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Chattogram Water Supply & Sewerage Authority
Monthly MIS Report
April 2020

	Unit	This month	Year to date	Previous year actual	This year target *1	Evaluation *2	Remarks *3 ++ Too good ! Very bad
Selected Key Indicators							
E 17* Non Revenue Water	%	33	28	25	20	-38%	!
C 4* Revenue collection efficiency(monthly coll.+outstand. Coll.)/month	%	9	78	92	114	-92%	!
D 9* Collection period	Day	298	338	289	263	-28%	!
F 2* No. of perma. employee per 1000 connections(excl. non-perma. Em)	Nos.	9.2	N/A	10.0	10.0	8%	
D 8* Operating Ratio	Ratio	4.28	0.90	0.81	0.98	8%	
A 3.5* Functioning meter rate of installed meter	%	86	N/A	84	100	-14%	
E 19 Water quality sample	No./month	100	1,000	1,140	95	5%	
E 18* Leakage occurrence	No./km/mth	0.20	0.47	0.55	0.50	7%	
A 6* Water supply coverage	%	57	N/A	57	75	-24%	
B 5* Average tariff	Tk/m3	15.16	12.70	12.13	12.33	23%	
E 16* Unit production cost (In/c Capt. Cost, Deprec. & Financial Expense)	Tk/m3	7.22	9.26	9.93	13.66	32%	++
A) Connection data							
A 1 Total registered connections	Nos.	77,345	N/A	74,330	79,000	-2%	
A 1.1 Billable (non-disconnected) connection	Nos.	71,724	N/A	68,798	73,000	-2%	
A 1.2 Non-billable (disconnected) connection	Nos.	5,621	N/A	5,532	6000	6%	
A 1.3 Billed connection	Nos.	69,159	N/A	67,027	72,000	-4%	
A 2 Breakdown of billable connection (by customer type)							
A 2.1* Domestic	%	97	N/A	97	96	1%	
A 2.2 Non-domestic	%	3	N/A	3	4	27%	++
A 3 Breakdown of billable connection (by meter status)							
A 3.1 Metered	Nos.	61,643	N/A	57,885	61,500	0%	
A 3.2 Average reading	Nos.	9,814	N/A	10,635	11,500	15%	
A 3.3 Non meter	Nos.	267	N/A	278	0	#DIV/0!	#DIV/0!
A 3.4* Meter installation rate	%	100	N/A	100	100	0%	
A 3.5* Functioning meter rate of installed meter	%	86	N/A	84	100	-14%	
A 4 Street Hydrant	Nos.	689	N/A	689	689	0%	
A 5 Religious Institutions	Nos.	368	N/A	368	368	0%	
A 6* Water supply coverage	%	57	N/A	57	75	-24%	
A 7 Bill sent-out ratio	%	96	N/A	97	100	-4%	

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	Unit	This month	Year to date	Previous year actual	This year target *1	Evaluation *2	Remarks *3 ++ Too good ! Very bad
B) Tariff							
B 1 Domestic	Tk/m3	12.40	N/A	9.92	10.42	19%	
B 2 Non-domestic	Tk/m3	30.30	N/A	27.56	28.84	5%	
B 3 Street Hydrant	Tk/m3	12.40	N/A	9.92	10.42	19%	
B 4 Religious Institutions	Tk/m3	12.40	N/A	9.92	10.42	19%	
B 5* Average tariff	Tk/m3	15.16	12.70	12.13	12.33	23%	
C) Billing and Collection							
C 1 Total billing	Tk	109,823,368	981,718,412	1,087,980,059	1,181,809,000	0%	
C 1.1* Private	Tk	93,330,827	838,308,144	930,097,500	857,062,000	17%	
C 1.2* Government	Tk	16,492,541	143,410,268	157,882,559	324,747,000	-47%	!
C 2 Billed volume	ML	7,244	77,301	89,712	95,810	-3%	
C 3 Total collection	Tk	9,896,374	765,638,438	996,216,692	1,350,000,000	-32%	!
C 3.1* Private	Tk	6,133,769	689,054,060	897,774,626	1,134,949,744	-27%	!
C 3.2* Government	Tk	3,762,605	76,584,378	98,442,066	215,050,256	-57%	!
C 4* Revenue collection efficiency(monthly coll.+outstand. Coll.)/monthly bill	%	9	78	92	114	-92%	!
C 4.1* Private	%	7	82	97	132	-95%	!
C 4.2* Government	%	23	53	62	66	-66%	!
D) Financial data							
D 1 Revenue (Total)	Tk	18,179,791	974,751,262	1,274,507,887	1,778,511,000	-34%	!
D 1.1 Water revenue	Tk	9,896,374	765,638,438	996,216,692	1,350,000,000	-32%	!
D 1.2* Tubewell license	Tk	158,750	71,446,341	122,330,008	90,000,000	-5%	
D 1.3* Other operating revenues	Tk	208,000	58,499,816	60,961,187	241,511,000	-71%	!
D 1.4* Interest income	Tk	7,916,667	79,166,667	95,000,000	95,000,000	0%	
D 2 Expenses (Total)	Tk	77,755,078	987,786,190	1,183,745,705	1,732,312,000	32%	++
D 2.1* Personnel cost	Tk	31,524,078	355,129,190	401,499,705	505,385,000	16%	
D 2.2 Electricity cost	Tk	45,280,000	408,713,000	469,924,000	540,000,000	9%	
D 2.3 Chemicals	Tk	0	51,799,000	60,527,000	120,000,000	48%	++
D 2.4* Depreciation	Tk	0	67,650,000	70,845,000	90,200,000	83%	++
D 2.5 Other operating cost	Tk	951,000	104,495,000	180,950,000	476,717,000	74%	++
D 2.5.1 Other O & M	Tk	951,000	60,155,000	101,870,000	144,177,000	50%	++
D 2.5.2 Capital cost from revenues	Tk	0	44,340,000	79,080,000	332,540,000	84%	++
D 2.6* Financial expense	Tk	0	0	0	0	#DIV/0!	#DIV/0!
D 3 Net Income (Loss)	Tk	(59,575,287)	(13,034,928)	90,762,182	44,199,000	-135%	!
D 4* Cash at bank	Tk	0	N/A	0	0	N/A	
D 5* Stock & stores	Tk	0	0	0	0	N/A	
D 6 Accounts Receivable	Tk	1,090,579,820	N/A	861,727,215	861,727,215	-27%	!
D 6.1* Accounts receivable from Government	Tk	252,982,902	N/A	178,400,051	178,400,051	-42%	!
D 6.2* Accounts receivable from Private	Tk	837,596,918	N/A	683,327,164	683,327,164	-23%	
D 7* Long term loans	Tk	0	N/A	0	0	#DIV/0!	#DIV/0!
D 8* Operating Ratio	Ratio	4.28	0.90	0.81	0.98	8%	
D 9* Collection period	Day	298	338	289	263	-28%	!

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		Unit	This month	Year to date	Previous year actual	This year target *1	Evaluation *2	Remarks *3 ++ Too good ! Very bad	
E) Water Supply									
E 3	Capacity of Surface WTP (Mohora+Sk.H.WTP+Moduna Gh)	MLD	323	N/A	323	323	0%	#DIV/0!	
E 4	Capacity of Ground WTP	MLD	68	N/A	68	68	-1%		
E 5	Deep Tube Wells in Operation	Nos.	38	N/A	41	41	-7%		
E 6*	Capacity of DTW - direct distribution	MLD	37	N/A	40	40	-6%		
E 7*	Capacity of DTW - supply to GWTP	MLD	0	N/A	0	0	#DIV/0!		
E 8*	Capacity of distributable water production	MLD	428	N/A	430	430	0%		
E 9	Length of Pipeline	km	770	N/A	768	800	-4%		
E 15*	Production (distributable water)	ML	10,769	106,691	119,197	127,750	0%		
E 15.1*	DTW water to users before boosters	ML	0	0	0	0	N/A		
E 16*	Unit production cost (in/c Capt. Cost,Deprec. & Financial Expense.)	Tk/m3	7.22	9.26	9.93	13.56	32%		++
E 17*	Non Revenue Water	%	33	28	25	20	-38%	!	
E 18*	Leakage occurrence	No./km/mtl	0.20	0.47	0.55	0.50	7%		
E 19	Water quality sample	No./month	100	1,000	1,140	95	5%		
E 20*	Satisfactory sample in chlorine level	%	100	100	100	100	0%		
E 21*	Satisfactory sample in microbiological level	%	100	100	100	100	0%		
F) Personnel									
F 1	No. of permanent employees (Total)	Nos.	661	N/A	687	730	9%	#DIV/0!	
F 1.1	Grade-3-9	Nos.	57	N/A	64	70	N/A		++
F 1.2	Grade-10-11	Nos.	56	N/A	57	60	N/A		++
F 1.3	Grade-12-16	Nos.	295	N/A	309	315	N/A		++
F 1.4	Grade-17-20	Nos.	253	N/A	257	285	N/A		++
F 5	No. of non-permanent employees (Total)	Nos.	0	N/A	0	0	#DIV/0!		
F 5.1	Work charge (6 month contract worker)	Nos.	0	N/A	0	0	N/A		++
F 5.2	Master roll (Daily basis casual worker)	Nos.	0	N/A	0	0	N/A		++
F 5.3	Project staff (hired by project budget)	Nos.	32	N/A	32	170	N/A		++
F 2*	No. of perma. employee per 1000 connections(excl. non-perma. Empl.)	Nos.	9.2	N/A	10.0	10.0	8%		
F 3	Average Monthly Salary	Tk	23,567	N/A	15,227	19,960	-18%		
F 4*	% of Overtime to Basic Salary	%	44	N/A	16	32	-36%	!	
G) Customer Services									
G 1	New Service Connection								
G 1.1	Service Connection Application Received	Nos.	27	3,976	4,701	6,000	-20%		
G 1.2	Service Connection given	Nos.	4	3,466	4,280	5,000	-17%		
G 2	Billing complaints								
G 2.1	Complaints received	Nos.	18	1,935	4,120	4,500	48%	++	
G 2.2	Complaints acted on	Nos.	10	1,714	3,718	3,500	41%	++	
G 3	Leakage complaints received and attended	Nos.	154	3,583	5,072	5,000	14%		

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Notes:

- N/A = not applicable (= pointless to calculate, or nonexistent)
 Some numbers may show the same value in spite of different values, which is due to rounding.
 *1: "this year target" can be set according to (1) Business Plan, (2) Performance Agreement, (3) discussion with D M D (Engineering). (same or modified value of previous year)
 *2: Evaluation is made on the basis of variance from the set target. An evaluation result "X %" means that performance of particular indicator is X % better than what is set as the target.
 If the NRW is 24% and the target is 20%, this performance is considered unfavorable. The evaluation result is shown as -20% (= 1 - 24 / 20).
 If the number of water quality sample is recorded as 24 when the target is set at 20, this performance can be considered favorable. The evaluation result is shown as 20% (= 24 / 20 - 1).
 *3: A warning sign "++" appears when the evaluation result exceeds 25%, which is considered as the high-end threshold indicating "too good".
 A warning sign "+" appears when the evaluation result is less than - 25%, which is considered as the low-end threshold indicating "very bad".
 A2.1: If the total number of billable connections is 45,000 and the number of domestic connections in billable connections is 36,000, this will be 80% (= 36000 / 45000).
 A3.4: Meter installation rate = 1 - (number of non-meter connection / number of billable connection).
 A6*: Water Supply Coverage=(Billed Connection x 26 Person per Connection + Total Street Hydrant x 80 Person per Street Hydrant) / Total Population in Water Supply Area *100.
 A7: Bill sent-out ratio = Billed connection / Billable connection x 100.
 B5: Average water tariff = total billing / total billed volume
 C1.1: "Private" includes private customers and users of loose water (sold by bowser)
 C1.2: "Government" includes government users, street hydrants and religious institutions
 C3.1: Same as C1.1
 C3.2: Same as C1.2
 C4: Revenue collection efficiency = collection /billing x 100. CWASA's existing accounting system cannot classify accounts receivable by age.
 Therefore the revenue collection efficiency can be shown merely as (total collection during a period + total billing during the same period).
 C4.1: Same as C4
 C4.2: Same as C4
 C5: Metered volume to billed volume ratio data currently becomes available twice a year due to capacity limitation of computer section.
 D1.2: "License and renewal fee of tubewell" in "other operating revenue"
 D1.3: Excludes "License and renewal fee of tubewell"
 D1.4: As the interest income is not obtainable until the year end, a proxy value is used here so that the net income can be computed. The proxy value is the previous year's monthly interest.
 D2.1: Includes salary & allowances, provident fund, gratuity, festival bonus, overtime and earn leave encashment
 D2.4: Data is only available quarterly instead of monthly. The cost of the latest three month is converted to a monthly average and shown in the monthly data column.
 D2.6: Data is only available quarterly instead of monthly. The cost of the latest three month is converted to a monthly average and shown in the monthly data column.
 D4: Under the current system, this value is not obtainable until the year end. However it is expected to become obtainable monthly in the future.
 D5: Under the current system, this value is not obtainable until the year end. However it is expected to become obtainable monthly in the future.
 D6.1: Same as C1.1
 D6.2: Same as C1.2
 D7: Long term liabilities outstanding as unpaid at the end of month
 D8: To see more clearly the CWASA capacity to generate the operating profit before depreciation and interest,
 the operating ratio is defined as (personnel cost + elec. cost + chemical cost + other O & M) / (total Revenues).
 D9: Collection period = (accounts receivable) / (monthly billings/number of days in month)
 E6: Production capacity of deep tube wells that supply water directly to users
 E7: Production capacity of deep tube wells that supply water to Karulgaht WTP
 E15: Distributable water (or system input water) = Water produced at Surface WTP + Water produced at Ground WTP + Water directly distributed from DTW
 E15.1: Raw water distributed directly to users from some DTWs on the way to boosters are not included in the distributable water (E15).
 E16: Unit production cost =Expenses(Total)/((Distributable Water Volume+DTW Water directly distributed)*1000)
 E17: NRW = (unbilled water / water produced x 100) = [1 - billed water / (distributable water production + DTW Water directly distributed)] x 100
 E18: Leakage occurrence = Number of leakage recognized by complaint / length of pipeline at the end of period / number of months covered
 E20: This is the rate of satisfactory sample complying with the chlorine standard.
 E21: This is the rate of satisfactory sample complying with the microbiological standard.
 F2: No. of employee per 1000 connections = (number of permanent staff + non-permanent staff) / (total billable connections/1000)
 F4: Only staff workers (Class 3 and Class 4) receive overtime. Thus this ratio is computed based on Class 3 and Class 4 workers' pay.

Prepared by:

Submitted by:

Noted by:

Yash Arora
20/07/2020
SAE

AE

Aditya
23/7/2020
XEN

[Signature]
23/7/2020
SE (P&E)

[Signature]
24/07/2020
CE

[Signature]
24/07/2020
DMD (E)