

CHATTOGRAM WATER SUPPLY AND SEWERAGE AUTHORITY



MANAGEMENT INFORMATION SYSTEM REPORT  
FOR THE MONTH OF FEBRUARY-2022

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92(3)

Chattogram Water Supply & Sewerage Authority  
Monthly MIS Report  
February 2022

	Unit	This month	Year to date	Previous year actual	This year target *1	Evaluation *2	Remarks *3 ++ Too good ! Very bad
<b>Selected Key Indicators</b>							
E 17* Non Revenue Water	%	25	29	25	20	-44%	!
C 4* Revenue collection efficiency(monthly coll.+outstand. Coll.)/month	%	87	87	100	90	-3%	
D 9* Collection period	Day	264	298	314	263	-13%	
F 2* No. of perma. employee per 1000 connections(excl. non-perma. Em)	Nos.	7.6	N/A	8.3	9.4	19%	
D 8* Operating Ratio	Ratio	0.58	0.70	0.69	0.72	4%	
A 3.5* Functioning meter rate of installed meter	%	96	N/A	96	100	-4%	
E 19 Water quality sample	No./month	200	1,600	1,800	200	0%	
E 18* Leakage occurrence	No./km/mth	0.49	0.41	0.43	0.50	18%	
A 6* Water supply coverage	%	60	N/A	60	75	-19%	
B 5* Average tariff	Tk/m3	15.43	14.20	13.73	14.73	5%	
E 16* Unit production cost (in/c Capt. Cost, Deprec. & Financial Expense.)	Tk/m3	7.52	9.19	11.92	13.56	32%	++
<b>A) Connection data</b>							
A 1 Total registered connections	Nos.	85,018	N/A	82,576	84,000	1%	
A 1.1 Billable (non-disconnected) connection	Nos.	79,232	N/A	76,849	78,000	2%	
A 1.2 Non-billable (disconnected) connection	Nos.	5,786	N/A	5,727	6000	4%	
A 1.3 Billed connection	Nos.	77,149	N/A	73,970	75,000	3%	
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	-75%	!
A 3 Breakdown of billable connection (by meter status)							
A 3.1 Metered	Nos.	75,930	N/A	74,039	74,000	3%	
A 3.2 Average reading	Nos.	3,196	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	-19%	
A 7 Bill sent-out ratio	%	97	N/A	96	100	-3%	

92(2)

	Unit	This month	Year to date	Previous year actual	This year target *1	Evaluation *2	Remarks *3 ++ Too good ! Very bad
<b>B) Tariff</b>							
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	15.43	14.20	13.73	14.73	5%	
<b>C) Billing and Collection</b>							
C 1 Total billing	Tk	140,962,835	1,085,865,549	1,423,705,665	1,806,119,000	-10%	
C 1.1* Private	Tk	120,925,502	933,621,247	1,229,454,669	1,310,119,000	7%	
C 1.2* Government	Tk	20,037,333	152,244,302	194,250,996	496,000,000	-54%	!
C 2 Billed volume (Total Volume Accounted)	ML	9,137	76,464	103,690	122,640	-6%	
C 3 Total collection	Tk	122,941,124	946,513,503	1,417,998,870	1,623,619,000	-13%	
C 3.1* Private	Tk	110,044,181	861,603,840	1,245,465,366	1,365,119,000	-5%	
C 3.2* Government	Tk	12,896,943	84,909,663	172,533,504	258,500,000	-51%	!
C 4* Revenue collection efficiency(monthly coll.+outstand. Coll.)/monthly bill.	%	87	87	100	90	-3%	
C 4.1* Private	%	91	92	101	104	-13%	
C 4.2* Government	%	64	56	89	52	24%	
<b>D) Financial data</b>							
D 1 Revenue (Total)	Tk	157,549,513	1,107,548,682	1,736,502,206	2,149,619,000	-23%	
D 1.1 Water revenue	Tk	122,941,124	946,513,503	1,417,998,870	1,623,619,000	-13%	
D 1.2* Tubeweli license	Tk	18,782,885	42,651,081	126,672,332	90,000,000	-29%	!
D 1.3* Other operating revenues	Tk	7,492,171	51,717,431	96,831,004	336,000,000	-77%	!
D 1.4* Interest income	Tk	8,333,333	66,666,667	95,000,000	100,000,000	0%	
D 2 Expenses (Total)	Tk	91,918,769	985,693,481	1,653,696,147	2,078,403,000	29%	++
D 2.1* Personnel cost	Tk	31,225,769	268,447,981	422,685,147	528,784,000	24%	
D 2.2 Electricity cost	Tk	52,286,000	417,253,000	564,704,000	703,000,000	11%	
D 2.3 Chemicals	Tk	3,478,000	30,403,000	91,434,000	140,000,000	67%	++
D 2.4* Depreciation	Tk	0	93,960,500	101,204,000	187,921,000	73%	++
D 2.5 Other operating cost	Tk	4,929,000	175,629,000	473,669,000	518,698,000	49%	++
D 2.5.1 Other O & M	Tk	4,377,000	54,876,000	111,358,000	185,908,000	56%	++
D 2.5.2 Capital cost from revenues	Tk	552,000	120,753,000	362,311,000	332,790,000	46%	++
D 2.6* Financial expense	Tk	0	0	0	0	#DIV/0!	#DIV/0!
D 3 Net Income ( Loss )	Tk	65,630,745	121,855,201	82,806,059	71,216,000	157%	++
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	1,329,994,408	N/A	1,223,432,356	1,223,432,356	-9%	
D 6.1* Accounts receivable from Government	Tk	275,737,995	N/A	252,100,239	252,100,239	-9%	
D 6.2* Accounts receivable from Private	Tk	1,054,256,413	N/A	971,332,117	971,332,117	-9%	
D 7* Long term loans	Tk	0	N/A	0	0	#DIV/0!	#DIV/0!
D 8* Operating Ratio	Ratio	0.58	0.70	0.69	0.72	4%	
D 9* Collection period	Day	264	298	314	263	-13%	

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	Unit	This month	Year to date	Previous year actual	This year target *1	Evaluation *2	Remarks *3
E) Water Supply							
E 3	Capacity of Surface WTP (Monora+Sk.H.WTP-1+Sk.H.WTP-2+)	MLD	466	N/A	323	323	44% ++
E 4	Capacity of Ground WTP	MLD	68	N/A	68	68	-1% ++
E 5	Deep Tube Wells in Operation	Nos.	52	N/A	60	44	18% ++
E 6*	Capacity of DTW - direct distribution	MLD	55	N/A	59	40	39% ++
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	589	N/A	449	430	37% ++
E 9	Length of Pipeline	km	962	N/A	770	1,037	-7% ++
E 15*	Production (distributable water)	ML	12,218.59	107,311	136,687	153,300	5% ++
E 15.1*	DTW water to users before boosters	ML	0	0	0	0	N/A ++
E 16*	Unit production cost (in/c Capl. Cost, Deprec. & Financial Expense)	Tk/m3	7.52	9.19	11.92	13.56	32% ++
E 17*	Non Revenue Water	%	25	29	25	20	-44% !
E 18*	Leakage occurrence	No./km/mth	0.49	0.41	0.43	0.50	18% ++
E 19	Water quality sample	No./month	200	1,600	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.	605	N/A	635	732	17% ++
F 1.1	Grade-3-9	Nos.	51	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.	261	N/A	280	300	N/A ++
F 1.4	Grade-17-20	Nos.	241	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.	7.6	N/A	8.3	9.4	19% ++
F 3	Average Monthly Salary	Tk	26,767	N/A	18,807	19,960	-34% !
F 4*	% of Overtime to Basic Salary	%	25	N/A	10	32	23% ++
G) Customer Services							
G 1	New Service Connection						
G 1.1	Service Connection Application Received	Nos.	492	3,395	5,137	6,000	-15% ++
G 1.2	Service Connection given	Nos.	445	3,092	4,394	5,000	-7% ++
G 2	Billing complaints						
G 2.1	Complaints received	Nos.	240	1,660	1,798	4,500	45% ++
G 2.2	Complaints acted on	Nos.	190	1,350	1,469	3,500	42% ++
G 3	Leakage complaints received and attended	Nos.	473	3,156	3,978	5,000	5% ++



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Notes:

= not applicable (= pointless to calculate, or nonexistent)

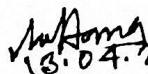
Some numbers may show the same value in spite of different values, which is due to rounding.

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. 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:


  
13.04.2022  
SAE

  
13/4/2022  
AE

(সিদ্ধান্ত নেয়া হয়েছে পিনাক)  
নির্বাহী প্রকৌশলী (অফিস)

  
13/4/2022  
মোহাম্মদ হুমায়ুন ইসলাম  
তত্ত্বাবধায়ক প্রকৌশলী  
(পরিকল্পনা ও নির্মাণ সার্কেল)  
নিম্নোক্ত বিষয়ে।

CE

  
DMD (E)

উপাধ্যায় পরিচালক (অফিস)  
নিম্নোক্ত বিষয়ে, অফিস।