

Annual Report

2015-2016



Dhaka Water Supply and Sewerage Authority

WASA Bhaban, 98 Kazi Nazrul Islam Avenue, Karwan Bazar, Dhaka 1215

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Dhaka WASA

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Dhaka WASA

Vision of Dhaka WASA

To be the '**best water utility**' provider in the public sector of Southeast Asia - with ensuring an environment-friendly, sustainable and pro-people water supply management.

Mission

- To reduce the dependency from ground water to surface water by implementing ongoing mega surface water treatment plant projects.
- To practice a corporate culture in its management and operation.
- To ensure a high level of transparency and accountability in all its service and activities.
- To improve the efficiency in all DWASA activities and;
- To constantly ensure better customers service.

Responsibilities of Dhaka WASA

- ❑ Construction, operation, development and maintenance of necessary infrastructure (deep tube well, water treatment plant) for supplying safe water to residential, industrial and commercial customers.
- ❑ Construction, development and maintenance of storm sewer lines to remove water congestion in the city.
- ❑ Construction, development and maintenance of sewage treatment and sewerage system.

Achievements of DWASA under `Turn Around Programme'

- ❑ Dhaka WASA is currently capable of producing **245 crores litres** water against the daily demand of 230-235 crore litres for the city dwellers.
- ❑ The revenue income of DWASA has been increased by nearly **10 billion** taka.
- ❑ The operating cost has been reduced to 0.66.
- ❑ Introducing modern technology district metering area (DMA) which reduces system loss between 15 to 7 percent
- ❑ Bringing low income people (LIC) or slum dwellers under safe & legal water supply network.
- ❑ Introducing 100 percent online billing system including payment through SMS as well.

Milestone....

- ❑ Customer-base reaches 3,61,938 marks.
- ❑ Introduced 'Digital WASA Green WASA' culture to inspire green practice in everyday work.

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Message

It's my pleasure to know that Dhaka Water Supply and Sewerage Authority (DWASA) is going to publish the Annual Report for 2015-2016 to showcase the activities and development of the agency.

Dhaka WASA, a service oriented autonomous commercial organization in public sector is working to ensure better water supply facilities for Dhaka dwellers. It was a great challenge for Dhaka WASA to ensure water of adequate quantity and quality round the clock. But through some pragmatic initiatives under '**Turn Around Dhaka WASA Programme**' the agency does have some great achievements including significant increase in water production, improved service quality, increased revenue and reduction of non-revenue water etc. It is a matter of great satisfaction that Dhaka WASA is improving day by day and has become a role model in the public sector utility services among the SAARC Countries.

The city dwellers will be glad to know that Dhaka WASA is moving towards 'Environment-friendly, sustainable and pro-people water supply management' by increasing its dependency on surface water instead of underground sources. By 2021 the ratio of surface and underground sources is targeted to 70: 30, which is currently coming 78 percent underground and 22 percent from surface water

Besides, Dhaka WASA is playing a pioneering role to materialize the dream of Digital Bangladesh of the present government led by Hon'ble Prime Minister Sheikh Hasina. We hope that we would contribute the nation-building process by upgrading Dhaka WASA into more customer-friendly and sustainable organization.

I wish a grand success of Dhaka WASA.

Engr. Taqsem A Khan
Managing Director
Dhaka WASA

Introducing Dhaka WASA

Dhaka Water Supply and Sewerage Authority (WASA) is a service oriented autonomous commercial organization in the Public Sector, entrusted with the responsibility of providing water supply, sewerage disposal (wastewater), and storm water drainage service to the urban dwellers of Dhaka City. It covers more than 360 sq. km service area with more than 1.5 million people with a production capacity of 2450 million liters water per day (MLD).

Dhaka WASA was established in the year 1963 as an independent organization, under the East Pakistan Ordinance XIX.

Organizational Structure

The organizational structure of Dhaka WASA was changed according to the Act no. 6, 1996. As mentioned in the Act, Dhaka WASA Board consists of 13 members, headed by the Chairman. The Board is formed by representatives from different professional organizations and Government officials. According to the organizational structure of 2007, total number of approved posts and present employees are as follows:

| Class | Approved Posts | Existing Posts⁰ | Vacant Posts |
|--------------|-----------------------|-----------------------------------|---------------------|
| First | 309 | 258 | 51 |
| Second | 330 | 277 | 53 |
| Third | 1917 | 1333 | 584 |
| Fourth | 1876+235 | 1381 | 730 |
| Total | 4667 | 3249 | 1418 |

Goals and Objectives

The objective of Dhaka WASA is to improve life standard of city dwellers living in the mega city Dhaka and Narayanganj by supplying safe and potable water and

improving the sewerage and drainage system. At present, major responsibilities of Dhaka WASA are as follows:

- ❑ Construction, Operation, Development and Maintenance of necessary infrastructure (Deep Tube well, Water Treatment Plant) for supplying safe water to residential, industrial and commercial clients.
- ❑ Construction, development and maintenance of sewage treatment and sewerage system
- ❑ Construction, development and maintenance of storm sewer lines to remove water congestion in the city

Jurisdiction

Till June, 1989, the jurisdiction of Dhaka WASA was limited only to Dhaka metropolitan area. Later on, Dhaka WASA had the responsibility for supplying water and operating sewerage system of Narayanganj city in early 1990. At present, mega city Dhaka and Narayanganj are identified as Dhaka WASA service area. For easy operation, maintenance and providing better public service, Dhaka WASA service areas have been divided into 11 geographical zones. Among those, 10 zones are within Dhaka city and one in Narayanganj city. Technical operation, maintenance and collection of revenue bills, and other related activities are managed by the zonal offices. As a result, public harassment has reduced significantly and quality of public service has been improved.

Dhaka WASA at a Glance

Water Supply System

| | 2011-2012 | 2012-2013 | 2013-2014 | 2014-2015 | 2015-2016 |
|-----------------------|-----------|-----------|-----------|------------|---------------|
| Deep Tube well | 615 | 644 | 672 | 702 | 760 |
| Water Treatment Plant | 4 | 4 | 4 | 4 | 4 |
| Water Production/day | 2180 MLD | 2420 MLD | 2420 MLD | 2420 MLD | 2450 MLD |
| Water Line | 3040 km | 3040 km | 3040 km | 3461.56 km | About 3500 km |
| Water Connection | 3,10,314 | 3,25,717 | 3,40,756 | 3,50,238 | 3,61,938 |
| Overhead Tank | 38 | 38 | 38 | 38 | 38 |
| Street Hydrant | 1643 | 1643 | 1643 | 1643 | 1643 |

Sewerage System

| | 2011-2012 | 2012-2013 | 2013-2014 | 2014-2015 | 2015-2016 |
|------------------------|-----------|-----------|-----------|-----------|-----------|
| Sewer Line | 882 km | 883 km | 885 km | 916 km | 930 km |
| Sewer Lift Station | 27 | 27 | 26 | 28 | 26 |
| Sewage Treatment Plant | 1 | 1 | 1 | 1 | 1 |

Drainage System

| | 2011-2012 | 2012-2013 | 2013-2014 | 2014-2015 | 2015-2016 |
|---------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| Storm Sewer Line | 290 km | 315 km | 315 km | 315km | About 350 km |
| Open Canal | 65 km | 65 km | 65 km | 74 km | 74 km |
| Box Culvert | 10 km | 10 km | 10 km | 10.5 km | 10.5 km |
| Permanent Pumping Station | 2 | 2 | 2 | 2 | 4 |
| 1. Kalyanpur | 20m ³ /s | 20m ³ /s | 20m ³ /s | 20m ³ /s | 20m ³ /s |
| 2. Dholaikhal | 22 m ³ /s | 22 m ³ /s | 22 m ³ /s | 22 m ³ /s | 22 m ³ /s |

| | | | | | |
|--------------|---|---|---|---|----------------------|
| 3. Rampura | - | - | - | - | 25 m ³ /s |
| 4. Kamalapur | - | - | - | - | 15 m ³ /s |

Revenue Income-Expenditure

(In million Taka)

| | 2011-2012 | 2012-2013 | 2013-2014 | 2014-2015 | 2015-2016 |
|---------------------|-----------|-----------|-----------|-----------|-----------|
| Revenue Income | 5074.300 | 5747.941 | 6964.003 | 7972.400 | 9,713 |
| Revenue Expenditure | 5034.300 | 5703.075 | 6893.562 | 7867.600 | 9,524 |
| Profit/Loss (+/-) | 40.00 | 44.866 | 70.441 | 104.800 | 189 |

Water and Sewerage Tariff

(In million Taka)

| | 2011-2012 | 2012-2013 | 2013-2014 | 2014-2015 | 2015-2016 |
|-----------------------------------|-----------|-----------|-----------|-----------|-----------|
| Billing | 4385.40 | 4976.50 | 5971.68 | 6899.29 | 8841 |
| Collection | 4007.20 | 4725.30 | 5574.98 | 6524.71 | 8574 |
| Bill Receivable (Dues) | 3175.00 | 4605.60 | 3521.68 | 3250.69 | 4035 |
| Equivalent dues Billing (monthly) | 0.870 | 1.111 | 7.08 | 5.79 | 5.51 |

Development Projects

| | 2011-2012 | 2012-2013 | 2013-2014 | 2014-2015 | 2015-2016 |
|------------------------------|-----------|-----------|-----------|-----------|-----------|
| Water Supply | 5 | 5 | 6 | 5 | 5 |
| Sewerage | 3 | 3 | 3 | 2 | 3 |
| Drainage | 2 | 2 | 2 | 0 | 1 |
| Technical Assistance Project | 1 | 1 | 1 | 0 | 0 |
| Total | 11 | 11 | 12 | 7 | 9 |

Manpower

| | 2011-2012 | 2012-2013 | 2013-2014 | 2014-2015 | 2015-2016 |
|------------------|-----------|-----------|-----------|-----------|-----------|
| Class-I Officer | 230 | 229 | 230 | 231 | 258 |
| Class-II Officer | 259 | 262 | 255 | 295 | 277 |

| | | | | | |
|-------|------|------|------|------|------|
| Staff | 3120 | 3075 | 2776 | 2716 | 2714 |
| Total | 3609 | 3566 | 3261 | 3242 | 3249 |

Demand and Supply of Water Supplied by Dhaka WASA

| Year | Population (In million - approximately) | Water Demand (Million Liter) | Water Supply Capacity (Million Liter) | Shortage (Million Liter) | No. of Deep Tube wells |
|----------------------------|---|---------------------------------------|---|--------------------------------|---------------------------------|
| 1963 | 0.85 | 150 | 130 | 20 | 30 |
| 1970 | 1.46 | 260 | 180 | 80 | 47 |
| 1980 | 3.03 | 550 | 300 | 250 | 87 |
| 1990 | 5.56 | 1000 | 510 | 490 | 216 |
| 1996 | 7.55 | 1300 | 810 | 490 | 216 |
| 1997 | 8.0 | 1350 | 870 | 480 | 225 |
| 1998 | 8.5 | 1400 | 930 | 470 | 237 |
| 1999 | 9.0 | 1440 | 1070 | 370 | 277 |
| 2000 | 9.5 | 1500 | 1130 | 370 | 308 |
| 2001 | 10.0 | 1600 | 1220 | 380 | 336 |
| 2002 | 10.50 | 1680 | 1300 | 380 | 379 |
| 2003 | 11.025 | 1760 | 1360 | 400 | 391 |
| 2004 | 11.567 | 1850 | 1400 | 450 | 402 |
| 2005 | 12.15 | 1940 | 1460 | 480 | 418 |
| 2006 | 12.65 | 1900 | 1540 | 460 | 441 |
| 2007 | 13.15 | 1980 | 1660 | 320 | 465 |
| 2008 | 13.65 | 2050 | 1760 | 290 | 490 |
| 2009 | 14.15 | 2120 | 1880 | 240 | 519 |
| 2010 | 14.50 | 2180 | 1990 | 190 | 560 |
| 2011 | 15.00 | 2240 | 2150 | 90 | 599 |
| 2012 | 15.00 | 2240 | 2180 | 60 | 615 |
| 2013 | 15.00 | 2250 | 2420 | - | 644 |
| 2014 | 15.00 | 2250 | 2420 | - | 672 |
| 2015 | 15.80 | 2250-2300 | 2420 | - | 702 |
| 2016 (up to 30 June) | 160 | 2300-2350 | 2450 | - | 760 |

Corporate Directory

Dhaka WASA Board

Chairman



Prof. Dr. M. Habibur Rahman,
WASA Bhaban
98 Kazi Nazrul Islam Avenue
Karwan Bazar, Dhaka.
Phone: 9133622, 01711-940968

Members

| Picture | Name & Designation | Address & Contact | Representative of |
|---|--|---|---|
|  | Prof. Dr. M. Habibur Rahman, Chairman of Dhaka WASA Board | Office: WASA Bhaban, 98, kazi Nazrul Islam Avenue, Kawranbazar, Dhaka Email : habibr@ce.buet.ac.bd Contact: 9133622 | Professor, Department of Civil Engineering, Bangladesh University of Engineering & Technology (BUET), Dhaka. Consumer Representative |
|  | Md Mahbub Hossain Additional Secretary. Member of Dhaka WASA Board | Office: Joint Secretary, Ministry of Local Govt. Rural Development & Co-Operatives E-mail : mdmahbub1964@gmail.com Contact: 9110164 | Ministry of LGRD and Cooperative |
|  | Mr. Sudhangshu Shekhar Biswas Additional Secretary, (Budget-2), Member of Dhaka WASA Board | Office: Room No.-229, Bhaban No.-7, Finance Divison, Ministry of Finance (2 Floor), Bangladesh Secretariat. Phone: 02-7169984 (Off). Residence: Flat-E/5, House-741/2A, Road-9, Adabar, Dhaka. Phone: 02- 9102592 (Res), Cell: 01711- 828978. | Ministry of Finance |
|  | Abul Kasem Khan, President, Dhaka Chamber of Commerce and Industry (DCCI)and Member of Dhaka WASA Board | Office: 9564033 (O) | Dhaka Chamber of Commerce and Industry (DCCI) |

| Picture | Name & Designation | Address & Contact | Representative of |
|---|--|--|---|
|  | Mr. Md. Mahamud Hosain FCA Vice President (F&A) The Institute of Chartered Accountants of Bangladesh (ICAB) & Member of Dhaka WASA Board | Office: Chartered Accountant Bhaban, 100, Kazi Nazrul Islam Avenue, Dhaka-1215. Phone: 01713245858 | The Institute of Chartered Accountants of Bangladesh |
|  | Engr. Md. Nuruzzaman Member of Dhaka WASA Board | Residence: 16/1, Road-24, DPHE-Officers Quarter, Road No-24, Banani , Dhaka. Phone: 9882345, 01819- 873689 . | Institute of Engineers |
|  | Adv. Kazi Md. Nazibullah Hiru Advocate, Bangladesh Bar Council. Member of Dhaka WASA Board | | Bangladesh Bar Council |
|  | Omar Faruk Secretary, Bangladesh Federal Journalism Union. Member of Dhaka WASA Board | | Bangladesh Federal Journalism Union |
|  | Dr. Mustafa Jalal Mohiuddin, President of Bangladesh Medical Association (BMA), Member of Dhaka WASA | Office: CELL: 01711 521026 | Bangladesh Medical Association (BMA) |

| Picture | Name & Designation | Address & Contact | Representative of |
|---|---|---|--|
|  | Board Engr. A K M A Hamid President, Central Executive Committee, Institution of Diploma Engineers, Member of Dhaka WASA Board | Office: 01711-541553 Residence: House No.-23, Block-H, Road No.-1, Section-2, Mirpur, Dhaka-1216. | Institute of Diploma Engineers |
|  | Hasibur Rahman Manik Councillor-for ward 26 (DSCC), Member of Dhaka WASA Board | | Councillor-for wards-31,33,34 (seat-12) Dhaka South City Corporation |
|  | Aleya Sarwar Daisy Councillor-for wards-31,33,34 (DNCC), Member of Dhaka WASA Board | | Councillor-for wards-31,33,34 (seat-12) Dhaka North City Corporation |
|  | Engr. Taqsem A Khan Managing Director, Dhaka WASA & Member ,Dhaka WASA Board | Office: Managing Director, 98, Kazi Nazrul Islam Avenue, WASA Bhaban (2nd Floor), Kawran Bazar, Dhaka-1215, Bangladesh. Phone: 8189626, Ext-201. Residence: Road No-55, Basa No.-12, Gulshan-2, Dhaka. Phone: 9337312, 01741-111002. | Managing Director & Chief Executive of Dhaka WASA. |

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- Iqvmv AvBb 1996 Gi 34 bs aviv Abyhvqx XvKv Iqvmvi 2016-17 A_© erm†ii cÖv°wjZ ev†RU Ges 2015-16 A_© erm†ii ms†kvwaZ ev†RU Aby†gv`b †`qv nq|
- XvKv Iqvmvi XvKv IqvUvi mvcøvB †m†i †W†fjc†gU cÖK†ii AvIZvq “vwcz District Metering Area (DMA) Gi †UKmB e“e“vcbvi Rb“ †gvU 47wU DMA Gi g†a“ B†Zvg†a“ mgvß 26wU DMA Gi Rb“ cÖwZ 2wU DMA Gi Rb“ 1 Rb Deputy Manager- (whwb 1Rb Dc-mnKvix cÖ†KŠkjx mgZzj“), cÖwZ 6wU DMA Gi Rb“ 1Rb Manager wn†m†e 13 Rb Deputy Manager Ges 4 Rb Manager †gvU 17 (m†Zi) Rb DMA Professional 02(`yB) eQ†ii Rb“ Pzw³wfwĚK wb†qv†Mi bxwZMZ Aby†gv`b cÖ`vb Kiv nq|
- XvKv Iqvmvi cwiKíbv I gwbUwis wefv†Mi Dc-c³avb (cwiKíbv) c†` gvwmK me©mvKz†j“ †gvU 85,000/-(cuPvwk nvRvi) UvKv †eZ†b wZb eQ†ii Rb“ Db¥y³ wb†qvM weÁwßi gva“†g Pyw³wfwĚK †jvK wb†qvM cÖ`vb Kiv nq|
- XvKv Iqvmvi cvwb I cqt †kvabvMvi mv†K©j (mv†q`vev` cvwb †kvabvMvi) Gi Aax†b gvwmK †_vK †eZ†b Pzw³ wfwĚK wb†qvM cÖvß 2 (`yB) Rb †nW MvW© I 25 (cuwPk) Rb MvW© Gi Pzw³i †gqv` (†hvM“Zv Abyhvqx Zv†`i†K Ab“ †Kvb c†` wb†qvwrZ Kiv n†e GB k†Z©) 09/04/2016 †_†K 08/04/2017 ch©š— 01(GK) erm†ii Rb“ e,,w× Kiv nq| †h me c†` Zviv †hvM“ wn†m†e we†ewPZ n†e wewa Abyhvqx chv©qμ†g Zv†`i†K †mB me c†` PvKzix wbqwgZ Kivi Aby†gv`b cÖ`vb Kiv nq|
- XvKv Iqvmvi e“e“vcbv I Drcv`b e“q e,,w×i Kvi†Y AvMvgx 01.07.2016 ZvwiL n†Z mKj Lv†Z cvwb I cqt AwfKi we“gvb nv†ii AwZwi³ 5% nv†i mgš^q KiZt Aby†gv`b Kiv nq|
- Dc-e“e“vcbv cwiPvjK (I GŪ Gg) c†` mvÿvrKvi MÖnY cixÿvq Dcw“Z 04(Pvi) Rb cÖv_x©i ga“ n†Z †hvM“Zv I Dchy³Zv we†ePbvq 1g “vb AwaKvix cÖv_x© Rbve

†gvt Aveyj Kv†kg-†K XvKv Iqvmvi Dc-e“e“vcbv cwiPvjK (I GŪ Gg) c†` 3(wZb) erm†ii Rb“ Pzw³wfwĚK wb†qv†Mi wm×všÍ M,,wnZ nq| XvKv Iqvmv †ev†W©i wm×všÍ Abymv†i m†e©v”P b¤^i cÖvß cÖv_x© Rbve †gvt Aveyj Kv†kg-†K Dc-e“e“vcbv cwiPvjK (I GŪ Gg) c†` wb†qv†Mi j†ÿ“ cvwb mieivn I cqtwb®vkb KZ...©cÿ AvBb 1996 Gi 29(1) aviv Abyhvqx miKv†ii cÖ†qvRbxq Aby†gv`†bi Rb“ cÖkvmwbK gš¿Yvj†q cÖ`Íve †cÖi†Yi wm×všÍ M,,wnZ nq|

- Dc-e“e“vcbv cwiPvjK (Avi wc GŪ wW) c†` mvÿvrKvi MÖnY cixÿvq Dcw`Z 05(cvuP) Rb cÖv_x©i ga“ n†Z †hvm”Zv I Dchy³Zv we†ePbvq 1g `vb AwaKvix cÖv_x© Rbve †gvt wmivRDwİb-†K XvKv Iqvmvi Dc-e“e“vcbv cwiPvjK (Avi wc GŪ wW) c†` 03(wZb) erm†ii Rb“ Pzw³wfwĚK wb†qv†Mi wm×všÍ M,,wnZ nq| XvKv Iqvmv †ev†W©i wm×všÍ Abymv†i m†e©v”P b¤^i cÖvß cÖv_x© Rbve Rbve †gvt wmivRDwİb-†K Dc-e“e“vcbv cwiPvjK (Avi wc GŪ wW) c†` wb†qv†Mi j†ÿ“ cvwb mieivn I cqtwb®vkb KZ...©cÿ AvBb 1996 Gi 29(1) aviv Abyhvqx miKv†ii cÖ†qvRbxq Aby†gv`†bi Rb“ cÖkvmwbK gš¿Yvj†q cÖ`Íve †cÖi†Yi wm×všÍ M,,wnZ nq|
- XvKv Iqvmvi “Dhaka Water Supply Sector Development Project (DWSSDP)” Gi AvIZvq 6wU c`v†K†Ri Aax†b ev`ÍevwqZ Civil Kv†Ri Rb“ wifvBRW g`j“ Aby†gv`b Kiv nq|
- XvKv IqvUvi mvcøvB GŪ m`vwb†Ukb cÖ†R††i AvIZvq wb†qvwrZ civgk©K cÖwZôvb Joint Venture of Jurutera Perunding Zaaba Sdn.Bhd, (JPZ), Farhat Consulting Engineers & Architects Ltd, (FCEA) and Sarm Associates Limited (SARM) KZ...©K cÖYqbK...Z “Updated Storm Water Drainage Master Plan for Dhaka City”-XvKv Iqvmv †evW© KZ©,,K Endorsed Kiv nq|
- XvKv Iqvmvi mv†q`vev` cvwb †kvabvMvi mv†K©†j wbivcĚv Kv†Ri Rb“ Pzw³wfwĚK wn†m†e wb†qvwrZ 2 Rb †nWMvW© I 25 Rb MvW© Gi †eZb 01/07/2015 ZvwiL n†Z D³ Zvwi†L cÖPwjZ †eZb †`†ji wfwĚ†Z A_© wefv†Mi ev†RU kvLv-11 Gi 14/01/2016 Zvwi†Li cwicĬ †gvZv†eK RvZxq †eZb †`†j 2015 Abyhvqx h_vμ†g †nWMvW© c†` 17Zg †MÖ†W me©mvK~j“ †eZb 16,550 UvKv I MvW© c†` 20Zg †MÖ†W me©mvK~j“ †eZb 15,550 UvKv wba©vi†Yi cÖ`Íve Aby†gv`b Kiv nq|

Former Chairmans (Chief Executive Officer) of Dhaka WASA

| | |
|---|---------|
| Engr. Abdul Latif | 1963-64 |
| Engr. Abdus Salam | 1964-68 |
| Engr. Latifur Rahman | 1970-74 |
| Engr. Md. Bazlur Rahman | 1974-77 |
| Major (Rtd) Md. Rafiqul Islam BU | 1977-81 |
| Engr. S A N M Wahed | 1981-82 |
| Brigadier (Rtd) Firoj Salahuddin | 1982 |
| Col. (Rtd) M. Shariful Islam | 1982-86 |
| Brigadier (Rtd) Khalekuzzaman Chowdhury | 1986-90 |
| Group Captain (Rtd) Nurul Islam | 1990-93 |
| Mr. Nazir Ahmed | 1993-96 |

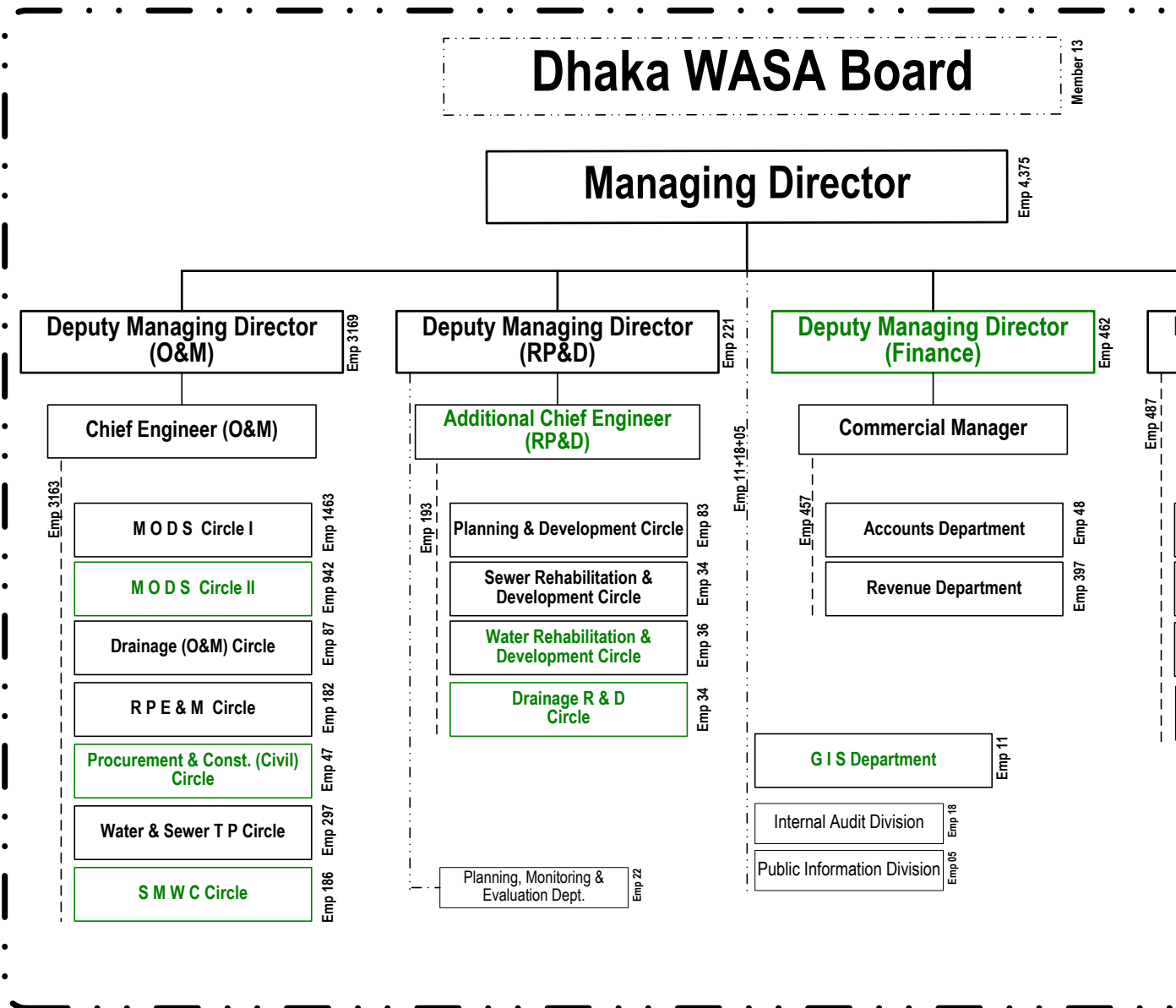
Former Chairmans of Dhaka WASA Board

| | |
|--------------------------|-----------|
| Mr. Ahmed Farid | 1996-97 |
| Dr. A T M Zahurul Haque | 1997-99 |
| Prof. Nazrul Islam | 1999-2002 |
| Mr. M A Haqim | 2002-2004 |
| Dr. Engr. M Firoj Ahmed | 2004-2005 |
| Mr. Abdullah Harun Pasha | 2005-2009 |
| Dr. Engr. Gholam Mostofa | 2009-2012 |
| Engr. Md. Rahmatullah | 2012-2014 |

Former Managing Directors (Chief Executive Officer) of Dhaka WASA

| | |
|-----------------------------------|-----------|
| Mr. A F M Ziauddin Ahmed | 1996 |
| Dr. Engr. Khandakar Azharul Haque | 1996-99 |
| Mr. Md. Zahirul Haque | 1999 |
| Dr. Engr. Khandakar Azharul Haque | 1999-2003 |
| Mr. A T M Ataur Rahman | 2003 |
| Engr. A N H Akhter Hossain | 2003-2005 |
| Dr. Engr. Qazi Ali Azam | 2005-2006 |
| Mr. Hedayetullah Al Mamun | 2006 |
| Engr. Md. Shahidur Rahman Prodhan | 2006-2007 |
| Engr. Md. Raihanul Abedin | 2007-2009 |
| Mr. Md. Shahjahan Ali Mollah | 2009 |
| Mr. Md. Mahbubur Rahman | 2009 |

Organogram of Dhaka WASA



Corporate Directory

Dhaka WASA Management



Engr. Taqsem A Khan
Managing Director & CEO
Dhaka WASA
WASA Bhaban
Karwan Bazar, Dhaka.
Phone: 8189626, 01741-111002
e-mail : taqsem@yahoo.com

Activities of Dhaka WASA

Dhaka WASA, as a service oriented autonomous commercial organization in public sector, is functioning through 4 wings that include Administration, Finance, Operation & Maintenance, and Research, Planning & Development. For better operation, maintenance, and customer care the total service area of Dhaka WASA is divided into 11 geographic zones, which includes 10 in Dhaka City and 1 in Narayanganj town.

Water Production

During the period 2015-2016, Dhaka WASA has achieved the capacity of daily production of 2450 million liter water per day (MLD) by using 760 deep tubewells and 4 Water Treatment Plants including Saidabad Water Treatment Plant Phase- I & II. The surplus water production capacity is a milestone in the history of Dhaka WASA.

Water Supply System

Mostly, water supply system of Dhaka WASA is dependent on ground water. Of them 78 per cent water comes from underground sources and the rest 22 per cent from surface water. Ground water is abstracted by using a total of 760 deep tubewells. Surface water is supplied by treating water of the river Shitalakshya and Buriganga through 4 Water Treatment Plants.

Dhaka WASA supplies water to the mega city of Dhaka and Narayanganj area. At present over 160 million people live in Dhaka and Narayanganj and this will increase many times by the year 2020.

It is notable that ground water level is declining by 2-3 meters per year due to continuous abstraction of water. For this reason Dhaka WASA, with the support & cordial cooperation of the present government, has pointed out the importance of reducing dependency on ground water by supplying water from surface water body as an alternative and sustainable source of water. For that purpose Dhaka WASA is moving towards Environment-friendly, Sustainable

and Pro-people water supply management system. Several water treatment plants projects have already been taken with a view to increase dependency on surface water up to 70 percent instead of present 22 percent.

Of them, saidabad Water Treatment Plant, Phase-III is under implementation, which will supply a total of 450 million liters water per day in the city. Furthermore, two additional large Water Treatment Plants at Gandharbpur and Padma (Joshaldia) Water Treatment Plant, (Phase-I) have been taken. In Gandharbpur, it is planned to treat water from the river Meghna, which will produce 500 million liter of water per day. At Mawa (Joshaldia) 450 million liters of water will be treated from the river Padma.



Honourable Prime Minister Sheikh Hasina inaugurates Padma (Joshaldia) Water Treatment Plant, (Phase-I) on 25 October, 2015.

Dhaka WASA has 410 (including 42 mobile generators) diesel-driven generators which help maintaining the subtraction of water from underground during the interruption of power supplies. Particularly during the summer season water demand as well as the electricity crisis becomes worst. At that period water supply system in Dhaka city is kept under normal condition by abstracting water with the help of these generators. Dhaka WASA has taken initiatives for purchasing more two hundred new generators which is under process. Moreover, if there is any water crisis anywhere in the city, Dhaka WASA instantly supplies water through using 43 water carriers and 44 trolleys.

Sewerage System

An effective sewerage system is a must for a healthy city. The sewerage system of Dhaka city was initiated in 1923. Due to lack of resources, most of the areas of Dhaka city are out of sewerage coverage. For a better and well-planned sewerage system in Dhaka city, a sewerage Master Plan has been made and at least four sewage treatment plants will be set up around the capital city. One of them is Dasherchandhi Sewage Treatment Plant, which is already under implementation and the rest are (in Uttara, Mirpur, Rayerbazar) will be implemented one by one.

Summary of the existing Sewerage System is as follows:

| | | |
|------------------------------------|---|--------|
| • Number of Sewage Treatment Plant | - | 1 |
| • Number of Sewage Lift Station | - | 26 |
| • Sewer Line | - | 930 km |
| • Number of Sewer Connection | - | 88,803 |

Drainage System

Once there were sufficient canals in Dhaka city for drainage of water, among them Paribag, Dhanmondi, Begunbari, Dholaikhal, Debdolai, Segunbagicha and Arambagh canals are significant. These canals were used for water navigation, and plenty of wetland and low land in the city were used as reservoirs for rain water. During the rainy season the canals allowed the rain water make its way to the surrounding rivers. The canals prevented water logging in the city areas.



The Drainage problems of the city have become severe caused by the failure to consider the environmental impact of the filling in of wetlands, and by implementing different projects which have narrowed and in some cases stopped the free flow of canals in some places by various developers.

Though Dhaka WASA was established 51 year ago, the drainage activity had only come within its jurisdiction 25 years ago. Drainage activity of Dhaka city was commenced in 1946 under the jurisdiction of Department of Public Health Engineering (DPHE). In March, 1989, after delivering the drainage activity to Dhaka WASA by a government gazette, a significant success was achieved in this field. Water logging has been a severe problem for a long time in Dhaka city. In the last 25 years, a combination of good management and the development of the drainage system of Dhaka city have improved.

It's a matter of great regret that disposal of different types of solid waste such as green coconut husks, empty plastic bottles, polyethylene bags and other solid wastes in to the surface drains and open canals result in obstacles to the free flow of rainwater through drainage lines. DWASA is trying to reduce this problem by cleaning canals on regular basis as well as raising the awareness among people. To increase public awareness advertisement publicity has been continuing through newspapers regularly.

Summary of the existing Drainage system is as follows:

| | |
|---|----------------------|
| Storm water drainage line (dia 450 mm to 3000 mm) | About 350 km |
| Box culvert | 10.5 km |
| Open Channel (Khal) | 74 km |
| Storm water pumping station | 4 |
| Kalyanpur | 20 m ³ /s |
| Dholiaikhal | 22 m ³ /s |
| Rampura | 25 m ³ /s |
| Kamalapur | 15 m ³ /s |
| Area under drainage facility | 140 Sq. km |

Removal of Water Congestion

Every year Dhaka WASA runs cleaning activities of its drainage lines, box culverts and canals, which prevent much of the water congestion and flooding problems associated with the rainy season.

It should be mentioned that, all the surface drains of Dhaka city and most of the internal drains are under the jurisdiction of Dhaka City Corporation (DCC), and most of the time those are filled with solid wastes. As a result, temporary water congestion occurs during heavy rainfall.

Nowadays city dwellers experience water congestion in some roads of the capital after heavy rain. It requires several hours to be drained out of congested rainwater, but that doesn't mean it is water-logging. There is no water-logging in Dhaka city rather water congestion is prevalent.

Microbiology and Chemical Division (Dhaka WASA Central Laboratory)

The Dhaka Water Supply and Sewerage Authority (DWASA) is responsible for supplying quality assured water to the city dwellers. Qualitative standard of ground water and surface water supplied by Dhaka WASA is tested regularly by the Microbiology and Chemical Division (DWASA Central Laboratory) of Dhaka WASA. The standard of supplied water of DWASA meets the requirement of Bangladesh standards (ECR-1997) and World Health Organization (WHO) Guide Line Values (2004). There is a chlorination system at the source to kill/and or inactivate waterborne pathogens including removal of potential pollution in the water. In case of surface water, the water after treatment receives chlorine to ensure that it reaches to the customer's point in a safe condition.

About Fifty (50) water quality parameters are conducted in DWASA Central Laboratory. Microbiological parameters such as Total coliforms, Faecal coliform, Total plate count are analyzed regularly to trace out the microbial contamination in supplied water. Different types of physico-chemical water quality parameters such as pH, Turbidity, TDS, Conductivity, Residual Chlorine, Ammonia, Nitrate, Phosphate, Sulphate, Fluoride, Chloride, Hardness, BOD, COD, TOC, Aluminium and also some important types of heavy metals like arsenic, chromium, cadmium, lead, zinc, copper, iron, manganese are analyzed regularly using UV-Visible Spectrophotometer, Atomic Absorption Spectrophotometer and TOC analyzer etc. These water quality parameters are tested for deep tube well water as well as for surface water and many others are also determined according to the requirement. In addition, the river water that is in the water treatment plant is tested at monthly basis.

To examine the quality of the supplied water, samples are taken regularly at the source and from the distribution mains, and then these water samples are tested in the laboratory of the Microbiology and Chemical Division of Dhaka WASA. If there is anomaly, necessary steps are taken as soon as possible by the concerned divisions to rectify the situation. Normally the source and distribution mains are free of contamination but in many cases the presence of harmful bacteria is observed in the underground and rooftop reservoirs of the consumers.

In order to increase public awareness for hygienically cleaning and disinfecting the underground and rooftop reservoirs, advertisements are broadcasted through mass media.

Different tests of water samples during the fiscal year 2015-2016

| SL No. | Source of samples | Name of Test | Number of Tests |
|--------|---|-------------------|-----------------|
| 1. | Deep tube well | Residual Chlorine | 1011 |
| 2. | Distribution line at different holding of the consumers | Do | 179 |
| 3. | Underground reservoir in response to the complaint made by consumer at different holding. | Do | 413 |
| 4. | Dhaka, Sonakanda and Godnail Water Works | Do | 39 |
| 5. | Bottled Plant (Shanti) | Do | 12 |
| 6. | BangaBhaban and WASA Bhaban | Do | 204 |
| 7. | Deep Tube well | Microbial Test | 791 |
| 8. | Distribution line at different holding of the consumers | Do | 179 |

| | | | |
|-----|---|-----------------|-------|
| 9. | Underground reservoir in response to the complaint made by consumer at different holding. | Do | 393 |
| 10. | Dhaka, Sonakanda and Godnail Water Works | Do | 56 |
| 11. | BangaBhaban and WASA Bhaban | Do | 127 |
| 12. | Bottled Plant (Shanti) | Do | 44 |
| 13. | Deep Aquifer/ Replaced Tube well | Do | 265 |
| 14. | Deep Tube well, Dhaka, Sonakandaand Godnail Water works | Heavy Metal | 1256 |
| 15. | Deep Tube well, Dhaka and Godnail Water works | Physio-chemical | 6754 |
| 16. | Underground reservoir in response to the complaint made by consumer at different holding. | Do | 3265 |
| 17. | Distribution line at different holding of the consumer | Do | 1213 |
| 18. | BangaBhaban and WASA Bhaban | Do | 876 |
| 19. | Deep Aquifer/ Replaced Tube well | Physio-Chemical | 1835 |
| 20. | Bottled Plant (Shanti) | Do | 256 |
| 21. | Determination of Aluminum oxide in Alum Sulphate | Analytical Test | 20 |
| 22. | Amount of Chlorine in Bleaching Powder | Do | 15 |
| 23. | Dosing Test (Jar Test) of Poly Electrolyte | Do | 02 |
| | TOTAL | | 19205 |

It is to be noted that 90 percent of test results are satisfactory. Prompt action has been taken where test results are unsatisfactory.

Human Resources Development (HRD)

It is very important to provide regular and proper training for improving work efficiencies of officers/staff of different levels that are enrolled in different offices/divisions/zones under the Operation and Maintenance wing, Finance wing, Administration wing and Research, Planning and Development wing of Dhaka WASA. Dhaka WASA Training Center was established in 1980 for improving the professional work skill as well as human resource development. There are two branches of Dhaka WASA training center: One is the engineering branch and another one is administration and finance branch. The Engineering branch covers the engineering related training whereas administration and finance branch covers administration and finance related training. In the government sector, the training center is the only training center among all water supply and sanitation service providing organizations.

All activities such as taking initiatives and implementing those by providing training to the officers/staff of DWASA at home and abroad are performed by this training center.

The total number of training programmes including in-house, local and foreign are as below:

In-house

| Sl. No | Name Of the Course | Nos of PPs | Start Date | End Date |
|--------|---|------------|------------|----------|
| 1 | Drilling and Well Construction of DTW | 22 | 17.06.15 | 01.07.15 |
| 2 | Project Management: Module-6 | 15 | 30.07.15 | 1 day |
| 3 | Identifying Gender Activities in DWASA | 20 | 05.08.15 | 06.08.15 |
| 4 | O&M of Gas Chlorine Unite | 20 | 17.08.15 | 18.08.15 |
| 5 | Fundamentals of Storm Water Analysis, Modeling and Design | 15 | 23.08.15 | 25.08.15 |
| 6 | Procurement Management: Module-1 | 22 | 26.08.15 | 27.08.15 |
| 7 | Procurement Management: Module-2 | 22 | 30.08.15 | 31.08.15 |
| 8 | O&M of Gas Chlorine Unite | 20 | 01.09.15 | 02.09.15 |
| 9 | Deep Tube Well Operation and Water Distribution | 22 | 07.09.15 | 10.09.15 |
| 10 | Income Tax Return Form Preparation | 40 | 15.09.15 | 1 day |
| 11 | Internship Program for BUET Students | 15 | 19.09.15 | 20.09.15 |
| 12 | Procurement Management: Module-1 | 22 | 04.10.15 | 05.10.15 |
| 13 | Procurement Management: Module-2 | 22 | 07.10.15 | 08.10.15 |
| 14 | Drilling and Well Construction of DTW | 25 | 08.10.15 | 1 day |
| 15 | O&M of Gas Chlorine Unite | 20 | 14.10.15 | 15.10.15 |
| 16 | Skills Development Training for Performance Improvement | 33 | 20.10.15 | 21.10.15 |

| Sl. No | Name Of the Course | Nos of PPs | Start Date | End Date |
|--------|--|------------|------------|----------|
| 17 | Revenue Billing, Collection & Customer Care | 25 | 27.10.15 | 29.10.15 |
| 18 | Operation and Maintenance of SWTP Phase-2 | 12 | 27.10.15 | 26.01.16 |
| 19 | Skills Development Training for Performance Improvement | 31 | 04.11.15 | 05.11.15 |
| 20 | Revenue Billing, Collection & Customer Care | 25 | 10.11.15 | 12.11.15 |
| 21 | Deep Tube Well Operation and Water Distribution | 23 | 16.11.15 | 19.11.15 |
| 22 | Advance Course on MS Excel | 30 | 22.11.15 | 06.12.15 |
| 23 | Training on Pump and VFD | 26 | 02.12.15 | 03.12.12 |
| 24 | Revenue Billing, Collection & Customer Care | 17 | 08.12.15 | 10.12.15 |
| 25 | Customer Relation Development (Batch-1) | 15 | 21.12.15 | 1 day |
| 26 | Customer Relation Development (Batch-2) | 15 | 23.12.15 | 1 day |
| 27 | Occupational Health and Safety | 25 | 18.01.16 | 19.01.16 |
| 28 | Customer Relation Development (Batch-1) | 15 | 24.01.16 | 1 day |
| 29 | Customer Relation Development (Batch-2) | 15 | 25.01.16 | 1 day |
| 30 | Orientation Course | 23 | 31.01.16 | 04.02.16 |
| 31 | Operation and Maintenance of Gas Chlorination Unit | 20 | 10.02.16 | 11.02.16 |
| 32 | Office Management | 13 | 16.02.16 | 18.02.16 |
| 33 | Advance Course on MS Excel | 25 | 22.02.16 | 01.03.16 |
| 34 | Orientation Course for Newly Appointed AE | 19 | 23.02.16 | 07.03.16 |
| 35 | DMA and NRW Management | 31 | 21.03.16 | 22.03.16 |
| 36 | Drilling And Well Construction | 30 | 27.03.16 | 1 day |
| 37 | Advance Course on MS Excel | 25 | 21.03.16 | 03.04.16 |
| 38 | Training and Exchange Visit for Urban Water Utility Networking | 25 | 10.04.16 | 11.04.16 |
| 39 | Training and Exchange Visit for Urban Water Utility Networking | 24 | 17.04.16 | 18.04.16 |

| Sl. No | Name Of the Course | Nos of PPs | Start Date | End Date |
|----------------------------|---|-------------|-----------------------|----------|
| 40 | O&M of Pump | 27 | 26.04.16 | 27.04.16 |
| 41 | Advance Course on MS Excel | 25 | 02.05.16 | 11.05.16 |
| 42 | Orientation Course for Newly Appointed Officers | 13 | 08.05.16 | 17.05.16 |
| 43 | Knowledge Sharing on Annual Performance Agreement | 24 | 18.05.16 | 1/2 day |
| 44 | O&M of Pump | 25 | 24.05.16 | 26.05.16 |
| 45 | Training on Hydrogeology and DTWs | 23 | 31.05.16 | 01.06.16 |
| 46 | Training on Hydrogeological Modelling | 3 | 14.06.16 | 1 day |
| 47 | Orientation Course | 30 | 14.06.16 | 23.06.16 |
| Total participants: | | 1034 | Total Man-days | |

Local

| Sl. No | Name Of the Course | Nos of PPs | Start Date | End Date |
|--------|---|------------|------------|----------|
| 1 | PGD in Development Planning | 1 | Jan '15 | Dec '15 |
| 2 | PGD in ICT | 1 | Jan '15 | Dec '15 |
| 3 | Human Resources Management | 1 | 09.08.15 | 13.08.15 |
| 4 | English Language Proficiency | 1 | 16.08.15 | 25.11.15 |
| 5 | Project Planning, Development and Management (PPDM) | 2 | 30.08.15 | 17.02.16 |
| 6 | Environment and Climate Change: The Legal Perspective | 1 | 13.09.15 | 17.09.15 |
| 7 | Climate Change: Impacts, Vulnerability, Adaptation and Environmental Impact Assessment (EIA) | 1 | 28.10.15 | 03.11.15 |
| 8 | Important Rules and Regulations about Pension | 1 | 04.12.15 | 05.12.15 |
| 9 | Human Resources Management | 2 | Jan-16 | Dec-16 |
| 10 | Development of GHG Inventory on Energy, Industrial Process & other Product use and Waste sector | 2 | 09-02.16 | 11.02.16 |
| 11 | Training of Trainers (ToT) Course on "Concept and Practice of | 2 | 20.03.16 | 24.03.16 |

| Sl. No | Name Of the Course | Nos of PPs | Start Date | End Date |
|--------|---|------------|------------|----------|
| | Integrated Water Resources Management | | | |
| 12 | Public Procurement Management | 3 | 05.03.16 | 20.03.16 |
| 13 | Electrical Maintenance | 1 | 6.03.16 | 9.06.16 |
| 14 | Monitoring and Evaluation of Development Project | 2 | 17.04.16 | 28.04.16 |
| 15 | Implementation of Water Safety Plan (WSP) in Urban Water Supply | 1 | 29.05.16 | 01.06.16 |
| 16 | ToT on City Resilience Action Planning | 1 | 10.05.16 | 12.05.16 |
| | Total participants: | 23 | | |

Foreign

| Sl. No | Name Of the Course | Nos of PPs | Start Date | End Date | Institute/Country |
|--------|--|------------|------------|----------|------------------------------------|
| 1 | Doctoral Program (PhD) in Civil and Environmental Engineering | 1 | 01.10.12 | 30.09.15 | Saitama University, Japan |
| 2 | M. Sc Program (Geo-Information Science) | 1 | 26.08.13 | 05.09.15 | Wageningen University, Netherlands |
| 3 | MSc Program in Water Science and Engineering specialization in Hydraulic Engineering, Land and Water Development | 1 | 10.10.14 | 31.05.16 | UNESCO-IHE, Netherlands |
| 4 | Certificate of Proficiency in Graphics Design and English Communication | 1 | 05.07.15 | 14.10.15 | New Delhi, India |
| 5 | Advanced Certificate Course on Sustainable Development and Environmental Management | 1 | 20.07.15 | 17.09.15 | NITTTR, Chennai, India |
| 6 | M Sc in Project Management | 1 | 13.08.15 | 12.08.16 | University of RMIT, Australia |
| 7 | Programmable Logic Controllers for | 1 | 15.08.15 | 25.10.15 | CITD, Hyderabad, |

| Sl. No | Name Of the Course | Nos of PPs | Start Date | End Date | Institute/Country |
|--------|---|------------|------------|----------|------------------------------|
| | Advanced Automation | | | | India |
| 8 | Certificate of Proficiency in English and Business Communication | 1 | 18.08.15 | 30.10.15 | Aptech Ltd, New Delhi, India |
| 9 | Training on NRW Reduction | 1 | 30.08.15 | 04.09.15 | Vietnam |
| 10 | Electrical Equipment & Electro-mechanical Equipment operation and maintenance | 8 | 13.12.15 | 21.12.15 | China |
| 11 | Urban Environmental Management | 1 | 9.2.16 | 26.2.16 | Japan |
| 12 | Certificate course in English fluency and IT Skills | 1 | 14.03.16 | 03.06.16 | India |
| 13 | Workshop on Comprehensive Water Supply Management | 3 | 15.03.16 | 20.03.16 | Japan |
| 14 | Installation of Gas Chromatograph-Mass Spectrometer (GC/MS) | 3 | 16.03.16 | 22.03.16 | Singapore |
| 15 | Training and Inspection of Water Treatment Plant | 4 | 17.04.16 | 23.04.16 | France |
| 16 | Overseas Training Program | 3 | 21.05.16 | 11.06.16 | Korea |
| 17 | Global Environmental Industry Partnership Korea-2016 | 1 | 31.05.16 | 02.06.16 | Korea |

Total participants: 33

Development of Library

There are more than 700 books in the library of DWASA. Some initiatives have been taken to make this library ultra-modern, befitting the spirit of the age and attractiveness to readers by:



- Divide the library room into separate corners according to the class of the readers.
- The decoration of library room is continuing by providing separate tables to the newspaper readers, literature-novel readers and professional book/report/ journal etc. readers.
- A computer corner including internet facility will be made in the Library .
- A photocopy machine will be provided in the library to avail the facility of photocopying necessary information, report etc. according to the need.
- A catalogue book will be provided to the librarian's drawer.
- A software program will be developed by the Computer Center of DWASA to organize all activities of the library of DWASA.

Service of Medical Center

There is a medical center on the 4th floor of DWASA to provide primary medical aid to the officers/staffs of DWASA and their family members.



During the office period, necessary treatment and general medicine are provided from this medical center. Two doctors are enrolled in medical services. A significant amount of patients were treated during the mentioned fiscal year.

WASA Mineral Water ‘Shanti’

The bottled water produced from the Bottled Water Supply Plant, established by DWASA’s own fund, has received acceptance from the people as best in quality.



It is mentionable that the bottled water ‘**Shanti**’ of DWASA contributed greatly in meeting the scarcity of pure drinking water after the cyclone had affected the southern part of the country.

Financial Activities of Dhaka WASA

As per approved organogram there are 3 Departments under Deputy Managing Director (Finance) Wing of DWASA. These are:

1. Accounts, Finance and Budget Department headed by the Chief Accounts Officer.
2. Revenue Management Department headed by the Chief Revenue Officer.
3. Community Program and Consumer Relation Department headed by Senior Community Officer.

As a utilities service provider autonomous organization owned by the Government and managed by Corporate Management Dhaka WASA has been running in commercial basis as per section 10 (b) of the WASA Act 1996.

Revenue Management Department

1. The main source of income of Dhaka WASA is the revenue generated from water and sewerage tariff. At present total income of Dhaka WASA is increasing because of several effective and efficient initiatives taken by the organization. Customer satisfaction is our motto and Dhaka WASA is trying its best to establish this objective. Consumers are getting advantage of digital billing system implemented by Dhaka WASA to make the payment hassle-free and various steps have been taken for betterment of customer services.

2. A consumer can print the bill by downloading it from the website of Dhaka WASA. The web address is www.dwasa.org.bd. From this site, the valued customers can click the 'Consumer' icon and then 'Billing Information' icon to get the bill. Here the consumer will have to put the respective 'Account No' and 'Password' (also using the same account number as password) to the appropriate field. Inserting starting and end date, any bill can be downloaded and printed after clicking the bill number. Consumers can also know the particulars of their bill through SMS service automatically after bills are prepared. From 22nd January 2015 the DWASA has been sending SMS to the valued customer as a confirmation of payment through Tele Talk Limited.

3. By this time Dhaka WASA has signed Agreements with scheduled banks to get online banking services since March 2011. These include Southeast Bank Limited, Premier Bank Limited, One Bank Limited, Trust Bank Limited, Mutual Trust Bank Limited, Pubali Bank Limited, Dhaka Bank Limited, Mercantile Bank Limited, NCC Bank Limited, Bangladesh Commerce Bank Limited, Bank Asia Limited, First Security Islami Bank Limited, Social Islami Bank Limited, and so on. Under this digital System a consumer can pay their bills from any corner of Dhaka and Narayanganj through online Banks. In this phenomena at least 32 banks are collecting DWASA Bills during Banking hours at Dhaka City and Naraynagong City.

The major revenue management activities of Dhaka WASA during the financial year 2015-16 compared to last 5 financial years are mentioned below:

a. Revenue Billing & Collection

| Particulars | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 | 2014-15 | 2015-16 |
|---------------------------------------|---------|---------|---------|---------|---------|---------|---------|
| Billing (MTk) | 4385 | 4976 | 5972 | 6891 | 7517 | 8066 | 8841 |
| Collection (MTk) | 3960 | 4881 | 5455 | 6510 | 7329 | 7804 | 8578 |
| Collection Ratio (%) | 90% | 98% | 91% | 94% | 97% | 97% | 94 |
| Bill Receivable (Dues) (MTk) | 3016 | 3108 | 3599 | 3961 | 4355 | 3701* | 4035 |
| Receiv. equivalent to Billing (Month) | 8.25 | 7.49 | 7.23 | 6.90 | 6.95 | 5.51 | 5.51 |
| System Loss (%) | 33.92% | 32.62% | 28.80% | 26.66% | 26.32 | 25.43% | 23.40 |
| Consumer Nos. | 286915 | 295516 | 311064 | 323013 | 340756 | 350772 | 361938 |

b. Revenue income & Expenses :

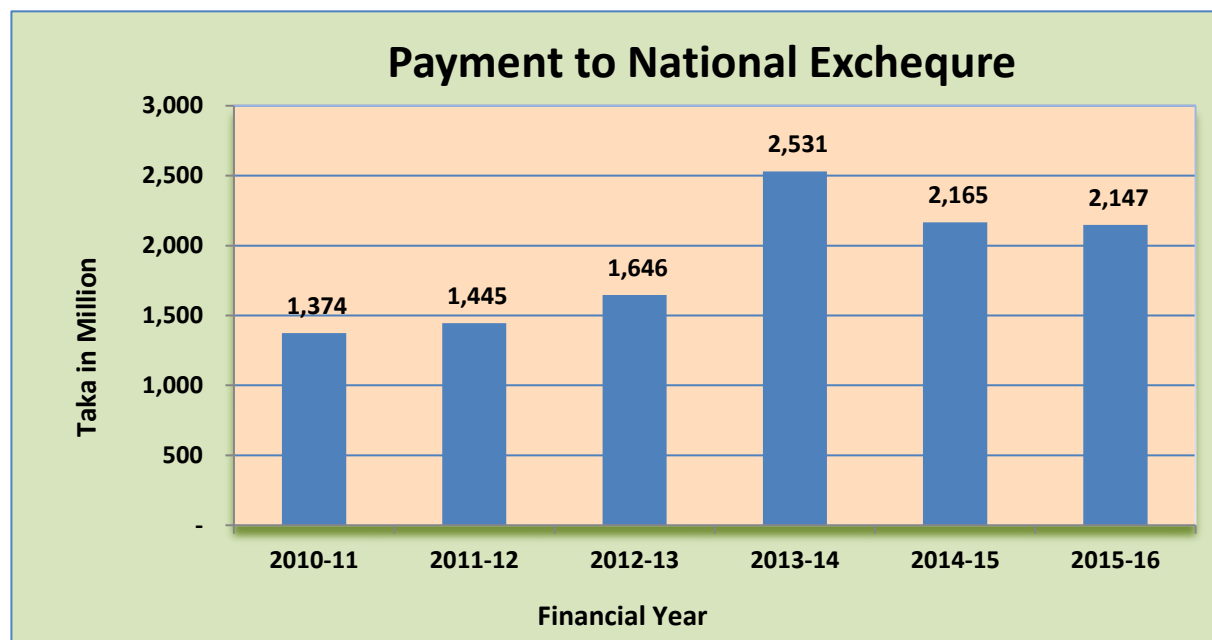
Taka in Million

| Particulars | 2010-11 | 2011-12 | 2012- 13 | 2013-14 | 2014-15 | 2015- 16 |
|--------------------------------|---------|---------|----------|---------|---------|----------|
| Revenue from Operations (MTk) | 5,341 | 6,340 | 7,285 | 7,956 | 8,607 | 9,437 |
| Non Operating Revenue (MTk) | 407 | 624 | 687 | 608 | 504 | 276 |
| Total Income (MTk) | 5,748 | 6,964 | 7,972 | 8,564 | 9,112 | 9,713 |
| Main Operating Expenses (MTk) | 3,584 | 4,051 | 4,985 | 5,738 | 6,161 | 6,826 |
| Gross Margin | 2,164 | 2,913 | 2,988 | 2,826 | 2,950 | 2,878 |
| Other Operating Expenses (MTk) | 1,946 | 2,674 | 2,687 | 2,555 | 2,630 | 2,564 |
| Non Operating Expenses (MTk) | 173 | 169 | 196 | 159 | 160 | 134 |
| Total Expenses | 5,703 | 6,894 | 7,868 | 8,453 | 8,951 | 9,524 |
| Net Profit (MTk) | 45 | 70 | 105 | 111 | 160 | 189 |

c. Contribution to National Exchequer; FY: 2015 -2016.

Taka in
Million

| Category | FY: 2010-11 | FY: 2011-12 | FY: 2012-13 | FY: 2013-14 | FY: 2014-15 | FY: 2015-16 |
|--|----------------|----------------|----------------|----------------|----------------|----------------|
| VAT from Water & Sewer Bill | 732 | 818 | 954 | 1,072 | 1,210 | 1,334 |
| VAT from Contractors/ Suppliers Bills | 210 | 185 | 149 | 602 | 336 | 340 |
| Income Tax deducted at Sources | 156 | 153 | 161 | 566 | 258 | 86 |
| Advance Income Tax | 27 | 39 | 132 | 42 | 47 | 72 |
| Debt Service Liabilities (DSL) | 250 | 250 | 250 | 250 | 315 | 315 |
| Total | 1,374 | 1,445 | 1,646 | 2,531 | 2,165 | 2,147 |



Service to the Low Income Community of Dhaka City

Dhaka Water Supply and Sewerage Authority (DWASA) is an autonomous and service oriented commercial organization. It was created in 1963 with the mandate of providing water, sanitation and drainage service to the dwellers of Dhaka city. Dhaka is now a mega city inhabited by about 15 million people. This is one of the largest cities in the world specially in the South-East Asia. DWASA's service area is extended up to Narayanganj city. It is indeed a mountainous job to provide water supply to the large population of Dhaka city including that of Narayanganj city. But DWASA has been discharging the responsibility on fighting so many challenges.

A few years back DWASA took a vow under its “**Turn Around Program**” to act as an Environmental friendly, Sustainable and Pro-People WaterService Providing Agency by 2021. Under this program, the service quality has been improved and extended. DWASA's vision is “to be the best water utility in the public sector of Asia”. It has already traversed a long way in fulfilling its dream. Now DWASA produces more water than the demand. Additionally, to overcome the biggest challenge i.e. rapid depletion of ground water.

DWASA's mandate dictates itself to provide water supply to all the people of Dhaka city including the low income communities (LICs). The service to the latter prompts the agency to be actually pro-people in serving the city people. Very often we speak of seven reasons as to why we supply water to the LICs. The reasons are:

- **Water is a human right:** The United Nations has declared water as a human right. Bangladesh is committed to this declaration. So everybody has the right to get it;
- **Human Survival:** ‘Where there is water there is life’, thus goes the proverb about water. Water has no alternatives. Water is absolutely needed for supporting lives for human beings as well as other animals;
- **Revenue Potential:** In the case of illegal water business the illegal water vendors do not pay the price of water to DWASA. Thus DWASA is deprived of due revenue. In the case of legal water the low income communities are ready to pay water bills to DWASA and they are also doing it. Therefore legal water supply to the LICs brings revenue for DWASA;
- **Empowerment of Women:** In the case of establishing legal water points in LICs, the women are involved in the development initiative. They can ventilate their say in water matters. Legal water also saves time of the women to collect water. The saved time can be utilized for other income generating activities. Thus legal water supply empowers women that is needed for social and national development;
- **Improvement of Public Health:** Safe water is a prerequisite for public health. It prevents lives from many water borne diseases. So safe water has no alternatives to improvement of public health

- **Reduce Child Mortality:** The child mortality rate in Bangladesh is relatively high. One of the reasons for high child mortality rate accounts for the unavailability of clean water. But water supply reduces child mortality and improves children's health.
- **Reduce Crime:** Many crimes happen due to illegal water supply in LICs. The mastans commit crimes in respect of illegal water business. But legal water supply reduces crimes.



Honorable Managing Director, Engr. Taqsem A Khan, DWASA is seen in MoU signing Ceremony on LIC WASH Project

As obligated Dhaka WASA supplies water to the city dwellers including the low income communities called slums. There are about 3400 small, medium and large slums in the city where the slum population is about 6.50 lakh as per BBS slum census 2014. Most of the low income communities get DWASA water. But they buy it from the illegal water vendors who have penetrated DWASA water mains and taken illegal water connections. They sell the water at higher price (2-3 times DWASA rate) to the LICs. On the other hand the supplied water is polluted because the connections are made of very inferior quality materials. As a result there are numerous leakages that pollute supplied water. Although the illegal water vendors trade on DWASA water, they do not pay the price of water to DWASA. Thus, DWASA loses huge revenue.



Honorable LGRD&C Minister Engr. Khandker Mosharraf Hossain is handing over Water Points to the slum dwellers in a Ceremony of DWASA-UNICEF LIC WASH Program

To get rid of the situation, DWASA erected a new horizon of service to the slum dwellers through providing legal water. DWASA started this expedition in 2005 when some local NGOs patronized by DWASA established some legal water points in slums. At the beginning the pace of the new journey was a bit slow but later on it got momentum. Now many local and international NGOs are partnering with DWASA in establishing legal water points in LICs. The most remarkable achievement in the initiative glimes on Karail-Banani (the biggest slum in Bangladesh), Sattala (Mohakhali) and Bhasantek (Mirpur) slum. Dhaka WASA has established about 3,379 water points in 430 slums of Dhaka city. The low income communities were fully involved in the initiative.

It has to cover 100% of the Low Income Communities (LICs) with legal water by December 2017. In the race DWASA is not alone. Different partners such as World Bank, ADB, UNICEF, WaterAid Bangladesh, WSUP Bangladesh, Vitens & Evides and Local NGOs are assisting us. Currently Dhaka WASA is going to install more three (3000) thousand water points in the LIC's of Dhaka city by the assistance of European Union (EU) and French Development Agency (AFD) which will greatly help us to reach the goal by 2017. If we take to the right course and work in harmony, we can surely reach the goal.

Research, Planning and Development

➤ Projects of Dhaka WASA

In 2014-15 Financial Year 7 development projects were included in Annual Development Program of Dhaka WASA. Among the projects five were investment projects on water supply and two projects on sewerage and drainage system.

A. Investment projects on Water Supply

1. ➤ **Name** : *Dhaka Water Supply Sector Development Project*

▶ Duration : January' 2008 to June' 2016

▶ Estimate Cost : 173401.51 Lakh Taka

▶ Allocation : 53000.00 Lakh Taka

▶ Release : 48615.26 Lakh Taka

▶ Expenditure : 49288.25 Lakh Taka

▶ Physical Progress : 97.00 %

▶ Financial Progress : 93.00%

2. ➤ **Name** : *Expansion and Rehabilitation of Water Supply System at Narayangonj Town*

▶ Duration : January' 2009 to June' 2015

▶ Estimate Cost : 8114.88 Lakh Taka

▶ Allocation : 100.00 Lakh Taka

▶ Release : 0.00 Lakh Taka

▶ Expenditure : 0.00 Lakh Taka

▶ Physical Progress : 100.00 %

▶ Financial Progress : 0.00 %

3. ➤ **Name** : ***Well Field Construction Project at Tetulzhora-Bhakurta Area of Savar Upazilla (Part-I).***
- ▶ Duration : July' 2012 to June' 2016
- ▶ Estimate Cost : 52100.00 Lakh Taka
- ▶ Allocation : 20000 Lakh Taka
- ▶ Release : 17876.50 Lakh Taka
- ▶ Expenditure : 17876.50 Lakh Taka
- ▶ Physical Progress : 95.00 %
- ▶ Financial Progress : 89.38 %

4. ➤ **Name** : ***Padma (Jashaldia) Water Treatment Plant (Phase-I)***
- Duration : January' 2013 to June' 2016
- Estimate Cost : 350879.15 Lakh Taka
- Allocation : 48080.00 Lakh Taka
- Release : 7873.48 Lakh Taka
- Expenditure : 47089.56 Lakh Taka
- Physical Progress : 115.00 %
- Financial Progress : 97.94 %

5. ➤ **Name** : ***Dhaka Environmentally Sustainable Water Supply Projects.***
- Duration : October' 2013 to December' 2019
- Estimate Cost : 524806.00 Lakh Taka
- Allocation : 9615.00 Lakh Taka
- Release : 9615.00Lakh Taka
- Expenditure : 3561.43 Lakh Taka
- Physical Progress : 38.00 %

Financial Progress : 37.04 %

B. Investment Projects on Sewerage and Drainage System

1. ➤ **Name** : *Dhaka Water Supply and Sanitation Project.*

▶ Duration : November'2008 to December' 2015

▶ Estimate Cost : 64422.00 Lakh Taka

▶ Allocation : 11500.00 Lakh Taka

▶ Release : 11450.00 Lakh Taka

▶ Expenditure : 11176.39 Lakh Taka

▶ Physical Progress : 110.00 %

▶ Financial Progress : 97.19 %

2. ➤ **Name** : *Interim Project-2 for Urgent Sewerage Construction and Rehabilitation.*

▶ Duration : July' 2010 to June' 2016

▶ Estimate Cost : 9142.55 Lakh Taka

▶ Allocation : 1500.00 Lakh Taka

▶ Release : 1490.00 Lakh Taka

▶ Expenditure : 1490.00 Lakh Taka

▶ Physical Progress : 100.00 %

▶ Financial Progress : 107.40 %

Progress of the projects (Financial)

1437.95 crore taka was allocated for the projects under the Annual Development Program. The Government (GoB) Financed taka 481.80 crore and Project Aid taka 956.15 crore was sanctioned

from the allocated money. In the said year released Tk. 1201.18 crore taka and Expenditure was 1304.82 crore taka. In that time the Financial Progress was 90.74% percent.

➤ **Progress of the projects (Physical)**

| Sl no. | Name of the component | | Progress (RADP) |
|--------|--|---|-----------------|
| 1. | Construction & Rehabilitation of Water Line | : | 576.16 km. |
| 2. | Construction of Sewer Line | : | 2.50 km. |
| 3. | Rehabilitation of Sewer Line | : | 8.50 km. |
| 4. | Construction of Rampura Storm Water Pumping Station | | 98.50% |
| 5. | Construction of Kamlapur Storm Water Pumping Station | : | 110.00% |
| 6. | Procurement of water meter | | 3500 no. |
| 7. | 13 no. of Khal Development | ; | 130%. |

In that time the Physical Progress was 94.65% percent.

❖ **Water Supply**

Newly Approved Project:

- Interim Emergency Water Supply Project
- Supply and Installation of 33/11 KV Electrical Sub-station for sustainable power solution at Saidabad Water Treatment Plant (Phase-II)

❖ **Proposed Project:**

- Saidabad Water Treatment Plant (Phase-III)
- Strengthening of the Existing Water Supply Distribution of Dhaka City to cope the production of Padma Water Treatment Plant Project(Phase-I) at Jashaldia.
- Dhaka Water Supply Network Improvement Project.
- Well Field Construction Project Dhalla-Jamitra area of Singair Upazilla (Part-II) .

❖ ***Sewerage System***

- Dasherbandi Sewage Treatment Plant (Newly Approved Project)
- Upgradation & Expansion of Pagla Sewage Treatment Plant.
- Rayer Bazar Sewage Treatment Plant
- Construction of the Sewerage System (Sewage Collection Networks, Lift Station, Transmission Mains) and a Treatment Plant for Mirpur Catchment (Dhaka West)
- Construction of Baridhara Sewerage System & Reconstruction of Gulshan, **Banani**, Sewerage System.
- Construction of the Sewerage System (Sewage Collection Networks, Lift Station, Transmission Mains) and a Treatment Plant for Uttara Catchment (Dhaka North)

❖ ***Drainage System***

- Expansion of Drainage Network and Development of Canals in Dhaka city.
- Up gradation of Pumping Station Kallyanpur Regulating Pond.
- Land Acquisition & Development of Acquisition portion of Hazaribagh, Baistaki Kurmitola, Manda and Begunbari Khal
- DND canal Drainage Improvement Project.
- Eastern Bypass Project(Dhaka DWASA Part)
- Drainage Canal Development Project of Dhaka City.

E-Governance in Dhaka WASA

Computerization / Automation of Dhaka WASA

In the line with the 'Digital Bangladesh - Vision 2021' initiated by the present government, Dhaka WASA took initiatives to introduce e-governance and practice in all its activities. E-governance first introduced in DWASA in 1991 through computerization of the billing system for Revenue Zone 5. Later on all zones came under this system gradually. Side by side of billing, action was taken to computerize all other activities step by step, which was started with the introduction of payroll.

Present Status

Apart from billing system other activities were automated. These are : payroll, which includes income tax, provident fund and pension, electricity and gas bill checking, certificate cases at DWASA magistrate court, renewal and demand note for new connection of private deep tube wells, were implemented over two decades.

Considering the decision of the government to make the country fully digitized, DWASA Computer Centre took immediate initiatives to automate all its activities. As a result most of the activities were automated during last three years. Main automated activities are : Accounting, Store Inventory, Personal Information Management System, Library Management, Office Management including file Tracking and Gate Pass, Residence Management, Vehicle Management, Law Management, Land Management, Training Management, Medical Management, Audit Management, Pension Management etc.

Real Time On-Line Billing / e-billing

Main activity of computerization has been the implementation of real time on-line billing / e-billing. The first time in the country any public sector organization started such an activity. The activity first started at Narayanganj revenue zone in January'2010 as pilot project and gradually rolled out to all 12 revenue zones (7 lease-outs and 5 non-lease-out) within 6 months. Under this system, following activities are implemented :

- Preparation of bills from 12 revenue zones through on-line VPN connection with DWASA central server.
- Maintain centralized database.

- Instant update of database during payment of bills. For this, on-line system through VPN is established with 19 banks and also the booths of Rupali Bank and Premier Bank located at every revenue zone. VPN is also established with two mobile operators Robi & CityCell. Steps are being taken to get other banks and mobile operators under this system, which is expected to be completed within FY 2015-16.
- Consumers can pay bills at any branch of the country at those banks. They can also pay bills on-line through SMS and POS of these two mobile operators.
- Consumers can pay bills through payment gateway. Presently bills can be paid through BRAC bank card, Dutch-Bangla Nexus card, Visa Card and Master card.
- Entry of payment voucher through third party when bills are paid in off-line banks like Sonali, Janata, Agrani, Rupali, Jamuna etc. From 1 July'2014 payment through off-line banking channel is stopped.
-
- Step is also taken so that consumer can pay bills through mobile banking / internet banking, ATM Card, Debit Card etc.
- Payment of bills can be made through Standing Instruction. With this system consumers can pay bills without visiting banks and other premises like booths, POS etc. Consumer has to sign a form and submit it to any bank branch having e-payment system. At mid of every month Bank will enter into DWASA billing system and debit billing amount from consumer's account and credit to DWASA account. If for any reason bill is not paid, a SMS stating reason thereof will be sent to the Consumer by concerned Bank branch.
- Information regarding bill preparation and payment information is sent to the consumer through SMS.
- Plan is also made to make payment of bills through post office electronic system when this system starts operation.
- Plan is made to send payment information to consumers through SMS.
- Plan is made so that consumers can pay their bills on the basis of bill preparation information provided through SMS (without hardcopy bills).
- Plan is made so that consumers can pay their bills in the POS of the banks.

Benefit of Consumer

- Receive bills timely and correctly.
- Receive bills electronically like internet, in addition to hardcopy printout.
- Get and pay bills electronically and more easily with minimum time and efforts.
- Payment of bills in any branch of the country of designated 19 private banks having e-payment system.
- Payment of bills in any POS of those two mobile operators. Payment can also be made through SMS of Robi.
- Obtain any kind of billing information from internet logging into DWASA website. Bill can be downloaded from there and payment of downloaded bills.
- Lodge complain regarding any kind of billing activity.
- Since system is on 24 x 7, consumer may get into the system round the day.

Benefit of DWASA

- Management specially revenue and accounts division can get all kinds of billing information instantly & correctly, and also be able to monitor the system more easily; this helps to make proper planning.

- Reconciliation easily possible, protecting drainage of revenue.
- Workload of all section of revenue employees is reduced to a great extent.
- Tremendous increase of revenue (both billing & collection and also surcharge). About 83% increase of revenue collection for last four years since starting of on-line billing system (from 400 crore in FY 2009-10 to 971.3 crore in FY 2015-16). The goal of doubling collection of revenue (Taka 800 crore) within five years since starting of on-line system in FY 2010-11, is expected to be achieved in next FY (2015-16).
- The image of DWASA to the consumers as well as city dwellers substantially increases due to tremendous reduction of harassment. Also transparency is ensured.

Apart from billing system, automation of other activities like Accounting, Electricity & Gas bill checking, Personal Management Information System etc. have been completed and are running in full swing. Following activities are also automated and operation was going on during this period.

- Land Management
- Vehicle Management
- Law Management
- Residence Management
- Fuel (Generator) Management
- Office Management

Apart from these, development of two other software was started. Out of these two, Audit Management software started its function in FY 2013-14 while trial run of Pension Management is completed and expected to start its operation during next FY (2014-15). Preliminary work to automate store inventory is completed and is expected to start its operation within next FY (2014-15).

Step is taken to automate the scanning of all necessary papers and documents. As a part of it essential papers and documents of administration is going to be started for scanning soon; gradually all others will be scanned.

Monthly MIS Report is published regularly for last one decade.

Internet Connection

Internet was first started in DWASA about a decade ago and broadband connection with 1 mbps was established. It was planned to provide internet connection to all Class-I officers and other concerned officials & staff. As an action of implementing of this plan, speed was increased to 2 mbps later on and in FY (2012-13) to 8 mbps. It was further increased to 16 mbps from July'13 and again to 32 mbps from June'14. DWASA now decides to have regular correspondence like notice and minutes of meeting etc. electronically through e-mail, for which concerned officers and staff are provided official e-mail address.

Website

DWASA website was first started about 12 years ago. Various information including list of board members & DWASA officials, different official forms, citizen charter, annual & quarterly report, yearly audit report, MIS information, advertisement of all floated tenders & all

appointments are included in the website. All information relating to consumer billing are updated electronically in website on-real time basis. Website is regularly updated as and when required. Step is taken to update and modernize the website with design; preliminary job of this was already completed.

Establishment of Network

Fiber Optic Network is established at DWASA HO. Local Area Network (LAN) is established at all revenue zones and training institute. Wide Area Network (WAN) between revenue zones & HO is established. Step is completed to establish WAN with all MODS Zones & other field offices like SOC, Store Division etc. It is planned to establish WAN with Local Government Division (LGD).

Geographical Information System (GIS)

Actual GIS activity started from April'2011. Following functions were implemented :

- Update and modify of existing “GIS based MIS” developed in 2006 with the help of IWM on Water, Sewer and Drainage line.
- Prepare GIS and provide all information relating to Water, Sewer and Drainage system to concerned agency for construction 3 Flyovers viz. (1) Airport-Tejgaon, (2) Mouchak-Bangla Motor and (3) Shantinagar-Mawya via 4th(new) Buriganga bridge.
- As a part of the plan to bring all slum areas in Dhaka and Narayanganj city under water distribution service, prepare GIS database for two LICs - Kuril at Zone 5 and Jhilpara at Zone 4 covering about 20,000 and 2554 households respectively.
- Enrich GIS database by collecting data from RAJUK and DMA of DWSSD Project.
- Provide comments before installation of new Deep Tubewells both DWASA and private owned.
- Update GIS database for rehabilitated and newly installed Deep Tubewells, Water, Sewer and Drainage line. At the part of it, trunk-line information of Saidabad Phase I and II was incorporated in the database.
- Completed a few maps as a pilot work viz. (1) water pipe line (2) service connection (3) building structure (4) mouza (5) zonal boundaries (6) water bodies etc. Billing information is being joined with these maps; as a result of which it is possible to find out connection status, non-metered household, connection type etc. for better understanding of physical features of service areas.

It is planned to :

- Scan and digitize of about 1200 system maps on Water, Sewer and Drainage line.
- Upload of all types of maps to DWASA website.
- Integrate whole billing system with GIS.

Impart Training

A computer-lab was established within Computer Centre six years ago in order to impart computer training to all class of employees gradually under various fresher and refresher courses. A good number of officers and staff were imparted computer training in this lab and also to training institute. A few workshops on e-billing/e-payment were executed to

disseminate & sharing of knowledge to DWASA officers. This lab is also used for research, computer practice and computer practical examination. Training was also imparted on different aspects of GIS to concerned DWASA employees. It is planned to impart training to employees of other organizations as well.

E-Tendering / e-GP

It was planned to establish e-tendering and contact was made with CPTU who, in principle, agreed to it. Preliminary work was completed. As a part of it, step is taken to register the name of DWASA enlisted contractors in CPTU website. This system is expected to be started in next FY (2015-16).

Gate Pass

Computerised gate pass system is introduced into DWASA HO in order to automate the flow of visitors.

Establishment of Wireless System

Corporate Wireless PABX system was established under which all Class-I officers along with other concerned employees were provided mobile phone / desk phone. All Water & Sewer Pumps are also linked through this system.

Computer Repairs and Maintenance

DWASA possesses a good number of computer and other computer equipments like printer, scanner, UPS etc. Repairs & maintenance of these equipments are done internally, resulting savings of huge amount of public money.

Call Centre

DWASA introduces a Call Centre through outsourcing. City dwellers can get any kind of information and also lodge complain calling this centre through 16162.

Manpower

Computer Centre started its function with only two officers and four operators. Steps were taken to increase the manpower to the centre. In 2007 two departments, MIS and GIS were created with the sanctioned posts of 35, which was later on enhanced to 91 in 2009 under

the approval of DWASA Board. At present, only 21 employees including 14 officers are working in two departments, which is not at all sufficient to cope up with enormous activities, which is increasing day by day. Steps are taken to fill up all the vacant posts; as a part of which post for 7 officers and also computer operator is advertised. Automation facilities will substantially be increased when the vacant posts are filled up.

Future Plan

Apart from the plans stated above, it is planned to automate some other activities like all activities of Bottle Plants, School Management, Scholarship Management etc. and also the activities of maintenance works of Civil Maintenance Division.

It is planned to establish an IP PABX system and also video conferencing soon.

Conclusion

After completion of all on-going and planned activities, the following advantage may be counted :

- Since all field offices including LGD and MODS Zones will come under the network, information flows to and from the ministry and fields offices will increase tremendously, easily and smoothly which in turn helps management in making quick and proper planning.
- Paperless Office Management will be started.
- The motto of the government to make the country “Digital” will be established in DWASA.
- DWASA enters into modern IT technology.
- Govt. goal for making all public offices ‘Paperless’ will be achieved for DWASA, which will inter-alia achieve ‘Citizen Charter’.
- Above all DWASA will be one of the pioneer public sector organizations to move into modern IT technology and implement government vision.

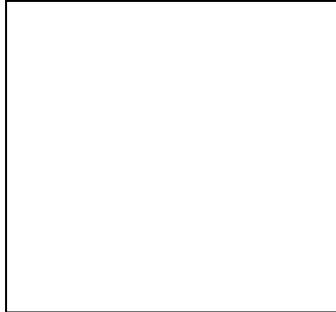
Dhaka Water Supply and Sewerage Authority

Auditor's report and financial statements
as at and for the year ended 30 June 2016

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WASA Link 16162

please contact for water supply, sewerage or WASA bills
and to make any complain

