

Chattogram Water Supply & Sewerage Authority
Monthly MIS Report
March 2020

	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	27	25	20	-35%	!
C 4* Revenue collection efficiency(monthly coll.+outstand. Coll.)/month	%	65	87	92	114	-43%	!
D 9* Collection period	Day	371	355	289	283	-35%	!
E 2* No. of perma. employee per 1000 connections(excl. non-perma. Em)	Nos.	9.2	N/A	10.0	10.0	8%	
D 8* Operating Ratio	Ratio	0.72	0.83	0.81	0.98	15%	
A 3.5* Functioning meter rate of installed meter	%	86	N/A	84	100	-14%	
E 19 Water quality sample	No./month	100	900	1,140	95	5%	
E 18* Leakage occurrence	No./km/mth	0.48	0.50	0.55	0.50	1%	
A 6* Water supply coverage	%	57	N/A	57	75	-24%	
B 5* Average tariff	Tk/m3	12.68	12.45	12.13	12.33	3%	
E 16* Unit production cost (In/c Capt. Cost, Deprec. & Financial Expense)	Tk/m3	9.60	9.49	9.93	13.56	30%	++
Connection data							
A 1 Total registered connections	Nos.	77,344	N/A	74,330	79,000	-2%	
A 1.1 Billable (non-disconnected) connection	Nos.	71,722	N/A	68,798	73,000	-2%	
A 1.2 Non-billable (disconnected) connection	Nos.	5,622	N/A	5,532	6000	6%	
A 1.3 Billed connection	Nos.	69,163	N/A	67,027	72,000	-4%	
A 2 Breakdown of billable connection (by customer type)							
A 2.1* Domestic	%	97	N/A	97	96	1%	
A 2.2 Non-domestic	%	3	N/A	3	4	27%	++
A 3 Breakdown of billable connection (by meter status)							
A 3.1 Metered	Nos.	61,482	N/A	57,885	61,500	0%	
A 3.2 Average reading	Nos.	9,971	N/A	10,635	11,500	13%	
A 3.3 Non meter	Nos.	269	N/A	278	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	%	86	N/A	84	100	-14%	
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	%	57	N/A	57	75	-24%	
A 7 Bill sent-out ratio	%	96	N/A	97	100	-4%	

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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	Tk/m3	9.92	N/A	9.92	10.42	-5%	
B 2 Non-domestic	Tk/m3	27.56	N/A	27.56	28.94	-5%	
B 3 Street Hydrant	Tk/m3	9.92	N/A	9.92	10.42	-5%	
B 4 Religious Institutions	Tk/m3	9.92	N/A	9.92	10.42	-5%	
B 5* Average tariff	Tk/m3	12.68	12.45	12.13	12.33	3%	
C) Billing and Collection							
C 1 Total billing	Tk	94,417,734	871,895,044	1,087,980,059	1,181,809,000	-2%	
C 1.1* Private	Tk	80,559,751	744,977,317	930,097,500	857,062,000	16%	
C 1.2* Government	Tk	13,857,983	126,917,727	157,882,559	324,747,000	-48%	!
C 2 Billed volume	ML	7,444	70,057	89,712	95,810	-3%	
C 3 Total collection	Tk	61,295,069	755,742,064	996,216,692	1,350,000,000	-25%	!
C 3.1* Private	Tk	56,714,761	682,920,291	897,774,626	1,134,949,744	-20%	
C 3.2* Government	Tk	4,580,308	72,821,773	98,442,066	215,050,256	-55%	!
C 4* Revenue collection efficiency(monthly coll.+outstand. Coll.)/monthly bill	%	65	87	92	114	-43%	!
C 4.1* Private	%	70	92	97	132	-47%	!
C 4.2* Government	%	33	57	62	60	-10%	!
D) Financial data							
D 1 Revenue (Total)	Tk	110,919,792	956,571,471	1,274,507,887	1,270,514,100	-3%	!
D 1.1 Water revenue	Tk	61,295,069	755,742,064	996,216,692	1,350,000,000	-25%	!
D 1.2* Tubewell license	Tk	34,164,650	71,287,591	122,330,003	300,000,000	5%	
D 1.3* Other operating revenues	Tk	7,543,406	58,291,816	60,961,167	200,000,000	68%	!
D 1.4* Interest income	Tk	7,916,667	71,250,000	95,000,000	300,000,000	3%	
D 2 Expenses (Total)	Tk	104,974,480	910,031,112	1,183,745,705	1,732,312,000	38%	++
D 2.1* Personnel cost	Tk	29,815,480	323,605,112	401,499,705	505,395,000	-15%	
D 2.2 Electricity cost	Tk	42,748,000	363,433,000	469,924,000	540,000,000	10%	
D 2.3 Chemicals	Tk	342,000	51,799,000	60,527,000	120,000,000	42%	++
D 2.4* Depreciation	Tk	22,550,000	67,650,000	70,845,000	90,200,000	81%	++
D 2.5 Other operating cost	Tk	9,519,000	103,544,000	180,950,000	476,717,000	71%	++
D 2.5.1 Other O & M	Tk	7,468,000	59,204,000	101,870,000	144,177,000	45%	++
D 2.5.2 Capital cost from revenues	Tk	2,051,000	44,340,000	79,080,000	332,540,000	82%	++
D 2.6* Financial expense	Tk	0	0	0	0	#DIV/0!	#DIV/0!
D 3 Net Income (Loss)	Tk	5,945,312	46,540,359	90,762,182	44,199,000	40%	++
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	1,129,571,198	N/A	861,727,215	861,727,215	-31%	!
D 6.1* Accounts receivable from Government	Tk	249,638,908	N/A	178,400,051	178,400,051	-40%	!
D 6.2* Accounts receivable from Private	Tk	879,932,290	N/A	683,327,164	683,327,164	-29%	!
D 7* Long term loans	Tk	0	N/A	0	0	#DIV/0!	#DIV/0!
D 8* Operating Ratio	Ratio	0.72	0.83	0.81	0.98	15%	
D 9* Collection period	Day	371	355	289	263	-35%	!

		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+Moduna Gh)	MLD	323	N/A	323	323	0%	#DIV/0!
E 4	Capacity of Ground WTP	MLD	68	N/A	68	68	-1%	
E 5	Deep Tube Wells in Operation	Nos.	38	N/A	41	41	-7%	
E 6*	Capacity of DTW - direct distribution	MLD	37	N/A	40	40	-8%	
E 7*	Capacity of DTW - supply to GWTP	MLD	0	N/A	0	0	#DIV/0!	
E 8*	Capacity of distributable water production	MLD	427	N/A	430	430	-1%	
E 9	Length of Pipeline	km	770	N/A	768	800	-4%	
E 15*	Production (distributable water)	ML	10,932	95,922	119,197	127,750	0%	
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	9.60	9.49	9.93	13.56	30%	
E 17*	Non Revenue Water	%	32	27	25	20	-35%	!
E 18*	Leakage occurrence	No./km/mth	0.48	0.50	0.55	0.50	1%	
E 19	Water quality sample	No./month	100	900	1,140	95	5%	
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.	663	N/A	687	730	9%	#DIV/0!
F 1.1	Grade-3-9	Nos.	57	N/A	64	70	N/A	
F 1.2	Grade-10-11	Nos.	56	N/A	57	60	N/A	
F 1.3	Grade-12-16	Nos.	297	N/A	309	315	N/A	
F 1.4	Grade-17-20	Nos.	253	N/A	257	285	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)	Nos.	0	N/A	0	0	N/A	
F 5.3	Project staff (hired by project budget)	Nos.	32	N/A	32	170	N/A	
F 2*	No. of perma. employee per 1000 connections(excl. non-perma. Empl.)	Nos.	9.2	N/A	10.0	10.0	8%	
F 3	Average Monthly Salary	Tk	16,293	N/A	15,227	19,960	18%	
F 4*	% of Overtime to Basic Salary	%	29	N/A	16	32	10%	
G) Customer Services								
G 1	New Service Connection							
G 1.1	Service Connection Application Received	Nos.	542	3,949	4,701	6,000	-12%	
G 1.2	Service Connection given	Nos.	421	3,462	4,280	5,000	-8%	
G 2	Billing complaints							
G 2.1	Complaints received	Nos.	200	1,917	4,120	4,500	43%	++
G 2.2	Complaints acted on	Nos.	170	1,704	3,718	3,500	35%	++
G 3	Leakage complaints received and attended	Nos.	367	3,429	5,072	5,000	9%	

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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.

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