

CHATTOGRAM WATER SUPPLY AND SEWERAGE AUTHORITY



**MANAGEMENT INFORMATION SYSTEM REPORT
FOR THE MONTH OF JUNE-2021**

**WASA BHABAN
DAMPARA
CHATTOGRAM, BANGLADESH**

Phone : 880-31-2851806

Fax : 880-31-610465

Email : info@ctg-wasa.org.bd

Chattogram Water Supply & Sewerage Authority
Monthly MIS Report
June 2021

	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	%	30	25	28	25	-1%	
C 4* Revenue collection efficiency(monthly coll.+outstand. Coll.)/month	%	145	100	83	108	34%	++
D 9* Collection period	Day	271	314	324	263	-19%	
F 2* No. of perma. employee per 1000 connections(excl. non-perma. Em	Nos.	8.3	N/A	9.1	10.0	17%	
D 8* Operating Ratio	Ratio	0.74	0.69	0.86	0.98	30%	++
A 3.5* Functioning meter rate of installed meter	%	96	N/A	87	100	-4%	
E 19 Water quality sample	No./month	150	1,800	1,200	150	0%	
E 18* Leakage occurrence	No./km/mth	0.35	0.43	0.43	0.50	14%	
A 6* Water supply coverage	%	60	N/A	57	75	-21%	
B 5* Average tariff	Tk/m3	13.98	13.73	12.97	12.63	11%	
E 16* Unit production cost (in/c Capt. Cost,Deprec. & Financial Expense.	Tk/m3	14.65	11.92	10.55	13.44	11%	
A) Connection data							
A 1 Total registered connections	Nos.	82,576	N/A	77,794	82,000	1%	
A 1.1 Billable (non-disconnected) connection	Nos.	76,849	N/A	72,163	76,000	1%	
A 1.2 Non-billable (disconnected) connection	Nos.	5,727	N/A	5,631	6000	5%	
A 1.3 Billed connection	Nos.	73,970	N/A	69,370	73,000	1%	
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	36%	++
A 3 Breakdown of billable connection (by meter status)							
A 3.1 Metered	Nos.	74,039	N/A	62,294	66,000	12%	
A 3.2 Average reading	Nos.	2,702	N/A	9,603	10,000	73%	++
A 3.3 Non meter	Nos.	108	N/A	266	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	%	96	N/A	87	100	-4%	
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	%	60	N/A	57	75	-21%	
A 7 Bill sent-out ratio	%	96	N/A	96	100	-4%	

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	Unit	This month	Year to date	Previous year actual	This year target *1	Evaluation *2	Remarks *3
B) Tariff							
B 1 Domestic							++ Too good
B 2 Non-domestic	Tk/m3	12.40	N/A	12.40	13.02	-5%	! Very bad
B 3 Street Hydrant	Tk/m3	30.30	N/A	30.30	31.82	-5%	
B 4 Religious Institutions	Tk/m3	12.40	N/A	12.40	13.02	-5%	
B 5* Average tariff	Tk/m3	12.40	N/A	12.40	13.02	-5%	
C) Billing and Collection	Tk/m3	13.98	13.73	12.97	12.63	11%	
C 1 Total billing							
C 1.1* Private	Tk	135,454,753	1,423,705,665	1,199,365,227	1,572,449,000	-9%	
C 1.2* Government	Tk	114,307,306	1,229,454,669	1,022,107,233	1,140,313,000	8%	
C 2 Billed volume (Total Volume Accounted)	Tk	21,147,447	194,250,996	177,257,994	432,136,000	-55%	!
C 3 Total collection	ML	9,688	103,690	92,471	124,480	-17%	
C 3.1* Private	Tk	195,843,204	1,417,998,870	999,936,576	1,700,275,000	-17%	
C 3.2* Government	Tk	165,199,420	1,245,465,366	904,252,954	1,429,446,000	-13%	
C 4* Revenue collection efficiency(monthly coll.+outstand. Coll.)/monthly bill.	Tk	30,643,784	172,533,504	95,683,622	270,829,000	-36%	!
C 4.1* Private	%	145	100	83	108	34%	++
C 4.2* Government	%	145	101	88	125	15%	
D) Financial data	%	145	89	54	63	131%	++
D 1 Revenue (Total)	Tk	219,464,150	1,736,502,206	1,247,632,906	2,237,451,000	-22%	
D 1.1 Water revenue	Tk	195,843,204	1,417,998,870	999,936,576	1,700,275,000	-17%	
D 1.2* Tubewell license	Tk	7,098,496	126,672,332	88,080,389	90,000,000	41%	++
D 1.3* Other operating revenues	Tk	8,605,783	96,831,004	64,615,941	352,176,000	-73%	!
D 1.4* Interest income	Tk	7,916,667	95,000,000	95,000,000	95,000,000	0%	
D 2 Expenses (Total)	Tk	203,900,382	1,653,696,147	1,357,711,024	2,230,253,000	26%	++
D 2.1* Personnel cost	Tk	29,202,382	422,685,147	421,236,024	512,607,000	18%	
D 2.2 Electricity cost	Tk	79,865,000	564,704,000	493,984,000	703,000,000	20%	
D 2.3 Chemicals	Tk	20,517,000	91,434,000	67,887,000	140,000,000	35%	++
D 2.4* Depreciation	Tk	25,301,000	101,204,000	90,200,000	101,204,000	87%	++
D 2.5 Other operating cost	Tk	49,015,000	473,669,000	284,404,000	773,442,000	39%	++
D 2.5.1 Other O & M	Tk	33,742,000	111,358,000	91,126,000	143,702,000	23%	
D 2.5.2 Capital cost from revenues	Tk	15,273,000	362,311,000	193,278,000	629,740,000	42%	++
D 2.6* Financial expense	Tk	0	0	0	0	#DIV/0!	#DIV/0!
D 3 Net Income (Loss)	Tk	15,563,768	82,806,059	(110,078,118)	7,198,000	1050%	++
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	1,223,432,356	N/A	1,065,256,836	1,065,256,836	-15%	
D 6.1* Accounts receivable from Government	Tk	252,100,239	N/A	211,109,539	211,109,539	-19%	
D 6.2* Accounts receivable from Private	Tk	971,332,117	N/A	854,147,297	854,147,297	-14%	
D 7* Long term loans	Tk	0	N/A	0	0	#DIV/0!	#DIV/0!
D 8* Operating Ratio	Ratio	0.74	0.69	0.86	0.98	30%	++
D 9* Collection period	Day	271	314	324	263	-19%	

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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	0%	
E 4	Capacity of Ground WTP	MLD	68	N/A	68	-1%	
E 5	Deep Tube Wells in Operation	Nos.	60	N/A	42	36%	++
E 6*	Capacity of DTW - direct distribution	MLD	59	N/A	38	47%	++
E 7*	Capacity of DTW - supply to GWTP	MLD	0	N/A	0	#DIV/0!	#DIV/0!
E 8*	Capacity of distributable water production	MLD	449	N/A	428	4%	
E 9	Length of Pipeline	km	770	N/A	770	-16%	
E 15*	Production (distributable water)	ML	13,916.97	138,687	128,662	-16%	
E 15.1*	DTW water to users before boosters	ML	0	0	0	N/A	
E 16*	Unit production cost (in/c Capt. Cost, Deprec. & Financial Expense.)	Tk/m3	14.65	11.92	10.55	11%	
E 17*	Non Revenue Water	%	30	25	25	-1%	
E 18*	Leakage occurrence	No./km/mth	0.35	0.43	0.43	14%	
E 19	Water quality sample	No./month	150	1,800	1,200	0%	
E 20*	Satisfactory sample in chlorine level	%	100	100	100	0%	
E 21*	Satisfactory sample in microbiological level	%	100	100	100	0%	
F) Personnel							
F 1	No. of permanent employees (Total)	Nos.	635	N/A	658	13%	
F 1.1	Grade-3-9	Nos.	57	N/A	57	N/A	++
F 1.2	Grade-10-11	Nos.	52	N/A	55	N/A	++
F 1.3	Grade-12-16	Nos.	280	N/A	291	N/A	++
F 1.4	Grade-17-20	Nos.	246	N/A	255	N/A	++
F 5	No. of non-permanent employees (Total)	Nos.	0	N/A	0	#DIV/0!	#DIV/0!
F 5.1	Work charge (6 month contract worker)	Nos.	0	N/A	0	N/A	++
F 5.2	Master roll (Daily basis casual worker)	Nos.	0	N/A	0	N/A	++
F 5.3	Project staff (hired by project budget)	Nos.	41	N/A	32	N/A	++
F 2*	No. of perma. employee per 1000 connections(excl. non-perma. Empl.)	Nos.	8.3	N/A	9.1	17%	
F 3	Average Monthly Salary	Tk	18,807	N/A	17,366	6%	
F 4*	% of Overtime to Basic Salary	%	10	N/A	15	68%	++
G) Customer Services							
G 1	New Service Connection						
G 1.1	Service Connection Application Received	Nos.	363	5,137	4,305	-14%	
G 1.2	Service Connection given	Nos.	365	4,394	3,745	-12%	
G 2	Billing complaints						
G 2.1	Complaints received	Nos.	120	1,798	2,115	60%	++
G 2.2	Complaints acted on	Nos.	90	1,469	1,854	58%	++
G 3	Leakage complaints received and attended	Nos.	272	3,978	3,993	20%	

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 exceeds 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:

M. Rafiqul Islam
22/08/2021
SAE

(MD. RAFIQUL ISLAM)
Executive Engineer
Design Division, Chattogram Water Supply and Sewerage Corporation
Chattogram.

M. Rafiqul Islam
22/08/2021
সাবকর্মে প্রকৌশলী
জল ও নিয়ন্ত্রণ সার্কেল
চট্টগ্রাম ওয়াটার সাপ্লাই
এন্ড স্যানিটেশন কর্পোরেশন
চট্টগ্রাম।

CE

M. Rafiqul Islam
22/08/2021
DMD (E)
সহকারী পরিচালক (প্রকৌশল)
চট্টগ্রাম ওয়াটার সাপ্লাই
এন্ড স্যানিটেশন কর্পোরেশন।