

CHATTOGRAM WATER SUPPLY AND SEWERAGE AUTHORITY



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

**WASA BHABAN
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Chattogram Water Supply & Sewerage Authority
Monthly MIS Report
September 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	%	31	30	25	20	-51%	!
C 4*	Revenue collection efficiency(monthly coll.+outstand. Coll.)/month	%	95	88	100	90	5%	
D 9*	Collection period	Day	289	289	314	263	-10%	
F 2*	No. of perma. employee per 1000 connections(excl. non-perma. Em)	Nos.	8.1	N/A	8.3	9.4	14%	
D 8*	Operating Ratio	Ratio	0.76	0.68	0.69	0.72	6%	
A 3.5*	Functioning meter rate of installed meter	%	96	N/A	96	100	-4%	
E 19	Water quality sample	No./month	200	600	1,800	200	0%	
E 18*	Leakage occurrence	No./km/mth	0.39	0.41	0.43	0.50	17%	
A 6*	Water supply coverage	%	61	N/A	60	75	-19%	
B 5*	Average tariff	Tk/m3	14.17	14.10	13.73	14.73	-4%	
E 16*	Unit production cost (In/c Capt. Cost,Deprec. & Financial Expense.)	Tk/m3	11.59	7.91	11.92	13.56	42%	++
A) Connection data								
A 1	Total registered connections	Nos.	83,015	N/A	82,576	84,000	-1%	
A 1.1	Billable (non-disconnected) connection	Nos.	77,265	N/A	76,849	78,000	-1%	
A 1.2	Non-billable (disconnected) connection	Nos.	5,750	N/A	5,727	6000	4%	
A 1.3	Billed connection	Nos.	75,821	N/A	73,970	75,000	1%	
A 2	Breakdown of billable connection (by customer type)							
A 2.1*	Domestic	%	91	N/A	97	96	-5%	
A 2.2	Non-domestic	%	9	N/A	3	4	-113%	!
A 3	Breakdown of billable connection (by meter status)							
A 3.1	Metered	Nos.	74,144	N/A	74,039	74,000	0%	
A 3.2	Average reading	Nos.	3,015	N/A	2,702	4,000	25%	
A 3.3	Non meter	Nos.	106	N/A	108	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	96	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	%	61	N/A	60	75	-19%	
A 7	Bill sent-out ratio	%	98	N/A	96	100	-2%	

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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	12.40	13.02	-5%
B 2	Non-domestic	Tk/m3	30.30	N/A	30.30	31.82	-5%
B 3	Street Hydrant	Tk/m3	12.40	N/A	12.40	13.02	-5%
B 4	Religious Institutions	Tk/m3	12.40	N/A	12.40	13.02	-5%
B 5*	Average tariff	Tk/m3	14.17	14.10	13.73	14.73	-4%
C) Billing and Collection							
C 1	Total billing	Tk	132,402,652	402,460,617	1,423,705,665	1,806,119,000	-11%
C 1.1*	Private	Tk	112,853,745	344,529,762	1,229,454,669	1,310,119,000	5%
C 1.2*	Government	Tk	19,548,907	57,930,855	194,250,996	496,000,000	-53%
C 2	Billed volume (Total Volume Accounted)	ML	9,343	28,542	103,690	122,640	-7%
C 3	Total collection	Tk	125,194,562	354,688,030	1,417,998,870	1,623,619,000	-13%
C 3.1*	Private	Tk	115,726,353	313,109,364	1,245,465,366	1,365,119,000	-8%
C 3.2*	Government	Tk	9,468,209	41,578,666	172,533,504	258,500,000	-36%
C 4*	Revenue collection efficiency(monthly coll.+outstand. Coll.)/monthly bill.	%	95	88	100	90	5%
C 4.1*	Private	%	103	91	101	104	-2%
C 4.2*	Government	%	48	72	89	52	-7%
D) Financial data							
D 1	Revenue (Total)	Tk	145,981,662	405,019,992	1,736,502,206	2,149,619,000	-25%
D 1.1	Water revenue	Tk	125,194,562	354,688,030	1,417,998,870	1,623,619,000	-13%
D 1.2*	Tubewell license	Tk	5,618,640	11,113,833	126,672,332	90,000,000	-51%
D 1.3*	Other operating revenues	Tk	6,835,127	14,218,129	96,831,004	336,000,000	-83%
D 1.4*	Interest income	Tk	8,333,333	25,000,000	95,000,000	100,000,000	0%
D 2	Expenses (Total)	Tk	157,974,522	323,331,621	1,653,696,147	2,078,403,000	38%
D 2.1*	Personnel cost	Tk	38,705,272	114,967,371	422,685,147	528,784,000	13%
D 2.2	Electricity cost	Tk	57,158,000	141,744,000	564,704,000	703,000,000	19%
D 2.3	Chemicals	Tk	10,968,000	11,142,000	91,434,000	140,000,000	68%
D 2.4*	Depreciation	Tk	46,980,250	46,980,250	101,204,000	187,921,000	64%
D 2.5	Other operating cost	Tk	4,163,000	8,498,000	473,669,000	518,698,000	93%
D 2.5.1	Other O & M	Tk	3,642,000	7,953,000	111,358,000	185,908,000	83%
D 2.5.2	Capital cost from revenues	Tk	521,000	545,000	362,311,000	332,790,000	99%
D 2.6*	Financial expense	Tk	0	0	0	0	#DIV/0!
D 3	Net Income (Loss)	Tk	(11,992,860)	81,688,371	82,806,059	71,216,000	359%
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	1,276,524,947	N/A	1,223,432,356	1,223,432,356	-4%
D 6.1*	Accounts receivable from Government	Tk	270,151,314	N/A	252,100,239	252,100,239	-7%
D 6.2*	Accounts receivable from Private	Tk	1,006,373,633	N/A	971,332,117	971,332,117	-4%
D 7*	Long term loans	Tk	0	N/A	0	0	#DIV/0!
D 8*	Operating Ratio	Ratio	0.76	0.68	0.69	0.72	6%
D 9*	Collection period	Day	289	289	314	263	-10%

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202

		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%	
E 4	Capacity of Ground WTP	MLD	68	N/A	68	68	-1%	
E 5	Deep Tube Wells in Operation	Nos.	60	N/A	60	44	36%	++
E 6*	Capacity of DTW - direct distribution	MLD	63	N/A	59	40	58%	++
E 7*	Capacity of DTW - supply to GWTP	MLD	0	N/A	0	0	#DIV/0!	#DIV/0!
E 8*	Capacity of distributable water production	MLD	454	N/A	449	430	6%	
E 9	Length of Pipeline	km	962	N/A	770	1,037	-7%	
E 15*	Production (distributable water)	ML	13,635.65	40,875	138,687	153,300	7%	
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	11.59	7.91	11.92	13.56	42%	++
E 17*	Non Revenue Water	%	31	30	25	20	-51%	!
E 18*	Leakage occurrence	No./km/mth	0.39	0.41	0.43	0.50	17%	
E 19	Water quality sample	No./month	200	600	1,800	200	0%	
E 20*	Satisfactory sample in chlorine level	%	100	100	100	100	0%	
E 21*	Satisfactory sample in microbiological level	%	100	100	100	100	0%	
F) Personnel								
F 1	No. of permanent employees (Total)	Nos.	624	N/A	635	732	15%	
F 1.1	Grade-3-9	Nos.	54	N/A	57	60	N/A	++
F 1.2	Grade-10-11	Nos.	52	N/A	52	62	N/A	++
F 1.3	Grade-12-16	Nos.	274	N/A	280	300	N/A	++
F 1.4	Grade-17-20	Nos.	244	N/A	246	310	N/A	++
F 5	No. of non-permanent employees (Total)	Nos.	0	N/A	0	0	#DIV/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) Outsource in	Nos.	0	N/A	0	200	N/A	++
F 5.3	Project staff (hired by project budget)	Nos.	50	N/A	41	50	N/A	++
F 2*	No. of perma. employee per 1000 connections(excl. non-perma. Empl.)	Nos.	8.1	N/A	8.3	9.4	14%	
F 3	Average Monthly Salary	Tk	27,028	N/A	18,807	19,960	-35%	!
F 4*	% of Overtime to Basic Salary	%	39	N/A	10	32	-20%	
G) Customer Services								
G 1	New Service Connection							
G 1.1	Service Connection Application Received	Nos.	466	911	5,137	6,000	-39%	!
G 1.2	Service Connection given	Nos.	331	667	4,394	5,000	-47%	!
G 2	Billing complaints							
G 2.1	Complaints received	Nos.	210	550	1,798	4,500	51%	++
G 2.2	Complaints acted on	Nos.	180	450	1,469	3,500	49%	++
G 3	Leakage complaints received and attended	Nos.	373	1,196	3,978	5,000	4%	

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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 bill / 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 occurrences = 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.

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পল্লিকল্পনা ও নির্মাণ সার্ভিস
সংস্থা

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23/12/2021
DMD (E)

উপঃ ব্যবঃ পরিঃ (একোয়ঃ)
চট্টগ্রাম ওয়াশা, মির্শারায়