

CHATTOGRAM WATER SUPPLY AND SEWERAGE AUTHORITY



MANAGEMENT INFORMATION SYSTEM REPORT
NOVEMBER-2022

**WASA BHABAN
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Chattogram Water Supply & Sewerage Authority
Monthly MIS Report
November 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	32	30	23	-37%	!
C 4* Revenue collection efficiency(monthly coll.+outstand. Coll.)/month	%	89	85	93	99	-10%	
D 9* Collection period	Day	180	211	282	263	20%	
F 2* No. of perma. employee per 1000 connections(excl. non-perma. Em	Nos.	7.1	N/A	7.3	8.5	16%	
D 8* Operating Ratio	Ratio	0.55	0.65	0.79	0.72	11%	
A 3.5* Functioning meter rate of installed meter	%	93	N/A	95	100	-7%	
E 19 Water quality sample	No./month	200	1,000	2,400	2,400	-92%	!
E 18* Leakage occurrence	No./km/mtf	0.43	0.34	0.38	5.04	93%	++
A 6* Water supply coverage	%	62	N/A	62	75	-18%	
B 5* Average tariff	Tk/m3	19.76	16.59	14.28	15.28	29%	++
E 16* Unit production cost (in/c Capt. Cost,Deprec. & Financial Expense.)	Tk/m3	7.51	13.41	12.31	20.53	35%	++
A) Connection data							
A 1 Total registered connections	Nos.	87,803	N/A	86,788	91,700	-4%	
A 1.1 Billable (non-disconnected) connection	Nos.	81,978	N/A	81,005	85,700	-4%	
A 1.2 Non-billable (disconnected) connection	Nos.	5,825	N/A	5,783	6000	3%	
A 1.3 Billed connection	Nos.	80,704	N/A	78,980	84,000	-4%	
A 2 Breakdown of billable connection (by customer type)							
A 2.1* Domestic	%	93	N/A	93	93	0%	
A 2.2 Non-domestic	%	7	N/A	7	7	1%	
A 3 Breakdown of billable connection (by meter status)							
A 3.1 Metered	Nos.	75,952	N/A	77,176	81,700	-7%	
A 3.2 Average reading	Nos.	5,921	N/A	3,723	4,000	-48%	!
A 3.3 Non meter	Nos.	105	N/A	106	106	1%	
A 3.4* Meter installation rate	%	100	N/A	100	100	0%	
A 3.5* Functioning meter rate of installed meter	%	93	N/A	95	100	-7%	
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	%	62	N/A	62	75	-18%	
A 7 Bill sent-out ratio	%	98	N/A	98	98	0%	

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B) Tariff								
B 1	Domestic	Tk/m3	18.00	N/A	13.02	13.67	32%	++
B 2	Non-domestic	Tk/m3	37.00	N/A	31.82	33.41	11%	
B 3	Street Hydrant	Tk/m3	18.00	N/A	13.02	13.67	32%	++
B 4	Religious Institutions	Tk/m3	18.00	N/A	13.02	13.67	32%	++
B 5*	Average tariff	Tk/m3	19.76	16.59	14.28	15.28	29%	++
C) Billing and Collection								
C 1	Total billing	Tk	194,211,881	840,599,594	1,646,498,206	1,931,900,000	4%	
C 1.1*	Private	Tk	169,984,669	733,627,577	1,417,237,972	1,552,430,000	13%	
C 1.2*	Government	Tk	24,227,212	106,972,017	229,260,234	379,470,000	-32%	!
C 2	Billed volume (Total Volume Accounted)	ML	9,830	50,663	115,273	126,470	-4%	
C 3	Total collection	Tk	173,269,808	716,776,533	1,532,296,451	1,916,900,000	-10%	
C 3.1*	Private	Tk	161,389,019	653,158,470	1,385,932,394	1,712,297,000	-8%	
C 3.2*	Government	Tk	11,880,789	63,618,063	146,364,057	204,603,000	-25%	!
C 4*	Revenue collection efficiency(monthly coll.+outstand. Coll.)/monthly bill.	%	89	85	93	99	-10%	
C 4.1*	Private	%	95	89	98	110	-14%	
C 4.2*	Government	%	49	59	64	54	-9%	
D) Financial data								
D 1	Revenue (Total)	Tk	196,138,343	827,659,989	1,828,840,771	2,296,850,000	-14%	
D 1.1	Water revenue	Tk	173,269,808	716,776,533	1,532,296,451	1,916,900,000	-10%	
D 1.2*	Tubewell license	Tk	4,107,646	23,575,954	114,045,305	100,000,000	-43%	!
D 1.3*	Other operating revenues	Tk	10,427,556	45,640,835	82,499,015	179,950,000	-39%	!
D 1.4*	Interest income	Tk	8,333,333	41,666,667	100,000,000	100,000,000	0%	
D 2	Expenses (Total)	Tk	109,315,440	993,885,334	2,032,959,163	3,372,762,373	29%	++
D 2.1*	Personnel cost	Tk	41,841,440	182,574,491	426,879,163	575,536,000	24%	
D 2.2	Electricity cost	Tk	59,939,000	303,302,000	652,415,000	773,000,000	6%	
D 2.3	Chemicals	Tk	1,348,000	31,492,000	141,233,000	140,000,000	46%	++
D 2.4*	Depreciation	Tk	0	367,985,843	246,857,000	1,471,943,373	40%	++
D 2.5	Other operating cost	Tk	6,187,000	108,531,000	565,575,000	412,283,000	37%	++
D 2.5.1	Other O & M	Tk	4,735,000	17,921,000	220,317,000	173,693,000	75%	++
D 2.5.2	Capital cost from revenues	Tk	1,452,000	90,610,000	345,258,000	238,590,000	9%	
D 2.6*	Financial expense	Tk	0	0	0	0	#DIV/0!	#DIV/0!
D 3	Net Income (Loss)	Tk	86,822,903	(166,225,346)	(204,118,392)	(1,075,912,373)	-63%	!
D 4*	Cash at bank	Tk	0	N/A	0	0	N/A	
D 5*	Stock & stores	Tk	0	0	0	140,034	N/A	
D 6	Accounts Receivable	Tk	1,164,093,027	N/A	1,271,740,973	1,271,740,973	8%	
D 6.1*	Accounts receivable from Government	Tk	199,837,843	N/A	210,605,008	210,605,008	5%	
D 6.2*	Accounts receivable from Private	Tk	964,255,184	N/A	1,061,135,965	1,061,135,965	9%	
D 7*	Long term loans	Tk	0	75,761,763	0	303,047,050	100%	++
D 8*	Operating Ratio	Ratio	0.55	0.65	0.79	0.72	11%	
D 9*	Collection period	Day	180	211	282	263	20%	

	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+SR)	MLD	466	N/A	466	490	-5%	#DIV/0!
E 4 Capacity of Ground WTP	MLD	68	N/A	68	68	0%	
E 5 Deep Tube Wells in Operation	Nos.	41	N/A	47	47	-13%	
E 6* Capacity of DTW - direct distribution	MLD	36	N/A	48	48	-25%	
E 7* Capacity of DTW - supply to GWTP	MLD	0	N/A	0	0	#DIV/0!	
E 8* Capacity of distributable water production	MLD	569	N/A	581	605	-6%	
E 9 Length of Pipeline	km	962	N/A	962	992	-3%	
E 15* Production (distributable water)	ML	14,561.96	74,089	165,187	164,250	8%	
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	7.51	13.41	12.31	20.53	35%	
E 17* Non Revenue Water	%	32	32	30	23	-37%	!
E 18* Leakage occurrence	No./km/mtl	0.43	0.34	0.38	5.04	93%	++
E 19 Water quality sample	No./month	200	1,000	2,400	2,400	-92%	!
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.	586	N/A	591	732	20%	#DIV/0!
F 1.1 Grade-3-9	Nos.	56	N/A	59	60	N/A	
F 1.2 Grade-10-11	Nos.	37	N/A	37	62	N/A	
F 1.3 Grade-12-16	Nos.	253	N/A	254	300	N/A	
F 1.4 Grade-17-20	Nos.	240	N/A	241	310	N/A	
F 5 No. of non-permanent employees (Total)	Nos.	0	N/A	0	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	300	N/A	
F 5.3 Project staff (hired by project budget)	Nos.	50	N/A	50	50	N/A	
F 2* No. of perma. employee per 1000 connections(excl. non-perma. Empl.)	Nos.	7.1	N/A	7.3	8.5	16%	
F 3 Average Monthly Salary	Tk	29,615	N/A	18,802	19,960	-48%	!
F 4* % of Overtime to Basic Salary	%	34	N/A	1	32	-6%	
G) Customer Services							
G 1 New Service Connection							++
G 1.1 Service Connection Application Received	Nos.	676	2,884	5,296	6,000	15%	
G 1.2 Service Connection given	Nos.	681	2,606	4,934	5,000	25%	
G 2 Billing complaints							
G 2.1 Complaints received	Nos.	240	1,030	2,510	4,500	45%	
G 2.2 Complaints acted on	Nos.	170	799	2,050	3,500	45%	
G 3 Leakage complaints received and attended	Nos.	417	1,624	4,422	5,000	22%	

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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: A warning sign "++" appears when the evaluation result 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).

A warning sign "!" appears when the evaluation result exceeds 25%, which is considered as the high-end threshold indicating "too good".

A2.1: If the total number of billable connections is less than - 25%, which is considered as the low-end threshold indicating "very bad".

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 / number of billable connection).

A7: Bill sent-out ratio = Billed connection / Billable connection + Total Street Hydrant x 80 Person per Street Hydrant / Total Population in Water Supply Area *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:



14.02.2023
SAE


14.02.2023
AE


14.02.2023
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14.02.2023
তত্ত্বাবধায়ক প্রকৌশলী

CE


14.02.2023
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