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CHATTOGRAM WATER SUPPLY AND SEWERAGE AUTHORITY



MANAGEMENT INFORMATION SYSTEM REPORT
FOR THE MONTH OF JANUARY-2022

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9(2)

Chattogram Water Supply & Sewerage Authority
Monthly MIS Report
January 2022

	Unit	This month	Year to date	Previous year actual	This year target *1	Evaluation *2	Remarks *3
<div> <div>++ Too good</div> <div>! Very bad</div> </div>							
Selected Key Indicators							
E 17* Non Revenue Water	%	30	29	25	20	-46%	!
C 4* Revenue collection efficiency(monthly coll.+outstand. Coll.)/month	%	85	87	100	90	-6%	
D 9* Collection period	Day	296	296	314	263	-13%	
F 2* No. of perma. employee per 1000 connections(excl. non-perma. Em	Nos.	7.8	N/A	8.3	9.4	17%	
D 8* Operating Ratio	Ratio	0.73	0.72	0.69	0.72	1%	
A 3.5* Functioning meter rate of installed meter	%	96	N/A	96	100	-4%	
E 19 Water quality sample	No./month	200	1,400	1,800	200	0%	
E 18* Leakage occurrence	No./km/mth	0.32	0.40	0.43	0.50	20%	
A 6* Water supply coverage	%	60	N/A	60	75	-20%	
B 5* Average tariff	Tk/m3	14.47	14.03	13.73	14.73	-2%	
E 16* Unit production cost (in/c Capt. Cost,Deprec. & Financial Expense.)	Tk/m3	7.46	9.40	11.92	13.56	31%	++
A) Connection data							
A 1 Total registered connections	Nos.	84,376	N/A	82,576	84,000	0%	
A 1.1 Billable (non-disconnected) connection	Nos.	78,591	N/A	76,849	78,000	1%	
A 1.2 Non-billable (disconnected) connection	Nos.	5,785	N/A	5,727	6000	4%	
A 1.3 Billed connection	Nos.	76,809	N/A	73,970	75,000	2%	
A 2 Breakdown of billable connection (by customer type)							
A 2.1* Domestic	%	93	N/A	97	96	-3%	
A 2.2 Non-domestic	%	7	N/A	3	4	-74%	!
A 3 Breakdown of billable connection (by meter status)							
A 3.1 Metered	Nos.	75,283	N/A	74,039	74,000	2%	
A 3.2 Average reading	Nos.	3,202	N/A	2,702	4,000	20%	
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	%	60	N/A	60	75	-20%	
A 7 Bill sent-out ratio	%	98	N/A	96	100	-2%	

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96(2)

	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	13.02	N/A	12.40	13.02	0%	
B 2 Non-domestic	Tk/m3	31.82	N/A	30.30	31.82	0%	
B 3 Street Hydrant	Tk/m3	13.02	N/A	12.40	13.02	0%	
B 4 Religious Institutions	Tk/m3	13.02	N/A	12.40	13.02	0%	
B 5* Average tariff	Tk/m3	14.47	14.03	13.73	14.73	-2%	
C) Billing and Collection							
C 1 Total billing	Tk	137,810,051	944,902,714	1,423,705,665	1,806,119,000	-10%	
C 1.1* Private	Tk	118,694,427	812,695,745	1,229,454,669	1,310,119,000	6%	
C 1.2* Government	Tk	19,115,624	132,206,969	194,250,996	496,000,000	-54%	!
C 2 Billed volume (Total Volume Accounted)	ML	9,524	67,327	103,690	122,640	-6%	
C 3 Total collection	Tk	116,759,061	823,572,379	1,417,998,870	1,623,619,000	-13%	
C 3.1* Private	Tk	110,312,755	751,559,659	1,245,465,366	1,365,119,000	-6%	
C 3.2* Government	Tk	6,446,306	72,012,720	172,533,504	258,500,000	-52%	!
C 4* Revenue collection efficiency(monthly coll.+outstand. Coll.)/monthly bill.	%	85	87	100	90	-6%	
C 4.1* Private	%	93	92	101	104	-11%	
C 4.2* Government	%	34	54	89	52	-35%	!
D) Financial data							
D 1 Revenue (Total)	Tk	136,485,806	949,999,168	1,736,502,206	2,149,619,000	-24%	
D 1.1 Water revenue	Tk	116,759,061	823,572,379	1,417,998,870	1,623,619,000	-13%	
D 1.2* Tubewell license	Tk	3,695,745	23,868,196	126,672,332	90,000,000	-55%	!
D 1.3* Other operating revenues	Tk	7,697,667	44,225,260	96,831,004	336,000,000	-77%	!
D 1.4* Interest income	Tk	8,333,333	58,333,333	95,000,000	100,000,000	0%	
D 2 Expenses (Total)	Tk	101,043,478	893,774,712	1,653,696,147	2,078,403,000	26%	++
D 2.1* Personnel cost	Tk	29,413,478	237,222,212	422,685,147	528,784,000	23%	
D 2.2 Electricity cost	Tk	57,200,000	364,967,000	564,704,000	703,000,000	11%	
D 2.3 Chemicals	Tk	471,000	26,925,000	91,434,000	140,000,000	67%	++
D 2.4* Depreciation	Tk	0	93,960,500	101,204,000	187,921,000	69%	++
D 2.5 Other operating cost	Tk	13,959,000	170,700,000	473,669,000	518,698,000	44%	++
D 2.5.1 Other O & M	Tk	13,176,000	50,499,000	111,358,000	185,908,000	53%	++
D 2.5.2 Capital cost from revenues	Tk	783,000	120,201,000	362,311,000	332,790,000	38%	++
D 2.6* Financial expense	Tk	0	0	0	0	#DIV/0!	#DIV/0!
D 3 Net Income (Loss)	Tk	35,442,329	56,224,457	82,806,059	71,216,000	35%	++
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	1,314,076,288	N/A	1,223,432,356	1,223,432,356	-7%	
D 6.1* Accounts receivable from Government	Tk	271,693,123	N/A	252,100,239	252,100,239	-8%	
D 6.2* Accounts receivable from Private	Tk	1,042,383,165	N/A	971,332,117	971,332,117	-7%	
D 7* Long term loans	Tk	0	N/A	0	0	#DIV/0!	#DIV/0!
D 8* Operating Ratio	Ratio	0.73	0.72	0.69	0.72	1%	
D 9* Collection period	Day	296	296	314	263	-13%	

96(6)

	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.	58	N/A	60	44	32%	++
E 6* Capacity of DTW - direct distribution	MLD	59	N/A	59	40	48%	++
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	450	N/A	449	430	5%	
E 9 Length of Pipeline	km	962	N/A	770	1,037	-7%	
E 15* Production (distributable water)	ML	13,538.84	95,093	138,687	153,300	6%	
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	7.46	9.40	11.92	13.56	31%	++
E 17* Non Revenue Water	%	30	29	25	20	-46%	!
E 18* Leakage occurrence	No./km/mtf	0.32	0.40	0.43	0.50	20%	
E 19 Water quality sample	No./month	200	1,400	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.	610	N/A	635	732	17%	
F 1.1 Grade-3-9	Nos.	52	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.	263	N/A	280	300	N/A	++
F 1.4 Grade-17-20	Nos.	243	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.	7.8	N/A	8.3	9.4	17%	++
F 3 Average Monthly Salary	Tk	26,283	N/A	18,807	19,960	-32%	!
F 4* % of Overtime to Basic Salary	%	38	N/A	10	32	-18%	
G) Customer Services							
G 1 New Service Connection							
G 1.1 Service Connection Application Received	Nos.	543	2,903	5,137	6,000	-17%	
G 1.2 Service Connection given	Nos.	592	2,647	4,394	5,000	-9%	
G 2 Billing complaints							
G 2.1 Complaints received	Nos.	240	1,420	1,798	4,500	46%	++
G 2.2 Complaints acted on	Nos.	170	1,160	1,469	3,500	43%	++
G 3 Leakage complaints received and attended	Nos.	306	2,683	3,978	5,000	8%	

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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)
- *3: 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)
- *4: A warning sign "++" appears when the evaluation result exceeds 25%, which is considered as the high-end threshold indicating "too good".
- *5: 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 powder)
- 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

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21/03/2022
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21/3/2022
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