wZb) Rb m`m` KgPZ bñB, ZvB Aekó 5(cæ) Rb m`m` ðvivB D`PZI mtj Kkb tevðW® mfvi Kiv thtZ cüti | Zte cðqRbtefa e`e`icbv cui Pj K D`PZI mtj Kkb tevðW®GK ev GKwaK m`m` tKv-AP KiZ cvi teb gtg® imxvšÍ MpxZ nq|

04 wWtm`f, 2016 Zwi ðL AbyðZ XvKv I qumv tevðW® 238 Zg mfvi Avtj vP`mPr Ablyvqx ibt`æ§³ imxvšÍ MpxZ nq t-

XvKv I qumvi ewvR`K e`e`icbtKi `Bti KgPZ mnKvix KugDibul AMðBRvi tgvma`f Lutj`v tellgtK D`jLZ nti teZb ewxmn Zvi Pæ`vfiEK Pkixi tgv` 01/01/2017 nZ 31/12/2018 ZwiL chšÍ 02 (B) ermi ewxi cðle Abtgv` b Kiv nq|

Pæ`vfiEK nmüte ibtqumRZ mnKvix KugDibul AMðBRvi tgvma`f Lutj`v tellgtK D³ c` ibqigZ Kivi cðqRbñq e`e`v Mðb Kivi ibt`Rbv cðvb Kiv nq|

BvZcæ`cñKv Ges XvKv I qumvi I tpe mbtU cKkZ Dc-e`e`icbv cui Pj K (cui Pj b I iyYteýY), Dc-e`e`icbv cui Pj K (MteIYv, cui Kíbv I Dbqb) Ges Dc-e`e`icbv cui Pj K (A_®Gi ibtqum veÁvñul ewZj Kiv nq|

bZk Kti XvKv I qumv Dc-e`e`icbv cui Pj tKi vZbul c` ibtqumli Rb` cñKv Ges XvKv I qumvi I tpe mbtU ibtqum veÁvñ cKvki jýt` Dc-e`e`icbv cui Pj K (cui Pj b I iyYteýY)-cniukó(L), Dc-e`e`icbv cui Pj K (MteIYv, cui Kíbv I Dbqb)-cniukó(M) Ges Dc-e`e`icbv cui Pj K (A_®cniukó(N) tevðW®Abtgv` b Kiv nq|

27 wWtm`f, 2016 Zwi ðL AbyðZ XvKv I qumv tevðW® 239 Zg mfvi Avtj vP`mPr Ablyvqx ibt`æ§³ imxvšÍ MpxZ nq t-

XvKv I qumvi " `tkiKw` cqt tkvabulvi cKíÓ Gi Avl Zuq cKí KvR Z`viki Rb` cingkr cZóvb ibtqumli jýt` Combined Evaluation (KuiMix I Aw_R) Gi vfiEZ cðg`wb AwKviKvix cingkr cZóvb Hankuk Engineering Consultants (HEC), Korea with Sub-consultants (a) Shah Technical Consultants Pvt. Ltd. India, (b) BETS Consulting services Ltd. Bangladesh & (c) Sodev Consult International Ltd. Bangladesh tK meqW \$ 15,42,24,000.00 (c`bi tKul vequj k jý Pæ`k nRvi) UvKvi mgcnigvY (f`W I U`v e`vZ), hv cð`ij Z gj` 26.00 tKul t`tK

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Rb` `ibxq miKvi uefufll tcØY Kivi Abtgv` b t`qv nq|

Institutional Capacity, gube m`u` Dbqb Ges Operation efficiency epxi j ty` Rvcib AvSRKZK
mnufhllx ms`v (RvBKv)Øi KZR A`qZ Dhaka Water Supply & Sewerage Authority
(DWASA), Bangladesh Ges Kathmandu Upatyaka Khanepani Limited (KUKL), Nepal Gi
gta` Water Operator Partnership (WOP) for conducting Knowledge Transfer Gi cØie
m`q Abtgv` b mn KUKL, Nepal Ges DWASA, Bangladesh Gi gta` Memorandum of
Understanding (MoU)/mgtSvZv`yiK ev`evqtb i AbgnZ cØib Kiv nq|

tlWbgRK ufiEK tKv`ubx Grundfos XvKv I qumvq c vBjU óuW cØRt±i Avl Ziq AQtap Water
Dispenser/ Water ATM Gi tytI MhK chq mieivnKZ cubi gj` 40 cqm/vj Uvi ubavfb Kivmn
MhK chq` \$U`I qUvi Kiv`eZibKv t j XvKv I qumvi Abtvtj 200(BkZ) UvKv RvqubZ ivLvi cØi
Abtgv` b Kiv nq|

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MpxZ nq t-

XvKv I qumvi 2015-16 A`ermti i ibixjZ Pevšimme cieZx`teW`mfvq Dc`icb Kiv tnvK|

XvKv I qumvq Good Governance ev`evqb velq GKvU i jctiLv`Zixi j ty` ubt`qD t j L Z 03(vZb)Rb
teW`m`tm`i mgštq GKvU me-KvqU` Zix Kiv nqt-

- (1) Rbie tgvv`\$ din` tnvmb, GdimG - AnevqK
 - (2) Bv`ubqvi G tK Gg G nuq` - m`m`
 - (3) cØKšj x ZvKimg G Lv - m`m`
- (e`e`icbv cii Pj K, XvKv I qumv)

27 tdeqvi, 2017 Zwi tL AbvZ XvKv I qumv teftWp 242 Zg mfvi Avtj vP`mPx Abtgvqx ubt`q³ im`všI
MpxZ nq t-

XvKv I qumvi 2015-16 A`ermti i ibixjZ Pevšimme Abtgv` b Kiv nq|

ingub ingub nK, PUVG`vKvD`vUm KZR 2015-16 imme ermti i AMU i tcvU`h ch`yb mgr`cØib
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ubt` Rbv cØib Kiv nq|

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কার্যক্রম গ্রহন করার নির্দেশনা প্রদান করা হয়।

Dch⁹ nel t_q 30 gvP⁹ 2017 Zwi t_L Aby⁹ Z XvKv I qmvi tev_tW⁹ 243 Zg m_{fvi} Av_{tj} vP⁹ mP_x bs-3
G ub_t t_q³ im_x v_S i M_{px} Z nq t-

XvKv I qmvi 1g , 2q, 3q I 4_@k_Wi KgRZvAKgPvix⁹ i ub_t q_M, ct⁹ v_m Z, U_B g_t j I m_{tj} K_{kb} t_M W
প্রদান সংক্রান্ত বিদ্যমান বাছাই কমিটিসমূহ বহাল রাখা হয়।

Dch⁹ nel t_q 22 R_q, 2017 Zwi t_L Aby⁹ Z XvKv I qmvi tev_tW⁹ 244 Zg m_{fvi} Av_{tj} vP⁹ mP_x bs-4
G ub_t t_q³ im_x v_S i M_{px} Z nq t-

XvKv I qmvi e⁹ e⁹ t_{cbv} I Drcv⁹ b e⁹ q e_W i Kvi t_Y Av_M g_x 01.08.2017 Zwi L n_t Z m_{Kj} L_v Z c_{ub} I
c_q t Av_f K_i ne⁹ g_{ub} n_t i i Av_Z ni³ 5% n_t i mg_s q Ki Zt Ab_t g_v b Kiv nq|

Av_{tj} vP⁹ mP_x 6 t XvKv I qmvi Dc-ব্যবস্থাপনা পরিচালকের তিনটি শূন্য পদে নিয়োগ প্রদান সংক্রান্ত।

MZ 07.02.2017 Ges 08.02.2017 Zwi t_L c_{ui} K_v q ne⁹ A_v B c_k v_t k_i g_v a⁹ t_g XvKv I qmvi Dc-e⁹ e⁹ t_{cbv}
c_{ui} P_{vj} K (I G_U G_g), Dc-e⁹ e⁹ t_{cbv} c_{ui} P_{vj} K (Av_i n_c G_U M_W) Ges Dc-e⁹ e⁹ t_{cbv} c_{ui} P_{vj} K (A_U G_i k_b ct⁹
নিয়োগের যে প্রক্রিয়া শুরু করা হয়েছিল তা' এতদ্ দ্বারা বাতিল করা হয়।

Ab_v Z_v e_j t_W XvKv I qmvi Dc-e⁹ e⁹ t_{cbv} c_{ui} P_{vj} K (I G_U G_g), Dc-e⁹ e⁹ t_{cbv} c_{ui} P_{vj} K (Av_i n_c G_U M_W) Ges
Dc-ব্যবস্থাপনা পরিচালক (অর্থ) এর শূন্য পদে নিয়োগ প্রদানের লক্ষ্যে পরবর্তী কার্যক্রম গ্রহণের জন্য চেয়ারম্যান এবং
e⁹ e⁹ t_{cbv} c_{ui} P_{vj} K t_K `u_q Z; c_U v_b Kiv nq|

Former Chairmans (Chief Executive Officer) of Dhaka WASA

Engr. Abdul Latif	1963-64
Engr. Abdus Salam	1964-68
Engr. Latifur Rahman	1970-74
Engr. Md. Bazlur Rahman	1974-77
Major (Rtd) Md. Rafiqul Islam BU	1977-81
Engr. S A N M Wahed	1981-82
Brigedier (Rtd) Firoj Salahuddin	1982
Col. (Rtd) M. Shariful Islam	1982-86
Brigedier (Rtd) Khalekuzzaman Chowdhury	1986-90
Group Captain (Rtd) Nurul Islam	1990-93
Mr. Nazir Ahmed	1993-96

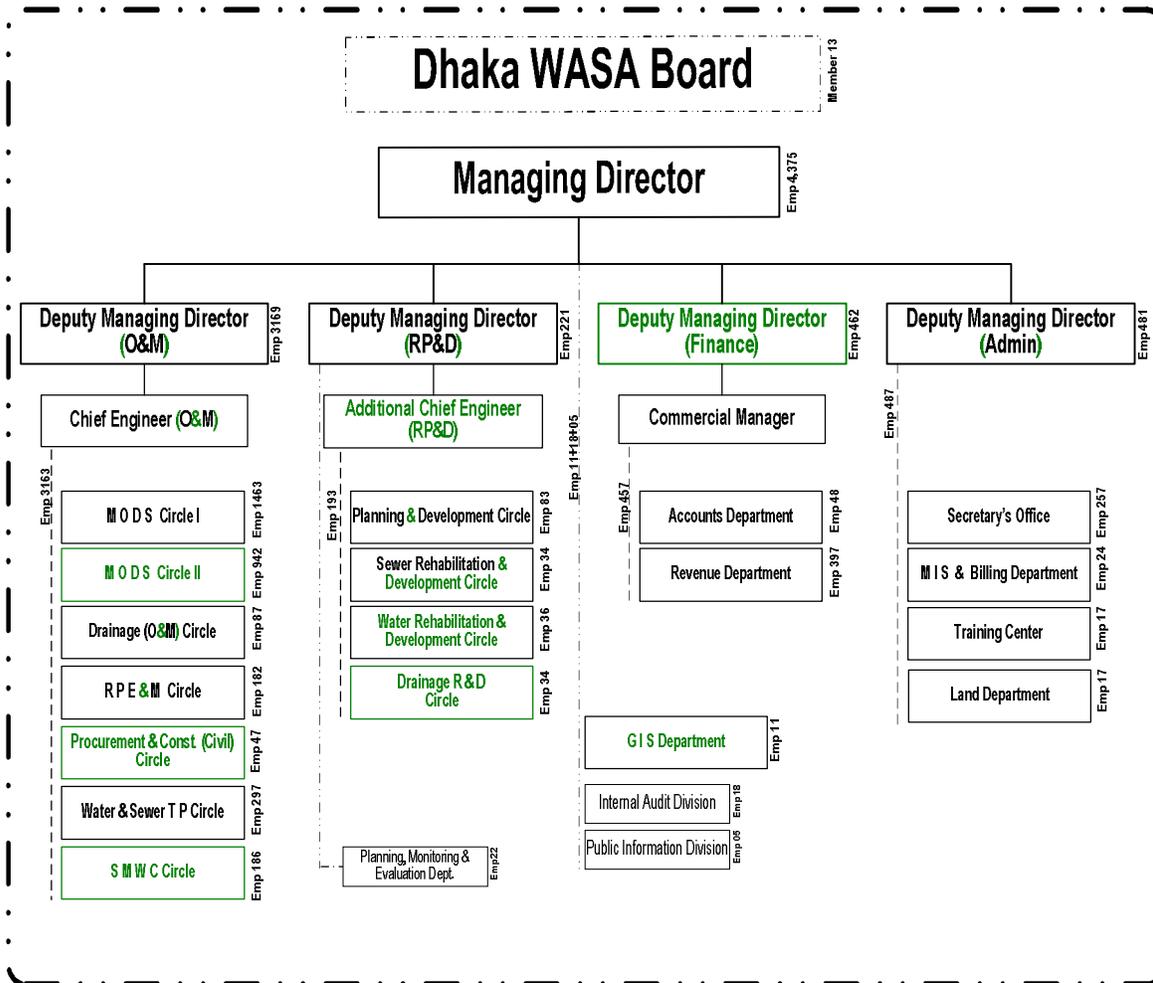
Former Chairmans of Dhaka WASA Board

Mr. Ahmed Farid	1996-97
Dr. A T M Zahurul Haque	1997-99
Prof. Nazrul Islam	1999-2002
Mr. M A Haqim	2002-2004
Dr. Engr. M Firoj Ahmed	2004-2005
Mr. Abdullah Harun Pasha	2005-2009
Dr. Engr. Gholam Mostofa	2009-2012
Engr. Md. Rahmatullah	2012-2014

Former Managing Directors (Chief Executive Officer) of Dhaka WASA

Mr. A F M Ziauddin Ahmed	1996
Dr. Engr. Khandakar Azharul Haque	1996-99
Mr. Md. Zahirul Haque	1999
Dr. Engr. Khandakar Azharul Haque	1999-2003
Mr. A T M Ataur Rahman	2003
Engr. A N H Akhter Hossain	2003-2005
Dr. Engr. Qazi Ali Azam	2005-2006
Mr. Hedayetullah Al Mamun	2006
Engr. Md. Shahidur Rahman Prodhan	2006-2007
Engr. Md. Raihanul Abedin	2007-2009
Mr. Md. Shahjahan Ali Mollah	2009

Organogram of Dhaka WASA



Corporate Directory

Dhaka WASA Management



Engr. Taqsem A Khan
Managing Director & CEO
Dhaka WASA
WASA Bhaban
Karwan Bazar, Dhaka.
Phone: 8189626, 01741-111002
e-mail : taqsem@yahoo.com

Activities of Dhaka WASA

Dhaka WASA, as a service oriented autonomous commercial organization in public sector, is functioning through 4 wings that include Administration, Finance, Operation & Maintenance, and Research, Planning & Development. For better operation, maintenance, and customer care, the total service area of Dhaka WASA is divided into 11 geographic zones, which includes 10 in Dhaka City and 1 in Narayangang town.

Water Production

During the period 2016-2017, Dhaka WASA has achieved the capacity of daily production of 2450 million liter water per day (MLD) by using 795 deep tubewells and 4 Water Treatment Plants including Saidabad Water Treatment Plant Phase- I & II. The surplus water production capacity is a milestone in the history of Dhaka WASA.

Water Supply System

Mostly, water supply system of Dhaka WASA is dependent on ground water. Of them 78 per cent water comes from underground sources and the rest 22 per cent from surface water. Ground water is abstracted by using a total of 795 deep tubewells. Surface water is supplied by treating water of the river Shitalakshya and Buriganga through 4 Water Treatment Plants.

Dhaka WASA supplies water to the mega city of Dhaka and Narayanganj area. At present over 16 million people live in Dhaka and Narayanganj and this will increase many times by the year 2020.

It is notable that the ground water level is declining by 2-3 meters per year due to continuous abstraction of water. For this reason, Dhaka WASA with the support & direction of the present government, has pointed out the importance of reducing dependency on ground water by supplying water from surface water body as an alternative and sustainable source of water. Therefore, Dhaka WASA is moving towards Environment-friendly, Sustainable and Pro-people water supply management system. Several water treatment plants projects have already been taken with a view to increase dependency on surface water up to 70 percent instead of present 22 percent.

Of them, saidabad Water Treatment Plant, Phase-III is under implementation, which will supply a total of 450 million liters water per day in the city. Furthermore, two additional large Water Treatment Plants namely Gandharbapur Water Treatment Plant and Padma (Jasholdia) Water Treatment Plant (Phase-I) have been initiated. In Gandharbapur, it is planned to treat water from the river Meghna, which will produce 500 million liter of water per day. The Padma Water Treatment Plant is being built at Jasholdia near the bank of the great river Padma from where 450 million liter treated water will be supplied for Dhaka city dwellers

Dhaka WASA has 410 (including 42 mobile generators) diesel-driven generators which help maintaining the abstraction of water from underground during the interruption of power supply. Particularly during the summer season water demand as well as electricity crisis becomes worst. At that period water supply system in Dhaka city is kept under normal condition by abstracting water with the help of these generators. Dhaka WASA has taken initiatives for purchasing more two hundred new generators which is under process. Moreover, if there is any water crisis anywhere in the city, Dhaka WASA instantly supplies water through using 43 number of water carriers and 44 trolleys.

Sewerage System

An effective sewerage system is a must for a healthy city. The sewerage system of Dhaka city was initiated in 1923. Pagla sewage treatment plant was built in 1978 and renovated in 1992 has the capacity of treating 120,000 cubic meter sewage per day. Due to lack of resources, most of the areas of Dhaka city are out of pipe sewerage coverage. For a better and well-planned sewerage system in Dhaka city, a Sewerage Master Plan has been prepared and at least four other sewage treatment plants will be set up around the capital city. One of them is Dasherchandhi Sewage Treatment Plant, which is already under implementation and the rest are at Uttara, Mirpur and Rayerbazar will be implemented one by one.

Summary of the existing Sewerage System is as follows:

- Number of Sewage Treatment Plant - 1
- Number of Sewage Lift Station - 26
- Sewer Line - 932 km
- Number of Sewer Connection - 88,905

Drainage System

Once there were sufficient canals in Dhaka city for storm water drainage, among them Paribag, Dhanmondi, Begunbari, Dholaikhal, Debdolai, Segunbagicha and Arambagh canals are significant. These canals were also used for navigation water retention purpose. Plenty of wetland, low land and ponds in the city were used as reservoirs for rain water. During the rainy season the canals allowed the rain water make its way to the surrounding rivers. The canals prevented water logging in the city areas.



Development of Kallyanpur Manin Khal

The Drainage problems of the city have become severe caused by the failure to consider the environmental impact of the filling of wetlands and by implementing different projects which have narrowed and in some cases stopped the free flow of canals in some places by various agencies and developers. Another problem is that the drainage system of Dhaka city is looked after by several department/agencies, like Dhaka WASA, Dhaka North City Corporation, Dhaka South City Corporation, RAJUK, Bangladesh Water Development Board, Cantonment Board, Dhaka District Administration, Department of Housing & Settlement, Public Works Department and the Private Developers.

Drainage activity of Dhaka city was commenced in 1946 under the jurisdiction of Department of Public Health Engineering (DPHE). In March, 1989, after delivering the drainage activities (partly) to Dhaka WASA by a government gazette, a significant success was achieved in this field. Dhaka WASA prepared a Drainage Master Plan for addressing the water congestion in the city and

systematic approach to mitigate the problem. Water logging was a severe problem for a long time in Dhaka city. But with development of the drainage infrastructure and good management of drainage system of Dhaka city, the situation has been improved significantly.

It's a matter of great regret that disposal of different types of solid waste such as green coconut husks, empty plastic bottles, polyethylene bags and other solid wastes in to the surface drains and open canals result in obstacles to the free flow of rainwater through drainage lines. DWASA is trying to reduce this problem by cleaning canals on regular basis as well as raising the awareness among people. To increase public awareness advertisement publicity has been continuing through newspapers regularly.

Summary of the existing Drainage system is as follows:

Storm water drainage line (dia 450 mm to 3000 mm)	370 km
Box culvert	10.5 km
Open Channel (Khal)	78 km
Storm water pumping station	4
Kalyanpur	20 m ³ /s
Dholiaikhal	22 m ³ /s
Rampura	25 m ³ /s
Kamalapur	15 m ³ /s
Area under drainage facility	140 Sq. km

Removal of Water Congestion

Every year Dhaka WASA runs cleaning activities of its drainage lines, box culverts and canals, which prevent much of the water congestion and flooding problems associated with the rainy season.

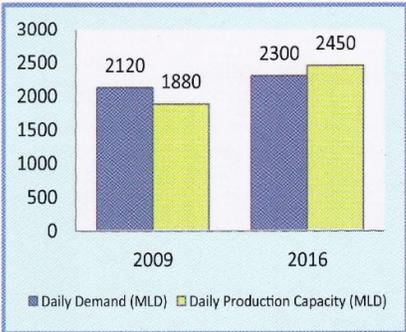
It should be mentioned that, all the surface drains of Dhaka city and most of the internal drains are under the jurisdiction of Dhaka City Corporation (DCC), and sometimes those are filled with solid wastes and polythene. That also a cause of temporary water congestion occurs during heavy rainfall.



Dhaka WASA

Bangladesh

Achievements of Dhaka WASA at a glance (2010-2016)



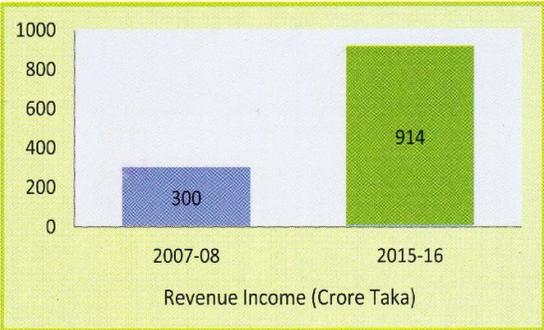
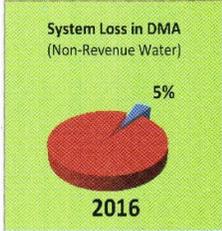
Water Supply: For the first time in last 50 years since Dhaka WASA established, it has achieved water production capacity more than its daily demand. In 2009, while daily production capacity was 1880 MLD against daily demand of 2120 MLD, production capacity increased to 2450 MLD. (Now, daily water demand is 2300 MLD).



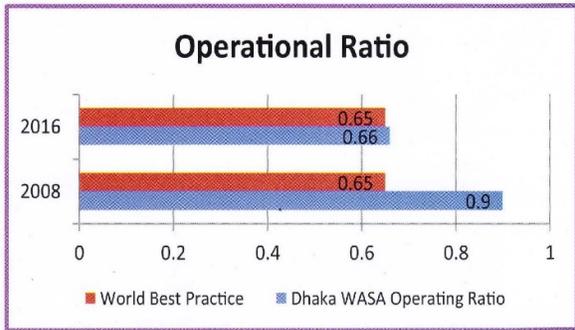
System Loss (Non-Revenue Water-NRW):

In 2010, NRW was more than 40%. In 2016, NRW is reduced to 20%.

NRW in DMA reduced to 5%



Revenue Income: In FY 2007-2008, Dhaka WASA revenue income was about 3 Billion taka, while in FY 2015-16, the revenue income have increased to 9.14 Billion taka.



Before 2009, the Operational Ratio was 0.90. At present, it has reduced to 0.66. To be noted that World Best practice is 0.65.

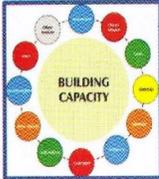




Billing System: 100% Digital Billing System. Whole billing system turn on to automation.



24 hours Paperless Billing/e-Payment facility has been introduced through SMS/On-line (Internet).

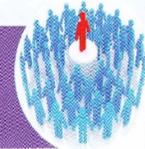


Capacity Building: In 2009, there were shortfalls in supplying water as demand gradually increased. Taking this issue under consideration, Dhaka WASA took dynamic initiatives named "Dhaka WASA Turnaround Program 2010-15". To establish "Good Governance" this program achieved that success.



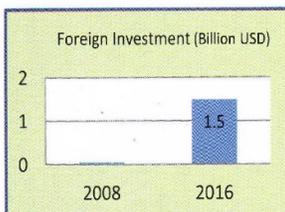
By December 2017, all Low Income Community (LIC) of Dhaka city will be covered through legal water connection. Meanwhile, biggest LIC of Dhaka city named "Korail Bosti, Sattalla Slum" has already been covered with legal water connection.

Development partners like World Bank introducing Dhaka WASA as a 'Role Model' to other developing countries of South Asia.



In the meantime, Dhaka WASA has prepared three Master plans: i) Water Master Plan ii) Sewerage Master Plan and iii) Drainage Master Plan for Dhaka city.

Water Master Plan and the Sewerage Master Plan implementation has been already started.



In 2008, Foreign Investment in Dhaka WASA was almost "Zero". Whereas, in 2016, 1.5 Billion USD have been invested in the water sector of Dhaka WASA.

Dhaka WASA Central Laboratory

(Microbiology and chemical Division)

The objective of Dhaka WASA is to improve life standard of city dwellers living in the mega city Dhaka & Narayongonj by supplying safe and potable water and improving the sewerage and drainage system. Dhaka WASA is responsible for supplying quality assured water to the city dwellers. Qualitative standard of ground water and surface water supplied by Dhaka WASA is tested regularly by the Microbiology and Chemical Division (DWASA Central Laboratory) of Dhaka WASA. The standard of supplied water of DWASA meets the requirement of Bangladesh standards (ECR-1997) and World Health Organization (WHO) Guide Line Values (2004). There is a chlorination system at the source to kill/and or inactivate waterborne pathogens including removal of potential pollution in the water. In case of surface water, the water after treatment receives chlorine to ensure that it reaches to the customer's point in a safe condition.

About Sixty (60) water quality parameters are conducted in DWASA Central Laboratory. Microbiological parameters such as Total coliforms, Faecal coliform, Total plate count are analyzed regularly to trace out the microbial contamination in supplied water. Different types of physico-chemical water quality parameters such as pH, Turbidity, TDS, Conductivity, Residual Chlorine, Ammonia, Nitrate, Phosphate, Sulphate, Fluoride, Chloride, Hardness, BOD COD, TOC, Aluminium and also some important types of heavy metals like arsenic, chromium, cadmium, lead, zinc, copper, iron, manganese are analyzed regularly using UV-Visible Spectrophotometer, Atomic Absorption Spectrophotometer and TOC analyzer etc. These water quality parameters are tested for deep tube well water as well as for surface water and many others are also determined according to the requirement. In addition to these, the river water that is in the water treatment plant is tested at monthly basis.

To examine the quality of the supplied water, samples are taken regularly at the source and from the distribution mains, and then these water samples are tested in the laboratory of the Microbiology and Chemical Division of Dhaka WASA. If there is anomaly, necessary steps are taken as soon as possible by the concerned divisions to rectify the situation. Normally the source and distribution mains are free of contamination but in many cases the presence of harmful bacteria is observed in the underground and rooftop reservoirs of the consumers.

In order to increase public awareness for hygienically cleaning and disinfecting the underground and rooftop reservoirs, advertisements are broadcasted through mass media.

Description of different tests of water samples in the fiscal year 2016-2017

Physico-Chemical and Bacteriological Analysis

SL. No.	Source Of Samples	No. Of Physico-Chemical Tests	No. Of Bacteriological Tests	No. Of Residual Chlorine Tests	No. Of Analytical Tests
1	Deep Tube Well	7324	690	878	-
2	Distribution line at different holding of the consumer	1306	140	140	-
3	Underground reservoir in response to the complaints by consumer at different holding	2186	244	244	-
4	Dhaka, sonskanda and Godnail Water Works	1488	36	36	-
5	Bangabhaban and WASA bhaban	886	96	192	-
6	Deep Aquifer/Replaced Tube Well	1613	214	-	-
7	Bottle Plant (Shanti)	648	72	12	-
Analytical Analysis					
8	Determination of Aluminium Oxide in Alum Sulphate	-	-	-	27
9	Amount Of Chlorine In Bleaching Powder	-	-	-	21
10	Dosing Test (Jar Test) of Poly Electrolyte	-	-	-	03
11	Other Analytical Tests	-	-	-	10
	TOTAL	18506			

It is to be noted that 90 percent of test results are satisfactory. Prompt action has been taken where test results are unsatisfactory.

DWASA holds 107 foreign, local and in-house training courses during

1 July 2016 to 30 June 2017

A total of 107 courses both home and abroad were conducted during 1 June 2016 to 31 July 2017. Of them fourteen foreign, forty six local and forty seven in-house training courses were facilitated to the officials and staff of Dhaka WASA. The foreign courses attended by 30 officers from Dhaka WASA included M Sc in Project Management, University of RMIT, Australia, KOICA's Fellowship Program, South Korea, NFP Fellowship Program on Urban Drainage and Sewage, Netherlands, Specific O&M Training, India, Capacity Building of IDEB Leaders in Australia, Australia & Malayasia, Factory Inspection and Performance Test of VFD, Germany, Flow Measurement and Control Techniques in Industrial Process & Water Distribution System, India, 3rd NO DIG BERLIN, Germany, Study Visit, South Korea & Philippines, Inspection and Performance Test, South Korea, Inspection and Performance Test, Turkey, Inspection and Performance Test, Turkey, Physical Inspection and Performance Test, USA, Strengthening Public Investment Management System (SPIMS), Malaysia.

The local training courses were Analysing Competitor and Selecting Competitive Strategy in Marketing, Anti Corruption Seminar for Executive and Implementing Agencies, China-Bangladesh Workshop on Water Environment Management, Communicative English Course , Conduct and Discipline Course (2 courses), E-GP, English Language Proficiency, Financial and Economic Appraisal of Project, Fire, Earthquake and Disaster Management, Fundamental Financial Management (2 courses), Green Growth Solution-2017, Human Resources Management, IMED Monitoring and Reporting Procedure, Innovative Project Design, Leadership and Strategic Planning, Modern Office Management, Monitoring and Evaluation of Development Project, Online Tax and VAT, Procurement Entity Users (9 courses), Procurement of Goods, Works and Services (10 courses), Project Appraisal Study, Project Planning, Development and Management (PPDM), Staff Development Course, Web Application Development-Dot Net, Workshop on Right to Information, Workshop on Woman and Child Right. The local training programs were performed in ADB, APD, BCSAA, BIM, BITM, BITT, CPTU, Dept of Environment, MoEF, DOHA Tec (organized by CPTU), ESCB, IDEB, MoFA & Embassy of Denmark, NAPD, RPATC. Numbers of participants for the local training courses were 123.

The rest of the in-house training programs are Auto CAD 2D (5 courses), AutoCAD 3D, Expert Data Analysis MS Excel, Implementation of National Integrity Strategy, Manner, Etiquette and Office Protocol (2 courses), O&M of Pump (2 courses), Occupational Health and Safety (7 courses), Office Management (3 courses), On-line Based New Water Connection Software (3 courses), Operation and Maintenance of DMA (5 courses), Orientation Course (3 courses), Preparation of Income Tax Return (2 courses), Procurement Management: Module-1, Procurement Management: Module-2, Project Management: Methodologies and practices, Revenue Billing, Collection and Customer Care (3 courses), Smart Drinking Water Management (4 courses), ToT on Smart Drinking Water Management, Using GIS in Water Distribution System (ArcGIS) (2 courses). 1003 officers and staffs of DWASA participated in in-house training programs.

Development of Library

There are more than 700 books in the library of DWASA. Some initiatives have been taken to make this library ultra-modern, befitting the spirit of the age and attractiveness to readers by:



- Divide the library room into separate corners according to the class of the readers.
- The decoration of library room is continuing by providing separate tables to the newspaper readers, literature-novel readers and professional book/report/ journal etc. readers.
- A computer corner including internet facility will be made in the Library .
- A photocopy machine will be provided in the library to avail the facility of photocopying necessary information, report etc. according to the need.
- A catalogue book will be provided to the librarian's drawer.
- A software program will be developed by the Computer Center of DWASA to organize all activities of the library of DWASA.

Service of Medical Center

There is a medical center on the 4th floor of DWASA to provide primary medical aid to the officers/staffs of DWASA and their family members.



During the office period, necessary treatment and general medicine are provided from this medical center. Two doctors are enrolled in medical

services. A significant amount of patients were treated during the mentioned fiscal year.

Dhaka WASA Bottle Water ‘Shanti’

The bottled water produced from the Bottled Water Supply Plant, established by DWASA’s own fund, has received acceptance from the people as best in quality.



It is mentionable that the bottled water “**Shanti**” of DWASA contributed greatly in meeting the scarcity of pure drinking water after the cyclone had affected the southern part of the country.

Research, Planning and Development

➤ Project of Dhaka WASA

After Successful Completion of MDGs, Bangladesh as a Signatory Country is highly determined and committed to achieve SDGs. The achieve water and Sanitation related targets mentioned in SDGs and Vision 2021 Dhaka WASA has formulated three Master plans namely a. Water Master Plan, b. Sewerage Master Plan, c. Drainage Master Plan and has under taken Turn Around Dhaka WASA.

On the basis of the above mentioned master plans and Turn around Dhaka WASA

In 2016-17 financial year 9 development projects were included in Annual Development Program (ADP) of Dhaka WASA. Among the projects seven were investment projects on water supply and two projects on sewerage and drainage system.

A. Investment projects on Water Supply

1. ➤ **Name** : ***Well Field Construction Project at Tetulzhora-Bhakurta Area of Savar Upazilla (Part-I).***
 - ☐ Duration : July' 2012 to June' 2018
 - ☐ Estimate Cost : 57300.00 Lakh Taka
 - ☐ Allocation : 10500.00 Lakh Taka
 - ☐ Release : 10500.00 Lakh Taka
 - ☐ Expenditure : 10294.00 Lakh Taka
 - ☐ Physical Progress : 98.04 %
 - ☐ Financial Progress : 98.04 %

2. ➤ **Name** : ***Padma (Jashaldia) Water Treatment Plant (Phase-1)***
 - ☐ Duration : January' 2013 to June' 2018
 - ☐ Estimate Cost : 337517.40 Lakh Taka
 - ☐ Allocation : 28500.00 Lakh Taka
 - ☐ Release : 3500.00 Lakh Taka
 - ☐ Expenditure : 25690.11 Lakh Taka
 - ☐ Physical Progress : 99.61 %
 - ☐ Financial Progress : 90.14 %

3. ➤ Name : ***Dhaka Environmentally Sustainable Water Supply Projects.***
- ☒ Duration : October' 2013 to December' 2019
- ☒ Estimate Cost : 524806.00 Lakh Taka
- ☒ Allocation : 8455.00 Lakh Taka
- ☒ Release : 8737.43 Lakh Taka
- ☒ Expenditure : 8455.00 Lakh Taka
- ☒ Physical Progress : 106.00 %
- ☒ Financial Progress : 100.00 %
-
4. ➤ Name : Interim Water Supply Project.
- ☒ Duration : March' 2015 to June ' 2018
- ☒ Estimate Cost : 25200.00 Lakh Taka
- ☒ Allocation : 12000.00 Lakh Taka
- ☒ Release : 12000.00 Lakh Taka
- ☒ Expenditure : 12000.00 Lakh Taka
- ☒ Physical Progress : 110.00 %
- ☒ Financial Progress : 100.00 %
-
5. ➤ Name : Saidabad Water Treatment Plant Project Phase -III
- ☒ Duration : July' 2015 to June ' 2020
- ☒ Estimate Cost : 459736.05 Lakh Taka
- ☒ Allocation : 4000.00 Lakh Taka
- ☒ Release : 4000.00 Lakh Taka
- ☒ Expenditure : 4000.00 Lakh Taka
- ☒ Physical Progress : 100.00 %
- ☒ Financial Progress : 100.00%

B. Investment Projects on Sewerage and Drainage System

6. ➤ **Name** : *Daherkandi Sewage Treatment Plant Project.*
- ☐ Duration : July' 2015 to December' 2019
- ☐ Estimate Cost : 331777.00 Lakh Taka
- ☐ Allocation : 45949.00 Lakh Taka
- ☐ Release : 45629.00 Lakh Taka
- ☐ Expenditure : 45629.00 Lakh Taka
- ☐ Physical Progress : 100.00 %
- ☐ Financial Progress : 99.30 %
-
7. ➤ **Name** : *Development of Storm Water Drainage System at Agargaon Area in Dhaka City.*
- ☐ Duration : October' 2015 to June' 2017
- ☐ Estimate Cost : 2422.00 Lakh Taka
- ☐ Allocation : 1522.00 Lakh Taka
- ☐ Release : 1522.00 Lakh Taka
- ☐ Expenditure : 1587.27 Lakh Taka
- ☐ Physical Progress : 98.57 %
- ☐ Financial Progress : 98.57 %

Progress of the projects (Financial)

1439.04 crore taka was allocated for the projects under the Revised Annual Development Program (RADP). The Government of Bangladesh (GoB) Financed taka 345.36 crore and Project Aid taka 1093.68 crore was sanctioned from the allocated money. In the said year has been released Tk. 1337.89 crore taka and Expenditure was 1318.09 crore taka. In that time the Financial Progress was 91.60% percent.

➤ **Progress of the projects (Physical)**

Sl no.	Name of the component	Progress (RADP)
1.	Construction & Rehabilitation of Deep Tube Well	76 no.
2.	Construction & Rehabilitation of Water Line	: 305 km.

In that time the Physical Progress was 100.00% percent.

To meet water and sanitation related targets mentioned in Agenda 2030 Vision 2021 and 7th Five Year Plan Dhaka WASA is working Proposed Projects.

Newly Approved Project:

- Development of Dhaka WASA Activities in LIC localities including Capacity Building and Financial Modeling Under the framework of Saidabad Phase-III Project
- Technical Assistance Project for the Formulation of Dhaka Sanitation Improvement Project(Phase-1)

Proposed Project

Water Supply

- Strengthening of the Existing Water Supply Distribution of Dhaka City to cope the production of padma water treatment plant Project(Phase-I) at jasaldia.
- Well Field Construction Project Dhalla-Jamitra area of Singair Upazilla (Part-II) .

Sewerage System

- Dhaka Sanitation Improvement Project(Phase-1)
- Rayer Bazar Sewage Treatment Plant
- Construction of the Sewerage System (Sewage Collection Networks, Lift Station, Transmission Mains) and a Treatment Plant for Mirpur Catchment (Dhaka West) about with an estimated cost 2510 crore.
- Construction of Baridhara Sewerage System & Reconstruction of Gulsan, banana, Sewerage System.
- Construction of the Sewerage System (Sewage Collection Networks, Lift Station, Transmission Mains) and a Treatment Plant for Uttara Catchment (Dhaka North) about with an estimated cost 1537 crore.

Drainage System

- Expansion of Drainage Network and Development of Canals in Dhaka city.
- Up gradation of Pumping Station Kallyanpur Regulating Pond.
- Land Acquisition & Development of Acquisition portion of Hazaribagh, Basitakei

Kurmitola, Manda and Bagunbari Khal about with an estimated cost 506 crore.

- DND canal Drainage Improvement Project.
- Eastern bypass Project(Dhaka DWAS Part)
- Drainage Canal Development Projects of Dhaka City.

LOW INCOME COMMUNITY (LIC) PROGRAM

Introduction:

Dhaka Water Supply and Sewerage Authority (DWASA) is an autonomous and service oriented commercial organization. It was created in 1963 with the mandate of providing water, sanitation and drainage service to the dwellers of Dhaka city. Dhaka is now a mega city inhabited by about 15 million people. This is one of the largest cities in the world specially in the South-East Asia. DWASA's service area is extended up to Narayangonj city. It is indeed a mountainous job to provide water supply to the large population of Dhaka city including that of Narayangonj city. But DWASA has been discharging the responsibility on fighting so many challenges.

A few years back DWASA took a vow under its **"Turn Around Program"** to act as an **Environment friendly, Sustainable and Pro-People Water Service Providing Agency by 2021**. Under this program, the service quality has been improved and extended. DWASA's vision is **"to be the best water utility in the public sector of Asia"**. It has already traversed a long way in fulfilling its dream. Now DWASA produces more water than the demand. Additionally, to overcome the biggest challenge i.e. rapid depletion of ground water.

Conceptual Framework:

In fact, Dhaka WASA does the water supply for the city dwellers of Dhaka. One of the remarkable parts of Dhaka city population is of low income community which mostly familiar by slum dwellers. As per slum census in 2014 by BBS, there are around 3,399 number of slums in Dhaka city and number of slum dwellers are around 6,43,735. In most of slums of Dhaka city, there are water supply of Dhaka WASA. But this water is supplied through most of illegal water connections. Goons in the slum areas are involved in illegal water connection systems by leaking legal mains. And these goons are selling this water at high cost to community. This type of supplied water is contaminated. Because these illegal connections are made of very inferior materials. Thus, there are innumerable wholes and leakage in connection pipes. Entrance of filthy things and dirty water of drains in the WASA lines creates the water contaminated. Due to the use of dirty/contaminated water, people suffer from various diseases and becomes deprived of from getting safe water facility. On the other, though influential water vendors are making money by Dhaka WASA water, they are not paying water bills to WASA. As a consequence, Dhaka WASA is being deprived of from getting huge amount of revenue.

DWASA's mandate dictates itself to provide water supply to all the people of Dhaka city including the Low-Income Communities (LICs). The service to the latter prompts

the agency to be actually **Environment friendly, Sustainable and Pro-People Water Service Providing Agency** in the city people. Very often we speak of seven reasons as to why we supply water to the LICs. The reasons are:

- 1) **Water is a human right:** The United Nations has declared water as a human right. Bangladesh is committed to this declaration. So, everybody has the right to get it;
- 2) **Revenue Potential:** In the case of illegal water business the illegal water vendors do not pay the price of water to DWASA. Thus, DWASA is deprived of due revenue. In the case of legal water, the low-income communities are ready to pay water bills to DWASA and they are also doing it. Therefore, legal water supply to the LICs brings revenue for DWASA;
- 3) **Empowerment of Women:** In the case of establishing legal water points in LICs, the women are involved in the development initiatives. They can ventilate their say in water matters. Legal water also saves time of the women to collect water. The saved time can be utilized for other income generating activities. Thus, legal water supply empowers the women of LICs that is needed for social and national development;
- 4) **Improvement of Public Health:** Safe water is a prerequisite for public health. It prevents lives from many water borne diseases. So, safe water has no alternatives to improvement of public health
- 5) **Reduce Child Mortality rate:** The child mortality rate in Bangladesh is relatively high. One of the reasons for high child mortality rate accounts for the unavailability of clean water. But water supply reduces child mortality rate and improves children's health.
- 6) **Eliminating Illegal Water Vendors:** Many crimes happen due to illegal water supply in LICs. The mastans commit crimes in respect of illegal water business. But legal water supply eliminating Illegal Water Vendors of LICs.
- 7) **Achieving Sustainable Development Goals:** "SDG 6-Clean Water and Sanitation". So, safe water supply for the LICs people will help us to reach the SDG-6.

Timeline of the project:

DWASA erected a new horizon of service to the slum dwellers through providing legal water. DWASA started this expedition in 2005 when some local NGOs patronized by DWASA established some legal water points in slums. At the beginning the pace of the new journey was a bit slow but later on it got momentum. Now many local and international NGOs are partnering with DWASA in establishing legal water points in LICs. So far DWASA has established nearly 4312 legal water points in about 435 slums

of Dhaka city. It has to cover 100% of the low-income communities with legal water by December 2018. In the race DWASA is not alone. Different partners such as World Bank, ADB, UNICEF, WaterAid Bangladesh, WSUP Bangladesh, Vitens & Evides and Local NGOs are assisting DWASA. Currently Dhaka WASA is going to install more three (3000) thousand water points in the low-income communities of Dhaka city by the assistance of European Union (EU) and French Development Agency (AFD) which will greatly help us to reach the goal by 2018. Also, UNICEF Bangladesh helps us with a small amount of money every year on installment basis to construct water points in the slum areas. If we take to the right course and work in harmony, we can surely reach the goal.

Assessed impact/expected result:

Dhaka WASA supplies water to the city dwellers including the low-income communities called slums. There are about 3400 small, medium and large slums in the city where the slum population is about 6.50 lakh as per BBS slum census 2014. Most of the low-income communities get DWASA water. But they buy it from the illegal water vendors who have penetrated DWASA water mains and taken illegal water connections. They sell the water at higher price (2-3 times DWASA rate) to the LICs. On the other hand, the supplied water is polluted because the connections are made of very inferior quality materials. As a result, there are numerous leakages that pollute supplied water. Although the illegal water vendors trade on DWASA water, they do not pay the price of water to DWASA. Thus, DWASA loses huge revenue.

The low-income communities were fully involved in the initiative. Before construction, they were intensively communicated, motivated and organized to have the legal water supply service. After construction, they have been given training to operate and maintain the water supply systems. For O & M of the system in each slum, a strong Community Based Organization (CBO) has been formed which is responsible for managing the water supply systems. Each CBO has opened a bank account where they have deposited their contribution money (depend on slum situation) for construction. This amount is quite a good sum of money that can be utilized for O&M and extension of the system as well. This can also be used for other necessary services such as sanitation and drainage. After all the communities have been empowered and capacitated to manage their own facilities. In those slums, a unique model has been established for water supply service. The water supply systems are now gaining sustainability which was our motto.

Financing model:

There are different types of financing model followed by Dhaka WASA in implementation of WASH program. Community Program and Consumer Relation

(CPCR) division of DWASA generally receives from finance from different development agencies like World Bank, UNICEF, ADB, EU which are not generated from Government body and these agencies follows financing model in Public Private Partnership (PPP) approach. Thus, DWASA receives fund in PPP model and disseminate fund for WASH program by selection of NGOs.

On the other hand, DWASA also started working in govt. financing model for the same program; currently DWASA is going to implement Saidabad Water Treatment Plant (Phase-III) including LIC WASH program. CPCR division of DWASA has also replicated coordination financing model through Water Operator Partnership (WOP) funded by Vitens & Evides and DWASA.

Challenges and way forward:

DWASA has to show all out integrity in its performance although there are some challenges. DWASA needs to address these challenges. The major challenge is the lapse in procuring necessary fund in time. DWASA from its own source cannot manage the fund required for the program. Implementation of the program largely depends on donors' timely assistance. Successful mobilization of the community to participate in the program and own the built facilities is another challenge which needs to be addressed carefully with due importance. Resistance to building legal water connections by the illegal water vendors may stand in the way of smooth execution. Eviction of the slum after the water connection is constructed and destroy water connections due to frequently fire in the slum. It is expected that DWASA would play appropriate role in combating the challenges.

Lessons Learnt:

The LIC activities carried out so far have yielded some lessons that may catalyze the future program. The lessons learnt are cited below:

- Motivational work among the slum dwellers can play an important role in changing the KAP (knowledge, attitude and practice) of the slum people. They now well understand the need and benefit of safe water (provided by DWASA). This understanding drives them to take legal connections (the illegal connections supply polluted water because of faulty construction and leakages).
- In the backdrop of legal connections, the illegal vendors now find opposition from the CBOs and the slum communities to continue their illegal business.
- The good quality water from the legal connections attracts the users to have legal connections.
- Motivational work readies the users to pay water bills.

- Total NRW of DWASA is being gradually diminished and revenue is being increased.
- Donors are coming with financial assistance to extend the LIC services.

Concluding Remarks:

Under '**Turn around Dhaka WASA**' program where mandate is no one will out of legal water coverage and slum dwellers are not out of this plan. Dhaka WASA's Community Program and Consumer Relation (CPCR) division is working restlessly to ensure the water supply rights of low income communities. Dhaka WASA's aim is to provide legal water supply for 100% of low income communities within 2018. Of course, there are challenges in implementation of the ambitious program in a relatively short period. However, DWASA will try to assemble all the requisites of the program fighting all the hindrances in the way of its mission. Every officer and employee of Dhaka WASA also believes that someday there will not be a single person with water problems left in Dhaka city. Assistance to all the stakeholders involved in the program would be ensured from DWASA.

It may be necessary to extend the time frame of Road Map implementation on practical grounds. Availability of necessary fund is the most crucial issue where DWASA has to play appropriate role. If home and foreign development organizations continue with their support, then, without a doubt, Dhaka WASA will be able to successfully reach the goal.



As part of the programme of providing legal water connection to slums, Hon'ble Minister for LGRD & Cooperatives Mr. Khandker Mosharraf Hossain MP, as Chief Guest, handovers the Water Point file to a Community Representative of Kalshi slum in Dhaka on 5 October, 2016.

E-Governance in Dhaka WASA

Computerization / Automation of Dhaka WASA

In the line with the 'Digital Bangladesh - Vision 2021' initiated by the present government, Dhaka WASA took initiatives to introduce e-governance and practice in all its activities. E-governance first introduced in DWASA in 1991 through computerization of the billing system for Revenue Zone 5. Later on all zones came under this system gradually. Side by side of billing, action was taken to computerize all other activities step by step, which was started with the introduction of payroll.

Present Status

Apart from billing system other activities were automated. These are : payroll, which includes income tax, provident fund and pension, electricity and gas bill checking, certificate cases at DWASA magistrate court, renewal and demand note for new connection of private deep tube wells, were implemented over two decades.

Considering the decision of the government to make the country fully digitized, DWASA Computer Centre took immediate initiatives to automate all its activities. As a result most of the activities were automated during last three years. Main automated activities are : Accounting, Store Inventory, Personal Information Management System, Library Management, Office Management including file Tracking and Gate Pass, Residence Management, Vehicle Management, Law Management, Land Management, Training Management, Medical Management, Audit Management, Pension Management etc.

Real Time On-Line Billing / e-billing

Main activity of computerization has been the implementation of real time on-line billing / e-billing. The first time in the country any public sector organization started such an activity. The activity first started at Narayanganj revenue zone in January'2010 as pilot project and gradually rolled out to all 12 revenue zones (7 lease-outs and 5 non-lease-out) within 6 months. Under this system, following activities are implemented :

- Preparation of bills from 12 revenue zones through on-line VPN connection with DWASA central server.
- Maintain centralized database.

- Instant update of database during payment of bills.
- Consumers can pay bills at any branch of the DWASA listed banks. They can also pay bills online through SMS.
- Step is also taken so that consumer can pay bills through mobile banking / internet banking, ATM Card, Debit Card etc.
- Information regarding bill preparation and payment is sent to the consumer through SMS.

Benefit of Consumer

- Receive bills in time through SMS and on the website (www.dwasa.org.bd) including the option of printing out hardcopy of generated bills individually by each consumer.
- Payment of bills electronically and more easily with minimum time and efforts.
- Payment of bills in any branch of the country of designated 28 private banks having e-payment system.
- Lodge complaints regarding any kind of billing activity.
- Since system is on 24 x 7, consumer may get into the system round the clock.

Benefit of DWASA

- Management especially revenue and accounts division can get all kinds of billing information instantly & correctly, and also be able to monitor the system more easily.
- Reconciliation gets easy.
- Workload of all section of revenue employees is reduced to a great extent.
- Tremendous increase of revenue (both billing & collection and also surcharge).
- The image of DWASA to the consumers substantially increases due to tremendous reduction of harassment by ensuring transparency.

Apart from billing system, automation of other activities like Accounting, Electricity & Gas bill checking, Personal Management Information System etc. have been completed and running in full swing.

Following activities are also automated and operation is on going during this period.

- Land Management
- Vehicle Management
- Law Management
- Residence Management
- Fuel (Generator) Management
- Office Management

Apart from these, development of two other softwares was introduced. Out of these two, Audit Management software started its function while trial run of Pension Management and store inventory has been completed.

Besides, monthly MIS Report is published regularly for last one decade.

E-Tendering / e-GP

DWASA has already started e-tendering through CPTU since January, 2015.

e-Nothi

DWASA has already started to use e-Nothi system through A2i. Management has decided to implement 100% by June 2018

e-Recruitment

Dhaka WASA has introduced e-Recruitment system to make digital WASA as well as paperless management.

e-application

Dhaka WASA has already introduced online application systems on water, sewer connection for better service to valuable consumers.

Internet Connection

Internet was first started in DWASA about a decade ago and broadband connection with 1 mbps was established. Internet connection to all Class-1 & Class-2 officers and other concerned staffs have already been provided. DWASA now starts regular correspondence like notice and minutes of meeting etc. electronically through e-mail, for which concerned officers and staff are provided official e-mail address.

Website

DWASA website was first started about 12 years ago. Various information including list of board members & DWASA officials, different official forms, citizen charter, annual & quarterly report, yearly audit report, MIS information, advertisement of all floated tenders & all appointments are included in the website. All information relating to consumer billing are updated electronically in website on-real time basis. Website is regularly updated as and when required.

Establishment of Network

Fiber Optic Network is established at DWASA HQ. Local Area Network (LAN) is established at all revenue zones and training institute. Wide Area Network (WAN) between revenue zones & HQ is established. Step is completed to establish WAN with all MODS Zones & other field offices like SOC, Store Division etc. It is planned to establish WAN with Local Government Division (LGD).

Geographical Information System (GIS)

Actual GIS activity started from April'2011. Following functions were implemented :

DMA and Water Network : A district metered area (DMA) is defined as a discrete area of a water distribution network. It is usually created by closing boundary valves so that it remains flexible to changing demands. However, a DMA can also be created by permanently disconnecting pipes to neighboring areas. Dhaka WASA has already planning to build about 120 DMA using GIS tools.

Water, Sewer and Drainage Networking Mapping: Many have characterized Geographic Information Systems (GIS) as one of the most powerful of all information technologies because it focuses on integrating knowledge from multiple sources and creates a crosscutting environment for collaboration. GIS is a system for the management, analysis, and display of geographic knowledge, which is represented using a series of information sets. In the present study, GIS will be used to organize the data for usage in water distribution networks design, and analysis. In addition, GIS is used as a tool for number of created applications for network management; such as identifying valves to be closed in case of pipe break, service area for treatment plants, and network skeletonization.

Finally, GIS is used to provide graphical display of results obtained from both hydraulic simulation, and optimization models; linking tabular data with geographic locations, and graphical drawing.

Deep tubewell mapping: Deep tubewell is the only source of underground water which distributed to city dwellers. The Deep tubewell position with information has been built in GIS. Using these data, can help to provide comments before installation of new Deep Tubewells both DWASA and private owned.

Land Mapping: To proper management of WASA land, Land has been converted to digital using GIS tools.

Surface Water Transmission line Mapping : Dhaka WASA has four water treatment plant. Under those surface water treatment plant , all transmission line has been converted in digital format using GIS tools.

Base line Mapping: Baseline thematic mapping involves the compilation of varied data sources, ranging from satellite imagery to detailed information to planimetric data from the 1:250,000 National Topographic database. Base map sheets overlain by various combinations of thematic data are produced with an aim toward resource management applications. Baseline thematic mapping incorporates not only interpretations of ground cover data but topographic information such as elevation contours and planimetry to provide an optimal tool for resource management. This information may be portrayed in traditional map format, or as an image-map, which is an excellent means of presenting spatial data to resource managers and many other users. Dhaka WASA has build road, water body, house position, bridge, culvert and also other utilities network.

House Connection mapping : Dhaka WASA has been determined to be with Digital Bangladesh and progressing to step by step development to achieve the Goal. In this stage, DWASA has taken initiative to make Smart Metering. GIS mapping for House connection can be the first step to turn smart metering.

Valve Meter: Valve point are using to proper maintenance for water service area. So it's very important to know the location and related information of Valve. Mapping of Valve position has been build in GIS including information to provide good operation and maintenance.

LIC Mapping : As a part of the plan to bring all slum areas in Dhaka and Narayanganj city under water distribution service, prepare GIS database for LICs – and already implemented to Kuril at Zone 5 and Jhilpara at Zone 4 covering about 20,000 and 2554 households respectively.

Piloting Zonal Mapping: Completed a few maps as a pilot work viz. (1) water pipe line (2) service connection (3) building structure (4) mouza (5) zonal boundaries (6) water bodies etc. Billing information is being joined with these maps; as a result of which it is possible to find out connection status, non-metered household, connection type etc. for better understanding of physical features of service areas.

A few work has been done :

- Scan and digitize of about 1200 system maps on Water, Sewer and Drainage line.
- Upload of all types of maps to DWASA website.

Plans are underway to:

- Integrate whole billing system with GIS.

The four major applications that will be created for the WASA include two secure applications:

- WASA/ Agency: Map Change Request app and the Water Isolation Trace app, and new connection and map updation app.
- Public-facing apps: the Water Restriction and the Outage Viewer app.
- Public-facing apps: Water alerts app/ Complaint app (no water/ muddy water/sewer over flow/missing of man hole cap, with geotagged photos and GPS coordinates
- Public-facing apps: Water bill payment app (viewing and generating the water bills and payment, with water meter reading)

Impart Training

A computer-lab has been established within Computer Centre six years ago in order to impart computer training to all class of employees gradually under various fresher and refresher courses. A good number of officers and staff were imparted computer training in this lab and also to training institute. A few workshops on e-billing/e-payment were executed to disseminate & sharing of knowledge to DWASA officers. This lab is also used for research, computer practice and computer practical examination. Training was also imparted on different aspects of GIS to concerned DWASA employees. It is planned to impart training to employees of other organizations as well.

Computer Repairs and Maintenance

DWASA possesses a good number of computer and other computer equipments like printer, scanner, UPS etc. Repairs & maintenance of these equipments are done internally, resulting savings of huge amount of public money.

Call Centre

DWASA introduces a Call Centre through outsourcing. City dwellers can get any kind of information and also lodge complain calling this centre through 16162.

Future Plan

Apart from the plans stated above, it is planned to automate some other activities like all activities of Bottle Plants, School Management, Scholarship Management etc. and also the activities of maintenance works of Civil Maintenance Division.

It is planned to establish an IP PABX system and also video conferencing soon.

Conclusion

After completion of all on-going and planned activities, the following advantage would be ensured:

- Paperless Office Management will be started.
- The motto of the government to make the country “Digital” will be established in DWASA.
- DWASA enters into modern IT technology.
- Govt. goal for making all public offices ‘Paperless’ will be achieved for DWASA.
- Above all DWASA will be one of the pioneer public sector organizations to move into modern IT technology and implement government vision.

Dhaka Water Supply and Sewerage Authority
Auditor's report and financial statements as at and for the year ended 30 June 2017

Hoda Vasi Chowdhury & Co
Chartered Accountants

Independent Auditors' Report
To the Board of Dhaka Water Supply and Sewerage Authority

We have audited the accompanying financial statements of Dhaka Water Supply and Sewerage Authority ('the DWASA/Authority') which comprise of the Statement of Financial Position as at 30 June 2017, and the Statement of Comprehensive Income, Statement of Changes in Equity and Statement of Cash Flows for the year then ended together with the notes thereto.

Management's responsibility for the financial statements

The management of the company is responsible for the preparation and fair presentation of these financial statements in accordance with Bangladesh Financial Reporting Standards (BFRS) and other applicable laws and regulations. This responsibility includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial statements that are free from material misstatement, whether due to fraud or error, selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Bangladesh Standards on Auditing (BSA). Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

Basis for Qualified Opinion

1. An aggregated amount of BDT 10,632,930,724 has been reported in FS of DWASA for the year ended 30 June 2017. With a view to verifying the level of assertion, we received (at the beginning our audit) monthly revenue reports (source documents) from Management Information System (MIS) department for the audit period which showed the revenue amount to be BDT 10,492,953,039 which constitutes a difference of BDT 139,977,685. In addition to that, we obtained another monthly report (at the end of our fieldwork) from MIS for the same period showing revenue of BDT 9,560,765,583; resulting in a difference of BDT 1,072,165,141. Due to such continuous changes in the revenue amount for the same audit period, the monthly revenue reports of MIS (i.e. reported in FS) cannot be considered sufficient and appropriate audit evidence as to corroborate the completeness and accuracy of the reported revenue amount.

Since revenue for the audit period could not be confirmed due to the reasons outlined above, the rates receivable balance of BDT 6,112,287,486 could not be confirmed having direct link to revenue.

Furthermore, no reasonable basis was found for maintaining the year-end allowance for receivables of BDT 321,699,341 (i.e. at the rate of 5% of the year-end receivables).

2. DWASA has reported Property, Plant & Equipment (PPE) balance of BDT 62,534,160,672 on the balance sheet date. The entity does not maintain any fixed asset register. As a result we were not able to ascertain whether the assets recorded in the books of account are complete and whether their value are correctly recorded, and consequently no physical verification could be conducted either by the management of the entity nor by the audit team.

Furthermore, the entity had adopted revaluation model for PPE in 2006 as permitted by BAS 16 *Property, plant & equipment* and made a revaluation reserve of BDT 23,362,510,432 and related deferred tax of BDT 7,787,503,478. BAS 16 requires that revaluations should be carried out regularly so that the fair value of an asset does not differ materially from its' carrying value at the balance sheet date. However, the entity did not carry out any subsequent revaluation in a time span exceeding ten years. Consequently, there exists no

sufficient & appropriate evidence on the balance sheet date as to the fair value of the revalued assets stated in the financial statement.

3. DWASA has different projects with the direct supports of Government (GoB) and the fund of GoB were disbursed to WASA in two ways; (1) directly paid to WASA for meeting up the expenditure of project related VAT and CD; and (2) payments made through foreign loans which is directly paid by the foreign lenders (banks) to the vendors (i.e. project related contractors). First portion is recognized by DWASA under the head of CWIP but second portion (main portion) of the foreign loans or grants for an estimated amount of BDT 23,042,600,000 was not recorded in the books of WASA. As a result, both the assets and liabilities with the said amount were understated.

In addition to the above, another amount of BDT 59,167,052,211 was reported in FS as Grants and other funds but its actual status (loans or grants) could not be confirmed

4. During the period under audit, it was noted that an amount of BDT 2,017,827,316 has been reported in the Financial Statements under the head of 'Materials & Supplies'. In the course of our audit works, the following issues have been identified:
- We have not been provided with any inventory report in support of the value stated in the balance sheet. No physical counting of the inventory on the balance sheet date has taken place to confirm the physical existence.
 - Interim inventory count conducted at the central store identified multitudes of obsolete inventory items, which have not been written off to state the inventories at lower of cost and Net Realizable value in line with BAS 2 Inventories.

In view of all the above issues observed during our audit, we could not confirm the valuation, existence, completeness of the inventories balance.

5. Cash at bank includes two bank accounts for which bank reconciliations have not been prepared. The cashbook balance of these two accounts have been shown as Janata Bank Limited (12845) account credit balance of BDT (259,176,482) and Janata Bank Limited (STD-8) debit balance of BDT 551,471,488. However, bank statements as well as bank confirmation of these two accounts have shown credit balance of BDT 2,320,920 and BDT 228,743,124 respectively. Furthermore, there are handfulls of bank accounts for which the reconciliations provided cannot be taken as accurate since it contains expired cheque with an aggregated amount of BDT 58,753,829. As a result, the accuracy and completeness of cash and cash equivalents could not be confirmed by us.
6. The entity maintains a pension fund for its employees, which can be classified as 'Defined Benefit Plan' in accordance with BAS 19 Employee benefits. As per the standard, an entity is required to recognize the net defined benefit liability (or asset) in its statement of financial position, which is to be done through the application of an actuarial valuation method, the attribution of benefits to periods of service, and the use of actuarial assumptions. Pursuant to the said requirement, a provision was set up based on actuarial valuation done in 2007. The standard also provides that the determination of the net defined benefit liability (or asset) is carried out with sufficient regularity such that the amounts recognized in the financial statements do not differ materially from those that would be determined at the end of the reporting period.

Considering the above facts, current year charged amount of BDT 1,694,264,790 could not be confirmed with reasonable evidence.

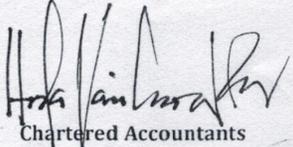
Qualified Opinion

In our opinion, except for the effects of the matters described in the Basis for Qualified Opinion paragraph, the financial statements present fairly, in all material respects, the financial position of Dhaka Water Supply and Sewerage Authority as at 30 June 2017 and its financial performance and its cash flows for the year then ended in accordance with Bangladesh Financial Reporting Standards and comply with the applicable laws and regulations.

Other Matter

The financial statements of the entity for the year ended 30 June 2016 were audited by another auditor who expressed a modified opinion on those statements on date 27 February 2017

Dhaka, 17 JAN 2018

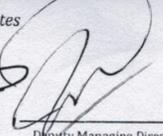

Chartered Accountants

Hoda Vasi Chowdhury & Co

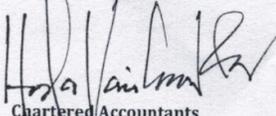
Dhaka Water Supply and Sewerage Authority Statement of Financial Position As at 30 June 2017

	Notes	As at 30 June 2017 Taka	As at 30 June 2016 Taka
ASSETS			
Non-current assets			
Property, plant and equipment	4	62,534,160,672	63,821,570,501
Intangible assets	5	812,267	2,331,871
Capital work-in-progress	6	19,136,366,556	16,111,087,971
Receivables from ICB Islamic Bank Limited	7	21,051,475	28,472,345
Total non-current assets		81,692,390,970	79,963,462,688
Current assets			
Materials and supplies	8	2,017,827,316	1,682,690,706
Rates receivable	9	6,135,087,487	5,268,571,044
Advances, deposits and prepayments	10	2,525,416,902	2,191,229,056
Investment	11	1,262,633,031	1,135,927,925
Other receivables	12	56,110	56,110
Advance income tax		169,794,464	157,813,894
Cash and cash equivalents	13	2,268,881,408	2,927,423,666
Total current assets		14,379,696,718	13,363,712,401
Total assets		96,072,087,688	93,327,175,089
EQUITY AND LIABILITIES			
Capital and reserve			
Capital fund		47,393,000	47,393,000
Revaluation surplus		23,362,510,432	23,362,510,432
Accumulated loss		(2,172,041,891)	(2,398,483,412)
Total equity		21,237,861,541	21,011,420,020
Non-current liabilities			
Grants and other funds	14	59,167,052,211	56,878,020,569
Government grants for drainage maintenance	15	7,070,329	7,070,329
Deferred tax liability on revaluation surplus		7,787,503,478	7,787,503,478
Loans and borrowings (Annexure-H)	16	1,741,377,952	3,381,528,172
Total non-current liabilities		68,703,003,970	68,054,122,548
Current liabilities			
Loans and borrowings (Annexure-H)	16	1,007,500,000	315,000,000
Liabilities for expenses	17	4,243,303,002	3,222,648,605
Liabilities for other finance	18	735,874,038	623,340,718
Provision for audit fee		632,500	632,500
Provision for government commission		5,000,000	5,000,000
Provision for taxation	19	138,912,637	95,010,698
Total current liabilities		6,131,222,177	4,261,632,521
Total liabilities		74,834,226,147	72,315,755,069
Total equity and liabilities		96,072,087,688	93,327,175,089

These statements should be read in conjunction with the annexed notes

 Chairman DWASA Board	 Member DWASA Board	 Managing Director	 Deputy Managing Director (Finance)
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Auditors' Report to the Shareholders
See annexed report of date


Chartered Accountants

Dhaka, 17 JAN 2018

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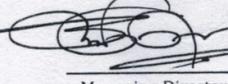
**Dhaka Water Supply and Sewerage Authority
Statement of Comprehensive Income
For the year ended 30 June 2017**

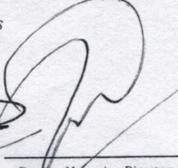
	Notes	2017 Taka	2016 Taka
Revenue			
Water		7,865,005,304	6,525,593,673
Sewerage		2,767,925,420	2,382,527,192
Street hydrant		-	8,493,460
		10,632,930,724	8,916,614,325
Other income	20	921,168,241	797,003,316
Total income		11,554,098,965	9,713,617,641
Operating expenses			
Salary and wages	21	3,844,606,137	2,972,342,516
Repairs and maintenance expenses	22	4,647,459,825	4,173,326,331
Administrative expenses	23	1,174,215,580	860,595,419
Depreciation	4	1,478,679,883	1,358,992,540
Amortisation	5	1,759,604	1,741,604
Provision for bad and doubtful debts	9.1	45,606,128	23,009,205
		11,192,327,157	9,390,007,615
Operating profit		361,771,808	323,610,026
Interest expense	24	59,849,780	92,025,022
Profit before tax		301,922,028	231,585,004
Income tax expense		75,480,507	41,629,790
Profit for the year		226,441,521	189,955,214

These statements should be read in conjunction with the annexed notes

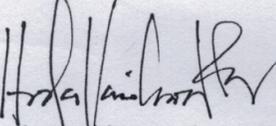

Chairman
DWASA Board


Member
DWASA Board


Managing Director


Deputy Managing Director
(Finance)

*Auditors' Report to the Shareholders
See annexed report of date*


Chartered Accountants

Dhaka, 17 JAN 2018



ক্রঃ নং	ইমেইল বিগ	ইমেইল চ্যাম্বার	চক্রবিধি কমিটি Ges চ্যাম্বার	ইমেইল- Ges চক্রবিধি চ্যাম্বার	ইমেইল বিগ মুদ্রিত	ইমেইল বিগ (বিগ, চ্যাম্বার, বিগ বিগ)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
						<p>01819-556318 (ইমেইল)</p> <p>* ইমেইল চক্রবিধি, গুলশান-৯, খিলা লিফট</p> <p>ফোন 7911910 (আইডি)</p> <p>01819-208902 (ইমেইল)</p> <p>* ইমেইল চক্রবিধি, গুলশান-১০, খিলা লিফট</p> <p>ফোন 9005948 (আইডি)</p> <p>01817-144495 (ইমেইল)</p> <p>* ইমেইল চক্রবিধি, ব্রিগামা গুলশান, খিলা লিফট</p> <p>01681-169845 (ইমেইল)</p> <p>* জেএক চক্রবিধি, ইটবিআই (জিওজি) মিউজি</p> <p>খিলা লিফট</p> <p>ফোন 8124333(আইডি), 01819- 225015(ইমেইল)</p>
02.	মিউজি বিগ লিফট	কমিউনিটি বিগ লিফট	মিউজি বিগ লিফট	ইমেইল- চক্রবিধি লিফট	ইমেইল- চক্রবিধি লিফট	<p>1) বিগ বিগ আইডি, ডি-চ্যাম্বার লিফট</p> <p>ইমেইল- লিফট-1, খিলা লিফট ফোন 7550722</p> <p>joynaldcro@yahoo.com</p> <p>2) বিগ বিগ আইডি, ইমেইল, ইমেইল- লিফট</p> <p>ইমেইল- লিফট-2, খিলা লিফট ফোন 7315249</p>
03.	ইমেইল- চক্রবিধি	কমিউনিটি বিগ লিফট	মিউজি বিগ লিফট	ইমেইল- চক্রবিধি লিফট	ইমেইল- চক্রবিধি লিফট	<p>siddiquewasa@yahoo.com</p> <p>3) বিগ বিগ গুলশান, চক্রবিধি, ইমেইল, ইমেইল লিফট</p> <p>ইমেইল- লিফট-3, খিলা লিফট ফোন 8100503</p> <p>ppidwasa_z3@yahoo.com</p> <p>4) বিগ বিগ ইমেইল, চক্রবিধি ইমেইল,</p>
04.	ইমেইল- চক্রবিধি	কমিউনিটি বিগ লিফট	মিউজি বিগ লিফট	ইমেইল- চক্রবিধি লিফট	ইমেইল- চক্রবিধি লিফট	<p>ইমেইল- লিফট-4, খিলা লিফট ফোন 9003787</p> <p>ppidwasa_z4@yahoo.com</p>

क्र० न०	नाम	पता	व्यवसाय	संस्था	संस्था	संस्था
(1)	(2)	(3)	(4)	(5)	(6)	(7)
						10/ Rbie igit Zibexi Amtg` mmi' Kx, iir`^ KgKZi(m.Gd), tclbt 8180136/ tanbir.a.siddiqui@gmail.com

বসি K মেব t

ক্রঃ নং	মেব big	মেব c² ib c×iZ	ctqRbq K iMRcI Ges cñB `ib	মেব j- Ges cñtkva c×iZ	মেব c² tbi mgqmgyr	মেব c² tbi K gRZr (big, c`ie, tchb I BigBj)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	mi Kwi / Avav mi Kviix / `iqZkwmZ/ femi Kwi cñZoitb cñb I cqt msthM c² ib	* cñb I cqt bZy I cñyZb msthM/ cñieZB/`tbišt i i t`ñiĀ Xiv I qmvi ubañi Z diġ MñKtK Añe`b KiĀZ nq * MñiKi Añe`b cñBi ci msakó gWñ tRb Zv iVR`^ tRtb tciY Kti iVR`^ Añdm nĀZ Añe`b Kviixi ibKU KZEñiĀ t`bv-cvI bv m=uitKñcñZie`b tñq nq * msakó iVR`^ tRtbi cñZie`b (eiKqr bv`iKj) cñBi ci gWñ tRb mñi Rñġb তদন্তক্রমে সুনির্দিষ্ট মতামত m=ñj Z cñZie`b`ñLj Kti * mñi Rñġb Z`śl cñZie`b cvI qvi ci gWñ tRbij Añdm ñlqñU tñU BmyKti * cñi tkvaZ ñlqñU tñU i Kñc cvI qvi ci tRbij Añdm msthM AbññZcĀ Rvix Kti * ZñcññiZ MñiKi msthM c² vb Kiv nq	* Añe`b diġ cñY Kti MñKtK Rñġi মালিকানা সংক্রান্ত PñmZ Z`_ I cñyYcñiñ, Oñe BZññ mZñqZ Kti msakó tRtbi ubaññ cñKñjxi `Bti `ñLj KiĀZ nq * fromlqñ/ A`ñqñ Añe`b Kviixi t`ñiĀ Añe`tbi mñZ gññ K nĀZ msthM Mñtbi ñġZv / AbññcñĀ Rñġi ñ ĀZ nq * Añ`śñiñ cñññ mñññññ bKñmñ Bññi Z bKññ Añe`tbi mñ`ñLj KiĀZ nq	cñbi jñBibi bZy/cñyZb msthM i t`ñiĀ Xiv I qmvi ubaññi Z Añe`b diġi Rb`msakó MñKtK 500/- (cññKZ) UñKñ cñi tkva KiĀZ nq	30 (ñk) ñ`b	msakó tRtbi ubaññ cñKñjxi, Xiv I qmvi
2	MñiKi ñbKU ñej tñSñtbr	KññDUñi tRbñiñUW ñej ubaññi Z OñK MñK Bñ`O KiĀj Xiv I qmvi I tñe mBU www.dwasa.org.bd ñiZ Wñbñj Wñ Kti I ñbiZ cñiñb	MñiKi tñb KññRcI ctqñRb tñB MñiKi emñq tñSñtbr nq	tñb ġñ` cñi tkva KiĀZ nq bv	ñej c² Z Kti 10 ñ`tbi ġñ` MñiKi ñbKU tñSñtbr nq	msakó tRtbi Dc-cñb iVR`KñRZñ / iVR`KñRZñ Xiv I qmvi
3	br`ñex cZ qbcI	KññDUñi tRbñiñUW cZ qbcĀ	MñiKi tñb KññRcI ctqñRb tñB MñiKi emñq tñSñtbr nq	tñb ġñ` cñi tkva KiĀZ nq bv	ñeMZ cñññññ eññi i br`ñex cZ qbcĀ cñeZññññ 30 Rññi ġñ`	
4	eiKqr cZ qbcI	KññDUñi tRbñiñUW cZ qbcĀ	MñiKi tñb KññRcI ctqñRb tñB MñiKi emñq tñSñtbr nq	tñb ġñ` cñi tkva KiĀZ nq bv	ñeMZ cñññññ eññi i eiKqr cZ qbcĀ cñeZññññ 30 Rññi ġñ`	

ivR`^efM

5.	im Gj Qy/i Arte`b ub`uE	bi_/Arte`b Abjgv`tbi gva`tg	-	-	Zir`jwK / 1 w b	1/ c`arb ivR`^KgRZi`c`arb ivR`^ KgRZiP`Bi 2/ Dc-c`arb ivR`^KgRZi`ivR`^RiB- 1 3/ ivR`^KgRZi`ivR`^RiB-2 4/ ivR`^KgRZi`ivR`^RiB-7 5/ ivR`^KgRZi`bri`vqBM` ivR`^RiB 6/ ivR`^KgRZi`ivR`^tmUj` diskb
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Avcbri KvQ Avgt`i cZ`vkv

ক্রমিক	c`Zk`Z / Kw`LZ` tmev`c`h`i` j`j` Ki`Yiq
1	`qs`m`u`y`Arte`b`Rgv`c`v`b
2	যথাযথ প্রক্রিয়ায় প্রয়োজনীয় ফিস পরিশোধ করা
3	gV`ch`q`c`i`k`f`i`mgq`Mn`i`Ki`mme`K`mn`th`w`M`Z`v`c`v`b
4	c`q`v`R`b`i`q`K`M`R`c`i`R`g`v`c`v`b`K`i`v
5	ib`v``m`g`t`q`Arte`b`c`i`R`g`v`f``q`v
6	m`v`j`v`Z`i`R`b``u`b`a`l`i`Z`m`g`t`q`i`c`f`e`B`D`c`i`Z`_`v`K`v

Aif`th`M`c`i`Z`K`v`i`e`e``t`c`b`v` (GRS)

tmev`c`h`B`t`Z`Am`S`o`n`t`j``w`q`Z`c`i`B`KgRZiP`m`i`z`th`v`M`th`v`M`K`i`a`b`|`Z`v`i`K`v`Q`f`_`t`K`m`g`v`a`v`b`c`v`l`q`v`b`v`t`M`i`j`u`b`t`b`#`3`
c`x`u`Z`i`Z`th`v`M`th`v`M`K`i`Avcbri`m`g`m`v`A`e`i`n`Z`K`i`a`b`|

ক্রমিক	KLb`th`v`M`th`v`M`K`i`t`e`b`	K`v`i`m`i`z`th`v`M`th`v`M`K`i`t`e`b`	th`v`M`th`v`M`i`w`K`v`b`v`	u`b``u`i`E`i`m`g`q`m`g`v`
1.	`w`q`Z`c`i`B` KgRZiP`m`g`v`a`v`b` w`i`z`b`v`c`v`i`t`j`	Aif`th`M`u`b``u`i`E`KgRZiP` (A`u`b`K`)	big`I`c``e`x`t`c`h`i`b`c`t`K`S`k`j`x`X`i`K`v`I`q`i`m`v` t`c`h`b`t`8110596` (A`u`d`m`),`8120223-27` (A`u`d`m`), 01788-687215` (t`m`j`) B`i`g`B`j`t`g`c`h`o`w`d`h`u`r`y`02`@`g`m`a`i`l`.`c`o`m` big`I`c``e`x`t`c`h`i`b`i`v`R`^`KgRZiP`X`i`K`v`I`q`i`m`v` t`c`h`b`t`9131569` (A`u`d`m`),`01753-904534` (t`m`j`) B`i`g`B`j`t`h`a`f`i`z`u`r`1966`@`g`m`a`i`l`.`c`o`m`	GK`g`i`m`

WASA Link 16162

Please contact for water supply, sewerage or WASA bills and to make any complain