

# Annual Report 2013-2014



Dhaka Water Supply and Sewerage Authority

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2013-2014



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2013-2014

(July 2013 - June 2014)

**Compilation, Design and Edited by**

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Deputy Chief Public Information Officer  
Dhaka WASA

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## Vision of Dhaka WASA

To be the best water utility provider in the public sector of Asia - by developing an environment-friendly, pro-people and sustainable water management system.

## Mission

- To constantly seek ways to better serve our customers.
- To implement the mega projects effectively and speedily for increasing surface water production to meet the demand of the city dwellers.
- To reduce the dependency from ground water to surface water.
- To practice a corporate culture in its management and operation.
- To ensure a high level of transparency and accountability in all its service and activities.
- To improve the efficiency in all DWASA activities and reduce the operating cost.



## Main Responsibilities of Dhaka WASA

- ❑ construction, operation, development and maintenance of necessary infrastructure (deep tube well, water treatment plant) for supplying safe water to residential, industrial and commercial customers.
- ❑ construction, development and maintenance of sewage treatment and sewerage system.
- ❑ construction, development and maintenance of storm sewer lines to remove water congestion in the city.



### Dhaka Water Supply and Sewerage Authority

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**WASA Link-16162**

Website: [www.dwasa.org.bd](http://www.dwasa.org.bd)

Facebook Page : Dhaka WASA



## Our Achievements...

- ❑ Dhaka WASA is currently producing surplus water against the demand of the city dwellers.
- ❑ The revenue income of DWASA has been increased by 7.42 per cent in the last FY.
- ❑ The operating cost has been reduced to 0.66 per cent.
- ❑ The system loss has been reduced by a further 25 per cent during the last FY.
- ❑ 9.2 kilometer new water pipe line was installed last year.
- ❑ 1356 Connections for Low Income Community (LIC) has been installed which benefites a total of 73038 families of 380 slums.
- ❑ Timely measures taken by DWASA through cleaning the drains and box-culverts have reduced the water congestion in the capital during this rainy season.
- ❑ Customers are now paying their WASA bills through online and SMS through 3 mobile phone operators.
- ❑ Various administrative measures have improved discipline in the administration.

## Milestone....

- ❑ Customer-base reaches 340756 marks.
- ❑ Introduced 'Digital WASA Green WASA' culture to inspire green practice in everyday work.



## Remarkable Features of 2013-2014

- ❑ Increased production of Water : 113 million liter per day
- ❑ Installation of new deep tubewells : 14
- ❑ Replacement of deep tubewells : 22
- ❑ Installation of new pipe lines : 9.2 km.
- ❑ Rehabilitation of pipe lines including District Metering Area (DMA) : 0.82 km.

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## Message

I am pleased to know that Dhaka Water Supply and Sewerage Authority is going to publish the 'Annual Report 2013-14'.

Dhaka WASA is a service oriented autonomous commercial organization working to improve water supply and sewerage facilities in Dhaka city. The demand of water is increasing rapidly with the rapid expansion of the city. It was a great challenge for Dhaka WASA to ensure water of adequate quantity and quality round the clock. But through some pragmatic steps Dhaka WASA does have a great achievement 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 service among the SAARC Countries.

As a service oriented commercial organization, the main source of income of Dhaka WASA is the revenue generated from water and sewerage bills. By effective and efficient supervision and monitoring, revenue income of Dhaka WASA is also increasing significantly every year. We have come a long way, but, have to go further.

Dhaka WASA is playing a pioneering role to materialize the dream of Digital Bangladesh. We hope that we would contribute the nation-building process by upgrading Dhaka WASA into more customer friendly and sustainable organization.

I wish grand success of Dhaka WASA.

A handwritten signature in black ink, appearing to be "Zuena Aziz".

**Zuena Aziz**  
Vice Chairman  
Dhaka WASA Board



## Message

I am happy to learn that Dhaka Water Supply and Sewerage Authority (DWASA) is going to publish the Annual Report for 2013-2014. I hope that the report will reflect an overall picture of the WASA activities during this time.

The current management of Dhaka WASA, under the regime of the present Government led by the Hon'ble Prime Minister Sheikh Hasina, has gained some significant achievements in its service. The achievements are surplus water production against daily demand, increasing Revenue Earning, reducing System Loss and Operating Cost Ratio, bringing Transparency and Accountability in its management and introduction of Online Billing and automation of other official service in phases. Under the **Dhaka WASA Turn Around Program** the targeted goals have been achieved.

Besides, Dhaka WASA has taken some mega projects to ensure safe water supply and sewerage service to the city dwellers. Separate Master Plans for Water Supply and Sewerage Service have also been formulated. It may be mentioned that considering environmental impact Dhaka WASA has already taken the projects to shift its dependency from underground sources of water to surface, which will help ensure ecological balance of Dhaka city. By 2020 the Dhaka dwellers hopefully will start getting the advantage of the water projects.

Dhaka WASA is thankful to the Government, Local Government Division under the Ministry of LGRD & Co operatives and all the development partners. We are looking forward to getting more and more co operation from our development partners in the days to come.

We are ambitious to turn our organization into a profitable public sector corporate body. We are also sincere in our efforts to operate DWASA with transparency and accountability.

At the end, I thank all the employees Dhaka WASA for their cordial efforts to bring the above mentioned successes for the organization. I hope that their all-out cooperation to move forward the organization will continue in the coming days like before.

I wish every success of Dhaka WASA.



**Engr. Taqsem A Khan**  
Managing Director  
Dhaka WASA



# Introducing 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 15.6 million people with a production of 2420 million liters water per day (MLD).

Dhaka WASA was established in the year 1963 as an independent organization, under the East Pakistan Ordinance XIX.

### Organizational Structure

The organizational structure of Dhaka WASA was changed according to the Act no. 6, 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	308	230	78
Second	330	255	75
Third	1917	1494	423
Fourth	1876+235	1282	829
Total	4666	3261	1405

## Goals and Objectives

The objective of Dhaka WASA is to improve life standard of city dwellers live in mega city Dhaka and Narayanganj by supplying safe and potable water and improving the sewerage and drainage system. At present, major responsibilities of Dhaka WASA are as follows:

- ❑ Construction, Operation, Development and Maintenance of necessary infrastructure (Deep Tube well, Water Treatment Plant) for supplying safe water to residential, industrial and commercial clients.
- ❑ Construction, development and maintenance of sewage treatment and sewerage system
- ❑ Construction, development and maintenance of storm sewer lines to remove water congestion in the city

## 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, public harassment has reduced significantly and quality of public service has been improved.

## Water Supply System

	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014
Deep Tube well	560	586	615	644	672
Water Treatment Plant	4	4	4	4	4
Water Production/day	1990 MLD	2150 MLD	2180 MLD	2420 MLD	2024 MLD
Water Line	2600 km	2800 km	3040 km	3040 km	3040 km
Water Connection	2,86,911	3,02,132	3,10,314	3,25,717	3,40,756
Hydrant (active)	38	38	38	38	38
Roadside Tap	1643	1643	1643	1643	1643
Connection to Religious	1898	1898	1898	1898	1898



## Sewerage System

	2009-2010	2010-2011	2011-2012	2012-2013	2013-2014
Sewer Line	882 km	882 km	883 km	885 km	885 km
Sewer Lift Station	27	27	27	26	26
Sewage Treatment Plant	1	1	1	1	1

## Drainage System

Storm Sewer Line	240 km	275 km	290 km	315 km	315 km
Open Canal	65 km				
Box Culvert	10 km				
Permanent Pumping Station	2	2	2	2	2
1. Kalyanpur	20 m <sup>3</sup> /s	20 m <sup>3</sup> /s	20m <sup>3</sup> /s	20m <sup>3</sup> /s	20m <sup>3</sup> /s
2. Dholaikhal	22 m <sup>3</sup> /s				

## Revenue Income-Expenditure

(In million Taka)

Revenue Income	5074.300	5747.941	6964.003	7972.400	8563.892
Revenue Expenditure	5034.300	5703.075	6893.562	7867.600	8452.675
Profit/Loss (+/-)	40.00	44.866	70.441	104.800	111.217

## Water and Sewerage Tariff

(In million Taka)

Billing	4385.40	4976.50	5971.68	6899.29	7516.94
Collection	4007.20	4725.30	5574.98	6524.71	7328.91
Dues (Provisional)	3175.00	4605.60	3521.68	3250.69	3438.73
Equivalent dues Billing (monthly)	0.870	1.111	7.08	5.79	5.55



## Development Projects

	2009-2010	2010-2011	2011-2012	2012-2013	2013 -2014
Water Supply	5	5	5	5	6
Sewerage	1	3	3	3	3
Drainage	3	3	2	2	2
Technical Assistance Project	2	2	1	1	1
Total	11	12	11	11	12

## Manpower

Class-I Officer	211	227	230	229	230
Class-II Officer	208	201	259	262	255
Staff	2906	2866	3120	3075	2776
Total	3325	3294	3609	3566	3261

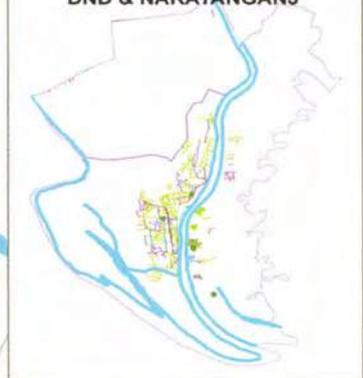


## Demand and Supply of Water Supplied by Dhaka WASA

Year	Population (In million- approximately)	Demand of Water (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	11.025	1760	1360	400	391
2004	11.567	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	15.20	2250	2180	70	615
2013	15.40	2280	2420	-	644
2014 (up to 30 June)	15.60	2300	2420	-	672

# Water Supply Network Map with DMAs

DND & NARAYANGANJ



**Legend**

- OHT
- SWTP
- DWASA MODS Zone
- DMA\_Boundary
- Existing Pipelines
- Diameter\_mm
- 100-150
- 150-225
- 225-350
- 350-600
- 600-1800
- Deep Tubewell
- Waterbody
- DCC Roads

North arrow pointing up.

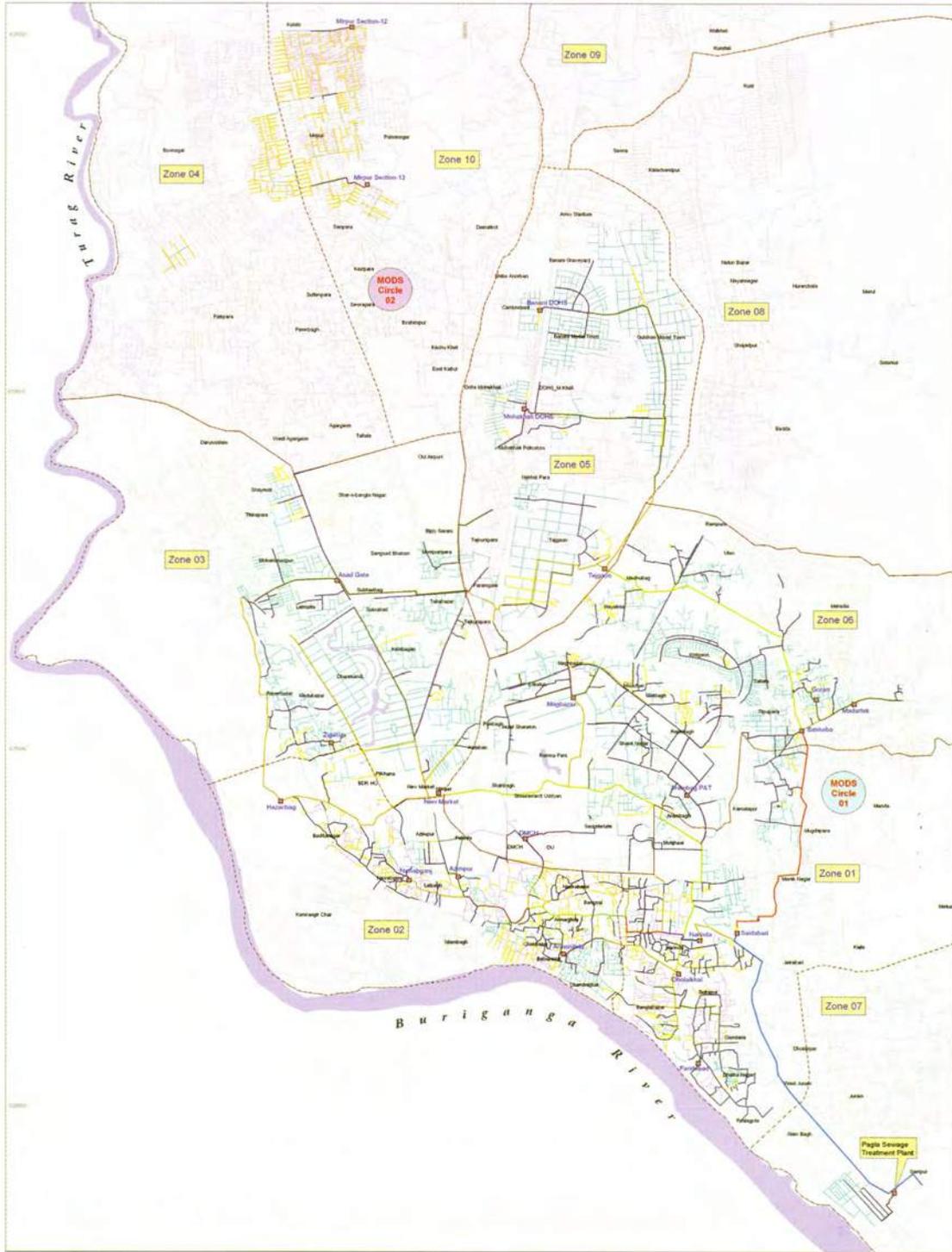
Scale bar: 0, 0.5, 1, 2 km.

Inset map: DWASA MODS Zone, DND & Narayanganj, DWASA Service Area.

Dhaka Water Supply and Sewerage Authority (DWASA)



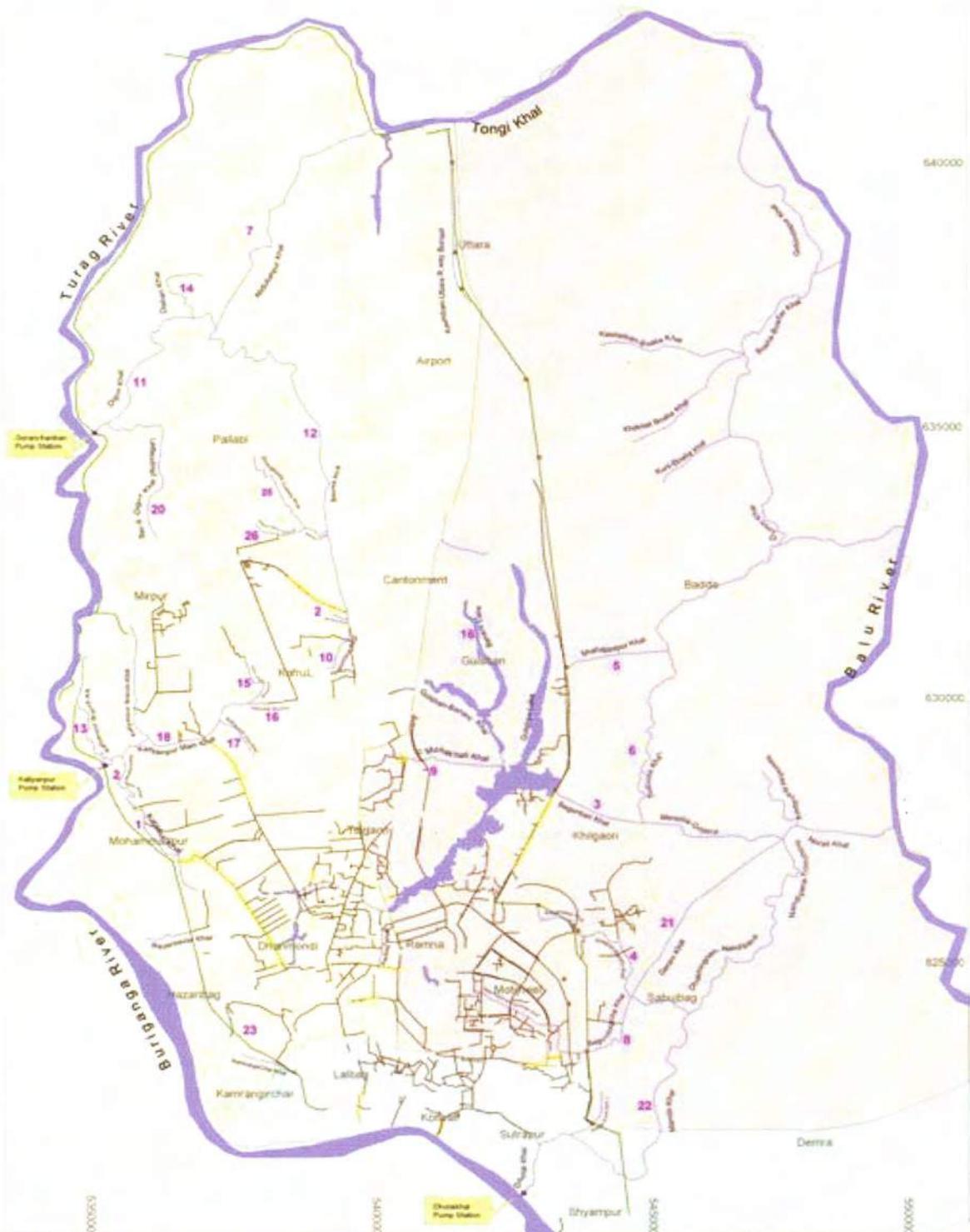
# Sewerage System in Dhaka City



LEGEND


GIS DEPARTMENT

# Drainage System of Dhaka City



<b>Legend</b>		Pump Station Sluice Gate Drainage Div 1 Drainage Div 2 Drainage Div 3
Box Culvert Brick Sewer Khal Storm Sewer Line	Grid Road Embankment River	   



## Corporate Directory

### Dhaka WASA Board



#### Chairman

**Engr. Md. Rahmatullah**  
WASA Bhaban  
98 Kazi Nazrul Islam Avenue  
Karwan Bazar, Dhaka.  
Phone : 8116800, 01711-940968  
(up to 21 April 2014)

#### Members

**Mrs. Zuena Aziz**  
Additional Secretary  
Local Government Division  
Ministry of LGRD & C  
Bangladesh Secretariat, Dhaka  
Phone : 01714-170839



**Mr. Shudhansu Shekhar Biswas**  
Additional Secretary  
Finance Division, Ministry of Finance  
Bangladesh Secretariat, Dhaka  
Phone : 01711-828978

## Dhaka WASA Board

### Members

**Mr. Shahjahan Khan**

President

Dhaka Chamber of Commerce and Industry  
65-66 Motijheel C/A, Dhaka – 1000.

Phone : 01711-532186

Fax : 88-02-9102417



**Mr. Mohammad Farhad Hossain, FCA**

Institute of Chartered Accountants of Bangladesh

100 Kazi Nazrul Islam Avenue

Karwan Bazar, Dhaka.

Phone : 01713-001022, 8836015-7

e-mail : mfarhadfca@yahoo.com

**Engr. Md. Nuruzzaman**

Chief Engineer

Department of Public Health Engineering

House No- 16/1, Road No-24

DPHE Officers Quarter, Banani, Dhaka

Phone : 9343358, 01819-873689

e-mail : nuruzzaman@dphe.gob.bd



**Mr. Golam Mostafa Khan**

Advocate

Bangladesh Bar Council

3 Purana Paltan, Dhaka-1000

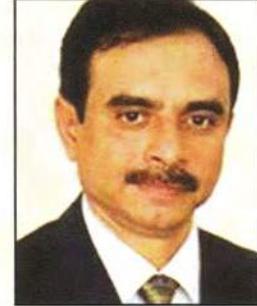
Phone : 9345881, 01711-634310, 01720-052363



## Dhaka WASA Board

### Members

**Dr. M. Iqbal Arslan**  
Bangladesh Medical Association  
BMA Bhaban  
15/2 Topkhana Road, Dhaka  
Phone : 01713-000441



**Engr. A.K.M.A Hamid**  
President, Central Executive Committee  
Institute of Diploma Engineers  
Dhaka.  
Phone : 01711-541553

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



# Dhaka WASA Board

Member 13

## Managing Director

Emp 4,375

### Deputy Managing Director (O&M)

Emp 3169

#### Chief Engineer(O&M)

Emp 3163

MODS Circle I

MODS Circle II

Drainage (O&M) Circle

RPE&M Circle

Procurement & Const. (Civil) Circle

Water & Sewer T P Circle

S M W C Circle

Emp 186 Emp 297 Emp 47 Emp 182 Emp 87 Emp 942 Emp 1463

### Deputy Managing Director (RP&D)

Emp 221

#### Additional Chief Engineer (RP&D)

Emp 193

Planning & Development Circle

Sewer Rehabilitation & Development Circle

Water Rehabilitation & Development Circle

Drainage R & D Circle

GIS Department

Planning, Monitoring & Evaluation Dept.

Emp 83 Emp 34 Emp 36 Emp 34 Emp 11

Emp 22

### Deputy Managing Director (Finance)

Emp 462

#### Commercial Manager

Emp 457

Accounts Department

Revenue Department

Emp 48 Emp 397

Internal Audit Division

Emp 18

Public Information Division

Emp 05

### Deputy Managing Director (Admin)

Emp 481

Emp 487

Secretary's Office

MIS & Billing Department

Training Center

Land Department

Emp 257 Emp 24 Emp 17 Emp 17



## Corporate Directory

### Dhaka WASA Management



**Engr. Taqsem A Khan**  
Managing Director and CEO  
Dhaka WASA  
Karwan Bazar, Dhaka.  
Phone: 8189626, 01741-111002  
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**Mr. Md. Ataur Rahman**  
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Dhaka WASA  
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**Sayed Golam Ahammad FCMA**  
Deputy Managing Director (Finance)  
Dhaka WASA  
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## Dhaka WASA Management

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Dhaka WASA

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### **Mr. Md. Serajuddin**

Deputy Managing Director (RP&D)

Dhaka WASA

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### **Engr. Uttam Kumar Roy FCMA**

Commercial Manager

Dhaka WASA

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e-mail : uttamkroy100@yahoo.com



### **Engr. Md. Bazlur Rahman**

Chief Engineer

Dhaka WASA

Phone: 8110596, 01718-105129

e-mail : mbrdorabati@gmail.com

### **Qazi Wasiuddin**

Secretary

Dhaka WASA

Phone: 9110164, 01715-049051

e-mail : secretary@dwasa.org.bd



- ওয়াসা আইন ১৯৯৬ এর ৩৪ নং ধারা অনুযায়ী প্রতি অর্থবছরে বোর্ড কর্তৃক অনুমোদিত বাজেট মন্ত্রণালয়ে প্রেরণ করতে হয়। বাজেট বাস্তবমুখী করার জন্য কয়েকটি বিষয়ের উপর গুরুত্ব প্রদান করে বাজেট প্রস্তুত করা হয়। যেমন ২০১২-১৩ অর্থবছরের প্রকৃত ব্যয় ও সংশ্লিষ্ট বিভাগ কর্তৃক প্রেরিত চাহিদা বিবেচনায় রেখে আয় ও ব্যয়ের খাতসমূহের হ্রাস-বৃদ্ধি করার প্রস্তাব করা, বিভিন্ন খাতে ব্যয় বৃদ্ধির বিষয় ও সম্ভাব্য খরচের খাতসমূহ বিবেচনা করে বাজেট হ্রাস-বৃদ্ধি করা হয়। ঢাকা ওয়াসা বোর্ড ওয়াসা আইন ১৯৯৬ এর ৩৪ নং ধারা অনুযায়ী ঢাকা ওয়াসার ২০১৪-১৫ অর্থবছরের প্রাক্কলিত বাজেট এবং ২০১৩-১৪ অর্থবছরের সংশোধিত বাজেট অনুমোদন করে।
- ঢাকা ওয়াসা ২০১৩-২০১৪ সালের জন্য নিরীক্ষক নিয়োগ করার লক্ষ্যে বাংলাদেশ ব্যাংকের তালিকাভুক্ত এ ক্যাটাগরির ২০ টি সিএ ফার্মকে ১০ দিন সময় নির্ধারণ করে আগ্রহপত্র আহ্বান করে। যোগ্যতা অনুযায়ী সর্বোচ্চ নম্বর প্রাপ্ত প্রতিষ্ঠান রহমান রহমান হক। উক্ত প্রতিষ্ঠানের প্রাপ্ত নম্বর ৯৮ এবং চাহিদাকৃত ফি ৪,৭৫,০০০+ভ্যাট (নেগোসিয়েশন করে নির্ধারিত) টাকা। এক্ষেত্রে ক্রাইটেরিয়ার ভিত্তিতে মূল্যায়নের জন্য নির্ধারিত কমিটির সদস্যগণ কয়েকটি বিষয়ের উপর আলোচনা করেন যেমন : এ প্রতিষ্ঠানটি নিযুক্ত করা হলে ২০১৩-১৪ অর্থবছরের হিসাব নিরীক্ষা, পেনশন তহবিল পৃথকীকরণ ও তার নিরীক্ষা বাবদ ঢাকা ওয়াসার মোট ৫,৪৬,২৫০.০০ (পাঁচ লক্ষ ছেচল্লিশ হাজার দুইশত পঞ্চাশ) টাকা ব্যয় হবে। ঢাকা ওয়াসা বোর্ড এ বিষয়ে বিস্তারিত আলোচনা করে মূল্যায়ন কমিটির মূল্যায়নের ভিত্তিতে ঢাকা ওয়াসায় ২০১৩-২০১৪ হিসাব বৎসরে হিসাব নিরীক্ষার লক্ষ্যে রহমান রহমান হক নিরীক্ষক (সিএ ফার্ম)-কে সর্বমোট ৫,৪৬,২৫০.০০ (পাঁচ লক্ষ ছেচল্লিশ হাজার দুইশত পঞ্চাশ) টাকায় নিয়োগের অনুমোদন প্রদান করে।
- ঢাকা ওয়াসার বিদ্যমান পানি ও পয়ঃ অভিকর বর্তমান ব্যবস্থাপনা ও উৎপাদন ব্যয়ের চেয়ে কম। বিগত ১৯/০২/২০০৯ তারিখে প্রদত্ত অভিকর সমন্বয় ও প্রক্ষেপনের জন্য গঠিত কমিটির রিপোর্টে ঢাকা ওয়াসার প্রতি ১০০০ লিটার পানির উৎপাদন ব্যয় ২০০৭-২০০৮ অর্থবছরে ৯.১২ টাকা উল্লেখ করা হয় এবং অভিকর ছিল ৫.৭৫ টাকা। এজন্য ব্যবস্থাপনা ও উৎপাদন ব্যয়ের সাথে সামঞ্জস্য বজায় রাখার লক্ষ্যে ১/৭/২০১৩ তারিখ থেকে ট্যারিফ ৫% সমন্বয় করা হয় এবং অভিকর দাঁড়ায় ৭.৩৪ টাকা। ইতিমধ্যে বিদ্যুৎ এর মূল্য আবারও বৃদ্ধি করা হয়েছে। ফলে ঢাকা ওয়াসাকে বাংলাদেশ এনার্জি রেগুলেটরী কমিশন কর্তৃক নির্ধারিত নতুন বর্ধিত রেটে বিদ্যুৎ বিল পরিশোধ করতে হচ্ছে। যার কারণে ঢাকা ওয়াসার উপর অতিরিক্ত চাপ পড়ছে। উক্ত চাপ নিরসনের লক্ষ্যে ঢাকা ওয়াসার ট্যারিফ হার সমন্বয় করা অপরিহার্য হয়ে পড়েছে। একদিকে পানির উৎপাদন খরচের তুলনায় ট্যারিফ হার কম, অন্যদিকে ক্রমবর্ধমান ব্যয় বৃদ্ধির কারণে ঢাকা ওয়াসার আয় বৃদ্ধি অপরিহার্য হয়ে পড়েছে। উৎপাদন খরচের চেয়ে কম হওয়া সত্ত্বেও ট্যারিফ হার ৫% এর অধিক হারে বৃদ্ধি করতে হলে মন্ত্রণালয়ের অনুমোদন প্রয়োজন, যা সময়সাপেক্ষ ব্যাপার। ওয়াসা আইন, ১৯৯৬ এর ২২(২) ধারা অনুযায়ী ওয়াসা বোর্ড অনধিক ৫% হারে পানি ও পয়ঃ অভিকর সমন্বয় করতে পারেন। সে মতে ঢাকা ওয়াসা বোর্ড ঢাকা ওয়াসার ব্যবস্থাপনা ও উৎপাদন ব্যয় বৃদ্ধি এবং মুদ্রাস্ফীতিজনিত কারণে আগামী ১ জুলাই ২০১৪ তারিখ হতে সকল খাতে পানি ও পয়ঃ অভিকর বিদ্যমান হারের অতিরিক্ত ৫% হারে সমন্বয় করতঃ বিদ্যমান পানি ও পয়ঃ অভিকর ৫% বৃদ্ধির প্রস্তাবটি অনুমোদন করে।

এছাড়াও ঢাকা মহানগরীর পানি সরবরাহ, পয়ঃ নিষ্কাশন ও জলাবদ্ধতা দূরীকরণসহ যাবতীয় কার্যক্রমে ঢাকা ওয়াসা বোর্ড সার্বক্ষণিকভাবে প্রয়োজনীয় তদারকি করতে সদা সচেষ্ট রয়েছে। ২০২০ সালের মধ্যে ঢাকা মহানগরীতে নিরবিচ্ছিন্ন এবং সুষ্ঠুভাবে পানি সরবরাহ নিশ্চিতকরণে ঢাকা ওয়াসা বোর্ড সচেষ্ট আছে।

## 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

## 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 Aatur 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
Mr. Md. Mahbubur Rahman	2009

## Events of Dhaka WASA

### **Project Agreement between EIB – Dhaka WASA**

#### **Dhaka WASA is developing environmentally sustainable water supply system**

A loan agreement between the Government of Bangladesh and the European Investment Bank (EIB) was signed to implement the 'Dhaka Environmentally Sustainable Water Supply Project' (Gandharbpur Water Treatment Plant). EIB as the co-financer with ADB will provide 100 million US\$ for the project to produce 50 crore litre water per day from the river Meghna from its 'Bishnandi' point of Arai-hajar Upazilla of Narayangang.

On behalf of the EIB its Head of Operation in Asia Mr. Ren Tao and Mr. Abul Mansur Md. Faiz Ullah, ndc, Additional Secretary of the Economic Relations



Division (ERD) signed the agreement at ERD on 30 June 2014. Later a project agreement between the Dhaka WASA and the EIB was signed by Mr. Ren Tao and Engr. Taqsem A Khan, Managing Director of Dhaka WASA in presence of the Additional Secretary of ERD. High officials of the Government, ADB and the EIB were present.

'Dhaka Environmentally Sustainable Water Supply Project' is targetted to be implemented by December, 2019 with a total cost of 674.9 million US\$ financed by the ADB, European Investment Bank (EIB), French Agency for Development (AFD) and the Bangladesh Government.

## Dhaka WASA launched project to clean canals, drains WASA- Vitens Evides International working jointly for Urban Dredging

Dhaka Wasa has started a Urban Dredging Program to clean the canals and box culverts of Dhaka city. Dhaka WASA initiated the program by using modern Dutch technology and equipments to help reduce water congestion in the city. Dhaka WASA has started the program under the partnership between Dhaka WASA and Vitens Evides International of the Netherlands. Launching Ceremony of the Urban Dredging Demonstration Project (UDDP) was held on 11 June, 2014 at Monsurabad area of Adabar, Dhaka with Mr. Shajahan Khan, M.P, Hon'ble Minister for the Ministry of Shipping as the Chief Guest.

Mr. Monzur Hossain, Senior Secretary of the Local Government Division of the Ministry of LGRD&C and H.E. Mr. Gerben de Jong, Ambassador of the Kingdom of Netherlands were present as Special Guests at the program presided over by Engr. Taqsem A Khan, Managing Director of Dhaka WASA.



Mr. Taco deo Vries, Resident Project Manager of UDDP and Mr. Timo Worm, Senior Dredging Expert of UDDP also addressed the occasion.

The equipment including floating bulldozer, excavator and micro-bulldozer are being used in the cleaning work which was earlier done manually. Dhaka WASA will continue the program for the next 10 years to free the city from water congestion.

The main goal of the project is to improve the situation in the capital by demonstrating dredging expertise and equipments, based on the latest modern dredging technology from the Netherlands. Improving the capacity of Dhaka WASA drainage circle is an important part of the project. The UDDP project is strongly focused on improving the operations of Dhaka WASA to be able to continue cleaning other culverts and canals in Dhaka in the coming 10 years, For this reason, UDDP will also introduce smart monitoring system for operation and maintenance and will help Dhaka WASA prepare and approve a long-term Urban Dredging Maintenance Plan.

## Dhaka WASA signs contract with NGO's for water supply to city slums

Dhaka WASA signed 2 contracts with 5 NGOs with a view to provide water to Low Income Community (LIC) of Sattola slum of Mohakhali and the Korail slum of Banani in the capital. 2 contracts were signed on 6 June 2014 between Dhaka WASA and five NGOs named Dusthya Shasthya Kendra (DSK), Population Services and Training Centre (PSTC), Nagar Sheba, NDBUS and Bangladesh Association for Social Advancement (BASA) at Dhaka WASA office.

Dhaka WASA Commercial Manager Mr. Uttam Kumar Roy, FCMA and representatives of the respective NGOs signed the contracts at a ceremony. Dhaka WASA Managing Director Engr. Taqsem A Khan presided over the program.



Addressing the program Engr. Taqsem A Khan said, Dhaka WASA is committed to supply safe drinking water to all the slums of Dhaka city by December 2015. This contract is a part of the Dhaka WASA program for the LIC to bring them under legal water network.

It may be mentioned that Dhaka WASA has received the Water Leaders Award-2013 and US\$ 11,000 for the successes under the 'Dhaka WASA Turn around program' and specially for its success in providing drinking water for the LIC of the capital city. The amount of US\$ 11,000 will be spent for providing legal water to Sattola slum under the first contract. The second contract financed by the UNICEF will provide legal water for Korail slum.

Dhaka WASA is currently providing legal water supply to 63618 families in 300 slums through 977 connections including 15,554 families of Korail through 226 connections.

Dhaka WASA Deputy Managing Director (Admin.), Deputy Managing Director (O & M), Chief Engineer, Project Directors of Dhaka WASA and the representatives of different NGOs were present.

## Project Agreement between ADB – Dhaka WASA Dhaka WASA is developing environmentally sustainable water supply system

A loan agreement between the Government of Bangladesh and the Asian Development Bank (ADB) was signed to develop an environmentally sustainable water supply system. ADB will provide 250 million US\$ for the project to produce 50 crore litre water per day from the river Meghna from its 'Bishnandi' point of Arai-hajar Upazilla of Narayangang. On behalf of the ADB its Country Director Mr. Kazuhiko Higuchi and Mr. Mohammad Mejbahuddin, Secretary of the Economic Relations Division (ERD) signed the agreement at ERD on 24 April, 2014. Later a project agreement between the Dhaka WASA and the ADB was signed by ADB Country Director Mr. Kazuhiko Higuchi and Engr. Taqsem A Khan, Managing Director of Dhaka WASA in presence of the Secretary of ERD.

To develop the surface water capacity to meet 70% of total demand by 2021, Dhaka WASA is bringing water from Meghna. Dhaka WASA has also an objective to stop the ground water table depletion to maintain an environment-friendly water management system for Dhaka city.



The assistance will also fund a water treatment plant at Gandharbpur capable of treating 50 crore litres of water per day.

'Dhaka Environmentally Sustainable Water Supply Project' is targetted to be implemented by December, 2019 with a total cost of 674.9 million US\$ financed by the ADB, French Agency for Development (AFD), European Investment Bank (EIB) and the Bangladesh Government. ADB will partially administer a 100 million US\$ fund from AFD. 100 million US\$ will be provided by the EIB, while the Government of Bangladesh will provide 225 million US\$.



## Dhaka WASA project to produce 45crore litre water from Meghna Workshop on 'Saidabad WTP Phase-3 Draft Final Feasibility Study Report held'

Dhaka WASA will produce 45crore litre water daily from the river Meghna from its 'Haria' point of Baiddyerbazar, Sonargaon. To develop the surface water capacity to meet 70% of total demand in future, Dhaka WASA is bringing water from Meghna. Dhaka WASA has also an objective to stop the ground water table depletion to maintain an environment-friendly water management system for Dhaka city. These issues were discussed at a workshop on 'Saidabad Water Treatment Plant Phase-3 Draft Final Feasibility Study Report' held on 27 March 2014 at a city hotel with the Hon'ble Minister for Information Mr. Hasanul Haq Inu, MP as the Chief Guest.



Mr. Monzur Hossain, Senior Secretary of the Local Govt. Division of the Ministry of LGRD & C and H.E. Mr. Michel Trinquier, Ambassador of France were present as the Special Guests at the workshop jointly organized by EGIS eau of France and the Institute of Water Modelling (IWM). Chaired by Engr. Taqsem A Khan, Managing Director of Dhaka WASA, the program was also attended by Prof. Dr. M. Monowar Hossain, Executive Director of IWM and Mr. Alban Trouillet, Team Leader of EGIS eau and the representatives of Development Partners, Civil Society and the NGO's.

Addressing the program, Hon'ble Minister for Information Mr. Hasanul Haq Inu emphasised on an environment-friendly water management system which has been adapted by the present Government. Like many other successes of the present Government, Dhaka WASA has a great achievement to fulfill

completely the demand of water of the city dwellers, he added. The Hon'ble Minister lauded the Dhaka WASA projects for shifting its attention from ground water to surface water sources. He also emphasised on water quality of the surrounding rivers for smooth collection of water.

Pure water is a fundamental right of the people. So, Dhaka WASA has a responsibility for ensuring availability of pure drinking water for city dwellers, he told.



Engr. Taqsem A Khan, Managing Director of Dhaka WASA in his speech mentioned some of the Dhaka WASA successes including the surplus production of water against the demand, reduction of system loss from 40% to 26% etc. He said Dhaka WASA has taken a long term plan to go for surface water sources to meet the growing demand for water in the city reducing its dependence on ground water. Engr. Taqsem A Khan expressed his thankfulness to the development partners to come up with the Dhaka WASA projects to develop an environment-friendly water management system.

It may be mentioned that 'Saidabad Water Treatment Plant Phase-3' is targetted to be implemented by 2018 with a total cost of 4747 Crore taka financed by the Danida, AFD and the Bangladesh Government.

At the working session conducted by the Managing Director of Dhaka WASA valuable suggestions came out from the participants. Deputy Managing Directors, Chief Engineer and Senior Officials of Dhaka WASA were also present at the ceremony.



## MOU for Water Supply and Sewerage Service to Slum People Between Dhaka WASA and WSUP Bangladesh signed

To Provide legal water connection and sewerage service to the Low Income Community (LIC) of the Dhaka slums, Dhaka WASA and WSUP (Water and Sanitation for the Urban Poor) has signed a Memorandum of Understanding (MOU) on 18 March, 2014 at Dhaka WASA office. Engr. Taqsem A Khan, Managing Director of Dhaka WASA and Mr Sam Parker, Chief Executive Officer of WSUP on behalf of their respective organization signed the MOU.

To achieve the goals of this MOU, Dhaka WASA and WSUP will work with the secondary partners which includes the NGOs working in Dhaka LIC Areas, Consultants employed by WSUP, WSUP implementation partners, NGO Forum, Vitens Evides International (VEI) and other stakeholders of this program. The MOU also aims to capacitate Dhaka WASA to extend, improve and sustain water supply service to LIC areas in Dhaka city through development of its water operations management, revenue collection and asset management capacities.



It may be mentioned that Dhaka WASA is currently providing legal water supply to 63618 families of 300 slums through 977 connections including 15640 families of Korail through 456 connections.

Addressing the ceremony, Engr. Taqsem A Khan, Managing Director of Dhaka WASA said that Dhaka WASA is committed to provide safe drinking water to all the slums of Dhaka city by December 2015. This memorandum is a part of the Dhaka WASA program for the Low Income Community to bring them under legal water network, he added. Engr. Khan also expressed his gratefulness for

the assistance of the Development partners and the cooperation of the local NGO`s. The way Dhaka WASA is working for the Low Income Community is the model for the Third World, he mentioned.



It may be mentioned that as a successful water management authority among 4 short-listed cities, Dhaka WASA achieved the Water Leaders' Award-2013 at the 'Global Water Summit' held in Spain in 2013. Managing Director of Dhaka WASA received the award and 11,000 US \$ (9 Lac Taka) for its successes under the 'Dhaka WASA Turnaround Program' and specially for its success in providing drinking water for the Low Income Community of the capital city. Dhaka WASA is spending that money for supplying water to the 'Shattola Basti' of Mohakhali under its LIC program.

Deputy Managing Directors, Commercial Manager, Chief Engineer and Senior Officials of Dhaka WASA and the High Officials of WSUP were present at the ceremony.



## Dhaka WASA developing environmentally sustainable water supply system Roadshow and Discussion Meeting held

To develop an environmentally sustainable water supply system, Dhaka Water Supply and Sewerage Authority (WASA) has taken a project to produce 50 crore litre water per day from the river Meghna from its 'Bishnandi' point of Arai-hajar Upazilla of Narayanganj. To develop the surface water capacity to meet 70% of total demand by 2021, Dhaka WASA is bringing water from Meghna. Dhaka WASA has also an objective to stop the ground water table depletion to maintain an environment-friendly water management system for Dhaka city.



A discussion meeting and Roadshow in this regard was held at a city hotel on 15 March 2014. Engr. Taqsem A Khan, Managing Director of Dhaka WASA chaired the discussion while Mr. Hedayetullah Al Mamun, Member of the Planning Commission, Mr. Norio Saito, Senior Urban Development Specialist of Asian Development Bank (ADB) and the International and local potential bidders were present. The participants were informed about the bid package under the project that entails the design, build and operation of the water intake, raw water transmission pipe line and the water treatment plant. Later the Dhaka WASA officials and the Representatives of ADB met the bidders in one to one meeting. The bidding process is expected to be started this month.

A treatment plant under the project will also be established at Gandharbpur capable of treating 50 crore litres of water per day. Under the project a visit to the project site was also organized including the intake location at Meghna river at Bishnandi, the water treatment plant at Gandharbpur and the Saidabad water treatment plant.

## Meeting between ADB and Dhaka WASA

Mr. Bruce L Davis, Vice-president (Administration and Corporate Management) of the Asian Development Bank (ADB), along with the officials of Dhaka Mission visited the legal water connections of Dhaka WASA in Korail Slum, Gulshan on 7 October 2013.

The assistance of ADB, Dhaka WASA has brought out 290 families of Korail slum out of 500 under legal water network. Dhaka WASA is also working to connect rest of the families by December 2013. Mr. Stefan Ekelund, deputy country director of ADB, and Mr. Oleg Tonkonojenkov, head of portfolio management of ADB, were also present during the visit. Engr. Taqsem A Khan, Managing Director of Dhaka WASA, briefed the ADB officials on the overall activities of Dhaka WASA as well as the recent successes of the organization. Earlier the ADB delegation met with the Managing Director and the High Officials of Dhaka WASA at WASA Building.



Managing Director of Dhaka WASA Engr. Taqsem A Khan at the meeting, said through close monitoring and effective initiatives Dhaka WASA has reduced down the system loss at 29.57 per cent from 40 per cent in the last 4 years. The illegal connections of the slum areas were a great challenge to achieve the target, he added. Engr. Khan welcomed ADB for their assistance for the Low Income Community (LIC) of Dhaka. Engr. Taqsem a Khan also mentioned that, for the first time of its history, Dhaka WASA is now able to produce surplus water in the capital. Dhaka WASA also has great achievement in



increased revenue income and sustainable growth in the previous years. Engr. Khan said that to achieve the Millennium Development Goal (MDG) of the Bangladesh Government, Dhaka WASA is committed to provide safe drinking water for the 3 million people of Dhaka slums.



Dhaka WASA is currently providing legal water supply to 63618 families of 300 slums through 977 connections.

Vice President of ADB Mr. Bruce L Davis praised the role of Dhaka WASA to provide safe water for the slum people. ADB is also providing assistance of US\$ 150 million to Dhaka WASA through the “ Dhaka Water Supply Sector Development Project” to replace the pipelines of Dhaka, he told.

## Glimpses of Dhaka WASA

### ADB delegation meets Dhaka WASA Officials ADB team visits Korail Slum

Mr. Bruce L Davis, Vice President (Administration and Corporate Management) of the Asian Development Bank (ADB), along with the officials of ADB Dhaka Mission visited the legal water connections of Dhaka WASA in Korail Slum, Gulshan on 7 October 2013.

Mr. Stefan Ekelund, Deputy Country Director of ADB and Mr. Oleg Tonkononenkov, Head of Portfolio Management of ADB, were also present during the visit. Engr. Taqsem A Khan, Managing Director of Dhaka WASA briefed the delegation about the WASA programs at Korail Slum.



Earlier the ADB delegation met with the Managing Director and the High Officials of Dhaka WASA at WASA Office.



## Glimpses of Dhaka WASA

### Dhaka WASA launches Urban Dredging Demonstration Project

Dhaka WASA has started a Urban Dredging Program to clean the canals and box culverts of Dhaka city under the partnership with Vitens Evides International of the Netherlands. Launching Ceremony of the Urban Dredging Demonstration Project (UDDP) was held on 11 June, 2014 at Monsurabad area of Adabar, Dhaka with Mr. Shajahan Khan, M.P, Hon'ble Minister for Shipping as the Chief Guest.



Mr. Monzur Hossain, Senior Secretary of the Local Government Division of the Ministry of LGRD & C and H.E. Mr. Gerben de Jong, Ambassador of the Kingdom of Netherlands were present as Special Guests at the program presided over by Engr. Taqsem A Khan, Managing Director of Dhaka WASA.

Mr. Taco de Vries, Resident Project Manager of UDDP and Mr. Timo Worm, Senior Dredging Expert of UDDP also addressed the occasion.

## Glimpses of Dhaka WASA

### Workshop on 'Saidabad Water Treatment Plant Phase-3 Draft Final Feasibility Study Report'

A workshop on 'Saidabad Water Treatment Plant Phase-3 Draft Final Feasibility Study Report' organized by Dhaka WASA was held on 27 March 2014 at a city hotel. Hon'ble Minister for Information Mr. Hasanul Haq Inu, MP was present at the program as the Chief Guest.

Mr. Monzur Hossain, Senior Secretary of the Local Govt. Division of the Ministry of LGRD & C and H.E. Mr. Michel Trinquier, Ambassador of France were present as the Special Guests at the workshop jointly organized by EGIS eau of France and the Institute of Water Modelling (IWM).



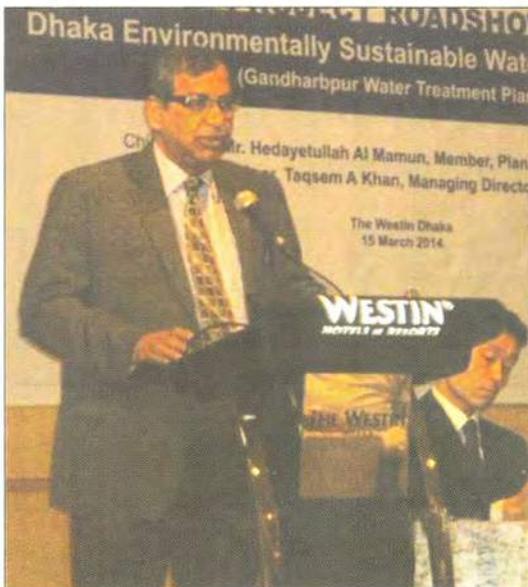
Chaired by Engr. Taqsem A Khan, Managing Director of Dhaka WASA, the program was also attended by Prof. Dr. M. Monowar Hossain, Executive Director of IWM and Mr. Alban Trouillet, Team Leader of EGIS eau and the representatives of Development Partners, Civil Society and the NGO's.



## Glimpses of Dhaka WASA

### Discussion meeting and Roadshow on Environmentally Sustainable Water Supply System

To develop an environmentally sustainable water supply system Dhaka WASA has taken a project to produce 50 crore litre water per day from the river Meghna. A discussion meeting and Roadshow in this regard was held at a city hotel on 15 March 2014 with Engr. Taqsem A Khan, Managing Director of Dhaka WASA in the chair. Mr. Hedayetullah Al Mamun, Member of the Planning Commission, Mr. Norio Saito, Senior Urban Development Specialist of ADB and the local & international bidders were present, among others.



## Glimpses of Dhaka WASA

### Press Briefing on 'Preparation of Dhaka WASA for the Holy Ramadan'

A Press Briefing on 'Preparation of Dhaka WASA for the Holy Ramadan' was held on 19 June 2014. Engr. Taqsem A Khan, Managing Director of Dhaka WASA, Mr. Md. Aatur Rahman, Syed Golam Ahamad FCMA and Mr. SDM Quamrul Alam Chowdhury, Deputy Managing Directors and Senior Officials of Dhaka WASA were present.





# Activities of Dhaka WASA

## Activities of Dhaka WASA

Dhaka WASA, as a service oriented autonomous commercial organization functioning through 4 wings alongwith the Office of the Chief Executive (Managing Director), and they are Administration, Finance, Operation & Maintenance, and Research, Planning & Development. The service area of Dhaka WASA covers more than 360 square km with a population of about 15.6 million. At present the service area of Dhaka WASA extended of Mirpur and Uttara in the North and Narayanganj in the South. For better operation, maintenance, and customer care the total service area of Dhaka WASA is divided into 11 geographic zone, which includes 10 in Dhaka City and 1 in Narayanganj.

### **Water Production**

During the period 2013-2014, Dhaka WASA produced an average of 2420 million liter of water per day (MLD) by using 672 Deep Tube wells and 4 Water Treatment Plants. Production of water was increased by construction/replacement of 36 Deep Tube wells during the year. In addition, further construction and replacement works of more tube wells are ongoing.

### **Water Supply System**

Mostly, water supply system of Dhaka WASA is dependent on ground water. During the fiscal year 2013-2014, Dhaka WASA produced an average of 2420 MLD. 78 per cent of this water is from underground sources and 22 per cent from surface water. Ground water is abstracted by using a total of 672 Deep Tube wells. Surface water is supplied by treating water of the river Shitalaksha and Buriganga through 4 Water Treatment Plants.

Dhaka WASA supplies water to the mega city of Dhaka and Narayanganj area. At present approximately 15.6 million people lives in Dhaka and Narayanganj and this will increase many times by the year 2020.

To meet increasing water supply demand of the city dwellers, Dhaka WASA supplies water by pumping water from deep tube wells. Ground water level is declining by 2-3 meters per year due to continuous abstraction of water. For this reason Dhaka WASA has started to collect water from the Deep Aquifer (depth greater than or equal to 1000 feet). As a matter of fact, Dhaka WASA, with the cordial co-operation of the 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. For that purpose Dhaka WASA has taken 3 mega projects to bring 1450 MLD water from the river Padma and Meghna.



At present, 45 million liter of water is supplied daily by treating the water of Shitalaksha through Saidabad Water Treatment Plant Phase-I and II.

Furthermore, the projects for constructing two additional large Water Treatment Plants have been commenced by undertaking feasibility studies. In Gandharbpur, it is planned to treat water from the river Meghna, which will produce 500 million liter of water per day. At Pagla, 450 million liters of water will be treated from the river Padma.



Dhaka WASA has 493 diesel driven generators which help maintaining the abstraction of water from underground during the interruption of power supplies. Particularly during the summer season water demand as well as the 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. Moreover, if there is any water crisis anywhere in the city, Dhaka WASA instantly supplies water through using 31 water carriers and 44 trolleys.

### **Maintenance**

To improve the quality of public service, operation and maintenance systems have improved. Bill declaration and collection systems have been made easier. To remove the water logging problems in Dhaka city, 13 canals have been cleared to enable the free flow of rain water by the eviction of trespassers and illegal constructions. Pumping system along with other related maintenance systems has been improved for the prompt removal of accumulated water during the rainy season. As a result, during the inundation of the previous year, the western side of Dhaka city was free from water logging.

### **Sewerage System**

An effective Sewerage System is essential for the Public Health of a city life. The Sewerage System of Dhaka city was initiated in 1923 and was improved subsequently.

Due to lack of resources, the Sewerage System in many areas of Dhaka city has not been expanded. The major parts of the northern side of the mega city of Dhaka including Mirpur, Mohammadpur (part), Shyamoli, Kollyanpur and Uttara are not connected to the Sewerage System. A Sewerage Master Plan is to be prepared for the required expansion of the sewerage system.

Summary of the existing Sewerage System is as follows:

- Number of Sewage Treatment Plant - 1
- Number of Sewage Lift Station - 26
- Sewer Line - 885 km

Continuous abuse through lack of awareness by the city dwellers is a major hindrance in the operation of Sewerage System. Disposal of different types of solid waste such as green coconut husks, empty plastic bottles, polyethylene bags and other solid wastes in to the manholes and sewer lines causes the system to become blocked and as a result, polluted sewage water over flows

from the manholes upstream of the blockage. DWASA is trying to reduce this problem by raising the awareness of people about sewer line management and its various aspects. To ensure correct operation of the sewer line, advertisement activities are continuing through radio, television and newspaper to increase public awareness.

### **Drainage System**

Once there were sufficient canals in Dhaka city for drainage of water, among them Paribag, Dhanmondi, Begunbari, Dholaikhal, Debdolai, Segunbagicha and Arambagh canals are significant. These canals were used for water navigation, and plenty of wetland and low land 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.



Hajaribagh Canal

The Drainage problems of the city have become severe caused by the failure to consider the environmental impact of the filling in 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 developers.

Though Dhaka WASA was established 51 year ago, the drainage activity had only come within its jurisdiction 25 years ago. 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 activity to Dhaka WASA by a government gazette, a significant success was achieved in this field. Water logging has been a severe problem for a long time in Dhaka city. In the last 25 years, a combination of good management and the development of the drainage system of Dhaka city have improved. A number of development activities have been implemented and other essential initiatives have been taken by Dhaka WASA.



## Existing Drainage System

Several drainage infrastructures have been constructed since 1964 to present date are as follows:

Storm water drainage line (dia 450 mm to 3000 mm)	315 km
Box culvert	10 km
Open Channel (Khal)	65 km
Storm water pumping station	2
a. Kalyanpur	20 m <sup>3</sup> /s
b. Dholaikhal	22 m <sup>3</sup> /s
Area under drainage facility	140 sq.km

## Removal of Water Congestion and Flooding

During the rainy season, removal of overflowed water by temporary pumps at several stations has been used to remove the water logging and flooding from many parts of the city. For example, temporary pump stations are being established every year in the highways and at Rampura Bridge in the city.

Every year Dhaka WASA organizes 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 most of the time those are filled with wastes and refuse. As a result, temporary water logging occurs during heavy rainfall. Dhaka WASA has been continuing the removal of flood waters promptly through the use of its own manpower.

## Water Operators Partnership Dhaka WASA-VEI

### Introduction

Dhaka WASA and Vitens Evides International (VEI) have embarked into a Water Operators Partnership (WOP) program. Within this partnership, DWASA, VEI and supporting partners cooperate during 4 years on a peer-to-peer basis, enhancing DWASA's capacities, operations and performance in:

- Design, construction, operation and maintenance of deep tube wells (DTWs)
- Management, operation and maintenance of new distribution networks and district metered areas (DMAs) in MODS zone 5. These DMAs are delivered by the ADB financed Dhaka Water Supply Sector Development Project (DWSSDP)

- Provision of integrated and sustainable water supply, sanitation and hygiene (WASH) promotion services to Dhaka's low income areas
- Provision of several on-demand services, which support effective implementation of the aforementioned three components and DWASA's Turnaround Program at large.
- WOP is a partnership to shared learning experienced, which aims to jointly analyse challenges and jointly come up with solutions for problems encountered by Dhaka WASA.

***Brief Activities of the WOP During the Reporting Period***

**a. Regeneration, energy efficiency, Disinfection of DTWS**

So far 4 deep tube wells have been regenerated under WOP using air-burst technology and WOP plans to regenerate 4 more DTWs to understand the impact of the regeneration technology and intended results.

During the 2012 baseline study, DWASA's average energy consumption was estimated at 1.56 kWh/m<sup>3</sup>. The WOP has assessed all 54 DTWs in MODS zone 5 and formulated tailor-made recommendations for direct improvement of installations, safety and energy consumption. It has been proposed to develop a pilot DMA in which WOP would demonstrate that reduction of energy consumption is possible (0.5 kWh/m<sup>3</sup>), while still producing sufficient water. This pilot is planned for 2015.

For the supply of potable water to the consumers disinfection is very important and towards this objective working team meets monthly and updates the chlorination status and takes decisions for improvements as required for Zone-5. Chlorination is improving satisfactorily under Zone-5.

**b. DMA Management, NRW**

Under ADB funded DWSSDP, it is planned that 68 DMAs will be prepared within the Dhaka City. Currently, most DMAs are under construction. The DMA concept is a new and innovative that supports reducing Non-Revenue Water (NRW) and asset management. For demonstration purpose, WOP is working with the Zone-5 and during the period DMA 504 and DMA 506 is handed over to Zone-5 by DWSSDP. WOP along with Zone-5 is now maintaining the network, DMCs both from the points of preventive and corrective measures for these two DMAs. NRW is calculated on a monthly basis for these two DMAs separately with the support of data provided by the Revenue Department of DWASA. It has been observed that the information of the

DWSSDP and revenue department differs in terms of customers' number, which is now taking care by WOP, DWSSDP and revenue department. The NRW and DMA issues are discussed in the monthly coordination meetings with DWSSDP.

**c. SCADA and GIS**

System Control and Data Acquisition (SCADA) is installed at 6 DTW sites and 4 DMCs under Zone-5. SCADA will be installed at another 10 DTWs sites in the next year. Furthermore, a data server is purchased to store and distribute the data under [stream.dwasa.org.bd](http://stream.dwasa.org.bd) after good discussions with management and ICT specialists in DWASA. Under SCADA, discharge, pressure, chlorination, water level and energy consumption of the DTWs are monitored online and necessary reports can be generated.



**d. WASH in Low Income Community (LIC)**

The WOP partners had first selected the LIC area of Jheelpar of Mirpur in 2013 and werenot able to start the project after completing all process and funding, due to a limitedwater source. Thereafter, as per decision of LIC unit of DWASA, WOP and DSK carried out a baseline survey for13 LIC areas. Based on these the LIC coordination team selected Dhamalkot BNP road Bosti and Haji Sobhan Road Bosti under Mirpur-14 as the main priority project and according the project proposal was prepared and approved by Water for Life and Simavi of the Netherlands. Now the WASH activities are progressing in these two slums. The project proposal for next phase is under preparation.

**Water Quality Control**

The qualitative standard of ground water and surface water supplied by Dhaka WASA is tested by the Microbiology and Chemical Division (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) guideline 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.

Microbiological parameters such as Total Coliforms, Faecal Coliforms, Total plate count and various types of physico-chemical quality parameters are analysed regularly in the central laboratory.

Different types of metal such as arsenic, chromium, cadmium, lead, zinc, copper, iron, manganese, aluminium are tested for deep tube well water as well as for surface water. Ammonia, Nitrate, Phosphate, Sulphate, Fluoride, Chloride, Hardness, pH, Turbidity, TDS, BOD, COD, TOC 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.

For water quality monitoring, a joint committee in collaboration with Dhaka WASA and Department of Environment (DoE) collects the water samples from the sources and distribution lines in different locations and subsequently performs testing every month. Depending on the assessment of the testing reports, Dhaka WASA takes effective measures.



## Description of different tests of water samples during 2013-2014

SL No.	Source of sample	Name of Test	Number of Sample Tests
1.	Deep tube well	Residual Chlorine	770
2.	Distribution line at different holding of the consumer	Do	219
3.	Underground reservoir in response to the complaint made by consumer at different holding.	Do	350
4.	Dhaka and Godnail Water Works (Delivery point)	Do	28
5.	BangaBhaban and WASA Bhaban	Do	147
6.	Joint tests (WASA and DoE)	Do	108
7.	Deep Tube well	Microbial Test	680
8.	Distribution line at different holding of the consumer	Do	190
9.	Underground reservoir in response to the complaint made by consumer at different holding.	Do	489
10.	Dhaka and Godnail Water Works (Delivery point)	Do	
11.	BangaBhaban and WASA Bhaban	Do	147
12.	Joint tests (WASA and DoE)	Do	90
13.	Deep Tube well, Dhaka and Godnail Water works	Heavy Metal	232
14.	Deep Tube well, Dhaka and Godnail Water works	Physio-chemical	5107
15.	Underground reservoir in response to the complaint made by consumer at different holding.	Do	2597
16.	Distribution line at different holding of the consumer	Do	1402
17.	BangaBhaban and WASA Bhaban	Do	611
18.	Deep Aquifer/ Replaced Tube well	Physio-Chemical & Microbial	1240
19.	Determination of Aluminum oxide in Alum Sulphate	Analytical Test	18
20.	Amount of Chlorine in Bleaching Powder	Do	17
21.	<b>TOTAL</b>		<b>14442</b>

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

## Improving Service

A Help Desk is open for the convenience of the consumers at each MODS/Revenue offices which ensures that the necessary services are provided to the consumer. A Complaint Center is also available at each MODS/Revenue zone. Any kind of complaint is attended within 3 (three) working days after receiving. In the case of new water connection, within 15 (fifteen) days (earlier, it was 30 days) a connection is provided. Installation of a water meter was a lengthy process in the earlier period, installation of a meter is now carried out within 3 (three) days after receiving the meter test result is the standard. Any complaint relating to quality of water is solved through testing and informing the results to the consumer within 24 hours.

A computer database has been collated for the register of different properties including movable and immovable properties.



To establish good governance in different sectors including prevention of wastage and corruption, a number of activities in administration have been adopted by DWASA during the last year. As a result administrative procrastinations have been reduced. System loss has continued to reduce and is now below 35 percent. A further reduction programme has been commenced and targeted with reducing the system loss at the rate of 2 percent per year.

Different public awareness programmes including mobile-court operation against bill prevarication and illegal connection are continuously operating through mass media. To supply water to the poor, especially the slum dwellers, of Dhaka city, differing initiatives in association with various NGOs have been taken. As a result the water supply and sewerage services in most of the slum areas including Mirpur area have been improved.



## Human Resources Development (HRD)

It is very important to provide regular and proper training for improving work efficiencies of officers/staff of different levels that are enrolled in different offices/divisions/zones under the Operation and Maintenance wing, Finance wing, Administration wing and Research, Planning and Development wing of Dhaka WASA. Dhaka WASA Training Center was established in 1980 for improving the professional work skill as well as human resource development. There are two branches of Dhaka WASA training center: One is the engineering branch and another one is administration and finance branch. The Engineering branch covers the engineering related training whereas administration and finance branch covers administration and finance related training. In the government sector, the training center is the only training center among all water supply and sanitation service providing organizations. All activities such as taking initiatives and implementing those by providing training to the officers/staff of DWASA at home and abroad are performed by this training center.



A total of 101 courses both home and abroad were conducted during the last financial Year starting from 1 July 2013 to 30 June 2014. Of them nineteen were foreign, thirty five local and forty seven in-house training courses were facilitated to the officials and staff of Dhaka WASA. The foreign courses Master of Applied Science in Civil Engineering, University of British Columbia (UBC), Canada; Environmental Systems Engineering Programme, University of Regina, Canada; M.Sc Program in Applied Science, University of British Columbia (UBC), Canada; Doctoral Program (PhD) in Civil and Environmental Engineering, Saitama University, Japan; Phd (Civil Engineering) Fall 2013 Program, Oklahoma State University, USA; Msc Program (Geo-Information

Science), Wageningen University, Netherlands; Urban Water Security Learning Week, Tsinghua University, China; Contract management including contract creation, execution, evaluation and analysis of financial and operational performance, Glostrup, Denmark; Korea-Singapore Joint Training on Drinking Water Management, Korea; Asia Water Development Plaza 2013, Seoul, Korea, Regional Workshop on Eco-efficient Water Infrastructure towards Sustainable Urban Development and Green Economy in Asia and the Pacific, Thailand; Customer Care in Action, Time Management and Assertiveness, Katmandu, Nepal; Seventh Session of World Urban Forum, Medellin, Colombia; Global Water Summit 2014, France; Four-fold of Water Management, Netherlands; Advanced Course on Administration and Development, Thailand; Micro Dredging and Cleaning work for Inspection and Gather practical Knowledge, Jakarta, Indonesia; Water and Health, Tripura, India; Advanced Course on Administration and Development, Thailand. The above foreign courses were attended by 44 officers from Dhaka WASA.



The local training courses were Advance Certificate in Managerial Communication, Communicative English, Computer Application & English Language Course, Computer Literacy, Conduct and Discipline, Decentralized Wastewater Management System, Digital ECNEC and Project Planning System (PPS), English Language Proficiency, Financial Management, Fire-Fighting, First Aid and Security, Fundamental Conduct and Discipline Course, Fundamental Office Management, Fundamentals of Technological Innovation in Organizations, Global Workshop on “Social Business Day 2014”, ICT & E-Governance Management, MCIPS & Masters in Procurement, Mid-Term Budget Formation, Modern Office Management, National Consultation on Sustainable Development Goal (SDG) on water for the post-2015 development agenda- phase-2, Negotiation Skills Development, Office Management, PGD in Development Planning, PGD in Human Resource Management,



Programmable Logic Control (PLC), Project Management, Public Private Partnership (PPP), Training of Trainers (ToT) Course on “Concept and practices of Integrated Water Resources Management”, Water Safety Plan, Workshop on “Learning from best practices of Faecal Sludge Management in Bangladesh,” Workshop on PPA, 2006 & PPR, 2008. The local training programs were performed in BIM, NAPD, RPATC, ICMAB, BITAC, Tejgaon, BRAC University, IIFC, Agargaon, CCDB, Hope Centre, Saver, Repport Bangladesh Ltd. Kawran Bazar, BWP, IBA, Dhaka University, Planning Div, Shere-e-Bangla Nagar, PSTC, CEGIS, Gulshan, Practical Action, Dhanmondi, BJTI, Eastern Plaza, Radisson Hotel, Dhaka. The local training courses were attended by 70 participants.

The rest of the programs conducted in Dhaka WASA Training center included Analysis of Application of IWRM principles into Water Supply and Sanitation Projects in Dhaka, Basic Computer (4 courses), Billing Software (2 courses), Cash Flow Management, Communication Skills Development , Core-Group Training on “Gas Chlorination Unit Operation and Maintenance”, Corporate Business Planning, DMA Operation and Maintenance, Electrical System, Financial Analysis, Gender and Development, Gender and Development for Mid-Level Officers, Geographical Information System, International Accounting Standard (IAS), Mainstreaming Gender in Urban Water Supply Sector, Management Development Program for Sr. Project Management Professionals: Module-I & II, Message Development for Awareness Raising Activities, Occupational Health and Safety, Office Management, Operation & Maintenance of Gas Chlorination Unit (8 courses), Operation and Maintenance of Pipelines and Auxiliaries, Presentation Skills Development, Problem Solving and Decision Making, Procurement Management (2 courses), Project Feasibility Study, (5 courses, in 5 Module), Revenue Billing, Collection and Customer Care (2 courses), Store Management, Supervision, Management, Monitoring and Evaluation of Awareness Development Activities, SWOT Analysis (2 courses). Total 922 participants from officers and staff level took part in these training courses.

Moreover, Mr. Masato Karoji from Japan had been attached with Dhaka WASA as intern under the METI, Japan Global Internship Program 2013 for six months. His internship period in Dhaka WASA was from 18 Sept. 2013 to 27 February 2014. Main objectives of the Internship Program were to contribute to the operation and tasks of Dhaka WASA by the intern and to create an international human resource network by and between Japan and Bangladesh.

### Training and Foreign Tour

132 Officials went for foreign tours, training, and accomplishment of the Holy Hajj during fiscal year 2013-2014. Besides, 10 officers were permitted to higher study.

### Appointment, Promotion and Transfer

During the fiscal year 2013-2014, 30 persons were recruited, 53 persons were promoted and 79 persons were transferred to different posts of different level in Dhaka WASA.

	First Class	Second Class	Third Class	Fourth Class	Total
Appointment	-	1	29	-	30
Promotion	37	1	15	-	53
Transfer	22	5	30	22	79

### Time Scale

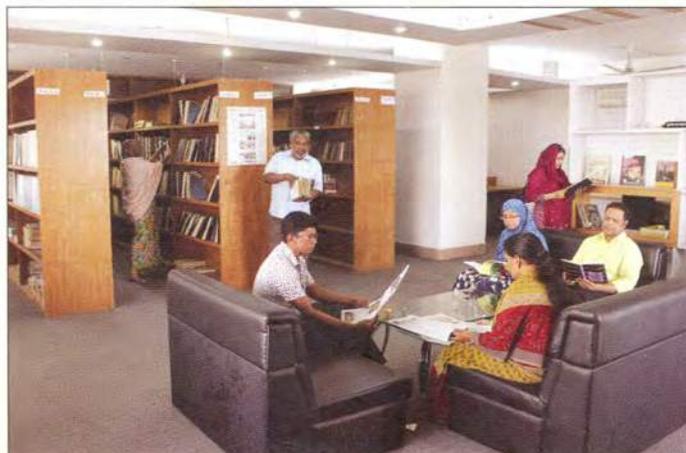
During the fiscal year 2013-2014, first time scale was awarded to 94 staff, second time scale was awarded to 293 staff and third time scale was awarded to 66 staff. Besides, 42 persons were awarded with A Grade Scale.

### Pension

At the end of PRL, the pension cases of 32 officers/staff were executed during the fiscal year of 2013-2014. Besides 56 officers/staff have entered in to PRL and the money of GPF and NCPF has been paid during this period.

### Development of Library

There are more than 700 books in the library of Dhaka WASA. 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 4<sup>th</sup> floor of Dhaka WASA Building to provide primary medical aid to the officers/staff of Dhaka WASA and their family members.



During the office period, necessary treatment and general medicines 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.

## WASA Mineral Water 'Shanti'

The bottled mineral water 'Shanti' produced from the Bottled Water Supply Plant, established by Dhaka WASA's own fund, has received acceptance from the people as best in quality. The Plant substantially meet the pure drinking water demand of Dhaka city as well as the whole Bangladesh since 2006 at reasonable price. On the other hand it keeps the price balance along with other branded bottled water manufacturers available in market. "Shanti" pure drinking water is hygienically processed by automatic machine under strict quality control. The most significant component of the purification plant is Reverse Osmosis (RO) system. Besides this Multimedia Filter, Activated Carbon Filter, twin water Softeners, four Ultraviolet disinfection treatments, three micron Filters and Ozonation methods are followed for purification.



In National disasters like Sidre, Ailla the shanti bottled water served the affected people of that area. Also International and National programs like 26th March, 16th December, Pohela Boisakh, Ramadans, National Festivals, International Mission programs of all Defence Forces, President's office, Prime Minister's office , Secrertariat and all the Ministries using "Shanti" for their valued program. The act of which paved the way for the bottled water "Shanti" as a milestone among the achievements of Dhaka WASA.



WASA Bottled Water Supply Plant

### **Dismissal of Insurance Cases**

During the fiscal year of 2013-2014, the death related insurance cases of 25 officers /staff was dismissed completely and group insurance list of 3609 people were sent to the Life Insurance office.

### **Provident Fund**

During the fiscal year 2013-2014, loans were provided to 12 officers and staff from their Provident Fund.

### **Description of Departmental Cases and Other Disciplinary Cases**

To establish good governance including prevention of wastage and corruption, 15 cases were filed against the officers/staff of Dhaka WASA:

- |                     |     |
|---------------------|-----|
| 1. Under Inspection | - 4 |
| 2. Under Judgement  | - 8 |
| 3. Dismissed        | - 3 |

## Financial Activities of Dhaka WASA





# Financial Activities of Dhaka WASA

## Financial Activities of Dhaka WASA

As per approved organogram there are 3 Departments under Deputy Managing Director (Finance) Wing of DWASA. These are:

1. Accounts, Finance and Budget Department headed by the Chief Accounts Officer.
2. Revenue Management Department headed by the Chief Revenue Officer.
3. Community Program and Consumer Relation Department headed by Senior Community Officer.

As a utilities service provider autonomous organization owned by the Government and managed by Corporate Management Dhaka WASA has been running in commercial basis as per section 10 (b) of the WASA Act 1996.

### Revenue Management Department

1. The main source of income of Dhaka WASA is the revenue generated from water and sewerage tariff. At present total income of Dhaka WASA is increasing because of several effective and efficient initiatives taken by the organization. Customer satisfaction is our motto and Dhaka WASA is trying its best to establish this objective. Consumers are getting advantage of digital billing system implemented by Dhaka WASA to make the payment hassle-free and various steps have been taken for betterment of customer services.

2. A consumer can print the bill by downloading it from the website of Dhaka WASA. The web address is [www.dwasa.org.bd](http://www.dwasa.org.bd). From this site, the valued customers can click the 'Consumer' icon and then 'Billing Information' icon to get the bill. Here the consumer will have to put the respective 'Account No' and 'Password' (also using the same account number as password) to the appropriate field. Inserting starting and end date, any bill can be downloaded and printed after clicking the bill number. Consumers can also know the particulars of their bill through SMS service automatically after bills are prepared. From 22<sup>nd</sup> January 2015 the DWASA has been sending SMS to the valued customer as a confirmation of payment through Tele Talk Limited.
3. By this time Dhaka WASA has signed Agreements with scheduled banks to get online banking services since March 2011. These include Southeast Bank Limited, Premier Bank Limited, One Bank Limited, Trust Bank Limited, Mutual Trust Bank Limited, Pubali Bank Limited, Dhaka Bank Limited, Mercantile Bank Limited, NCC Bank Limited, Bangladesh Commerce Bank Limited, Bank Asia Limited, First Security Islami Bank Limited, Social Islami Bank Limited, and so on. Under this digital System a consumer can pay their bills from any corner of Dhaka and Narayanganj through online Banks. In this phenomena at least 500 Branches of 23 banks are collecting DWASA Bills during Banking hours at Dhaka City and Naraynagong City. The last Bill Collection Agreement signed with 4<sup>th</sup> generations Madumati Bank Limited on 22<sup>nd</sup> January 2015.
4. Consumers can also pay Dhaka WASA bill through ROBI mobile operator through his cell phone or at the Robi's Point of Sale (POS).
5. The valued customer of DWASA can pay off their bills through BRAC Bank and DBBL Debit Cards using internet gateway from any part of this global world.
6. During 2013 – 2014 we opened 3 bank booths of Premiere Bank Limited at Revenue Zone 02, Revenue Zone 06 & 01 and Revenue Zone 10 in addition of existing Rupali Bank Limited's Booth which ensure minimizing the payment time for the valued customers.

The major revenue management activities of Dhaka WASA during the financial year 2013-14 compared to last 5 financial years are mentioned below:

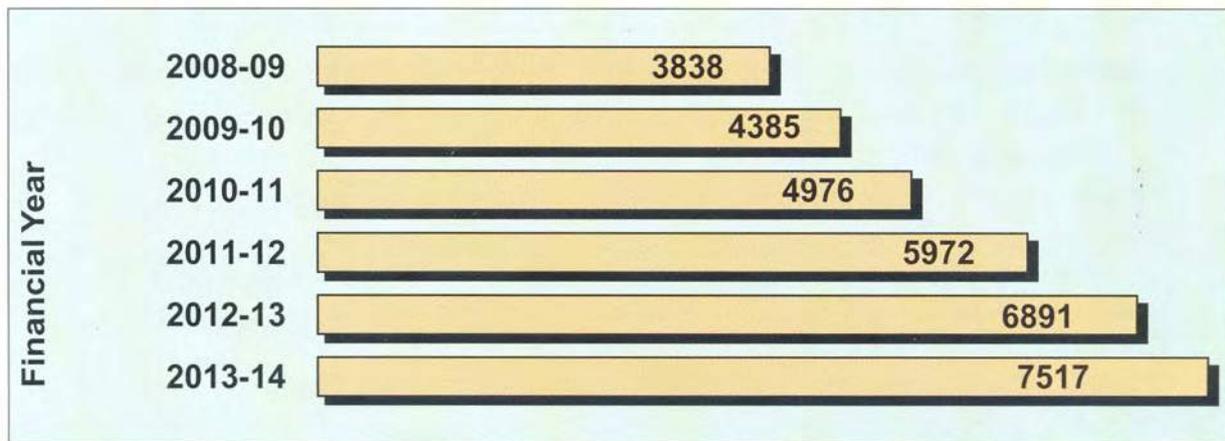


### a. Revenue

Particulars	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14
Billing (MTk)	3838	4385	4976	5972	6891	7517
Collection (MTk)	3467	3960	4881	5455	6510	7329
Collection Ratio (%)	90%	90%	98%	91%	94%	97%
Bill Receivable (Dues) (MTk)	2606	3016	3108	3599	3961	4355
Receiv. equivalent to Billing (Month)	8.15	8.25	7.49	7.23	6.90	6.95
System Loss (%)	36.43%	33.92%	32.62%	28.80%	26.66%	26.32
Consumer Nos.	279338	286915	295516	311064	323013	340756

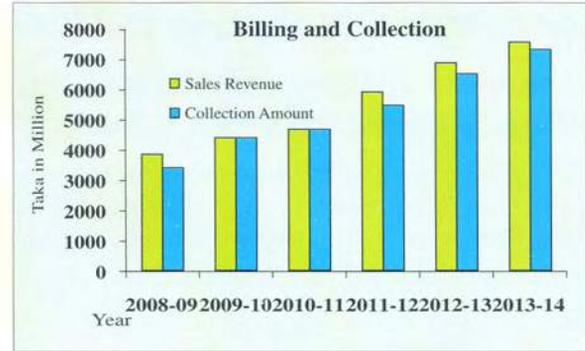
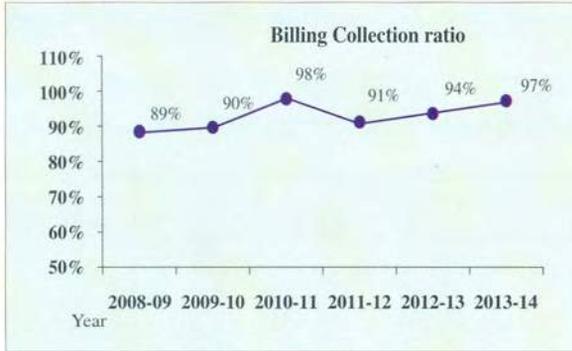
### b. Water and Sewer Tariff

Dhaka WASA's major income (**Water and Sewer Tariff**) has been gradually increasing over the years. During FY: 2013-14 sales revenue was TK. 7517 Million as compared to previous year's revenue of TK. 6891 Million. The growth rate in sales revenue for the year under review was 9.08%.



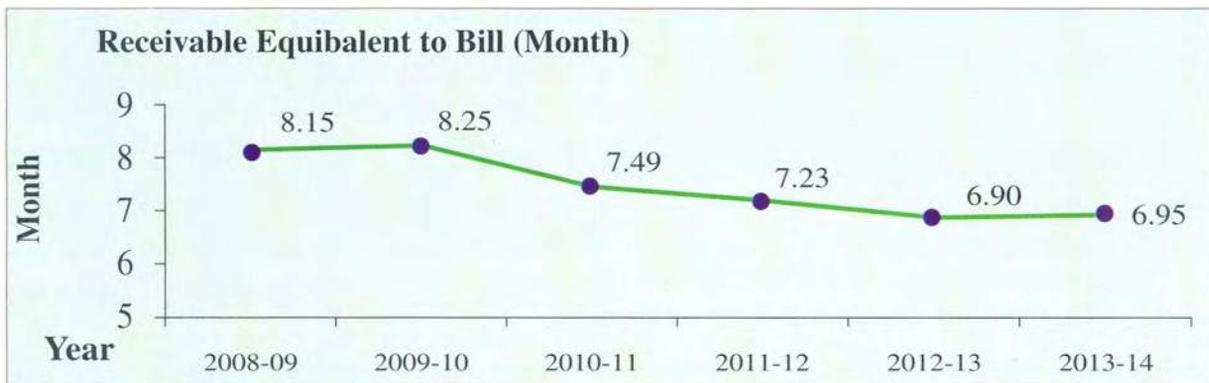
### c. Collection / Billing

The Primary objectives of maintaining the financial strength of the Dhaka WASA as achieved by continuous efforts to maintain a healthy billing/collection ratio. Considering sales at Tk. 7517 million and collection at Tk. 7329 million, the billing collection ratio works out at 97.49% for this year. The billing and collection pattern for the last six years is mentioned below through curve and diagram:



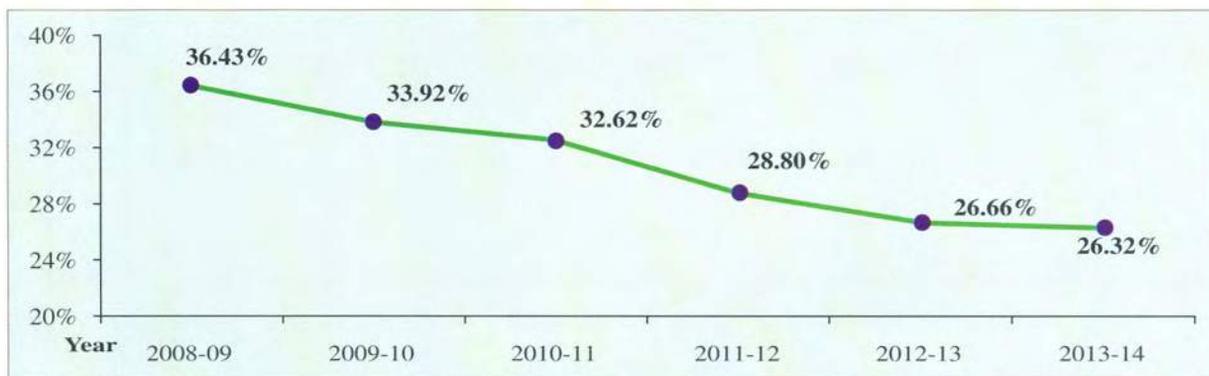
#### d. Accounts Receivable / Sales

One of the indicators of efficient Revenue Management is accounts receivable/ sales ratio. The accounts receivable is Tk 4355 million equivalents to 6.95 months Water and Sewer bills.



#### e. System Loss

System loss is determined by the quantity of water production and sold which is a key performance indicator of DWASA. The system loss worked out to 26.32% this year as against 26.66% in the previous year.





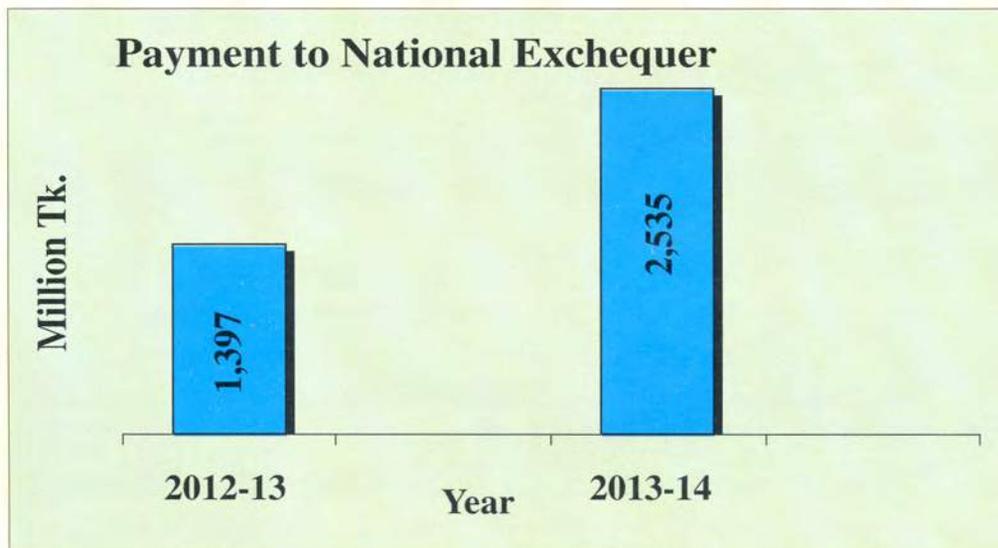
## Accounting, Budgeting and Financial Management

The senerio between technical and commercial activities is reflected in the improved financial results of the Dhaka WASA year to year as under:

Particulars	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14
Revenue from Operations (MTk)	4139	4706	5341	6340	7285	7956
Non Operating Revenue (MTk)	298	368	407	624	687	608
Total Income (MTk)	4437	5074	5748	6964	7972	8564
Main Operating Expenses (MTk)	3234	3412	3584	4051	4985	5738
Gross Margin	1203	1662	2164	2914	2988	2826
Other Operating Expenses (MTk)	999	1449	1946	2674	2687	2555
Non Operating Expenses (MTk)	177	174	173	169	196	159
Total Expenses	4411	5034	5703	6894	7868	8453
Net Profit (MTk)	26	40	45	70	104	111

### Contribution to National Exchequer

Dhaka WASA has been contributing significant amount to the national exchequer through regular payment of CD, VAT, Income Tax and DSL. Payments to the government exchequer during the last two years are shown bellow.



## **Preparation of Accounts 2013-14**

The Accounts of Dhaka WASA has prepared according to Bangladesh Accounting Standard and Bangladesh Financial Reporting Standards. As per section 36 of the WASA Act 1996, the accounts of DWASA has prepared with sound commercial practices. We have been using Tally Software to prepare Dhaka WASA accounts. However we have a plan to develop own customized user friendly Accounting Software using object oriented programming language and oracle data base.

## **Preparation of Budget 2013-14**

The original budget and the revised budget of the DWASA for the year 2013-14 were approved by the DWASA Board on 19-2-2013 at its 204<sup>th</sup> meeting and on 29-6-2014 at its 211<sup>th</sup> meeting respectively under section 34 of the WASA Act 1996. As the DWASA is a government owned commercial organization the revised budget had a net surplus Tk. 8.60 Crore.

## **External Audit for 2013-14**

Dhaka WASA Board appointed M/s Rahman Rahman Huq, Chartered Accountants, a member firm of the KPMG networks, of independent member firms affiliated with KPMG International Cooperative (“KPMG International”) a Swiss entity at its 211<sup>th</sup> Meeting held on 29-6-2014 under section 40 (1) & 40 (2) of the WASA Act 1996. The Policy of Appointment of Auditor (CA Firm) for Dhaka WASA 2010 was also followed for this purpose. The Audited Final Accounts of DWASA for the year 2013-14 approved at the 218<sup>th</sup> Meeting of Dhaka WASA Board held on 14<sup>th</sup> December 2014 under section 40 (3) of the WASA Act 1996.

We observed 50<sup>th</sup> Years celebrations in 2013-14. The first Auditor of Dhaka WASA was M/s Zoha Zaman & Co. Chartered Accountants, Motijheel, Dhaka who audited the final accounts as at 30 June 1964.

## Statement of Income and Expenditure (previous six years)

(Taka in Lac)

SI No.	Income and Expenditure	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14
1.	<b>Sales Revenue</b>	38,580	44,236	49,993	59,901	69,142	75,439
	<b>Other Operating Revenue</b>	2,810	2,826	3,417	3,496	3,709	4,124
	<b>Operating Revenue</b>	41,390	47,062	53,411	63,397	72,851	79,563
	<b>Non Operating Revenue</b>	2,980	3,682	4,069	6,244	6,872	6,077
	<b>Total Income (1 + 2)</b>	44,370	50,743	57,479	69,641	79,723	85,640
	<b>Operating Expenditure</b>						
	<b>Main Operating Expenditure</b>	32,337	34,120	35,841	40,507	49,846	57,383
	<b>Gross Margin</b>	12,033	16,623	21,638	29,134	29,877	28,257
	<b>Other Operating Expenditure</b>	9,999	14,487	19,461	26,739	26,869	25,551
	<b>Total Operating Expenditure</b>	42,336	48,607	55,303	67,246	76,715	82,934



# Research, Planning and Development

## Research, Planning and Development

### Projects of Dhaka WASA

In 2013-14 Financial year 11 development projects and 1 Technical Assistant Projects were included in annual development program of Dhaka WASA. Among the projects five were investment projects on water supply, three on sewerage and two projects on drainage system..

#### A. Investment projects on Water Supply

##### 1. Dhaka Water Supply Sector Development Project

Duration	:	January 2008 to June 2016
Estimate Cost	:	173401.51 Lakh Taka
Allocation	:	17750.00 Lakh Taka
Release	:	16340.86 Lakh Taka
Expenditure	:	17506.95 Lakh Taka
Physical Progress	:	100 %
Financial Progress	:	98.63%

**2. Expansion and Rehabilitation of Water Supply System at Narayanganj Town**

Duration	:	January 2009 to December 2014
Estimate Cost	:	8114.88 Lakh Taka
Allocation	:	1125.00 Lakh Taka
Release	:	1125.00 Lakh Taka
Expenditure	:	1032.06 Lakh Taka
Physical Progress	:	93.00 %
Financial Progress	:	91.74 %

**3. Emergency Rehabilitation and Expansion of Water Supply System Project-2**

Duration	:	July 2011 to June 2014
Estimate Cost	:	22447.00 Lakh Taka
Allocation	:	8100.00 Lakh Taka
Release	:	8474.00 Lakh Taka
Expenditure	:	8474.00 Lakh Taka
Physical Progress	:	100 %
Financial Progress	:	105 %

**4. Well Field Construction Project at Tetulzhora-Bhakurta Area of Savar Upazilla (Part-I)**

Duration	:	July 2012 to June 2016
Estimate Cost	:	52100.00 Lakh Taka
Allocation	:	12250.00 Lakh Taka
Release	:	1229.00 Lakh Taka
Expenditure	:	457.42 Lakh Taka
Physical Progress	:	2.50 %
Financial Progress	:	3.73 %

**5. Padma (Jashaldia) Water Treatment Plant (Phase-1)**

Duration	:	January 2013 to June 2016
Estimate Cost	:	350879.15 Lakh Taka



Allocation	:	8818.00 Lakh Taka
Release	:	8050.00 Lakh Taka
Expenditure	:	17122.84 Lakh Taka
Physical Progress	:	145.00 %
Financial Progress	:	194.18 %

**6. Dhaka Environmentally Sustainable Water Supply Project**

Duration	:	October 2013 to December 2019
Estimate Cost	:	524806.00 Lakh Taka
Allocation	:	850.00 Lakh Taka
Release	:	0.00 Lakh Taka
Expenditure	:	0.00 Lakh Taka
Physical Progress	:	0.00 %
Financial Progress	:	0.00 %

**B. Investment Projects on Sewerage**

**1. Dhaka Water Supply and Sanitation Project**

Duration	:	November 2008 to December 2015
Estimate Cost	:	116017.00 Lakh Taka
Allocation	:	8100.00 Lakh Taka
Release	:	8086.00 Lakh Taka
Expenditure	:	10433.62 Lakh Taka
Physical Progress	:	147.49 %
Financial Progress	:	128.81 %

**2. Interim Project-2 for Urgent Sewerage Construction and Rehabilitation**

Duration	:	July 2010 to June 2015
Estimate Cost	:	9142.55 Lakh Taka
Allocation	:	1875.00 Lakh Taka
Release	:	1875.00 Lakh Taka
Expenditure	:	1875.00 Lakh Taka

Physical Progress : 96.24 %  
 Financial Progress : 100 %

**3. Sewage Treatment Plant at Dasherbandi for Treating Diverted Sewage from Hatirjheel and Begunbari Khal**

Duration : January 2011 to December 2013  
 Estimate Cost : 42500.00 Lakh Taka  
 Allocation : 150.00 Lakh Taka  
 Release : 0.00 Lakh Taka  
 Expenditure : 9.34 Lakh Taka  
 Physical Progress : 4.67 %  
 Financial Progress : 6.23 %

**C. Investment Projects on Drainage System**

**1. Project for removal of Water Logging in Dhaka City (Phase-2)**

Duration : July 2010 to June 2014  
 Estimate Cost : 19831.00 Lakh Taka  
 Allocation : 5000.00 Lakh Taka  
 Release : 5000.00 Lakh Taka  
 Expenditure : 4981.16 Lakh Taka  
 Physical Progress : 100 %  
 Financial Progress : 99.62 %

**2. The Project for Pollution control measures of Gulshan-Baridhara Lake by Diverting the Drainage outlets**

Duration : July 2010 to June 2014  
 Estimate Cost : 5400.00 Lakh Taka  
 Allocation : 1500.00 Lakh Taka  
 Release : 1485.00 Lakh Taka  
 Expenditure : 1385.00 Lakh Taka  
 Physical Progress : 100 %  
 Financial Progress : 92.33 %



## D. Technical Assistance Projects:

### 1. Technical Assistance for Khilkhet Water Treatment Plant Project

Duration	:	July 2012 to June 2014
Estimate Cost	:	780.80 Lakh Taka
Allocation	:	153.00 Lakh Taka
Release	:	0.00 Lakh Taka
Expenditure	:	0.00 Lakh Taka
Physical Progress	:	0.00%
Financial Progress	:	0.00 %

#### Progress of the projects (Financial)

656.71 crore taka was allocated for the projects under the Annual Development Program. The Government (GoB) Financed taka 320.51 crore and Project Aid taka 336.20 crore was sanctioned from the allocated money. In the said year released Tk. 516.6486 crore taka and Expenditure was 632.7739 crore taka. In that time the Financial Progress was 96% percent.

#### Progress of the projects (Physical)

1.	Construction of New Deep Tube Well	:	20 Nos.
2.	Deep Tube Well Replacement	:	57 Nos.
3.	Construction of Deep Aquifer Tube Well	:	1 nos
4.	Replacement of Deep Aquifer Tube Well	:	4 Nos.
5.	Regeneration of Deep Tube Well	:	4
6.	Construction of Water Line	:	75.00km.
7.	Rehabilitation of Water Line	:	205 km.
8.	Construction of Sewer Line	:	13.30 km.
9.	Rehabilitation of Sewer Line	:	4.09 km.
10.	Construction of Storm Sewer Line	:	15 km.
11.	Rehabilitation of Storm Sewer Line	:	1
12.	Construction of Box Culvert	:	0.052 km.

In that time the Physical Progress was 98% percent.

## Proposed Projects

### Water Supply

- Interim Emergency Water Supply Project
- Strengthening of the Existing Water Supply Distribution of Dhaka City to cope the production of padma water treatment plant Project(Phase-I) at jasaldia.
- Supply and Installation of 33/11 KV Electrical Sub-station for sustainable power solution at Saidabad Water Treatment Plant (Phase-II)
- Construction of Saidabad Water Treatment Plant (Phase-III) about with estimated cost Tk. 4000 crore for supplying 450 MLD of water.
- Distribution Network Improvement Project phase –II (Zone-1,2,3)
- Well Field Construction Project Dhalla-Jamitra area of Singair Upazilla Part-II) about with an estimated cost 600 crore for supplying 15 MLD of water.

### Sewerage System

- Up gradation & Expansion of Pagla Sewage Treatment Plant .
- Dasherbandi Sewage Treatment Plant about with an estimated cost 2100 crore.
- 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.



# 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. For this, on-line system through VPN is established with 19 banks and also the booths of Rupali Bank and Premier Bank located at every revenue zone. VPN is also established with two mobile operators Robi & CityCell. Steps are being taken to get other banks and mobile operators under this system, which is expected to be completed within FY 2014-15.
- Consumers can pay bills at any branch of the country at those banks. They can also pay bills on-line through SMS and POS of these two mobile operators.
- Consumers can pay bills through payment gateway. Presently bills can be paid through BRAC bank card, Dutch-Bangla Nexus card, Visa Card and Master card.
- Entry of payment voucher through third party when bills are paid in off-line banks like Sonali, Janata, Agrani, Rupali, Jamuna etc. From 1 July'2014 payment through off-line banking channel is stopped.
- Step is also taken so that consumer can pay bills through mobile banking / internet banking, ATM Card, Debit Card etc.
- Payment of bills can be made through Standing Instruction. With this system consumers can pay bills without visiting banks and other premises like booths, POS etc. Consumer has to sign a form and submit it to any bank branch having e-payment system. At mid of every month Bank will enter into DWASA billing system and debit billing amount from consumer's account and credit to DWASA account. If for any reason bill is not paid, a SMS stating reason thereof will be sent to the Consumer by concerned Bank branch.
- Information regarding bill preparation and payment information is sent to the consumer through SMS.



- Plan is also made to make payment of bills through post office electronic system when this system starts operation.
- Plan is made to send payment information to consumers through SMS.
- Plan is made so that consumers can pay their bills on the basis of bill preparation information provided through SMS (without hardcopy bills).
- Plan is made so that consumers can pay their bills in the POS of the banks.

### **Benefits of the Consumers**

- Receive bills timely and correctly.
- Receive bills electronically like internet, in addition to hardcopy printout.
- Get and pay bills electronically and more easily with minimum time and efforts.
- Payment of bills in any branch of the country of designated 19 private banks having e-payment system.
- Payment of bills in any POS of those two mobile operators. Payment can also be made through SMS of Robi.
- Obtain any kind of billing information from internet logging into DWASA website. Bill can be downloaded from there and payment of downloaded bills.
- Lodge complain regarding any kind of billing activity.
- Since system is on 24 x 7, consumer may get into the system round the day.

### **Benefits of DWASA**

- Management specially revenue and accounts division can get all kinds of billing information instantly & correctly, and also be able to monitor the system more easily; this helps to make proper planning.
- Reconciliation easily possible, protecting drainage of revenue.
- Workload of all section of revenue employees is reduced to a great extent.
- Tremendous increase of revenue (both billing & collection and also surcharge). About 83% increase of revenue collection for last four years since starting of on-line billing system (from 400 crore in FY

2009-10 to 732 crore in FY 2013-14). The goal of doubling collection of revenue (Taka 800 crore) within five years since starting of on-line system in FY 2010-11, is expected to be achieved in next FY (2014-15).

- The image of DWASA to the consumers as well as city dwellers substantially increases due to tremendous reduction of harassment. Also transparency is ensured.

Apart from billing system, automation of other activities like Accounting, Electricity & Gas bill checking, Personal Management Information System etc. have been completed and are running in full swing. Following activities are also automated and operation was going on during this period.

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

Apart from these, development of two other software was started. Out of these two, Audit Management software started its function in FY 2013-14 while trial run of Pension Management is completed and expected to start its operation during next FY (2014-15). Preliminary work to automate store inventory is completed and is expected to start its operation within next FY (2014-15).

Step is taken to automate the scanning of all necessary papers and documents. As a part of it essential papers and documents of administration is going to be started for scanning soon; gradually all others will be scanned.

Monthly MIS Report is published regularly for last one decade.

### **Internet Connection**

Internet was first started in DWASA about a decade ago and broadband connection with 1 mbps was established. It was planned to provide internet connection to all Class-I officers and other concerned officials & staff. As an action of implementing of this plan, speed was increased to 2 mbps later on and in FY (2012-13) to 8 mbps. It was further increased to 16 mbps from July'13 and again to 32 mbps from June'14. DWASA now decides to have 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. Step is taken to update and modernize the website with design; preliminary job of this was already completed.

## **Establishment of Network**

Fiber Optic Network is established at DWASA HO. Local Area Network (LAN) is established at all revenue zones and training institute. Wide Area Network (WAN) between revenue zones & HO 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**

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

- Update and modify of existing "GIS based MIS" developed in 2006 with the help of IWM on Water, Sewer and Drainage line.
- Prepare GIS and provide all information relating to Water, Sewer and Drainage system to concerned agency for construction 3 Flyovers viz. (1) Airport-Tejgaon, (2) Mouchak-Bangla Motor and (3) Shantinagar-Mawya via 4th(new) Buriganga bridge.
- As a part of the plan to bring all slum areas in Dhaka and Narayanganj city under water distribution service, prepare GIS database for two LICs - Kuril at Zone 5 and Jhilpara at Zone 4 covering about 20,000 and 2554 households respectively.
- Enrich GIS database by collecting data from RAJUK and DMA of DWSSD Project.
- Provide comments before installation of new Deep Tubewells both DWASA and private owned.
- Update GIS database for rehabilitated and newly installed Deep Tubewells, Water, Sewer and Drainage line. At the part of it, trunk-line information of Saidabad Phase I and II was incorporated in the database.

- 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.

#### **It is planned to :**

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

#### **Impart Training**

A computer-lab was 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.

#### **E-Tendering / e-GP**

It was planned to establish e-tendering and contact was made with CPTU who, in principle, agreed to it. Preliminary work was completed. As a part of it, step is taken to register the name of DWASA enlisted contractors in CPTU website. This system is expected to be started in next FY (2014-15).

#### **Gate Pass**

Computerised gate pass system is introduced into DWASA HO in order to automate the flow of visitors.

#### **Establishment of Wireless System**

Corporate Wireless PABX system was established under which all Class-I officers along with other concerned employees were provided mobile phone / desk phone. All Water & Sewer Pumps are also linked through this system.

#### **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.

## **Manpower**

Computer Centre started its function with only two officers and four operators. Steps were taken to increase the manpower to the centre. In 2007 two departments, MIS and GIS were created with the sanctioned posts of 35, which was later on enhanced to 91 in 2009 under the approval of DWASA Board. At present, only 21 employees including 14 officers are working in two departments, which is not at all sufficient to cope up with enormous activities, which is increasing day by day. Steps are taken to fill up all the vacant posts; as a part of which post for 7 officers and also computer operator is advertised. Automation facilities will substantially be increased when the vacant posts are filled up.

## **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 may be counted :

- Since all field offices including LGD and MODS Zones will come under the network, information flows to and from the ministry and fields offices will increase tremendously, easily and smoothly which in turn helps management in making quick and proper planning.
- 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, which will inter-alia achieve 'Citizen Charter'.
- Above all DWASA will be one of the pioneer public sector organizations to move into modern IT technology and implement government vision.

**Auditors Report and  
Financial Statements  
for 2013-2014**



**Dhaka Water Supply and Sewerage Authority**  
**Statement of financial position**  
**as at 30 June 2014**

	Note	As at 30 June 2014 Taka	As at 30 June 2013 Taka
<b>ASSETS</b>			
<b>Non-current assets</b>			
Property, plant and equipment	4	49,623,936,990	42,658,157,522
Intangible assets	5	5,815,079	7,556,683
Capital work-in-progress	6	20,515,604,053	15,985,819,992
Receivables from ICB Islamic Bank	7	38,260,353	10,636,343
<b>Total non-current assets</b>		<b>70,183,616,475</b>	<b>58,662,170,540</b>
<b>Current assets</b>			
Materials and supplies	8	1,026,582,656	780,286,471
Rates receivable	9	4,354,976,843	3,960,793,231
Advances, deposits and prepayments	10	1,255,367,380	1,083,583,443
Investment	11	3,908,438,719	3,206,825,397
Other receivables	12	56,110	56,886
Advance income tax		100,074,670	95,402,834
Cash and cash equivalents	13	1,283,487,819	1,861,913,112
<b>Total current assets</b>		<b>11,928,984,197</b>	<b>10,988,861,374</b>
<b>Total assets</b>		<b>82,112,600,672</b>	<b>69,651,031,914</b>
<b>EQUITY AND LIABILITIES</b>			
<b>Capital and reserve</b>			
Capital fund		47,393,000	47,393,000
Revaluation surplus		23,362,510,432	23,362,510,432
Retained earnings (loss)		(2,981,065,708)	(3,047,764,549)
<b>Total equity</b>		<b>20,428,837,724</b>	<b>20,362,138,883</b>
<b>Non-current liabilities</b>			
Grants and other funds	14	44,142,560,447	32,841,373,390
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
Long term liabilities	17	4,127,419,688	4,255,185,159
<b>Total non-current liabilities</b>		<b>56,064,553,942</b>	<b>44,891,132,356</b>
<b>Current liabilities</b>			
Liabilities for expenses	18	5,062,157,215	3,857,252,919
Liabilities for other finance	19	551,505,541	540,162,756
Provision for audit fee		546,250	345,000
Provision for Government commission		5,000,000	-
Provision for taxation	20	-	-
<b>Total current liabilities</b>		<b>5,619,209,006</b>	<b>4,397,760,675</b>
<b>Total liabilities</b>		<b>61,683,762,948</b>	<b>49,288,893,031</b>
<b>Total equity and liabilities</b>		<b>82,112,600,672</b>	<b>69,651,031,914</b>

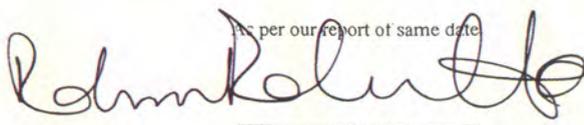
The notes on pages 8 to 25 are an integral part of these financial statements.

  
 Vice Chairman, DWASA Board

  
 Managing Director

  
 Member, DWASA Board

  
 Deputy Managing Director (Finance)

As per our report of same date  
  
 Auditor

Dhaka, 14 December 2014 

Rahman Rahman Huq  
 Chartered Accountants

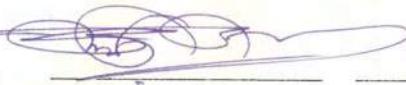


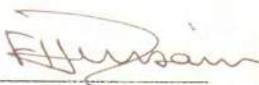
**Dhaka Water Supply and Sewerage Authority**  
**Statement of comprehensive income**  
**for the year ended 30 June 2014**

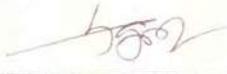
	Note	2014 Taka	2013 Taka
<b>Revenue</b>			
Water		5,382,917,882	4,919,370,069
Sewer		2,084,955,829	1,924,190,749
Street hydrant		49,061,382	47,682,494
		7,516,935,093	6,891,243,312
Other income	21	1,046,957,604	1,081,229,005
<b>Total income</b>		<b>8,563,892,697</b>	<b>7,972,472,317</b>
<b>Operating expenses</b>			
Salary and wages	22	3,038,358,103	3,270,678,380
Repairs and maintenance expenses	23	3,685,064,573	3,196,062,044
Administrative expenses	24	714,114,993	617,900,141
Depreciation	4	833,342,442	566,170,159
Amortisation	5	1,741,604	1,741,604
Provision for bad and doubtful debts	9	20,746,506	19,037,882
		8,293,368,221	7,671,590,210
<b>Operating profit</b>		<b>270,524,476</b>	<b>300,882,107</b>
Interest expense	25	122,234,531	133,304,842
<b>Profit before tax</b>		<b>148,289,945</b>	<b>167,577,265</b>
<b>Income tax expense</b>			
Current tax		37,072,487	62,841,475
Deferred tax		-	-
<b>Total income tax expenses</b>		<b>37,072,487</b>	<b>62,841,475</b>
<b>Net profit after tax</b>		<b>111,217,458</b>	<b>104,735,790</b>

The notes on pages 8 to 25 are an integral part of these financial statements.

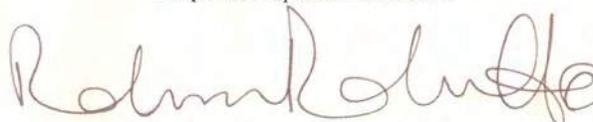
  
 Vice Chairman, DWASA Board

  
 Managing Director

  
 Member, DWASA Board

  
 Deputy Managing Director (Finance)

As per our report of same date.



Auditor

Rahman Rahman Huq  
 Chartered Accountants

Dhaka, 14 December 2014 



## Dhaka Water Supply and Sewerage Authority

Statement of changes in equity  
for the year ended 30 June 2014

	<u>Capital fund</u> Taka	<u>Revaluation surplus</u> Taka	<u>Retained earnings</u> Taka	<u>Total</u> Taka
Balance as at 01 July 2012	47,393,000	23,362,510,432	(3,147,132,567)	20,262,770,865
Impact of restatement	-	-	(5,367,772)	(5,367,772)
Restated balance as at 01 July 2012	47,393,000	23,362,510,432	(3,152,500,339)	20,257,403,093
Total comprehensive income for the year 2012-13	-	-	104,735,790	104,735,790
<b>Balance as at 30 June 2013</b>	<b>47,393,000</b>	<b>23,362,510,432</b>	<b>(3,047,764,549)</b>	<b>20,362,138,883</b>
Impact of restatement	-	-	(44,518,617)	(44,518,617)
Restated balance as at 01 July 2013	47,393,000	23,362,510,432	(3,092,283,166)	20,317,620,266
Total comprehensive income for the year 2013-14	-	-	111,217,458	111,217,458
<b>Balance as at 30 June 2014</b>	<b>47,393,000</b>	<b>23,362,510,432</b>	<b>(2,981,065,708)</b>	<b>20,428,837,724</b>

The notes on pages 8 to 25 are an integral part of these financial statements.





## Dhaka Water Supply and Sewerage Authority

Cash flow statement  
for the year ended 30 June 2014

	Note	2014 Taka	2013 Taka
<b>A. Cash flows from operating activities</b>			
Collection from subscribers	26	7,057,486,358	6,505,117,900
Payment to contractors and employees	27	(6,634,168,674)	(8,195,121,154)
Cash generated from operation		423,317,684	(1,690,003,254)
Other income		1,046,957,604	1,081,229,005
Payment of income tax		(41,744,333)	(132,139,263)
Interest expenses paid		(122,234,531)	(133,304,841)
<b>Net cash from operating activities</b>		<b>1,306,296,424</b>	<b>(874,218,353)</b>
<b>B. Cash flows from investing activities</b>			
Purchases of fixed assets		(12,328,905,971)	(2,320,374,580)
Investment in Fixed deposit receipt (FDR)		(729,237,332)	1,226,562,476
<b>Net cash used in investing activities</b>		<b>(13,058,143,303)</b>	<b>(1,093,812,104)</b>
<b>C. Cash flows from financing activities</b>			
Repayment/adjustment of loan		(127,765,471)	(116,695,158)
Receipt/(payment) of grants and other funds		11,301,187,057	3,278,540,387
Grant for drainage maintenance		-	4,877,294
<b>Net cash from (used in) financing activities</b>		<b>11,173,421,586</b>	<b>3,166,722,523</b>
<b>D. Net increase/(decrease) in cash and cash equivalents (A+B+C)</b>		<b>(578,425,293)</b>	<b>1,198,692,066</b>
<b>E. Cash and cash equivalents at 1 July 2013</b>		<b>1,861,913,112</b>	<b>663,221,046</b>
<b>F. Cash and cash equivalents at 30 June 2014</b>		<b>1,283,487,819</b>	<b>1,861,913,112</b>

The notes on pages 8 to 25 are an integral part of these financial statements.





**Dhaka Water Supply and Sewerage Authority**  
**Notes to the financial statements**  
**for the year ended 30 June 2014**

**1. Reporting entity**

Dhaka Water Supply and Sewerage Authority (DWASA) is an autonomous body domiciled in Bangladesh. The address of its registered office is WASA Bhaban, 98 Kazi Nazrul Islam Avenue, Dhaka-1215. DWASA was established in the year 1963 as an independent organisation, under the WASA Ordinance No. XIX of 1963. At present DWASA operates under the WASA Act 1996. The drainage system of Dhaka city was handed over to DWASA from the Department of Public Health & Engineering (the "DPHE") during the year 1989 and the water, drainage and sanitation services of Narayangonj city was also handed over to DWASA in the year 1990. DWASA is primarily involved in the following activities through its 12 Maintenance, operation, distribution and services (MODS) zones and 12 revenue zones and other divisions and offices:

- (a) to construct, develop and maintain necessary infrastructure for lifting, purifying and preserving water for supplying to public for residential, commercial, community, official and industrial
- (b) to construct, design and operate sewerage facilities and maintain the system in a pollution free way;
- (c) to construct, develop and maintain drainage of flooded water through drainage facilities within Dhaka and Narayangonj cities.

**2. Basis of preparation**

**2.1 Statement of compliance**

The financial statements have been prepared in accordance with Bangladesh Financial Reporting Standards (the BFRSs). BFRSs comprises the followings:

Bangladesh Financial Reporting Standards (BFRSs);  
Bangladesh Accounting Standards (BASs); and  
Its interpretations

The financial statements were authorised for issue by the Board of Directors on 14 December 2014.

**2.2 Basis of measurement**

These financial statements have been prepared on the historical cost basis except for certain items of property plant and equipment which are measured at revalued amount.

### 2.3 **Functional and presentation currency**

These financial statements are presented in Bangladesh Taka (BDT/Tk./Taka), which is the entity's functional currency.

### 2.4 **Level of precision**

The figures of financial statements presented in BDT have been rounded off to the nearest taka.

### 2.5 **Use of estimates and judgments**

The preparation of the financial statements in conformity with BFRSs requires management to make judgments, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets, liabilities, income and expenses. Actual results may differ from these estimates.

Estimates and underlying assumptions are reviewed on an ongoing basis. Revision to accounting estimates are recognised in the period in which the estimates are revised and in any future periods

To be precise, information about significant areas of estimation uncertainty and critical judgment in applying accounting policies that have the most significant effect on the amounts recognised in the financial statements is included in the following notes:

- Note- 04 Depreciation
- Note- 05 Amortisation
- Note-08 Materials and supplies
- Note-09 Rates receivable
- Note-18.1 Provision for pension fund
- Note-20 Provision for taxation

### 2.6 **Going concern**

DWASA has adequate resources to continue in operation for the foreseeable future. For this reason the Directors' continue to adopt going concern basis in preparing the financial statements. The current resources of DWASA provide sufficient fund to meet the present requirements of the existing business.

### 2.7 **Reporting period**

The financial statements of DWASA cover one year from 1 July to 30 June and followed consistently. These financial statements cover one year from 1 July 2013 to 30 June 2014.

## 3. **Significant accounting policies**

The accounting policies set out below have been applied consistently to all periods presented in these financial statements.

### 3.1 **Foreign currency transactions**

DWASA has neither any foreign currency transaction nor any assets or liabilities which are supposed to be converted into presentation currency for the reporting period. Fluctuations of foreign exchange rate has not been accounted for according to subsidiary loan agreements, "the foreign exchange loss shall be borne by the Government of Bangladesh.



## 3.2 Property, plant and equipment

### 3.2.1 Recognition and measurement

Items of property, plant and equipment are measured at cost or revaluation less accumulated depreciation less impairment loss, if any. The items of property, plant and equipment were revalued in the year 2006 by Dewan Nazrul Islam and Co. a firm of Chartered Accountants. Items of property, plant and equipment comprises its purchase price, import duties and non refundable taxes, after deducting trade discount and rebates and any costs directly attributable to bringing the assets to the location and condition necessary for it to be capable of being operated in the manner intended by management. Softwares that are integral to the functionality of the related hardware component is capitalised as part of that equipment.

### 3.2.2 Subsequent costs

The cost of replacing part of an item of property, plant and equipment is recognised in the carrying amount of the item if it is probable that the future economic benefits embodied within the part will flow to DWASA and its cost can be measured reliably. The carrying amount of the replaced part is derecognised. The costs of the day-to-day servicing of property, plant and equipment are recognised in the statement of comprehensive income when incurred.

### 3.2.3 Depreciation

No depreciation is charged on land and capital work-in-progress. Depreciation on other items of property, plant and equipment is provided on a straight line basis over the estimated useful lives of each item. Full year depreciation is charged on the beginning balance of property, plant and equipment. A half year depreciation is charged on the addition/transferred from CWIP to property, plant and equipment and no depreciation is charged at the year of disposal.

Considering the estimated useful life of the assets, the rates of depreciation stand as follows:

Building	2%
Deep Tube-well	6%
Plant and machinery	15%
Service equipment	15%
Steel overhead tank	2%
Boundary wall	2%
Water main line	2%
Water distribution level	2%
Saidabad water treatment plant	2%
S.W.P (plant and maintenance)	15%
S.T.P (plant and maintenance)	15%
Sewer main line	2%
Sub sewer line	2%
Drainage line	2%
Sub sewer line/IFPP	2%
Sewer Pump/IFPP	15%
Furniture and equipment	10%
Vehicle	20%
Generator	15%
Air conditioner	15%
Computer	15%

### 3.2.4 Capital work-in-progress

Capital work-in-progress consists of all costs related to projects including civil construction, land development, interest, exchange loss/(gain), line in progress, import duties and non refundable taxes and VAT. Property, plant and equipment that is being under construction/acquisition is also accounted for as capital work-in-progress until construction/acquisition/project is complete and measured at cost.

### 3.2.5 Retirement and disposal

An item of property, plant and equipment is derecognised on disposal or when no further economic benefits are expected from its use, whichever comes earlier. Gains or losses arising from the retirement or disposal of property, plant and equipment are determined by comparing the proceeds from disposal with the carrying amount of the same, and are recognised in statement of comprehensive income.

### 3.2.6 Intangible assets

Intangible assets that are acquired by the entity and have finite useful lives are measured at cost less accumulated amortisation and accumulated impairment losses.

#### Subsequent expenditure

Subsequent expenditure is capitalised only when it increases the future economic benefits embodied in the specific asset to which it relates.

#### Amortisation

Amortisation is based on the cost of an asset less its residual value. Amortisation is recognised in profit or loss on a straight-line basis over the estimated useful lives of intangible assets from the date that they are available for use. Amortisation methods, useful lives and residual values are reviewed at each reporting date and adjusted if appropriate. Full year amortisation is charged on the beginning balance of intangible assets. A half year amortisation is charged on addition during the year.

### 3.3 Materials and supplies

Materials and supplies consist of rod, cement, different size of pipes for delivery line construction, spare parts for engineering division etc. Materials and supplies are valued at lower of cost and net realisable value. Costs of materials and supplies include expenditure incurred in acquiring the materials and supplies and other costs incurred in bringing them to their existing location and condition. Cost of materials and supplies is determined by using the weighted average cost formula. Net realisable value is based on estimated selling price less estimated costs necessary to make the sale.

### 3.4.1 Financial instruments

#### (i) Non-derivative financial assets

DWASA initially recognises loans, receivables and deposits on the date that they are originated. All other financial assets (including assets designated at fair value through profit or loss) are recognised initially on the trade date, which is the date that DWASA becomes a party to the contractual provisions of the instrument.



DWASA derecognises a financial asset when the contractual rights to the cash flows from the asset expire, or it transfers the rights to receive the contractual cash flows on the financial asset in a transaction in which substantially all the risks and rewards of ownership of the financial asset are transferred. Any interest in transferred financial assets that is created or retained by the entity is recognised as a separate asset or liability.

Financial assets and liabilities are offset and the net amount presented in the statement of financial position when, and only when, the entity has a legal right to offset the amounts and intends either to settle on a net basis or to realise the asset and settle the liability simultaneously.

(ii) **Non-derivative financial liabilities**

DWASA initially recognises debt securities issued and subordinated liabilities on the date that they are originated and derecognises a financial liability when its contractual obligations are discharged, cancelled or expire.

Financial assets and liabilities are offset and the net amount presented in the statement of financial position when, and only when, the entity has a legal right to offset the amounts and intends either to settle on a net basis or to realise the asset and settle the liability simultaneously.

**3.4.2 Cash and cash equivalents**

Cash and cash equivalents comprise of cash in hand and cash at bank in different mother account (STD) and collection account (current account) maintained with different government and private commercial bank.

**3.4.3 Rates receivables**

Rates receivables are recognised at cost less provision for doubtful debts. Total provision for bad debts has been made at the rate of 5% on the closing balance of rates receivable. And provision charged in the statement of comprehensive income is the excess requirement of provision for the current year compared to previous year.

**3.4.4 Provisions**

A provision is recognised in the statement of financial position when the authority has a legal or constructive obligation as a result of past event, when it is probable that an outflow of economic benefits will be required to settle the obligation and a reliable estimate can be made of an amount of the obligation. Provision is ordinarily measured at the best estimate of the expenditure required to settle the present obligation at the statement of financial position date.

**3.4.5 Income tax**

Income tax expense comprises current and deferred tax. Income tax expense is recognised in the statement of comprehensive income except to the extent that it relates to items recognised directly in equity, in which case it is recognised in equity.

### 3.4.6 **Current tax**

Income tax expense comprises current and deferred tax. Current tax and deferred tax is recognised in profit or loss except to the extent that it relates to a business combination, or items recognised directly in equity or in other comprehensive income.

Current tax is the expected tax payable on the taxable income for the year, using tax rate enacted or substantively enacted at the reporting date, and any adjustment to tax payable in respect of previous

#### **Deferred tax**

Deferred tax is recognised in respect of temporary differences between the carrying amounts of assets and liabilities for financial reporting purposes and the amounts used for taxation purposes.

Deferred tax is measured at the tax rates that are expected to be applied to temporary differences when they reverse, based on the laws that have been enacted or substantively enacted by the reporting date.

Deferred tax assets are reviewed at each reporting date and are reduced to the extent that it is no longer probable that the related tax benefit will be realised.

### 3.5 **Revenue recognition**

Revenue comprised of income from water supply, sewerage facility, street hydrant and sale of bottled water named Shanti which are recognised in the statement of comprehensive income after meeting the recognition criteria. Revenues are measured at fair value of the consideration received or receivable, net off sales related taxes.

### 3.6 **Interest income and expense**

Finance income comprises interest income on funds invested (STD and FDR). Interest income is recognised on accrual basis.

Finance expense comprises interest expense on loans. All finance expenses are recognised in the statement of comprehensive income.

### 3.7 **Events after the reporting period**

Events after the reporting period that provide additional information about DWASA position at the balance sheet date are reflected in the financial statements. Events after the reporting period that are not adjusting events are disclosed in the notes when material.

### 3.8 **Statement of cash flows**

Statement of cash flows is prepared under the direct method.

### 3.9 **Borrowing cost**

Borrowing costs that are directly attributable to the acquisition, construction or production of a qualifying assets are adjusted with capital work-in-progress using the effective interest method and borrowing cost relating to projects/assets already in commercial operations are charged as expenses in statements of comprehensive income for the year.



### 3.10 **Employee benefits**

#### 3.10.1 **Employees pension fund**

DWASA is going to be formed a separate "Employees Pension Fund" which will be managed/controlled by separate Trustee Committee.

As per Dhaka Water Supply and Sewerage Authority Employee (pension and retirement benefit) Rules 1997, pension benefits are provided to permanent staff upon completion of their minimum service period of 10 years.

#### 3.10.2 **Staff provident fund**

DWASA maintains separately a general provident fund managed and under controlled by a Trustee Board for all permanent employees in accordance with locally registered provident fund rules.

#### 3.10.3 **Foreign currency loan**

Foreign currency loans are translated at the applicable rate of the date on which the transactions are recorded. Fluctuations of foreign exchange rate has not been accounted for, as according to subsidiary loan agreements the government is to bear the foreign exchange risk/loss.

#### 3.10.4 **Comparative information**

Relevant comparative information has been presented in the financial statement. Previous year's figures have been rearranged/reclassified wherever considered necessary to conform to current year's presentation.

4. Property, plant and equipment

As at 30 June 2014

Sl. No.	Particulars	Cost/valuation					Rate	Accumulated depreciation				Net book value at 30 June 2014	Net book value at 30 June 2013
		Balance on 01 July 2013 Taka	Additions during the year Taka	Transferred from CWIP Taka	Disposals during the year Taka	Balance at 30 June 2014 Taka		Balance on 01 July 2013 Taka	Charge for the year Taka	On disposals during the year Taka	Balance at 30 June 2014 Taka		
<b>Water:</b>													
1	Land	2,194,463,822	-	-	-	2,194,463,822	-	-	-	-	-	2,194,463,822	2,194,463,822
2	Building	116,992,550	-	-	-	116,992,550	2%	83,338,935	2,339,851	-	85,678,786	31,313,764	33,653,615
3	Deep Tube-well	2,491,089,919	207,000	5,466,230,961	-	7,957,527,880	6%	2,028,049,212	313,458,534	-	2,341,507,746	5,616,020,134	463,040,707
4	Plant and machinery	214,499,415	-	-	-	214,499,415	15%	214,499,415	-	-	214,499,415	-	-
5	Service equipment	10,635,430	-	-	-	10,635,430	15%	10,324,935	310,495	-	10,635,430	-	310,495
6	Steel overhead tank	196,045,541	-	-	-	196,045,541	2%	174,186,359	3,920,911	-	178,107,270	17,938,271	21,859,182
7	Boundary wall	20,806,586	-	-	-	20,806,586	2%	17,766,701	416,132	-	18,182,833	2,623,753	3,039,885
8	Water maintenance line	3,828,243,406	-	6,966,119	-	3,835,209,525	2%	1,650,129,020	76,634,530	-	1,726,763,550	2,108,445,975	2,178,114,386
9	Water distribution line	786,986,246	-	276,074,151	-	1,063,060,397	2%	238,868,369	18,500,467	-	257,368,836	805,691,561	548,117,877
10	Saidabad water treatment plant	7,063,781,421	-	-	-	7,063,781,421	2%	1,246,438,646	141,275,629	-	1,387,714,275	5,676,067,146	5,817,342,775
11	S.W.P (plant and machinery)	64,201,307	-	-	-	64,201,307	15%	64,201,307	-	-	64,201,307	-	-
12	Plant (crash program)	236,956,968	-	-	-	236,956,968	15%	236,956,968	-	-	236,956,968	-	-
<b>Total</b>		<b>17,224,702,611</b>	<b>207,000</b>	<b>5,749,271,231</b>	<b>-</b>	<b>22,974,180,842</b>		<b>5,964,759,867</b>	<b>556,856,549</b>	<b>-</b>	<b>6,521,616,416</b>	<b>16,452,564,426</b>	<b>11,259,942,744</b>
<b>Sewer:</b>													
1	Land	24,890,324,356	-	-	-	24,890,324,356	-	-	-	-	-	24,890,324,356	24,890,324,356
2	Building	35,361,554	-	-	-	35,361,554	2%	23,429,072	707,232	-	24,136,304	11,225,250	11,932,482
3	S.T.P (plant and machinery)	749,809,417	-	-	-	749,809,417	15%	749,809,417	-	-	749,809,417	-	-
4	Boundary wall	13,708,712	-	-	-	13,708,712	2%	3,431,152	274,175	-	3,705,327	10,003,385	10,277,560
5	Sewer maintenance	1,461,754,832	-	47,655,117	-	1,509,409,949	2%	646,776,033	29,711,648	-	676,487,681	832,922,268	814,978,799
6	Sub sewer line	1,446,474,152	-	217,461,680	-	1,663,935,832	2%	370,952,533	31,104,100	-	402,056,633	1,261,879,199	1,075,521,619
7	Drainage line	808,049,128	-	1,478,368,777	-	2,286,417,905	2%	87,592,173	30,944,671	-	118,536,844	2,167,881,061	720,456,955
8	S.W.D Line/IFPP	1,924,246,562	-	-	-	1,924,246,562	2%	557,337,968	38,484,932	-	595,822,900	1,328,423,662	1,366,908,594
9	S.S. Line/IFPP	25,469,288	-	-	-	25,469,288	2%	16,009,366	509,386	-	16,518,752	8,950,536	9,459,922
10	S. Pump/IFPP	21,946,106	-	-	-	21,946,106	15%	21,946,106	-	-	21,946,106	-	-
<b>Total</b>		<b>31,377,144,107</b>	<b>-</b>	<b>1,743,485,574</b>	<b>-</b>	<b>33,120,629,681</b>		<b>2,477,283,820</b>	<b>131,736,144</b>	<b>-</b>	<b>2,609,019,964</b>	<b>30,511,609,717</b>	<b>28,899,860,287</b>
<b>Common</b>													
1	Land	1,261,145,667	-	-	-	1,261,145,667	-	-	-	-	-	1,261,145,667	1,261,145,667
2	Building	1,233,709,055	189,977,014	-	-	1,423,686,069	2%	197,267,101	26,573,952	-	223,841,053	1,199,845,016	1,036,441,954
3	Furniture and office equipment	85,540,391	9,396,733	-	-	94,937,124	10%	56,956,597	9,023,876	-	65,980,473	28,956,651	28,583,794
4	Vehicle	460,543,423	58,723,000	-	-	519,266,423	20%	374,589,286	91,826,437	-	466,415,723	52,850,700	85,954,137
5	Boundary wall	43,686,909	14,427,764	-	-	58,114,673	2%	6,616,328	1,018,016	-	7,634,344	50,480,329	37,070,581
6	Generator	321,362,243	-	-	-	321,362,243	15%	321,362,243	-	-	321,362,243	-	-
7	Electric sub station	33,583,027	-	-	-	33,583,027	15%	2,518,728	5,037,455	-	7,556,183	26,026,844	31,064,299
8	Air conditioner	22,846,742	1,786,636	-	-	24,633,378	15%	22,348,510	632,230	-	22,980,740	1,652,638	498,232
9	Computer	54,995,069	31,846,958	-	-	86,842,027	15%	37,399,242	10,637,783	-	48,037,025	38,805,002	17,595,827
<b>Total</b>		<b>3,517,412,526</b>	<b>306,158,105</b>	<b>-</b>	<b>-</b>	<b>3,823,570,631</b>		<b>1,019,058,035</b>	<b>144,749,749</b>	<b>-</b>	<b>1,163,807,784</b>	<b>2,659,762,847</b>	<b>2,498,354,491</b>
<b>Grand Total</b>		<b>52,119,259,244</b>	<b>306,365,105</b>	<b>7,492,756,805</b>	<b>-</b>	<b>59,918,381,154</b>		<b>9,461,101,722</b>	<b>833,342,442</b>	<b>-</b>	<b>10,294,444,164</b>	<b>49,623,936,990</b>	<b>42,658,157,522</b>

5. Intangible assets

As at 30 June 2014

Sl. No.	Particulars	Cost/valuation					Rate	Accumulated depreciation				Net book value at 30 June 2014	Net book value at 30 June 2013
		Balance on 01 July 2013 Taka	Additions during the year Taka	Transferred from CWIP Taka	Disposals during the year Taka	Balance at 30 June 2014 Taka		Balance on 01 July 2013 Taka	Charge for the year Taka	On disposals during the year Taka	Balance at 30 June 2014 Taka		
1	Softwares	11,610,693	-	-	-	11,610,693	15%	4,054,010	1,741,604	-	5,795,614	5,815,079	7,556,683
<b>Total</b>		<b>11,610,693</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>11,610,693</b>		<b>4,054,010</b>	<b>1,741,604</b>	<b>-</b>	<b>5,795,614</b>	<b>5,815,079</b>	<b>7,556,683</b>

## 4. Property, plant and equipment

As at 30 June 2013

Sl. No.	Particulars	Cost/valuation					Rate	Accumulated depreciation				Net book value at 30 June 2013 Taka	Net book value at 30 June 2012 Taka
		Balance on 01 July 2012 Taka	Additions during the year Taka	Transferred from CWIP Taka	Disposals during the year Taka	Balance at 30 June 2013 Taka		Balance on 01 July 2012 Taka	Charge for the year Taka	On disposals during the year Taka	Balance at 30 June 2013 Taka		
<b>Water:</b>													
1	Land	2,194,463,822	-	-	-	2,194,463,822	-	-	-	-	-	2,194,463,822	2,194,463,822
2	Building	116,992,550	-	-	-	116,992,550	2%	80,999,084	2,339,851	-	83,338,935	33,653,615	35,993,466
3	Deep tube-well	2,491,089,919	-	-	-	2,491,089,919	6%	1,878,583,816	149,465,396	-	2,028,049,212	463,040,707	612,506,103
4	Plant and machinery	214,499,415	-	-	-	214,499,415	15%	208,783,239	5,716,176	-	214,499,415	-	5,716,176
5	Service equipment	10,635,430	-	-	-	10,635,430	15%	8,729,620	1,595,315	-	10,324,935	310,495	1,905,810
6	Steel overhead tank	196,045,541	-	-	-	196,045,541	2%	170,265,448	3,920,911	-	174,186,359	21,859,182	25,780,093
7	Boundary wall	20,806,586	-	-	-	20,806,586	2%	17,350,569	416,132	-	17,766,701	3,039,885	3,456,017
8	Water maintenance line	3,828,243,406	-	-	-	3,828,243,406	2%	1,573,564,151	76,564,869	-	1,650,129,020	2,178,114,386	2,254,679,255
9	Water distribution line	786,986,246	-	-	-	786,986,246	2%	223,128,644	15,739,725	-	238,868,369	548,117,877	563,857,602
10	Saidabad water treatment plant	7,063,781,421	-	-	-	7,063,781,421	2%	1,105,163,017	141,275,629	-	1,246,438,646	5,817,342,775	5,958,618,404
11	S.W.P (plant and machinery)	64,201,307	-	-	-	64,201,307	15%	64,201,307	-	-	64,201,307	-	-
12	Plant (crash program)	236,956,968	-	-	-	236,956,968	15%	236,956,968	-	-	236,956,968	-	-
<b>Total</b>		<b>17,224,702,611</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>17,224,702,611</b>		<b>5,567,725,863</b>	<b>397,034,004</b>	<b>-</b>	<b>5,964,759,867</b>	<b>11,259,942,744</b>	<b>11,656,976,748</b>
<b>Sewer</b>													
1	Land	24,890,324,356	-	-	-	24,890,324,356	-	-	-	-	-	24,890,324,356	24,890,324,356
2	Building	35,361,554	-	-	-	35,361,554	2%	22,721,840	707,232	-	23,429,072	11,932,482	12,639,714
3	S.T.P (plant and machinery)	749,809,417	-	-	-	749,809,417	15%	749,809,417	-	-	749,809,417	-	-
4	Boundary wall	3,958,964	9,749,748	-	-	13,708,712	2%	3,254,475	176,677	-	3,431,152	10,277,560	704,489
5	Sewer maintenance	1,461,754,832	-	-	-	1,461,754,832	2%	617,540,936	29,235,097	-	646,776,033	814,978,799	844,213,896
6	Sub sewer line	1,446,474,152	-	-	-	1,446,474,152	2%	342,023,049	28,929,484	-	370,952,533	1,075,521,619	1,104,451,103
7	Drainage line	808,049,128	-	-	-	808,049,128	2%	71,431,190	16,160,983	-	87,592,173	720,456,955	736,617,938
8	S.W.D Line/IFPP	1,924,246,562	-	-	-	1,924,246,562	2%	518,853,036	38,484,932	-	557,337,968	1,366,908,594	1,405,393,526
9	S.S. Line/IFPP	25,469,288	-	-	-	25,469,288	2%	15,499,980	509,386	-	16,009,366	9,459,922	9,969,308
10	S. Pump/IFPP	21,946,106	-	-	-	21,946,106	15%	21,330,610	615,496	-	21,946,106	-	615,496
<b>Total</b>		<b>31,367,394,359</b>	<b>9,749,748</b>	<b>-</b>	<b>-</b>	<b>31,377,144,107</b>		<b>2,362,464,533</b>	<b>114,819,287</b>	<b>-</b>	<b>2,477,283,820</b>	<b>28,899,860,287</b>	<b>29,004,929,826</b>
<b>Common</b>													
1	Land	1,259,597,822	1,547,845	-	-	1,261,145,667	-	-	-	-	-	1,261,145,667	1,259,597,822
2	Building	1,104,590,379	129,118,676	-	-	1,233,709,055	2%	173,884,106	23,382,995	-	197,267,101	1,036,441,954	930,706,273
3	Furniture & office equipment	81,531,242	4,009,149	-	-	85,540,391	10%	48,603,015	8,353,582	-	56,956,597	28,583,794	32,928,227
4	Vehicle	374,095,423	86,448,000	-	-	460,543,423	20%	363,615,646	10,973,640	-	374,589,286	85,954,137	10,479,777
5	Boundary wall	32,783,138	10,903,771	-	-	43,686,909	2%	5,851,627	764,701	-	6,616,328	37,070,581	26,931,511
6	Generator	321,362,243	-	-	-	321,362,243	15%	321,362,243	-	-	321,362,243	-	-
7	Electric sub station	-	33,583,027	-	-	33,583,027	15%	-	2,518,728	-	2,518,728	31,064,299	-
8	Air conditioner	22,630,742	216,000	-	-	22,846,742	15%	22,274,549	73,961	-	22,348,510	498,232	356,193
9	Computer	54,995,069	-	-	-	54,995,069	15%	29,149,981	8,249,261	-	37,399,242	17,595,827	25,845,088
<b>Total</b>		<b>3,251,586,058</b>	<b>265,826,468</b>	<b>-</b>	<b>-</b>	<b>3,517,412,526</b>		<b>964,741,167</b>	<b>54,316,868</b>	<b>-</b>	<b>1,019,058,035</b>	<b>2,498,354,491</b>	<b>2,286,844,891</b>
<b>Grand Total</b>		<b>51,843,683,028</b>	<b>275,576,216</b>	<b>-</b>	<b>-</b>	<b>52,119,259,244</b>		<b>8,894,931,563</b>	<b>566,170,159</b>	<b>-</b>	<b>9,461,101,722</b>	<b>42,658,157,522</b>	<b>42,948,751,465</b>

## 5. Intangible assets

As at 30 June 2013

Sl. No.	Particulars	Cost/valuation					Rate	Accumulated depreciation				Net book value at 30 June 2013 Taka	Net book value at 30 June 2012 Taka
		Balance on 01 July 2012 Taka	Additions during the year Taka	Transferred from CWIP Taka	Disposals during the year Taka	Balance at 30 June 2013 Taka		Balance on 01 July 2012 Taka	Charge for the year Taka	On disposals during the year Taka	Balance at 30 June 2013 Taka		
1	Softwares	11,610,693	-	-	-	11,610,693	15%	2,312,406	1,741,604	-	4,054,010	7,556,683	9,298,287
<b>Total</b>		<b>11,610,693</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>11,610,693</b>		<b>2,312,406</b>	<b>1,741,604</b>	<b>-</b>	<b>4,054,010</b>	<b>7,556,683</b>	<b>9,298,287</b>

	<u>Note</u>	As at 30 June 2014 Taka	As at 30 June 2013 Taka
<b>6 Capital work-in-progress</b>			
Opening balance		15,985,819,992	13,941,021,628
Addition during the year		12,022,540,866	2,044,798,364
Transferred to fixed assets		<u>(7,492,756,805)</u>	-
Closing balance		<u>20,515,604,053</u>	<u>15,985,819,992</u>
<b>7 Receivables from ICB Islamic Bank</b>			
Non current portion		38,870,573	11,039,723
Encashment (current portion)		<u>(610,220)</u>	<u>(403,380)</u>
		<u>38,260,353</u>	<u>10,636,343</u>
<p>Receivables from ICB Islamic Bank Limited comprise four accounts out of which one represents disputed account with a balance of Tk. 545,753. No interests are entitled from these accounts but DWASA recovers only Tk. 200,000 per annum from each account (except disputed account) under reconstruction schedule of Bangladesh Bank.</p>			
<b>8 Materials and supplies</b>			
Opening balance		780,286,471	422,048,776
Purchase during the year		642,485,720	544,463,961
Materials consumed		<u>(396,189,535)</u>	<u>(186,226,266)</u>
Closing balance		<u>1,026,582,656</u>	<u>780,286,471</u>
<b>9 Rates receivable</b>			
Opening balance - gross		4,169,256,033	3,788,498,393
Add: Billing during the year		7,516,935,093	6,891,243,312
Less: Collection during the year		<u>(7,102,004,975)</u>	<u>(6,510,485,672)</u>
<b>Closing balance - gross</b>		<u>4,584,186,151</u>	<u>4,169,256,033</u>
Less: Collection during the year	9.1	<u>(229,209,308)</u>	<u>(208,462,802)</u>
		<u>4,354,976,843</u>	<u>3,960,793,231</u>
<b>9.1 Provision for bad debts on rates receivable</b>			
Opening balance		208,462,802	189,424,920
Add: Charge in current year		20,746,506	19,037,882
Closing balance		<u>229,209,308</u>	<u>208,462,802</u>
<b>10 Advances, deposits and prepayments</b>			
Motor cycle advance		-	122,849
Temporary advance (works)		41,358,515	46,341,759
House building advances		833,985,818	603,216,463
Temporary advance (C&B)		16,478,551	16,419,984
Pre-pay account		36,000	36,000
Loan to co-operative		100,000	100,000
Computer advance		712,850	623,916
Advance to consultant		1,488,224	1,488,224
Advance for supply and services		73,086,124	102,927,586
Loan to DWSSDP Project		-	277,849
Advance for other finance	10.1	282,626,617	306,202,141
Engineering consultancy fee		5,140,531	5,140,531
Office rent advance		354,150	619,550
Diploma Engineers Association (DEA)		-	66,591
		<u>1,255,367,380</u>	<u>1,083,583,443</u>



	Note	As at 30 June 2014 Taka	As at 30 June 2013 Taka
<b>10.1 Advance for other finance</b>			
VAT (consumers)		2,275,585	2,275,585
Contractors income tax (works)		140,787,588	139,304,950
Salary clearing accounts		-	4,751,898
Income tax lease out zones		138,812	138,812
Contractors income tax (contractors and bills)		(2,117,365)	(2,114,573)
VAT works		34,969,221	63,468,720
VAT (contractors and bills)		5,276,749	5,276,749
Loan to CD VAT a/c		8,196,027	-
Advance to tax authority for appeal		45,100,000	45,100,000
Advance for land acquisition		48,000,000	48,000,000
		<u>282,626,617</u>	<u>306,202,141</u>
<b>11 Investment</b>			
Investment in shares		5,671	6,691
Fixed deposit receipt (FDR)	11.1	<u>3,908,433,048</u>	<u>3,206,818,706</u>
		<u>3,908,438,719</u>	<u>3,206,825,397</u>
<b>11.1 Fixed deposit receipt (FDR)</b>			
Opening balance		3,206,818,706	4,433,377,792
Prior year adjustment for accrued interest		1,615,503	-
		3,208,434,209	4,433,377,792
Add: Investment during the year		2,565,766,857	2,121,540,450
Accrued interest on FDR		153,301,177	128,694,894
		2,719,068,034	2,250,235,344
Less: Encashed during the year		(2,019,069,195)	(3,476,794,430)
Closing balance		<u>3,908,433,048</u>	<u>3,206,818,706</u>
<b>12 Other receivables</b>			
Receivable from mobile operator company		56,110	56,886
		<u>56,110</u>	<u>56,886</u>
<b>13 Cash and cash equivalents</b>			
Cash in hand		766,000	739,000
Cash at banks	13.1	<u>1,282,721,819</u>	<u>1,861,174,112</u>
		<u>1,283,487,819</u>	<u>1,861,913,112</u>
<b>13.1 Cash at banks</b>			
Bank balance (main accounts)		745,642,159	1,004,983,015
Bank balance (various collection accounts)		416,204,117	744,542,950
VAT collection accounts		109,063,489	111,648,147
Sur-charge collection account		10,288,228	-
Other charges accounts		1,523,826	-
		<u>1,282,721,819</u>	<u>1,861,174,112</u>

14	<b>Grants and other funds</b>	As at	As at
		<u>30 June 2014</u>	<u>30 June 2013</u>
		<u>Taka</u>	<u>Taka</u>
	Grant from GOB	102,000,000	12,900,000
	Badda Project Fund	59,864,000	59,864,000
	BICC Fund	57,673,890	57,673,890
	BMRE Project Fund	1,572,849,195	1,572,849,195
	Cannel Renovation Fund	35,000,000	35,000,000
	Contingency and reserve	7,364,890	7,364,890
	Diesel Generator For Water Pumps in Dhaka City Fund	406,000,000	406,000,000
	DIEWRMP FUND	2,520,287	2,520,287
	DTW under Crash Program	726,780,000	726,780,000
	DWSSDP	92,600,000	92,600,000
	DWSSP	1,844,237,179	1,030,614,483
	EREWSSP Phase-1	2,928,000,000	2,928,000,000
	EREWSSP Phase-2	2,130,000,000	1,320,000,000
	Flood Damage Work Project Fund	16,800,000	16,800,000
	Generator Project Fund	154,460,000	154,460,000
	Government loan converted to Equity	1,445,485,970	1,445,485,970
	Grant Farm IDA (4th Project)	294,422,000	294,422,000
	Grant for Drainage Project	34,000,000	34,000,000
	Grant for SIDA loan	49,292,095	49,292,095
	Hatirjheel Project	1,656,012,311	1,572,734,311
	IESLCRP	30,000,000	30,000,000
	IFP Project (ADB)	1,348,040,397	1,348,040,397
	IFP Project (GOB)	1,028,303,804	1,028,303,804
	Interim Project-1	355,400,000	355,400,000
	Interim Project-2	301,700,000	301,700,000
	Interim Project-3	522,800,000	522,800,000
	Interim Project-4	1,180,074,000	1,180,074,000
	Interim Urgent Sewerage Con. & Rehab Pro-2-Fund	527,500,000	340,000,000
	IUSERP Fund	125,000,000	125,000,000
	Japan France Aided Project	2,543,486,466	2,543,486,466
	Kallayanpur Regulator Project	973,034,885	973,034,885
	Mirpur Project (ADB) Fund (DUIIP)	31,095,256	31,095,256
	Mirpur Project (GOB) Fund	61,500,000	61,500,000
	Narayangonj Town Project Fund	735,000,000	622,500,000
	Padma Water Treatment Plant-Ph-1 Fund	805,000,000	-
	PCOGBLBDDO Projects Fund	10,000,000	10,000,000
	PFRP Fund (Sewer)	126,233,000	126,233,000
	PFRP Fund (Water)	149,558,000	149,558,000
	Pollution Control Measure of Gulshan Lake Project Fund	468,000,000	319,500,000
	Procurement of Generator	222,000,000	222,000,000
	Rehabilitation of 42 no. DTW	22,773,763	22,773,763
	Remove of Water Logging Fund Phase-1	2,502,589,885	2,502,589,885
	Remove of Water Logging Fund Phase-2	1,185,226,699	685,250,000
	Saidabad Project (Phase-2) Fund	9,997,640,662	2,330,350,000
	Saidabad Project Fund	937,069,619	937,069,619
	Sewerage, expansion and rehabilitation	814,015,000	814,015,000
	Sewerage Treatment Plant at Dasekandi Fund	62,500,000	62,500,000
	Shitalakha/Narayangonj Water Development Fund	26,075,000	26,075,000
	Spare parts for Saidabad	102,488,658	102,488,658
	Storm Water Drain. System in Dhaka City (Phas-2 fund)	20,074,101	20,074,101
	Tetulzhora-Vakurta Well Field Construction Project Fund	84,419,000	-
	TPFF (Sewer)	17,372,800	17,372,800
	TPFF (Water)	10,871,000	10,871,000
	Urgent Sewerage Rehabilitation Project	152,451,635	152,451,635
	USEEDI Project Fund	163,905,000	163,905,000
	Water Logging PM Office-Fund	114,000,000	114,000,000
	WSSER Project	2,770,000,000	2,770,000,000
		<u>44,142,560,447</u>	<u>32,841,373,390</u>



	<u>Note</u>	As at 30 June 2014 <u>Taka</u>	As at 30 June 2013 <u>Taka</u>
<b>15 Government grants for drainage maintenance</b>			
Opening balance		7,070,329	2,193,035
Add: Received during the year			
Government grants for drainage maintenance fund		<u>55,000,000</u>	<u>50,000,000</u>
		55,000,000	50,000,000
Less: Income recognised during the year			
Government grants for drainage maintenance fund	21	<u>(55,000,000)</u>	<u>(45,122,706)</u>
		(55,000,000)	(45,122,706)
Closing balance		<u><u>7,070,329</u></u>	<u><u>7,070,329</u></u>
<b>16 Prior years adjustments</b>			
Payment to DCT against tax		-	(5,289,314)
Adjustment to retained earnings		(44,518,617)	465,827
FDR income		-	(559,235)
Office maintenance		-	950
Pension expense		-	14,000
Net adjustment in opening retained earnings for 2012-13		<u>(44,518,617)</u>	<u>(5,367,772)</u>
<b>17 Long term liabilities</b>			
Asian Development Bank (IFP project)		5,438,710	46,438,710
International Development Association (4th project)		674,001,717	841,005,627
International Development Association (3rd project)		2,934,279,261	2,854,040,822
Government loan for power		<u>513,700,000</u>	<u>513,700,000</u>
		<u><u>4,127,419,688</u></u>	<u><u>4,255,185,159</u></u>
<b>18 Liabilities for expenses</b>			
Accounts payable (general)		198,819,819	198,819,819
Vat payable on water bill		119,002,974	109,424,633
Contractor control account (contractors and bills)		40,036,195	40,036,195
Provision for pension fund	18.1	<u>4,704,298,227</u>	<u>3,508,972,272</u>
		<u><u>5,062,157,215</u></u>	<u><u>3,857,252,919</u></u>
<b>18.1 Provision for pension fund</b>			
Opening balance		3,508,972,272	4,066,317,036
Add: Provision made during the year		<u>1,560,825,955</u>	<u>2,100,000,000</u>
		5,069,798,227	6,166,317,036
Less: Payment to fund during the year		<u>(365,500,000)</u>	<u>(2,657,344,764)</u>
Closing balance		<u><u>4,704,298,227</u></u>	<u><u>3,508,972,272</u></u>

	<u>Note</u>	As at 30 June 2014 Taka	As at 30 June 2013 Taka
<b>19 Liabilities for other finance</b>			
Accounts payable liabilities to PHED		1,465,679	1,465,679
Accrued interest on liabilities to PHED		4,589,554	4,589,554
Benevolent fund (Government)		-	57,940
Benevolent fund		-	1,305,340
Contractor's control accounts works		124,099,770	124,099,770
Contributory provident fund (PHED)		-	5,550
Deduction from pension holder		2,649,110	2,649,110
Degree Prokoushal Somittee		-	173,573
Deposit against work		30,926,135	17,922,619
Deposit pension scheme		460,762	460,762
DWASA Aukarigory Kalyan Samity		-	47,243
General insurance liabilities		20,386	120,386
General provident fund advance		-	1,068,392
General provident fund		-	(4,716,970)
General provident fund loan Interest		-	468,471
NCPF		-	944,881
Interest on loan from Government		30,527,622	30,527,622
Interest on matured long term debts		116,562	116,562
Leave salary pension		(12,125)	(12,125)
Matured long term loan		174,000	174,000
Others loan		10,500,000	10,500,000
Receipts from DWASA staff on lien		12,314,646	12,314,646
Security deposits	19.1	235,989,490	246,332,404
Trust fund		-	70,637
WASA Shramik Union		-	173,600
Other deduction payable		221,143	6,062,047
Payable to lien employees pension		10,216,397	10,216,397
Interest received from project a/c		50,878,245	34,101,025
Provision for incentive bonus		35,029,450	35,029,450
Group insurance (salary)		1,338,715	3,894,191
		<u>551,505,541</u>	<u>540,162,756</u>
<b>19.1 Security deposits</b>			
Security deposit (fixed)		16,043,558	16,043,558
Security deposit (works)		165,100,972	196,122,333
Security deposit (contractors and bills)		31,239,531	29,781,084
Security deposit (performance guarantee)		22,060,114	3,060,114
Security deposit (bottle plant)		1,200,000	980,000
DWASA officers' housing society (DOHS)		345,315	345,315
		<u>235,989,490</u>	<u>246,332,404</u>
<b>20 Provision for taxation</b>			
Opening balance		-	12,831,007
Provision for the year		37,072,487	62,841,475
Adjustment against advance tax/TDS on FDR interest		(37,072,487)	(75,672,482)
Payment of tax during the year		-	-
Closing balance		<u>-</u>	<u>-</u>



21	<b>Other income</b>	<u>Note</u>	<u>2014</u> <u>Taka</u>	<u>2013</u> <u>Taka</u>
	Income from connection			
	Water		109,441,340	114,845,307
	Sewer		5,760,070	6,044,490
			115,201,410	120,889,797
	Water sale		26,856,170	22,886,840
	Miscellaneous income	21.1	849,900,024	892,329,662
	Government grants for drainage maintenance income	15	55,000,000	45,122,706
			<u>1,046,957,604</u>	<u>1,081,229,005</u>
21.1	<b>Miscellaneous income</b>			
	Sale of materials connection/cost of material		5,743,811	34,275,141
	Sale of tender documents		26,666,445	26,692,606
	Interest on STD a/c and FDR investment		435,275,830	525,991,958
	Royalty of deep tube-well		95,577,712	234,831,213
	Other income		18,911,169	10,493,388
	Water and sewerage charge from salary		70,318	21,169
	House building interest		9,754,370	14,448,368
	Motor cycle advance interest		-	1,817
	House maintenance income		4,799,392	4,500,184
	Supervision income		734,281	1,055,909
	Office building rent		20,161,913	15,151,547
	Sur-charge		200,853,459	14,154,321
	High rise building permission		2,315,561	5,276,421
	Meter testing		2,600	20,000
	Electricity bill deducted from salary		-	246,101
	Bus fare		254,935	205,392
	Penalty		23,004,778	1,888,281
	Computer loan interest		-	111,020
	Gain or loss		-	2,915,566
	Enlistment fee		5,773,450	49,260
			<u>849,900,024</u>	<u>892,329,662</u>

	<u>Note</u>	<u>2014</u> <u>Taka</u>	<u>2013</u> <u>Taka</u>
<b>22</b>	<b>Salary and wages</b>		
	Salary and wages	381,367,993	364,701,693
	House rent allowance	164,307,565	164,751,804
	Washing allowance	2,511,398	2,536,538
	Medical allowance	28,372,369	27,926,489
	Conveyance allowance	5,103,179	5,124,266
	Water and sewer allowance	5,871,172	5,860,503
	Over time	538,240,881	429,856,320
	Ansar salary	15,876,601	16,283,012
	Master roll wages	38,671,042	33,494,550
	Gas allowance	1,844,951	1,082,024
	Education allowance	6,369,732	6,091,016
	Tiffin allowance	4,990,916	5,084,935
	Incentive bonus/performance award	-	35,151,658
	Festival bonus	61,181,691	57,178,195
	Night allowance	5,875,205	7,567,655
	Dearness allowance	75,073,494	22,584
	Sale of earned leave	2,347,028	5,722,644
	Group insurance	132,575	725,512
	Entertainment allowance	957,845	372,997
	Provision for pension (expenses)	1,699,250,466	2,100,000,000
	Income tax paid on behalf of employee	-	1,131,853
	Telephone (salary)	12,000	12,132
		<u>3,038,358,103</u>	<u>3,270,678,380</u>
<b>23</b>	<b>Repairs and maintenance</b>		
	Water line maintenance	63,050,765	157,441,736
	Sewer line maintenance	73,937,252	76,445,946
	Water pump maintenance	117,599,955	150,904,828
	Quarter maintenance	21,200,076	70,021,439
	Office building maintenance	13,155,733	12,450,995
	Store maintenance	11,856,695	6,198,696
	Sewer pump maintenance	7,044,486	14,234,561
	Meter maintenance	2,127,084	403,795
	Generator maintenance	23,738,383	27,845,395
	Chemical and purification	114,702,150	146,748,273
	Generator fuel	125,010,309	140,414,236
	Power	2,486,518,723	2,161,662,215
	Plant maintenance	82,509,413	73,551,575
	ChL. pump maintenance	681,328	-
	Bottle plant expenses	47,227,134	41,699,594
	Land maintenance	1,172,717	1,918,085
	Drainage line maintenance	78,274,075	52,659,925
	SWTP Phase-2 (operation & maintenance) expenses	415,258,295	16,338,044
	Government grants for drainage maintenance expenses	15	45,122,706
		<u>3,685,064,573</u>	<u>3,196,062,044</u>



	<u>Note</u>	<u>2014</u> <u>Taka</u>	<u>2013</u> <u>Taka</u>
<b>24 Administrative expenses</b>			
Telephone		4,848,767	4,078,851
Conveyance expenses		12,635,461	12,070,063
Vehicle maintenance		28,302,999	22,632,072
Miscellaneous		2,527,385	462,570
Advertisement		24,699,308	14,096,911
Office maintenance		12,397,977	12,489,357
Office furniture maintenance		735,765	517,513
Printing and stationery		12,982,631	5,852,808
Entertainment		6,174,966	2,743,123
Training fee		1,859,542	5,506,041
Fuel and lubricant		65,168,957	74,774,252
Staff bus		10,109,646	8,213,752
Legal fee		10,271,870	6,185,478
Rent-a-car		9,724,515	14,380,872
Research and development		4,680,300	11,121,319
Liveries		13,471,889	7,200,696
Electricity		2,605,998	1,202,508
Honorarium		5,369,272	6,140,713
Computer maintenance		2,633,647	2,901,337
Medicine		45,930	45,920
Office rent expenditure		3,295,600	2,523,918
Dividend		5,000,000	-
Land tax/municipalities tax		-	352,261
Lease out zones		445,009,834	380,661,734
Special drive		4,642,520	5,138,700
Audit fee		576,250	345,000
Sports culture and welfare		947,600	2,346,540
Newspaper		190,782	165,248
Internet connection charge		913,838	-
Bank charges		21,551,884	12,371,338
Welfare		651,960	496,046
Water test		87,900	883,200
		<u>714,114,993</u>	<u>617,900,141</u>
<b>25 Interest on loan</b>			
Asian Development Bank (IFP project)		-	961,831
International Development Association (3rd project)		107,699,150	19,129,861
International Development Association (4th project)		14,535,381	113,213,150
		<u>122,234,531</u>	<u>133,304,842</u>
<b>26 Collection from subscribers</b>			
Revenue as per revenue account		7,516,935,093	6,891,243,312
(Decrease)/increase in rates receivable		(414,930,118)	(380,757,640)
Adjustment in statement of comprehensive income	16	(44,518,617)	(5,367,772)
		<u>7,057,486,358</u>	<u>6,505,117,900</u>



	<u>2014</u> <u>Taka</u>	<u>2013</u> <u>Taka</u>
<b>27 Payment to contractors and employees</b>		
Salaries and wages	3,038,358,103	3,270,678,380
Operating costs	3,685,064,573	3,196,062,044
Administrative costs	714,114,993	617,900,151
	7,437,537,669	7,084,640,575
Less: Closing liabilities for expenses	5,062,157,220	3,857,252,919
Closing liabilities for other finance excluding interest received	551,505,547	540,162,757
Closing provision for dividend	5,000,000	-
Closing provision for audit fees	546,250	345,000
	5,619,209,017	4,397,760,676
Add: Opening liabilities for expenses	3,857,252,919	4,305,137,292
Opening liabilities for other finance	540,162,757	532,560,339
Opening provision for dividend	-	-
Opening provision for audit fees	345,000	396,750
	4,397,760,676	4,838,094,381
Add: Increase of inventories	246,296,185	358,237,695
(Decrease)/increase of advances, deposits & prepayments	171,783,937	312,309,333
(Decrease)/increase in other receivables	(776)	(400,154)
	418,079,346	670,146,874
	<u>6,634,168,674</u>	<u>8,195,121,154</u>





**Dhaka Water Supply and Sewerage Authority**  
**Schedule of fixed deposit receipt**  
**As on 30 June 2014**

Annexure-1  
Amounts in Tk.

Sl. No.	Name of banks	Instrument/account no.	Type	Initial purchase date	Purchase value	Last maturity/renewal date	Next date of maturity	Opening balance				Purchased during the year	Earned interest				Encashment during the year	Balance as on 30.06.14 (principal renewed)	Accrued interest as on 30.06.14			Total as on 30.06.14
								Principal	Accrued interest	Adjustment in principal and interest	Total		Interest	AIT	Excise duty	Net interest			Interest rate (%)	Days	Interest amount	
11	Agrani Bank Ltd., WASA	0507025	Gen	30.04.13	21,300,000	30.04.14		21,300,000	444,966	-	21,744,966	-	2,217,534	266,250	10,000	1,941,284	23,686,250	-	-	-	-	0
12	Agrani Bank Ltd., WASA	0507033	Gen	20.05.13	50,000,000	20.05.14		50,000,000	684,932	-	50,684,932	-	5,560,068	625,000	5,000	4,930,068	55,615,000	-	-	-	-	-
13	BASIC Bank Ltd., KB Br.	040152/3118-01-00015	Gen	19.06.11	110,000,000	19.06.14		136,286,269	560,081	-	136,846,351	-	16,475,703	1,703,578	20,000	14,752,124	151,598,474	-	-	-	-	1
14	Southeast Bank Ltd., Md.	07179059/2450000013	Gen	13.01.10	70,000,000	13.01.14		95,519,433	5,528,351	-	101,047,784	-	6,411,266	1,193,962	20,000	5,197,304	106,245,089	-	-	-	-	-
15	Southeast Bank Ltd., Md.	07179232/2450000047	Gen	06.12.10	37,645,133	06.12.13		45,931,443	3,256,099	-	49,187,542	-	2,485,331	574,143	10,000	1,901,188	51,088,730	-	-	-	-	-
16	Southeast Bank Ltd., Md.	07179237/2400000051	Gen	09.12.10	24,042,000	09.12.13		29,376,534	2,052,333	-	31,428,867	-	1,619,734	367,207	5,000	1,247,527	32,676,394	-	-	-	-	-
17	Southeast Bank Ltd., KB Br.	07164924/24500012417	Gen	27.05.12	20,000,000	27.05.14		22,240,000	258,959	-	22,498,959	-	2,521,041	278,000	5,000	2,238,041	24,737,000	-	-	-	-	-
18	Southeast Bank Ltd., KB Br.	07164588/24500012437	Gen	21.05.13	10,000,000	21.05.14		10,000,000	136,986	-	10,136,986	-	1,113,014	125,000	5,000	983,014	11,120,000	-	-	-	-	-
19	Standard Bank Ltd., Banani	086087/02655002590	Gen	20.01.11	10,000,000	20.01.14		12,621,555	700,237	-	13,321,791	-	877,457	157,769	5,000	714,688	14,036,479	-	-	-	-	-
20	National Bank Ltd., Banani	0237996	Gen	22.01.12	50,000,000	22.01.14		56,525,000	3,097,260	-	59,622,260	-	3,968,365	706,563	20,000	3,241,802	62,864,062	-	-	-	-	-
21	National Bank Ltd., Dilkus	0272715	Gen	23.01.12	100,000,000	23.01.14		113,038,695	6,155,189	-	119,193,884	-	7,974,648	1,412,984	20,000	6,541,664	125,735,548	-	-	-	-	-
22	Mercantile Bank Ltd., Mogh	0098854	Gen	27.05.12	10,000,000	27.05.14		11,125,002	129,538	-	11,254,540	-	259,837	38,937	5,000	215,900	11,470,440	-	-	-	-	-
23	Mercantile Bank Ltd., KB Br.	0199061	Gen	21.05.13	5,000,000	21.05.14		5,000,000	68,493	-	5,068,493	-	129,007	19,750	1,000	108,257	5,176,750	-	-	-	-	-
24	Mercantile Bank Ltd., KB Br.	0199081	Gen	30.05.13	11,118,885	30.05.14		11,118,885	114,235	-	11,233,120	-	308,283	42,252	5,000	261,031	11,494,151	-	-	-	-	-
25	Trust Bank Ltd., KB Br.	099390	Gen	06.01.13	10,000,000	06.01.14		10,000,000	602,740	-	10,602,740	-	647,260	125,000	2,000	520,260	11,123,000	-	-	-	-	-
26	Social Islami Bank, Principi	1014358	Gen	30.05.13	11,120,000	30.05.14		11,120,000	114,247	-	11,234,247	-	1,275,753	139,000	5,000	1,131,753	12,366,000	-	-	-	-	-
27	UCBL, Kawran Bazar	0284977	Gen	28.05.13	11,120,000	28.05.14		11,120,000	121,863	-	11,241,863	-	1,268,137	139,000	10,000	1,119,137	12,361,000	-	-	-	-	-
28	AB Bank Ltd., Kakrail Br.	3421541	Gen	11.06.13	10,000,000	11.06.14		10,000,000	68,493	-	10,068,493	-	1,181,507	125,000	2,000	1,054,507	11,123,000	-	-	-	-	-
29	EXIM Bank Ltd., Palton B	0490302	Gen	07.01.13	10,000,000	07.01.14		10,000,000	599,315	-	10,599,315	-	650,685	125,000	2,000	523,685	11,123,000	-	-	-	-	-
30	IFIC Bank Ltd., Motijheel	1110620	Gen	18.01.12	15,000,000	18.01.14		16,952,749	952,141	-	17,904,890	-	1,166,952	211,909	5,000	950,043	18,854,933	-	-	-	-	-
31	IFIC Bank Ltd., KB Br.	1144972	Gen	03.01.13	10,000,000	03.01.14		10,000,000	613,014	-	10,613,014	-	636,986	125,000	1,000	510,986	11,124,000	-	-	-	-	-
32	Bank Asia Ltd., Principal	0164030/17972	Gen	07.01.13	10,000,000	07.01.14		10,000,000	599,315	-	10,599,315	-	650,685	125,000	1,000	524,685	11,124,000	-	-	-	-	-
33	Pubali Bank Ltd., KB Br.	547498/152969	Gen	30.05.12	10,000,000	30.05.14		11,139,625	118,263	-	11,257,888	-	1,293,530	141,179	10,000	1,142,351	12,400,239	-	-	-	-	-
34	EXIM Bank Ltd., Palton B	0490184	SD	02.08.12	10,000,000	02.08.13		10,000,000	1,140,411	-	11,140,411	-	109,589	125,000	6,000	(21,411)	11,119,000	-	-	-	-	-
35	Janata Bank, KB Br.		Gen	19.02.14	50,000,000	19.05.14		-	-	-	50,000,000	1,375,000	137,500	10,000	1,227,500	51,227,500	-	-	-	-	-	-
36	Janata Bank, KB Br.		Gen	19.02.14	50,000,000	19.05.14		-	-	-	50,000,000	1,375,000	137,500	10,000	1,227,500	51,227,500	-	-	-	-	-	-
37	Janata Bank, KB Br.		Gen	19.02.14	50,000,000	19.05.14		-	-	-	50,000,000	1,375,000	137,500	10,000	1,227,500	51,227,500	-	-	-	-	-	-
38	Janata Bank, KB Br.		Gen	19.02.14	50,000,000	19.05.14		-	-	-	50,000,000	1,375,000	137,500	10,000	1,227,500	51,227,500	-	-	-	-	-	-
39	Janata Bank Ltd., KB Br.	350025713	SI	21.04.13	11,033,626	21.04.14		11,033,626	268,283	-	11,301,930	-	1,110,920	137,920	10,000	963,000	12,264,909	-	-	-	-	-
	<b>Total</b>							128,694,895	1,615,501				259,738,871			220,529,007	2,019,069,195	3,755,131,849	1.032	12,932	153,301,177	3,908,433,048

**Dhaka Water Supply and Sewerage Authority**  
**Schedule of long term loan**  
**As at 30th June 2014**

Annexure-2

Amounts in Tk.

Particulars	Opening balance as on 01.07.2013			Interest during the year			DSL payment during the year			Closing balance as on 30.06.2014		
	Loan amount	Interest on loan	Total opening balance	Interest rate	Interest on opening	Total interest	Loan amount	Interest on loan	Total amount	Loan amount	Interest on loan	Grand total
ADB -1124	7,694,650	38,744,060	46,438,710	12.50%	-	38,744,060	7,694,650	33,305,350	41,000,000	-	5,438,710	5,438,710
IDA 3rd project	166,346,615	580,575,722	746,922,337	11.50%	14,535,381	595,111,102	39,952,000	47,504,000	87,456,000	126,394,615	547,607,102	674,001,717
IDA 4th project	1,509,508,666	1,438,615,445	2,948,124,111	7.50%	107,699,150	1,546,314,595	73,520,000	48,024,000	121,544,000	1,435,988,666	1,498,290,595	2,934,279,261
Govt. loan for power	513,700,000	-	513,700,000	0.00%	-	-	-	-	-	513,700,000	-	513,700,000
<b>Grand total</b>	<b>2,197,249,931</b>	<b>2,057,935,227</b>	<b>4,255,185,158</b>		<b>122,234,531</b>	<b>2,180,169,758</b>	<b>121,166,650</b>	<b>128,833,350</b>	<b>250,000,000</b>	<b>2,076,083,281</b>	<b>2,051,336,408</b>	<b>4,127,419,689</b>



Annexure - A

**Dhaka Water Supply & Sewerage Authority**  
**Schedule of mother accounts**  
**Balance as at 30 June 2014**

Sl. No.	Particulars	Closing balance in
1	AB Bank Ltd. 412961-430	16,011
2	AB Bank Ltd A/c-4002-764514-430 KB	24,915,821
3	Agrani Bank- 0200002330753 Wasa Co. Br.	1,417,799
4	Agrani Bank . 200000798764 (Old-21)	22,973,851
5	Agrani Bank, Green Rd # 0200002305048 Vakurta	80,260,518
6	Agrani Bank Ltd. 047836000676(67/6)	2,425,606
7	Agrani Bank Ltd. 047836000833(83/3)	15,833,016
8	Agrani Bank Ltd. 047836000866(86/6) Bottled Plant	108,942
9	Agrani Bank Ltd. 047836000899(89/9)	397,627
10	Agrani Bank Ltd. 047836000916(91) Bottled Plant	3,537
11	Agrani Bank Ltd. 047836000924(92) Bottled Plant	17,989
12	Agrani Bank Ltd. 04783600197(19)	3,786,191
13	Agrani Bank Ltd. 04783600206(20)	42,801
14	Agrani Bank Ltd. 200000798752 (Old-17)	4,271,629
15	Agrani Bank Ltd. 200000798802 (Old-44)	284,461
16	Al-Arafa Islami Bank A/c-0021220002558	518,260
17	Bang. Krishi Bank Ltd. 240000495(495/49) K B Corp	1,839,316
18	Bang. Krishi Bank Ltd. 4102-0320000458(45)	60,761,625
19	Bang. Krishi Bank Ltd. 4102-0320000494(49),Khamarbari	4,251,227
20	Bank Al-Falah Ltd. Dhanmondi-070503700008	5,350,352
21	BASIC Bank -3116-01-0000277KB SAIYADABAD PROJECT-II	13,474,457
22	Basic Bank A/c-3116010000443 K.B Padma(Jasoldia)	3,033,184
24	Eastern Bank Ltd. 105-104-221(STD-221) Sonargaon	15,855,069
26	IBBL KB MSNDA 2050222900007210	17,654
27	IFIC Bank A/c-1017230097041 KB	1,741,607
28	Jamuna Bank A/c-0018-0320000502	1,148,166
29	Janata Bank 200020121 (2012) Drainage	(50,246,909)
30	Janata Bank-240000883(88) IUSCR	734,117
31	Janata Bank-240000914 (91)	14,617,258
32	Janata Bank-240000954 (95) EREWSP	(115,780,624)
33	Janata Bank K.B,240000894 ( 89 ) Salary	11,573,711

Sl. No.	Particulars	Closing balance in
34	Janata Bank, KB Br. 240000964 (SCRWLDC)	1,328,396
35	Janata Bank Ltd-200012845	(166,078,547)
36	Janata Bank Ltd. 240000063(6)	5,877
37	Janata Bank Ltd. 240000079(7) Cost of Metre	91,973
38	Janata Bank Ltd. 240000083(8)	(52,064,184)
39	Janata Bank Ltd. 240000247(24)	14,980,446
40	Janata Bank Ltd. 240000282(28)	201,329
41	Janata Bank Ltd. 240000305(30)	23,701,658
42	Janata Bank Ltd. 240000504(50)	386,959
43	Janata Bank Ltd. 240000581(CD-58/1)	1,054,520
44	Janata Bank Ltd. 240000665(66)	5,873,724
45	Janata Bank Ltd. 240000764(76)	1,927,705
46	Janata Bank Ltd. 240000781(78)	193,421,197
47	Janata Bank Ltd.240000832 ( 83 )	182,244
48	Janata Bank Ltd. 36000248 NTP	30,079,590
49	Janata Bank Ltd. CD-200021146(2114)	(332,857)
50	Janata Bank Ltd.-STD-240000801(80)	112,217
51	Janata Bank Ltd STD-240000863 ( 86 )	(114,182,591)
52	Janata Bank STD-240000924 (92)	3,131,749
53	Janata B L KB 240000944 (STPD)	2,040,919
54	JBL 240000338(33) Project Security Deposit	28,185,044
55	JBL-A/c-240001019 K.B (Water& Sewer Bill Coll.)	7,749,724
56	JBL-A/c-240001021 Group Insurance	1,337,501
57	JBL KB STD 240000271 Sel Ins.	2,559,627
58	JBL-STD-240000873 (87) Revenue Security Deposit	22,730,275
59	JBL STD-240000904 (90) Electricity Bill	311,823,297
60	Mercantile Bank, KB Br # 010313100000484 Bill Coll	14,036,520
61	NCC Bank Ltd. 00270325000181	47,583
62	One Bank Ltd.A/c-STD-5080444003, M	(29,020,512)
63	ONE Bank Ltd. Mirpur Std 5036149002	(1,448,852)
64	One Bank Ltd. (W & S) City Cell 5080444011	6,300
65	Premier Bank,K B,Std-107-13100000744 KB	539,424
66	Premier Bank Ltd 0013100000600 KB	160,401,979
67	Premier Bank Ltd 01070013100000796 DT	1,155,687



Sl. No.	Particulars	Closing balance in
68	Premier Bank Ltd-107-13100000807 Jar Water	93,791
69	Pubali Bank Ltd. 0557102001001 K B	41,681
70	Pubali Bank Ltd 0557102001047	18,214
71	Pubali Bank Ltd. -0557102001217 KB	28,387
72	Pubali Bank Ltd. -0557102001221 KB	6
73	Pubali Bank Ltd.0557102001280(128) DWSSDP	33,554,332
74	Pubali Bank Ltd.0557102001297(129) EREWSS Project	1,399,962
75	Pubali Bank Ltd.0557102001314(131)SWTP-2	68,914,168
77	Rupali Bank Ltd.200066407 (6640 ),Local Office	165,269
78	Rupali Bank Ltd. 240000018(12/1)	1,874,133
79	Rupali Bank Ltd. 240000036(12/2)	2,737
80	Rupali Bank Ltd. 240000047(12/3)	4,116
81	Rupali Bank Ltd. 240000095	96,200
82	Rupali Bank Ltd. 240000108(24/1)	4,036,924
83	Rupali Bank Ltd. 240000225(22) TCB Bhaban	6,028
85	Rupali Bank Ltd.CD 200048058 Local Office	1,636
86	Sonali Bank Ltd. 011736000063	725,419
87	Sonali Bank Ltd. 011736000071, KB	234,381
88	Sonali Bank Ltd. 200021146(33004165)	14,484
90	Sonali Bank Ltd. 361336000016(D-1)N.Gonj	3,129,280
91	Sonali Bank Ltd. 361336000024(D-2)N.Gonj	855,914
92	Sonali Bank Ltd. 361336000032(D-3)N.Gonj	380,484
93	Sonali Bank Ltd.361336000057(5)N.Gonj	2,540,713
95	Southeast Bank Ltd - 0013100000427 KB M	33,298,009
96	Standard Bank Ltd. A/c-00236001794	1,675,276
97	Standard Chartered-02250168601 KB	58,744
99	Trust Bank Ltd. 0320000042	241,153
100	Uttara Bank Ltd. 1537 14100004110	58,760
102	Uttara Bank Ltd. STD 1537 14100004124	581,768
<b>Grand total</b>		<b>745,642,159</b>

**Dhaka Water Supply and Sewerage Authority**  
**Schedule of collection accounts**  
**Balance as at 30 June 2014**

Sl. No.	Particulars	Closing balance in Tk.
1	AB Bank, 4021766277000 Dhanmondi Br.	612,600
2	AB Bank Ltd. 4022-053676-430 Rokeya Sarani	18,814
3	Agrani Bank -01140320000149 Imamgong Br.	1,345,750
4	Agrani Bank-0200000635529 Banani Br.	792,281
5	Agrani Bank-036836000209 Farmgate Br.	2,552,995
6	Agrani Bank -037336000137 Elephant Road Br.	1,733,946
7	Agrani Bank-039236000126 Green Road Br.	2,374,789
8	Agrani Bank 046636000028 Agamasi Lane Br.	2,667,408
9	Agrani Bank-066536000167 Mohakhali Br.	1,020,831
10	Agrani Bank -0692990/321 Tejgong Br.	4,938,664
11	Agrani Bank-080036000016 Uttara Br.	647,819
12	Agrani Bank-093236000239 Jatrabari Br.	1,568,584
13	Agrani Bank-095936000047 Satmosjid Br.	1,836,366
14	Agrani Bank-240000018 Badda Br.	2,015,699
15	Agrani Bank-240000036 Nawabgong Br.	9,004,375
16	Agrani Bank-240000036-Posta Br.	1,371,085
17	Agrani Bank-240000047 Shyamali Br.	3,464,990
18	Agrani Bank-240000118 Dhanmondi Br.	2,775,108
19	Agrani Bank-240000264 Islampur Br.	3,439,721
20	Agrani Bank-297436000102 Chackbazar Br.	2,176,156
21	Agrani Bank-50836000093 Mohammadpur Br.	2,527
22	Agrani Bank-97836000028 Gulshan Br.	1,529,702
23	Al-Arafa Islami Bank A/c-0721020001077 Bandar NG	1,802,450
24	Al-Arafha Bank Ltd. A/c-Cd-0171020056806 Uttara Br.	1,074,612
25	Al-Arafha Islami Bank -20102009310 Banani B	954,499
26	Al-Arafha Islami Bank Ltd. A/c-0501020001990 Konapa	1,572,092
27	Al-Arafha Islami Bank Ltd.A/c-371020013532 Mahammad	1,724,242
28	Bank Al-Falah A/c-01700275 Dhanmondi Br.	83,803
29	Bank Alfalah Ltd.Cd-01700931 Gulshan Br.	31,278
30	Bank Asia#00736000784 Online Bill Coll	9,994,688
31	Basic Bank - 3116010000485 Online	175,475
32	BD.COM. Bank # Online Bill Coll. 0140320000435	12,959,900
33	BD. Com.Bank-0021-021-000-3776 Mirpur Br.	1



Sl. No.	Particulars	Closing balance in Tk.
34	Dhaka Bank KB 02071500000747Online	10,615,960
35	Eastern Bank Ltd. A/c-01011060009582 Principal Br.	1,719,158
36	Eastern Bank Ltd. A/c-01501060002792 N Gong Br.	130,634
37	Eastern Bank Ltd. A/c-1141060001082 Shintinagar Br.	146,986
38	FSIBL, KB Br. 0013100000011 Bill Coll.	2,678,520
39	IBBL Mouchak 20501450100408211	240
40	IFIC Bank Ltd. A/c-CD-1024-280715-001 Uttara Br.	936,811
41	IFIC Bank Ltd. A/c-STD-1096-232135-041 Banani Br.	654,175
42	Jamuna Bank Ltd A/c-0210011670 Moulabibazar Br.	158,474
43	Janata Bank # 1031000018 Balughat Collec Z 10	1,207,065
44	Janata Bank001016945 Banani Br.	613,785
45	Janata Bank -004000021 Rampura Br.	2,394,287
46	Janata Bank-004000054-Fakirapool Br.	2,454,953
47	Janata Bank-004000054-Postogola	4,222,526
48	Janata Bank-0098-0320000024 Thatari Bazar	4,166,765
49	Janata Bank -02/004000021 Narinda	3,710,186
50	Janata Bank-04/00400043 Mogdapar	4,685,922
51	Janata Bank-0519-0320000695 Saymoli	753
52	Janata Bank-0600-0210015422,Dakhin Khan	1,692,313
53	Janata Bank-200025919 Rajani	301,185
54	Janata Bank-240000056 Farashganj	8,362,187
55	Janata Bank240000108 Mouchak	5,476,632
56	Janata Bank-6/1031000067Kilgoan	4,577,997
57	Janata Bank A/c-031936000084 Razarbagh	4,208,257
58	Janata Bank Coll. 240000655 Modumita Br.	6,169,394
59	Janata Bank Ltd. A/c-004000134 Jurain	1,933,130
60	Janata Bank Ltd. A/c-013636000151 Topkhana	4,235,829
61	Janata Bank Ltd. A/c-0203-0320000301 Mogh Bazar	4,060,859
62	Mutual Trust Bank 0030320001204 Online	6,868,711
63	Mutual Trust Bank Ltd. A/c-210008108,Uttara	819,404
64	NCC Bank, KB Br.0270325000172 Coll.	15,541,503
65	One Bank ,KB#0123000000777SHURJO BILL	449,625
66	One Bank ,KB#0123000000788SHURJO SUR	20,287
67	One Bank ,KB#0123000000799 SHURJO Other	9,498
68	One Bank, KB Br. 0123000000391 Coll.	14,727,928
69	One Bank Ltd.KB Br. Robi (W&S) 080444046	4,971,417
70	One Bank Ltd. Late Fees A/c City Cell 5080444038	17,529

Sl. No.	Particulars	Closing balance in Tk.
71	One Bank Ltd.(Late Fees Robi) 5080444054	2,154,528
72	Premier Bank. KB Br. # 010711100100167	8,318,903
73	Premier Bank Ltd. A/c-0102-131-0000155-0	52,342
74	Pubali Bank Ltd. Kb. Std A/c 0557102001426	3,132,950
75	Rupali Bank Ltd. 2000030111 Mohammedpur Br.	35,303,868
76	Rupali Bank Ltd. 240000079(7) Mohakhali	21,206,279
77	Rupali Bank Ltd. 240000079 Fakirarpool	23,246,642
78	Rupali Bank Ltd.240000079 Urdu Road Br.	15,977,622
79	Rupali Bank Ltd. 240000338(33),Nayapalton	14,302,786
80	Rupali Bank Ltd. 240000372Mirpur	10,370,779
81	Rupali Bank Ltd. 240000504 Uttara	2,114,527
82	Rupali Bank Ltd,A/C-200026472 Gabtoli	1,300,179
83	Rupali Bank Ltd. A/c-200027015 CD	1,023,234
84	Rupali Bank Ltd,A/C-240000079(27/4) ,Shymoli	672,760
85	Rupali Bank Ltd. A/c-240000191Gulshan	1,817,209
86	Shahjalal Islami Bank KB- 400713100000806 Coll	4,809,605
87	SIBL, KB 0871360000039 Bill Coll	12,663,995
88	Sonali Bank Ltd.A/c-240000024 Kallyanpur	2,053,038
89	Sonali Bank Ltd.A/c-240000118 Mirpur 12	1,428,475
90	Sonali Bank Ltd.A/c-240000236, Mirpur-1	752,261
91	Sonali Bank Ltd. A/c-360336000042, Godnail	556,085
92	Sonali Bank Ltd. A/c-360933016416-Foreign Ex	146,953
93	Sonali Bank Ltd. A/c-4000019-Netaigonj	357,155
94	Sonali Bank Ltd.A/c-443936000015 Rok. Sara	2,753,905
95	Sonali Bank Ltd.A/c-444336000274 Mirpur Shilpa Area	2,016,771
96	Sonali Bank Ltd Std-012936000019-I Br.	2,378,231
97	Southeast Bank Ltd- 0015 13100000431 KB	371,547
98	Standard Bank Ltd-08233000103 Janapath Br.	1,047,265
99	Standard Bank Ltd. A/c-03233000180 Matuail Br.	1,315,137
100	Standard Bank Ltd. A/c-153303450, Uttara	1,138,898
101	Standard Bank, Panthapath-0001736000269 Coll.	1,938,772
102	Standard Chartered Bank.-01250168601-Collec	6,440,006
103	Standared Bank Badda Br.anch A/c-03836000003,Progoti	1,487,000
104	Trust Bank Ltd A/c-0030-0320000088 Online Co M	19,317,191
105	UCBL 004413200000471-Online Collect M	9,033,085
<b>Grand total</b>		<b>416,204,117</b>



Annexure - C

**Dhaka Water Supply and Sewerage Authority**  
**Schedule of VAT collection accounts**  
**Balance as at 30 June 2014**

Sl. No.	Particulars	Closing balance in Tk.
1	VAT- AB Bank Ltd.-4022-051072-000 Rakeya Sarani Br.	9,425
2	VAT- AB Bank Ltd. A/c-4002-764514-001	95,289
3	VAT- Agrani Bank Ltd.-01140210017223 Imamgonj Br.	100,295
4	VAT- Agrani Bank Ltd.-020000043757 Jatrabari Br.	2,002,813
5	VAT-Agrani Bank Ltd.-0200000609257 Green Road Br.	356,406
6	VAT- Agrani Bank Ltd.-0200000698594 Tejgaon Br.	713,664
7	VAT- Agrani Bank Ltd..0200000797732 WASA Corp. Br.	111,921
8	VAT- Agrani Bank Ltd.-0200000944914 Uttara Model Tow	96,485
9	VAT- Agrani Bank Ltd.- 0200000973939 Dhanmondi Br.	411,862
10	VAT- Agrani Bank Ltd.-0200000975596 Gulshan Br.	226,001
11	VAT- Agrani Bank Ltd.- 0200001096676 Mohakhali Br.	151,790
12	VAT- Agrani Bank Ltd.-0200001168370 Islampur Br.	509,759
13	VAT- Agrani Bank Ltd.- 020000182998 Farmgate Br.	372,380
14	VAT- Agrani Bank Ltd.-020000835161 Banani Br.	117,591
15	VAT- Agrani Bank Ltd.-025233003437 New Market Br.	1,302
16	VAT-Agrani Bank Ltd.-046633000063 Agamsi Lane Br.	390,166
17	VATAgrani Bank Ltd.- 095933001502 Sat Masjid Rd. Br.	262,909
18	VAT- Agrani Bank Ltd.- 200001826352 Syamoli Br.	484,468
19	VAT- Agrani Bank Ltd.-200004355 Badda Br.	301,048
20	VAT- Agrani Bank Ltd.- 200007476 Posta Br.	107,910
21	VAT- Agrani Bank Ltd.-200013659 Nawabgonj Rb. Br.	612,157
22	VAT- Agrani Bank Ltd.- 297433003 Chawk Bazar Br.	456,765
23	VAT- Al-Arafah Islami Bank - 0171020057517 Uttara	155,796
24	VAT-Al-Arafah Islami Bank-0201020009463 Banani Br.	58,192
25	VATAI-Arafah Islami Bank-0501020001981 Konapara Br.	164,809
26	VAT-Al-Arafah Islami Bank-0721020001095 Bandar, NG	96,898
27	VAT- Al-Arafah Islami Bank-031020013595 Mohammadpu	126,334
28	VAT- Bank Al-Falah -01700260 Dhanmondi Br.	280,620
29	VAT- Bank Al-Falah-01700932 Gulsgan Br.	470,323
30	Vat-Bank Asia #00733004301	321,035
31	VAT- Basic Bank Ltd.. 3110010006443	11,484
32	VAT- Dhaka Bank VAT 0207100000008445	624,523
33	VAT- Eastern Bank Ltd.-1051060004531 Sonargoan Rd	252,270
34	VAT- First Security Bank # 017611100000106 Online	890,662

Sl. No.	Particulars	Closing balance in Tk.
35	VAT- IFIC Bank Ltd.-1096-232136-001 Banani Br.	17,654
36	VAT- IFICE Bank Ltd.- 1024-280715-002 Uttara Br.	9,863
37	VAT- Jamuna Bank Ltd.-00030210011830 Moulovi Baz.	9,510
38	VAT- Janata Bank, KB Br #240000975 CVAT A/c	47,250,224
39	VAT- Janata Bank Shymoli Br 05190210015904	113
40	VAT- JBL-A/c- 0010002846 Rampura Br.	354,259
41	VAT- JBL-A/c-001005474 Fakirapul Br.	145,072
42	VAT- JBL-A/C-001011142 Narinda Br.	541,983
43	VAT- JBL-A/C-001011299 Mugdapara Br.	703,262
44	VAT- JBL-A/C-001011698 Postagola Br.	405,873
45	VAT-JBL-A/c-001015363 Jurain Br.	50,479
46	VAT- JBL A/C-001016956 Banai Br.	90,299
47	VAT- JBL-A/C-00980210038943 Thatari Bazar Br.	126,792
48	VAT- JBL-A/c- 013633006143 Topkhana Br.	626,985
49	VAT- JBL-A/c- 0203-0210032119 Magbazar Br.	596,243
50	VAT - JBL-A/c- 031933002356 Rajarbagh VAT	615,252
51	VAT- JBL-A/c-06000210015431 Daks. Khan. Br.	115,227
52	VAT- JBL-A/c- 1011009241 Khilgaon Rd. Br.	146,874
53	VAT- JBL-A/c-200025939 Rajani Gangha Super M.	44,878
54	VAT- JBL-A/c- 200033115 Mouchak Mark .Br.	663,633
55	VAT- JBL-A/C-200039265 WASA Corp. Br.	929,329
56	VAT-JBL-A/C-200039496 Farashgonj Br.	432,280
57	VAT Mercantile, KB Br # 10311100016091	188,865
58	VAT-MTB 0003-0210014239	61,626
59	Vat NCC Bank, KB Br # 0210002226	374,105
60	VAT-One Bank ,KB#0121020002437Shurjo	18,983
61	VAT One Bank, KB # 5080444052	990,561
62	VAT One Bank Ltd. 0121020001026,KB	1,842,027
63	VAT Premier Bank, KB Br. # 10711100100168	9,171,358
64	VAT- Pubali Bank Ltd.-3311901010169 Banani Br.	222,870
65	VAT- Pubali Bank Ltd.. A/c 0557102001413 KB (On Line)	6,673,962
66	VAT- Pubali Bank Ltd. Gulshan MT Br.	2,926,462
67	VAT- Rupali Bank Ltd.-200010181 Uttara Model Tow	307,215
68	VAT- Rupali Bank Ltd.-20001087 Gulshan Br.	259,927
69	VAT- Rupali Bank Ltd.-200014744 Shyamoli Br.	114,525
70	VAT- Rupali Bank Ltd.-200022573 Mirpur Corp. Br.	452,082
71	VAT- Rupali Bank Ltd.-200030121 Mohammadpur Br.	4,701,536
72	VAT- Rupali Bank Ltd.- 200112883 Urdu Road Br.	1,994,853
73	VAT- Rupali Bank Ltd.. A/c-200024382 Fakirapool Br.	3,166,234



Sl. No.	Particulars	Closing balance in Tk.
74	VAT- Rupali Bank Ltd. A/c-2015 Mohakhali Br.	3,030,080
75	VAT- Rupali Bank Ltd. A/c-90902053 Gabtali Br.	177,409
76	VAT Rupali Bank, Nayapalton # 200031658	2,000,525
77	VAT-Shahjalal Islami Bank # 400711100011550	83,035
78	VAT- SIBL KB #1330000699	572,710
79	VAT Sonali Bank 33002982 Godnail Branch N Gong	97,191
80	VAT- Sonali Bank A/c-004000269, Netaigong	52,486
81	VAT- Sonali Bank A/c- 360933022224 N Gonj For Ex	21,472
82	VAT Sonali Bank A/c-361333062769 N.Gonj Corp	139,527
83	VAT Sonali Bank Docyard 200000161	25,003
84	VAT- Sonali Bank Ltd.-012933002653 Ibrahimpur Br.	352,407
85	VAT- Sonali Bank Ltd.-200000042 Mirpur-12	1,009,256
86	VAT- Sonali Bank Ltd.- 200077772 Kallyanpur Br.	303,429
87	VAT- Sonali Bank Ltd.-443933000174 Rokeya Sarani Br.	834,346
88	VAT-Sonali Bank Ltd.-444333002389 Mirpur Shilpa Br.	300,960
89	VAT- Standard Bank Ltd.- 01533003451 Uttara Br.	161,111
90	VAT- Standard Bank Ltd.-03233000183 Matuail Br.	102,276
91	VAT- Standard Bank Ltd.-03833000110 Pragoti Shar	218,023
92	VAT-Standard Bank Ltd.-08233000104 Janapath Br.	153,361
93	VAT-Standard Bank, Panthapath # 01733100364	18,665
94	VAT- Standard Chatered Bank VAT 01250168602	105,992
95	VAT- Trust Bank VAT Collection KB 0030 0210001366	300,351
96	VAT-UCBL A/C004411100020347 KB Br.	315,248
<b>Grand total</b>		<b>109,063,489</b>

Annexure - D

**Dhaka Water Supply and Sewerage Authority  
Schedule of sur-charge collection accounts  
Balance as at 30 June 2014**

Sl. No.	Particulars	Closing balance in Tk.
1	AB Bank Ltd. a/c-4002-764514-431(sur-charge)	195,186
2	Bank Asia #00736000786 sur-charge	1,005,554
3	Basic Bank sur-charge a/c 3116010000491	2,465
4	BD. COM. Bank #sur-charge 0320000444	750,130
5	Dhaka Bank, KB Br.. # 207150759 sur-charge	781,403
6	FSIBL, KB Br.. # 17613100000012 sur-charge Coll.	310,087
7	Mercantile Bank, KB Br. # 010313100000490 sur-charge	198,667
8	NCC Bank a/c-00270325000387, sur-charge	471,352
9	One Bank, KB Br. # 012300000369 Sur. Charge	399,304
10	Premier, KB Br. #107-131-5626 Sur. Charge	4,019,703
11	Pubali Bank Kb. a/c # 0557102001445, sur-charge	251,097
12	Shahjalal Islami Bank # 400713100000807 sur-charge	283,507
13	SIBL, KB # 1360000041 Sur Charge	647,332
14	Trust Bank, KB Br.. # 300320000266 sur-charge	843,166
15	UCBL, KB Br. # 00441320000584 sur-charge	129,275
<b>Grand total</b>		<b>10,288,228</b>

Annexure - E

**Dhaka Water Supply & Sewerage Authority  
Schedule of other charges accounts  
Balance as at 30 June 2014**

Sl. No.	Particulars	Closing Balance in Tk.
1	AB Bank Ltd. A/c-4002-764514-432 (other)	13,461
2	Bank Asia # 00736000785 other bill	83,627
3	BD.COM Bank # Other 0320000453	12,603
4	FSIBL, KB Br. # 17613100000013 other bill.	97,500
5	Mercantile Bank, KB Br. # 010313100000501 other Inc.	22,364
6	NCC Bank A/c-0027-0325000378 other bill	76,175
7	One Bank, KB Br. # 012300000389 other bill	214,965
8	Premier, KB Br. #107-131-5627 other bill	587,313
9	Pubali Bank Ltd.-0557102001430 K.B other bill	94,523
10	SIBL, KB # 1360000052 other	9,668
11	Trust Bank, KB Br. # 300320000275 other bill	41,511
12	UCBL, KB Br.# 00441320000590 other bill	270,118
<b>Grand total</b>		<b>1,523,826</b>

## নাগরিক সনদ (Citizen Charter)

### ১. ঢাকা ওয়াসার লক্ষ্য ও উদ্দেশ্য

- ক. আবাসিক, সামাজিক, দাপ্তরিক, শিল্প কারখানা ও ব্যবসায়িক প্রতিষ্ঠানে বিশুদ্ধ পানি সরবরাহের উদ্দেশ্যে পানি উৎপাদন, সংরক্ষণ ও সরবরাহের জন্য প্রয়োজনীয় অবকাঠামো উন্নয়ন, পরিচালনা ও রক্ষণাবেক্ষণ।
- খ. পয়ঃ, বর্জ্য-পানি সংগ্রহ, পরিশোধন ও নিষ্কাশনের লক্ষ্যে প্রয়োজনীয় অবকাঠামো উন্নয়ন, পরিচালনা ও রক্ষণাবেক্ষণ।
- গ. মহানগরীর জলাবদ্ধতা দূরীকরণে স্টর্ম সুয়ারসহ ড্রেনেজ অবকাঠামো উন্নয়ন, পরিচালনা ও রক্ষণাবেক্ষণ।

### ২. ঢাকা ওয়াসার অঙ্গীকার

- ক. নিরাপদ ও সুপেয় পানির চাহিদা পূরণ এবং সে লক্ষ্যে অবকাঠামো উন্নয়ন,
- খ. পয়ঃ সেবা নিশ্চিত করার লক্ষ্যে পয়ঃপ্রণালী ব্যবস্থার অবকাঠামোগত উন্নয়ন,
- গ. বৃষ্টির পানি দ্বারা সৃষ্ট জলাবদ্ধতা দ্রুত নিষ্কাশনের জন্য প্রয়োজনীয় অবকাঠামোগত উন্নয়ন,
- ঘ. দীর্ঘমেয়াদী পানি সরবরাহ, পয়ঃ নিষ্কাশন ও বৃষ্টির পানি নিষ্কাশন ব্যবস্থা উন্নয়নের জন্য সঠিক ও বাস্তবসম্মত পরিকল্পনা গ্রহণ,
- ঙ. সিস্টেম লস্ যুক্তিসংগত মাত্রায় কমিয়ে রাজস্ব আদায় ব্যবস্থার উন্নয়ন এবং রাজস্ব আদায় বৃদ্ধি,
- চ. প্রাতিষ্ঠানিক দক্ষতা বৃদ্ধি করে মানসম্পন্ন গ্রাহক সেবা নিশ্চিতকরণ।

### ৩. সেবাসমূহ

ঢাকা ওয়াসা পানি সরবরাহ, পয়ঃ নিষ্কাশন ও বৃষ্টির পানি নিষ্কাশনের জন্য নিচের সেবাসমূহ প্রদান করছে :

- আবাসিক/সামাজিক/শিল্প ও বাণিজ্যিক প্রতিষ্ঠানে পানি ও পয়ঃসংযোগ প্রদান,
- ব্যক্তি/প্রাতিষ্ঠানিক পর্যায়ে গভীর নলকূপ স্থাপনে অনুমতি প্রদান,
- বস্তি এলাকায় পানি সরবরাহ ও স্যানিটেশন ব্যবস্থার উন্নয়ন,
- বন্যা, খরা, ধর্মীয় ও সামাজিক অনুষ্ঠানাদিসহ যেকোন জরুরি প্রয়োজনে অস্থায়ী সংযোগ ও পানির গাড়ি দ্বারা জরুরি পানি সরবরাহ,
- পয়ঃ লাইন এবং ড্রেনেজ খাল ও পাইপ লাইনগুলোকে পরিষ্কার রেখে তরল বর্জ্য নিষ্কাশন,
- বন্যার সময় শহরের অভ্যন্তরীণ জলাবদ্ধতা নিরসনে পাম্পিং এর মাধ্যমে পানি নিষ্কাশন।

### ৪. সেবা প্রদান পদ্ধতি

- ক. পানি সংযোগের জন্য আবেদন করার নিয়ম  
সাধারণ নির্দেশাবলী (আবেদনকারী কর্তৃক করণীয়)
  - নতুন সংযোগ ও পুরনো সংযোগ পরিবর্তন/স্থানান্তর এর আবেদন ফর্ম ওয়াসা ভবনের হিসাব বিভাগ বা জোনাল অফিস থেকে ৫০০ টাকা মূল্যে সংগ্রহ করতে হবে।

- আবেদন ফর্ম পূরণ করে জমির মালিকানা সংক্রান্ত অন্যান্য প্রয়োজনীয় তথ্য ও প্রমাণাদি, ছবি ইত্যাদি সত্যায়িত করে সংশ্লিষ্ট জোনের নির্বাহী প্রকৌশলীর দপ্তরে দাখিল করতে হবে।
- ভাড়াটে/অস্থায়ী আবেদনকারীর ক্ষেত্রে আবেদনের সাথে মালিকের কাছ থেকে সংযোগ গ্রহণের ক্ষমতা/অনাপত্তিপত্র জমা দিতে হবে।
- অভ্যন্তরীণ প্র্যান্সিং সিস্টেমের নকশাসহ ইমারত নকশা আবেদনের সাথে দাখিল করতে হবে।

### কর্তৃপক্ষ কর্তৃক করণীয়

- “আবেদন প্রাপ্তির পর মডস জোন তাৎক্ষণিকভাবে সেটি রাজস্ব জোনে পাঠাবে। রাজস্ব অফিস ১ কর্মদিবসের মধ্যে আবেদনকারীর কাছে কর্তৃপক্ষের দেনা-পাওনা সম্পর্কে নির্ধারিত ফর্মে প্রতিবেদন দিবে”।
- “রাজস্ব জোনের প্রতিবেদন (বকেয়া না থাকলে) প্রাপ্তির ২ কর্মদিবসের মধ্যে মডস জোনাল অফিস সরেজমিনে তদন্ত করে সুনির্দিষ্ট মতামত সম্বলিত প্রতিবেদন দাখিল করবে”।
- “সরেজমিন তদন্ত প্রতিবেদন পাওয়ার ১ কর্মদিবসের মধ্যে মডস জোনাল অফিস ডিমান্ড নোট ইস্যু করবে”।
- পরিশোধিত ডিমান্ড নোট এর কপি পাওয়ার ২ কর্মদিবসের মধ্যে জোনাল অফিস সংযোগ অনুমতিপত্র জারি করবে।
- দরখাস্ত জমা দেয়ার তারিখ থেকে সাধারণত: ৩০ দিনের মধ্যে সংযোগ প্রদান করতে হবে।

### Specification অনুযায়ী সংযোগ মালামাল সংগ্রহ

- সংযোগ অনুমতিপত্র জারির পর গ্রাহক ঢাকা ওয়াসার সুপারিশকৃত মানসম্পন্ন মালামাল সংগ্রহ করবেন,
- প্রযোজ্য ক্ষেত্রে গ্রাহক ঢাকা সিটি করপোরেশন বা উপযুক্ত কর্তৃপক্ষের কাছ থেকে রাস্তা কাটার অনুমতিপত্র সংগ্রহ করবেন,
- উপরোক্ত কার্যাদি সম্পাদন হওয়ার ১ কর্মদিবসের মধ্যে পানির সংযোগ প্রদান করা হবে,
- সংযোগ লাইন ১ ইঞ্চি অথবা এর কম হলে গ্রাহক ঢাকা ওয়াসার নির্ধারিত এজেন্ট হতে মিটার কিনবেন ,
- সংযোগ লাইন ১ ইঞ্চি এর বেশি হলে ঢাকা ওয়াসা ডিমান্ড নোটের ফি ও মিটারের মূল্য নিয়ে মিটার সরবরাহ করবে।

### খ. সংযোগ স্থানান্তর/সংযোগের আকার পরিবর্তন

- সংযোগ স্থানান্তর কিংবা সংযোগের আকার বৃদ্ধি করার জন্য গ্রাহককে নির্ধারিত ফর্মে আবেদন করতে হবে,
- “আবেদন পাওয়ার পর মডস জোন তাৎক্ষণিকভাবে তা রাজস্ব জোনে পাঠাবে। রাজস্ব বিভাগ ১ কর্মদিবসের মধ্যে গ্রাহকের কাছে দেনা-পাওনা বিষয়ে তথ্যাদিসহ

প্রতিবেদন মডস জোনে পাঠাবে। রাজস্ব জোনের প্রতিবেদন (বকেয়া না থাকলে) পাওয়ার ২ কর্মদিবসের মধ্যে মডস জোনাল অফিস আবেদনের উপর সরেজমিনে তদন্ত করে সুনির্দিষ্ট মতামত সম্বলিত প্রতিবেদন জমা দিবে”।

- পরবর্তী ২ কর্মদিবসের মধ্যে জোনাল অফিস হতে ডিমান্ড নোট জারি করা হবে এবং ডিমান্ড নোটের টাকা জমা হওয়ার কপি পাওয়ার ২ দিনের মধ্যে সংযোগ স্থানান্তর/সংযোগের আকার পরিবর্তন সংক্রান্ত অনুমতিপত্র জারি করা হবে।

#### গ. বস্তি এলাকায় পানি সংযোগ

- সরকারি/আধা-সরকারি/স্বায়ত্বশাসিত সংস্থা/করপোরেশনের জমিতে গড়ে উঠা বস্তিতে পানি সংযোগের জন্য CBO (স্থানীয় সহায়ক সংগঠন) সরাসরি কর্তৃপক্ষের কাছে আবেদন করবে এবং কর্তৃপক্ষ প্রচলিত নিয়মানুযায়ী CBO এর বরাবরে সংযোগ প্রদান করিবে। CBO নিয়মানুযায়ী কর্তৃপক্ষকে পানির অভিকর প্রদান করবে।
- ব্যক্তিমালিকানাধীন জমিতে গড়ে উঠা বস্তিতে জমির মালিক সরাসরি পানির সংযোগের জন্য কর্তৃপক্ষের কাছে আবেদন করলে প্রচলিত নিয়মানুযায়ী সংযোগ প্রদান করা হবে এবং মালিক যথানিয়মে অভিকর প্রদান করবে।
- ব্যক্তিমালিকানাধীন জমিতে গড়ে উঠা বস্তিতে জমির মালিক সংযোগ গ্রহণে অপারগ হলে CBO মালিকের অনুমতিসাপেক্ষে কর্তৃপক্ষের কাছে আবেদন করলে কর্তৃপক্ষ যথানিয়মে সংযোগ প্রদান করবে। CBO কর্তৃপক্ষকে যথানিয়মে অভিকর প্রদান করবে।
- মালিকানা সম্পর্কে নিশ্চিত নয় এমন জমিতে গড়ে উঠা বস্তিতে CBO পানি সংযোগের আবেদন করতে পারবে এবং কর্তৃপক্ষ যথানিয়মে সংযোগ প্রদান করবে এবং CBO যথানিয়মে অভিকর প্রদান করবে।
- CBO বস্তির অভ্যন্তরে পানি বিতরণ ব্যবস্থা রক্ষণাবেক্ষণ করবে। WSTF (Ward Sanitation Task Force) CBO এর কাজ মনিটর করবে।
- কোন বস্তিতে কোন ব্যক্তি বা সংস্থা ভূমি মালিকানার প্রমাণপত্র (দলিলাদি) প্রদর্শন করে এককভাবে ব্যক্তি বা সংস্থার নামে পানি সংযোগ গ্রহণ করতে পারবে।
- উপরোক্ত ক্ষেত্রে CBOকে তফসিলের ৩নং ফর্মে আবেদন করতে হবে এবং আবেদন অনুমোদনের পর তফসিলের ৪ নং ফর্মে কর্তৃপক্ষের সাথে চুক্তিবদ্ধ হতে হবে।

#### ৫. পয়ঃ সংযোগের জন্য আবেদন করার নিয়ম

##### সাধারণ নির্দেশাবলী (আবেদনকারী কর্তৃক করণীয়)

- আবেদন ফর্ম ওয়াসা ভবনের হিসাব বিভাগ বা জোনাল অফিস থেকে ১০০ টাকা মূল্যে সংগ্রহ করা যাবে,
- আবেদন ফর্ম পূরণ করে সকল প্রয়োজনীয় তথ্য ও প্রমাণাদি, ছবি ইত্যাদি সত্যায়িত করে সংশ্লিষ্ট জোনের নির্বাহী প্রকৌশলীর দপ্তরে দাখিল করতে হবে,

- ভাড়াটে/অস্থায়ী আবেদনকারীর ক্ষেত্রে আবেদনের সাথে মালিকের কাছ হতে সংযোগ গ্রহণের ক্ষমতা/অনাপত্তিপত্র জমা দিতে হবে,
- অভ্যন্তরীণ প্ল্যামিং সিস্টেমের নকশাসহ ইমারত নকশা আবেদনের সাথে জমা দিতে হবে,
- শিল্প প্রতিষ্ঠানের সংযোগের ক্ষেত্রে স্বাস্থ্যহানিকর তরল বর্জ্য প্রাক-শোধনের ব্যবস্থা রাখতে হবে।

#### কর্তৃপক্ষ কর্তৃক করণীয়

- “আবেদন প্রাপ্তির পর মডস জোন তাৎক্ষণিকভাবে সেটি রাজস্ব জোনে পাঠাবে। রাজস্ব অফিস ১ কর্মদিবসের মধ্যে আবেদনকারীর কাছে কর্তৃপক্ষের দেনা-পাওনা সম্পর্কে নির্ধারিত ফর্মে প্রতিবেদন দিবে”।
- “রাজস্ব জোনের প্রতিবেদন (বকেয়া না থাকলে) প্রাপ্তির ২ কর্মদিবসের মধ্যে মডস জোনাল অফিস সরেজমিনে তদন্ত করে সুনির্দিষ্ট মতামত সম্বলিত প্রতিবেদন দাখিল করবে”
- “সরেজমিন তদন্ত পাওয়ার ১ কর্মদিবসের মধ্যে মডস জোনাল অফিস ডিমান্ড নোট ইস্যু করবে”
- “পরিশোধিত ডিমান্ড নোট এর কপি পাওয়ার ২ কর্মদিবসের মধ্যে জোনাল অফিস সংযোগ অনুমতিপত্র জারি করবে”
- “দরখাস্ত জমা দেয়ার তারিখ থেকে সাধারণত: ৩০ দিনের মধ্যে সংযোগ প্রদান করতে হবে”।

#### Specification অনুযায়ী সংযোগ মালামাল সংগ্রহ

- সংযোগ অনুমতিপত্র জারির পর গ্রাহক ঢাকা ওয়াসার সুপারিশকৃত মানসম্পন্ন মালামাল সংগ্রহ করবেন,
- প্রযোজ্য ক্ষেত্রে গ্রাহক ঢাকা সিটি করপোরেশন বা উপযুক্ত কর্তৃপক্ষের কাছ থেকে রাস্তা কাটার অনুমতিপত্র সংগ্রহ করবেন,
- উপরোক্ত কার্যাদি সম্পাদন হওয়ার ২ কর্মদিবসের মধ্যে পয়ঃসংযোগ প্রদান করা হবে,
- “সাধারণত: ৪ ইঞ্চি, ৬ ইঞ্চি ও ৮ ইঞ্চি ব্যাসের পয়ঃ সংযোগ প্রদান করা হয়ে থাকে”।

#### ৬. ক. নতুন মিটার স্থাপনের নিয়ম

- প্রতিটি নতুন পানির সংযোগ প্রদানে মিটার স্থাপন বাধ্যতামূলক,
- মিটার সংগ্রহ শেষে ২০০ টাকা ফি জমা দেয়ার ২ কর্মদিবসের মধ্যে আসাদ গেটে অবস্থিত ঢাকা ওয়াসার মিটার টেস্টিং ওয়ার্কশপ মিটার সম্পর্কে টেস্টিং রিপোর্ট প্রদান করবে,
- মিটার বিভাগের ওয়ার্কশপ হতে মিটার টেস্টিং সংক্রান্ত প্রতিবেদন পাওয়ার পর ২ কর্মদিবসের মধ্যে জোনাল অফিস মিটার সংযোগ স্থাপনের ব্যবস্থা নিবে।

#### খ. মিটার প্রতিস্থাপন

- সংযোগের বিদ্যমান মিটার নষ্ট বা গ্রাহক কর্তৃক অতিরিক্ত রিডিং অনুমিত হলে নির্ধারিত টেস্টিং ফি প্রদানপূর্বক মিটার ওয়ার্কশপ হতে মিটার পরীক্ষা করা যাবে,
- বিদ্যমান কোন সংযোগে মিটার স্থাপন করতে চাইলে গ্রাহক কর্তৃক নির্ধারিত ফি জমাদানের ৩ দিনের মধ্যে মিটার সংযোগ দেয়া হবে,

- ❑ মিটার নষ্ট হলে কিংবা মিটার রিডিং অস্বাভাবিক প্রতীয়মান হলে গ্রাহক সংশ্লিষ্ট রাজস্ব অফিসে তা পরিবর্তন কিংবা পরীক্ষার জন্য নির্ধারিত ফি দিয়ে আবেদন করবেন,
- ❑ আবেদন পাওয়ার ২ কর্মদিবসের মধ্যে রাজস্ব কর্মকর্তা সরেজমিনে তদন্ত করে মিটারটি পরীক্ষার জন্য মিটার ওয়ার্কশপে পাঠানোর ব্যবস্থা নিবেন,
- ❑ মিটার বিভাগের ওয়ার্কশপ পরবর্তী ৭ দিনের মধ্যে গ্রাহকের উপস্থিতিতে মিটারটি পরীক্ষা করে প্রতিবেদন দিবে,
- ❑ মিটার ওয়ার্কশপের প্রতিবেদনের ভিত্তিতে পরবর্তী ২ কর্মদিবসের মধ্যে মিটার প্রতিস্থাপন এর বিষয়ে গ্রাহককে অবহিত করা হবে।

#### খ. মিটার প্রাপ্তি স্থান

- ❑ সেগুনবাগিচায় অবস্থিত ঢাকা ওয়াসার মিটার বিভাগ এবং
- ❑ ঢাকা ওয়াসার আউটসোর্সকৃত রাজস্ব জোনসমূহ

#### ৭. ব্যক্তি/প্রতিষ্ঠান মালিকানাধীন গভীর নলকূপ

- ❑ গ্রাহক ঢাকা ওয়াসার সরবরাহকৃত পানির পরিমাণ প্রয়োজনের তুলনায় পর্যাপ্ত মনে না করলে নিজস্ব ব্যবস্থায় গভীর নলকূপ স্থাপনের জন্য ১০০ টাকা মূল্যে নির্ধারিত ফর্ম ওয়াসা ভবনের হিসাব বিভাগ হতে ক্রয় করে ব্যবস্থাপনা পরিচালক বরাবর আবেদন করতে পারেন,
- ❑ ঢাকা ওয়াসা কর্তৃপক্ষ কর্তৃক আবেদন পাওয়ার ৫ কর্মদিবসের মধ্যে সরেজমিনে তদন্তপূর্বক আবেদনের উপর কারিগরি সম্ভাব্যতার বিষয়ে প্রতিবেদন তৈরি করবে,
- ❑ সম্ভাব্যতা প্রতিবেদনে গভীর নলকূপ স্থাপন গ্রহণযোগ্য বিবেচিত হলে সংশ্লিষ্ট রাজস্ব বিভাগ পরিবেশ পরিবীক্ষণ বিভাগের কাছে রাজস্ব দেনা-পাওনার বিষয়ে পরবর্তী ২ কর্মদিবসের মধ্যে প্রতিবেদন দিবে,
- ❑ উভয় প্রতিবেদন বিবেচনাক্রমে ব্যবস্থাপনা পরিচালক গভীর নলকূপ স্থাপনের অনুমতি প্রদান করবেন। নথি অনুমোদনের পরবর্তী ৩ কর্মদিবসের মধ্যে পরিবেশ পরিবীক্ষণ বিভাগ আবেদনকারী বরাবর ডিমান্ড নোট ইস্যু করবে,
- ❑ ডিমান্ড নোটে উল্লেখিত অর্থ জমা সংক্রান্ত কাগজপত্র পাওয়ার ২ কর্মদিবসের মধ্যে পরিবেশ পরিবীক্ষণ বিভাগ অনুমতিপত্র জারি করবে,
- ❑ ব্যক্তিমালিকানাধীন গভীর নলকূপের জন্য নির্ধারিত হারে অনুমতি এবং বার্ষিক নবায়ন ফি পরিশোধ করতে হবে,
- ❑ কর্তৃপক্ষ জনস্বার্থে যে কোন ব্যক্তিমালিকানাধীন গভীর নলকূপ যে কোন সময় স্থায়ী বা সাময়িকভাবে বন্ধ করে দিতে পারবে,
- ❑ ব্যক্তিমালিকানায় গভীর নলকূপ আছে এমন হোল্ডিংয়ে কিংবা ১০০ ফুটের মধ্যে পয়ঃসংযোগ থাকলে পানি ব্যবহারের ভিত্তিতে নির্ধারিত হারে পয়ঃ বিল পরিশোধ করতে হবে।

### গভীর নলকূপ স্থাপনের ফি

গভীর নলকূপের ব্যাস (মিঃমিঃ)	নলকূপ স্থাপনের অনুমতি ফি (টাকায়)		বার্ষিক নবায়ন ফি (টাকায়)	
	আবাসিক/সামাজিক	বাণিজ্যিক / শিল্প	আবাসিক/সামাজিক	বাণিজ্যিক / শিল্প
৫০ মিঃমিঃ ও ৭৫ মিঃমিঃ	৮০,০০০	১,৫০,০০০	৫০,০০০	৭৫,০০০
১০০ মিঃমিঃ	১,৪০,০০০	৩,০০,০০০	১,০০,০০০	১,৫০,০০০
১৫০ মিঃমিঃ	২,২০,০০০	৩,৫০,০০০	১,২০,০০০	২,২০,০০০

এই ফি পরিবর্তনযোগ্য

#### ৮. বিল জারি ও আদায় পদ্ধতি

#### ঢাকা ওয়াসা সরবরাহকৃত পানির বিল

ইউনিট	আবাসিক/সামাজিক (টাকা)		বাণিজ্যিক/শিল্প প্রতিষ্ঠান/অফিস (টাকা)	
	প্রতি হাজার লিটার	৭.৩৪		২৪.৪৪
হোল্ডিংয়ের বার্ষিক মূল্যায়নের উপর বছরে	৪৭.২১%		৫২.৫২%	
ন্যূনতম প্রতি মাস	৩/৪" ব্যাস	১" ব্যাস	১.৫" ব্যাস	২" ব্যাস
	৭০.৩৯	১৪০.৭১	২৮১.৪৩	৩৫১.৭৯

এই হার পরিবর্তনযোগ্য

- পূর্ববর্তী মাসের পানি/পয়ঃ ব্যবহারের বিল চলতি মাসের ২০ তারিখের মধ্যে জারি করা হবে এবং জারির তারিখ হতে ১ মাসের মধ্যে সারচার্জ ছাড়া বিল পরিশোধ করা যাবে।
- বিল জারির ১ মাসের মধ্যে গ্রাহককে তার এলাকার জন্য নির্ধারিত ব্যাংকের শাখায় (বিলে উল্লেখিত ব্যাংকের শাখায়) বিল পরিশোধ করতে হয়। তবে গ্রাহক ইচ্ছে করলে প্রত্যেক রাজস্ব জোনে এবং ওয়াসা ভবনে অবস্থিত অগ্রণী ও জনতা ব্যাংকেও টাকা জমা দিতে পারবেন।
- নির্ধারিত সময়সীমার মধ্যে বিল পরিশোধ না করলে পরবর্তী প্রথম মাসে মোট বিলের ৫%, দ্বিতীয় মাসে ১০% এবং তৃতীয় মাসে ১৫% হারে সারচার্জ দিতে হয়।



- ঢাকা ওয়াসা বর্তমানে নিচের ২০টি ব্যাংকের সাথে ' রিয়েল টাইম অনলাইন ' ব্যাংকিং চালু করেছে :

- |                                      |                                     |
|--------------------------------------|-------------------------------------|
| ১. ব্যাংক এশিয়া                     | ১১. সোশ্যাল ইসলামী ব্যাংক লিঃ       |
| ২. বাংলাদেশ কমার্শিয়াল ব্যাংক লিঃ   | ১২. ট্রাস্ট ব্যাংক লিঃ              |
| ৩. ঢাকা ব্যাংক লিঃ                   | ১৩. ইউনাইটেড কমার্শিয়াল ব্যাংক লিঃ |
| ৪. ফাস্ট সিকিউরিটি ইসলামী ব্যাংক লিঃ | ১৪. আল-আরাফাহ্ ব্যাংক লিঃ           |
| ৫. মার্কেন্টাইল ব্যাংক লিঃ           | ১৫. বেসিক ব্যাংক লিঃ                |
| ৬. মিউচুয়াল ট্রাস্ট ব্যাংক লিঃ      | ১৬. আইএফআইসি ব্যাংক লিঃ             |
| ৭. ওয়ান ব্যাংক লিঃ                  | ১৭. এনসিসি ব্যাংক লিঃ               |
| ৮. প্রিমিয়ার ব্যাংক লিঃ             | ১৮. শাহজালাল ব্যাংক লিঃ             |
| ৯. পূবালী ব্যাংক লিঃ                 | ১৯. যমুনা ব্যাংক লিঃ এবং            |
| ১০. সাউথইস্ট ব্যাংক লিঃ              | ২০. এবি ব্যাংক লিঃ                  |

এছাড়াও ডাচ-বাংলা ব্যাংক লিমিটেড ও ব্র্যাক ব্যাংক-এর ডেবিট ও ক্রেডিট কার্ডের মাধ্যমে ঢাকা ওয়াসার বিল পরিশোধের ব্যবস্থা রয়েছে।

- চেকের মাধ্যমে অথবা নগদ অর্থে বিল পরিশোধ করা যায়। তবে চেক dishonour হলে গ্রাহক -এর বিরুদ্ধে আইনানুগ ব্যবস্থা নেয়া যেতে পারে।
- বিল হারিয়ে গেলে বা কোন কারণে বিল না পেলে সম্মানিত গ্রাহক ঢাকা ওয়াসার আঞ্চলিক কার্যালয় থেকে ডুপ্লিকেট বিল সংগ্রহ করতে পারবেন।
- গ্রাহকবৃন্দ বাসায় বসেও ইন্টারনেটের মাধ্যমে বিল ডাউনলোড করতে পারেন।
- কোন মাসের বিল পূর্ববর্তী মাসের তুলনায় অস্বাভাবিক কম/বেশি হলে গ্রাহক তাৎক্ষণিকভাবে আঞ্চলিক রাজস্ব অফিস বা প্রধান রাজস্ব কর্মকর্তার অফিসে যোগাযোগ করতে পারেন।
- বিল জারির ৩/৪ দিনের মধ্যে সাধারণত: গ্রাহকের কাছে বিল পৌঁছানো হয়। এ সময়সীমা ৭ দিনের বেশি হলে গ্রাহক আঞ্চলিক রাজস্ব অফিসে এ বিষয়ে অভিযোগ দায়ের করতে পারবেন,
- পানির বিলের সমান পয়ঃ বিল হবে,
- মিটারযুক্ত সংযোগের ক্ষেত্রে মাসিক ভিত্তিতে মিটার রিডিং সংগ্রহ করা হয় এবং সে অনুসারে কম্পিউটারাইজড বিল জারি করা হয়,
- পয়ঃ সংযোগ গ্রহণ না করলেও হোল্ডিং-এর ১০০ ফুটের মধ্যে পয়ঃ লাইন থাকলে পয়ঃ বিল পরিশোধ করতে হবে।

### ৯. বকেয়া বিল আদায়

- ❑ প্রতি বছর ৩১ ডিসেম্বর পর্যন্ত বিল পরিশোধের সর্বশেষ অবস্থা জানিয়ে পরবর্তী ৩০ জুন তারিখের মধ্যে গ্রাহক বরাবর প্রত্যয়নপত্র জারি করতে হবে।
- ❑ বিল পরিশোধের জন্য ৩০ দিন সময় দেয়া হয়। উক্ত সময়ে বিল পরিশোধ না করা হলে অধিকরসহ (সারচার্জ) আরও ৩ মাস পর্যন্ত বিল পরিশোধ করা যাবে।
- ❑ উক্ত ৩ মাস পর বিলটি বকেয়া হিসেবে গণ্য করা হয় এবং বকেয়া আদায়ের জন্য ৩০ দিনের নোটিশ দিয়ে সংযোগ বিচ্যুত করা হয়।
- ❑ সংযোগ বিচ্যুত হলে সম্মানিত গ্রাহক বকেয়া পরিশোধ করে পুনঃসংযোগের আবেদন করতে পারবেন। নির্ধারিত ফি জমা দিয়ে ৪৮ ঘণ্টার মধ্যে সম্মানিত গ্রাহক পুনঃসংযোগ পেতে পারেন।
- ❑ সংযোগ বিচ্যুতির পর বকেয়া পরিশোধ না করা হলে Public Demand Recovery Act, ১৯৬০ অনুসারে বকেয়া আদায় করা হয়।
- ❑ এতদ্ব্যতীত প্ল্যাম্বিং সিস্টেম এর ত্রুটি, পানির অপচয়, মিটারে হস্তক্ষেপের কারণে ৭ দিনের সময় দিয়ে নোটিশ প্রদান করা হয়। পরবর্তীতে ত্রুটি সংশোধন না করা হলে পানির সংযোগ ক্ষেত্রমত বিচ্যুত হয়ে থাকে।

### ১০. পানি সরবরাহে বিঘ্নের জন্য নোটিশ প্রদান

কোন কারণে পানি সরবরাহ বিঘ্নিত হওয়ার সম্ভাবনা দেখা দিলে তা ১ দিন আগে জাতীয় পত্রিকায় বিজ্ঞপ্তির মাধ্যমে গ্রাহকবৃন্দকে জানিয়ে দেয়া হয়। উক্ত সময়ের জন্য গ্রাহকগণ আগে থেকেই পানি জমা করে রাখতে পারেন অথবা গ্রাহকগণ লরী/ট্রিলির মাধ্যমে সরবরাহকৃত পানি কিনে নিতে পারেন। সম্মানিত গ্রাহকবৃন্দ পানি কেনার জন্য ১৩ এর 'অভিযোগ গ্রহণ ও নিরসন' অনুচ্ছেদে বর্ণিত ঢাকা ওয়াসার অভিযোগ কেন্দ্রসমূহে যোগাযোগ করতে পারেন।

### ১১. গাড়ি দিয়ে পানি সরবরাহ

ঢাকা ওয়াসার বিভিন্ন জোনাল অফিস যে কোন জরুরি প্রয়োজনে বা গ্রাহকবৃন্দের চাহিদার ভিত্তিতে পানি বহনকারী গাড়ি দ্বারা গ্রাহকদের চাহিদামত স্থানে সরবরাহ করে থাকে। ধারণ ক্ষমতার ভিত্তিতে ৩ আকারের পানির গাড়ির আলাদা আলাদা মূল্য রয়েছে :

#### প্রতি গাড়ি পানির মূল্য

ধারণ ক্ষমতা	মূল্য (টাকায়)
৬৫০০ লিটার	৬০০
৫৫০০ লিটার	৫০০
২২০০ লিটার (ট্রিলি)	৩০০

এই মূল্য পরিবর্তনযোগ্য



## ১২. পানির গুণগতমান নিশ্চিতকরণ

সায়দাবাদ পানি শোধনাগার ও আসাদগেট ল্যাবরেটরিতে প্রতিদিন ওয়াসার পানির গুণগত মান পরীক্ষা করা হয়। তারপরও কোন গ্রাহকের কাছ থেকে পানির গুণগত মান সম্পর্কে অভিযোগ পাওয়া গেলে ২৪ ঘণ্টার মধ্যে পরীক্ষা করে তা গ্রাহককে জানানো হয়।

## ১৩. বোতলজাত পানি সরবরাহ

ঢাকা ওয়াসার উদ্যোগে স্বল্পমূল্যে বাজারজাতকৃত বোতলজাত বিশুদ্ধ খাবার পানি 'শান্তি' বাজারে সরবরাহ করা হচ্ছে। এর বিশেষত্ব হল :

- ❑ বিশ্বের সর্বাধুনিক স্বয়ংক্রিয় প্রযুক্তিতে রিভার্স অসমোসিস পদ্ধতিতে বিশুদ্ধ করে উৎপাদন,
- ❑ ওজোনেটেড ও আল্ট্রা-ভায়োলেটেড পদ্ধতিতে জীবাণুমুক্ত,
- ❑ অত্যাধুনিক ল্যাবরেটরিতে WHO ও BSTI নীতিমালা কঠোরভাবে অনুসরণ করে মান নিয়ন্ত্রণ,
- ❑ 'শান্তি' কম দামে সেরা মানের বিশুদ্ধ পানি।

### শান্তি'র বিক্রি মূল্য

পরিমাণ	ফ্যাস্টরি মূল্য (টাকায়)	খুচরা মূল্য (টাকায়)
৫০০ মি:লি:	৯	১১
১ লিটার	১৩	১৫
১.৫ লিটার	১৬	২০
২ লিটার	২০	২৮
৫লিটার	৪০	৫৫
২০ লিটার জার	৩০ (জার ছাড়া শুধু পানির দাম)	৩০

এই মূল্য পরিবর্তনযোগ্য

## ১৪. অভিযোগ গ্রহণ ও নিরসন

পানি সরবরাহে ঘাটতিসহ যে কোন সমস্যার সৃষ্টি হলে সম্মানিত গ্রাহকগণ তাৎক্ষণিকভাবে প্রধান কার্যালয় অথবা আঞ্চলিক কার্যালয়ে অভিযোগ করতে পারেন। অভিযোগ পাবার পর ২৪ ঘণ্টার মধ্যে সংশ্লিষ্ট কর্মকর্তাগণ প্রাথমিক তদন্ত করবেন। তদন্তের পর কর্তৃপক্ষ ৩ দিনের মধ্যে কার্যকর পদক্ষেপ গ্রহণ করে গ্রাহককে অবহিত করবেন।

ক. ওয়াসা লিংক ১৬১৬২ : গ্রাহকবৃন্দ পানি ও পয়ঃ বিল সম্পর্কিত বা ঢাকা ওয়াসার সেবা সম্পর্কে যে কোন তথ্য জানতে অথবা অভিযোগ জানাতে সার্বক্ষণিক গ্রাহক সেবা 'ওয়াসা লিংক ১৬১৬২' -এ যোগাযোগ করতে পারেন।

খ. পানি/পয়ঃ সংক্রান্ত : এছাড়াও পানি সরবরাহ ও পয়ঃ নিষ্কাশন বিষয়ে অভিযোগ জানানোর জন্য কাকরাইলস্থ ঢাকা ওয়াসার সিস্টেম অপারেশন এন্ড কন্ট্রোল (এসওসি) বিভাগে

৯৩৫৮১৯২ ফোন নম্বরে ২৪ ঘণ্টা অভিযোগ করা যায়। তত্ত্বাবধায়ক প্রকৌশলী (মডস সার্কেল) ৮১২৮০৫২ ও প্রধান প্রকৌশলীর ৮১১০৫৯৬ নম্বরেও ফোন করা যাবে।

- গ. বৃষ্টির পানি দ্বারা জলাবদ্ধতা সৃষ্টি হলে ‘ওয়াসা লিংক ১৬১৬২’ নম্বরে জানানোর পাশাপাশি তত্ত্বাবধায়ক প্রকৌশলী : ৯৫৫৯১৪২, নির্বাহী প্রকৌশলী - ড্রেনেজ বিভাগ-১ : ৭১১০২৫৩, নির্বাহী প্রকৌশলী - ড্রেনেজ বিভাগ-২ : ৯৫৬৮৯৯৯ এবং নির্বাহী প্রকৌশলী - ড্রেনেজ বিভাগ-৩-এ ৯৫৫৬৬৫২ নম্বরে অভিযোগ জানানো যাবে।
- ঘ. রাজস্ব বিলের বিষয়ে (পানি ও পয়ঃ অভিকর) অভিযোগ জানানোর জন্য ‘ওয়াসা লিংক ১৬১৬২’ এর সাহায্য নেয়া যাবে। রাজস্ব বিলের উপর প্রাপ্ত যে কোন অভিযোগ প্রাপ্তির ৪৮ ঘণ্টার মধ্যে তা নিষ্পত্তি করা হবে। এছাড়াও উপ-প্রধান রাজস্ব কর্মকর্তাকে ৯১১৬৫২৫, ৯১১২৩১৯ ও ৯১২৫৩৫৫ নম্বরে এবং প্রধান রাজস্ব কর্মকর্তাকে ৯১৩১৫৬৯ নম্বরে অভিযোগ জানানো যাবে।
- ঙ. পানির লাইনে ছিদ্র কিংবা ম্যানহোল উপচে নির্গত তরল বর্জ্যের বিষয়ে প্রাপ্ত অভিযোগের ২৪ ঘণ্টার মধ্যে ঘটনাস্থল পরিদর্শন শেষে পরবর্তী করণীয় নির্ধারণ করা হয়। পানি/পয়ঃ সেবার অভিযোগ নিরসনের জন্য ‘ওয়াসা লিংক ১৬১৬২’ সব সময় প্রস্তুত থাকে।





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