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CHATTOGRAM WATER SUPPLY AND SEWERAGE AUTHORITY



MANAGEMENT INFORMATION SYSTEM REPORT  
FOR THE MONTH OF APRIL-2023

WASA BHABAN  
DAMPARA  
CHATTOGRAM, BANGLADESH

Phone : 880-31-2851806  
Fax : 880-31-610465  
Email : [info@ctg-wasa.org.bd](mailto:info@ctg-wasa.org.bd)

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**Chattogram Water Supply & Sewerage Authority**  
**Monthly MIS Report**  
**April 2023**

	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	%	28	32	30	23	-37%	!
C 4*	Revenue collection efficiency(monthly coll.+outstand. Coll./month)	%	90	87	93	99	-9%	
D 9*	Collection period	Day	222	233	282	263	11%	
F 2*	No. of perma. employee per 1000 connections(excl. non-perma. Em)	Nos.	6.5	N/A	7.3	8.5	24%	
D 8*	Operating Ratio	Ratio	0.75	0.63	0.79	0.72	13%	
A 3.5*	Functioning meter rate of installed meter	%	92	N/A	95	100	-8%	
E 19	Water quality sample	No./month	200	2,000	2,400	2,400	-92%	!
E 18*	Leakage occurrence	No./km/mtr	0.51	0.37	0.38	5.04	93%	++
A 6*	Water supply coverage	%	63	N/A	62	75	-16%	
B 5*	Average tariff	Tk/m3	18.95	17.96	14.28	15.28	24%	
E 16*	Unit production cost (in/c Capt. Cost,Deprec. & Financial Expense.)	Tk/m3	11.77	17.06	12.31	0.00	17%	
<b>A) Connection data</b>								
A 1	Total registered connections	Nos.	91,767	N/A	86,788	91,700	0%	
X 1.1	Billable (non-disconnected) connection	Nos.	85,869	N/A	81,005	85,700	0%	
A 1.2	Non-billable (disconnected) connection	Nos.	5,898	N/A	5,783	6000	2%	
X 1.3	Billed connection	Nos.	82,226	N/A	78,980	84,000	-2%	
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	3%	
A 3	Breakdown of billable connection (by meter status)							
A 3.1	Metered	Nos.	78,985	N/A	77,176	81,700	-3%	
A 3.2	Average reading	Nos.	6,780	N/A	3,723	4,000	-70%	!
A 3.3	Non meter	Nos.	104	N/A	106	106	2%	
A 3.4*	Meter installation rate	%	100	N/A	100	100	0%	
A 3.5*	Functioning meter rate of installed meter	%	92	N/A	95	100	-8%	
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	%	63	N/A	62	75	-16%	
A 7	Bill sent-out ratio	%	96	N/A	98	98	-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>B) Tariff</b>							
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	18.95	17.96	14.28	15.28	24%	
<b>C) Billing and Collection</b>							
C 1 Total billing	Tk	184,715,625	1,782,721,501	1,646,498,206	1,931,900,000	11%	
C 1.1* Private	Tk	161,922,491	1,559,619,967	1,417,237,972	1,552,430,000	21%	
C 1.2* Government	Tk	22,793,134	223,101,534	229,260,234	379,470,000	-29%	!
C 2 Billed volume (Total Volume Accounted)	ML	9,745	99,239	115,273	126,470	-6%	
C 3 Total collection	Tk	166,791,574	1,553,398,969	1,532,296,451	1,916,900,000	-3%	
C 3.1* Private	Tk	159,514,827	1,439,300,241	1,385,932,394	1,712,297,000	1%	
C 3.2* Government	Tk	7,276,747	114,098,728	146,364,057	204,603,000	-33%	!
C 4* Revenue collection efficiency(monthly coll. +outstand. Coll.)/monthly bill	%	90	87	93	99	-9%	
C 4.1* Private	%	99	92	98	110	-11%	
C 4.2* Government	%	32	51	64	54	-41%	!
<b>D) Financial data</b>							
D 1 Revenue (Total)	Tk	190,105,372	1,831,778,346	1,828,840,771	2,296,850,000	-4%	
D 1.1 Water revenue	Tk	166,791,574	1,553,398,969	1,532,296,451	1,916,900,000	-3%	
D 1.2* Tubewell license	Tk	9,318,658	109,451,801	114,045,305	100,000,000	31%	++
D 1.3* Other operating revenues	Tk	5,661,806	85,594,242	82,499,015	179,950,000	-43%	!
D 1.4* Interest income	Tk	8,333,333	83,333,333	100,000,000	100,000,000	0%	
D 2 Expenses (Total)	Tk	158,475,204	2,474,109,540	2,032,959,163	3,372,762,373	12%	
D 2.1* Personnel cost	Tk	47,234,204	364,449,010	426,879,163	575,536,000	24%	
D 2.2 Electricity cost:	Tk	71,920,000	636,312,000	652,415,000	773,000,000	1%	
D 2.3 Chemicals	Tk	10,295,000	81,664,000	141,233,000	140,000,000	30%	++
D 2.4* Depreciation	Tk	0	1,103,957,530	246,857,000	1,471,943,373	10%	
D 2.5 Other operating cost	Tk	29,026,000	287,727,000	565,575,000	412,283,000	16%	
D 2.5.1 Other O & M	Tk	13,510,000	69,354,000	220,317,000	173,693,000	52%	++
D 2.5.2 Capital cost from revenues	Tk	15,516,000	218,373,000	345,258,000	238,590,000	-10%	
D 2.6* Financial expense	Tk	0	0	0	0	#DIV/0!	#DIV/0!
D 3 Net Income ( Loss )	Tk	31,630,168	(642,331,194)	(204,118,392)	(1,075,912,373)	-28%	!
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	1,365,348,219	N/A	1,271,740,973	1,271,740,973	-7%	
D 6.1* Accounts receivable from Government	Tk	237,821,764	N/A	210,605,008	210,605,008	-13%	
D 6.2* Accounts receivable from Private	Tk	1,127,526,455	N/A	1,061,135,965	1,061,135,965	-6%	
D 7* Long term loans	Tk	0	227,285,288	0	303,047,050	100%	++
D 8* Operating Ratio	Ratio	0.75	0.63	0.79	0.72	13%	
D 9* Collection period	Day	222	233	282	263	11%	

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	Unit	This month	Year to date	Previous year actual	This year target *1	Evaluation *2	Remarks *3
<b>E) Water Supply</b>							
E 3	Capacity of Surface WTP (Mohora+Sk.H.WTP-1+Sk.H.WTP-2+SR)	MLD	466	N/A	466	490	-5%
E 4	Capacity of Ground WTP	MLD	68	N/A	68	68	0%
E 5	Deep Tube Wells in Operation	Nos.	46	N/A	47	47	-2%
E 6*	Capacity of DTW - direct distribution	MLD	35	N/A	48	48	-26%
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	13,465.31	144,992	165,187	164,250	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	11.77	17.06	12.31	20.53	17%
E 17*	Non Revenue Water	%	28	32	30	23	-37%
E 18*	Leakage occurrence	No./km/mtr	0.51	0.37	0.38	5.04	93%
E 19	Water quality sample	No./month	200	2,000	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%
<b>F) Personnel</b>							
F 1	No. of permanent employees (Total)	Nos.	561	N/A	591	732	23%
F 1.1	Grade-3-9	Nos.	54	N/A	59	60	N/A
F 1.2	Grade-10-11	Nos.	36	N/A	37	62	N/A
F 1.3	Grade-12-16	Nos.	235	N/A	254	300	N/A
F 1.4	Grade-17-20	Nos.	236	N/A	241	310	N/A
F 5	No. of non-permanent employees (Total)	Nos.	0	N/A	0	0	N/A
F 5.1	Work charge (6 month contract worker)	Nos.	0	N/A	0	0	#DIV/0!
F 5.2	Master roll (Daily basis casual worker) Outsource in	Nos.	0	N/A	0	0	N/A
F 5.3	Project staff (hired by project budget)	Nos.	50	N/A	50	300	N/A
F 2*	No. of perma. employee per 1000 connections (excl. non-perma. Empl.)	Nos.	6.5	N/A	7.3	8.5	24%
F 3	Average Monthly Salary	Tk	28,237	N/A	18,802	19,960	-41%
F 4*	% of Overtime to Basic Salary	%	40	N/A	1	32	-26%
<b>G) Customer Services</b>							
G 1	New Service Connection	Nos.	53	4,457	5,296	6,000	-11%
G 1.1	Service Connection Application Received	Nos.	80	4,484	4,934	5,000	8%
G 1.2	Service Connection given	Nos.	160	1,920	2,510	4,500	49%
G 2	Billing complaints	Nos.	130	1,504	2,050	3,500	48%
G 2.1	Complaints received	Nos.	490	3,534	4,422	5,000	15%
G 2.2	Complaints acted on	Nos.					
G 3	Leakage complaints received and attended	Nos.					

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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: If the total number of billed connections is 45,000 and the number of domestic connections in billable connections is 36,000, this will be 80% (= 36000 / 45000).

A3: 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:

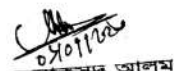
Noted by:

  
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(Richard Nelson Penheiro)  
Executive Engineer (A.C)  
Design Division  
Chattogram WASA Chattogram.

  
06.07.2023  
SAE

  
06.07.2023  
মহম্মদ হোসেন  
প্রধান প্রকৌশলী  
চট্টগ্রাম ওয়াসা, চট্টগ্রাম

  
JMD