**Table of Contents**

|  |  |  |
| --- | --- | --- |
| ***CHAPTERS*** | ***TOPICS*** | ***PAGE NUMBER*** |
| **Chapter 01** | **Introduction** | **1** |
|  | 1.1 Background / Origin of the report | 2 |
|  | 1.2 Objective of the report | 2 |
|  | 1.3 Significance of the report | 3 |
|  | 1.4 Methodology of the report | 3 |
|  | 1.5 Limitations of the study | 4 |
|  |  |  |
| **Chapter 02** | **Organization Overview** | **5** |
|  | 2.1 Organizational Profile | 6 |
|  | 2.2 Mission & Vision | 7 |
|  | 2.3 Dhaka WASA at a glance | 8 |
|  |  |  |
| **Chapter 03** | **Service & Job Responsibilities** | **10** |
|  | 3.1 Drainage Operation and Maintenance works | 11 |
|  | 3.2 Sewer Projects Works | 13 |
|  | 3.3 Planning and Design Works | 14 |
|  | 3.4 Trainings received from DWASA | 14 |
|  |  |  |
| **Chapter 04** | **Automated Systems & Services at DWASA** | **15** |
|  | 4.1 Advantages of Automation | 16 |
|  | 4.2 DMA and NRW | 16 |
|  | 4.3 DWSSDP, DMA & SCADA Financing | 17 |
|  | 4.4 Water ATM | 18 |
|  | 4.5 ‘Shanti’ Bottle Water Plant | 19 |
|  | 4.6 Steps for Modernization at ‘Shanti’ bottle plant | 21 |
| **CHAPTERS** | **TOPICS** | **PAGE NUMBER** |
| **Chapter 05** | **Automation at MIS, AIS & GIS departments** | **22** |
|  | 5.1 Management Information System (MIS) | 23 |
|  | 5.2 Works & Budget of MIS Department, FY 2020-21 | 23 |
|  | 5.3 Works & Budget of MIS Department, FY 2021-22 | 25 |
|  | 5.4 Accounting / AIS | 28 |
|  | 5.5 Planned AIS Automation development works | 29 |
|  | 5.6 Digital/Online Billing and Bill Payment | 30 |
|  | 5.7 Financial Report from Various Projects | 31 |
|  | 5.8 Automated Biometric Time Attendance System | 32 |
|  | 5.9 Geographical Information System (GIS) | 33 |
|  |  |  |
| **Chapter 06** | **Smart Water Management With “SCADA”** | **34** |
|  | 6.1 Introduction to SCADA | 35 |
|  | 6.2 Various equipment and tasks of SCADA system | 36 |
|  | 6.3 Investment into SCADA and related equipment | 38 |
|  | 6.4 Cost reduction by SCADA System | 39 |
|  |  |  |
| **CHAPTER 07** | **SWOT Matrix, Conclusion & Recommendation** | **40** |
|  | 7.1 SWOT Matrix of Dhaka WASA | 41 |
|  | 8.2 Recommendations | 42 |
|  | 8.3 Conclusion | 43 |
|  | References | 44 |