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CHATTOGRAM WATER SUPPLY AND SEWERAGE AUTHORITY



**MANAGEMENT INFORMATION SYSTEM REPORT
DECEMBER-2023**

**WASA BHABAN
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Chattogram Water Supply & Sewerage Authority
Monthly MIS Report
December 2023

	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	%	31	32	31	28	-14%	
C 4* Revenue collection efficiency(monthly coll.+outstand. Coll.)/month	%	83	88	87	116	-28%	!
D 9* Collection period	Day	259	255	235	200	-28%	!
F 2* No. of perma. employee per 1000 connections(excl. non-perma. Em	Nos.	6.1	N/A	6.4	7.1	14%	
D 8* Operating Ratio	Ratio	0.81	0.76	0.66	0.57	-34%	!
A 3.5* Functioning meter rate of installed meter	%	90	N/A	92	100	-10%	
E 19 Water quality sample	No./month	240	1,440	2,400	2,880	-92%	!
E 18* Leakage occurrence	No./km/mt	0.33	0.27	0.35	1.81	85%	++
A 6* Water supply coverage	%	64	N/A	64	75	-14%	
B 5* Average tariff	Tk/m3	18.48	18.86	18.14	17.45	6%	
E 16* Unit production cost (in/c Capt. Cost,Deprec. & Financial Expense.)	Tk/m3	21.24	19.37	18.71	19.50	1%	
A) Connection data							
A 1 Total registered connections	Nos.	94,749	N/A	92,327	97,127	-2%	
A 1.1 Billable (non-disconnected) connection	Nos.	88,771	N/A	86,395	91,195	-3%	
A 1.2 Non-billable (disconnected) connection	Nos.	5,978	N/A	5,932	5932	-1%	
A 1.3 Billed connection	Nos.	86,340	N/A	83,698	88,270	-2%	
A 2 Breakdown of billable connection (by customer type)							
A 2.1* Domestic	%	93	N/A	93	92	1%	
A 2.2 Non-domestic	%	7	N/A	7	8	11%	
A 3 Breakdown of billable connection (by meter status)							
A 3.1 Metered	Nos.	79,970	N/A	78,966	83,092	-4%	
A 3.2 Average reading	Nos.	8,698	N/A	7,326	8,000	-9%	
A 3.3 Non meter	Nos.	103	N/A	103	103	0%	
A 3.4* Meter installation rate	%	100	N/A	100	100	0%	
A 3.5* Functioning meter rate of installed meter	%	90	N/A	92	100	-10%	
A 4 Street Hydrant	Nos.	689	N/A	689	689	0%	
A 5 Religious Institutions	Nos.	368	N/A	368	317	16%	
A 6* Water supply coverage	%	64	N/A	64	75	-14%	
A 7 Bill sent-out ratio	%	97	N/A	97	100	-3%	

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	Unit	This month	Year to date	Previous year actual	This year target *1	Evaluation *2	Remarks ++ ! Very Low
B) Tariff							
B 1 Domestic	Tk/m3	18.00	N/A	18.00	18.90	-5%	
B 2 Non-domestic	Tk/m3	37.00	N/A	37.00	38.85	-5%	
B 3 Street Hydrant	Tk/m3	18.00	N/A	18.00	18.90	-5%	
B 4 Religious Institutions	Tk/m3	18.00	N/A	18.00	18.90	-5%	
B 5* Average tariff	Tk/m3	18.48	18.86	18.14	17.45	6%	
C) Billing and Collection							
C 1 Total billing	Tk	193,596,261	1,157,920,014	2,155,873,661	2,292,809,481	1%	
C 1.1* Private	Tk	169,869,031	1,021,496,247	1,888,365,971	1,948,888,059	5%	
C 1.2* Government	Tk	23,727,230	136,423,767	267,507,690	343,921,422	-21%	
C 2 Billed volume (Total Volume Accounted)	ML	10,475	61,401	118,868	131,400	-7%	
C 3 Total collection	Tk	161,497,870	1,019,185,883	1,878,166,418	2,664,792,000	-24%	
C 3.1* Private	Tk	153,985,700	972,469,049	1,738,727,636	2,345,016,960	-17%	
C 3.2* Government	Tk	7,512,170	46,716,834	139,438,782	319,775,040	-71%	!
C 4* Revenue collection efficiency(monthly coll.+outstand. Coll.)/monthly bill.	%	83	88	87	116	-28%	!
C 4.1* Private	%	91	95	92	120	-25%	
C 4.2* Government	%	32	34	52	93	-66%	!
D) Financial data							
D 1 Revenue (Total)	Tk	184,187,356	1,143,441,733	2,203,110,954	3,025,592,000	-24%	
D 1.1 Water revenue	Tk	161,497,870	1,019,185,883	1,878,166,418	2,664,792,000	-24%	
D 1.2* Tubewell license	Tk	4,850,766	21,556,186	125,253,767	100,000,000	-57%	!
D 1.3* Other operating revenues	Tk	10,338,720	57,699,664	99,690,769	170,800,000	-32%	!
D 1.4* Interest income	Tk	7,500,000	45,000,000	100,000,000	90,000,000	0%	
D 2 Expenses (Total)	Tk	321,789,688	1,747,322,425	3,224,457,367	3,559,449,000	2%	
D 2.1* Personnel cost	Tk	39,524,688	240,178,425	442,684,994	602,585,000	20%	
D 2.2 Electricity cost	Tk	80,190,000	465,201,000	762,236,000	760,000,000	-22%	
D 2.3 Chemicals	Tk	54,000	61,605,000	111,276,000	140,000,000	12%	
D 2.4* Depreciation	Tk	125,000,000	750,000,000	1,471,943,373	1,500,000,000	0%	
D 2.5 Other operating cost	Tk	77,021,000	230,338,000	436,317,000	556,864,000	17%	
D 2.5.1 Other O & M	Tk	28,631,000	99,855,000	148,795,000	214,144,000	7%	
D 2.5.2 Capital cost from revenues	Tk	48,390,000	130,483,000	287,522,000	342,720,000	24%	
D 2.6* Financial expense	Tk	0	0	0	0	#DIV/0!	#DIV/0!
D 3 Net Income (Loss)	Tk	(137,602,332)	(603,880,692)	(1,021,346,413)	(533,857,000)	126%	++
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	1,620,137,746	N/A	1,386,963,271	1,386,963,271	-17%	
D 6.1* Accounts receivable from Government	Tk	339,675,009	N/A	228,472,232	228,472,232	-49%	!
D 6.2* Accounts receivable from Private	Tk	1,280,462,737	N/A	1,158,491,039	1,158,491,039	-11%	
D 7* Long term loans	Tk	0	74,622,000	303,047,050	212,160,000	100%	++
D 8* Operating Ratio	Ratio	0.81	0.76	0.66	0.57	-34%	!
D 9* Collection period	Day	259	255	235	200	-28%	!

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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+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.	47	N/A	48	47	0%	
E 6* Capacity of DTW - direct distribution	MLD	34	N/A	35	48	-28%	
E 7* Capacity of DTW - supply to GWTP	MLD	0	N/A	0	0	#DIV/0!	
E 8* Capacity of distributable water production	MLD	568	N/A	569	605	-6%	
E 9 Length of Pipeline	km	962	N/A	962	992	-3%	
E 15* Production (distributable water)	ML	15,146.62	90,189	172,320	182,500	-1%	
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	21.24	19.37	18.71	19.50	1%	
E 17* Non Revenue Water	%	31	32	31	28	-14%	++ !
E 18* Leakage occurrence	No./km/mth	0.33	0.27	0.35	1.81	85%	
E 19 Water quality sample	No./month	240	1,440	2,400	2,880	-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.	543	N/A	554	650	16%	++
F 1.1 Grade-3-9	Nos.	56	N/A	54	60	N/A	
F 1.2 Grade-10-11	Nos.	36	N/A	36	62	N/A	
F 1.3 Grade-12-16	Nos.	218	N/A	229	260	N/A	
F 1.4 Grade-17-20	Nos.	233	N/A	235	268	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	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.	6.1	N/A	6.4	7.1	14%	
F 3 Average Monthly Salary	Tk	31,041	N/A	19,364	31,195	0%	
F 4* % of Overtime to Basic Salary	%	23	N/A	14	32	27%	++
G) Customer Services							
G 1 New Service Connection							
G 1.1 Service Connection Application Received	Nos.	415	2,638	5,202	5,000	6%	++
G 1.2 Service Connection given	Nos.	316	2,581	4,769	4,000	29%	
G 2 Billing complaints							
G 2.1 Complaints received	Nos.	230	1,165	2,300	2,700	14%	
G 2.2 Complaints acted on	Nos.	170	960	1,819	2,200	13%	
G 3 Leakage complaints received and attended	Nos.	319	1,588	4,078	1,800	-76%	!

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26/8/24

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.

[Signature]
26.12.2024

SAE

[Signature] 28.02.2024

AE

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

[Signature]
28/2/2024

মোহাম্মদ সাব্বাছ আলী
অবাস্যায়ক প্রকৌশলী
(অনিকল্পনা ও নির্মাণ সার্কেল)
কম্পিউটার সিস্টেম

CE

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28/02/2024

DMD (E)

জনঃ সারঃ পরিঃ (একঃ)
চট্টগ্রাম ওয়াসা, চট্টগ্রাম।