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CHATTOGRAM WATER SUPPLY AND SEWERAGE AUTHORITY



**MANAGEMENT INFORMATION SYSTEM REPORT
APRIL-2022**

**WASA BHABAN
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Chattogram Water Supply & Sewerage Authority
Monthly MIS Report
April 2022

	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	%	32	29	25	20	-47%
C 4*	Revenue collection efficiency(monthly coll.+outstand. Coll.)/month	%	85	88	100	90	-5%
D 9*	Collection period	Day	290	304	314	263	-16%
F 2*	No. of perma. employee per 1000 connections(excl. non-perma. Em	Nos.	7.5	N/A	8.3	9.4	21%
D 8*	Operating Ratio	Ratio	0.90	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	2,000	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	%	61	N/A	60	75	-19%
B 5*	Average tariff	Tk/m3	14.32	14.20	13.73	14.73	-3%
E 16*	Unit production cost (In/c Capt. Cost,Deprec. & Financial Expense.	Tk/m3	12.87	10.37	11.92	13.56	24%
A) Connection Data							
A 1	Total registered connections	Nos.	86,309	N/A	82,576	84,000	3%
A 1.1	Billable (non-disconnected) connection	Nos.	80,526	N/A	76,849	78,000	3%
A 1.2	Non-billable (disconnected) connection	Nos.	5,783	N/A	5,727	6000	4%
A 1.3	Billed connection	Nos.	77,757	N/A	73,970	75,000	4%
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	-73%
A 3	Breakdown of billable connection (by meter status)						
A 3.1	Metered	Nos.	76,880	N/A	74,039	74,000	4%
A 3.2	Average reading	Nos.	3,540	N/A	2,702	4,000	12%
A 3.3	Non meter	Nos.	106	N/A	108	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	%	97	N/A	96	100	-3%

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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							
B 2 Non-domestic	Tk/m3	13.02	N/A	12.40	13.02	0%	
B 3 Street Hydrant	Tk/m3	31.82	N/A	30.30	31.82	0%	
B 4 Religious Institutions	Tk/m3	13.02	N/A	12.40	13.02	0%	
B 5* Average tariff	Tk/m3	13.02	N/A	12.40	13.02	0%	
	Tk/m3	14.32	14.20	13.73	14.73	-3%	
C) Billing and Collection							
C 1 Total billing	Tk	140,658,105	1,360,234,357	1,423,705,665	1,806,119,000	-10%	
C 1.1* Private	Tk	120,884,105	1,170,178,048	1,229,454,669	1,310,119,000	7%	
C 1.2* Government	Tk	19,774,000	190,056,309	194,250,996	496,000,000	-54%	!
C 2 Billed volume (Total Volume Accounted)	ML	9,820	95,809	103,690	122,640	-6%	
C 3 Total collection	Tk	120,111,641	1,197,072,295	1,417,998,870	1,623,619,000	-12%	
C 3.1* Private	Tk	111,518,820	1,092,496,364	1,245,465,366	1,365,119,000	-4%	
C 3.2* Government	Tk	8,592,821	104,575,931	172,533,504	258,500,000	-51%	!
C 4* Revenue collection efficiency(monthly coll.+outstand. Coll.)/monthly bill.	%	85	88	100	90	-5%	
C 4.1* Private	%	92	93	101	104	-11%	
C 4.2* Government	%	43	55	89	52	-17%	
D) Financial Data							
D 1 Revenue (Total)	Tk	143,116,103	1,452,388,071	1,736,502,206	2,149,619,000	-19%	
D 1.1 Water revenue	Tk	120,111,641	1,197,072,295	1,417,998,870	1,623,619,000	-12%	
D 1.2* Tubewell license	Tk	7,684,163	103,769,209	126,672,332	90,000,000	38%	++
D 1.3* Other operating revenues	Tk	6,986,966	68,213,234	96,831,004	336,000,000	-76%	!
D 1.4* Interest income	Tk	8,333,333	83,333,333	95,000,000	100,000,000	0%	
D 2 Expenses (Total)	Tk	184,905,629	1,408,240,439	1,653,696,147	2,078,403,000	19%	
D 2.1* Personnel cost	Tk	51,809,629	352,112,689	422,685,147	528,784,000	20%	
D 2.2 Electricity cost	Tk	59,878,000	527,370,000	564,704,000	703,000,000	10%	
D 2.3 Chemicals	Tk	6,549,000	53,041,000	91,434,000	140,000,000	55%	++
D 2.4* Depreciation	Tk	0	140,940,750	101,204,000	187,921,000	67%	++
D 2.5 Other operating cost	Tk	66,669,000	334,776,000	473,669,000	518,698,000	23%	
D 2.5.1 Other O & M	Tk	10,851,000	78,494,000	111,358,000	185,908,000	49%	++
D 2.5.2 Capital cost from revenues	Tk	55,818,000	256,282,000	362,311,000	332,790,000	8%	
D 2.6* Financial expense	Tk	0	0	0	0	#DIV/0!	#DIV/0!
D 3 Net Income (Loss)	Tk	(41,789,526)	44,147,632	82,806,059	71,216,000	-26%	!
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	1,359,873,615	N/A	1,223,432,356	1,223,432,356	-11%	
D 6.1* Accounts receivable from Government	Tk	301,912,376	N/A	252,100,239	252,100,239	-20%	
D 6.2* Accounts receivable from Private	Tk	1,057,961,239	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	0.90	0.70	0.69	0.72	4%	
D 9* Collection period	Day	290	304	314	263	-16%	

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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-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.	51	N/A	60	44	16%
E 6*	Capacity of DTW - direct distribution	MLD	49	N/A	59	40	23%
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	583	N/A	449	430	36% ++
E 9	Length of Pipeline	km	962	N/A	770	1,037	-7%
E 15*	Production (distributable water)	ML	14,364.80	135,784	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	12.87	10.37	11.92	13.56	24%
E 17*	Non Revenue Water	%	32	29	25	20	-47% !
E 18*	Leakage occurrence	No./km/mt	0.32	0.40	0.43	0.50	20%
E 19	Water quality sample	No./month	200	2,000	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.	600	N/A	635	732	18%
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.	256	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.	7.5	N/A	8.3	9.4	21%
F 3	Average Monthly Salary	Tk	27,550	N/A	18,807	19,960	-38% !
F 4*	% of Overtime to Basic Salary	%	42	N/A	10	32	-31% !
G) Customer Services							
G 1	New Service Connection	Nos.	404	4,413	5,137	6,000	-12%
G 1.1	Service Connection Application Received	Nos.	411	4,064	4,394	5,000	-2%
G 1.2	Service Connection given	Nos.					
G 2	Billing complaints	Nos.	250	2,140	1,798	4,500	43% ++
G 2.1	Complaints received	Nos.	220	1,750	1,469	3,500	40% ++
G 2.2	Complaints acted on	Nos.	305	3,864	3,978	5,000	7%
G 3	Leakage complaints received and attended	Nos.					

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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:

M. A. Hossain
20.06.2022

SAE

AE

[Signature]
মোহাম্মদ মোস্তফিজুল ইসলাম
নির্বাহী প্রকৌশলী (অপারেশন)
জিলাইল বিভাগ
উত্তরায় ওয়াশা, উত্তরায়।

[Signature]
21/6/2022

SE (P&C)
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CE

[Signature]
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DMD (E)
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