

Chittagong Water Supply & Sewerage Authority
Monthly MIS Report
January 2017

	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	%	19	22	17	20	-12%
C 4*	Revenue collection efficiency(monthly coll.+outstand. Coll.)/monthly bill.	%	94	106	95	102	-8%
D 9*	Collection period	Day	246	323	208	180	-79% !
F 2*	No. of perma. employee per 1000 connections(excl. non-perma. Empl.)	Nos.	12.1	N/A	12.6	12.0	-1%
D 8*	Operating Ratio	Ratio	0.91	0.91	0.95	0.99	8%
A 3.5*	Functioning meter rate of installed meter	%	80	N/A	79	90	-11%
E 19	Water quality sample	No./month	80	560	960	85	-6%
E 18*	Leakage occurrence	No./km/mt	0.54	0.37	#DIV/0!	0.21	-77% !
A 6*	Water supply coverage	%	54	N/A	51	59	-8%
B 5*	Average tariff	Tk/m3	8.81	9.88	10.22	0.00	#DIV/0! ##
E 16*	Unit production cost (in/c Capt. Cost,Deprec. & Financial Expense.)	Tk/m3	7.77	10.24	12.39	0.00	#DIV/0! ##
A) Connection data							
A 1	Total registered connections	Nos.	64,379	N/A	62,928	67,928	-5%
A 1.1	Billable (non-disconnected) connection	Nos.	59,077	N/A	57,645	63,136	-6%
A 1.2	Non-billable (disconnected) connection	Nos.	5,302	N/A	5,283	3000	-77% !
A 1.3	Billed connection	Nos.	60,468	N/A	56,422	61,968	-2%
A 2	Breakdown of billable connection (by customer type)						
A 2.1*	Domestic	%	96	N/A	96	96	0%
A 2.2	Non-domestic	%	4	N/A	4	4	1%
A 3	Breakdown of billable connection (by meter status)						
A 3.1	Metered	Nos.	47,147	N/A	45,119	56,822	-17%
A 3.2	Average reading	Nos.	11,654	N/A	12,266	6,064	-92% !
A 3.3	Non meter	Nos.	276	N/A	260	250	-10%
A 3.4*	Meter installation rate	%	100	N/A	100	100	0%
A 3.5*	Functioning meter rate of installed meter	%	80	N/A	79	90	-11%
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	%	54	N/A	51	59	-8%
A 7	Bill sent-out ratio	%	102	N/A	98	100	2%

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B) Tariff							
B 1	Domestic	Tk/m3	9	N/A	7.61	8.00	13%
B 2	Non-domestic	Tk/m3	25.00	N/A	21.56	22.64	10%
B 3	Street Hydrant	Tk/m3	9	N/A	7.61	8.00	13%
B 4	Religious Institutions	Tk/m3	9	N/A	7.61	8.00	13%
B 5*	Average tariff	Tk/m3	8.81	9.88	10.22		#DIV/0! ##
C) Billing and Collection							
C 1	Total billing	Tk	69,708,574	365,331,855	532,959,458		#DIV/0! ##
C 1.1*	Private	Tk	57,526,510	291,218,075	411,183,326		#DIV/0! ##
C 1.2*	Government	Tk	12,182,064	74,113,780	121,776,132		#DIV/0! ##
C 2	Billed volume	ML	7,910	36,967	52,130	67,160	-6%
C 3	Total collection	Tk	65,298,596	386,192,800	506,898,401		#DIV/0! ##
C 3.1*	Private	Tk	58,183,945	314,211,262	411,173,203		#DIV/0! ##
C 3.2*	Government	Tk	7,114,651	71,981,538	95,725,198		#DIV/0! ##
C 4*	Revenue collection efficiency(monthly coll.+outstand. Coll.)/monthly bill.	%	94	106	95	102	-8%
C 4.1*	Private	%	101	108	100		#DIV/0! ##
C 4.2*	Government	%	58	97	79		#DIV/0! ##
D) Financial data							
D 1	Revenue (Total)	Tk	83,450,189	496,452,250	735,405,827		#DIV/0! ##
D 1.1	Water revenue	Tk	65,298,596	386,192,800	497,299,429		#DIV/0! ##
D 1.2*	Tubewell license	Tk	2,493,464	26,786,355	116,592,279		#DIV/0! ##
D 1.3*	Other operating revenues	Tk	7,741,463	28,056,433	29,014,114		#DIV/0! ##
D 1.4*	Interest income	Tk	7,916,666	55,416,662	92,500,005		#DIV/0! ##
D 2	Expenses (Total)	Tk	76,106,454	487,752,003	773,957,102		#DIV/0! ##
D 2.1*	Personnel cost	Tk	31,596,454	220,940,503	314,147,102		#DIV/0! ##
D 2.2	Electricity cost	Tk	35,783,000	190,395,000	301,798,000		#DIV/0! ##
D 2.3	Chemicals	Tk	5,092,000	5,921,000	23,670,000		#DIV/0! ##
D 2.4*	Depreciation	Tk	0	32,425,500	63,579,000		#DIV/0! ##
D 2.5	Other operating cost	Tk	3,635,000	38,070,000	70,763,000		#DIV/0! ##
D 2.5.1	Other O & M	Tk	3,561,000	36,133,000	62,283,000	N/A	#VALUE! ##
D 2.5.2	Capital cost from revenues	Tk	74,000	1,937,000	8,480,000	N/A	#VALUE! ##
D 2.6*	Financial expense	Tk	0	0	0		#DIV/0! ##
D 3	Net Income (Loss)	Tk	7,343,735	8,700,247	(38,551,275)		#DIV/0! ##
D 4*	Cash at bank	Tk	0	N/A	0		N/A
D 5*	Stock & stores	Tk	977,500	1,434,365	1,491,815		N/A
D 6	Accounts Receivable	Tk	554,043,303	N/A	520,410,964		#DIV/0! ##
D 6.1*	Accounts receivable from Government	Tk	138,670,763	N/A	135,044,790		#DIV/0! ##
D 6.2*	Accounts receivable from Private	Tk	415,372,540	N/A	385,366,174		#DIV/0! ##
D 7*	Long term loans	Tk	0	N/A	0		#DIV/0! ##
D 8*	Operating Ratio	Ratio	0.91	0.91	0.95	0.99	8%
D 9*	Collection period	Day	246	323	208	180	-79% !

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E) Water Supply								
E 3	Capacity of Surface WTP (Mohora+KWSP-1)	MLD	233	N/A	90	233	0%	
E 4	Capacity of Ground WTP	MLD	68	N/A	68	68	-1%	
E 5	Deep Tube Wells in Operation	Nos.	76	N/A	98		#DIV/0!	##
E 6*	Capacity of DTW - direct distribution	MLD	40	N/A	41		#DIV/0!	##
E 7*	Capacity of DTW - supply to GWTP	MLD	59	N/A	60		#DIV/0!	##
E 8*	Capacity of distributable water production	MLD	341	N/A	199		#DIV/0!	##
E 9	Length of Pipeline	km	760	N/A	688	819	-7%	
E 15*	Production (distributable water)	ML	9,801	47,613	62,442	83,950	-3%	
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	7.77	10.24	12.39		#DIV/0!	##
E 17*	Non Revenue Water	%	19	22	17	20	-12%	
E 18*	Leakage occurrence	No./km/mt	0.54	0.37	#DIV/0!	0.21	-77%	!
E 19	Water quality sample	No./month	80	560	960	85	-6%	
E 20*	Satisfactory sample in chlorine level	%	100	100	100		#DIV/0!	##
E 21*	Satisfactory sample in microbiological level	%	100	100	100		#DIV/0!	##
F) Personnel								
F 1	No. of permanent employees (Total)	Nos.	717	N/A	726		#DIV/0!	##
F 1.1	Grade-3-9	Nos.	59	N/A	62	N/A	N/A	++
F 1.2	Grade-10-11	Nos.	36	N/A	36	N/A	N/A	++
F 1.3	Grade-12-16	Nos.	351	N/A	360	N/A	N/A	++
F 1.4	Grade-17-20	Nos.	271	N/A	268	N/A	N/A	++
F 5	No. of non-permanent employees (Total)	Nos.	0	N/A	0	''	#VALUE!	##
F 5.1	Work charge (6 month contract worker)	Nos.	0	N/A	0		N/A	++
F 5.2	Master roll (Daily basis casual worker)	Nos.	0	N/A	0		N/A	++
F 5.3	Project staff (hired by project budget)	Nos.	22	N/A	22		N/A	++
F 2*	No. of perma. employee per 1000 connections(excl. non-perma. Empl.)	Nos.	12.1	N/A	12.6	12.0	-1%	
F 3	Average Monthly Salary	Tk	22,687	N/A	19,247		#DIV/0!	##
F 4*	% of Overtime to Basic Salary	%	55	N/A	38		#DIV/0!	##
G) Customer Services								
G 1	New Service Connection							
G 1.1	Service Connection Application Received	Nos.	526	2,834	2,222	6,000	-19%	
G 1.2	Service Connection given	Nos.	685	1,983	2,043	5,000	-32%	!
G 2	Billing complaints							
G 2.1	Complaints received	Nos.	660	2,032	2,639		#DIV/0!	##
G 2.2	Complaints acted on	Nos.	385	1,549	2,141		#DIV/0!	##
G 3	Leakage complaints received and attended	Nos.	414	1,975	1,993		#DIV/0!	##

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).

A3.5: Functioning meter rate = 1 - (number of average reading connection / number of billable connection). This indicator is used as a proxy of ratio of metered water sold to total water sold.

A6: Water supply coverage is defined as (population served with piped water + population served by street hydrant) / population in service area.

In FY 2010/11, this was estimated at 42% (= (1.192 million + 0.07 million) / 2.98 million)

Supply coverage of this month is computed based on the following assumptions used in Business Plan.

(population in service area = 3 million; user population per connection = 30; population served with standpipes = 100,000; number of standpipes = 689)

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:

SAE

AE

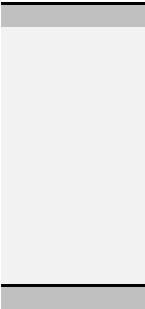
XEN

SE (P&C)

_____ DMD-(E)

7 : Number of months that have passed in this fiscal year.
31 : Number of days in January 2017
5,319,000 : Aggregation of end-of-month pipeline length in the past months
25% : High end threshold (= too good) to show the warning sign " ++ "
-25% : Low end threshold (= very bad) to show the warning sign " ! "

Remarks *3



How to set the target

Business plan

Automatically computed based on other targets

Automatically computed based on other targets

Business plan

Automatically computed based on other targets

Business plan

Business plan

Automatically computed based on NRW target

Business plan

Business plan

Automatically computed based on other targets

Same share as the previous year

Business plan

Set discretely. This target is set to satisfy the new connection increase target

Automatically computed based on other targets

Same as the previous year

Same as the previous year

Automatically computed based on other targets

Automatically computed based on other targets

Automatically computed based on other targets

Business plan

Business plan

Business plan

Same as the previous year (because no particular policy is presented)

Business plan

Business plan

Jan 2011 estimate

Remarks *3

[Redacted]

10% increase is targeted
10% increase is targeted
10% increase is targeted
10% increase is targeted
Business plan

[Redacted]

Business plan
Same share as the previous year
Same share as the previous year
Business plan
Business plan
Same share as the previous year
Same share as the previous year
Automatically computed based on other targets
Automatically computed based on other targets
Automatically computed based on other targets

C1 and D1.1 should be the same amount but they are different here. Because C1 data are from computer section.D1.1 come from accounting section. Accounting section's figure is also provisional.

[Redacted]

Automatically computed based on other targets
Same increase rate as total billing (C1)
Business plan
Business plan
Business plan
Automatically computed based on other targets
Business plan
Business plan
Business plan
Business plan
Business plan

Annually computable
C1 and D1.1 should be the same amount but they are different here. Because C1 data are from computer section.D1.1 come from accounting section. Accounting section's figure is also provisional.

Annually computable
Annually computable

Quarterly computable

Business plan
Automatically computed based on other targets
Same as the previous year
Same as the previous year
Business plan
Same share as the previous year
Same share as the previous year
Business plan
Automatically computed based on other targets
Automatically computed based on other targets

Quarterly computable
Annually computable
Annually computable
June 2009 audited data

Annually computable
Annually computable

Remarks *3

Business plan

Business plan

Automatically computed based on other targets

Should be business plan. However as of 21Dec 2011, BP cannot reflect the correct situation (investment plan), thus the actual number of the past year shown in MIS report was used as this year's target.

Should be business plan. However as of 21Dec 2011, BP cannot reflect the correct situation (investment plan), thus the actual number of the past year shown in MIS report was used as this year's target.

Automatically computed based on other targets

Same as the previous year

Business plan

Automatically computed based on other targets

Business plan

Automatically computed based on NRW target

Business plan

Business plan

Business plan

Annually computable

Based on the business plan and the assumption of non-permanent staff

Same share as the previous year

Same share as the previous year

Same share as the previous year

Same share as the previous year

Automatically computed based on other targets

Same as the previous year

Same as the previous year

Same as the previous year

Business plan

Discretionary. Set as the same as the latest available (in this case Sept 2011)

Discretionary.

Same as the previous year

Same as the previous year

Same as the previous year

Same as the previous year



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