

# **Pourashava Databook for Water Supply Sector In Bangladesh**

September 2012

Japan International Cooperation Agency (JICA)







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## 1. Survey Methodology

### Method

The survey was conducted by the JICA Study Team and by three local consulting firms in Bangladesh during March – July, 2012. The survey used question-answer style interviews for relevant pourashava staffs with the prepared questionnaire sheets.

### Target Pourashavas

All 314 pourashavas (as of May 2012)

Division	Total	JICA Study Team			Local Consulting Firms (Sub-contractors)			Grouping for Sub-contractors
		Piped	Non-piped	Sub-total	Piped	Non-piped	Sub-total	
Dhaka	87	6	4	10	33	44	77	93
Sylhet	19	1	2	3	4	12	16	
Chittagong	58	2	2	4	21	33	54	75
Barisal	24	1	2	3	15	6	21	
Khulna	36	2	2	4	17	15	32	117
Rajshahi	61	3	2	5	20	36	56	
Rangpur	29	0	0	0	13	16	29	
Total	314	15	14	29	123	162	285	285

## 2. Definition of Performance Indicators (PIs)

### Definition of Performance Indicators (PIs)

Performance Indicators	Formula			
1. Water supply coverage (%)	=	Population served	/	Total population x 100
2. Per capita produced water (L/d/ca)	=	Total production	/	Population served
3. Supply hours (hrs)				
4. Pipe leakage ratio (point/km)	=	Number of leakage reported	/	Distribution network length
5. Average revenue (Tk/m <sup>3</sup> produced)	=	Annual operating revenue	/	Water volume produced
6. Average O&M Costs to Expenditure (%)	=	Annual O&M costs	/	Annual expenditure x 100
7. Metering level (%)	=	Number of connections metered	/	Total number of connections x 100
8. Operating ratio	=	Annual O&M costs	/	Annual revenue x 100
9. Collection ratio (%)	=	Annual collection	/	Annual billing x 100
10. Collection period (days)	=	Year-end accounts receivable	/	Annual operating revenues x 365
11. Staffs/ 1000 connections (ratio)	=	Number of water section staffs	/	Number of connection x 1000
12. Electricity arrear to revenue (%)	=	Electricity arrear	/	Annual revenue x 100

### 3. Positive Indicators and Negative Indicators in Databook

#### Grouping of Positive and Negative Indicators

12 key performance indicators are categorized into 2 groups: positive indicators and negative indicators as below.

Group	Performance indicators (PIs)
Positive indicators	1. Water supply coverage (%)
	2. Per capita produced water (L/d/ca)
	3. Supply hour (hrs)
	5. Average revenue (Tk/m3 produced)
	7. Metering ratio (%)
Negative indicators	9. Collection ratio (%)
	4. Pipe leakage ratio (point/km)
	6. Average O&M cost (Tk/m3 produced)
	8. Operating ratio (%)
	9. Collection ratio (%)
	11. Staffs/ 1,000 connections (ratio)
	12. Electricity arrear to annual revenue (%)

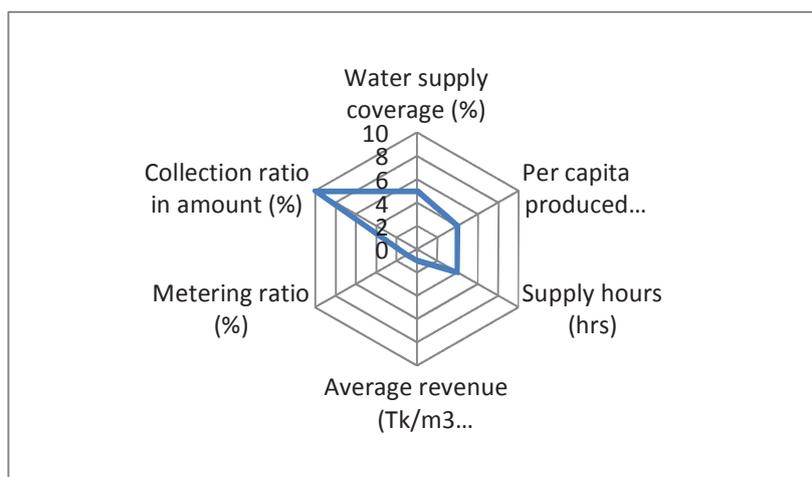
#### Ranking of Performance Indicators

Ranking from “level 10” to “level 1” was made along the performance level of each pourashava. Pourashava’s performances were filtered by each 10 percentage of the list, and categorized into 10 levels.

#### Positive Indicators

In the graph of positive indicators, “level 10” means the highest score of the performance indicators. Thus, in the case of positive indicators, the larger the area of domain bounded by blue colored line, the better is the performance.

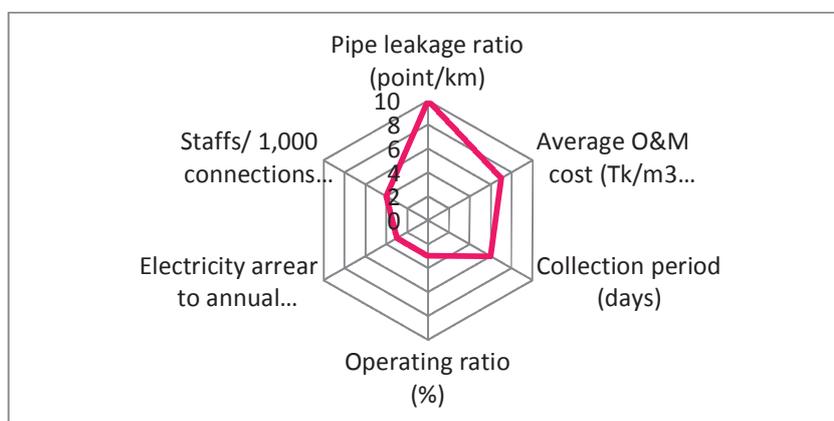
Sample graph of Positive Performance Indicators



## Negative Indicators

In the graph of negative indicators, “level 10” is the lowest score. Thus, in the case of negative indicators, the smaller the area of domain bounded by red colored line, the better is the performance.

Sample graph of Negative Performance Indicators



## 4. Summary of Results

### Summary of Questionnaire Survey

#### 1. Average feature of pourashavas

##### (1) Piped pourashava

Average population of pourashava is approximately 114,000 people and average area is 21.1 km<sup>2</sup>. The main water-borne diseases with the prevalence rate are diarrhea as 36.4%, dysentery as 33.6%, Typhoid as 17.1%. The number of technical staff members are 11.3 people (ClassA: 14.0, ClassB: 6.1, Class C: 6.2). Average pourashava budget accounts for 118 million TK, actual revenue and expenditure in revenue account in FY2010/2011 are 50 million TK and 48 million TK respectively. Thereby the financial balance is slightly positive. TLCC and WATSAN are institutionalized in 86% and 51% of pourashava respectively.

##### (2) Non-piped pourashava

Average population of pourashava is approximately 43,000 people and average area is 14.0 km<sup>2</sup>. The number of technical staff members are 4.8 people (ClassA: 7.0, ClassB: 5.7, Class C: 3.5). Average pourashava budget accounts for 72 million TK, actual revenue and expenditure in revenue account in FY2010/2011 are 16 million TK and 21 million TK respectively. Thereby the financial balance is negative. TLCC and WATSAN are institutionalized in 69% and 37% of pourashava respectively.

#### 2. Average feature of water supply situation

Average water supply coverage by piped water supply system is 30.5% with 6.4 average supply hours. Per capita produced water (L/day/capita) is 86m<sup>3</sup> and average number of pipe leakage in a year is 4.9 points/ km. Average number of customer connections per pourashava accounts for 1,887, 93% of the connections are shared by domestic customers. Operating ratio is 131% which

indicates that O&M costs is assumed to be recovered. Metering ratio and collection ratio are 14% and 75% respectively and are need to be improved. Collection period and electricity arrear to annual revenue ratio are 214 days and 64% respectively, and these are addressed as key financial challenges. Average revenue produced and average O&M costs produced are 8.6Tk/m<sup>3</sup> and 6.4 Tk/m<sup>3</sup>.

Key performance indicators of piped pourashava are summarized as below.

*Key Performance Indicators (PIs) of Piped Pourashavas*

Performance Indicators	Average	Maximum	Minimum
<b>A. Water Service</b>			
1. Water supply coverage (%)	30.5	75.0	2.0
2. Per capita produced water (L/d/ca)	121.1	653.0	4.0
3. Supply hour (hrs)	6.4	24.0	1.0
<b>B. Management</b>			
4. Pipe leakage ratio (point/km)	4.9	44.3	0.1
5. Average revenue (Tk/m <sup>3</sup> produced)	8.6	314.2	0.0
6. Average O&M cost (Tk/m <sup>3</sup> produced)	6.4	217.8	0.0
7. Metering ratio (%)	14.4	100.0	0.0
8. Operating ratio (%)	131	1475.0	0.0
9. Collection ratio (%)	75	141.0	0.0
10. Collection period (days)	214	2697.0	0.0
11. Staffs/ 1,000 connections (ratio)	11	100.0	3.1
12. Electricity arrear to annual revenue (%)	64	953.0	0.0

*Top 10 Pourashava (overall PIs)*

Rank	Pourashava	Score <sup>*1</sup>
1	Kalapara	35
2	Amtali	29
3	Galachipa	27
4	Kushtia	24
4	Rahanpur	24
6	Pataukhali	20
7	Jhenaidah	19
8	Damoda	18
8	Joypurhat	18
10	Jessore	17
10	Gopalganj	17

\*1 Overall score is calculated by deducting the total of negative indicator's scores from the total of positive indicator's scores.

Top 5 Pourashavas (individual PIs)

1. Water supply coverage (%)		2. Per capita produced water(L/d/ca)		3. Supply Hour (Hrs)	
1	Chandpur	75	1	Gopalpur	653
2	Bhola	74	2	Tongipara	408
3	Lalmohan	71	3	Lalmonirhat	307
4	Gopalganj	70	4	Thakurgaon	294
5	Tongipara	65	5	Charfeshon	288
5	Jhalakathi	65			
5	Jhenaidah	65			
4. Pipe leakage ratio (point/km)		5. Average revenue (Tk/m <sup>3</sup> produced)		6. Average O&M cost <sup>*2</sup> (Tk/m <sup>3</sup> produced)	
1	Feni	0.1	1	Pirojpur	314.2
1	Joypurhat	0.1	2	Charfeshon	48.5
2	Thakurgaon	0.3	3	Pangsa	38.9
2	Bhairab	0.3	4	Moulavibazar	37.6
2	Sherpur	0.3	5	Ramganj	30.3
2	Gaibandha	0.3			
7. Metering ratio (%)		8. Operating ratio (%)		9. Collection ratio in amount (%)	
1	Galachipa	100.0	1	Charfeshon	8.0
1	Amtali	100.0	1	Pangsa	8.0
1	Pataukhali	100.0	2	Gopalganj	10.0
1	Kalapara	100.0	3	Noakhali	23.0
1	Noakhali	100.0	4	Amtali	29.0
1	Ramganj	100.0			
10. Collection period (days)		11. Staffs/ 1,000 connections (ratio)			
1	Bhanga	0	1	Damoda	3.1
1	Mirkadim	0	2	Pirojpur	3.4
1	Mundumala	0	3	Kurigram	3.8
4	Pangsa	4	4	Naogaon	4.3
5	Bera	5	5	Kothchandpur	4.8

\*2 Pourashavas answered that O&M costs are none are excluded from this ranking table.

Top 5 Pourashavas (individual PIs)(cont.)

12. Electricity arrear to annual revenue (%)								
1	Bhanga	0	1	Mundumala	0	1	Kalapara	0
1	Tongi	0	1	Sreemongal	0	1	Shahrasti	0
1	Sayedpur	0	1	Haziganj	0	1	Chuadanga	0
1	Madaripur	0	1	Laksham	0	1	Noapara	0
1	Mirkadim	0	1	Daudkandi	0	1	Sailkupa	0
1	Mymensingh	0	1	Cox's Bazar	0	1	Kushtia	0
1	Damoda	0	1	Galachipa	0	1	Narail	0
1	Pirojpur	0	1	Chandpur	0	1	Kalia	0
1	Naria	0	1	Amtali	0	1	Singra	0
1	Charfeshon	0	1	Pataukhali	0	1	Charghat	0
1	Naohata	0	1	Lakshmipur	0	1	Bagerhat	0
1	Birampur	0	1	Raypur	0	1	Jhenaidah	0
1	Sunamganj	0	1	Gopalganj	0	1	Matlab	0
1	Feni	0	1	Chowmohoni	0	1	Ramganj	0
1	Faridpur	0	1	Noakhali	0			
1	Joypurhat	0	1	Satkhira	0			
1	Manikganj	0	1	Natore	0			
1	Rajbari	0	1	Sirajganj	0			
1	Thakurgaon	0	1	Panchagarh	0			
1	Hobiganj	0	1	Jhalakathi	0			

## List of Pourashavas with Piped Water Supply System

Piped Pourashava Name	Division	District	Ref. No.*	Page No.
Amtali	Barisal	Barguna	BS-P-2	1
Bagerhat	Khulna	Bagerhat	KN-P-1	3
Bajitpur	Dhaka	Kishorganj	DK-P-14	5
Bakerganj	Barisal	Barisal	BS-P-6	7
Bandarban	Chittagong	Bandarban	CG-P-1	9
Barguna	Barisal	Barguna	BS-P-1	11
Barora	Chittagong	Comilla	CG-P-17	13
Bera	Rajshahi	Pabna	RJ-P-14	15
Bhairab	Dhaka	Kishorganj	DK-P-13	17
Bhanga	Dhaka	Faridpur	DK-P-3	19
Bhangura	Rajshahi	Pabna	RJ-P-17	21
Bheramara	Khulna	Kushtia	KN-P-19	23
Bhola	Barisal	Bhola	BS-P-8	25
Birampur	Rangpur	Dinajpur	RP-P-4	27
Bogra	Rajshahi	Bogra	RJ-P-1	29
Borhanuddin	Barisal	Bhola	BS-P-11	31
Brahmanbaria (ADB)	Chittagong	Brahmanbaria	CG-P-3	33
Cengarchar	Chittagong	Chandpur	CG-P-9	35
Chandina	Chittagong	Comilla	CG-P-16	37
Chandpur	Chittagong	Chandpur	CG-P-4	39
Chapainawabganj	Rajshahi	Chapainawabganj	RJ-P-11	41
Charfeshon	Barisal	Bhola	BS-P-10	43
Charghat	Rajshahi	Rajshahi	RJ-P-22	45
Chatmohar	Rajshahi	Pabna	RJ-P-16	47
Chowmohoni	Chittagong	Noakhali	CG-P-28	49
Chuadanga	Khulna	Chuadanga	KN-P-4	51
Cox's Bazar	Chittagong	Cox's Bazar	CG-P-18	53
Damoda	Dhaka	Shariatpur	DK-P-38	55
Daudkandi	Chittagong	Comilla	CG-P-15	57
Dinajpur	Rangpur	Dinajpur	RP-P-3	59
Faridpur	Dhaka	Faridpur	DK-P-2	61
Feni	Chittagong	Feni	CG-P-20	63
Fulbari	Rangpur	Dinajpur	RP-P-7	65
Gabtali	Rajshahi	Bogra	RJ-P-3	67
Gaibandha	Rangpur	Gaibandha	RP-P-1	69
Galachipa	Barisal	Patuakhali	BS-P-15	71
Gazipur	Dhaka	Gazipur	DK-P-6	73
Ghorasal	Dhaka	Narshingdi	DK-P-27	75
Gopalganj	Dhaka	Gopalganj	DK-P-7	77
Gopalpur	Dhaka	Tangail	DK-P-44	79
Gouripur	Dhaka	Mymensingh	DK-P-24	81
Gowrnadi	Barisal	Barisal	BS-P-4	83
Gurudaspur	Rajshahi	Natore	RJ-P-8	85
Haziganj	Chittagong	Chandpur	CG-P-5	87
Hobiganj	Sylhet	Hobiganj	SL-P-1	89
Ishwardi	Rajshahi	Pabna	RJ-P-15	91
Jaipurhat (ADB)	Rajshahi	Jaipurhat	RJ-P-4	93
Jajira	Dhaka	Shariatpur	DK-P-37	95
Jamalpur	Dhaka	Jamalpur	DK-P-10	97

Piped Pourashava Name	Division	District	Ref. No.*	Page No.
Jessore (ADB)	Khulna	Jessore	KN-P-7	99
Jhalakati	Barisal	Jhalakati	BS-P-12	101
Jhenaidah (ADB)	Khulna	Jhenaidah	KN-P-11	103
Kabirhat	Chittagong	Noakhali	CG-P-30	105
Kachua	Chittagong	Chandpur	CG-P-7	107
Kalapara	Barisal	Patuakhali	BS-P-16	109
Kalia	Khulna	Narail	KN-P-23	111
Kaliganj	Khulna	Jhenaidah	KN-P-26	113
Kalkini	Dhaka	Madaripur	DK-P-18	115
Katiadi	Dhaka	Kishorganj	DK-P-15	117
Khagrachari	Chittagong	Khagrachari	CG-P-22	119
Kishorganj	Dhaka	Kishorganj	DK-P-12	121
Kothchandpur	Khulna	Jhenaidah	KN-P-12	123
Kumarkhali	Khulna	Kushtia	KN-P-17	125
Kurigram	Rangpur	Kurigram	RP-P-11	127
Kushtia	Khulna	Kushtia	KN-P-16	129
Kutalipara	Dhaka	Gopalganj	DK-P-9	131
Laksham	Chittagong	Comilla	CG-P-14	133
Lakshmipur (ADB)	Chittagong	Lakshmipur	CG-P-25	135
Lalmohon	Barisal	Bhola	BS-P-9	137
Lalmonirhat	Rangpur	Lalmonirhat	RP-P-13	139
Madaripur (ADB)	Dhaka	Madaripur	DK-P-16	141
Madhabpur	Sylhet	Hobiganj	SL-P-2	143
Magura	Khulna	Magura	KN-P-20	145
Manikganj (JICA2)	Dhaka	Manikganj	DK-P-19	147
Matlab	Chittagong	Chandpur	CG-P-8	149
Mehendiganj	Barisal	Barisal	BS-P-7	151
Meherpur	Khulna	Meherpur	KN-P-21	153
Mirkadim	Dhaka	Munshiganj	DK-P-21	155
Mohespur	Khulna	Jhenaidah	KN-P-13	157
Monglaport	Khulna	Bagerhat	KN-P-2	159
Monohordi	Dhaka	Narshingdi	DK-P-29	161
Moulavibazar (ADB)	Sylhet	Moulavibazar	SL-P-4	163
Muktagacha	Dhaka	Mymensingh	DK-P-23	165
Mundumala	Rajshahi	Rajshahi	RJ-P-23	167
Munshiganj	Dhaka	Munshiganj	DK-P-20	169
Mymensingh (ADB)	Dhaka	Mymensingh	DK-P-22	171
Najipur	Rajshahi	Naogaon	RJ-P-7	173
Nalitabari	Dhaka	Sherpur	DK-P-42	175
Naogaon	Rajshahi	Naogaon	RJ-P-6	177
Naohata	Rajshahi	Rajshahi	RJ-P-24	179
Narail	Khulna	Narail	KN-P-22	181
Naria	Dhaka	Shariatpur	DK-P-39	183
Narshingdi (ADB)	Dhaka	Narshingdi	DK-P-26	185
Natore (ADB)	Rajshahi	Natore	RJ-P-10	187
Netrokona (ADB)	Dhaka	Netrokona	DK-P-32	189
Nilphamari	Rangpur	Nilphamari	RP-P-10	191
Noakhali	Chittagong	Noakhali	CG-P-29	193
Noapara	Khulna	Jessore	KN-P-8	195
Pabna	Rajshahi	Pabna	RJ-P-13	197
Panchagarh	Rangpur	Panchagarh	RP-P-12	199
Pangsa	Dhaka	Rajbari	DK-P-35	201
Parbatipur	Rangpur	Dinajpur	RP-P-5	203
Patharghata	Barisal	Barguna	BS-P-3	205
Patuakhali	Barisal	Patuakhali	BS-P-14	207

Piped Pourashava Name	Division	District	Ref. No.*	Page No.
Pirojpur (ADB)	Barisal	Pirojpur	BS-P-18	209
Rahanpur	Rajshahi	Chapainawabganj	RJ-P-12	211
Rajbari	Dhaka	Rajbari	DK-P-34	213
Ramganj	Chittagong	Lakshmipur	CG-P-27	215
Ramgarh	Chittagong	Khagrachari	CG-P-23	217
Rangamati	Chittagong	Rangamati	CG-P-32	219
Rangpur	Rangpur	Rangpur	RP-P-2	221
Raypur	Chittagong	Lakshmipur	CG-P-26	223
Saharasti	Chittagong	Chandpur	CG-P-6	225
Sailakupa	Khulna	Jhenaidah	KN-P-14	227
Santahar	Rajshahi	Bogra	RJ-P-2	229
Sarisabari	Dhaka	Jamalpur	DK-P-11	231
Sarupkathi	Barisal	Pirojpur	BS-P-17	233
Satkhira	Khulna	Satkhira	KN-P-24	235
Savar (JICA2)	Dhaka	Dhaka	DK-P-1	237
Sayedpur	Rangpur	Nilphamari	RP-P-9	239
Setabganj	Rangpur	Dinajpur	RP-P-6	241
Shahjadpur	Rajshahi	Sirajganj	RJ-P-20	243
Shariatpur	Dhaka	Shariatpur	DK-P-36	245
Shathia	Rajshahi	Pabna	RJ-P-18	247
Sherpur	Dhaka	Sherpur	DK-P-41	249
Shibpur	Dhaka	Narshingdi	DK-P-28	251
Singra	Rajshahi	Natore	RJ-P-9	253
Sirajganj (ADB)	Rajshahi	Sirajganj	RJ-P-19	255
Sreemongal	Sylhet	Moulavibazar	SL-P-5	257
Sujanagar	Rajshahi	Pabna	RJ-P-21	259
Sunamganj	Sylhet	Sunamganj	SL-P-9	261
Tangail	Dhaka	Tangail	DK-P-43	263
Thakurgaon	Rangpur	Thakurgaon	RP-P-8	265
Tongi	Dhaka	Gazipur	DK-P-4	267
Tongipara	Dhaka	Gopalganj	DK-P-8	269
Trisal	Dhaka	Mymensingh	DK-P-25	271
Vedarganj	Dhaka	Shariatpur	DK-P-40	273
Zhikargacha	Khulna	Jessore	KN-P-9	275

\* Reference No. is corresponding to serial No. of data sheet in CD.

## List of Pourashavas without Piped Water Supply System

Non-piped Pourashava Name	Division	District	Ref. No. *	Page No.
Ajmiriganj	Sylhet	Hobiganj	SL-N-3	277
Akhaura	Chittagong	Brahmanbaria	CG-N-3	277
Akkelpur	Rajshahi	Jaipurhat	RJ-N-11	278
Alamdanga(JICA)	Khulna	Chuadanga	KN-N-1	278
Araihazar	Dhaka	Narayanganj	DK-N-46	279
Arani	Rajshahi	Rajshahi	RJ-N-36	279
Athgharia	Rajshahi	Pabna	RJ-N-23	280
Badarganj	Rangpur	Rangpur	RP-N-5	280
Bagatipara	Rajshahi	Natore	RJ-N-17	281
Bagha	Rajshahi	Rajshahi	RJ-N-29	281
Baghaichari	Chittagong	Rangamati	CG-N-35	282
Bagherpara	Khulna	Jessore	KN-N-5	282
Banaripara	Barisal	Barisal	BS-N-7	283
Banskhali	Chittagong	Chittagong	CG-N-10	283
Baraiarhat	Chittagong	Chittagong	CG-N-7	284
Baraigram	Rajshahi	Natore	RJ-N-18	284
Barlekha	Sylhet	Moulavibazar	SL-N-4	285
Bashail	Dhaka	Tangail	DK-N-43	285
Basurhat	Chittagong	Noakhali	CG-N-24	286
Bauphal	Barisal	Patuakhali	BS-N-4	286
Belkuchi	Rajshahi	Sirajganj	RJ-N-38	287
Benapol	Khulna	Jessore	KN-N-2	287
Betagi	Barisal	Barguna	BS-N-1	288
Bhaluka	Dhaka	Mymensingh	DK-N-18	288
Bhawaniganj	Rajshahi	Rajshahi	RJ-N-28	289
Bhuapur	Dhaka	Tangail	DK-N-40	289
Birganj	Rangpur	Dinajpur	RP-N-8	290
Biyaniabazar	Sylhet	Sylhet	SL-N-10	290
Boalmari	Dhaka	Faridpur	DK-N-4	291
Boda	Rangpur	Panchagarh	RP-N-15	291
Bonapara	Rajshahi	Natore	RJ-N-15	292
Cagalnaiya	Chittagong	Feni	CG-N-30	292
Chakoria	Chittagong	Cox's Bazar	CG-N-32	293
Chalna	Khulna	Khulna	KN-N-8	293
Chandanaish	Chittagong	Chittagong	CG-N-9	294
Chatkhil(JICA)	Chittagong	Noakhali	CG-N-25	294
Chattak	Sylhet	Sunamganj	SL-N-11	295
Chauddagram	Chittagong	Comilla	CG-N-15	295
Chaugachha	Khulna	Jessore	KN-N-3	296
Chunarughat	Sylhet	Hobiganj	SL-N-1	296
Daganbhuiyan	Chittagong	Feni	CG-N-18	297
Darshana	Khulna	Chuadanga	KN-N-13	297
Debiddar	Chittagong	Comilla	CG-N-12	298
Derai	Sylhet	Sunamganj	SL-N-12	298
Dewanganj	Dhaka	Jamalpur	DK-N-11	299
Dhamirhat	Rajshahi	Naogaon	RJ-N-13	299
Dhamrai(JICA2)	Dhaka	Dhaka	DK-N-1	300
Dhanbari	Dhaka	Tangail	DK-N-41	300
Dhunat	Rajshahi	Bogra	RJ-N-9	301
Dhupchachia	Rajshahi	Bogra	RJ-N-4	301
Dohar(JICA)	Dhaka	Dhaka	DK-N-2	302
Domar	Rangpur	Nilphamari	RP-N-12	302

Non-piped Pourashava Name	Division	District	Ref. No.*	Page No.
Doulatkhan	Barisal	Bhola	BS-N-3	303
Durgapur	Dhaka	Netrokona	DK-N-30	303
Durgapur	Rajshahi	Rajshahi	RJ-N-37	304
Elanga	Dhaka	Tangail	DK-N-42	304
Faridganj	Chittagong	Chandpur	CG-N-4	305
Faridpur	Rajshahi	Pabna	RJ-N-22	305
Fhatikchari	Chittagong	Chittagong	CG-N-11	306
Fhulbaria	Dhaka	Mymensingh	DK-N-22	306
Gafargaon	Dhaka	Mymensingh	DK-N-17	307
Gangni	Khulna	Meherpur	KN-N10	307
Ghatail	Dhaka	Tangail	DK-N-35	308
Ghoraghat	Rangpur	Dinajpur	RP-N-6	308
Goalandaghat	Dhaka	Rajbari	DK-N-31	309
Gobindaganj	Rangpur	Gaibandha	RP-N-2	309
Godagari(JICA)	Rajshahi	Rajshahi	RJ-N-24	310
Golapganj	Sylhet	Sylhet	SL-N-14	310
Gopaldi	Dhaka	Narayanganj	DK-N-47	311
Gopalpur	Rajshahi	Natore	RJ-N-14	311
Goshairhat	Dhaka	Shariatpur	DK-N-32	312
Haita	Chittagong	Noakhali	CG-N-23	312
Hakimpur	Rangpur	Dinajpur	RP-N-7	313
Haragacha	Rangpur	Rangpur	RP-N-4	313
Harinakunda	Khulna	Jhenaidah	KN-N-6	314
Homna	Chittagong	Comilla	CG-N-14	314
Hossainpur	Dhaka	Kishorganj	DK-N-14	315
Ishwarganj	Dhaka	Mymensingh	DK-N-19	315
Islampur	Dhaka	Jamalpur	DK-N-9	316
Jagannathpur	Sylhet	Sunamganj	SL-N-8	316
Jaldhaka	Rangpur	Nilphamari	RP-N-11	317
Jibonnagar	Khulna	Chuadanga	KN-N-12	317
Kahaloo	Rajshahi	Bogra	RJ-N-7	318
Kakanhat	Rajshahi	Rajshahi	RJ-N-30	318
Kalai	Rajshahi	Jaipurhat	RJ-N-12	319
Kalaroa	Khulna	Satkhira	KN-N-18	319
Kaliakoir	Dhaka	Gazipur	DK-N-6	320
Kaliganj	Dhaka	Gazipur	DK-N-48	320
Kalihati	Dhaka	Tangail	DK-N-38	321
Kamalganj	Sylhet	Moulavibazar	SL-N-5	321
Kanaighat(JICA)	Sylhet	Sylhet	SL-N-7	322
Kanchan	Dhaka	Narayanganj	DK-N-27	322
Karimganj	Dhaka	Kishorganj	DK-N-13	323
Kasba	Chittagong	Brahmanbaria	CG-N-1	323
Katakhal	Rajshahi	Rajshahi	RJ-N-34	324
Kazipur	Rajshahi	Sirajganj	RJ-N-40	324
Kendua	Dhaka	Netrokona	DK-N-28	325
Keshobpur	Khulna	Jessore	KN-N-15	325
Keshorehat	Rajshahi	Rajshahi	RJ-N-35	326
Khatlal	Rajshahi	Jaipurhat	RJ-N-42	326
Khoksa	Khulna	Kushtia	KN-N-9	327
Kuakata	Barisal	Patuakhali	BS-N-5	327
Kulaura	Sylhet	Moulavibazar	SL-N-13	328
Kuliarchar	Dhaka	Kishorganj	DK-N-12	328
Lama	Chittagong	Bandarban	CG-N-31	329
Lohagara	Khulna	Narail	KN-N11	329
Madan	Dhaka	Netrokona	DK-N-29	330

Non-piped Pourashava Name	Division	District	Ref. No.*	Page No.
Madarganj	Dhaka	Jamalpur	DK-N-8	330
Madhabdi(JICA)	Dhaka	Narshingdi	DK-N-23	331
Madhupur	Dhaka	Tangail	DK-N-39	331
Manirampur(JICA)	Khulna	Jessore	KN-N-4	332
Mathbaria(JICA)	Barisal	Pirojpur	BS-N-6	332
Matiranga	Chittagong	Khagrachari	CG-N-34	333
Melandaha	Dhaka	Jamalpur	DK-N-10	333
Mirpur	Khulna	Kushtia	KN-N-14	334
Mirsharai	Chittagong	Chittagong	CG-N-8	334
Mirzapur	Dhaka	Tangail	DK-N-36	335
Moheskhali	Chittagong	Cox's Bazar	CG-N-17	335
Mohonganj	Dhaka	Netrokona	DK-N-45	336
Morolganj	Khulna	Bagerhat	KN-N-16	336
Muksudpur	Dhaka	Gopalganj	DK-N-7	337
Muladi(JICA)	Barisal	Barisal	BS-N-2	337
Nabiganj	Sylhet	Hobiganj	SL-N-9	338
Nabinagar(JICA)	Chittagong	Brahmanbaria	CG-N-2	338
Nachole	Rajshahi	Chapainawabganj	RJ-N-20	339
Nagalcoat	Chittagong	Comilla	CG-N-13	339
Nagarkanda	Dhaka	Faridpur	DK-N-3	340
Nagashwari	Rangpur	Kurigram	RP-N-13	340
Nakla	Dhaka	Sherpur	DK-N-34	341
Nalchity	Barisal	Jhalakati	BS-N-8	341
Naldanga	Rajshahi	Natore	RJ-N-16	342
Nandail	Dhaka	Mymensingh	DK-N-20	342
Nandigram	Rajshahi	Bogra	RJ-N-2	343
Paikgacha	Khulna	Khulna	KN-N-17	343
Pakundia	Dhaka	Kishorganj	DK-N-15	344
Palashbari	Rangpur	Gaibandha	RP-N-3	344
Panchbibi	Rajshahi	Jaipurhat	RJ-N-10	345
Parsuram	Chittagong	Feni	CG-N-19	345
Patgram	Rangpur	Lalmonirhat	RP-N-16	346
Patia	Chittagong	Chittagong	CG-N-29	346
Phulpur	Dhaka	Mymensingh	DK-N-21	347
Pirganj	Rangpur	Thakurgaon	RP-N-9	347
Puthia	Rajshahi	Rajshahi	RJ-N-32	348
Ramgati	Chittagong	Lakshmipur	CG-N-21	348
Rangunia	Chittagong	Chittagong	CG-N-6	349
Ranisankail	Rangpur	Thakurgaon	RP-N-10	349
Rawjan	Chittagong	Chittagong	CG-N-33	350
Raypura	Dhaka	Narshingdi	DK-N-24	350
Royganj	Rajshahi	Sirajganj	RJ-N-39	351
Saistaganj(JICA)	Sylhet	Hobiganj	SL-N-2	351
Sakhipur	Dhaka	Tangail	DK-N-37	352
Sariakandi	Rajshahi	Bogra	RJ-N-3	352
Satkania	Chittagong	Chittagong	CG-N-5	353
Senbagh	Chittagong	Noakhali	CG-N-26	353
Shandia	Chittagong	Chittagong	CG-N-27	354
Sherpur	Rajshahi	Bogra	RJ-N-1	354
Shibchar	Dhaka	Madaripur	DK-N-44	355
Shibganj	Rajshahi	Bogra	RJ-N-6	355
Shibganj(JICA)	Rajshahi	Chapainawabganj	RJ-N-19	356
Shitakunda	Chittagong	Chittagong	CG-N-28	356
Singair(JICA2)	Dhaka	Manikganj	DK-N-16	357
Sonagazi	Chittagong	Feni	CG-N-20	357

<b>Non-piped</b> Pourashava Name	Division	District	Ref. No.*	Page No.
Sonaimuri	Chittagong	Noakhali	CG-N-22	358
Sonargaon	Dhaka	Narayanganj	DK-N-25	358
Sonatala	Rajshahi	Bogra	RJ-N-5	359
Sreebardi	Dhaka	Sherpur	DK-N-33	369
Sreepur	Dhaka	Gazipur	DK-N-5	360
Sunderganj	Rangpur	Gaibandha	RP-N-1	360
Taherpur	Rajshahi	Rajshahi	RJ-N-25	361
Talora	Rajshahi	Bogra	RJ-N-8	361
Tanore	Rajshahi	Rajshahi	RJ-N-26	362
Tarabo	Dhaka	Narayanganj	DK-N-26	362
Teknaf	Chittagong	Cox's Bazar	CG-N-16	363
Ulipur	Rangpur	Kurigram	RP-N-14	363
Ullahpara	Rajshahi	Sirajganj	RJ-N-41	364
Zakiganj	Sylhet	Sylhet	SL-N-6	364

\* Reference No. is corresponding to serial No. of data sheet in CD.



# Pourashava Databook



List of Pourashavas with Piped Water Supply System (alphabetical sequence)

Piped Pourashava Name	Division	District	Ref. No.*	Page No.
Amtali	Barisal	Barguna	BS-P-2	1
Bagerhat	Khulna	Bagerhat	KN-P-1	3
Bajitpur	Dhaka	Kishorganj	DK-P-14	5
Bakerganj	Barisal	Barisal	BS-P-6	7
Bandarban	Chittagong	Bandarban	CG-P-1	9
Barguna	Barisal	Barguna	BS-P-1	11
Barora	Chittagong	Comilla	CG-P-17	13
Bera	Rajshahi	Pabna	RJ-P-14	15
Bhairab	Dhaka	Kishorganj	DK-P-13	17
Bhanga	Dhaka	Faridpur	DK-P-3	19
Bhangura	Rajshahi	Pabna	RJ-P-17	21
Bheramara	Khulna	Kushtia	KN-P-19	23
Bhola	Barisal	Bhola	BS-P-8	25
Birampur	Rangpur	Dinajpur	RP-P-4	27
Bogra	Rajshahi	Bogra	RJ-P-1	29
Borhanuddin	Barisal	Bhola	BS-P-11	31
Brahmanbaria (ADB)	Chittagong	Brahmanbaria	CG-P-3	33
Cengarchar	Chittagong	Chandpur	CG-P-9	35
Chandina	Chittagong	Comilla	CG-P-16	37
Chandpur	Chittagong	Chandpur	CG-P-4	39
Chapainawabganj	Rajshahi	Chapainawabganj	RJ-P-11	41
Charfeshon	Barisal	Bhola	BS-P-10	43
Charghat	Rajshahi	Rajshahi	RJ-P-22	45
Chatmohar	Rajshahi	Pabna	RJ-P-16	47
Chowmohoni	Chittagong	Noakhali	CG-P-28	49
Chuadanga	Khulna	Chuadanga	KN-P-4	51
Cox's Bazar	Chittagong	Cox's Bazar	CG-P-18	53
Damoda	Dhaka	Shariatpur	DK-P-38	55
Daudkandi	Chittagong	Comilla	CG-P-15	57
Dinajpur	Rangpur	Dinajpur	RP-P-3	59
Faridpur	Dhaka	Faridpur	DK-P-2	61
Feni	Chittagong	Feni	CG-P-20	63
Fulbari	Rangpur	Dinajpur	RP-P-7	65
Gabtali	Rajshahi	Bogra	RJ-P-3	67
Gaibandha	Rangpur	Gaibandha	RP-P-1	69
Galachipa	Barisal	Patuakhali	BS-P-15	71
Gazipur	Dhaka	Gazipur	DK-P-6	73
Ghorasal	Dhaka	Narshingdi	DK-P-27	75
Gopalganj	Dhaka	Gopalganj	DK-P-7	77
Gopalpur	Dhaka	Tangail	DK-P-44	79
Gouripur	Dhaka	Mymensingh	DK-P-24	81
Gowrnadi	Barisal	Barisal	BS-P-4	83
Gurudasapur	Rajshahi	Natore	RJ-P-8	85
Haziganj	Chittagong	Chandpur	CG-P-5	87
Hobiganj	Sylhet	Hobiganj	SL-P-1	89
Ishwardi	Rajshahi	Pabna	RJ-P-15	91
Jaipurhat (ADB)	Rajshahi	Jaipurhat	RJ-P-4	93
Jajira	Dhaka	Shariatpur	DK-P-37	95
Jamalpur	Dhaka	Jamalpur	DK-P-10	97

Piped Pourashava Name	Division	District	Ref. No.*	Page No.
Jessore (ADB)	Khulna	Jessore	KN-P-7	99
Jhalakati	Barisal	Jhalakati	BS-P-12	101
Jhenaidah (ADB)	Khulna	Jhenaidah	KN-P-11	103
Kabirhat	Chittagong	Noakhali	CG-P-30	105
Kachua	Chittagong	Chandpur	CG-P-7	107
Kalapara	Barisal	Patuakhali	BS-P-16	109
Kalia	Khulna	Narail	KN-P-23	111
Kaliganj	Khulna	Jhenaidah	KN-P-26	113
Kalkini	Dhaka	Madaripur	DK-P-18	115
Katiadi	Dhaka	Kishorganj	DK-P-15	117
Khagrachari	Chittagong	Khagrachari	CG-P-22	119
Kishorganj	Dhaka	Kishorganj	DK-P-12	121
Kothchandpur	Khulna	Jhenaidah	KN-P-12	123
Kumarkhali	Khulna	Kushtia	KN-P-17	125
Kurigram	Rangpur	Kurigram	RP-P-11	127
Kushtia	Khulna	Kushtia	KN-P-16	129
Kutalipara	Dhaka	Gopalganj	DK-P-9	131
Laksham	Chittagong	Comilla	CG-P-14	133
Lakshmipur (ADB)	Chittagong	Lakshmipur	CG-P-25	135
Lalmohon	Barisal	Bhola	BS-P-9	137
Lalmonirhat	Rangpur	Lalmonirhat	RP-P-13	139
Madaripur (ADB)	Dhaka	Madaripur	DK-P-16	141
Madhabpur	Sylhet	Hobiganj	SL-P-2	143
Magura	Khulna	Magura	KN-P-20	145
Manikganj (JICA2)	Dhaka	Manikganj	DK-P-19	147
Matlab	Chittagong	Chandpur	CG-P-8	149
Mehendigaj	Barisal	Barisal	BS-P-7	151
Meherpur	Khulna	Meherpur	KN-P-21	153
Mirkadim	Dhaka	Munshiganj	DK-P-21	155
Mohespur	Khulna	Jhenaidah	KN-P-13	157
Monglaport	Khulna	Bagerhat	KN-P-2	159
Monohordi	Dhaka	Narshingdi	DK-P-29	161
Moulavibazar (ADB)	Sylhet	Moulavibazar	SL-P-4	163
Muktagacha	Dhaka	Mymensingh	DK-P-23	165
Mundumala	Rajshahi	Rajshahi	RJ-P-23	167
Munshiganj	Dhaka	Munshiganj	DK-P-20	169
Mymensingh (ADB)	Dhaka	Mymensingh	DK-P-22	171
Najipur	Rajshahi	Naogaon	RJ-P-7	173
Nalitabari	Dhaka	Sherpur	DK-P-42	175
Naogaon	Rajshahi	Naogaon	RJ-P-6	177
Naohata	Rajshahi	Rajshahi	RJ-P-24	179
Narail	Khulna	Narail	KN-P-22	181
Naria	Dhaka	Shariatpur	DK-P-39	183
Narshingdi (ADB)	Dhaka	Narshingdi	DK-P-26	185
Natore (ADB)	Rajshahi	Natore	RJ-P-10	187
Netrokona (ADB)	Dhaka	Netrokona	DK-P-32	189
Nilphamari	Rangpur	Nilphamari	RP-P-10	191
Noakhali	Chittagong	Noakhali	CG-P-29	193
Noapara	Khulna	Jessore	KN-P-8	195
Pabna	Rajshahi	Pabna	RJ-P-13	197
Panchagarh	Rangpur	Panchagarh	RP-P-12	199
Pangsa	Dhaka	Rajbari	DK-P-35	201
Parbatipur	Rangpur	Dinajpur	RP-P-5	203
Patharghata	Barisal	Barguna	BS-P-3	205

Piped Pourashava Name	Division	District	Ref. No.*	Page No.
Patuakhali	Barisal	Patuakhali	BS-P-14	207
Pirojpur (ADB)	Barisal	Pirojpur	BS-P-18	209
Rahanpur	Rajshahi	Chapainawabganj	RJ-P-12	211
Rajbari	Dhaka	Rajbari	DK-P-34	213
Ramganj	Chittagong	Lakshmipur	CG-P-27	215
Ramgarh	Chittagong	Khagrachari	CG-P-23	217
Rangamati	Chittagong	Rangamati	CG-P-32	219
Rangpur	Rangpur	Rangpur	RP-P-2	221
Raypur	Chittagong	Lakshmipur	CG-P-26	223
Saharasti	Chittagong	Chandpur	CG-P-6	225
Sailakupa	Khulna	Jhenaidah	KN-P-14	227
Santahar	Rajshahi	Bogra	RJ-P-2	229
Sarisabari	Dhaka	Jamalpur	DK-P-11	231
Sarupkathi	Barisal	Pirojpur	BS-P-17	233
Satkhira	Khulna	Satkhira	KN-P-24	235
Savar (JICA2)	Dhaka	Dhaka	DK-P-1	237
Sayedpur	Rangpur	Nilphamari	RP-P-9	239
Setabganj	Rangpur	Dinajpur	RP-P-6	241
Shahjadpur	Rajshahi	Sirajganj	RJ-P-20	243
Shariatpur	Dhaka	Shariatpur	DK-P-36	245
Shathia	Rajshahi	Pabna	RJ-P-18	247
Sherpur	Dhaka	Sherpur	DK-P-41	249
Shibpur	Dhaka	Narshingdi	DK-P-28	251
Singra	Rajshahi	Natore	RJ-P-9	253
Sirajganj (ADB)	Rajshahi	Sirajganj	RJ-P-19	255
Sreemongal	Sylhet	Moulavibazar	SL-P-5	257
Sujanagar	Rajshahi	Pabna	RJ-P-21	259
Sunamganj	Sylhet	Sunamganj	SL-P-9	261
Tangail	Dhaka	Tangail	DK-P-43	263
Thakurgaon	Rangpur	Thakurgaon	RP-P-8	265
Tongi	Dhaka	Gazipur	DK-P-4	267
Tongipara	Dhaka	Gopalganj	DK-P-8	269
Trisal	Dhaka	Mymensingh	DK-P-25	271
Vedarganj	Dhaka	Shariatpur	DK-P-40	273
Zhikargacha	Khulna	Jessore	KN-P-9	275

\* Reference No. is corresponding to serial No. of data sheet in CD.

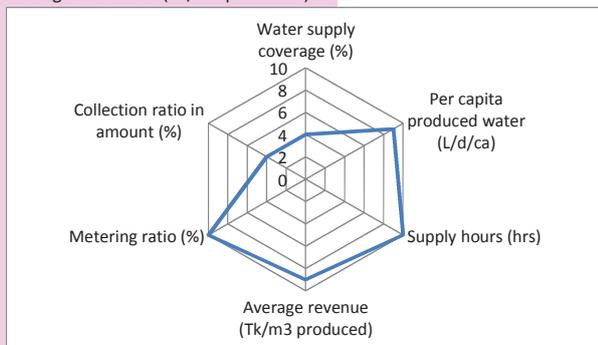


**A. Pourashava Profile**

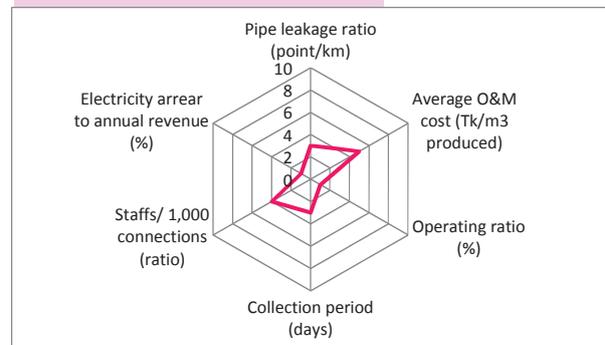
Class	B	Sanitation coverage	
Division	Barisal	Latrine with septic tank (%)	15
District	Barguna	Water sealed slab latrine (%)	40
Year established	1998	Water-related diseases	, , , ,
Contact Tel/Fax	04452-56191	Technical staff (Nos.)	4
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	25,190	Annual budget (Tk)	83,283,666
Nos. of households (FY2010/2011)	4,665	Revenue (Tk)	18,013,048
Literacy (%)	70	Expenditure (Tk)	78,558,000
Land area (km <sup>2</sup> )	9	Computerization	Holding tax management, , , , Rate schedule and estimate preparation, , , , Yearly logical budget preparation, , , ,
Residential area (km <sup>2</sup> )	4	Committee formed	
Residential area pop. density (persons/ha)	56	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	75	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	16		
Winter	20		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	24	Metering ratio (%)	100
Per capita produced water (L/d/ca)	213	Operating ratio (%)	29
Supply Hour (Hrs)	20	Collection ratio in amount (%)	72
Non-revenue water (NRW) (%)	-	Collection period (days)	53
Pipe leakage ratio (point/km)	1	Staffs/ 1,000 connections (ratio)	7
Average revenue (Tk/m <sup>3</sup> produced)	9.3	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	2.7		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	2005	Chlorination points (Nos.)	
Piped system introduced (year)	2005	PTW	1
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	, Billing, , , ,	Surface WTP	0
Staff in water section (Nos.)	8	Bulk flow meters (Nos.)	1
In which, staff with diploma or higher qualification (Nos.)	1	Bulk flow meter readings (Nos.)	1
		Total production, Summer (m <sup>3</sup> /day)	1,275

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	1
Production tube well		Total capacity (m <sup>3</sup> )	500
PTW (Nos.)	2	Distribution network (km):	18,000
PTW not in operation (Nos.)	1	Leakages in distribution (Nos.)	18
Ave. depth (m)	380	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	90	Production wells	One P/W is not working and other One's capacity is decreasing.
Ave. current capacity per unit (m <sup>3</sup> /hrs)	75	Pump	Burning of Pump motor due to voltage fluctuation.
Ave. production hours, Summer (hrs/day)	17	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	1,275	Pipeline	N
Treatment plants (Nos.)		Customer water meter	Water vapor
AIRP	0	House connection	-
IRP	0	O&M manuals (Nos.)	3
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	18
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

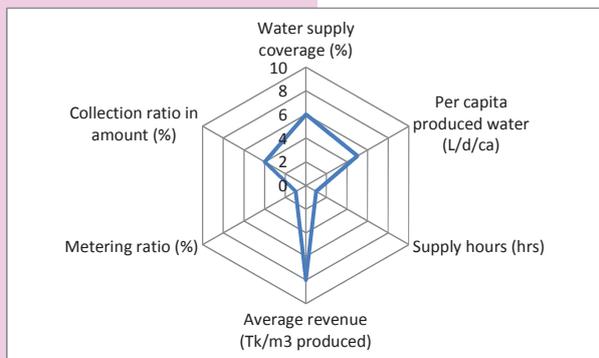
<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	4,000
Rehabilitation		Tariff adopted year	2011
Production tube well	Yes	Tariff setting policy	, Operation cost recovery (O&M costs), , People's affordability to pay, ,
Treatment plant	No	<b>7. Water Quality Monitoring</b>	
Distribution network	No	Water quality monitoring plan	No
Expansion		Parameters checked	-
Production tube well	Yes	Frequency of quality test	-
Treatment plant	No	Nos. of sampling location /year	-
Distribution network	Yes	Water quality problems	-
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	5	Major 3 problems	(1) Low Coverage of water supply.
Population served (people)	6,000		(2) Less financial resources for development of facilities.
Service connections (Nos.)	1,200		(3) Leakage
Domestic	1,125	Major 3 priority needs	(1) Increase of production capacity
Public tap/ stand pipe	0		(2) Expansion and replacement of network
Public institutions	0		(3) -
Commercial & industrial	75		
Others	0		
Total	1,200		
Metered connections (Nos.)	1,200	<b>9. Past and On-going Projects and Training</b>	
Applications outstanding (Nos.)	0	(1) Past 10 years projects	
New connections in 2010/2011 (Nos.)	18	Name	-
Average waiting time (days)	0	Period	-
Water pressure at the end of network	, Fair, ,	Funding agency	-
Continuity of service (hrs/day)	20	Executing agency	-
Customer with 24 hrs supply (%)	90	(2) Past 10 years projects	-
Annual complaints (Nos.)	52	Name	-
Major complaints	(1) Meter problems (water vapor)	Period	-
	(2) Water tariff is high.	Funding agency	-
	(3) -	Executing agency	-
<b>5. Financial Information (FY2010/11)</b>		On-going projects	-
Annual budget (Tk)	3,272,000	Name	-
Annual revenue (Tk)	4,318,523	Period	-
Annual expenditure (Tk)	3,272,000	Funding agency	-
Annual O&M Costs (Tk)	1,242,047	Executing agency	-
Annual billings (Tk)	2,347,000	Training	-
Annual collections (Tk)	1,700,000	Nos. of training	0
Water arrears (Tk)	625,000	Nos. of Staff	0
Electricity arrears (Tk)	0	Name of training (1)	-
Payment methods	, Bank	Name of training (2)	-
Self-billing	No	Name of training (3)	-
Billing frequency	Monthly		
<b>6. Water Tariff and Metering (See Tariff Database)</b>			
Tariff Structure	Metered rate		
Domestic 13 mm (1/2") (Tk/month)	0		
Non-domestic lowest (Tk/month)	0		
Lowest volumetric charge (Tk/m <sup>3</sup> )	10		
<b>D. Non-Piped Water Supply Area</b>			
<b>1. Necessity of Piped Water Supply</b>		Main treatment method in domestic	, Boiling, ,
Necessity of Piped water	Yes	As contaminated wells (Nos.)	0
Water meter	Yes	Arsenic contaminated water supply (%)	0
Reasons	To save waste of water and actual bill payment.	Unhygienic drinking water (%)	10
		% of people using neighbor's well for drinking	35
		Problems in non-piped water supply area	Polluted by human waste,
Affordability (answered by pourashava staff)	0	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Average household income/month (Tk)	8,000	Potential water sources	<u>Evaluation</u> <u>WQ problems</u>
Affordability for piped water (Tk/month)	150	Shallow well	Moderate    Iron
Affordable price in total household income (%)	2	Deep well	High    No problem
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>		Surface water sources	Moderate    Polluted
		Other sources	No    -
Source	Nos. of source	Drinking (%)	Domestic (%)
River	1	0	15
Shallow well	19	0	5
Deep well	90	100	60
Ponds	180	0	20
Other sources	0	0	0
		Decrease of ground water level	
		Shallow well (m/year)	0.6
		Deep well (m/year)	0.3

**A. Pourashava Profile**

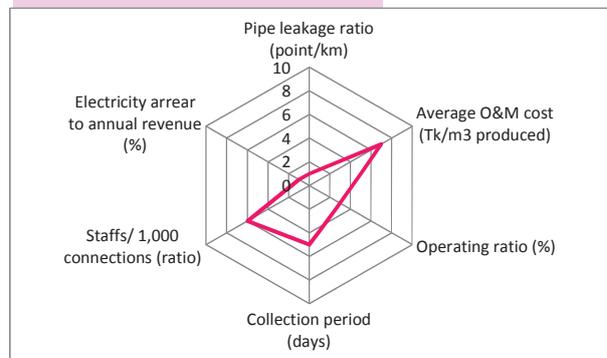
Class	A	Sanitation coverage	
Division	Khulna	Latrine with septic tank (%)	45
District	Bagerhat	Water sealed slab latrine (%)	28
Year established	1988	Water-related diseases	, , , , ,
Contact Tel/Fax	Tel : 0468-63108, Mob : 01726278480	Technical staff (Nos.)	25
E-mail	bgtpoura@gmail.com	Financial statements (2010/2011)	
Population (FY2010/2011)	166,042	Annual budget (Tk)	43,118,580
Nos. of households (FY2010/2011)	25,988	Revenue (Tk)	40,616,763
Literacy (%)	65	Expenditure (Tk)	41,476,849
Land area (km <sup>2</sup> )	14	Computerization	Holding tax management, Accounting, Trade license, Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, ,
Residential area (km <sup>2</sup> )	6	Committee formed	
Residential area pop. density (persons/ha)	301	TLCC /Frequency of meeting	Yes, 4 months
Electricity coverage (%)	95	WATSAN/Frequency of meeting	Yes, 4 months
Electricity availability (hrs)			
Summer	18		
Winter	21		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	32	Metering ratio (%)	0
Per capita produced water (L/d/ca)	97	Operating ratio (%)	69
Supply Hour (Hrs)	1	Collection ratio in amount (%)	72
Non-revenue water (NRW) (%)	5 (rough idea)	Collection period (days)	97
Pipe leakage ratio (point/km)	0.5	Staffs/ 1,000 connections (ratio)	9
Average revenue (Tk/m <sup>3</sup> produced)	5.2	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	3.6		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	1975
Piped system introduced (year)	1961
Pourashava responsibility	O&M, , Part of construction
Computerization/Automation	, Billing, Accounting, , , ,
Staff in water section (Nos.)	44
In which, staff with diploma or higher qualification (Nos.)	1

**2. Water Supply System**

Operation of water supply facilities	In operation
(1) Production	
Water sources for piped system	Groundwater, River
Production tube well	
PTW (Nos.)	8
PTW not in operation (Nos.)	1
Ave. depth (m)	236
Capacity at commission (m <sup>3</sup> /hrs)	51
Ave. current capacity per unit (m <sup>3</sup> /hrs)	46
Ave. production hours, Summer (hrs/day)	21
Total production, Summer (m <sup>3</sup> /day)	5,080
Treatment plants (Nos.)	
AIRP	0
IRP	0
Surface water treatment plants	1
Plants not in operation	0
Production of plant	0
Total capacity (m <sup>3</sup> /hrs)	600
Production hours, Summer (hrs/day)	Not in operation
Total production (m <sup>3</sup> /day)	Not in operation

Chlorination points (Nos.)	
PTW	-
IRP/AIRP	-
Surface WTP	1
Bulk flow meters (Nos.)	0
Bulk flow meter readings (Nos.)	0
Total production, Summer (m <sup>3</sup> /day)	5,080

**(2) Distribution**

Overhead tank	0
Overhead tanks (Nos.)	2
Total capacity (m <sup>3</sup> )	1,300
Distribution network (km):	83,500
Leakages in distribution (Nos.)	40

**(3) O&M Problems**

Production wells	Production well discharge decreasing substantially.
Pump	Pumps & motor burned due to fluctuation of voltage & short-circuit.
Treatment plant	Present surface water treatment plant is out of order.
Pipeline	In ward no. 1, 7, 8 & 9 2 + 4 consumers are not getting sufficient water.
Customer water meter	Presently water meter are not being used. So, accurate water tariff can not collect.
House connection	Leakage in fittings and clogging
O&M manuals (Nos.)	0
O&M assistance form DPHE	No
Annual leakages (Nos.)	40
Leakage detection activity	Yes

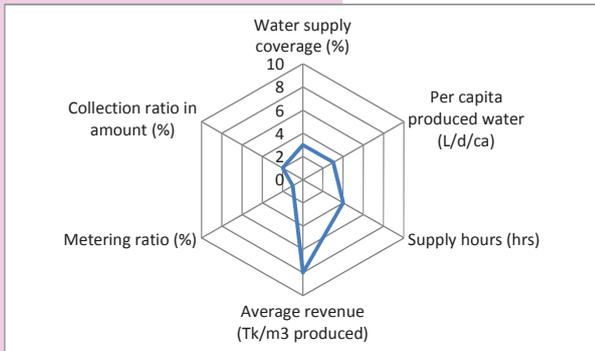
<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	805															
Rehabilitation		Tariff adopted year	2010/2011															
Production tube well	Yes	Tariff setting policy	, Operation cost recovery (O&M costs), , People's affordability to pay, ,															
Treatment plant	Yes																	
Distribution network	Yes																	
Expansion		<b>7. Water Quality Monitoring</b>																
Production tube well	Yes	Water quality monitoring plan	No															
Treatment plant	Yes	Parameters checked	-															
Distribution network	Yes	Frequency of quality test	-															
		Nos. of sampling location /year	-															
		Water quality problems	Not monitoring yet not done															
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>																
Coverage area (km <sup>2</sup> )	7	Major 3 problems	(1) Low coverage															
Population served (people)	52,500		(2) Less financial resources															
Service connections (Nos.)	5,203		(3) Non-functioning of surface water treatment plant															
Domestic	4,774																	
Public tap/ stand pipe	145	Major 3 priority needs	(1) 24-hour supply															
Public institutions	17		(2) Installation of house meters to all consumers															
Commercial & industrial	162		(3) Capacity building for staff and management															
Others	105																	
Total	5,203																	
Metered connections (Nos.)	0																	
Applications outstanding (Nos.)	Not recorded																	
New connections in 2010/2011 (Nos.)	40																	
Average waiting time (days)	7																	
Water pressure at the end of network	, , , Almost Nil																	
Continuity of service (hrs/day)	1																	
Customer with 24 hrs supply (%)	0																	
Annual complaints (Nos.)	No data																	
Major complaints	(1) Insufficient quantity water supply	<b>9. Past and On-going Projects and Training</b>																
	(2) Supply hour minimum	(1) Past 10 years projects																
	(3) For getting new house connection	Name	-															
		Period	-															
		Funding agency	-															
		Executing agency	-															
		(2) Past 10 years projects	-															
		Name	-															
		Period	-															
		Funding agency	-															
		Executing agency	-															
		On-going projects	-															
		Name	-															
		Period	-															
		Funding agency	-															
		Executing agency	-															
		Training	0															
		Nos. of training	0															
		Nos. of Staff	0															
		Name of training (1)	-															
		Name of training (2)	-															
		Name of training (3)	-															
<b>5. Financial Information (FY2010/11)</b>																		
Annual budget (Tk)	7,300,000																	
Annual revenue (Tk)	9,683,991																	
Annual expenditure (Tk)	6,786,391																	
Annual O&M Costs (Tk)	6,700,191																	
Annual billings (Tk)	9,065,880																	
Annual collections (Tk)	6,497,229																	
Water arrears (Tk)	2,568,651																	
Electricity arrears (Tk)	0																	
Payment methods	, Bank																	
Self-billing	No																	
Billing frequency	Monthly																	
<b>6. Water Tariff and Metering (See Tariff Database)</b>																		
Tariff Structure	Based on pipe size																	
Domestic 13 mm (1/2") (Tk/month)	100																	
Non-domestic lowest (Tk/month)	200																	
Lowest volumetric charge (Tk/m <sup>3</sup> )	0																	
<b>D. Non-Piped Water Supply Area</b>																		
<b>1. Necessity of Piped Water Supply</b>		Main treatment method in domestic , Boiling, , Filtration																
Necessity of		As contaminated wells (Nos.)	No data															
Piped water	Yes	Arsenic contaminated water supply (%)	Not known															
Water meter	Yes	Unhygienic drinking water (%)	No survey done															
Reasons	- To save water and reduce waste in household and reduce NRW. So, meter is required. - By knowing how much water we produced and how much water delivered to customers, we are able to know NRW, and then able to improve efficiency.	% of people using neighbor's well for drinking	5															
		Problems in non-piped water supply area	Chloride (Salinity) Iron, Ponds water contaminated by bacteriological															
Affordability (answered by pourashava staff)	0	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>																
Average household income/month (Tk)	8,000	<table border="1"> <thead> <tr> <th>Potential water sources</th> <th>Evaluation</th> <th>WQ problems</th> </tr> </thead> <tbody> <tr> <td>Shallow well</td> <td>None</td> <td>Excess chloride &amp; iron</td> </tr> <tr> <td>Deep well</td> <td>High</td> <td>No problem</td> </tr> <tr> <td>Surface water sources</td> <td>None</td> <td>High saline &amp; bacteria</td> </tr> <tr> <td>Other sources</td> <td>FALSE</td> <td>0</td> </tr> </tbody> </table>		Potential water sources	Evaluation	WQ problems	Shallow well	None	Excess chloride & iron	Deep well	High	No problem	Surface water sources	None	High saline & bacteria	Other sources	FALSE	0
Potential water sources	Evaluation	WQ problems																
Shallow well	None	Excess chloride & iron																
Deep well	High	No problem																
Surface water sources	None	High saline & bacteria																
Other sources	FALSE	0																
Affordability for piped water (Tk/month)	400	Decrease of ground water level																
Affordable price in total household income (%)	5	Shallow well (m/year) 0.3																
		Deep well (m/year)																
<b>2. Existing Water Sources in Non-Piped Water Supply Area</b>																		
Source	Nos. of source	Drinking (%)	Domestic (%)															
River	0	0	5															
Shallow well	2,877	22	25															
Deep well	0	60	0															
Ponds	717	0	70															
Other sources	#VALUE!	18	0															

**A. Pourashava Profile**

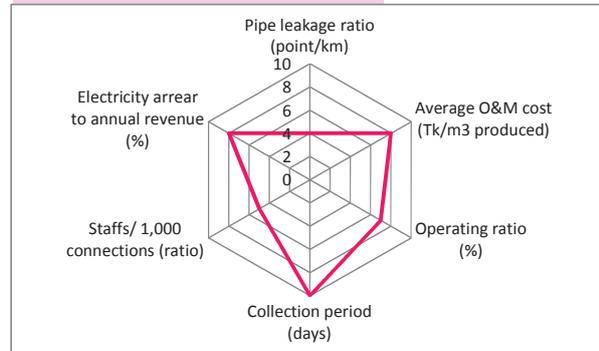
Class	B	Sanitation coverage	
Division	Dhaka	Latrine with septic tank (%)	30
District	Kishorganj	Water sealed slab latrine (%)	40
Year established	1869	Water-related diseases	, , , , Dysentery,
Contact Tel/Fax	Mob : 01715440842	Technical staff (Nos.)	5
E-mail		Financial statements (2010/2011)	0
Population (FY2010/2011)	50,180	Annual budget (Tk)	85,309,097
Nos. of households (FY2010/2011)	5,802	Revenue (Tk)	16,065,982
Literacy (%)	95	Expenditure (Tk)	75,992,000
Land area (km <sup>2</sup> )	6	Computerization	Holding tax management, , , Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	3	Committee formed	
Residential area pop. density (persons/ha)	165	TLCC/Frequency of meeting	No
Electricity coverage (%)	80	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	8		
Winter	20		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	20	Metering ratio (%)	0
Per capita produced water (L/d/ca)	60	Operating ratio (%)	101
Supply Hour (Hrs)	5	Collection ratio in amount (%)	50
Non-revenue water (NRW) (%)	-	Collection period (days)	847
Pipe leakage ratio (point/km)	1.5	Staffs/ 1,000 connections (ratio)	8
Average revenue (Tk/m <sup>3</sup> produced)	4.9	Electricity arrear to annual revenue (%)	57
Average O&M cost (Tk/m <sup>3</sup> produced)	4.9		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	1998
Piped system introduced (year)	1997
Pourashava responsibility	O&M, , Part of construction
Computerization/Automation	, Billing, Accounting, , ,
Staff in water section (Nos.)	11
In which, staff with diploma or higher qualification (Nos.)	1

**2. Water Supply System**

Operation of water supply facilities	In operation
(1) Production	
Water sources for piped system	Groundwater,
Production tube well	
PTW (Nos.)	2
PTW not in operation (Nos.)	0
Ave. depth (m)	199
Capacity at commission (m <sup>3</sup> /hrs)	80
Ave. current capacity per unit (m <sup>3</sup> /hrs)	60
Ave. production hours, Summer (hrs/day)	5
Total production, Summer (m <sup>3</sup> /day)	600
Treatment plants (Nos.)	
AIRP	0
IRP	0
Surface water treatment plants	0
Plants not in operation	0
Production of plant	0
Total capacity (m <sup>3</sup> /hrs)	0
Production hours, Summer (hrs/day)	0
Total production (m <sup>3</sup> /day)	0

Chlorination points (Nos.)	
PTW	0
IRP/AIRP	0
Surface WTP	0
Bulk flow meters (Nos.)	0
Bulk flow meter readings (Nos.)	0
Total production, Summer (m <sup>3</sup> /day)	600
<b>(2) Distribution</b>	
Overhead tank	0
Overhead tanks (Nos.)	1
Total capacity (m <sup>3</sup> )	682
Distribution network (km):	13,000
Leakages in distribution (Nos.)	20
<b>(3) O&amp;M Problems</b>	
Production wells	Decrease of production capacity
Pump	Damages, Burns
Treatment plant	-
Pipeline	Pipe crack, Leakage occurs at joint
Customer water meter	-
House connection	Leakage.
O&M manuals (Nos.)	0
O&M assistance form DPHE	Yes
Annual leakages (Nos.)	20
Leakage detection activity	Yes

<b>3. Needs of Rehabilitation and Expansion</b>			House connection fee (1/2") (Tk)	300
Rehabilitation			Tariff adopted year	2011
Production tube well	Yes		Tariff setting policy	, Operation cost recovery (O&M costs), , People's affordability to pay, ,
Treatment plant	No			
Distribution network	Yes			
Expansion				
Production tube well	Yes			
Treatment plant	Yes			
Distribution network	Yes			
<b>4. Customer Service (Service indicators)</b>				
Coverage area (km <sup>2</sup> )	2			
Population served (people)	10,000			
Service connections (Nos.)	1,334			
Domestic	1,274			
Public tap/ stand pipe	10			
Public institutions	20			
Commercial & industrial	30			
Others	0			
Total	1,334			
Metered connections (Nos.)	0			
Applications outstanding (Nos.)	0			
New connections in 2010/2011 (Nos.)	20			
Average waiting time (days)	0			
Water pressure at the end of network	, , , Almost Nil			
Continuity of service (hrs/day)	5			
Customer with 24 hrs supply (%)	0			
Annual complaints (Nos.)	100			
Major complaints	(1) Low pressure			
	(2) Iron (Fe)			
	(3) Leakage.			
<b>5. Financial Information (FY2010/11)</b>				
Annual budget (Tk)	2,704,000			
Annual revenue (Tk)	1,063,999			
Annual expenditure (Tk)	1,026,112			
Annual O&M Costs (Tk)	1,078,603			
Annual billings (Tk)	2,750,000			
Annual collections (Tk)	1,377,000			
Water arrears (Tk)	2,469,269			
Electricity arrears (Tk)	611,000			
Payment methods	, Bank			
Self-billing	No			
Billing frequency	Monthly			
<b>6. Water Tariff and Metering (See Tariff Database)</b>				
Tariff Structure	Based on pipe size			
Domestic 13 mm (1/2") (Tk/month)	100			
Non-domestic lowest (Tk/month)	200			
Lowest volumetric charge (Tk/m <sup>3</sup> )	0			
<b>7. Water Quality Monitoring</b>				
Water quality monitoring plan	No			
Parameters checked	-			
Frequency of quality test	-			
Nos. of sampling location /year	-			
Water quality problems	Iron			
<b>8. Problems and Priority Needs</b>				
Major 3 problems	(1) Low coverage			
	(2) Water quality problem			
	(3) Leakage			
Major 3 priority needs	(1) Increase of water pressure			
	(2) Improvement of water quality			
	(3) Increase of production capacity			
<b>9. Past and On-going Projects and Training</b>				
(1) Past 10 years projects				
Name	-			
Period	-			
Funding agency	-			
Executing agency	-			
(2) Past 10 years projects				
Name	-			
Period	-			
Funding agency	-			
Executing agency	-			
On-going projects				
Name	-			
Period	-			
Funding agency	-			
Executing agency	-			
Training				
Nos. of training	1			
Nos. of Staff	3			
Name of training (1)	Billing Software			
Name of training (2)	-			
Name of training (3)	-			
<b>D. Non-Piped Water Supply Area</b>				
<b>1. Necessity of Piped Water Supply</b>				
Necessity of				
Piped water	Yes			
Water meter	Yes			
Reasons	To reduce wastage, fix proper bill. They will pay because of getting water.G681			
Affordability (answered by pourashava staff)	0			
Average household income/month (Tk)	10,000			
Affordability for piped water (Tk/month)	300			
Affordable price in total household income (%)	3			
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>				
Source	Nos. of source	Drinking (%)	Domestic (%)	
River	0	0	0	
Shallow well	500	70	75	
Deep well	50	30	20	
Ponds	20	0	5	
Other sources	0	0	0	
Main treatment method in domestic	, , , Filtration			
As contaminated wells (Nos.)	10			
Arsenic contaminated water supply (%)	0			
Unhygienic drinking water (%)	0			
% of people using neighbor's well for drinking	80			
Problems in non-piped water supply area	Iron,			
<b>3. Potential Water Sources for Non-Piped Water Supply System</b>				
Potential water sources	Evaluation	WQ problems		
Shallow well	Moderate	Iron		
Deep well	High	No problem		
Surface water sources	-	-		
Other sources	Yes	-		
Decrease of ground water level				
Shallow well (m/year)	Do not know			
Deep well (m/year)	Do not know			

A. Pourashava Profile			
Class	C	Sanitation coverage	
Division	Barisal	Latrine with septic tank (%)	25
District	Barisal	Water sealed slab latrine (%)	45
Year established	1990	Water-related diseases	, , , , ,
Contact Tel/Fax	432874075	Technical staff (Nos.)	17
E-mail	mayorbakergonj@yahoo.com	Financial statements (2010/2011)	
Population (FY2010/2011)	24,812	Annual budget (Tk)	150,760,000
Nos. of households (FY2010/2011)	3,150	Revenue (Tk)	17,760,000
Literacy (%)	75	Expenditure (Tk)	15,000,000
Land area (km <sup>2</sup> )	6	Computerization	Holding tax management, , , , Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	3	Committee formed	
Residential area pop. density (persons/ha)	83	TLCC /Frequency of meeting	No
Electricity coverage (%)	85	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	16		
Winter	20		

B. Key Performance Indicators (Efficiency Indicators)			
Water supply coverage (%)	8	Metering ratio (%)	0
Per capita produced water (L/d/ca)	57	Operating ratio (%)	231
Supply Hour (Hrs)	2	Collection ratio in amount (%)	90
Non-revenue water (NRW) (%)	-	Collection period (days)	10
Pipe leakage ratio (point/km)	5	Staffs/ 1,000 connections (ratio)	17
Average revenue (Tk/m <sup>3</sup> produced)	8.1	Electricity arrear to annual revenue (%)	8
Average O&M cost (Tk/m <sup>3</sup> produced)	18.8		

**Overall performance of Positive PIs**

**Overall performance of Negative PIs**

C. Water Supply Profile			
<b>1. General Information of Water Supply Section</b>			
Water section established (year)	2011	Chlorination points (Nos.)	
Piped system introduced (year)	2011	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	None, , , , ,	Surface WTP	0
Staff in water section (Nos.)	6	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	2	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	120
<b>2. Water Supply System</b>			
Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	0
Production tube well		Total capacity (m <sup>3</sup> )	0
PTW (Nos.)	2	Distribution network (km):	2,400
PTW not in operation (Nos.)	1	Leakages in distribution (Nos.)	12
Ave. depth (m)	350	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	48	Production wells	Decrease of production capacity.
Ave. current capacity per unit (m <sup>3</sup> /hrs)	40	Pump	Burning of pump motor due to voltage fluctuation.
Ave. production hours, Summer (hrs/day)	3	Treatment plant	
Total production, Summer (m <sup>3</sup> /day)	120	Pipeline	Joint dislocated.
Treatment plants (Nos.)		Customer water meter	
AIRP	0	House connection	Leakage from fittings
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	12
Production of plant	0	Leakage detection activity	No
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

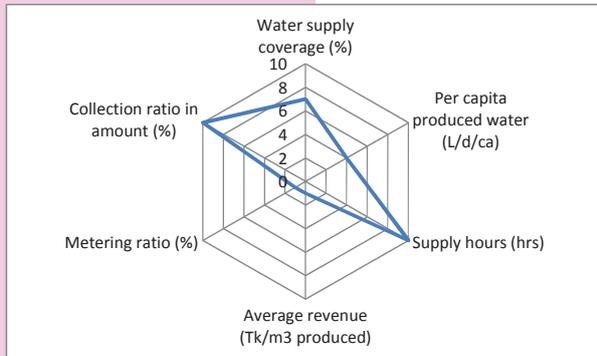
<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	400
Rehabilitation		Tariff adopted year	2011
Production tube well	Yes	Tariff setting policy	, Operation cost recovery (O&M costs), , People's affordability to pay, ,
Treatment plant	No	<b>7. Water Quality Monitoring</b>	
Distribution network	Yes	Water quality monitoring plan	No
Expansion		Parameters checked	-
Production tube well	Yes	Frequency of quality test	-
Treatment plant	No	Nos. of sampling location /year	-
Distribution network	Yes	Water quality problems	Few Fe have found in water.
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	2	Major 3 problems	(1) Low Coverage
Population served (people)	2,100		(2) Less financial resources.
Service connections (Nos.)	350		(3) Insufficient technical and managerial capacity.
Domestic	335	Major 3 priority needs	(1) Production well and pump
Public tap/ stand pipe	5		(2) Distribution network
Public institutions	10		(3) Y/3 (Over Head Tank)
Commercial & industrial	0		
Others	0		
Total	350	<b>9. Past and On-going Projects and Training</b>	
Metered connections (Nos.)	0	(1) Past 10 years projects	
Applications outstanding (Nos.)	0	Name	-
New connections in 2010/2011 (Nos.)	0	Period	-
Average waiting time (days)	0	Funding agency	-
Water pressure at the end of network	, , Low,	Executing agency	-
Continuity of service (hrs/day)	2	(2) Past 10 years projects	-
Customer with 24 hrs supply (%)	0	Name	-
Annual complaints (Nos.)	40	Period	-
Major complaints	(1) No 24 hours continuous supply. (2) Low water supply available end of the network. (3) Several leaks at network	Funding agency	-
		Executing agency	-
<b>5. Financial Information (FY2010/11)</b>		On-going projects	-
Annual budget (Tk)	21,130,000	Name	-
Annual revenue (Tk)	356,495	Period	-
Annual expenditure (Tk)	183,861	Funding agency	-
Annual O&M Costs (Tk)	825,231	Executing agency	-
Annual billings (Tk)	100,190	Training	-
Annual collections (Tk)	90,190	Nos. of training	0
Water arrears (Tk)	10,000	Nos. of Staff	0
Electricity arrears (Tk)	30,000	Name of training (1)	-
Payment methods	, Bank	Name of training (2)	-
Self-billing	No	Name of training (3)	-
Billing frequency	Monthly		
<b>6. Water Tariff and Metering (See Tariff Database)</b>			
Tariff Structure	Fixed amount		
Domestic 13 mm (1/2") (Tk/month)	100		
Non-domestic lowest (Tk/month)	0		
Lowest volumetric charge (Tk/m <sup>3</sup> )	0		
<b>D. Non-Piped Water Supply Area</b>			
<b>1. Necessity of Piped Water Supply</b>		Main treatment method in domestic	, , , Filtration
Necessity of		As contaminated wells (Nos.)	0
Piped water	Yes	Arsenic contaminated water supply (%)	0
Water meter	Yes	Unhygienic drinking water (%)	20
Reasons	To reduce the waste of water, To ensure actual bill payment.	% of people using neighbor's well for drinking	30
		Problems in non-piped water supply area	Polluted by human waste, Bad Smell.
Affordability (answered by pourashava staff)	0	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Average household income/month (Tk)	8,000	Potential water sources	Evaluation
Affordability for piped water (Tk/month)	300	Shallow well	Moderate
Affordable price in total household income (%)	4	Deep well	High
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>		Surface water sources	High
Source	Nos. of source	Drinking (%)	Domestic (%)
River	2	0	25
Shallow well	150	10	10
Deep well	50	90	20
Ponds	52	0	45
Other sources	0	0	0
		Decrease of ground water level	
		Shallow well (m/year)	0.6
		Deep well (m/year)	0.3

**A. Pourashava Profile**

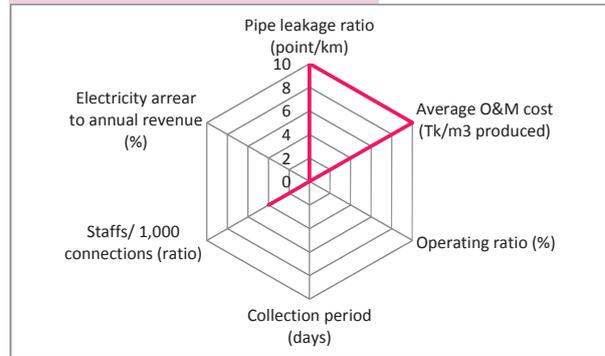
Class	A	Sanitation coverage	
Division	Chittagong	Latrine with septic tank (%)	70
District	Bandarban	Water sealed slab latrine (%)	15
Year established	1984	Water-related diseases	, , , , ,
Contact Tel/Fax	0361-62588	Technical staff (Nos.)	20
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	73,806	Annual budget (Tk)	23,326,961
Nos. of households (FY2010/2011)	6,169	Revenue (Tk)	25,117,553
Literacy (%)	65	Expenditure (Tk)	22,679,203
Land area (km <sup>2</sup> )	26	Computerization	Holding tax management, Accounting, Trade license, Salary payment, , Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	16	Committee formed	
Residential area pop. density (persons/ha)	48	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	60	WATSAN/Frequency of meeting	Yes, 3 months
Electricity availability (hrs)			
Summer	2		
Winter	10		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	40	Metering ratio (%)	0
Per capita produced water (L/d/ca)	79	Operating ratio (%)	-
Supply Hour (Hrs)	20	Collection ratio in amount (%)	101
Non-revenue water (NRW) (%)	-	Collection period (days)	
Pipe leakage ratio (point/km)	30	Staffs/ 1,000 connections (ratio)	7
Average revenue (Tk/m <sup>3</sup> produced)	0	Electricity arrear to annual revenue (%)	-
Average O&M cost (Tk/m <sup>3</sup> produced)	15		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	Not formed	Chlorination points (Nos.)	
Piped system introduced (year)	1992	PTW	-
Pourashava responsibility	O&M by DPHE, ,	IRP/AIRP	-
Computerization/Automation	, Billing, , , , ,	Surface WTP	1
Staff in water section (Nos.)	17	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	3	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	2,330

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater, River	Overhead tanks (Nos.)	0
Production tube well		Total capacity (m <sup>3</sup> )	0
PTW (Nos.)	4	Distribution network (km):	6,676
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	200
Ave. depth (m)	280	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	10	Production wells	Due to long service
Ave. current capacity per unit (m <sup>3</sup> /hrs)	11	Pump	Due to long service
Ave. production hours, Summer (hrs/day)	5	Treatment plant	Due to long service
Total production, Summer (m <sup>3</sup> /day)	230	Pipeline	Some pipes burst and break due to land slide and joint dislocation.
Treatment plants (Nos.)		Customer water meter	
AIRP	0	House connection	Leakage from fittings etc
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	1	O&M assistance form DPHE	Yes
Plants not in operation	0	Annual leakages (Nos.)	200
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	100		
Production hours, Summer (hrs/day)	21		
Total production (m <sup>3</sup> /day)	2,100		

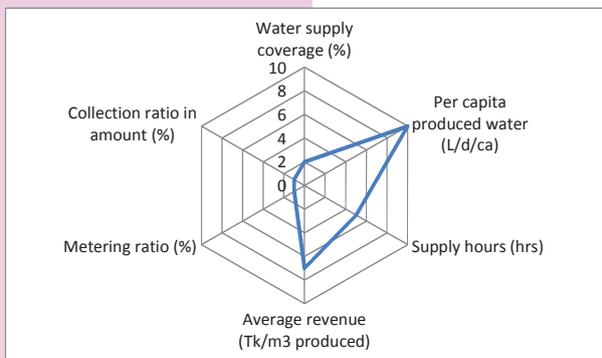


**A. Pourashava Profile**

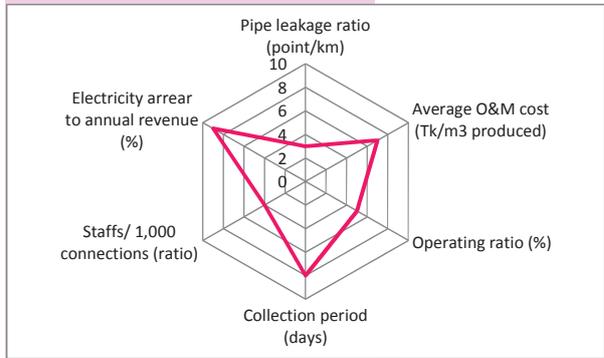
Class	A	Sanitation coverage	
Division	Barisal	Latrine with septic tank (%)	20
District	Barguna	Water sealed slab latrine (%)	30
Year established	1973	Water-related diseases	, , , , ,
Contact Tel/Fax	0448-62224	Technical staff (Nos.)	22
E-mail	mayr@yahoo.com	Financial statements (2010/2011)	
Population (FY2010/2011)	60,875	Annual budget (Tk)	384,451,856
Nos. of households (FY2010/2011)	5,886	Revenue (Tk)	39,566,900
Literacy (%)	90	Expenditure (Tk)	36,833,288
Land area (km <sup>2</sup> )	13	Computerization	Holding tax management, Accounting, Trade license, Salary payment, Rate schedule and estimate preparation, , Yearly logical budget preparation, ,
Residential area (km <sup>2</sup> )	6	Committee formed	
Residential area pop. density (persons/ha)	94	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	90	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	17		
Winter	20		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	53	Metering ratio (%)	0
Per capita produced water (L/d/ca)	146	Operating ratio (%)	71
Supply Hour (Hrs)	6	Collection ratio in amount (%)	94
Non-revenue water (NRW) (%)	-	Collection period (days)	120
Pipe leakage ratio (point/km)	6.8	Staffs/ 1,000 connections (ratio)	6
Average revenue (Tk/m <sup>3</sup> produced)	4	Electricity arrear to annual revenue (%)	13
Average O&M cost (Tk/m <sup>3</sup> produced)	2.9		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

<b>1. General Information of Water Supply Section</b>		Chlorination points (Nos.)	
Water section established (year)	1999	PTW	-
Piped system introduced (year)	1988	IRP/AIRP	-
Pourashava responsibility	O&M, , Part of construction	Surface WTP	Not operated
Computerization/Automation	, Billing, , , , ,	Bulk flow meters (Nos.)	5
Staff in water section (Nos.)	17	Bulk flow meter readings (Nos.)	5
In which, staff with diploma or higher qualification (Nos.)	2	Total production, Summer (m <sup>3</sup> /day)	4,686
<b>2. Water Supply System</b>		<b>(2) Distribution</b>	
Operation of water supply facilities	In operation	Overhead tank	0
(1) Production		Overhead tanks (Nos.)	0
Water sources for piped system	Groundwater, River	Total capacity (m <sup>3</sup> )	0
Production tube well		Distribution network (km):	51,395
PTW (Nos.)	7	Leakages in distribution (Nos.)	350
PTW not in operation (Nos.)	2	<b>(3) O&amp;M Problems</b>	
Ave. depth (m)	284	Production wells	Production well- 10 & 7 is not working due to water with mixing sand
Capacity at commission (m <sup>3</sup> /hrs)	60	Pump	Burning of pump due to voltage fluctuation
Ave. current capacity per unit (m <sup>3</sup> /hrs)	59	Treatment plant	Treatment plant, pump is disorder, flow chamber damage
Ave. production hours, Summer (hrs/day)	16	Pipeline	Leakage
Total production, Summer (m <sup>3</sup> /day)	4,686	Customer water meter	
Treatment plants (Nos.)		House connection	Leakage from fitting and clogging
AIRP	0	O&M manuals (Nos.)	0
IRP	0	O&M assistance form DPHE	No
Surface water treatment plants	1	Annual leakages (Nos.)	350
Plants not in operation	0	Leakage detection activity	No
Production of plant	0		
Total capacity (m <sup>3</sup> /hrs)	200		
Production hours, Summer (hrs/day)	Not in operation		
Total production (m <sup>3</sup> /day)	Not in operation		

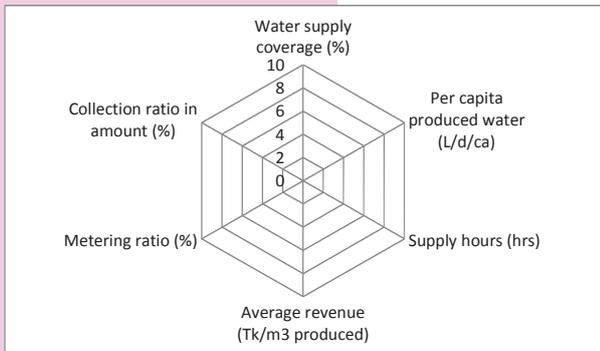


**A. Pourashava Profile**

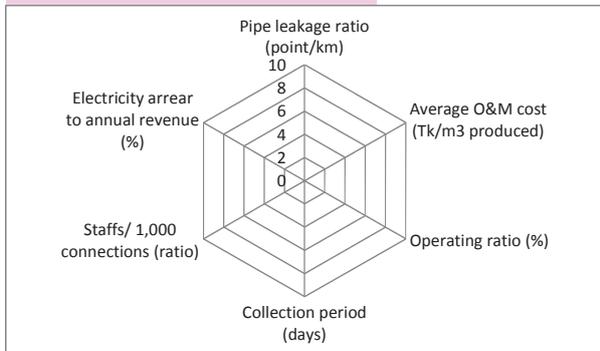
Class	C	Sanitation coverage	
Division	Chittagong	Latrine with septic tank (%)	10
District	Comilla	Water sealed slab latrine (%)	5
Year established	1995	Water-related diseases	, , Cholera, , Dysentery,
Contact Tel/Fax	08-02752068	Technical staff (Nos.)	5
E-mail	N.A.	Financial statements (2010/2011)	0
Population (FY2010/2011)	40,283	Annual budget (Tk)	50,090,769
Nos. of households (FY2010/2011)	8,959	Revenue (Tk)	7,054,294
Literacy (%)	50	Expenditure (Tk)	8,543,710
Land area (km <sup>2</sup> )	24	Computerization	Holding tax management, , , , Rate schedule and estimate preparation, , , ,
Residential area (km <sup>2</sup> )	7	Committee formed	
Residential area pop. density (persons/ha)	56	TLCC /Frequency of meeting	No
Electricity coverage (%)	65	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	8		
Winter	12		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	-	Metering ratio (%)	-
Per capita produced water (L/d/ca)	-	Operating ratio (%)	-
Supply Hour (Hrs)	No water supply service	Collection ratio in amount (%)	-
Non-revenue water (NRW) (%)	-	Collection period (days)	-
Pipe leakage ratio (point/km)	-	Staffs/ 1,000 connections (ratio)	-
Average revenue (Tk/m <sup>3</sup> produced)	-	Electricity arrear to annual revenue (%)	-
Average O&M cost (Tk/m <sup>3</sup> produced)	-		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

<b>1. General Information of Water Supply Section</b>		Chlorination points (Nos.)	
Water section established (year)	2009	PTW	0
Piped system introduced (year)	2009	IRP/AIRP	0
Pourashava responsibility	O&M, ,	Surface WTP	0
Computerization/Automation	None, , , , ,	Bulk flow meters (Nos.)	0
Staff in water section (Nos.)	3	Bulk flow meter readings (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	0	Total production, Summer (m <sup>3</sup> /day)	0
<b>2. Water Supply System</b>		<b>(2) Distribution</b>	
Operation of water supply facilities	Not in operation	Overhead tank	0
(1) Production		Overhead tanks (Nos.)	0
Water sources for piped system	Groundwater,	Total capacity (m <sup>3</sup> )	0
Production tube well		Distribution network (km):	12,560
PTW (Nos.)	4	Leakages in distribution (Nos.)	-
PTW not in operation (Nos.)	4	<b>(3) O&amp;M Problems</b>	
Ave. depth (m)	0	Production wells	No production
Capacity at commission (m <sup>3</sup> /hrs)	0	Pump	No production
Ave. current capacity per unit (m <sup>3</sup> /hrs)	0	Treatment plant	-
Ave. production hours, Summer (hrs/day)	0	Pipeline	Not problem (Due to no production)
Total production, Summer (m <sup>3</sup> /day)	0	Customer water meter	-
Treatment plants (Nos.)		House connection	-
AIRP	0	O&M manuals (Nos.)	-
IRP	1	O&M assistance form DPHE	No
Surface water treatment plants	0	Annual leakages (Nos.)	-
Plants not in operation	1	Leakage detection activity	-
Production of plant	0		
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

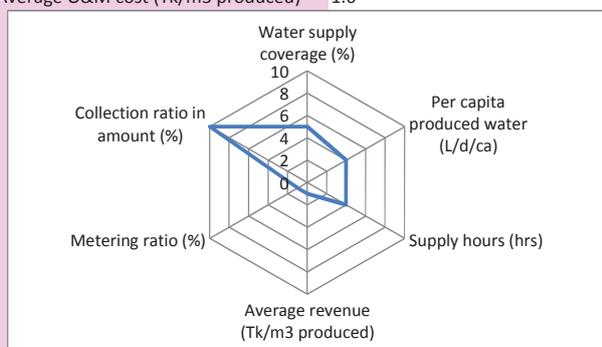
<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	0															
Rehabilitation		Tariff adopted year	No water tariff															
Production tube well	No	Tariff setting policy	''''''															
Treatment plant	No																	
Distribution network	No																	
Expansion		<b>7. Water Quality Monitoring</b>																
Production tube well	No	Water quality monitoring plan	-															
Treatment plant	Yes	Parameters checked	-															
Distribution network	Yes	Frequency of quality test	-															
		Nos. of sampling location /year	-															
		Water quality problems	-															
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>																
Coverage area (km <sup>2</sup> )	No water supply service	Major 3 problems	(1) No available overhead tank															
Population served (people)	No water supply service		(2) People are not interested for water connection because they have own tube well															
Service connections (Nos.)	0		(3) Insufficient technical and management capacity															
Domestic	0	Major 3 priority needs	(1) Y/1 (Overhead tank [for water storage, better pressure] )															
Public tap/ stand pipe	0		(2) Increase of production capacity															
Public institutions	0		(3) Expansion and replacement of network															
Commercial & industrial	0																	
Others	0																	
Total	0																	
Metered connections (Nos.)	-																	
Applications outstanding (Nos.)	-																	
New connections in 2010/2011 (Nos.)	-																	
Average waiting time (days)	-																	
Water pressure at the end of network	''''																	
Continuity of service (hrs/day)	No water supply service																	
Customer with 24 hrs supply (%)	No water supply service																	
Annual complaints (Nos.)	No water supply service																	
Major complaints	(1) -	<b>9. Past and On-going Projects and Training</b>																
	(2) -	(1) Past 10 years projects																
	(3) -	Name	-															
		Period	-															
		Funding agency	-															
		Executing agency	-															
		(2) Past 10 years projects																
		Name	-															
		Period	-															
		Funding agency	-															
		Executing agency	-															
		On-going projects																
		Name	-															
		Period	-															
		Funding agency	-															
		Executing agency	-															
		Training																
		Nos. of training	-															
		Nos. of Staff	-															
		Name of training (1)	-															
		Name of training (2)	-															
		Name of training (3)	-															
<b>5. Financial Information (FY2010/11)</b>																		
Annual budget (Tk)	518,328																	
Annual revenue (Tk)	0																	
Annual expenditure (Tk)	500,744																	
Annual O&M Costs (Tk)	500,744																	
Annual billings (Tk)	0																	
Annual collections (Tk)	0																	
Water arrears (Tk)	0																	
Electricity arrears (Tk)	No water supply service																	
Payment methods	,																	
Self-billing																		
Billing frequency	0																	
<b>6. Water Tariff and Metering (See Tariff Database)</b>																		
Tariff Structure	0																	
Domestic 13 mm (1/2") (Tk/month)	0																	
Non-domestic lowest (Tk/month)	0																	
Lowest volumetric charge (Tk/m <sup>3</sup> )	0																	
<b>D. Non-Piped Water Supply Area</b>																		
<b>1. Necessity of Piped Water Supply</b>		Main treatment method in domestic	None, , ,															
Necessity of		As contaminated wells (Nos.)	Do not know															
Piped water	Yes	Arsenic contaminated water supply (%)	Do not know															
Water meter	Yes	Unhygienic drinking water (%)	3															
Reasons	Because it will reduce the misuse of water and we will get actual water volume consumed.	% of people using neighbor's well for drinking	20															
		Problems in non-piped water supply area	Arsenic, Iron															
Affordability (answered by pourashava staff)	0	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>																
Average household income/month (Tk)	10,000	<table border="1"> <thead> <tr> <th>Potential water sources</th> <th>Evaluation</th> <th>WQ problems</th> </tr> </thead> <tbody> <tr> <td>Shallow well</td> <td>Moderate</td> <td>Arsenic, Iron</td> </tr> <tr> <td>Deep well</td> <td>Moderate</td> <td>Iron</td> </tr> <tr> <td>Surface water sources</td> <td>-</td> <td>-</td> </tr> <tr> <td>Other sources</td> <td>No</td> <td>-</td> </tr> </tbody> </table>		Potential water sources	Evaluation	WQ problems	Shallow well	Moderate	Arsenic, Iron	Deep well	Moderate	Iron	Surface water sources	-	-	Other sources	No	-
Potential water sources	Evaluation	WQ problems																
Shallow well	Moderate	Arsenic, Iron																
Deep well	Moderate	Iron																
Surface water sources	-	-																
Other sources	No	-																
Affordability for piped water (Tk/month)	200	Decrease of ground water level																
Affordable price in total household income (%)	2	Shallow well (m/year)	-															
		Deep well (m/year)	-															
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>																		
Source	Nos. of source	Drinking (%)	Domestic (%)															
River	0	0	0															
Shallow well	800	95	48															
Deep well	10	5	2															
Ponds	662	0	50															
Other sources	0	0	0															

**A. Pourashava Profile**

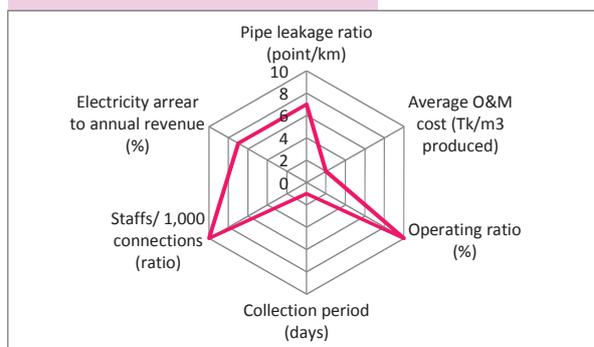
Class	A	Sanitation coverage	
Division	Rajshahi	Latrine with septic tank (%)	30
District	Pabna	Water sealed slab latrine (%)	60
Year established	1988	Water-related diseases	, , , , , Hepatitis
Contact Tel/Fax	Tel: 07323-75229 (in/c Fax)	Technical staff (Nos.)	9
E-mail	berapourashava1988@gmail.com	Financial statements (2010/2011)	
Population (FY2010/2011)	56,844	Annual budget (Tk)	333,422,408
Nos. of households (FY2010/2011)	11,046	Revenue (Tk)	41,177,955
Literacy (%)	85	Expenditure (Tk)	40,281,014
Land area (km <sup>2</sup> )	21	Computerization	Holding tax management, Accounting, , Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	10	Committee formed	
Residential area pop. density (persons/ha)	55	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	95	WATSAN/Frequency of meeting	Yes, 3 months
Electricity availability (hrs)			
Summer	16		
Winter	22		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	30	Metering ratio (%)	0
Per capita produced water (L/d/ca)	68	Operating ratio (%)	316
Supply Hour (Hrs)	5	Collection ratio in amount (%)	99
Non-revenue water (NRW) (%)	-	Collection period (days)	5
Pipe leakage ratio (point/km)	4.3	Staffs/ 1,000 connections (ratio)	33
Average revenue (Tk/m <sup>3</sup> produced)	0.5	Electricity arrear to annual revenue (%)	28
Average O&M cost (Tk/m <sup>3</sup> produced)	1.6		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile****1. General Information of Water Supply Section**

Water section established (year)	2008	Chlorination points (Nos.)	
Piped system introduced (year)	2008	PTW	0
Pourashava responsibility	O&M, ,	IRP/AIRP	0
Computerization/Automation	None, , , , ,	Surface WTP	0
Staff in water section (Nos.)	9	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	1	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	1,155

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	0
Production tube well		Total capacity (m <sup>3</sup> )	0
PTW (Nos.)	3	Distribution network (km):	14,000
PTW not in operation (Nos.)	1	Leakages in distribution (Nos.)	60
Ave. depth (m)	Do not know	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	133	Production wells	One Production well is out of order. During pumping mud mixed water discharging. This could not be repaired. They don't know the One pump remain closed as network has major leakage.
Ave. current capacity per unit (m <sup>3</sup> /hrs)	101	Pump	
Ave. production hours, Summer (hrs/day)	5	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	1,155	Pipeline	Broken pipe
Treatment plants (Nos.)		Customer water meter	No water meter for pumps so water supply can not be measured.
AIRP	0	House connection	No major problem yet.
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	60
Production of plant	0	Leakage detection activity	No
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

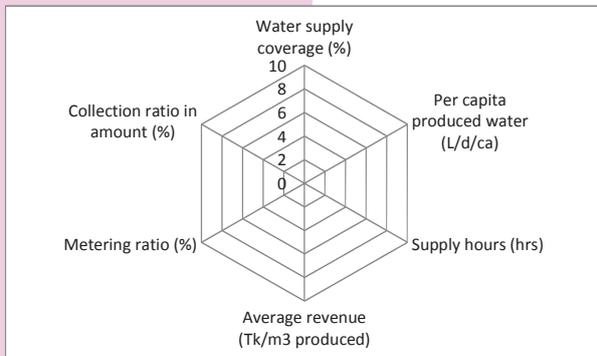
<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	500
Rehabilitation		Tariff adopted year	2009
Production tube well	Yes	Tariff setting policy	, Operation cost recovery (O&M costs), , People's affordability to pay, ,
Treatment plant	No		
Distribution network	Yes		
Expansion			
Production tube well	Yes		
Treatment plant	Yes		
Distribution network	Yes		
<b>4. Customer Service (Service indicators)</b>		<b>7. Water Quality Monitoring</b>	
Coverage area (km <sup>2</sup> )	8	Water quality monitoring plan	No
Population served (people)	17,050	Parameters checked	-
Service connections (Nos.)	274	Frequency of quality test	-
Domestic	223	Nos. of sampling location /year	-
Public tap/ stand pipe	49	Water quality problems	Water contaminated by iron
Public institutions	1		
Commercial & industrial	1		
Others	0		
Total	274		
Metered connections (Nos.)	0		
Applications outstanding (Nos.)	0		
New connections in 2010/2011 (Nos.)	0		
Average waiting time (days)	0		
Water pressure at the end of network	, , Low,		
Continuity of service (hrs/day)	5		
Customer with 24 hrs supply (%)	0		
Annual complaints (Nos.)	60		
Major complaints	(1) Present water supply does not cover for all Pourashava. (2) Low water pressure (3) Water contaminated by excessive iron.		
<b>5. Financial Information (FY2010/11)</b>		<b>8. Problems and Priority Needs</b>	
Annual budget (Tk)	690,000	Major 3 problems	(1) Improvement of water quality (2) Reduction of leakage (3) Increased of water pressure
Annual revenue (Tk)	212,660	Major 3 priority needs	(1) Improvement of water quality (2) Reduction of leakage (3) Production well and pump
Annual expenditure (Tk)	672,336		
Annual O&M Costs (Tk)	672,336		
Annual billings (Tk)	215,300		
Annual collections (Tk)	212,660		
Water arrears (Tk)	2,640		
Electricity arrears (Tk)	60,000		
Payment methods	, Bank		
Self-billing	No		
Billing frequency	Monthly		
<b>6. Water Tariff and Metering (See Tariff Database)</b>		<b>9. Past and On-going Projects and Training</b>	
Tariff Structure	Based on pipe size	(1) Past 10 years projects	Name - Period - Funding agency - Executing agency -
Domestic 13 mm (1/2") (Tk/month)	60	(2) Past 10 years projects	Name - Period - Funding agency - Executing agency -
Non-domestic lowest (Tk/month)	120	On-going projects	Name - Period - Funding agency - Executing agency -
Lowest volumetric charge (Tk/m <sup>3</sup> )	0	Training	Nos. of training 0 Nos. of Staff 0 Name of training (1) - Name of training (2) - Name of training (3) -
<b>D. Non-Piped Water Supply Area</b>			
<b>1. Necessity of Piped Water Supply</b>		Main treatment method in domestic	None, , ,
Necessity of Piped water	Yes	As contaminated wells (Nos.)	500
Water meter	No	Arsenic contaminated water supply (%)	5
Reasons	-	Unhygienic drinking water (%)	No data
		% of people using neighbor's well for drinking	15
		Problems in non-piped water supply area	Arsenic and iron on shallow tube well, River and ponds are contaminated by human waste
Affordability (answered by pourashava staff)	0	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Average household income/month (Tk)	8,000	Potential water sources	Evaluation None Moderate High No
Affordability for piped water (Tk/month)	150	Shallow well	None Arsenic & Iron
Affordable price in total household income (%)	2	Deep well	Moderate Fe
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>		Surface water sources	High No problem
Source	Nos. of source	Other sources	No -
River	1	Drinking (%)	0
Shallow well	3,500	Domestic (%)	20
Deep well	0		70
Ponds	20		0
Other sources	0		0
		Decrease of ground water level	
		Shallow well (m/year)	0.3
		Deep well (m/year)	-

**A. Pourashava Profile**

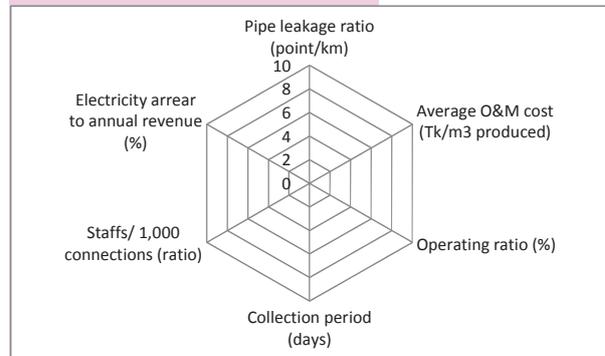
Class	B	Sanitation coverage	
Division	Rajshahi	Latrine with septic tank (%)	10
District	Pabna	Water sealed slab latrine (%)	80
Year established	1999	Water-related diseases	, , , , ,
Contact Tel/Fax	Tel: 07328-56090	Technical staff (Nos.)	6
E-mail	bhangurapourashava@yahoo.com	Financial statements (2010/2011)	0
Population (FY2010/2011)	21,441	Annual budget (Tk)	15,903,200
Nos. of households (FY2010/2011)	3,893	Revenue (Tk)	9,603,200
Literacy (%)	58	Expenditure (Tk)	12,732,000
Land area (km <sup>2</sup> )	23	Computerization	Holding tax management, Accounting, Trade license, Salary payment, , Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	8	Committee formed	
Residential area pop. density (persons/ha)	26	TLCC /Frequency of meeting	Yes, 6 months
Electricity coverage (%)	70	WATSAN/Frequency of meeting	No
Electricity availability (hrs)	0		
Summer	10		
Winter	15		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	-	Metering ratio (%)	-
Per capita produced water (L/d/ca)	-	Operating ratio (%)	-
Supply Hour (Hrs)	No water supply service	Collection ratio in amount (%)	-
Non-revenue water (NRW) (%)	-	Collection period (days)	-
Pipe leakage ratio (point/km)	-	Staffs/ 1,000 connections (ratio)	-
Average revenue (Tk/m <sup>3</sup> produced)	-	Electricity arrear to annual revenue (%)	-
Average O&M cost (Tk/m <sup>3</sup> produced)	-		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	Not formed	Chlorination points (Nos.)	
Piped system introduced (year)	2012 /On-going	PTW	-
Pourashava responsibility	, ,	IRP/AIRP	-
		Surface WTP	-
Computerization/Automation	None, , , , ,	Bulk flow meters (Nos.)	0
		Bulk flow meter readings (Nos.)	-
Staff in water section (Nos.)	0	Total production, Summer (m <sup>3</sup> /day)	0
In which, staff with diploma or higher qualification (Nos.)	0	<b>(2) Distribution</b>	
		Overhead tank	0

**2. Water Supply System**

Operation of water supply facilities	Not in operation	Overhead tanks (Nos.)	0
(1) Production		Total capacity (m <sup>3</sup> )	0
Water sources for piped system	Groundwater,	Distribution network (km):	15,000
Production tube well		Leakages in distribution (Nos.)	-
PTW (Nos.)	4	<b>(3) O&amp;M Problems</b>	
PTW not in operation (Nos.)	0	Production wells	-
Ave. depth (m)	74	Pump	-
Capacity at commission (m <sup>3</sup> /hrs)	0	Treatment plant	-
Ave. current capacity per unit (m <sup>3</sup> /hrs)	0	Pipeline	-
Ave. production hours, Summer (hrs/day)	0	Customer water meter	-
Total production, Summer (m <sup>3</sup> /day)	0	House connection	-
Treatment plants (Nos.)		O&M manuals (Nos.)	-
AIRP	0	O&M assistance form DPHE	No
IRP	0	Annual leakages (Nos.)	-
Surface water treatment plants	0	Leakage detection activity	-
Plants not in operation	0		
Production of plant	0		
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

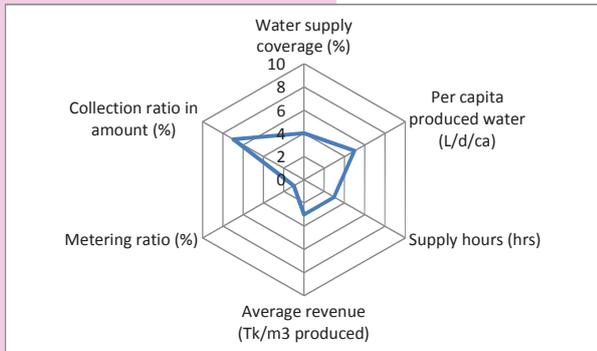
<b>3. Needs of Rehabilitation and Expansion</b>			House connection fee (1/2") (Tk)	No water supply service
Rehabilitation			Tariff adopted year	No water tariff
Production tube well	No		Tariff setting policy	,,,,,
Treatment plant	No		<b>7. Water Quality Monitoring</b>	
Distribution network	No		Water quality monitoring plan	-
Expansion			Parameters checked	-
Production tube well	No		Frequency of quality test	-
Treatment plant	No		Nos. of sampling location /year	-
Distribution network	No		Water quality problems	-
<b>4. Customer Service (Service indicators)</b>			<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	No water supply service		Major 3 problems	(1) -
Population served (people)	No water supply service			(2) -
Service connections (Nos.)	0			(3) -
Domestic	0		Major 3 priority needs	(1) 0
Public tap/ stand pipe	0			(2) 0
Public institutions	0			(3) 0
Commercial & industrial	0			
Others	0			
Total	0			
Metered connections (Nos.)	-			
Applications outstanding (Nos.)	-			
New connections in 2010/2011 (Nos.)	-			
Average waiting time (days)	-			
Water pressure at the end of network	, , ,			
Continuity of service (hrs/day)	No water supply service			
Customer with 24 hrs supply (%)	No water supply service			
Annual complaints (Nos.)	No water supply service			
Major complaints	(1)			
	(2)			
	(3)			
<b>5. Financial Information (FY2010/11)</b>			<b>9. Past and On-going Projects and Training</b>	
Annual budget (Tk)	0		(1) Past 10 years projects	
Annual revenue (Tk)	0		Name	-
Annual expenditure (Tk)	0		Period	-
Annual O&M Costs (Tk)	0		Funding agency	-
Annual billings (Tk)	0		Executing agency	-
Annual collections (Tk)	0		(2) Past 10 years projects	
Water arrears (Tk)	0		Name	-
Electricity arrears (Tk)	No water supply service		Period	-
Payment methods	,		Funding agency	-
Self-billing			Executing agency	-
Billing frequency	0		On-going projects	-
<b>6. Water Tariff and Metering (See Tariff Database)</b>			Name	-
Tariff Structure	0		Period	2009-2010 to 2012-2013
Domestic 13 mm (1/2") (Tk/month)	0		Funding agency	GOB
Non-domestic lowest (Tk/month)	0		Executing agency	DPHE
Lowest volumetric charge (Tk/m <sup>3</sup> )	0		Training	0
<b>D. Non-Piped Water Supply Area</b>			Nos. of training	1
<b>1. Necessity of Piped Water Supply</b>			Nos. of Staff	2
Necessity of			Name of training (1)	Computer billing system
Piped water	Yes		Name of training (2)	-
Water meter	No		Name of training (3)	-
Reasons				
Affordability (answered by pourashava staff)	0			
Average household income/month (Tk)	6,500			
Affordability for piped water (Tk/month)	150			
Affordable price in total household income (%)	2			
<b>2. Existing Water Sources in Non-Piped Water Supply Area</b>			<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Source	Nos. of source	Drinking (%)	Domestic (%)	
River	0	0	0	
Shallow well	2,200	100	90	
Deep well	0	0	0	
Ponds	12	0	10	
Other sources	0	0	0	
			Potential water sources	Evaluation
			Shallow well	None
			Deep well	0
			Surface water sources	None
			Other sources	No
			Decrease of ground water level	0.5
			Shallow well (m/year)	
			Deep well (m/year)	

**A. Pourashava Profile**

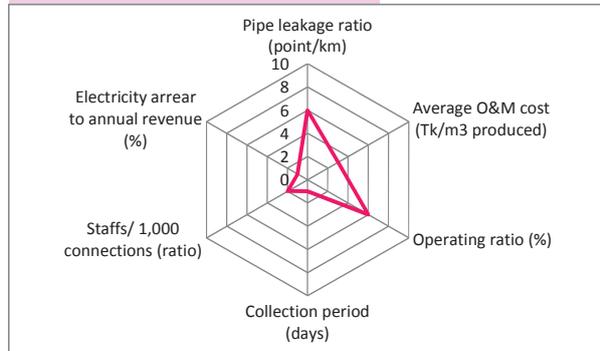
Class	B	Sanitation coverage	
Division	Dhaka	Latrine with septic tank (%)	12.8
District	Faridpur	Water sealed slab latrine (%)	37.95
Year established	1997	Water-related diseases	Arsenicosis, Diarrhea, Cholera, Typhoid, Dysentery,
Contact Tel/Fax	0632356284; 0632356283; 01756936990	Technical staff (Nos.)	5
E-mail	afndraeja @ yahoo. Com	Financial statements (2010/2011)	0
Population (FY2010/2011)	38,961	Annual budget (Tk)	151,798,000
Nos. of households (FY2010/2011)	6,173	Revenue (Tk)	11,498,000
Literacy (%)	56	Expenditure (Tk)	14,366,000
Land area (km <sup>2</sup> )	9	Computerization	Holding tax management, Accounting, , , , , Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	2	Committee formed	
Residential area pop. density (persons/ha)	235	TLCC/Frequency of meeting	Yes, 3 months
Electricity coverage (%)	75	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	7		
Winter	12		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	21	Metering ratio (%)	0
Per capita produced water (L/d/ca)	96	Operating ratio (%)	96
Supply Hour (Hrs)	4	Collection ratio in amount (%)	88
Non-revenue water (NRW) (%)	-	Collection period (days)	0
Pipe leakage ratio (point/km)	2.9	Staffs/ 1,000 connections (ratio)	6
Average revenue (Tk/m <sup>3</sup> produced)	2	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	1.9		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	2007
Piped system introduced (year)	2009
Pourashava responsibility	O&M, , Part of construction
Computerization/Automation	None, , , , ,
Staff in water section (Nos.)	6
In which, staff with diploma or higher qualification (Nos.)	1

**2. Water Supply System**

Operation of water supply facilities	In operation
(1) Production	
Water sources for piped system	Groundwater,
Production tube well	
PTW (Nos.)	3
PTW not in operation (Nos.)	0
Ave. depth (m)	223
Capacity at commission (m <sup>3</sup> /hrs)	66
Ave. current capacity per unit (m <sup>3</sup> /hrs)	64
Ave. production hours, Summer (hrs/day)	4
Total production, Summer (m <sup>3</sup> /day)	765
Treatment plants (Nos.)	
AIRP	0
IRP	0
Surface water treatment plants	0
Plants not in operation	0
Production of plant	0
Total capacity (m <sup>3</sup> /hrs)	0
Production hours, Summer (hrs/day)	0
Total production (m <sup>3</sup> /day)	0

Chlorination points (Nos.)	
PTW	0
IRP/AIRP	0
Surface WTP	0
Bulk flow meters (Nos.)	0
Bulk flow meter readings (Nos.)	0
Total production, Summer (m <sup>3</sup> /day)	765
<b>(2) Distribution</b>	
Overhead tank	0
Overhead tanks (Nos.)	0
Total capacity (m <sup>3</sup> )	0
Distribution network (km):	8,500
Leakages in distribution (Nos.)	25
<b>(3) O&amp;M Problems</b>	
Production wells	No problem
Pump	Pump efficiency has been decreased
Treatment plant	-
Pipeline	No problem
Customer water meter	-
House connection	Leakage
O&M manuals (Nos.)	0
O&M assistance form DPHE	No
Annual leakages (Nos.)	25
Leakage detection activity	Yes

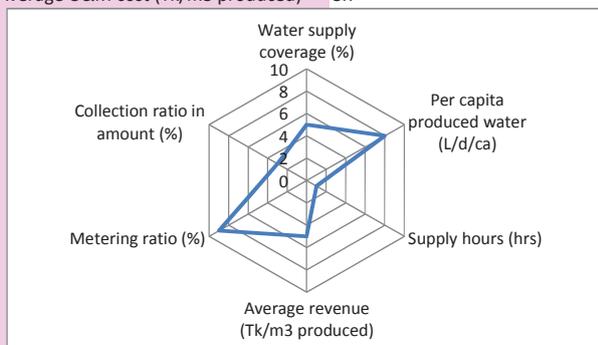


**A. Pourashava Profile**

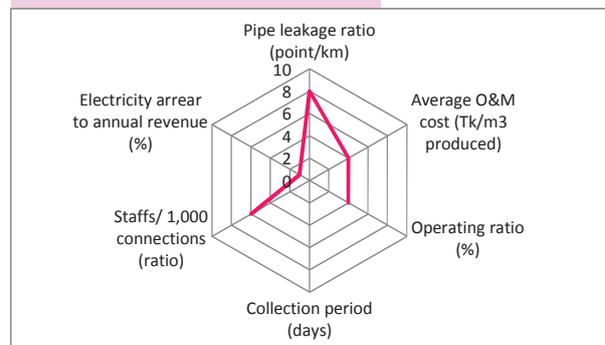
Class	A	Sanitation coverage	
Division	Dhaka	Latrine with septic tank (%)	15
District	Kishorganj	Water sealed slab latrine (%)	20
Year established	1958	Water-related diseases	, Diarrhea, , Dysentery,
Contact Tel/Fax	09424-71823	Technical staff (Nos.)	9
E-mail	mayor_bp@yao.com	Financial statements (2010/2011)	
Population (FY2010/2011)	125,000	Annual budget (Tk)	364,250,000
Nos. of households (FY2010/2011)	10,500	Revenue (Tk)	55,356,987
Literacy (%)	72	Expenditure (Tk)	50,620,526
Land area (km <sup>2</sup> )	13	Computerization	Holding tax management, Accounting, , Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	3	Committee formed	
Residential area pop. density (persons/ha)	371	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	90	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	19		
Winter	23		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	3	Metering ratio (%)	0
Per capita produced water (L/d/ca)	91	Operating ratio (%)	70
Supply Hour (Hrs)	4	Collection ratio in amount (%)	75
Non-revenue water (NRW) (%)	25	Collection period (days)	50
Pipe leakage ratio (point/km)	0.3	Staffs/ 1,000 connections (ratio)	36
Average revenue (Tk/m <sup>3</sup> produced)	12.5	Electricity arrear to annual revenue (%)	76
Average O&M cost (Tk/m <sup>3</sup> produced)	8.7		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	2007	Chlorination points (Nos.)	
Piped system introduced (year)	2000	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	1
Computerization/Automation	, Billing, Accounting, Asset management, Pumping, Treatment,	Surface WTP	0
Staff in water section (Nos.)	11	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	4	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	364

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	1
Production tube well		Total capacity (m <sup>3</sup> )	681
PTW (Nos.)	4	Distribution network (km):	25,100
PTW not in operation (Nos.)	1	Leakages in distribution (Nos.)	8
Ave. depth (m)	174	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	159	Production wells	Declining water table
Ave. current capacity per unit (m <sup>3</sup> /hrs)	135	Pump	Pump burns due to voltage fluctuation.
Ave. production hours, Summer (hrs/day)	5	Treatment plant	Filter damage
Total production, Summer (m <sup>3</sup> /day)	675	Pipeline	Leakage, Pressure is low
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	No problem
IRP	1	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	8
Production of plant	0	Leakage detection activity	No
Total capacity (m <sup>3</sup> /hrs)	91		
Production hours, Summer (hrs/day)	4		
Total production (m <sup>3</sup> /day)	364		

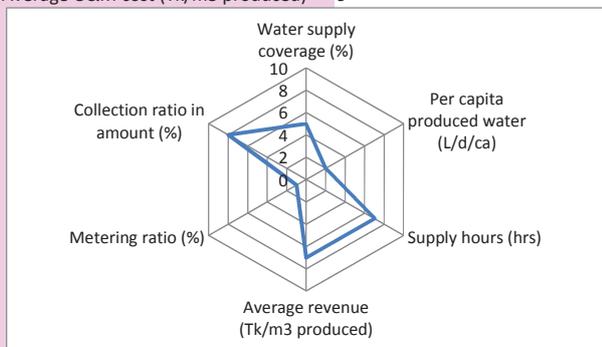
<b>3. Needs of Rehabilitation and Expansion</b>				House connection fee (1/2") (Tk)	600
Rehabilitation				Tariff adopted year	2000
Production tube well	No			Tariff setting policy	, Operation cost recovery (O&M costs), , , ,
Treatment plant	Yes			<b>7. Water Quality Monitoring</b>	
Distribution network	Yes			Water quality monitoring plan	No
Expansion				Parameters checked	-
Production tube well	Yes			Frequency of quality test	-
Treatment plant	Yes			Nos. of sampling location /year	-
Distribution network	Yes			Water quality problems	Iron, Odour
<b>4. Customer Service (Service indicators)</b>				<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	4			Major 3 problems	(1) Low coverage
Population served (people)	4,000				(2) Low treatment technology
Service connections (Nos.)	305				(3) Insufficient technical and managerial capacity
Domestic	286			Major 3 priority needs	(1) Treatment plant
Public tap/ stand pipe	10				(2) House connection and water meter
Public institutions	5				(3) Expansion and replacement of network
Commercial & industrial	4			<b>9. Past and On-going Projects and Training</b>	
Others	0			(1) Past 10 years projects	
Total	305			Name	-
Metered connections (Nos.)	0			Period	-
Applications outstanding (Nos.)	33			Funding agency	-
New connections in 2010/2011 (Nos.)	33			Executing agency	-
Average waiting time (days)	7			(2) Past 10 years projects	
Water pressure at the end of network	, Fair, ,			Name	-
Continuity of service (hrs/day)	4			Period	-
Customer with 24 hrs supply (%)	0			Funding agency	-
Annual complaints (Nos.)	20			Executing agency	-
Major complaints	(1) Iron (Fe)			On-going projects	
	(2) Odor problem			Name	-
	(3) -			Period	-
<b>5. Financial Information (FY2010/11)</b>					
Annual budget (Tk)	2,110,172			Funding agency	-
Annual revenue (Tk)	1,660,000			Executing agency	-
Annual expenditure (Tk)	1,569,904			Training	
Annual O&M Costs (Tk)	1,157,244			Nos. of training	1
Annual billings (Tk)	658,835			Nos. of Staff	2
Annual collections (Tk)	494,505			Name of training (1)	Bill
Water arrears (Tk)	227,174			Name of training (2)	-
Electricity arrears (Tk)	1,256,346			Name of training (3)	-
Payment methods	, Bank			<b>D. Non-Piped Water Supply Area</b>	
Self-billing	No			<b>1. Necessity of Piped Water Supply</b>	
Billing frequency	Monthly			Necessity of	
<b>6. Water Tariff and Metering (See Tariff Database)</b>				Main treatment method in domestic	, , , Filtration
Tariff Structure	Based on pipe size			As contaminated wells (Nos.)	100
Domestic 13 mm (1/2") (Tk/month)	125			Arsenic contaminated water supply (%)	0
Non-domestic lowest (Tk/month)	250			Unhygienic drinking water (%)	0
Lowest volumetric charge (Tk/m <sup>3</sup> )	0			% of people using neighbor's well for drinking	25
<b>D. Non-Piped Water Supply Area</b>				Problems in non-piped water supply area	Arsenic, Iron
<b>1. Necessity of Piped Water Supply</b>				<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Necessity of				Potential water sources	<u>Evaluation</u> <u>WQ problems</u>
Piped water	Yes			Shallow well	Moderate Iron, Arsenic
Water meter	Yes			Deep well	High Iron
Reasons	It will control the misuse of water. It will decrease the loss of water section of pourashava.			Surface water sources	High No
				Other sources	No -
Affordability (answered by pourashava staff)	0			Decrease of ground water level	
Average household income/month (Tk)	10,000			Shallow well (m/year)	3.0
Affordability for piped water (Tk/month)	300			Deep well (m/year)	3.0
Affordable price in total household income (%)	3			<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>	
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>					
Source	Nos. of source	Drinking (%)	Domestic (%)		
River	2	2	20		
Shallow well	4,000	70	50		
Deep well	100	28	20		
Ponds	30	0	10		
Other sources	0	0	0		

**A. Pourashava Profile**

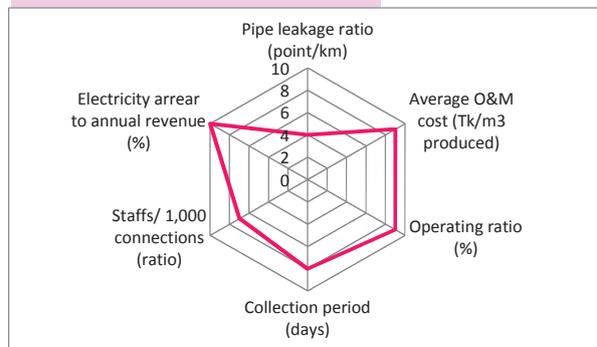
Class	B	Sanitation coverage	
Division	Khulna	Latrine with septic tank (%)	60
District	Kushtia	Water sealed slab latrine (%)	30
Year established	1983	Water-related diseases	, , , ,
Contact Tel/Fax	Tel : 07022-71347	Technical staff (Nos.)	10
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	26,000	Annual budget (Tk)	26,460,046
Nos. of households (FY2010/2011)	4,615	Revenue (Tk)	14,224,000
Literacy (%)	70	Expenditure (Tk)	14,087,000
Land area (km <sup>2</sup> )	4	Computerization	Holding tax management, Accounting, Trade license, , Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	3	Committee formed	
Residential area pop. density (persons/ha)	89	TLCC /Frequency of meeting	No
Electricity coverage (%)	90	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	20		
Winter	22		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	30	Metering ratio (%)	0
Per capita produced water (L/d/ca)	38	Operating ratio (%)	192
Supply Hour (Hrs)	6.5	Collection ratio in amount (%)	90
Non-revenue water (NRW) (%)	10	Collection period (days)	212
Pipe leakage ratio (point/km)	1.3	Staffs/ 1,000 connections (ratio)	10
Average revenue (Tk/m <sup>3</sup> produced)	4.7	Electricity arrear to annual revenue (%)	630
Average O&M cost (Tk/m <sup>3</sup> produced)	9		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	2001	Chlorination points (Nos.)	
Piped system introduced (year)	1996	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	, Billing, Accounting, , , ,	Surface WTP	0
Staff in water section (Nos.)	7	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	1	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	300

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	0
Production tube well		Total capacity (m <sup>3</sup> )	0
PTW (Nos.)	2	Distribution network (km):	11,420
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	15
Ave. depth (m)	91	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	86	Production wells	Production well decrease of production capacity.
Ave. current capacity per unit (m <sup>3</sup> /hrs)	50	Pump	Physical damage of bearing, coil & voltage fluctuation.
Ave. production hours, Summer (hrs/day)	3	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	300	Pipeline	Leakage of joint from point dresser capacity
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	Leakage of fittings run intentional damage
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	Yes
Plants not in operation	0	Annual leakages (Nos.)	15
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

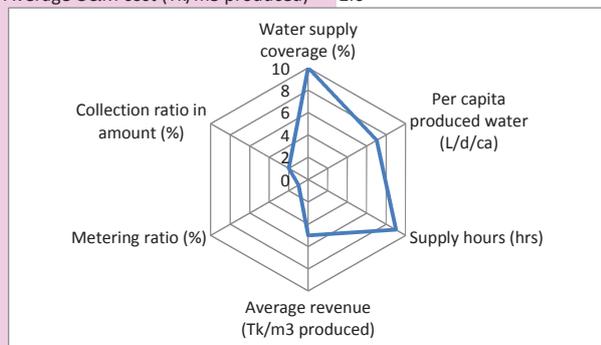


**A. Pourashava Profile**

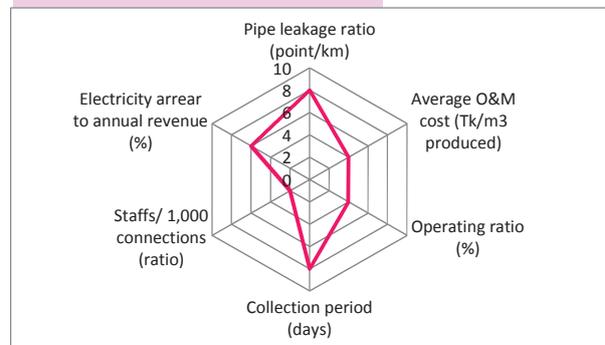
Class	A	Sanitation coverage	
Division	Barisal	Latrine with septic tank (%)	33
District	Bhola	Water sealed slab latrine (%)	63
Year established	1920	Water-related diseases	, , , , ,
Contact Tel/Fax	0491-61525(Mayor), 62737(XEN), 62741(Sec), Fax: 0491-62155	Technical staff (Nos.)	25
E-mail	mayorbhola@gmail.com	Financial statements (2010/2011)	
Population (FY2010/2011)	60,933	Annual budget (Tk)	72,341,258
Nos. of households (FY2010/2011)	10,700	Revenue (Tk)	58,341,258
Literacy (%)	86	Expenditure (Tk)	68,857,902
Land area (km <sup>2</sup> )	31	Computerization	Holding tax management, Accounting, Trade license, Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	17	Committee formed	
Residential area pop. density (persons/ha)	35	TLCC /Frequency of meeting	Yes, 4 months
Electricity coverage (%)	98	WATSAN/Frequency of meeting	Yes, 6 months
Electricity availability (hrs)			
Summer	20		
Winter	22		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	74	Metering ratio (%)	0
Per capita produced water (L/d/ca)	138	Operating ratio (%)	78
Supply Hour (Hrs)	10	Collection ratio in amount (%)	49
Non-revenue water (NRW) (%)	-	Collection period (days)	251
Pipe leakage ratio (point/km)	5.4	Staffs/ 1,000 connections (ratio)	6
Average revenue (Tk/m <sup>3</sup> produced)	3.3	Electricity arrear to annual revenue (%)	6
Average O&M cost (Tk/m <sup>3</sup> produced)	2.6		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	1985	Chlorination points (Nos.)	
Piped system introduced (year)	1985	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	None, , , , ,	Surface WTP	0
Staff in water section (Nos.)	20	Bulk flow meters (Nos.)	1
In which, staff with diploma or higher qualification (Nos.)	2	Bulk flow meter readings (Nos.)	1
		Total production, Summer (m <sup>3</sup> /day)	6,240

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	0
Production tube well		Total capacity (m <sup>3</sup> )	0
PTW (Nos.)	9	Distribution network (km):	53,430
PTW not in operation (Nos.)	1	Leakages in distribution (Nos.)	290
Ave. depth (m)	278	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	63	Production wells	One well choked up due to sand flow with water
Ave. current capacity per unit (m <sup>3</sup> /hrs)	65	Pump	Burning of pump motor due to voltage fluctuation
Ave. production hours, Summer (hrs/day)	12	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	6,240	Pipeline	Leakage
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	Unspecified pipe connection(Utilized by customer).
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	290
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

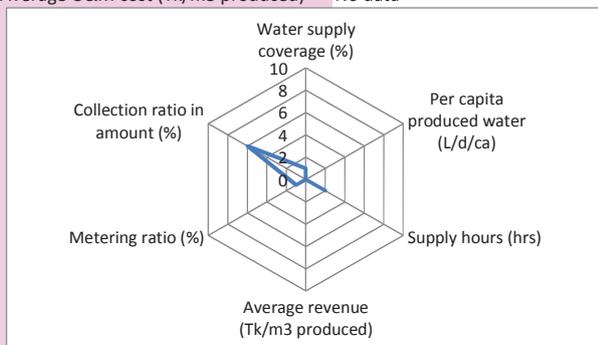
<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	300
Rehabilitation		Tariff adopted year	2009
Production tube well	Yes	Tariff setting policy	, Operation cost recovery (O&M costs), , People's affordability to pay, ,
Treatment plant		<b>7. Water Quality Monitoring</b>	
Distribution network	Yes	Water quality monitoring plan	No
Expansion		Parameters checked	-
Production tube well	Yes	Frequency of quality test	-
Treatment plant	Yes	Nos. of sampling location /year	-
Distribution network	Yes	Water quality problems	Presence of iron and salinity
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	20	Major 3 problems	(1) Low coverage
Population served (people)	45,120		(2) Leakage
Service connections (Nos.)	3,455		(3) Less financial resources
Domestic	3,228	Major 3 priority needs	(1) -
Public tap/ stand pipe	70		(2) Installation of house meters to all consumers
Public institutions	20		(3) Increase of production capacity
Commercial & industrial	137	<b>9. Past and On-going Projects and Training</b>	
Others	0	(1) Past 10 years projects	
Total	3,455	Name	-
Metered connections (Nos.)	0	Period	-
Applications outstanding (Nos.)	0	Funding agency	-
New connections in 2010/2011 (Nos.)	0	Executing agency	-
Average waiting time (days)	0	(2) Past 10 years projects	-
Water pressure at the end of network	, , Low,	Name	-
Continuity of service (hrs/day)	10	Period	-
Customer with 24 hrs supply (%)	0	Funding agency	-
Annual complaints (Nos.)	290	Executing agency	-
Major complaints	(1) No 24 hours water supply	On-going projects	-
	(2) Pipe line leakage	Name	-
	(3) Occasionally presence of vegetation/ dirty	Period	-
<b>5. Financial Information (FY2010/11)</b>			37 Districts water Supply Project
Annual budget (Tk)	7,396,647		2010-2015
Annual revenue (Tk)	7,459,000		GOB
Annual expenditure (Tk)	5,837,325		DPHE
Annual O&M Costs (Tk)	5,837,325	Training	-
Annual billings (Tk)	11,137,660	Nos. of training	1
Annual collections (Tk)	5,418,290	Nos. of Staff	1
Water arrears (Tk)	5,131,494	Name of training (1)	Water billing software
Electricity arrears (Tk)	453,581	Name of training (2)	-
Payment methods	, Bank	Name of training (3)	-
Self-billing	No	<b>D. Non-Piped Water Supply Area</b>	
Billing frequency	Monthly	<b>1. Necessity of Piped Water Supply</b>	
<b>6. Water Tariff and Metering (See Tariff Database)</b>		Main treatment method in domestic	None, , ,
Tariff Structure	Based on pipe size	As contaminated wells (Nos.)	0
Domestic 13 mm (1/2") (Tk/month)	160	Arsenic contaminated water supply (%)	0
Non-domestic lowest (Tk/month)	300	Unhygienic drinking water (%)	25
Lowest volumetric charge (Tk/m <sup>3</sup> )	0	% of people using neighbor's well for drinking	35
<b>1. Necessity of Piped Water Supply</b>		Problems in non-piped water supply area	Unhygienic , Pollution of pond water for aquaculture & agriculture
Necessity of Piped water	Yes	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Water meter	Yes	Potential water sources	<u>Evaluation</u> <u>WQ problems</u>
Reasons	1. To reduce misuse of water 2. To increase revenue income 3. To measure the non-revenue water	Shallow well	-
Affordability (answered by pourashava staff)	0	Deep well	High
Average household income/month (Tk)	12,000	Surface water sources	-
Affordability for piped water (Tk/month)	250	Other sources	No
Affordable price in total household income (%)	2	Decrease of ground water level	
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>		Shallow well (m/year)	-
Source	Nos. of source	Deep well (m/year)	-
River	0		
Shallow well	0		
Deep well	400		
Ponds	136		
Other sources	3		

**A. Pourashava Profile**

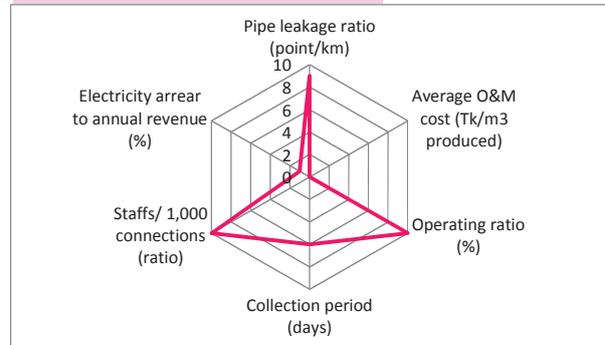
Class	A	Sanitation coverage	
Division	Rangpur	Latrine with septic tank (%)	45
District	Dinajpur	Water sealed slab latrine (%)	30
Year established	1995	Water-related diseases	, , , , ,
Contact Tel/Fax	Tel: 05322-56520	Technical staff (Nos.)	15
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	44,642	Annual budget (Tk)	74,468,383
Nos. of households (FY2010/2011)	8,282	Revenue (Tk)	25,235,000
Literacy (%)	70	Expenditure (Tk)	25,115,556
Land area (km <sup>2</sup> )	26	Computerization	Holding tax management, Accounting, , Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, ,
Residential area (km <sup>2</sup> )	10	Committee formed	
Residential area pop. density (persons/ha)	43	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	70	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	16		
Winter	22		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	3	Metering ratio (%)	0
Per capita produced water (L/d/ca)	No production data	Operating ratio (%)	461
Supply Hour (Hrs)	3	Collection ratio in amount (%)	81
Non-revenue water (NRW) (%)	10 (a simple assumption)	Collection period (days)	121
Pipe leakage ratio (point/km)	7.3	Staffs/ 1,000 connections (ratio)	29
Average revenue (Tk/m <sup>3</sup> produced)	No data	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	No data		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	2010	Chlorination points (Nos.)	
Piped system introduced (year)	2009	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	None, , , , ,	Surface WTP	0
Staff in water section (Nos.)	3	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	0	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	Do not know

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	0
Production tube well		Total capacity (m <sup>3</sup> )	0
PTW (Nos.)	2	Distribution network (km):	5,500
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	40
Ave. depth (m)	117	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	Do not know	Production wells	-
Ave. current capacity per unit (m <sup>3</sup> /hrs)	Do not know	Pump	-
Ave. production hours, Summer (hrs/day)	3	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	Do not know	Pipeline	Pipe joint frequent leakage
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	Quality of water to be improved.
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	40
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

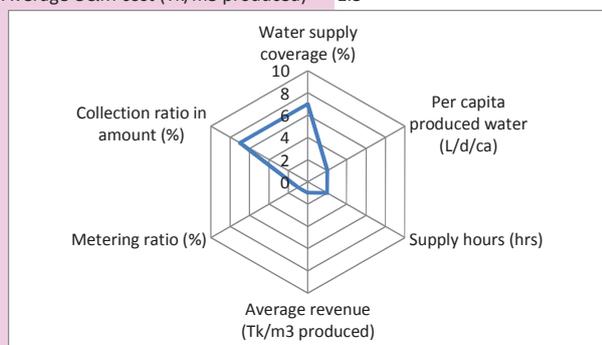


**A. Pourashava Profile**

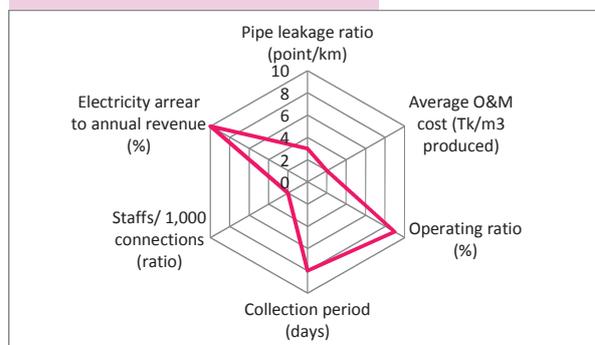
Class	A	Sanitation coverage	
Division	Rajshahi	Latrine with septic tank (%)	60
District	Bogra	Water sealed slab latrine (%)	25
Year established	1876	Water-related diseases	, , , , ,
Contact Tel/Fax	0	Technical staff (Nos.)	24
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	625,580	Annual budget (Tk)	368,121,483
Nos. of households (FY2010/2011)	57,971	Revenue (Tk)	157,506,483
Literacy (%)	73	Expenditure (Tk)	151,801,000
Land area (km <sup>2</sup> )	69	Computerization	, Accounting, Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, ,
Residential area (km <sup>2</sup> )	24	Committee formed	
Residential area pop. density (persons/ha)	258	TLCC /Frequency of meeting	Yes, 6 months
Electricity coverage (%)	100	WATSAN/Frequency of meeting	Yes, 1 month
Electricity availability (hrs)			
Summer	15		
Winter	20		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	40	Metering ratio (%)	0
Per capita produced water (L/d/ca)	49	Operating ratio (%)	139
Supply Hour (Hrs)	2.5	Collection ratio in amount (%)	86
Non-revenue water (NRW) (%)	-	Collection period (days)	214
Pipe leakage ratio (point/km)	1	Staffs/ 1,000 connections (ratio)	5
Average revenue (Tk/m <sup>3</sup> produced)	1.1	Electricity arrear to annual revenue (%)	442
Average O&M cost (Tk/m <sup>3</sup> produced)	1.5		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	1962	Chlorination points (Nos.)	
Piped system introduced (year)	1962	PTW	0
Pourashava responsibility	O&M, Construction of water supply facilities,	IRP/AIRP	0
Computerization/Automation	None, , , , ,	Surface WTP	0
Staff in water section (Nos.)	29	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	1	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	12,162

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	5
Production tube well		Total capacity (m <sup>3</sup> )	4,360
PTW (Nos.)	14	Distribution network (km):	148,000
PTW not in operation (Nos.)	1	Leakages in distribution (Nos.)	150
Ave. depth (m)	30	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	100	Production wells	- Panel board is not good enough - Some of column pipe damage
Ave. current capacity per unit (m <sup>3</sup> /hrs)	79	Pump	No flow meters
Ave. production hours, Summer (hrs/day)	12	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	12,162	Pipeline	- Existing pipe line network is very old
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	- Leakage - No domestic water meter
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	150
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

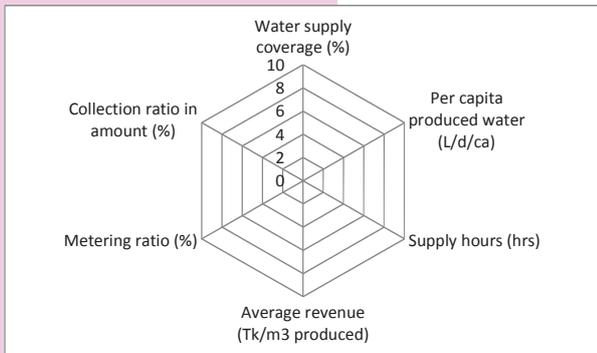
<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	800
Rehabilitation		Tariff adopted year	1993
Production tube well	Yes	Tariff setting policy	, Operation cost recovery (O&M costs), , , ,
Treatment plant	No	<b>7. Water Quality Monitoring</b>	
Distribution network	Yes	Water quality monitoring plan	No
Expansion		Parameters checked	-
Production tube well	Yes	Frequency of quality test	-
Treatment plant	Yes	Nos. of sampling location /year	-
Distribution network	Yes	Water quality problems	In one side of the Pourashava, we have found the iron quantity is high
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	14	Major 3 problems	(1) Low coverage
Population served (people)	250,000		(2) Not adequate water supply network
Service connections (Nos.)	5,456		(3) Less production
Domestic	4,644	Major 3 priority needs	(1) Expansion and replacement of network
Public tap/ stand pipe	120		(2) Increase of production capacity
Public institutions	134		(3) House connection and water meter
Commercial & industrial	557	<b>9. Past and On-going Projects and Training</b>	
Others	1	(1) Past 10 years projects	
Total	5,456	Name	-
Metered connections (Nos.)	0	Period	-
Applications outstanding (Nos.)	0	Funding agency	-
New connections in 2010/2011 (Nos.)	0	Executing agency	-
Average waiting time (days)	0	(2) Past 10 years projects	
Water pressure at the end of network	, Fair, ,	Name	Bogra Town Infrastructure Development Project (2004-2010)
Continuity of service (hrs/day)	3	Period	Bogra Town Infrastructure Development Project (2004-2010)
Customer with 24 hrs supply (%)	0	Funding agency	2004-2010
Annual complaints (Nos.)	250	Executing agency	GOB
Major complaints	(1) Water not available due to electricity failure (2) Low pressure (3) Leakage	On-going projects	Pourashava
<b>5. Financial Information (FY2010/11)</b>		Name	-
Annual budget (Tk)	7,260,000	Period	2011-2012
Annual revenue (Tk)	4,900,000	Funding agency	GOB
Annual expenditure (Tk)	6,800,000	Executing agency	DPHE
Annual O&M Costs (Tk)	6,800,000	Training	-
Annual billings (Tk)	3,230,890	Nos. of training	0
Annual collections (Tk)	2,792,125	Nos. of Staff	0
Water arrears (Tk)	2,875,350	Name of training (1)	-
Electricity arrears (Tk)	21,655,065	Name of training (2)	-
Payment methods	, Bank	Name of training (3)	-
Self-billing	Yes	<b>D. Non-Piped Water Supply Area</b>	
Billing frequency	Monthly	<b>1. Necessity of Piped Water Supply</b>	
<b>6. Water Tariff and Metering (See Tariff Database)</b>		Main treatment method in domestic	None, , ,
Tariff Structure	Based on pipe size	As contaminated wells (Nos.)	None
Domestic 13 mm (1/2") (Tk/month)	40	Arsenic contaminated water supply (%)	0
Non-domestic lowest (Tk/month)	70	Unhygienic drinking water (%)	0
Lowest volumetric charge (Tk/m <sup>3</sup> )	0	% of people using neighbor's well for drinking	3
<b>D. Non-Piped Water Supply Area</b>		Problems in non-piped water supply area	Not available water in dry season due to low down the water table,
<b>1. Necessity of Piped Water Supply</b>		<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Necessity of		Potential water sources	<u>Evaluation</u> <u>WQ problems</u>
Piped water	Yes	Shallow well	Moderate N
Water meter	Yes	Deep well	None -
Reasons	For proper collection of revenue.	Surface water sources	None Dirty water
Affordability (answered by pourashava staff)	0	Other sources	No -
Average household income/month (Tk)	10,000	Decrease of ground water level	
Affordability for piped water (Tk/month)	120	Shallow well (m/year)	0.5
Affordable price in total household income (%)	1	Deep well (m/year)	0.0
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>			
Source	Nos. of source	Drinking (%)	Domestic (%)
River	1	0	5
Shallow well	32,200	100	90
Deep well	0	0	0
Ponds	10	0	5
Other sources	0	0	0

**A. Pourashava Profile**

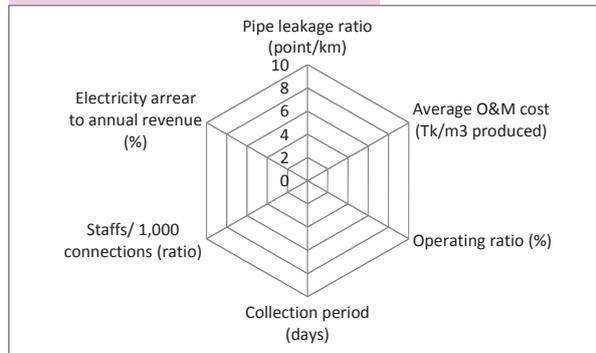
Class	B	Sanitation coverage	
Division	Barisal	Latrine with septic tank (%)	35
District	Bhola	Water sealed slab latrine (%)	45
Year established	1998	Water-related diseases	, Diarrhea, , , ,
Contact Tel/Fax	492256131	Technical staff (Nos.)	11
E-mail	borhanuddinmunicipality@gmail.com	Financial statements (2010/2011)	0
Population (FY2010/2011)	13,110	Annual budget (Tk)	11,522,158
Nos. of households (FY2010/2011)	2,302	Revenue (Tk)	7,396,500
Literacy (%)	65	Expenditure (Tk)	7,148,000
Land area (km <sup>2</sup> )	3	Computerization	Holding tax management, , Trade license, , Rate schedule and estimate preparation, , , ,
Residential area (km <sup>2</sup> )	1	Committee formed	
Residential area pop. density (persons/ha)	101	TLCC/Frequency of meeting	Yes, 4 months
Electricity coverage (%)	70	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	18		
Winter	20		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	-	Metering ratio (%)	-
Per capita produced water (L/d/ca)	-	Operating ratio (%)	-
Supply Hour (Hrs)	No water supply service	Collection ratio in amount (%)	-
Non-revenue water (NRW) (%)	-	Collection period (days)	-
Pipe leakage ratio (point/km)	-	Staffs/ 1,000 connections (ratio)	-
Average revenue (Tk/m <sup>3</sup> produced)	-	Electricity arrear to annual revenue (%)	-
Average O&M cost (Tk/m <sup>3</sup> produced)	-		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	2009
Piped system introduced (year)	2008
Pourashava responsibility	O&M, , Part of construction
Computerization/Automation	None, , , , ,
Staff in water section (Nos.)	3
In which, staff with diploma or higher qualification (Nos.)	1

**2. Water Supply System**

Operation of water supply facilities	Not in operation
(1) Production	
Water sources for piped system	Groundwater,
Production tube well	
PTW (Nos.)	1
PTW not in operation (Nos.)	1
Ave. depth (m)	275
Capacity at commission (m <sup>3</sup> /hrs)	0
Ave. current capacity per unit (m <sup>3</sup> /hrs)	0
Ave. production hours, Summer (hrs/day)	0
Total production, Summer (m <sup>3</sup> /day)	0
Treatment plants (Nos.)	
AIRP	0
IRP	0
Surface water treatment plants	0
Plants not in operation	0
Production of plant	0
Total capacity (m <sup>3</sup> /hrs)	0
Production hours, Summer (hrs/day)	0
Total production (m <sup>3</sup> /day)	0

Chlorination points (Nos.)	
PTW	0
IRP/AIRP	0
Surface WTP	0
Bulk flow meters (Nos.)	0
Bulk flow meter readings (Nos.)	0
Total production, Summer (m <sup>3</sup> /day)	0
<b>(2) Distribution</b>	
Overhead tank	0
Overhead tanks (Nos.)	0
Total capacity (m <sup>3</sup> )	0
Distribution network (km):	4,000
Leakages in distribution (Nos.)	-
<b>(3) O&amp;M Problems</b>	
Production wells	Now production well is not working.
Pump	Pump also not working due to burning of coil.
Treatment plant	-
Pipeline	No Problem
Customer water meter	-
House connection	No Problem
O&M manuals (Nos.)	-
O&M assistance form DPHE	No
Annual leakages (Nos.)	-
Leakage detection activity	-

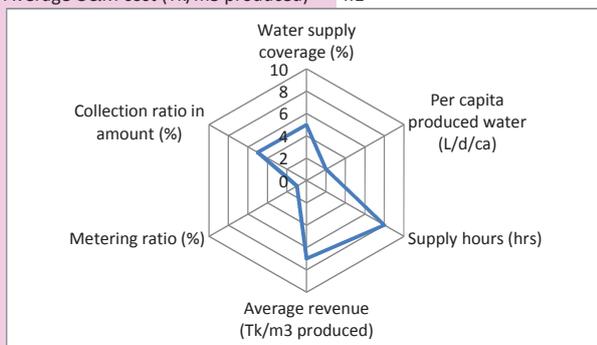


**A. Pourashava Profile**

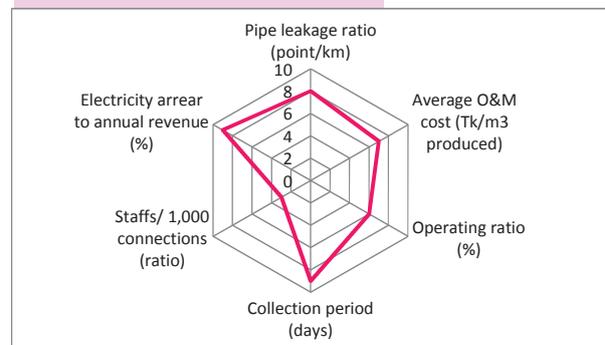
Class	A	Sanitation coverage	
Division	Chittagong	Latrine with septic tank (%)	25
District	Brahmanbaria	Water sealed slab latrine (%)	45
Year established	1868	Water-related diseases	, , , ,
Contact Tel/Fax	0851-58736	Technical staff (Nos.)	29
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	155,392	Annual budget (Tk)	234,424,469
Nos. of households (FY2010/2011)	18,305	Revenue (Tk)	68,309,276
Literacy (%)	39	Expenditure (Tk)	66,610,000
Land area (km <sup>2</sup> )	18	Computerization	Holding tax management, Accounting, , Salary payment, Rate schedule and estimate preparation, Engineering, , ,
Residential area (km <sup>2</sup> )	6	Committee formed	
Residential area pop. density (persons/ha)	270	TLCC /Frequency of meeting	Yes, 1 month
Electricity coverage (%)	85	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	21		
Winter	22		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	25	Metering ratio (%)	0
Per capita produced water (L/d/ca)	50	Operating ratio (%)	97
Supply Hour (Hrs)	8	Collection ratio in amount (%)	76
Non-revenue water (NRW) (%)	10	Collection period (days)	277
Pipe leakage ratio (point/km)	5.7	Staffs/ 1,000 connections (ratio)	6
Average revenue (Tk/m <sup>3</sup> produced)	4.2	Electricity arrear to annual revenue (%)	106
Average O&M cost (Tk/m <sup>3</sup> produced)	4.1		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	1968	Chlorination points (Nos.)	
Piped system introduced (year)	1968	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	, Billing, Accounting, , , ,	Surface WTP	0
Staff in water section (Nos.)	15	Bulk flow meters (Nos.)	2
In which, staff with diploma or higher qualification (Nos.)	6	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	1,960

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	1
Production tube well		Total capacity (m <sup>3</sup> )	80
PTW (Nos.)	7	Distribution network (km):	28,700
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	165
Ave. depth (m)	147	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	Do not know	Production wells	- Sealed strainer pipe joint - Leakage from GI/ MS pipe
Ave. current capacity per unit (m <sup>3</sup> /hrs)	35	Pump	Repair/ maintenance 3 pump
Ave. production hours, Summer (hrs/day)	8	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	1,960	Pipeline	Leakage
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	Leakage, caused by heavy loaded vehicle (road crossing by GI pipe, PVC in residential site)
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	165
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

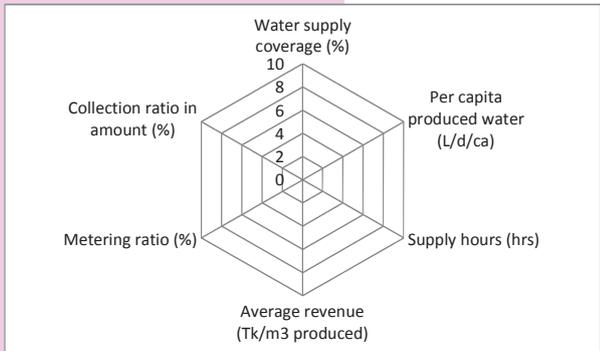


**A. Pourashava Profile**

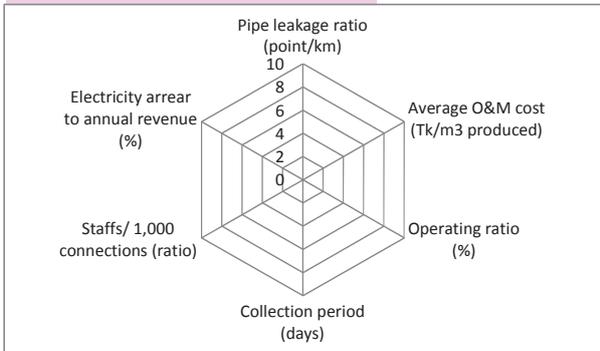
Class	C	Sanitation coverage	
Division	Chittagong	Latrine with septic tank (%)	15
District	Chandpur	Water sealed slab latrine (%)	25
Year established	1998	Water-related diseases	Arsenicosis, Diarrhea, , , Dysentery,
Contact Tel/Fax	842851031	Technical staff (Nos.)	4
E-mail	mayorsengarcharpourashava@gmail.com	Financial statements (2010/2011)	0
Population (FY2010/2011)	40,580	Annual budget (Tk)	76,119,600
Nos. of households (FY2010/2011)	6,950	Revenue (Tk)	28,965,600
Literacy (%)	65	Expenditure (Tk)	24,932,800
Land area (km <sup>2</sup> )	29	Computerization	, , , , Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, ,
Residential area (km <sup>2</sup> )	13	Committee formed	
Residential area pop. density (persons/ha)	32	TLCC /Frequency of meeting	No
Electricity coverage (%)	40	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	15		
Winter	20		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	-	Metering ratio (%)	-
Per capita produced water (L/d/ca)	-	Operating ratio (%)	-
Supply Hour (Hrs)	No water supply service	Collection ratio in amount (%)	-
Non-revenue water (NRW) (%)	-	Collection period (days)	-
Pipe leakage ratio (point/km)	-	Staffs/ 1,000 connections (ratio)	-
Average revenue (Tk/m <sup>3</sup> produced)	-	Electricity arrear to annual revenue (%)	-
Average O&M cost (Tk/m <sup>3</sup> produced)	-		



Overall performance of Positive PIs



Overall performance of Negative PIs

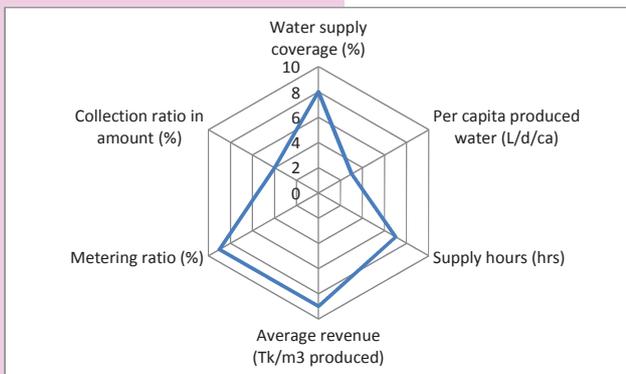
**C. Water Supply Profile**

<b>1. General Information of Water Supply Section</b>		Chlorination points (Nos.)	
Water section established (year)	Not formed	PTW	0
Piped system introduced (year)	2009	IRP/AIRP	0
Pourashava responsibility	, ,	Surface WTP	0
Computerization/Automation	None, , , , ,	Bulk flow meters (Nos.)	0
Staff in water section (Nos.)	0	Bulk flow meter readings (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	0	Total production, Summer (m <sup>3</sup> /day)	0
<b>2. Water Supply System</b>		<b>(2) Distribution</b>	
Operation of water supply facilities	Not in operation	Overhead tank	0
(1) Production		Overhead tanks (Nos.)	0
Water sources for piped system	Groundwater,	Total capacity (m <sup>3</sup> )	0
Production tube well		Distribution network (km):	9,350
PTW (Nos.)	2	Leakages in distribution (Nos.)	-
PTW not in operation (Nos.)	2	<b>(3) O&amp;M Problems</b>	
Ave. depth (m)	220	Production wells	Production yet not started
Capacity at commission (m <sup>3</sup> /hrs)	75	Pump	Production yet not started
Ave. current capacity per unit (m <sup>3</sup> /hrs)	55	Treatment plant	-
Ave. production hours, Summer (hrs/day)	0	Pipeline	Production yet not started
Total production, Summer (m <sup>3</sup> /day)	0	Customer water meter	-
Treatment plants (Nos.)		House connection	No connection
AIRP	0	O&M manuals (Nos.)	-
IRP	0	O&M assistance form DPHE	No
Surface water treatment plants	0	Annual leakages (Nos.)	-
Plants not in operation	0	Leakage detection activity	-
Production of plant	0		
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

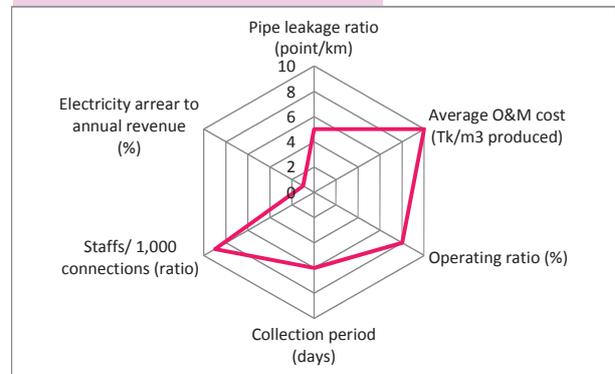
<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	No water supply service															
Rehabilitation		Tariff adopted year	No water tariff															
Production tube well	No	Tariff setting policy	,,,,,															
Treatment plant	No																	
Distribution network	No																	
Expansion		<b>7. Water Quality Monitoring</b>																
Production tube well	Yes	Water quality monitoring plan	-															
Treatment plant	Yes	Parameters checked	-															
Distribution network	Yes	Frequency of quality test	-															
		Nos. of sampling location /year	-															
		Water quality problems	-															
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>																
Coverage area (km <sup>2</sup> )	No water supply service	Major 3 problems	(1) No treatment plant															
Population served (people)	No water supply service		(2) No coverage															
Service connections (Nos.)	0		(3) Less financial resource															
Domestic	0																	
Public tap/ stand pipe	0																	
Public institutions	0																	
Commercial & industrial	0																	
Others	0																	
Total	0																	
Metered connections (Nos.)	-	Major 3 priority needs	(1) -															
Applications outstanding (Nos.)	-		(2) -															
New connections in 2010/2011 (Nos.)	-		(3) -															
Average waiting time (days)	-																	
Water pressure at the end of network	,,,																	
Continuity of service (hrs/day)	No water supply service																	
Customer with 24 hrs supply (%)	No water supply service																	
Annual complaints (Nos.)	No water supply service																	
Major complaints	(1) Not yet commissioned	<b>9. Past and On-going Projects and Training</b>																
	(2) -	(1) Past 10 years projects																
	(3) -	Name	-															
		Period	-															
		Funding agency	-															
		Executing agency	-															
		(2) Past 10 years projects																
		Name	-															
		Period	-															
		Funding agency	-															
		Executing agency	-															
		On-going projects	-															
		Name	-															
		Period	-															
		Funding agency	-															
		Executing agency	-															
		Training	-															
		Nos. of training	-															
		Nos. of Staff	-															
		Name of training (1)	-															
		Name of training (2)	-															
		Name of training (3)	-															
<b>5. Financial Information (FY2010/11)</b>																		
Annual budget (Tk)	0																	
Annual revenue (Tk)	0																	
Annual expenditure (Tk)	0																	
Annual O&M Costs (Tk)	0																	
Annual billings (Tk)	0																	
Annual collections (Tk)	0																	
Water arrears (Tk)	0																	
Electricity arrears (Tk)	No water supply service																	
Payment methods	,																	
Self-billing																		
Billing frequency	0																	
<b>6. Water Tariff and Metering (See Tariff Database)</b>																		
Tariff Structure	0																	
Domestic 13 mm (1/2") (Tk/month)	0																	
Non-domestic lowest (Tk/month)	0																	
Lowest volumetric charge (Tk/m <sup>3</sup> )	0																	
<b>D. Non-Piped Water Supply Area</b>																		
<b>1. Necessity of Piped Water Supply</b>		Main treatment method in domestic	, Boiling, ,															
Necessity of		As contaminated wells (Nos.)	Do not know															
Piped water	Yes	Arsenic contaminated water supply (%)	Do not know															
Water meter	Yes	Unhygienic drinking water (%)	2															
Reasons	Reduce wastage of water, To minimize misuse of water, For accurate water volume reading.	% of people using neighbor's well for drinking	10															
		Problems in non-piped water supply area	Arsenic, Iron															
Affordability (answered by pourashava staff)	0	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>																
Average household income/month (Tk)	7,000	<table border="1"> <thead> <tr> <th>Potential water sources</th> <th>Evaluation</th> <th>WQ problems</th> </tr> </thead> <tbody> <tr> <td>Shallow well</td> <td>Moderate</td> <td>Arsenic, Iron</td> </tr> <tr> <td>Deep well</td> <td>Moderate</td> <td>Iron</td> </tr> <tr> <td>Surface water sources</td> <td>Moderate</td> <td>Unhygienic human waste</td> </tr> <tr> <td>Other sources</td> <td>No</td> <td>-</td> </tr> </tbody> </table>		Potential water sources	Evaluation	WQ problems	Shallow well	Moderate	Arsenic, Iron	Deep well	Moderate	Iron	Surface water sources	Moderate	Unhygienic human waste	Other sources	No	-
Potential water sources	Evaluation	WQ problems																
Shallow well	Moderate	Arsenic, Iron																
Deep well	Moderate	Iron																
Surface water sources	Moderate	Unhygienic human waste																
Other sources	No	-																
Affordability for piped water (Tk/month)	100	Decrease of ground water level																
Affordable price in total household income (%)	2	Shallow well (m/year)	-															
		Deep well (m/year)	-															
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>																		
Source	Nos. of source	Drinking (%)	Domestic (%)															
River	1	0	10															
Shallow well	900	72	20															
Deep well	50	28	10															
Ponds	100	0	40															
Other sources	3	0	20															

A. Pourashava Profile			
Class	A	Sanitation coverage	
Division	Chittagong	Latrine with septic tank (%)	15
District	Noakhali	Water sealed slab latrine (%)	15
Year established	1973	Water-related diseases	, , , , ,
Contact Tel/Fax	0321-56599	Technical staff (Nos.)	10
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	117,686	Annual budget (Tk)	283,503,797
Nos. of households (FY2010/2011)	11,410	Revenue (Tk)	92,118,321
Literacy (%)	55	Expenditure (Tk)	76,508,428
Land area (km <sup>2</sup> )	21	Computerization	, Accounting, , Salary payment, , Engineering, , ,
Residential area (km <sup>2</sup> )	4	Committee formed	
Residential area pop. density (persons/ha)	284	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	90	WATSAN/Frequency of meeting	Yes, 1 month
Electricity availability (hrs)			
Summer	16		
Winter	20		

B. Key Performance Indicators (Efficiency Indicators)			
Water supply coverage (%)	41	Metering ratio (%)	65
Per capita produced water (L/d/ca)	61	Operating ratio (%)	122
Supply Hour (Hrs)	7	Collection ratio in amount (%)	71
Non-revenue water (NRW) (%)	-	Collection period (days)	137
Pipe leakage ratio (point/km)	1.9	Staffs/ 1,000 connections (ratio)	14
Average revenue (Tk/m <sup>3</sup> produced)	9.8	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	12		



Overall performance of Positive PIs



Overall performance of Negative PIs

C. Water Supply Profile			
<b>1. General Information of Water Supply Section</b>			
Water section established (year)	1995	Chlorination points (Nos.)	
Piped system introduced (year)	1995	PTW	0
Pourashava responsibility	O&M, ,	IRP/AIRP	2
Computerization/Automation	, , Accounting, , , ,	Surface WTP	-
Staff in water section (Nos.)	30	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	3	Bulk flow meter readings (Nos.)	0
<b>2. Water Supply System</b>			
Operation of water supply facilities	In operation	Total production, Summer (m <sup>3</sup> /day)	3,000
(1) Production		<b>(2) Distribution</b>	
Water sources for piped system	Groundwater,	Overhead tank	0
Production tube well		Overhead tanks (Nos.)	1
PTW (Nos.)	4	Total capacity (m <sup>3</sup> )	400
PTW not in operation (Nos.)	0	Distribution network (km):	49,010
Ave. depth (m)	245	Leakages in distribution (Nos.)	95
Capacity at commission (m <sup>3</sup> /hrs)	98	<b>(3) O&amp;M Problems</b>	
Ave. current capacity per unit (m <sup>3</sup> /hrs)	90	Production wells	Decrease of production capacity
Ave. production hours, Summer (hrs/day)	9	Pump	Production decreases in submersible pumps
Total production, Summer (m <sup>3</sup> /day)	3,042	Treatment plant	Back washing
Treatment plants (Nos.)		Pipeline	Leakage
AIRP	0	Customer water meter	No problem
IRP	2	House connection	Leakage
Surface water treatment plants	0	O&M manuals (Nos.)	0
Plants not in operation	0	O&M assistance form DPHE	No
Production of plant	0	Annual leakages (Nos.)	95
Total capacity (m <sup>3</sup> /hrs)	400	Leakage detection activity	Yes
Production hours, Summer (hrs/day)	8		
Total production (m <sup>3</sup> /day)	3,000		

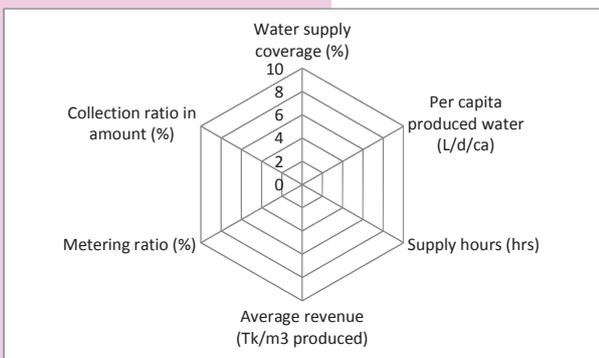


**A. Pourashava Profile**

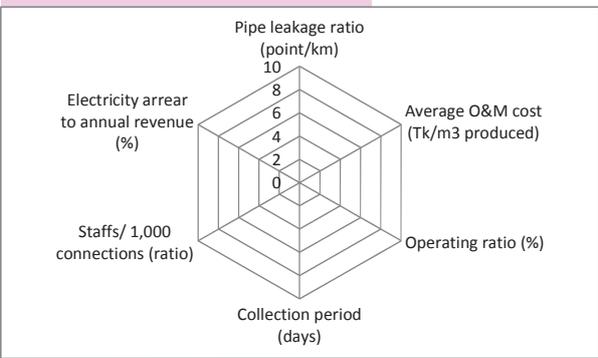
Class	B	Sanitation coverage	
Division	Comilla	Latrine with septic tank (%)	30
District	Comilla	Water sealed slab latrine (%)	60
Year established	1997	Water-related diseases	Arsenicosis, , , , ,
Contact Tel/Fax	802256010	Technical staff (Nos.)	5
E-mail	chandinaps@gmail.com	Financial statements (2010/2011)	0
Population (FY2010/2011)	70,000	Annual budget (Tk)	127,867,341
Nos. of households (FY2010/2011)	7,194	Revenue (Tk)	68,255,000
Literacy (%)	65	Expenditure (Tk)	64,632,500
Land area (km <sup>2</sup> )	14	Computerization	, , , , , Rate schedule and estimate preparation, Engineering, , ,
Residential area (km <sup>2</sup> )	9	Committee formed	
Residential area pop. density (persons/ha)	82	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	75	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	14		
Winter	18		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	-	Metering ratio (%)	-
Per capita produced water (L/d/ca)	-	Operating ratio (%)	-
Supply Hour (Hrs)	No water supply service	Collection ratio in amount (%)	-
Non-revenue water (NRW) (%)	-	Collection period (days)	-
Pipe leakage ratio (point/km)	-	Staffs/ 1,000 connections (ratio)	-
Average revenue (Tk/m <sup>3</sup> produced)	-	Electricity arrear to annual revenue (%)	-
Average O&M cost (Tk/m <sup>3</sup> produced)	-		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	2006	Chlorination points (Nos.)	
Piped system introduced (year)	2010	PTW	0
Pourashava responsibility	O&M, ,	IRP/AIRP	0
Computerization/Automation	None, , , , ,	Surface WTP	0
Staff in water section (Nos.)	6	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	1	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	0

**2. Water Supply System**

Operation of water supply facilities	Not in operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	0
Production tube well		Total capacity (m <sup>3</sup> )	0
PTW (Nos.)	3	Distribution network (km):	1,500
PTW not in operation (Nos.)	3	Leakages in distribution (Nos.)	-
Ave. depth (m)	0	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	0	Production wells	Production wells/pumps are not running due to mechanical troubles.
Ave. current capacity per unit (m <sup>3</sup> /hrs)	0	Pump	Not running
Ave. production hours, Summer (hrs/day)	0	Treatment plant	
Total production, Summer (m <sup>3</sup> /day)	0	Pipeline	Leakage
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	-
IRP	1	O&M manuals (Nos.)	1
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	1	Annual leakages (Nos.)	-
Production of plant	0	Leakage detection activity	-
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

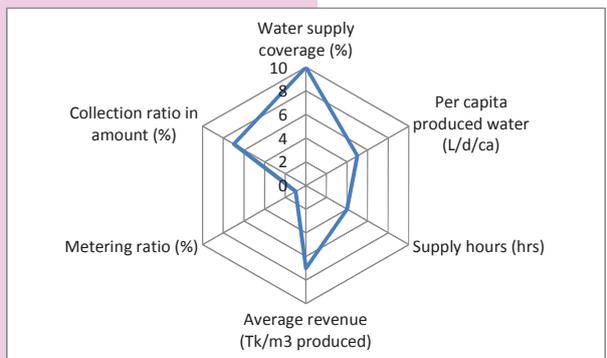
<b>3. Needs of Rehabilitation and Expansion</b>			House connection fee (1/2") (Tk)	No water supply service															
Rehabilitation			Tariff adopted year	No water tariff															
Production tube well	Yes		Tariff setting policy	''''''															
Treatment plant	No																		
Distribution network	No																		
Expansion																			
Production tube well	Yes																		
Treatment plant	No																		
Distribution network	Yes																		
<b>4. Customer Service (Service indicators)</b>			<b>7. Water Quality Monitoring</b>																
Coverage area (km <sup>2</sup> )	No water supply service		Water quality monitoring plan	-															
Population served (people)	No water supply service		Parameters checked	-															
Service connections (Nos.)	0		Frequency of quality test	-															
Domestic	0		Nos. of sampling location /year	-															
Public tap/ stand pipe	0		Water quality problems	-															
Public institutions	0																		
Commercial & industrial	0																		
Others	0																		
Total	0																		
Metered connections (Nos.)	-																		
Applications outstanding (Nos.)	-																		
New connections in 2010/2011 (Nos.)	-																		
Average waiting time (days)	-																		
Water pressure at the end of network	''''																		
Continuity of service (hrs/day)	No water supply service																		
Customer with 24 hrs supply (%)	No water supply service																		
Annual complaints (Nos.)	No water supply service																		
Major complaints	(1) Water supply facilities is out of order.																		
	(2) -																		
	(3) -																		
<b>5. Financial Information (FY2010/11)</b>			<b>8. Problems and Priority Needs</b>																
Annual budget (Tk)	1,184,000		Major 3 problems	(1) Production pump not yet running.															
Annual revenue (Tk)	0			(2) Less financial resources.															
Annual expenditure (Tk)	1,184,000			(3) Insufficient technical & managerial capacity.															
Annual O&M Costs (Tk)	640,000		Major 3 priority needs	(1) Production well and pump															
Annual billings (Tk)	0			(2) Increase of production capacity															
Annual collections (Tk)	0			(3) 24-hour supply															
Water arrears (Tk)	0																		
Electricity arrears (Tk)	No water supply service																		
Payment methods	,																		
Self-billing																			
Billing frequency	0																		
<b>6. Water Tariff and Metering (See Tariff Database)</b>			<b>9. Past and On-going Projects and Training</b>																
Tariff Structure	0		(1) Past 10 years projects																
			Name	-															
Domestic 13 mm (1/2") (Tk/month)	0		Period	-															
Non-domestic lowest (Tk/month)	0		Funding agency	-															
Lowest volumetric charge (Tk/m <sup>3</sup> )	0		Executing agency	-															
			(2) Past 10 years projects																
			Name	-															
			Period	-															
			Funding agency	-															
			Executing agency	-															
			On-going projects	-															
			Name	-															
			Period	-															
			Funding agency	-															
			Executing agency	-															
			Training	-															
			Nos. of training	-															
			Nos. of Staff	-															
			Name of training (1)	-															
			Name of training (2)	-															
			Name of training (3)	-															
<b>D. Non-Piped Water Supply Area</b>																			
<b>1. Necessity of Piped Water Supply</b>			Main treatment method in domestic																
Necessity of			As contaminated wells (Nos.)	None, , ,															
Piped water	Yes		Arsenic contaminated water supply (%)	900 (Not in piped water)															
Water meter	Yes		Unhygienic drinking water (%)	90															
Reasons	For actual bill.		% of people using neighbor's well for drinking	5															
			Problems in non-piped water supply area	50															
				Arsenic, Iron, Human waste															
Affordability (answered by pourashava staff)	0		<b>3. Potential Water Sources for Non-Piped Water Supply System</b>																
Average household income/month (Tk)	5,000		<table border="1"> <thead> <tr> <th>Potential water sources</th> <th>Evaluation</th> <th>WQ problems</th> </tr> </thead> <tbody> <tr> <td>Shallow well</td> <td>None</td> <td>Arsenic</td> </tr> <tr> <td>Deep well</td> <td>Moderate(May)</td> <td>Iron</td> </tr> <tr> <td>Surface water sources</td> <td>-</td> <td>Contaminated by human &amp; industrial waste</td> </tr> <tr> <td>Other sources</td> <td>No</td> <td>-</td> </tr> </tbody> </table>		Potential water sources	Evaluation	WQ problems	Shallow well	None	Arsenic	Deep well	Moderate(May)	Iron	Surface water sources	-	Contaminated by human & industrial waste	Other sources	No	-
Potential water sources	Evaluation	WQ problems																	
Shallow well	None	Arsenic																	
Deep well	Moderate(May)	Iron																	
Surface water sources	-	Contaminated by human & industrial waste																	
Other sources	No	-																	
Affordability for piped water (Tk/month)	200		Decrease of ground water level																
Affordable price in total household income (%)	4		Shallow well (m/year)	0.50															
			Deep well (m/year)	0.50															
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>																			
Source	Nos. of source	Drinking (%)	Domestic (%)																
River	0	0	0																
Shallow well	1,040	99	69																
Deep well	5	1	1																
Ponds	30	0	30																
Other sources	0	0	0																

**A. Pourashava Profile**

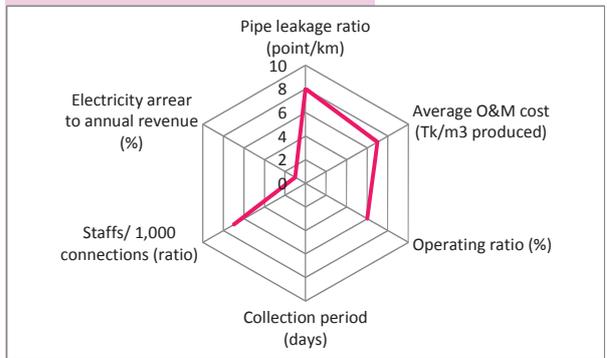
Class	A	Sanitation coverage	
Division	Chittagong	Latrine with septic tank (%)	70
District	Chandpur	Water sealed slab latrine (%)	20
Year established	1896	Water-related diseases	, , , , ,
Contact Tel/Fax	0841-63737	Technical staff (Nos.)	26
E-mail	chandpur_pourashava@yahoo.com	Financial statements (2010/2011)	
Population (FY2010/2011)	163,235	Annual budget (Tk)	120,731,355
Nos. of households (FY2010/2011)	31,405	Revenue (Tk)	122,156,504
Literacy (%)	62	Expenditure (Tk)	118,074,381
Land area (km <sup>2</sup> )	22	Computerization	Holding tax management, Accounting, Trade license, , Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, ,
Residential area (km <sup>2</sup> )	14	Committee formed	
Residential area pop. density (persons/ha)	114	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	90	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	16		
Winter	20		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	75	Metering ratio (%)	0
Per capita produced water (L/d/ca)	92	Operating ratio (%)	97
Supply Hour (Hrs)	5	Collection ratio in amount (%)	87
Non-revenue water (NRW) (%)	-	Collection period (days)	-
Pipe leakage ratio (point/km)	5.4	Staffs/ 1,000 connections (ratio)	10
Average revenue (Tk/m <sup>3</sup> produced)	4.6	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	4.4		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	1931	Chlorination points (Nos.)	
Piped system introduced (year)	1931	PTW	-
Pourashava responsibility	O&M, ,	IRP/AIRP	-
Computerization/Automation	, Billing, Accounting, , , ,	Surface WTP	3
Staff in water section (Nos.)	66	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	5	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	11,222

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater, River	Overhead tanks (Nos.)	3
Production tube well		Total capacity (m <sup>3</sup> )	1,128
PTW (Nos.)	5	Distribution network (km):	91,800
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	500
Ave. depth (m)	213	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	69	Production wells	Over voltage burn motor & pump not functioning
Ave. current capacity per unit (m <sup>3</sup> /hrs)	64	Pump	Centrifugal pump problem
Ave. production hours, Summer (hrs/day)	16	Treatment plant	Filter unit ceased
Total production, Summer (m <sup>3</sup> /day)	5,322	Pipeline	Damage pipeline
Treatment plants (Nos.)		Customer water meter	
AIRP	0	House connection	Clamp connection
IRP	1	O&M manuals (Nos.)	0
Surface water treatment plants	3	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	500
Production of plant	0	Leakage detection activity	No
Total capacity (m <sup>3</sup> /hrs)	445		
Production hours, Summer (hrs/day)	20		
Total production (m <sup>3</sup> /day)	8,730		

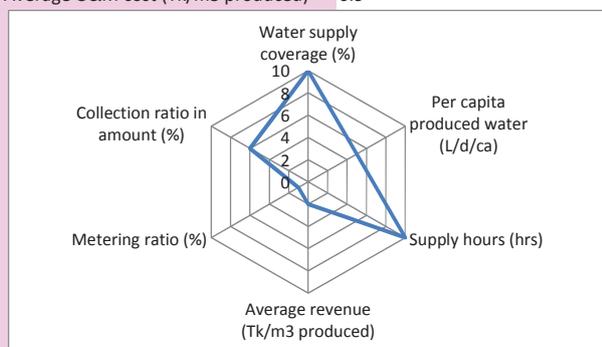


**A. Pourashava Profile**

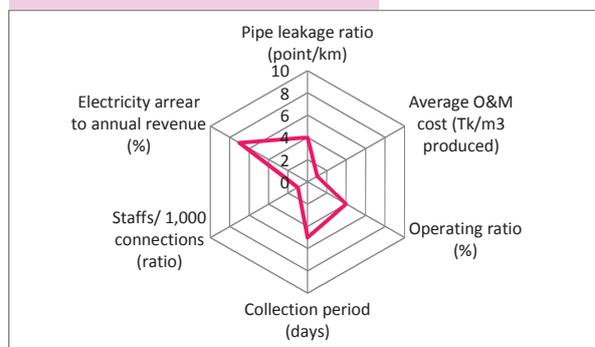
Class	A	Sanitation coverage	
Division	Rajshahi	Latrine with septic tank (%)	45
District	Chapainawabganj	Water sealed slab latrine (%)	30
Year established	1903	Water-related diseases	, , , , ,
Contact Tel/Fax	Tel: 0781-52225-6, Fax: 0781-52225	Technical staff (Nos.)	26
E-mail	mayor_enpouro@yahoo.com	Financial statements (2010/2011)	
Population (FY2010/2011)	249,232	Annual budget (Tk)	230,537,700
Nos. of households (FY2010/2011)	30,967	Revenue (Tk)	84,087,700
Literacy (%)	82	Expenditure (Tk)	69,682,000
Land area (km <sup>2</sup> )	25	Computerization	Holding tax management, Accounting, Trade license, Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, , ,
Residential area (km <sup>2</sup> )	11	Committee formed	
Residential area pop. density (persons/ha)	220	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	100	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	18		
Winter	22		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	60	Metering ratio (%)	0
Per capita produced water (L/d/ca)	91	Operating ratio (%)	77
Supply Hour (Hrs)	14	Collection ratio in amount (%)	81
Non-revenue water (NRW) (%)	17.5	Collection period (days)	91
Pipe leakage ratio (point/km)	1.4	Staffs/ 1,000 connections (ratio)	5
Average revenue (Tk/m <sup>3</sup> produced)	1.2	Electricity arrear to annual revenue (%)	18
Average O&M cost (Tk/m <sup>3</sup> produced)	0.9		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	1988	Chlorination points (Nos.)	
Piped system introduced (year)	1984	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	, Billing, Accounting, , , ,	Surface WTP	0
Staff in water section (Nos.)	34	Bulk flow meters (Nos.)	8
In which, staff with diploma or higher qualification (Nos.)	5	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	13,720

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	1
Production tube well		Total capacity (m <sup>3</sup> )	683
PTW (Nos.)	14	Distribution network (km):	101,000
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	140
Ave. depth (m)	36	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	114	Production wells	Strainer blocked due to Iron of water
Ave. current capacity per unit (m <sup>3</sup> /hrs)	70	Pump	Motor bearing is frequently out of order
Ave. production hours, Summer (hrs/day)	14	Treatment plant	N
Total production, Summer (m <sup>3</sup> /day)	13,720	Pipeline	Reduce of pipe dia due to Iron
Treatment plants (Nos.)		Customer water meter	N
AIRP	0	House connection	Leakage in fittings and joint damaged by iron.
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	140
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

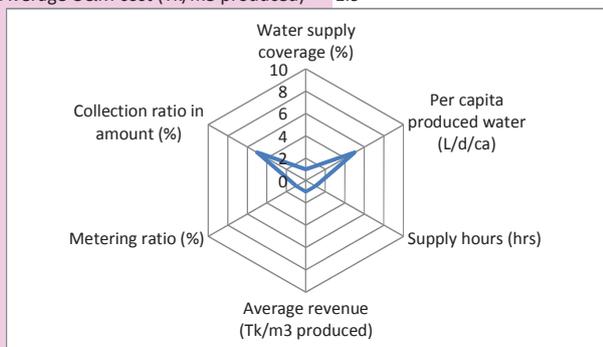
<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	515
Rehabilitation		Tariff adopted year	1988
Production tube well	No	Tariff setting policy	, Operation cost recovery (O&M costs), , , ,
Treatment plant	No		
Distribution network	Yes		
Expansion			
Production tube well	Yes		
Treatment plant	Yes		
Distribution network	Yes		
<b>4. Customer Service (Service indicators)</b>		<b>7. Water Quality Monitoring</b>	
Coverage area (km <sup>2</sup> )	12	Water quality monitoring plan	No
Population served (people)	150,000	Parameters checked	-
Service connections (Nos.)	6,952	Frequency of quality test	-
Domestic	6,715	Nos. of sampling location /year	-
Public tap/ stand pipe	100	Water quality problems	Too much iron
Public institutions	0		
Commercial & industrial	137		
Others	0		
Total	6,952		
Metered connections (Nos.)	0		
Applications outstanding (Nos.)	0		
New connections in 2010/2011 (Nos.)	0		
Average waiting time (days)	0		
Water pressure at the end of network	Good, , ,		
Continuity of service (hrs/day)	14		
Customer with 24 hrs supply (%)	0		
Annual complaints (Nos.)	25-30		
Major complaints	(1) -		
	(2) Non-availability of 24 hours supply		
	(3) Presence of iron		
<b>5. Financial Information (FY2010/11)</b>		<b>8. Problems and Priority Needs</b>	
Annual budget (Tk)	0	Major 3 problems	(1) Low coverage water supply
Annual revenue (Tk)	6,075,822		(2) Too much iron (water quality problem)
Annual expenditure (Tk)	4,674,723		(3) Low supply pressure
Annual O&M Costs (Tk)	4,674,723		
Annual billings (Tk)	6,420,280		
Annual collections (Tk)	5,197,611		
Water arrears (Tk)	1,520,150		
Electricity arrears (Tk)	1,088,723		
Payment methods	, Bank		
Self-billing	No		
Billing frequency	Monthly		
<b>6. Water Tariff and Metering (See Tariff Database)</b>		<b>9. Past and On-going Projects and Training</b>	
Tariff Structure	Based on pipe size	(1) Past 10 years projects	
Domestic 13 mm (1/2") (Tk/month)	80	Name	-
Non-domestic lowest (Tk/month)	160	Period	-
Lowest volumetric charge (Tk/m <sup>3</sup> )	0	Funding agency	-
		Executing agency	-
		(2) Past 10 years projects	
		Name	-
		Period	-
		Funding agency	-
		Executing agency	-
		On-going projects	
		Name	-
			37-District Towns Water Supply Project
		Period	2010-2013
		Funding agency	GOB
		Executing agency	DPHE
		Training	-
		Nos. of training	4
		Nos. of Staff	8
		Name of training (1)	Solid waste management
		Name of training (2)	WSP in urban water supply
		Name of training (3)	Development of urban water supply
<b>D. Non-Piped Water Supply Area</b>			
<b>1. Necessity of Piped Water Supply</b>		<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Necessity of Piped water	Yes	Potential water sources	<u>Evaluation</u> <u>WQ problems</u>
Water meter	Yes	Shallow well	Moderate Arsenic/ Iron
Reasons	- To save the NRW - Actual consumed water calculation and bill preparation to pay the household.	Deep well	Moderate Iron
		Surface water sources	High N
		Other sources	Yes -
Affordability (answered by pourashava staff)	0	Decrease of ground water level	
Average household income/month (Tk)	12,000	Shallow well (m/year)	0.8
Affordability for piped water (Tk/month)	80	Deep well (m/year)	1.0
Affordable price in total household income (%)	1		
<b>2. Existing Water Sources in Non-Piped Water Supply Area</b>			
Source	Nos. of source	Drinking (%)	Domestic (%)
River	0	0	20
Shallow well	19,220	100	80
Deep well	0	0	0
Ponds	0	0	0
Other sources	0	0	0

**A. Pourashava Profile**

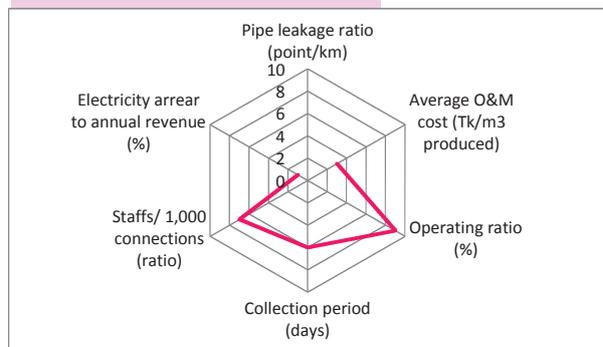
Class	B	Sanitation coverage	
Division	Rajshahi	Latrine with septic tank (%)	20
District	Rajshahi	Water sealed slab latrine (%)	70
Year established	1998	Water-related diseases	, , , , ,
Contact Tel/Fax	0	Technical staff (Nos.)	4
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	44,712	Annual budget (Tk)	50,162,000
Nos. of households (FY2010/2011)	5,714	Revenue (Tk)	5,828,999
Literacy (%)	67	Expenditure (Tk)	5,467,714
Land area (km <sup>2</sup> )	10	Computerization	Holding tax management, , Trade license, , Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	6	Committee formed	
Residential area pop. density (persons/ha)	75	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	98	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	12		
Winter	22		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	8	Metering ratio (%)	0
Per capita produced water (L/d/ca)	86	Operating ratio (%)	170
Supply Hour (Hrs)	2	Collection ratio in amount (%)	77
Non-revenue water (NRW) (%)	20	Collection period (days)	153
Pipe leakage ratio (point/km)	-	Staffs/ 1,000 connections (ratio)	10
Average revenue (Tk/m <sup>3</sup> produced)	1.1	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	1.9		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	2008	Chlorination points (Nos.)	
Piped system introduced (year)	2007	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	None, , , , ,	Surface WTP	0
Staff in water section (Nos.)	3	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	0	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	300

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	0
Production tube well		Total capacity (m <sup>3</sup> )	0
PTW (Nos.)	1	Distribution network (km):	4,250
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	No data
Ave. depth (m)	65	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	110	Production wells	No major problem yet
Ave. current capacity per unit (m <sup>3</sup> /hrs)	100	Pump	No problem yet
Ave. production hours, Summer (hrs/day)	3	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	300	Pipeline	-
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	-
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	No data
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

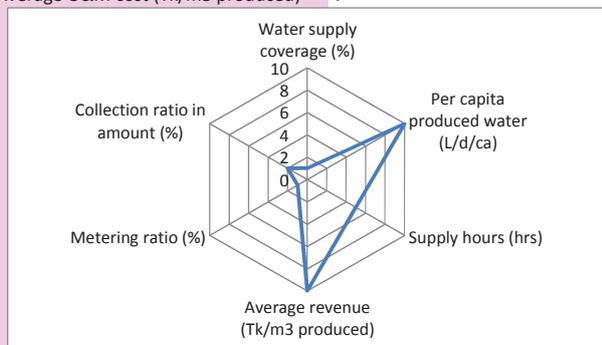


**A. Pourashava Profile**

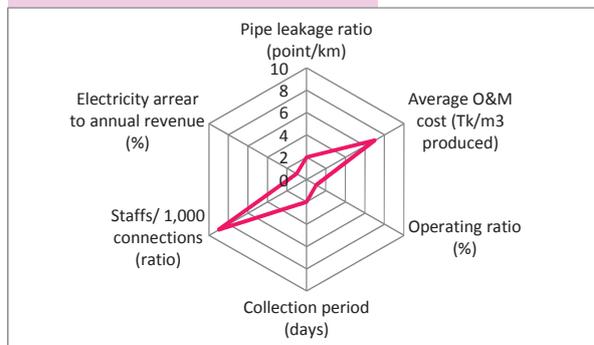
Class	A	Sanitation coverage	
Division	Barisal	Latrine with septic tank (%)	30
District	Bhola	Water sealed slab latrine (%)	50
Year established	1990	Water-related diseases	, , , ,
Contact Tel/Fax	0492374114, Fax: 0492374114	Technical staff (Nos.)	19
E-mail	charfeshon.pourashava.90@gmail.com	Financial statements (2010/2011)	
Population (FY2010/2011)	29,530	Annual budget (Tk)	17,945,897
Nos. of households (FY2010/2011)	5,000	Revenue (Tk)	12,126,668
Literacy (%)	76	Expenditure (Tk)	10,624,588
Land area (km <sup>2</sup> )	9	Computerization	Holding tax management, Accounting, Trade license, Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	5	Committee formed	
Residential area pop. density (persons/ha)	62	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	60	WATSAN/Frequency of meeting	Yes, 3 months
Electricity availability (hrs)			
Summer	20		
Winter	22		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	8	Metering ratio (%)	0
Per capita produced water (L/d/ca)	288	Operating ratio (%)	8
Supply Hour (Hrs)	6	Collection ratio in amount (%)	48
Non-revenue water (NRW) (%)	-	Collection period (days)	21
Pipe leakage ratio (point/km)	0.8	Staffs/ 1,000 connections (ratio)	14
Average revenue (Tk/m <sup>3</sup> produced)	48.5	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	4		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	2001	Chlorination points (Nos.)	
Piped system introduced (year)	1998	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	, Billing, Accounting, , , ,	Surface WTP	0
Staff in water section (Nos.)	7	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	2	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	720

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	0
Production tube well		Total capacity (m <sup>3</sup> )	0
PTW (Nos.)	2	Distribution network (km):	10,840
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	9
Ave. depth (m)	300	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	80	Production wells	Sandy water found
Ave. current capacity per unit (m <sup>3</sup> /hrs)	60	Pump	Pump is found damage due to burn of coil
Ave. production hours, Summer (hrs/day)	6	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	720	Pipeline	Pipe line is being found leakage in culvert, main road and gate valve key
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	Connection is loose due to weakness in fittings
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	9
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

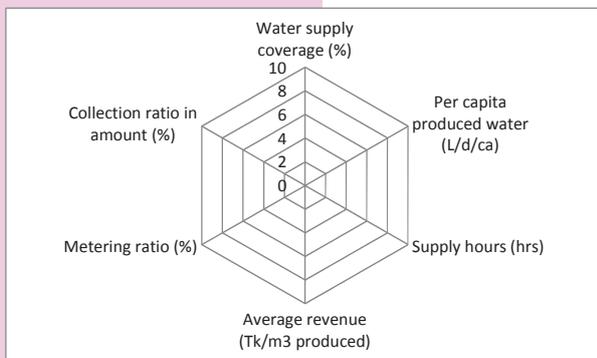
<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	350
Rehabilitation		Tariff adopted year	2012
Production tube well	Yes	Tariff setting policy	, Operation cost recovery (O&M costs), , People's affordability to pay, ,
Treatment plant	No	<b>7. Water Quality Monitoring</b>	
Distribution network	Yes	Water quality monitoring plan	No
Expansion		Parameters checked	-
Production tube well	Yes	Frequency of quality test	-
Treatment plant	No	Nos. of sampling location /year	-
Distribution network	Yes	Water quality problems	Bad odor Vegetation(Water algae). Few Iron found
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	2	Major 3 problems	(1) Low coverage
Population served (people)	2,500		(2) Less financial resources
Service connections (Nos.)	486		(3) Leakage
Domestic	360	Major 3 priority needs	(1) Y/1 (Over Head Tank [For storage and good pressure])
Public tap/ stand pipe	6		(2) Expansion and replacement of network
Public institutions	0		(3) Installation of house meters to all consumers
Commercial & industrial	120	<b>9. Past and On-going Projects and Training</b>	
Others	0	(1) Past 10 years projects	
Total	486	Name	-
Metered connections (Nos.)	0	Period	-
Applications outstanding (Nos.)	0	Funding agency	-
New connections in 2010/2011 (Nos.)	0	Executing agency	-
Average waiting time (days)	0	(2) Past 10 years projects	
Water pressure at the end of network	, , Low,	Name	-
Continuity of service (hrs/day)	6	Period	-
Customer with 24 hrs supply (%)	0	Funding agency	-
Annual complaints (Nos.)	60	Executing agency	-
Major complaints	(1) No 24 hrs supply (2) Dirty and bad odor (3) Few iron found in supply water	On-going projects	-
<b>5. Financial Information (FY2010/11)</b>		Name	-
Annual budget (Tk)	16,412,000	Period	-
Annual revenue (Tk)	12,732,668	Funding agency	-
Annual expenditure (Tk)	11,643,438	Executing agency	-
Annual O&M Costs (Tk)	1,054,250	Training	-
Annual billings (Tk)	1,252,000	Nos. of training	1
Annual collections (Tk)	606,000	Nos. of Staff	1
Water arrears (Tk)	750,000	Name of training (1)	Water billing software
Electricity arrears (Tk)	60,000	Name of training (2)	-
Payment methods	, Bank	Name of training (3)	-
Self-billing	No	<b>D. Non-Piped Water Supply Area</b>	
Billing frequency	Monthly	<b>1. Necessity of Piped Water Supply</b>	
<b>6. Water Tariff and Metering (See Tariff Database)</b>		Main treatment method in domestic	, Boiling, ,
Tariff Structure	Based on pipe size	As contaminated wells (Nos.)	0
Domestic 13 mm (1/2") (Tk/month)	150	Arsenic contaminated water supply (%)	0
Non-domestic lowest (Tk/month)	250	Unhygienic drinking water (%)	85
Lowest volumetric charge (Tk/m <sup>3</sup> )	0	% of people using neighbor's well for drinking	55
<b>1. Necessity of Piped Water Supply</b>		Problems in non-piped water supply area	Salinity of canal water, Polluted and unhygienic
Necessity of Piped water	Yes	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Water meter	Yes	Potential water sources	<u>Evaluation</u> <u>WQ problems</u>
Reasons	To save the wastage of water and reduce the misuse of water. To increase the revenue income.	Shallow well	-    -
Affordability (answered by pourashava staff)	0	Deep well	Moderate    Salinity and sandy water found
Average household income/month (Tk)	10,000	Surface water sources	-    -
Affordability for piped water (Tk/month)	250	Other sources	No    -
Affordable price in total household income (%)	3	Decrease of ground water level	
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>		Shallow well (m/year)	-
Source	Nos. of source	Deep well (m/year)	0.3
River	0		
Shallow well	0		
Deep well	300		
Ponds	250		
Other sources	1		
Drinking (%)			
Domestic (%)			

**A. Pourashava Profile**

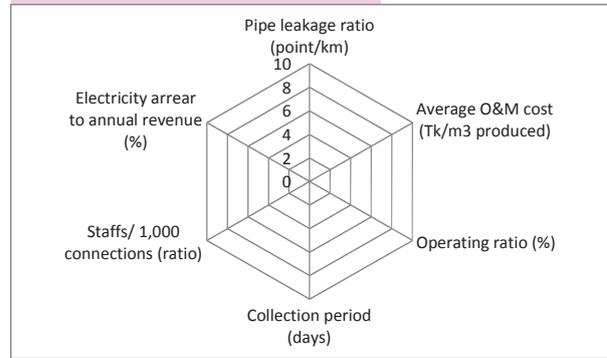
Class	B	Sanitation coverage	
Division	Rajshahi	Latrine with septic tank (%)	5
District	Pabna	Water sealed slab latrine (%)	85
Year established	1997	Water-related diseases	, , , , ,
Contact Tel/Fax	Tel: 0732-456121 (in/c Fax)	Technical staff (Nos.)	2
E-mail	chatpourapab@gmail.com	Financial statements (2010/2011)	
Population (FY2010/2011)	24,435	Annual budget (Tk)	89,913,636
Nos. of households (FY2010/2011)	3,628	Revenue (Tk)	10,140,000
Literacy (%)	95	Expenditure (Tk)	9,619,226
Land area (km <sup>2</sup> )	6	Computerization	Holding tax management, Accounting, Trade license, Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	4	Committee formed	
Residential area pop. density (persons/ha)	68	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	95	WATSAN/Frequency of meeting	Yes, 3 months
Electricity availability (hrs)			
Summer	15		
Winter	20		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	-	Metering ratio (%)	-
Per capita produced water (L/d/ca)	-	Operating ratio (%)	-
Supply Hour (Hrs)	No water supply service	Collection ratio in amount (%)	-
Non-revenue water (NRW) (%)	-	Collection period (days)	-
Pipe leakage ratio (point/km)	-	Staffs/ 1,000 connections (ratio)	-
Average revenue (Tk/m <sup>3</sup> produced)	-	Electricity arrear to annual revenue (%)	-
Average O&M cost (Tk/m <sup>3</sup> produced)	-		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	Not formed	Chlorination points (Nos.)	
Piped system introduced (year)	2011	PTW	-
Pourashava responsibility	, ,	IRP/AIRP	-
		Surface WTP	-
Computerization/Automation	None, , , , ,	Bulk flow meters (Nos.)	0
		Bulk flow meter readings (Nos.)	-
Staff in water section (Nos.)	0	Total production, Summer (m <sup>3</sup> /day)	0
In which, staff with diploma or higher qualification (Nos.)	0	<b>(2) Distribution</b>	
		Overhead tank	0

**2. Water Supply System**

Operation of water supply facilities	Not in operation	Overhead tanks (Nos.)	0
(1) Production		Total capacity (m <sup>3</sup> )	0
Water sources for piped system	Groundwater,	Distribution network (km):	11,950
Production tube well		Leakages in distribution (Nos.)	-
PTW (Nos.)	3	<b>(3) O&amp;M Problems</b>	
PTW not in operation (Nos.)	3	Production wells	-
Ave. depth (m)	86	Pump	-
Capacity at commission (m <sup>3</sup> /hrs)	0	Treatment plant	-
Ave. current capacity per unit (m <sup>3</sup> /hrs)	0	Pipeline	-
Ave. production hours, Summer (hrs/day)	0	Customer water meter	-
Total production, Summer (m <sup>3</sup> /day)	0	House connection	-
Treatment plants (Nos.)		O&M manuals (Nos.)	-
AIRP	0	O&M assistance form DPHE	No
IRP	0	Annual leakages (Nos.)	-
Surface water treatment plants	0	Leakage detection activity	-
Plants not in operation	0		
Production of plant	0		
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

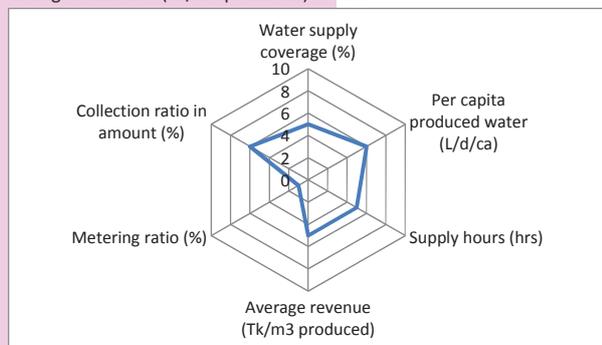
<b>3. Needs of Rehabilitation and Expansion</b>			House connection fee (1/2") (Tk)	No water supply service
Rehabilitation			Tariff adopted year	No water tariff
Production tube well	No		Tariff setting policy	,,,,,
Treatment plant	No		<b>7. Water Quality Monitoring</b>	
Distribution network	No		Water quality monitoring plan	-
Expansion			Parameters checked	-
Production tube well	No		Frequency of quality test	-
Treatment plant	No		Nos. of sampling location /year	-
Distribution network	No		Water quality problems	-
<b>4. Customer Service (Service indicators)</b>			<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	No water supply service		Major 3 problems	(1) -
Population served (people)	No water supply service			(2) -
Service connections (Nos.)	0			(3) -
Domestic	0		Major 3 priority needs	(1) 0
Public tap/ stand pipe	0			(2) 0
Public institutions	0			(3) 0
Commercial & industrial	0			
Others	0			
Total	0			
Metered connections (Nos.)	-			
Applications outstanding (Nos.)	-			
New connections in 2010/2011 (Nos.)	-			
Average waiting time (days)	-			
Water pressure at the end of network	, , ,			
Continuity of service (hrs/day)	No water supply service			
Customer with 24 hrs supply (%)	No water supply service			
Annual complaints (Nos.)	No water supply service			
Major complaints	(1)			
	(2)			
	(3)			
<b>5. Financial Information (FY2010/11)</b>			<b>9. Past and On-going Projects and Training</b>	
Annual budget (Tk)	0		(1) Past 10 years projects	
Annual revenue (Tk)	0		Name	-
Annual expenditure (Tk)	0		Period	-
Annual O&M Costs (Tk)	0		Funding agency	-
Annual billings (Tk)	0		Executing agency	-
Annual collections (Tk)	0		(2) Past 10 years projects	
Water arrears (Tk)	0		Name	-
Electricity arrears (Tk)	No water supply service		Period	-
Payment methods	,		Funding agency	-
Self-billing			Executing agency	-
Billing frequency	0		On-going projects	-
<b>6. Water Tariff and Metering (See Tariff Database)</b>			Name	-
Tariff Structure	0		Period	2009-2010 to 2012-2013
Domestic 13 mm (1/2") (Tk/month)	0		Funding agency	GOB
Non-domestic lowest (Tk/month)	0		Executing agency	DPHE
Lowest volumetric charge (Tk/m <sup>3</sup> )	0		Training	0
<b>D. Non-Piped Water Supply Area</b>			Nos. of training	0
<b>1. Necessity of Piped Water Supply</b>			Nos. of Staff	0
Necessity of			Name of training (1)	-
Piped water	Yes		Name of training (2)	-
Water meter	No		Name of training (3)	-
Reasons				
Affordability (answered by pourashava staff)	0			
Average household income/month (Tk)	7,000			
Affordability for piped water (Tk/month)	150			
Affordable price in total household income (%)	2			
<b>2. Existing Water Sources in Non-Piped Water Supply Area</b>			<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Source	Nos. of source	Drinking (%)	Domestic (%)	
River	0	0	0	
Shallow well	2,377	100	90	
Deep well	0	0	0	
Ponds	20	0	10	
Other sources	0	0	0	
			Potential water sources	Evaluation
			Shallow well	None
			Deep well	High
			Surface water sources	None
			Other sources	No
			Decrease of ground water level	0
			Shallow well (m/year)	0.5
			Deep well (m/year)	2.5

**A. Pourashava Profile**

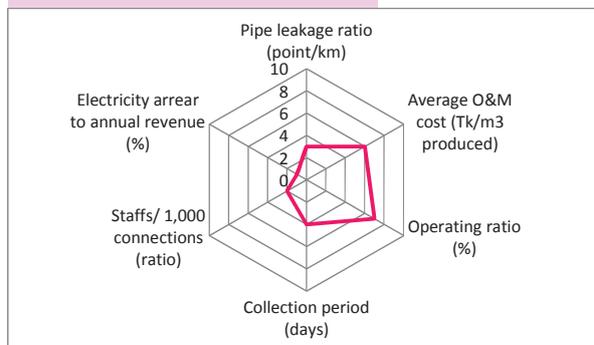
Class	A	Sanitation coverage	
Division	Khulna	Latrine with septic tank (%)	48
District	Chuadanga	Water sealed slab latrine (%)	36
Year established	1972	Water-related diseases	, , , ,
Contact Tel/Fax	Tel : 0761-62281, Fax : 0761-62181	Technical staff (Nos.)	10
E-mail	reajuljoarder@gmail.com	Financial statements (2010/2011)	
Population (FY2010/2011)	195,314	Annual budget (Tk)	63,100,000
Nos. of households (FY2010/2011)	14,636	Revenue (Tk)	39,950,248
Literacy (%)	75	Expenditure (Tk)	34,323,039
Land area (km <sup>2</sup> )	37	Computerization	Holding tax management, Accounting, Trade license, Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	2	Committee formed	
Residential area pop. density (persons/ha)	1,002	TLCC /Frequency of meeting	Yes, 6 months
Electricity coverage (%)	60	WATSAN/Frequency of meeting	Yes, 3 months
Electricity availability (hrs)			
Summer	12		
Winter	16		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	28	Metering ratio (%)	0
Per capita produced water (L/d/ca)	112	Operating ratio (%)	102
Supply Hour (Hrs)	6	Collection ratio in amount (%)	81
Non-revenue water (NRW) (%)	around 20	Collection period (days)	65
Pipe leakage ratio (point/km)	1.1	Staffs/ 1,000 connections (ratio)	6
Average revenue (Tk/m <sup>3</sup> produced)	3.2	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	3.3		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	1991	Chlorination points (Nos.)	
Piped system introduced (year)	1984	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	, Billing, Accounting, , , ,	Surface WTP	0
Staff in water section (Nos.)	29	Bulk flow meters (Nos.)	3
In which, staff with diploma or higher qualification (Nos.)	2	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	6,155

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	3
Production tube well		Total capacity (m <sup>3</sup> )	1,200
PTW (Nos.)	8	Distribution network (km):	62,900
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	72
Ave. depth (m)	120	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	144	Production wells	i. Shaft damage. ii. Bearing, rubber bush. iii. Failed of P. motor.
Ave. current capacity per unit (m <sup>3</sup> /hrs)	117	Pump	i. Shaft damage. ii. Bearing, rubber bush. iii. Failed of P. motor.
Ave. production hours, Summer (hrs/day)	6	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	6,155	Pipeline	i. Due to bursting ii. Joint dislocation
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	i. Leakage of fittings ii. Joint failure
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	72
Production of plant	0	Leakage detection activity	No
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

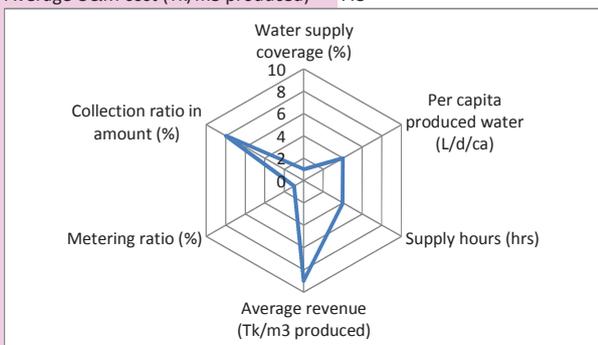
<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	700
Rehabilitation		Tariff adopted year	2010
Production tube well	Yes	Tariff setting policy	, Operation cost recovery (O&M costs), , , ,
Treatment plant	No	<b>7. Water Quality Monitoring</b>	
Distribution network	Yes	Water quality monitoring plan	No
Expansion		Parameters checked	-
Production tube well	Yes	Frequency of quality test	-
Treatment plant	Yes	Nos. of sampling location /year	-
Distribution network	Yes	Water quality problems	Iron & Arsenic were found from DPHE lab test.
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	14	Major 3 problems	(1) Low coverage
Population served (people)	55,000		(2) In sufficient technical capacity
Service connections (Nos.)	5,040		(3) Water quality problems etc.
Domestic	4,854	Major 3 priority needs	(1) Increase of production capacity
Public tap/ stand pipe	11		(2) Expansion and replacement of network
Public institutions	86		(3) Improvement of water quality
Commercial & industrial	89		
Others	0		
Total	5,040		
Metered connections (Nos.)	0	<b>9. Past and On-going Projects and Training</b>	
Applications outstanding (Nos.)	0	(1) Past 10 years projects	
New connections in 2010/2011 (Nos.)	0	Name	-
Average waiting time (days)	0	Period	-
Water pressure at the end of network	, Fair, ,	Funding agency	-
Continuity of service (hrs/day)	6	Executing agency	-
Customer with 24 hrs supply (%)	0	(2) Past 10 years projects	
Annual complaints (Nos.)	450-500	Name	-
Major complaints	(1) In sufficient supply of water	Period	-
	(2) Leakage of house connection	Funding agency	-
	(3) Washing not properly/ not washing pipelines properly	Executing agency	-
<b>5. Financial Information (FY2010/11)</b>		On-going projects	
Annual budget (Tk)	9,052,000	Name	-
Annual revenue (Tk)	7,164,449	Period	37 District Water Supply Project
Annual expenditure (Tk)	7,009,140	Funding agency	2010-2013
Annual O&M Costs (Tk)	7,309,140	Executing agency	GOB
Annual billings (Tk)	8,855,583	Executing agency	DPHE
Annual collections (Tk)	7,164,449	Training	
Water arrears (Tk)	1,271,857	Nos. of training	0
Electricity arrears (Tk)	0	Nos. of Staff	0
Payment methods	, Bank	Name of training (1)	-
Self-billing	No	Name of training (2)	-
Billing frequency	Monthly	Name of training (3)	-
<b>6. Water Tariff and Metering (See Tariff Database)</b>			
Tariff Structure	Based on pipe size		
Domestic 13 mm (1/2") (Tk/month)	80		
Non-domestic lowest (Tk/month)	160		
Lowest volumetric charge (Tk/m <sup>3</sup> )	0		
<b>D. Non-Piped Water Supply Area</b>			
<b>1. Necessity of Piped Water Supply</b>		Main treatment method in domestic	None, , ,
Necessity of Piped water	Yes	As contaminated wells (Nos.)	No data
Water meter	Yes	Arsenic contaminated water supply (%)	2
Reasons	To reduce waste in household and reduce non-revenue water (NRW), meter is required.	Unhygienic drinking water (%)	No data
		% of people using neighbor's well for drinking	10
		Problems in non-piped water supply area	Arsenic, Iron in shallow wells, Fall of water table in shallow wells
Affordability (answered by pourashava staff)	0	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Average household income/month (Tk)	10,000	Potential water sources	Evaluation
Affordability for piped water (Tk/month)	160	Shallow well	Moderate
Affordable price in total household income (%)	2	Deep well	High
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>		Surface water sources	-
		Other sources	No
Source	Nos. of source	Drinking (%)	Domestic (%)
River	0	0	0
Shallow well	1,259	80	70
Deep well	50	20	5
Ponds	0	0	0
Other sources	0	0	25
		Decrease of ground water level	
		Shallow well (m/year)	2.0
		Deep well (m/year)	-

**A. Pourashava Profile**

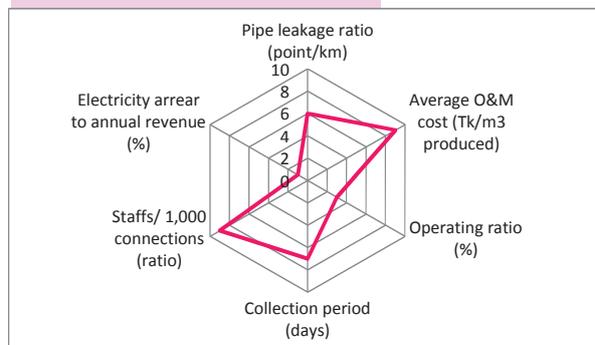
Class	A	Sanitation coverage	
Division	Chittagong	Latrine with septic tank (%)	15
District	Cox's Bazar	Water sealed slab latrine (%)	11
Year established	1869	Water-related diseases	, , , ,
Contact Tel/Fax	0341-64061	Technical staff (Nos.)	12
E-mail	cox'spourashava@gmail.com	Financial statements (2010/2011)	
Population (FY2010/2011)	232,432	Annual budget (Tk)	644,655,231
Nos. of households (FY2010/2011)	46,487	Revenue (Tk)	111,655,231
Literacy (%)	47	Expenditure (Tk)	65,642,000
Land area (km <sup>2</sup> )	33	Computerization	Holding tax management, Accounting, Trade license, Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	13	Committee formed	
Residential area pop. density (persons/ha)	177	TLCC /Frequency of meeting	Yes, 3 month
Electricity coverage (%)	95	WATSAN/Frequency of meeting	Yes, 3 month
Electricity availability (hrs)			
Summer	8		
Winter	14		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	5	Metering ratio (%)	0
Per capita produced water (L/d/ca)	74	Operating ratio (%)	70
Supply Hour (Hrs)	4.5	Collection ratio in amount (%)	93
Non-revenue water (NRW) (%)	41	Collection period (days)	161
Pipe leakage ratio (point/km)	2.4	Staffs/ 1,000 connections (ratio)	13
Average revenue (Tk/m <sup>3</sup> produced)	11.1	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	7.8		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	1997	Chlorination points (Nos.)	
Piped system introduced (year)	1962	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	, Billing, Accounting, , , ,	Surface WTP	0
Staff in water section (Nos.)	14	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	1	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	891

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	0
Production tube well		Total capacity (m <sup>3</sup> )	0
PTW (Nos.)	8	Distribution network (km):	20,000
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	47
Ave. depth (m)	85	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	18	Production wells	Decrease of production capacity due to old machinery
Ave. current capacity per unit (m <sup>3</sup> /hrs)	14	Pump	Damaging of pump motor due to voltage fluctuation
Ave. production hours, Summer (hrs/day)	8	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	891	Pipeline	The road & highways dept. were developed the road by increasing the elevation for which lead water supply pipes are going to
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	Leakage from joints due to rust
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	Yes
Plants not in operation	0	Annual leakages (Nos.)	47
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

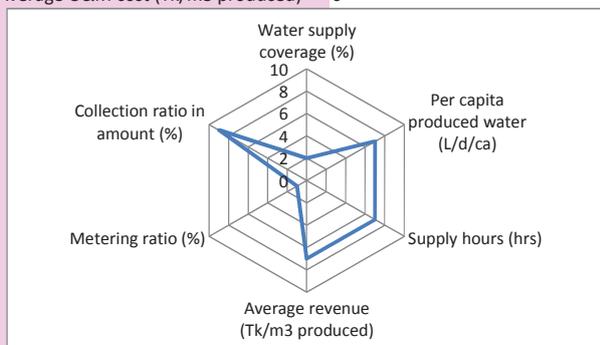


**A. Pourashava Profile**

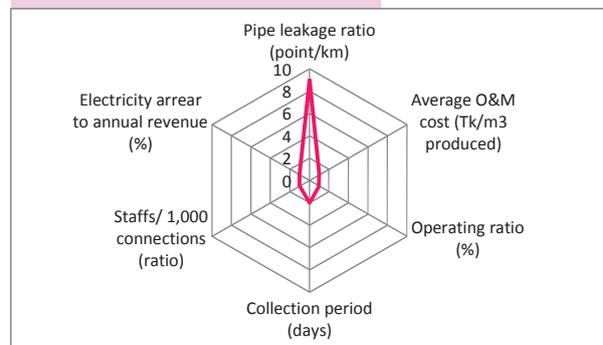
Class	B	Sanitation coverage	
Division	Dhaka	Latrine with septic tank (%)	20
District	Shariatpur	Water sealed slab latrine (%)	70
Year established	1997	Water-related diseases	, Diarrhea, , Typhoid, Dysentery,
Contact Tel/Fax	06023-56203, 01718063683	Technical staff (Nos.)	3
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	17,848	Annual budget (Tk)	64,275,000
Nos. of households (FY2010/2011)	2,953	Revenue (Tk)	7,225,000
Literacy (%)	80	Expenditure (Tk)	6,513,000
Land area (km <sup>2</sup> )	7	Computerization	, Accounting, , , Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, ,
Residential area (km <sup>2</sup> )	2	Committee formed	
Residential area pop. density (persons/ha)	72	TLCC /Frequency of meeting	No
Electricity coverage (%)	70	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	8		
Winter	16		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	11	Metering ratio (%)	0
Per capita produced water (L/d/ca)	133	Operating ratio (%)	0
Supply Hour (Hrs)	7	Collection ratio in amount (%)	94
Non-revenue water (NRW) (%)	-	Collection period (days)	20
Pipe leakage ratio (point/km)	8.3	Staffs/ 1,000 connections (ratio)	3
Average revenue (Tk/m <sup>3</sup> produced)	4.6	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	0		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	2008	Chlorination points (Nos.)	
Piped system introduced (year)	2008	PTW	0
Pourashava responsibility	O&M, ,	IRP/AIRP	0
Computerization/Automation	None, , , , ,	Surface WTP	0
Staff in water section (Nos.)	1	Bulk flow meters (Nos.)	1
In which, staff with diploma or higher qualification (Nos.)	0	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	265

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	0
Production tube well		Total capacity (m <sup>3</sup> )	0
PTW (Nos.)	2	Distribution network (km):	6,000
PTW not in operation (Nos.)	1	Leakages in distribution (Nos.)	50
Ave. depth (m)	238	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	45	Production wells	No power in one production well
Ave. current capacity per unit (m <sup>3</sup> /hrs)	38	Pump	No problem
Ave. production hours, Summer (hrs/day)	7	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	265	Pipeline	Leakage
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	Leakage
IRP	0	O&M manuals (Nos.)	2
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	50
Production of plant	0	Leakage detection activity	No
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

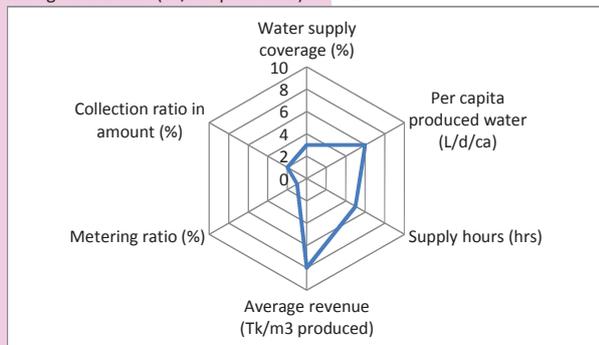
<b>3. Needs of Rehabilitation and Expansion</b>				House connection fee (1/2") (Tk)	100	
Rehabilitation				Tariff adopted year	2008	
Production tube well	No			Tariff setting policy	, , , People's affordability to pay ,	
Treatment plant	No			<b>7. Water Quality Monitoring</b>		
Distribution network	No			Water quality monitoring plan	No	
Expansion				Parameters checked	-	
Production tube well	Yes			Frequency of quality test	-	
Treatment plant	Yes			Nos. of sampling location /year	-	
Distribution network	Yes			Water quality problems	Sometimes found dirty water with bad odour	
<b>4. Customer Service (Service indicators)</b>				<b>8. Problems and Priority Needs</b>		
Coverage area (km <sup>2</sup> )	1			Major 3 problems	(1) Low coverage	
Population served (people)	2,000				(2) Insufficient technical and managerial capacity	
Service connections (Nos.)	323				(3) Water quality problems etc.	
Domestic	294			Major 3 priority needs	(1) 24-hour supply	
Public tap/ stand pipe	7				(2) Treatment plant	
Public institutions	1				(3) Installation of house meters to all consumers	
Commercial & industrial	21			<b>9. Past and On-going Projects and Training</b>		
Others	0			(1) Past 10 years projects		
Total	323			Name	-	
Metered connections (Nos.)	0			Period	-	
Applications outstanding (Nos.)	0			Funding agency	-	
New connections in 2010/2011 (Nos.)	0			Executing agency	-	
Average waiting time (days)	0			(2) Past 10 years projects		
Water pressure at the end of network	, Fair, ,			Name	-	
Continuity of service (hrs/day)	7			Period	-	
Customer with 24 hrs supply (%)	0			Funding agency	-	
Annual complaints (Nos.)	300			Executing agency	-	
Major complaints	(1) Pressure low			On-going projects		
	(2) odor problem			Name	-	
	(3) Leakage			Period	-	
<b>5. Financial Information (FY2010/11)</b>						
Annual budget (Tk)	0			Funding agency	-	
Annual revenue (Tk)	447,000			Executing agency	-	
Annual expenditure (Tk)	400,000			Training		
Annual O&M Costs (Tk)	0			Nos. of training	0	
Annual billings (Tk)	334,450			Nos. of Staff	0	
Annual collections (Tk)	314,450			Name of training (1)	-	
Water arrears (Tk)	25,000			Name of training (2)	-	
Electricity arrears (Tk)	0			Name of training (3)	-	
Payment methods	, Bank			<b>D. Non-Piped Water Supply Area</b>		
Self-billing	Yes			<b>1. Necessity of Piped Water Supply</b>		
Billing frequency	Monthly			Necessity of Piped water		
<b>6. Water Tariff and Metering (See Tariff Database)</b>				Main treatment method in domestic		
Tariff Structure	Based on pipe size			As contaminated wells (Nos.)		
Domestic 13 mm (1/2") (Tk/month)	100			Arsenic contaminated water supply (%)		
Non-domestic lowest (Tk/month)	200			Unhygienic drinking water (%)		
Lowest volumetric charge (Tk/m <sup>3</sup> )	0			% of people using neighbor's well for drinking		
<b>D. Non-Piped Water Supply Area</b>				Problems in non-piped water supply area		
<b>1. Necessity of Piped Water Supply</b>				Iron & unsafe drinking water, Arsenic		
Necessity of Piped water				Yes		
Water meter				Yes		
Reasons				To reduce wastage of water.		
Affordability (answered by pourashava staff)				0		
Average household income/month (Tk)				6,000		
Affordability for piped water (Tk/month)				100		
Affordable price in total household income (%)				2		
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>				<b>3. Potential Water Sources for Non-Piped Water Supply System</b>		
Source		Nos. of source	Drinking (%)	Domestic (%)	Potential water sources	
River		1	0	50	Evaluation	WQ problems
Shallow well		517	5	10	Moderate	Arsenic & saline
Deep well		150	95	10	Moderate	Salinity
Ponds		41	0	30	Moderate	Contaminated By Industrial & human waste
Other sources		0	0	0	No	-
				Decrease of ground water level		
				Shallow well (m/year)		
				Deep well (m/year)		
				Do not know		
				Don't know		

**A. Pourashava Profile**

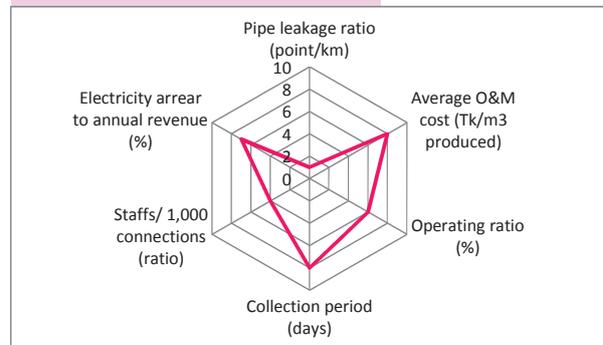
Class	A	Sanitation coverage	
Division	Rangpur	Latrine with septic tank (%)	70
District	Dinajpur	Water sealed slab latrine (%)	15
Year established	1869	Water-related diseases	, , , ,
Contact Tel/Fax	Tel: 05316-4297, Mob: 01740-626325	Technical staff (Nos.)	18
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	179,207	Annual budget (Tk)	395,400,000
Nos. of households (FY2010/2011)	25,450	Revenue (Tk)	368,900,000
Literacy (%)	80	Expenditure (Tk)	365,400,000
Land area (km <sup>2</sup> )	25	Computerization	Holding tax management, , , , Rate schedule and estimate preparation, , , ,
Residential area (km <sup>2</sup> )	16	Committee formed	
Residential area pop. density (persons/ha)	112	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	95	WATSAN/Frequency of meeting	Yes, 3 months
Electricity availability (hrs)			
Summer	6		
Winter	20		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	17	Metering ratio (%)	0
Per capita produced water (L/d/ca)	98	Operating ratio (%)	98
Supply Hour (Hrs)	6	Collection ratio in amount (%)	52
Non-revenue water (NRW) (%)	40	Collection period (days)	226
Pipe leakage ratio (point/km)	0.5	Staffs/ 1,000 connections (ratio)	7
Average revenue (Tk/m <sup>3</sup> produced)	5.2	Electricity arrear to annual revenue (%)	29
Average O&M cost (Tk/m <sup>3</sup> produced)	5.1		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	1968	Chlorination points (Nos.)	
Piped system introduced (year)	1964	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	, Billing, , , ,	Surface WTP	0
Staff in water section (Nos.)	26	Bulk flow meters (Nos.)	7
In which, staff with diploma or higher qualification (Nos.)	6	Bulk flow meter readings (Nos.)	7
		Total production, Summer (m <sup>3</sup> /day)	2,916

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	3
Production tube well		Total capacity (m <sup>3</sup> )	2,040
PTW (Nos.)	9	Distribution network (km):	85,154
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	45
Ave. depth (m)	78	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	46	Production wells	Production capacity decreased.
Ave. current capacity per unit (m <sup>3</sup> /hrs)	28	Pump	2 nos. new pump motor burnt, NRW & SV not functioning
Ave. production hours, Summer (hrs/day)	9	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	2,916	Pipeline	Frequent leakage & old AC & MS pipe
Treatment plants (Nos.)		Customer water meter	Jamming by dirt & water vapor on ready glass & out of order
AIRP	0	House connection	Misuse of water
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	Yes
Plants not in operation	0	Annual leakages (Nos.)	45
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

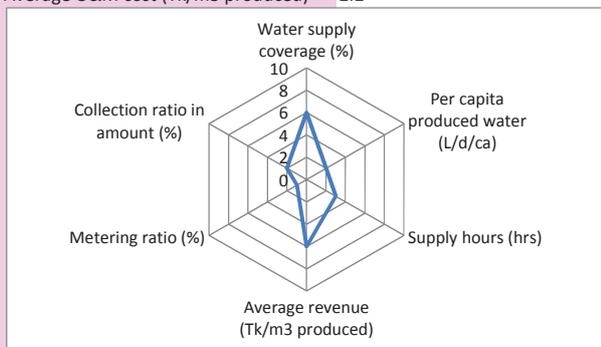
<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	75																								
Rehabilitation		Tariff adopted year	July, 2011																								
Production tube well	Yes	Tariff setting policy	, Operation cost recovery (O&M costs), , People's affordability to pay, , Inflation adjustment																								
Treatment plant	No	<b>7. Water Quality Monitoring</b>																									
Distribution network	Yes	Water quality monitoring plan	No																								
Expansion		Parameters checked	-																								
Production tube well	Yes	Frequency of quality test	-																								
Treatment plant	Yes	Nos. of sampling location /year	-																								
Distribution network	Yes	Water quality problems	Distribution line blocked by dirt so bacteria are found.																								
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>																									
Coverage area (km <sup>2</sup> )	12	Major 3 problems	(1) Low coverage																								
Population served (people)	29,874		(2) Insufficient technical & management capacity																								
Service connections (Nos.)	3,689		(3) Leakage																								
Domestic	3,626	Major 3 priority needs	(1) Expansion and replacement of network																								
Public tap/ stand pipe	6		(2) Increase of production capacity																								
Public institutions	2		(3) Reduction of leakage																								
Commercial & industrial	55	<b>9. Past and On-going Projects and Training</b>																									
Others	0	(1) Past 10 years projects																									
Total	3,689	Name	-																								
Metered connections (Nos.)	0	Period	-																								
Applications outstanding (Nos.)	0	Funding agency	-																								
New connections in 2010/2011 (Nos.)	0	Executing agency	-																								
Average waiting time (days)	0	(2) Past 10 years projects	-																								
Water pressure at the end of network	, , , Almost Nil	Name	-																								
Continuity of service (hrs/day)	6	Period	-																								
Customer with 24 hrs supply (%)	0	Funding agency	-																								
Annual complaints (Nos.)	1,200	Executing agency	-																								
Major complaints	(1) No water supply at the end of network (2) Pipe blocked by dirt & to be washed (3) Leakage of pipe frequently in AC & MS pipe	On-going projects	-																								
<b>5. Financial Information (FY2010/11)</b>		Name	-																								
Annual budget (Tk)	6,975,000	Period	2011-2015																								
Annual revenue (Tk)	5,572,896	Funding agency	ADB-GOB																								
Annual expenditure (Tk)	5,467,649	Executing agency	LGED																								
Annual O&M Costs (Tk)	5,467,649	Training	-																								
Annual billings (Tk)	7,125,250	Nos. of training	0																								
Annual collections (Tk)	3,676,896	Nos. of Staff	0																								
Water arrears (Tk)	3,448,354	Name of training (1)	-																								
Electricity arrears (Tk)	1,618,801	Name of training (2)	-																								
Payment methods	Pourashava office, Bank	Name of training (3)	-																								
Self-billing	Yes	Urban Governance Infrastructure Improvement Project (UGIIP-2)																									
Billing frequency	Monthly	Period	2011-2015																								
<b>6. Water Tariff and Metering (See Tariff Database)</b>		Funding agency	ADB-GOB																								
Tariff Structure	Based on pipe size	Executing agency	LGED																								
Domestic 13 mm (1/2") (Tk/month)	75																										
Non-domestic lowest (Tk/month)	200																										
Lowest volumetric charge (Tk/m <sup>3</sup> )	0																										
<b>D. Non-Piped Water Supply Area</b>		<b>3. Potential Water Sources for Non-Piped Water Supply System</b>																									
<b>1. Necessity of Piped Water Supply</b>		Potential water sources	<table border="1"> <thead> <tr> <th>Potential water sources</th> <th>Evaluation</th> <th>WQ problems</th> </tr> </thead> <tbody> <tr> <td>Shallow well</td> <td>None</td> <td>Iron present after 15m depth</td> </tr> <tr> <td>Deep well</td> <td>High</td> <td>No problem</td> </tr> <tr> <td>Surface water sources</td> <td>Moderate</td> <td>Bacteria</td> </tr> <tr> <td>Other sources</td> <td>No</td> <td>-</td> </tr> </tbody> </table>	Potential water sources	Evaluation	WQ problems	Shallow well	None	Iron present after 15m depth	Deep well	High	No problem	Surface water sources	Moderate	Bacteria	Other sources	No	-									
Potential water sources	Evaluation	WQ problems																									
Shallow well	None	Iron present after 15m depth																									
Deep well	High	No problem																									
Surface water sources	Moderate	Bacteria																									
Other sources	No	-																									
Necessity of Piped water	Yes	Main treatment method in domestic	None, , ,																								
Water meter	Yes	As contaminated wells (Nos.)	No data																								
Reasons	To save water and reduce waste in household. It will help us water bill as per meter reading.	Arsenic contaminated water supply (%)	0																								
Affordability (answered by pourashava staff)	0	Unhygienic drinking water (%)	No data																								
Average household income/month (Tk)	10,000	% of people using neighbor's well for drinking	0																								
Affordability for piped water (Tk/month)	200	Problems in non-piped water supply area	Ground water level frequently declining in dry season. So people get few quantity of water in hand from tube well in dry season.,																								
Affordable price in total household income (%)	2	<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>																									
<table border="1"> <thead> <tr> <th>Source</th> <th>Nos. of source</th> <th>Drinking (%)</th> <th>Domestic (%)</th> </tr> </thead> <tbody> <tr> <td>River</td> <td>0</td> <td>0</td> <td>5</td> </tr> <tr> <td>Shallow well</td> <td>17,500</td> <td>100</td> <td>95</td> </tr> <tr> <td>Deep well</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Ponds</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Other sources</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>		Source	Nos. of source	Drinking (%)	Domestic (%)	River	0	0	5	Shallow well	17,500	100	95	Deep well	0	0	0	Ponds	0	0	0	Other sources	0	0	0	Decrease of ground water level	
Source	Nos. of source	Drinking (%)	Domestic (%)																								
River	0	0	5																								
Shallow well	17,500	100	95																								
Deep well	0	0	0																								
Ponds	0	0	0																								
Other sources	0	0	0																								
		Shallow well (m/year)	2/3 meter up-down due to irrigation																								
		Deep well (m/year)	2/3 meter up-down due to irrigation																								

**A. Pourashava Profile**

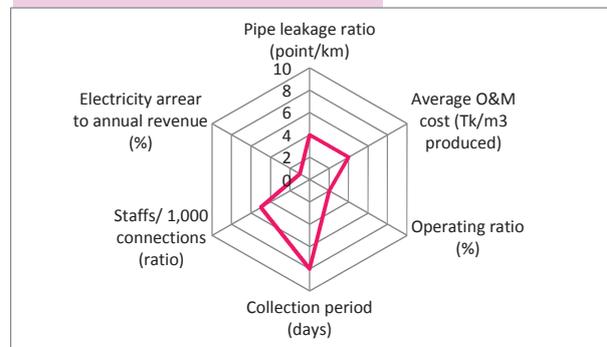
Class	B	Sanitation coverage	
Division	Comilla	Latrine with septic tank (%)	35
District	Comilla	Water sealed slab latrine (%)	50
Year established	1995	Water-related diseases	, , , , ,
Contact Tel/Fax	08023-55413	Technical staff (Nos.)	8
E-mail	hullah90@yahoo.com	Financial statements (2010/2011)	
Population (FY2010/2011)	42,830	Annual budget (Tk)	22,673,266
Nos. of households (FY2010/2011)	5,383	Revenue (Tk)	13,589,396
Literacy (%)	57	Expenditure (Tk)	12,359,652
Land area (km <sup>2</sup> )	11	Computerization	, , , , Rate schedule and estimate preparation, , , Yearly logical budget preparation, ,
Residential area (km <sup>2</sup> )	4	Committee formed	
Residential area pop. density (persons/ha)	101	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	80	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	12		
Winter	18		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	35	Metering ratio (%)	0
Per capita produced water (L/d/ca)	51	Operating ratio (%)	60
Supply Hour (Hrs)	4	Collection ratio in amount (%)	57
Non-revenue water (NRW) (%)	-	Collection period (days)	255
Pipe leakage ratio (point/km)	1.5	Staffs/ 1,000 connections (ratio)	7
Average revenue (Tk/m <sup>3</sup> produced)	3.7	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	2.2		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	2008	Chlorination points (Nos.)	
Piped system introduced (year)	2008	PTW	0
Pourashava responsibility	O&M, ,	IRP/AIRP	0
Computerization/Automation	None, , , , ,	Surface WTP	0
Staff in water section (Nos.)	4	Bulk flow meters (Nos.)	3
In which, staff with diploma or higher qualification (Nos.)	0	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	768

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	0
Production tube well		Total capacity (m <sup>3</sup> )	0
PTW (Nos.)	3	Distribution network (km):	10,000
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	15
Ave. depth (m)	102	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	102	Production wells	Less production capacity, Sound problem.
Ave. current capacity per unit (m <sup>3</sup> /hrs)	95	Pump	Decrease production capacity, Noisy sound.
Ave. production hours, Summer (hrs/day)	3	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	768	Pipeline	Leakage
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	Leakage
IRP	0	O&M manuals (Nos.)	4
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	15
Production of plant	0	Leakage detection activity	No
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

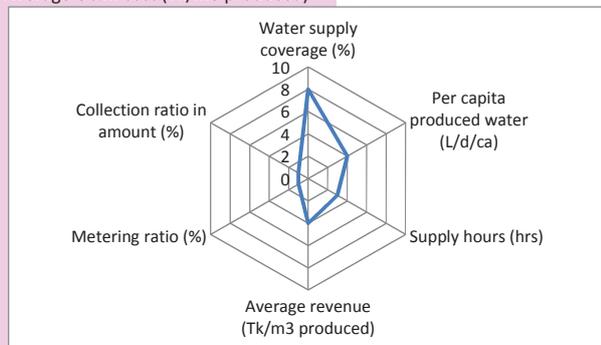


**A. Pourashava Profile**

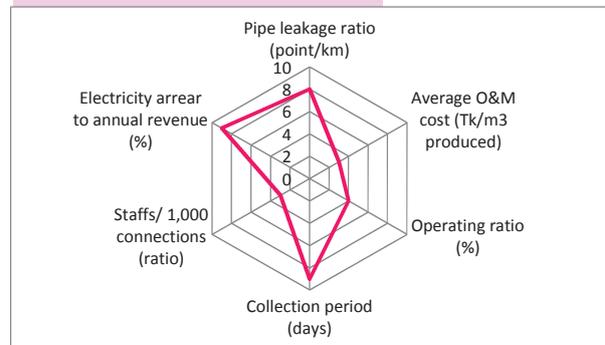
Class	A	Sanitation coverage	
Division	Dhaka	Latrine with septic tank (%)	51
District	Faridpur	Water sealed slab latrine (%)	30
Year established	1869	Water-related diseases	, Diarrhea, , , Dysentery,
Contact Tel/Fax	0631-65300, 01911303227	Technical staff (Nos.)	6
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	146,921	Annual budget (Tk)	319,394,649
Nos. of households (FY2010/2011)	25,342	Revenue (Tk)	118,662,380
Literacy (%)	70	Expenditure (Tk)	88,041,380
Land area (km <sup>2</sup> )	17	Computerization	Holding tax management, Accounting, Trade license, Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	11	Committee formed	
Residential area pop. density (persons/ha)	132	TLCC /Frequency of meeting	Yes, 4 months
Electricity coverage (%)	95	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	15		
Winter	20		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	40	Metering ratio (%)	0
Per capita produced water (L/d/ca)	128	Operating ratio (%)	633
Supply Hour (Hrs)	8	Collection ratio in amount (%)	55
Non-revenue water (NRW) (%)	-	Collection period (days)	2,697
Pipe leakage ratio (point/km)	9.1	Staffs/ 1,000 connections (ratio)	7
Average revenue (Tk/m <sup>3</sup> produced)	0.7	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	4.4		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	Do not know	Chlorination points (Nos.)	
Piped system introduced (year)	1929	PTW	10
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	2
Computerization/Automation	, Billing, , , ,	Surface WTP	0
Staff in water section (Nos.)	52	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	5	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	7,500

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	2
Production tube well		Total capacity (m <sup>3</sup> )	1,350
PTW (Nos.)	14	Distribution network (km):	121,000
PTW not in operation (Nos.)	4	Leakages in distribution (Nos.)	1,100
Ave. depth (m)	101	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	84	Production wells	Production capacity has been decreased.
Ave. current capacity per unit (m <sup>3</sup> /hrs)	64	Pump	Burning motor
Ave. production hours, Summer (hrs/day)	12	Treatment plant	Production capacity is poor
Total production, Summer (m <sup>3</sup> /day)	7,500	Pipeline	Leakage & blocking
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	Pipe block & leakage
IRP	2	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	1,100
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	480		
Production hours, Summer (hrs/day)	18		
Total production (m <sup>3</sup> /day)	8,640		

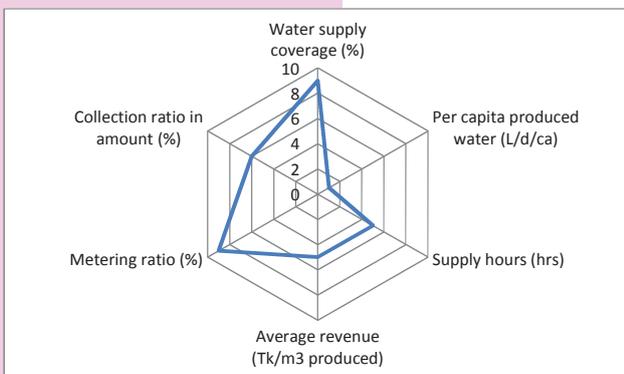
<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	1,000
Rehabilitation		Tariff adopted year	1997
Production tube well	Yes	Tariff setting policy	,,,,,
Treatment plant	Yes		
Distribution network	Yes		
Expansion		<b>7. Water Quality Monitoring</b>	
Production tube well	Yes	Water quality monitoring plan	No
Treatment plant	Yes	Parameters checked	-
Distribution network	Yes	Frequency of quality test	-
		Nos. of sampling location /year	-
		Water quality problems	Due to leakage of pipeline dirty water is mixing with pipeline water.
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	9	Major 3 problems	(1) Insufficient water supply
Population served (people)	58,768		(2) Low coverage
Service connections (Nos.)	7,546		(3) Insufficient technical and managerial capacity
Domestic	6,760		
Public tap/ stand pipe	60	Major 3 priority needs	(1) Increase of water pressure
Public institutions	0		(2) Installation of house meters to all consumers
Commercial & industrial	308		(3) Capacity building for staff and management
Others	418		
Total	7,546		
Metered connections (Nos.)	0		
Applications outstanding (Nos.)	6		
New connections in 2010/2011 (Nos.)	363		
Average waiting time (days)	10		
Water pressure at the end of network	, , Low,		
Continuity of service (hrs/day)	8		
Customer with 24 hrs supply (%)	0		
Annual complaints (Nos.)	750		
Major complaints	(1) Not available water at the tap	<b>9. Past and On-going Projects and Training</b>	
	(2) Longtime is required for water collection	(1) Past 10 years projects	
	(3) -	Name	Bangladesh water supply program project
		Period	2009-2010
		Funding agency	GOB, ITA
		Executing agency	DPHE
		(2) Past 10 years projects	0
		Name	-
		Period	-
		Funding agency	-
		Executing agency	-
		On-going projects	-
		Name	-
		Period	-
		Funding agency	-
		Executing agency	-
		Training	-
		Nos. of training	0
		Nos. of Staff	0
		Name of training (1)	-
		Name of training (2)	-
		Name of training (3)	-
<b>5. Financial Information (FY2010/11)</b>			
Annual budget (Tk)	22,742,796		
Annual revenue (Tk)	1,908,000		
Annual expenditure (Tk)	12,085,473		
Annual O&M Costs (Tk)	12,085,473		
Annual billings (Tk)	33,038,188		
Annual collections (Tk)	18,063,782		
Water arrears (Tk)	14,099,860		
Electricity arrears (Tk)	0		
Payment methods	, Bank		
Self-billing	Yes		
Billing frequency	Monthly		
<b>6. Water Tariff and Metering (See Tariff Database)</b>			
Tariff Structure	Based on pipe size		
Domestic 13 mm (1/2") (Tk/month)	100		
Non-domestic lowest (Tk/month)	250		
Lowest volumetric charge (Tk/m <sup>3</sup> )	0		
<b>D. Non-Piped Water Supply Area</b>			
<b>1. Necessity of Piped Water Supply</b>		Main treatment method in domestic	None, , ,
Necessity of Piped water	Yes	As contaminated wells (Nos.)	No data
Water meter	Yes	Arsenic contaminated water supply (%)	No data
Reasons	- To save the NRW - Actual consumed water calculation and bill preparation to pay the household.	Unhygienic drinking water (%)	No data
		% of people using neighbor's well for drinking	10
		Problems in non-piped water supply area	Iron, Arsenic
Affordability (answered by pourashava staff)	0	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Average household income/month (Tk)	12,000	Potential water sources	Evaluation
Affordability for piped water (Tk/month)	80	Shallow well	Moderate
Affordable price in total household income (%)	1	Deep well	Moderate
		Surface water sources	High
		Other sources	Yes
		Decrease of ground water level	
		Shallow well (m/year)	0.8
		Deep well (m/year)	1.0
<b>2. Existing Water Sources in Non-Piped Water Supply Area</b>			
Source	Nos. of source	Drinking (%)	Domestic (%)
River	0	0	20
Shallow well	19,220	100	80
Deep well	0	0	0
Ponds	0	0	0
Other sources	0	0	0

**A. Pourashava Profile**

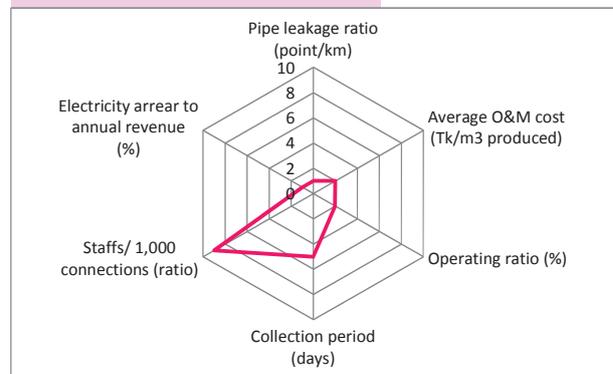
Class	A	Sanitation coverage	
Division	Chittagong	Latrine with septic tank (%)	45
District	Feni	Water sealed slab latrine (%)	20
Year established	1985	Water-related diseases	, , , ,
Contact Tel/Fax	0331-74737	Technical staff (Nos.)	7
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	300,000	Annual budget (Tk)	422,621,000
Nos. of households (FY2010/2011)	15,200	Revenue (Tk)	136,690,063
Literacy (%)	80	Expenditure (Tk)	62,523,758
Land area (km <sup>2</sup> )	27	Computerization	Holding tax management, Accounting, , Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, ,
Residential area (km <sup>2</sup> )	8	Committee formed	
Residential area pop. density (persons/ha)	367	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	95	WATSAN/Frequency of meeting	Yes, 3 months
Electricity availability (hrs)			
Summer	12		
Winter	18		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	50	Metering ratio (%)	47
Per capita produced water (L/d/ca)	20	Operating ratio (%)	51
Supply Hour (Hrs)	6	Collection ratio in amount (%)	78
Non-revenue water (NRW) (%)	-	Collection period (days)	90
Pipe leakage ratio (point/km)	0.1	Staffs/ 1,000 connections (ratio)	17
Average revenue (Tk/m <sup>3</sup> produced)	3.2	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	1.6		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile****1. General Information of Water Supply Section**

Water section established (year)	1982	Chlorination points (Nos.)	
Piped system introduced (year)	1982	PTW	0
Pourashava responsibility	O&M, Construction of water supply facilities, Part of construction	IRP/AIRP	0
Computerization/Automation	, Billing, , , ,	Surface WTP	-
Staff in water section (Nos.)	13	Bulk flow meters (Nos.)	7
In which, staff with diploma or higher qualification (Nos.)	3	Bulk flow meter readings (Nos.)	5
		Total production, Summer (m <sup>3</sup> /day)	2,942
		<b>(2) Distribution</b>	
		Overhead tank	0
		Overhead tanks (Nos.)	3
		Total capacity (m <sup>3</sup> )	700
		Distribution network (km):	130,000
		Leakages in distribution (Nos.)	12
		<b>(3) O&amp;M Problems</b>	
		Production wells	
		Pump	No problem
		Treatment plant	Only 1 treatment plant and low capacity (200-250m <sup>3</sup> /h)
		Pipeline	No problem
		Customer water meter	N
		House connection	No problem
		O&M manuals (Nos.)	0
		O&M assistance form DPHE	No
		Annual leakages (Nos.)	12
		Leakage detection activity	No

**2. Water Supply System**

Operation of water supply facilities	In operation		
(1) Production			
Water sources for piped system	Groundwater,		
Production tube well			
PTW (Nos.)	7		
PTW not in operation (Nos.)	2		
Ave. depth (m)	279		
Capacity at commission (m <sup>3</sup> /hrs)	79		
Ave. current capacity per unit (m <sup>3</sup> /hrs)	78		
Ave. production hours, Summer (hrs/day)	7		
Total production, Summer (m <sup>3</sup> /day)	3,000		
Treatment plants (Nos.)			
AIRP	0		
IRP	1		
Surface water treatment plants	0		
Plants not in operation	0		
Production of plant	0		
Total capacity (m <sup>3</sup> /hrs)	300		
Production hours, Summer (hrs/day)	15		
Total production (m <sup>3</sup> /day)	2,942		

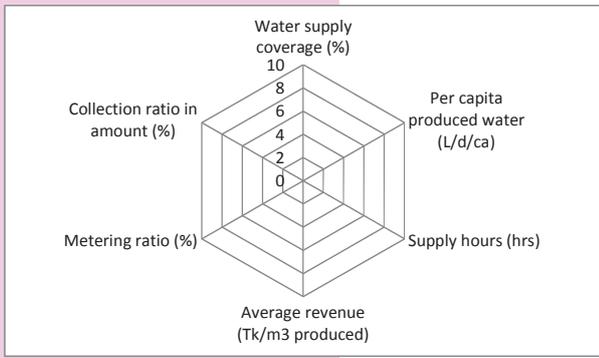


**A. Pourashava Profile**

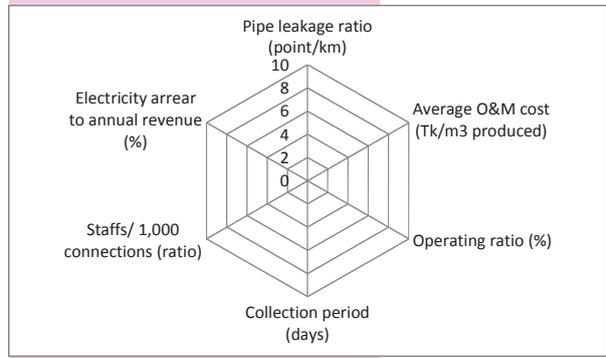
Class	B	Sanitation coverage	
Division	Rangpur	Latrine with septic tank (%)	60
District	Dinajpur	Water sealed slab latrine (%)	30
Year established	1983	Water-related diseases	, Diarrhea, , , Dysentery,
Contact Tel/Fax	Tel: 05327-56342	Technical staff (Nos.)	8
E-mail		Financial statements (2010/2011)	0
Population (FY2010/2011)	50,000	Annual budget (Tk)	10,001,404
Nos. of households (FY2010/2011)	7,335	Revenue (Tk)	9,978,872
Literacy (%)	75	Expenditure (Tk)	9,961,690
Land area (km <sup>2</sup> )	14	Computerization	, , , , Rate schedule and estimate preparation, , , ,
Residential area (km <sup>2</sup> )	3	Committee formed	
Residential area pop. density (persons/ha)	184	TLCC /Frequency of meeting	No
Electricity coverage (%)	80	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	10		
Winter	20		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	-	Metering ratio (%)	-
Per capita produced water (L/d/ca)	-	Operating ratio (%)	-
Supply Hour (Hrs)	No water supply service	Collection ratio in amount (%)	-
Non-revenue water (NRW) (%)	-	Collection period (days)	-
Pipe leakage ratio (point/km)	-	Staffs/ 1,000 connections (ratio)	-
Average revenue (Tk/m <sup>3</sup> produced)	-	Electricity arrear to annual revenue (%)	-
Average O&M cost (Tk/m <sup>3</sup> produced)	-		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

<b>1. General Information of Water Supply Section</b>		Chlorination points (Nos.)	
Water section established (year)	Not formed	PTW	0
Piped system introduced (year)	2009	IRP/AIRP	0
Pourashava responsibility	O&M, ,	Surface WTP	0
Computerization/Automation	None, , , , ,	Bulk flow meters (Nos.)	0
Staff in water section (Nos.)	0	Bulk flow meter readings (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	0	Total production, Summer (m <sup>3</sup> /day)	0
<b>2. Water Supply System</b>		<b>(2) Distribution</b>	
Operation of water supply facilities	Not in operation	Overhead tank	0
(1) Production		Overhead tanks (Nos.)	0
Water sources for piped system	Groundwater,	Total capacity (m <sup>3</sup> )	0
Production tube well		Distribution network (km):	6,470
PTW (Nos.)	2	Leakages in distribution (Nos.)	-
PTW not in operation (Nos.)	2	<b>(3) O&amp;M Problems</b>	
Ave. depth (m)	0	Production wells	-
Capacity at commission (m <sup>3</sup> /hrs)	0	Pump	-
Ave. current capacity per unit (m <sup>3</sup> /hrs)	0	Treatment plant	-
Ave. production hours, Summer (hrs/day)	0	Pipeline	-
Total production, Summer (m <sup>3</sup> /day)	0	Customer water meter	-
Treatment plants (Nos.)		House connection	-
AIRP	0	O&M manuals (Nos.)	-
IRP	0	O&M assistance form DPHE	No
Surface water treatment plants	0	Annual leakages (Nos.)	-
Plants not in operation	0	Leakage detection activity	-
Production of plant			
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

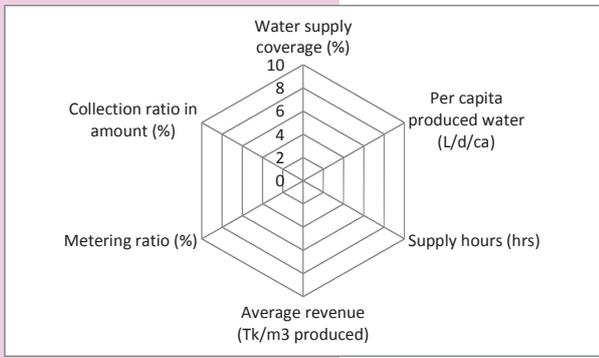
<b>3. Needs of Rehabilitation and Expansion</b>			House connection fee (1/2") (Tk)	No water supply service
Rehabilitation			Tariff adopted year	No water tariff
Production tube well	No		Tariff setting policy	''''''
Treatment plant	No		<b>7. Water Quality Monitoring</b>	
Distribution network	No		Water quality monitoring plan	-
Expansion			Parameters checked	-
Production tube well	Yes		Frequency of quality test	-
Treatment plant	No		Nos. of sampling location /year	-
Distribution network	Yes		Water quality problems	-
<b>4. Customer Service (Service indicators)</b>			<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	No water supply service		Major 3 problems	(1) Water supply in Pourashava not yet functioning.
Population served (people)	No water supply service			(2) DPHE not handed over to Pourashava pipe water supply system
Service connections (Nos.)	0			(3) -
Domestic	0		Major 3 priority needs	(1) Y/1 Commissioning of water supply
Public tap/ stand pipe	0			(2) Expansion and replacement of network
Public institutions	0			(3) Increase of production capacity
Commercial & industrial	0			
Others	0			
Total	0			
Metered connections (Nos.)	-			
Applications outstanding (Nos.)	-			
New connections in 2010/2011 (Nos.)	-			
Average waiting time (days)	-			
Water pressure at the end of network	''''			
Continuity of service (hrs/day)	No water supply service			
Customer with 24 hrs supply (%)	No water supply service			
Annual complaints (Nos.)	No water supply service			
Major complaints	(1) -		<b>9. Past and On-going Projects and Training</b>	
	(2) -		(1) Past 10 years projects	
	(3) -		Name	-
			Period	-
			Funding agency	-
			Executing agency	-
			(2) Past 10 years projects	
			Name	-
			Period	-
			Funding agency	-
			Executing agency	-
			On-going projects	-
			Name	-
			Period	-
			Funding agency	-
			Executing agency	-
			Training	-
			Nos. of training	-
			Nos. of Staff	-
			Name of training (1)	-
			Name of training (2)	-
			Name of training (3)	-
<b>5. Financial Information (FY2010/11)</b>				
Annual budget (Tk)	0			
Annual revenue (Tk)	0			
Annual expenditure (Tk)	0			
Annual O&M Costs (Tk)	0			
Annual billings (Tk)	0			
Annual collections (Tk)	0			
Water arrears (Tk)	0			
Electricity arrears (Tk)	No water supply service			
Payment methods	,			
Self-billing				
Billing frequency	0			
<b>6. Water Tariff and Metering (See Tariff Database)</b>				
Tariff Structure	0			
Domestic 13 mm (1/2") (Tk/month)	0			
Non-domestic lowest (Tk/month)	0			
Lowest volumetric charge (Tk/m <sup>3</sup> )	0			
<b>D. Non-Piped Water Supply Area</b>				
<b>1. Necessity of Piped Water Supply</b>				
Necessity of			Main treatment method in domestic	None, , ,
Piped water	Yes		As contaminated wells (Nos.)	No data
Water meter	No		Arsenic contaminated water supply (%)	No data
Reasons	-		Unhygienic drinking water (%)	No data
			% of people using neighbor's well for drinking	0
			Problems in non-piped water supply area	Water table declining in dry season., Many hand tube wells do not pump water
Affordability (answered by pourashava staff)	0			
Average household income/month (Tk)	10,000		<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Affordability for piped water (Tk/month)	200			
Affordable price in total household income (%)	2			
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>				
Source	Nos. of source	Drinking (%)	Domestic (%)	
River	0	0	0	
Shallow well	3,600	90	80	
Deep well	0	0	0	
Ponds	No data	0	10	
Other sources	#VALUE!	10	10	
			Decrease of ground water level	
			Shallow well (m/year)	1-2 up down
			Deep well (m/year)	1-2 up down

**A. Pourashava Profile**

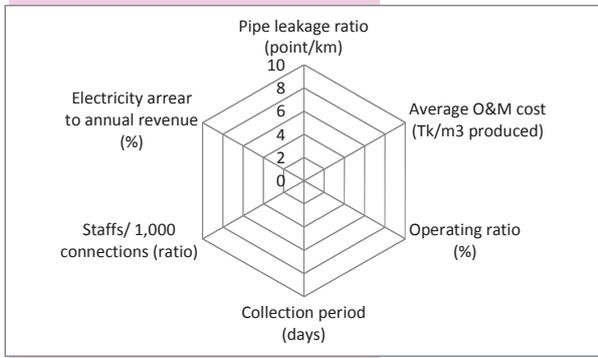
Class	C	Sanitation coverage	
Division	Rajshahi	Latrine with septic tank (%)	15
District	Bogra	Water sealed slab latrine (%)	80
Year established	2001	Water-related diseases	, Diarrhea, , Typhoid, Dysentery,
Contact Tel/Fax	Tel: 05025-75030	Technical staff (Nos.)	7
E-mail		Financial statements (2010/2011)	0
Population (FY2010/2011)	21,813	Annual budget (Tk)	22,361,200
Nos. of households (FY2010/2011)	3,980	Revenue (Tk)	6,361,200
Literacy (%)	61	Expenditure (Tk)	6,361,200
Land area (km <sup>2</sup> )	11	Computerization	
Residential area (km <sup>2</sup> )	2	Committee formed	
Residential area pop. density (persons/ha)	96	TLCC/Frequency of meeting	Yes, 1 month
Electricity coverage (%)	75	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	4		
Winter	20		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	-	Metering ratio (%)	-
Per capita produced water (L/d/ca)	-	Operating ratio (%)	-
Supply Hour (Hrs)	No water supply service	Collection ratio in amount (%)	-
Non-revenue water (NRW) (%)	-	Collection period (days)	-
Pipe leakage ratio (point/km)	-	Staffs/ 1,000 connections (ratio)	-
Average revenue (Tk/m <sup>3</sup> produced)	-	Electricity arrear to annual revenue (%)	-
Average O&M cost (TK/m <sup>3</sup> produced)	-		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

<b>1. General Information of Water Supply Section</b>		Chlorination points (Nos.)	
Water section established (year)	Not formed	PTW	0
Piped system introduced (year)	2008	IRP/AIRP	0
Pourashava responsibility	, ,	Surface WTP	0
Computerization/Automation	None, , , , ,	Bulk flow meters (Nos.)	0
Staff in water section (Nos.)	0	Bulk flow meter readings (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	0	Total production, Summer (m <sup>3</sup> /day)	0
<b>2. Water Supply System</b>		<b>(2) Distribution</b>	
Operation of water supply facilities	Not in operation	Overhead tank	0
(1) Production		Overhead tanks (Nos.)	0
Water sources for piped system	Groundwater,	Total capacity (m <sup>3</sup> )	0
Production tube well		Distribution network (km):	8,440
PTW (Nos.)	2	Leakages in distribution (Nos.)	-
PTW not in operation (Nos.)	0	<b>(3) O&amp;M Problems</b>	
Ave. depth (m)	46	Production wells	-
Capacity at commission (m <sup>3</sup> /hrs)	120	Pump	-
Ave. current capacity per unit (m <sup>3</sup> /hrs)	0	Treatment plant	-
Ave. production hours, Summer (hrs/day)	0	Pipeline	-
Total production, Summer (m <sup>3</sup> /day)	0	Customer water meter	-
Treatment plants (Nos.)		House connection	-
AIRP	0	O&M manuals (Nos.)	-
IRP	0	O&M assistance form DPHE	No
Surface water treatment plants	0	Annual leakages (Nos.)	-
Plants not in operation	0	Leakage detection activity	-
Production of plant	0		
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

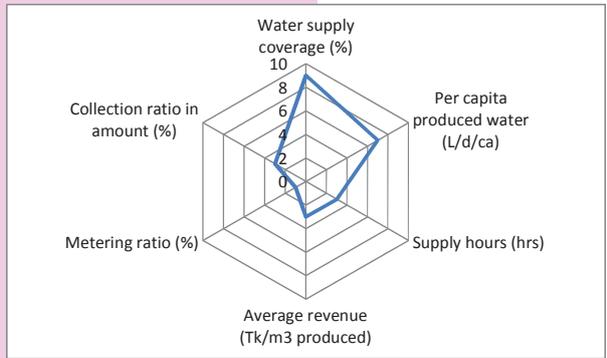
<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	No water supply service															
Rehabilitation		Tariff adopted year	No water tariff															
Production tube well	No	Tariff setting policy	,,,,,															
Treatment plant	No																	
Distribution network	No																	
Expansion		<b>7. Water Quality Monitoring</b>																
Production tube well	No	Water quality monitoring plan	No															
Treatment plant	Yes	Parameters checked	-															
Distribution network		Frequency of quality test	-															
		Nos. of sampling location /year	-															
		Water quality problems	Iron quantity is too high.															
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>																
Coverage area (km <sup>2</sup> )	No water supply service	Major 3 problems	(1) Iron quantity is very high. No Treatment Plant															
Population served (people)	No water supply service		(2) Low coverage of water supply															
Service connections (Nos.)	0		(3) Not yet commissioning the water system															
Domestic	0																	
Public tap/ stand pipe	0	Major 3 priority needs	(1) Improvement of water quality															
Public institutions	0		(2) Water quality monitoring															
Commercial & industrial	0		(3) Treatment plant															
Others	0																	
Total	0																	
Metered connections (Nos.)	-																	
Applications outstanding (Nos.)	-																	
New connections in 2010/2011 (Nos.)	-																	
Average waiting time (days)	-																	
Water pressure at the end of network	,,,																	
Continuity of service (hrs/day)	No water supply service																	
Customer with 24 hrs supply (%)	No water supply service																	
Annual complaints (Nos.)	No water supply service																	
Major complaints	(1) -	<b>9. Past and On-going Projects and Training</b>																
	(2) -	(1) Past 10 years projects																
	(3) -	Name	-															
		Period	-															
		Funding agency	-															
		Executing agency	-															
		(2) Past 10 years projects																
		Name	-															
		Period	-															
		Funding agency	-															
		Executing agency	-															
		On-going projects	-															
		Name	-															
		Period	-															
		Funding agency	-															
		Executing agency	-															
		Training	-															
		Nos. of training	-															
		Nos. of Staff	-															
		Name of training (1)	-															
		Name of training (2)	-															
		Name of training (3)	-															
<b>5. Financial Information (FY2010/11)</b>																		
Annual budget (Tk)	0																	
Annual revenue (Tk)	0																	
Annual expenditure (Tk)	0																	
Annual O&M Costs (Tk)	0																	
Annual billings (Tk)	0																	
Annual collections (Tk)	0																	
Water arrears (Tk)	0																	
Electricity arrears (Tk)	No water supply service																	
Payment methods	,																	
Self-billing																		
Billing frequency	0																	
<b>6. Water Tariff and Metering (See Tariff Database)</b>																		
Tariff Structure	0																	
Domestic 13 mm (1/2") (Tk/month)	0																	
Non-domestic lowest (Tk/month)	0																	
Lowest volumetric charge (Tk/m <sup>3</sup> )	0																	
<b>D. Non-Piped Water Supply Area</b>																		
<b>1. Necessity of Piped Water Supply</b>		Main treatment method in domestic	,,, Filtration															
Necessity of		As contaminated wells (Nos.)	528															
Piped water	Yes	Arsenic contaminated water supply (%)	0 ( people don't drink,butuse for washing.)															
Water meter	Yes	Unhygienic drinking water (%)	10															
Reasons	- To find out the total revenue of water - To reduce the waste of water - To develop the proper water billing system	% of people using neighbor's well for drinking	35															
		Problems in non-piped water supply area	Iron, Arsenic															
Affordability (answered by pourashava staff)	0	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>																
Average household income/month (Tk)	8,000	<table border="1"> <thead> <tr> <th>Potential water sources</th> <th>Evaluation</th> <th>WQ problems</th> </tr> </thead> <tbody> <tr> <td>Shallow well</td> <td>Moderate</td> <td>Iron/Arsenic</td> </tr> <tr> <td>Deep well</td> <td>-</td> <td>-</td> </tr> <tr> <td>Surface water sources</td> <td>None</td> <td>Turbidity more</td> </tr> <tr> <td>Other sources</td> <td>No</td> <td>-</td> </tr> </tbody> </table>		Potential water sources	Evaluation	WQ problems	Shallow well	Moderate	Iron/Arsenic	Deep well	-	-	Surface water sources	None	Turbidity more	Other sources	No	-
Potential water sources	Evaluation	WQ problems																
Shallow well	Moderate	Iron/Arsenic																
Deep well	-	-																
Surface water sources	None	Turbidity more																
Other sources	No	-																
Affordability for piped water (Tk/month)	150	Decrease of ground water level																
Affordable price in total household income (%)	2	Shallow well (m/year)	No data															
		Deep well (m/year)	No data															
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>																		
Source	Nos. of source	Drinking (%)	Domestic (%)															
River	0	0	0															
Shallow well	3,041	100	95															
Deep well	1	0	0															
Ponds	10	0	5															
Other sources	0	0	0															

**A. Pourashava Profile**

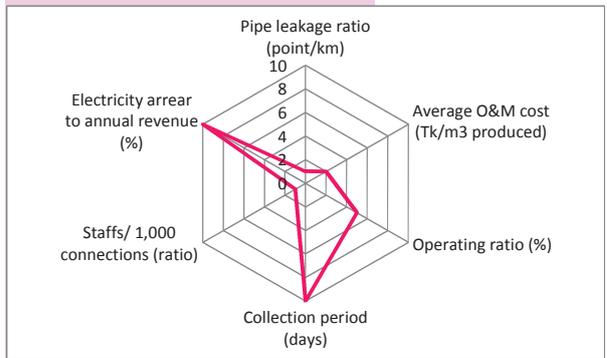
Class	A	Sanitation coverage	
Division	Rangpur	Latrine with septic tank (%)	40
District	Gaibandha	Water sealed slab latrine (%)	35
Year established	1923	Water-related diseases	, , , , ,
Contact Tel/Fax	Tel: 0541-61363 Fax: 0541-61363	Technical staff (Nos.)	11
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	85,325	Annual budget (Tk)	222,281,952
Nos. of households (FY2010/2011)	10,647	Revenue (Tk)	31,658,200
Literacy (%)	69	Expenditure (Tk)	31,377,937
Land area (km <sup>2</sup> )	11	Computerization	Holding tax management, , , , Rate schedule and estimate preparation, Engineering, , ,
Residential area (km <sup>2</sup> )	6	Committee formed	
Residential area pop. density (persons/ha)	147	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	82	WATSAN/Frequency of meeting	Yes, 3 months
Electricity availability (hrs)			
Summer	14		
Winter	22		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	45	Metering ratio (%)	0
Per capita produced water (L/d/ca)	129	Operating ratio (%)	91
Supply Hour (Hrs)	4	Collection ratio in amount (%)	62
Non-revenue water (NRW) (%)	13	Collection period (days)	1,012
Pipe leakage ratio (point/km)	0.3	Staffs/ 1,000 connections (ratio)	5
Average revenue (Tk/m <sup>3</sup> produced)	1.7	Electricity arrear to annual revenue (%)	332
Average O&M cost (Tk/m <sup>3</sup> produced)	1.6		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	1999	Chlorination points (Nos.)	
Piped system introduced (year)	1988	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	2
Computerization/Automation	, Billing, , , ,	Surface WTP	-
Staff in water section (Nos.)	15	Bulk flow meters (Nos.)	4
In which, staff with diploma or higher qualification (Nos.)	2	Bulk flow meter readings (Nos.)	4
		Total production, Summer (m <sup>3</sup> /day)	4,960

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	2
Production tube well		Total capacity (m <sup>3</sup> )	900
PTW (Nos.)	4	Distribution network (km):	45,900
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	15
Ave. depth (m)	97	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	105	Production wells	Production capacity decrease.
Ave. current capacity per unit (m <sup>3</sup> /hrs)	85	Pump	Voltage fluctuation, broken of bearing, etc.
Ave. production hours, Summer (hrs/day)	15	Treatment plant	Mechanical mixing of chlorine system is not working properly. Needs replacement.
Total production, Summer (m <sup>3</sup> /day)	4,960	Pipeline	Not sufficient washout system
Treatment plants (Nos.)		Customer water meter	
AIRP	0	House connection	Leakage frequently
IRP	2	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	15
Production of plant	0	Leakage detection activity	No
Total capacity (m <sup>3</sup> /hrs)	375		
Production hours, Summer (hrs/day)	16		
Total production (m <sup>3</sup> /day)	5,200		

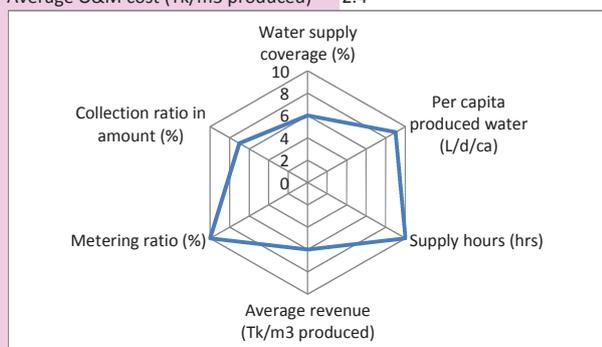


**A. Pourashava Profile**

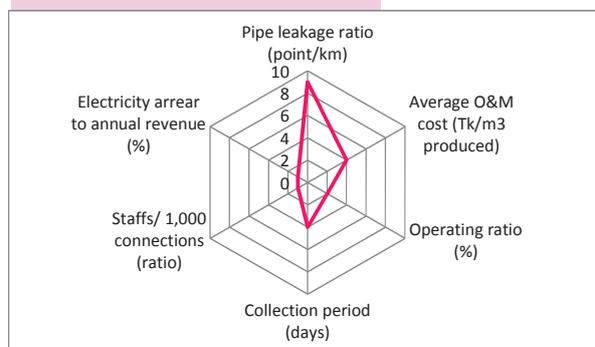
Class	B	Sanitation coverage	
Division	Barisal	Latrine with septic tank (%)	40
District	Patuakhali	Water sealed slab latrine (%)	40
Year established	17 March, 1997	Water-related diseases	, , , , ,
Contact Tel/Fax	04424-56366, 04424-56288	Technical staff (Nos.)	7
E-mail	galachipapourashava@gmail.com	Financial statements (2010/2011)	
Population (FY2010/2011)	30,685	Annual budget (Tk)	75,977,658
Nos. of households (FY2010/2011)	4,964	Revenue (Tk)	12,595,827
Literacy (%)	65	Expenditure (Tk)	9,793,000
Land area (km <sup>2</sup> )	3	Computerization	, , , , , , , , , , ,
Residential area (km <sup>2</sup> )	1	Committee formed	
Residential area pop. density (persons/ha)	226	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	70	WATSAN/Frequency of meeting	Yes, 6 months
Electricity availability (hrs)			
Summer	15		
Winter	20		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	33	Metering ratio (%)	100
Per capita produced water (L/d/ca)	195	Operating ratio (%)	65
Supply Hour (Hrs)	24	Collection ratio in amount (%)	84
Non-revenue water (NRW) (%)	-	Collection period (days)	62
Pipe leakage ratio (point/km)	8.9	Staffs/ 1,000 connections (ratio)	5
Average revenue (Tk/m <sup>3</sup> produced)	3.7	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	2.4		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile****1. General Information of Water Supply Section**

Water section established (year)	1998	Chlorination points (Nos.)	
Piped system introduced (year)	1998	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
		Surface WTP	0
Computerization/Automation	None, , , , ,	Bulk flow meters (Nos.)	2
		Bulk flow meter readings (Nos.)	2
Staff in water section (Nos.)	10	Total production, Summer (m <sup>3</sup> /day)	1,950
In which, staff with diploma or higher qualification (Nos.)	1		

**2. Water Supply System**

Operation of water supply facilities	In operation		
(1) Production		<b>(2) Distribution</b>	
Water sources for piped system	Groundwater,	Overhead tank	0
Production tube well		Overhead tanks (Nos.)	1
PTW (Nos.)	2	Total capacity (m <sup>3</sup> )	500
PTW not in operation (Nos.)	0	Distribution network (km):	2,800
Ave. depth (m)	378	Leakages in distribution (Nos.)	25
Capacity at commission (m <sup>3</sup> /hrs)	80	<b>(3) O&amp;M Problems</b>	
Ave. current capacity per unit (m <sup>3</sup> /hrs)	65	Production wells	Discharge is decreasing
Ave. production hours, Summer (hrs/day)	15	Pump	Pump damage due to voltage fluctuation
Total production, Summer (m <sup>3</sup> /day)	1,950	Treatment plant	-
Treatment plants (Nos.)		Pipeline	Leakage problem
AIRP	0	Customer water meter	No problem
IRP	0	House connection	-
Surface water treatment plants	0	O&M manuals (Nos.)	3
Plants not in operation	0	O&M assistance form DPHE	Yes
Production of plant	0	Annual leakages (Nos.)	25
Total capacity (m <sup>3</sup> /hrs)	0	Leakage detection activity	No
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

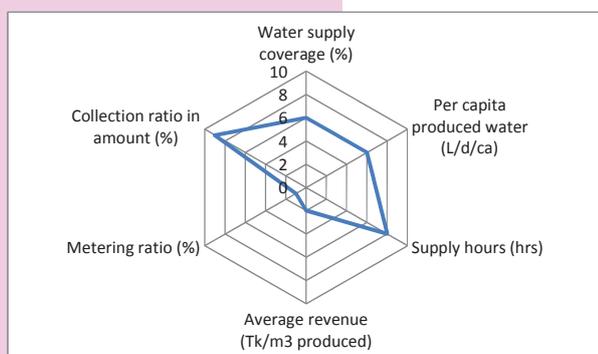


**A. Pourashava Profile**

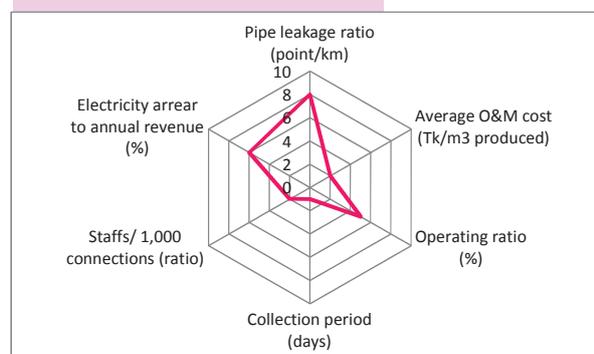
Class	A	Sanitation coverage	
Division	Dhaka	Latrine with septic tank (%)	35
District	Gazipur	Water sealed slab latrine (%)	63
Year established	1986	Water-related diseases	, Diarrhea, , , Dysentery,
Contact Tel/Fax	02-9252386 ,01712089331	Technical staff (Nos.)	8
E-mail		Financial statements (2010/2011)	0
Population (FY2010/2011)	331,548	Annual budget (Tk)	544,040,436
Nos. of households (FY2010/2011)	14,920	Revenue (Tk)	403,378,971
Literacy (%)	100	Expenditure (Tk)	355,627,797
Land area (km <sup>2</sup> )	49	Computerization	Holding tax management, Accounting, Trade license, Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	17	Committee formed	
Residential area pop. density (persons/ha)	195	TLCC/Frequency of meeting	Yes, 4 months
Electricity coverage (%)	100	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	8		
Winter	10		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	35	Metering ratio (%)	0
Per capita produced water (L/d/ca)	108	Operating ratio (%)	91
Supply Hour (Hrs)	8	Collection ratio in amount (%)	96
Non-revenue water (NRW) (%)	36.28	Collection period (days)	16
Pipe leakage ratio (point/km)	5.1	Staffs/ 1,000 connections (ratio)	5
Average revenue (Tk/m <sup>3</sup> produced)	1.6	Electricity arrear to annual revenue (%)	14
Average O&M cost (Tk/m <sup>3</sup> produced)	1.4		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile****1. General Information of Water Supply Section**

Water section established (year)	1989	Chlorination points (Nos.)	
Piped system introduced (year)	1989	PTW	0
Pourashava responsibility	O&M, ,	IRP/AIRP	0
Computerization/Automation	, Billing, , , ,	Surface WTP	0
Staff in water section (Nos.)	16	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	2	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	12,574
		<b>(2) Distribution</b>	
		Overhead tank	0
		Overhead tanks (Nos.)	2
		Total capacity (m <sup>3</sup> )	454
		Distribution network (km):	29,500
		Leakages in distribution (Nos.)	150
		<b>(3) O&amp;M Problems</b>	
		Production wells	Leakage, joint , crack
		Pump	Burning and damage
		Treatment plant	-
		Pipeline	Old, damage and joint cracked
		Customer water meter	-
		House connection	-
		O&M manuals (Nos.)	0
		O&M assistance form DPHE	Yes
		Annual leakages (Nos.)	150
		Leakage detection activity	Yes

**2. Water Supply System**

Operation of water supply facilities	In operation		
(1) Production			
Water sources for piped system	Groundwater,		
Production tube well			
PTW (Nos.)	11		
PTW not in operation (Nos.)	0		
Ave. depth (m)	131		
Capacity at commission (m <sup>3</sup> /hrs)	110		
Ave. current capacity per unit (m <sup>3</sup> /hrs)	98		
Ave. production hours, Summer (hrs/day)	12		
Total production, Summer (m <sup>3</sup> /day)	12,574		
Treatment plants (Nos.)			
AIRP	0		
IRP	0		
Surface water treatment plants	0		
Plants not in operation	0		
Production of plant	0		
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	1,000															
Rehabilitation		Tariff adopted year	2008															
Production tube well	Yes	Tariff setting policy	, Operation cost recovery (O&M costs), , People's affordability to pay, , Inflation adjustment															
Treatment plant	No	<b>7. Water Quality Monitoring</b>																
Distribution network	Yes	Water quality monitoring plan	No															
Expansion		Parameters checked	-															
Production tube well	Yes	Frequency of quality test	-															
Treatment plant	No	Nos. of sampling location /year	-															
Distribution network	Yes	Water quality problems	when leakage occurs piped water get contaminated by different types of waste.															
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>																
Coverage area (km <sup>2</sup> )	5	Major 3 problems	(1) Low coverage															
Population served (people)	116,412		(2) Less financial resources															
Service connections (Nos.)	3,006		(3) Water quality problems															
Domestic	2,793	Major 3 priority needs	(1) Installation of house meters to all consumers															
Public tap/ stand pipe	25		(2) Capacity building for staff and management															
Public institutions	100		(3) Production well and pump															
Commercial & industrial	88																	
Others	0																	
Total	3,006																	
Metered connections (Nos.)	0																	
Applications outstanding (Nos.)	0																	
New connections in 2010/2011 (Nos.)	150																	
Average waiting time (days)	0																	
Water pressure at the end of network	, , Low,																	
Continuity of service (hrs/day)	8																	
Customer with 24 hrs supply (%)	0																	
Annual complaints (Nos.)	140																	
Major complaints	(1) Insufficient pressure	<b>9. Past and On-going Projects and Training</b>																
	(2) Less water supply	(1) Past 10 years projects																
	(3) Water quality test not done	Name	-															
		Period	-															
		Funding agency	-															
		Executing agency	-															
		(2) Past 10 years projects																
		Name	Bangladesh water supply programme															
		Period	Bangladesh water supply programme															
		Funding agency	2009-2010															
		Executing agency	World Bank															
		On-going projects	DPHE															
		Name	-															
		Period	37 District town water supply project															
		Funding agency	2011-2013															
		Executing agency	GOB															
		Executing agency	DPHE															
		Training	-															
		Nos. of training	-															
		Nos. of Staff	-															
		Name of training (1)	-															
		Name of training (2)	-															
		Name of training (3)	-															
<b>5. Financial Information (FY2010/11)</b>																		
Annual budget (Tk)	14,302,920																	
Annual revenue (Tk)	7,228,800																	
Annual expenditure (Tk)	6,578,870																	
Annual O&M Costs (Tk)	6,578,870																	
Annual billings (Tk)	7,455,755																	
Annual collections (Tk)	7,142,762																	
Water arrears (Tk)	312,993																	
Electricity arrears (Tk)	1,000,000																	
Payment methods	, Bank																	
Self-billing	Yes																	
Billing frequency	Monthly																	
<b>6. Water Tariff and Metering (See Tariff Database)</b>																		
Tariff Structure	Based on pipe size																	
Domestic 13 mm (1/2") (Tk/month)	160																	
Non-domestic lowest (Tk/month)	0																	
Lowest volumetric charge (Tk/m <sup>3</sup> )	0																	
<b>D. Non-Piped Water Supply Area</b>																		
<b>1. Necessity of Piped Water Supply</b>		Main treatment method in domestic	, Boiling, ,															
Necessity of		As contaminated wells (Nos.)	0															
Piped water	Yes	Arsenic contaminated water supply (%)	0															
Water meter	Yes	Unhygienic drinking water (%)	Do not know															
Reasons	1. Reduce NRW 2.Satisfaction for customer to pay bill 3.For increase revenue collection	% of people using neighbor's well for drinking	Do not know															
		Problems in non-piped water supply area	Iron,															
Affordability (answered by pourashava staff)	0	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>																
Average household income/month (Tk)	8,000	<table border="1"> <thead> <tr> <th>Potential water sources</th> <th>Evaluation</th> <th>WQ problems</th> </tr> </thead> <tbody> <tr> <td>Shallow well</td> <td>High</td> <td>Iron</td> </tr> <tr> <td>Deep well</td> <td>Moderate</td> <td>Do not know</td> </tr> <tr> <td>Surface water sources</td> <td>-</td> <td>-</td> </tr> <tr> <td>Other sources</td> <td>No</td> <td>-</td> </tr> </tbody> </table>		Potential water sources	Evaluation	WQ problems	Shallow well	High	Iron	Deep well	Moderate	Do not know	Surface water sources	-	-	Other sources	No	-
Potential water sources	Evaluation	WQ problems																
Shallow well	High	Iron																
Deep well	Moderate	Do not know																
Surface water sources	-	-																
Other sources	No	-																
Affordability for piped water (Tk/month)	200	Decrease of ground water level																
Affordable price in total household income (%)	3	Shallow well (m/year)	0.45															
		Deep well (m/year)	0.45															
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>																		
Source	Nos. of source	Drinking (%)	Domestic (%)															
River	0	0	0															
Shallow well	5,000	100	100															
Deep well	0	0	0															
Ponds	0	0	0															
Other sources	0	0	0															

A. Pourashava Profile			
Class	A	Sanitation coverage	
Division	Dhaka	Latrine with septic tank (%)	25
District	Narshingdi	Water sealed slab latrine (%)	35
Year established	1998	Water-related diseases	Arsenicosis, Typhoid,
Contact Tel/Fax	6254-74344	Technical staff (Nos.)	5
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	150,000	Annual budget (Tk)	216,964,387
Nos. of households (FY2010/2011)	9,208	Revenue (Tk)	29,285,000
Literacy (%)	82	Expenditure (Tk)	29,259,000
Land area (km <sup>2</sup> )	27	Computerization	Holding tax management, Accounting, Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	8	Committee formed	
Residential area pop. density (persons/ha)	185	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	100	WATSAN/Frequency of meeting	Yes, 1 month
Electricity availability (hrs)			
Summer	18		
Winter	22		

B. Key Performance Indicators (Efficiency Indicators)			
Water supply coverage (%)	-	Metering ratio (%)	-
Per capita produced water (L/d/ca)	-	Operating ratio (%)	-
Supply Hour (Hrs)	No water supply service	Collection ratio in amount (%)	-
Non-revenue water (NRW) (%)	-	Collection period (days)	-
Pipe leakage ratio (point/km)	-	Staffs/ 1,000 connections (ratio)	-
Average revenue (Tk/m <sup>3</sup> produced)	-	Electricity arrear to annual revenue (%)	-
Average O&M cost (Tk/m <sup>3</sup> produced)	-		

**Overall performance of Positive PIs**

**Overall performance of Negative PIs**

C. Water Supply Profile			
<b>1. General Information of Water Supply Section</b>		Chlorination points (Nos.)	
Water section established (year)	Not formed	PTW	-
Piped system introduced (year)	2009	IRP/AIRP	-
Pourashava responsibility	O&M, Part of construction	Surface WTP	-
Computerization/Automation	None, , , , ,	Bulk flow meters (Nos.)	0
Staff in water section (Nos.)	5	Bulk flow meter readings (Nos.)	-
In which, staff with diploma or higher qualification (Nos.)	0	Total production, Summer (m <sup>3</sup> /day)	0
<b>2. Water Supply System</b>		<b>(2) Distribution</b>	
Operation of water supply facilities	Not in operation	Overhead tank	0
(1) Production		Overhead tanks (Nos.)	0
Water sources for piped system	Groundwater,	Total capacity (m <sup>3</sup> )	0
Production tube well		Distribution network (km):	7,000
PTW (Nos.)	3	Leakages in distribution (Nos.)	-
PTW not in operation (Nos.)	3	<b>(3) O&amp;M Problems</b>	
Ave. depth (m)	166	Production wells	-
Capacity at commission (m <sup>3</sup> /hrs)	45	Pump	-
Ave. current capacity per unit (m <sup>3</sup> /hrs)	0	Treatment plant	-
Ave. production hours, Summer (hrs/day)	0	Pipeline	-
Total production, Summer (m <sup>3</sup> /day)	0	Customer water meter	-
Treatment plants (Nos.)		House connection	-
AIRP	0	O&M manuals (Nos.)	-
IRP	0	O&M assistance form DPHE	No
Surface water treatment plants	0	Annual leakages (Nos.)	-
Plants not in operation	0	Leakage detection activity	-
Production of plant	0		
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

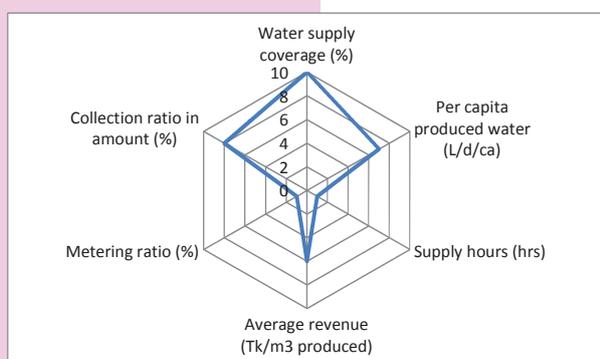
<b>3. Needs of Rehabilitation and Expansion</b>				House connection fee (1/2") (Tk)	No water supply service															
Rehabilitation				Tariff adopted year	No water tariff															
Production tube well	-			Tariff setting policy	,,,,,															
Treatment plant	-			<b>7. Water Quality Monitoring</b>																
Distribution network	-			Water quality monitoring plan	-															
Expansion				Parameters checked	-															
Production tube well	Yes			Frequency of quality test	-															
Treatment plant	Yes			Nos. of sampling location /year	-															
Distribution network	Yes			Water quality problems	-															
<b>4. Customer Service (Service indicators)</b>				<b>8. Problems and Priority Needs</b>																
Coverage area (km <sup>2</sup> )	No water supply service			Major 3 problems	(1) -															
Population served (people)	No water supply service																			
Service connections (Nos.)	0				(2) -															
Domestic	0				(3) -															
Public tap/ stand pipe	0			Major 3 priority needs	(1) -															
Public institutions	0																			
Commercial & industrial	0																			
Others	0																			
Total	0																			
Metered connections (Nos.)	-																			
Applications outstanding (Nos.)	-																			
New connections in 2010/2011 (Nos.)	-																			
Average waiting time (days)	-																			
Water pressure at the end of network	, , ,																			
Continuity of service (hrs/day)	No water supply service																			
Customer with 24 hrs supply (%)	No water supply service																			
Annual complaints (Nos.)	No water supply service																			
Major complaints	(1)																			
	(2)																			
	(3)																			
<b>5. Financial Information (FY2010/11)</b>				<b>9. Past and On-going Projects and Training</b>																
Annual budget (Tk)	0			(1) Past 10 years projects	-															
Annual revenue (Tk)	0			Name	-															
Annual expenditure (Tk)	0			Period	-															
Annual O&M Costs (Tk)	0			Funding agency	-															
Annual billings (Tk)	0			Executing agency	-															
Annual collections (Tk)	0			(2) Past 10 years projects	-															
Water arrears (Tk)	0			Name	-															
Electricity arrears (Tk)	No water supply service			Period	-															
Payment methods	,			Funding agency	-															
Self-billing				Executing agency	-															
Billing frequency	0			On-going projects	-															
<b>6. Water Tariff and Metering (See Tariff Database)</b>				Name	-															
Tariff Structure	0			Period	-															
				Funding agency	-															
Domestic 13 mm (1/2") (Tk/month)	0			Executing agency	-															
Non-domestic lowest (Tk/month)	0			Training	0															
Lowest volumetric charge (Tk/m <sup>3</sup> )	0			Nos. of training	0															
				Nos. of Staff	0															
				Name of training (1)	-															
				Name of training (2)	-															
				Name of training (3)	-															
<b>D. Non-Piped Water Supply Area</b>																				
<b>1. Necessity of Piped Water Supply</b>				Main treatment method in domestic	, Boiling, , Filtration															
Necessity of				As contaminated wells (Nos.)	23															
Piped water	Yes			Arsenic contaminated water supply (%)	4															
Water meter	Yes			Unhygienic drinking water (%)	Nil															
Reasons	- To reduce the wastage.			% of people using neighbor's well for drinking	20															
				Problems in non-piped water supply area	Water table declining, Arsenic															
Affordability (answered by pourashava staff)	0			<b>3. Potential Water Sources for Non-Piped Water Supply System</b>																
Average household income/month (Tk)	10,000			<table border="1"> <thead> <tr> <th>Potential water sources</th> <th>Evaluation</th> <th>WQ problems</th> </tr> </thead> <tbody> <tr> <td>Shallow well</td> <td>Moderate</td> <td>Arsenic in few tube wells &amp; Iron</td> </tr> <tr> <td>Deep well</td> <td>High</td> <td>None</td> </tr> <tr> <td>Surface water sources</td> <td>Moderate</td> <td>Industrial waste</td> </tr> <tr> <td>Other sources</td> <td>No</td> <td>0</td> </tr> </tbody> </table>		Potential water sources	Evaluation	WQ problems	Shallow well	Moderate	Arsenic in few tube wells & Iron	Deep well	High	None	Surface water sources	Moderate	Industrial waste	Other sources	No	0
Potential water sources	Evaluation	WQ problems																		
Shallow well	Moderate	Arsenic in few tube wells & Iron																		
Deep well	High	None																		
Surface water sources	Moderate	Industrial waste																		
Other sources	No	0																		
Affordability for piped water (Tk/month)	200			Decrease of ground water level																
Affordable price in total household income (%)	2			Shallow well (m/year)	Do not know															
				Deep well (m/year)	Do not know															
<b>2. Existing Water Sources in Non-Piped Water Supply Area</b>																				
Source		Nos. of source	Drinking (%)	Domestic (%)																
River		1	0	5																
Shallow well		6,000	90	90																
Deep well		30	10	5																
Ponds		0	0	0																
Other sources		0	0	0																

**A. Pourashava Profile**

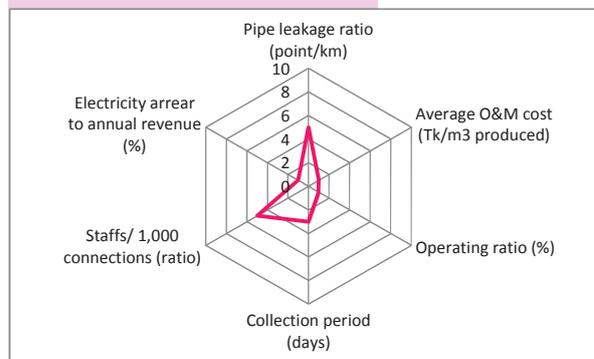
Class	A	Sanitation coverage	
Division	Dhaka	Latrine with septic tank (%)	20
District	Gopalganj	Water sealed slab latrine (%)	70
Year established	1972	Water-related diseases	, Diarrhea, , Typhoid, Dysentery,
Contact Tel/Fax	02-6685523 ; 01711281237	Technical staff (Nos.)	15
E-mail	gopalganj.pourashava@yahoo.com	Financial statements (2010/2011)	
Population (FY2010/2011)	114,950	Annual budget (Tk)	193,663,718
Nos. of households (FY2010/2011)	15,501	Revenue (Tk)	41,258,000
Literacy (%)	56	Expenditure (Tk)	42,147,730
Land area (km <sup>2</sup> )	14	Computerization	Holding tax management, Accounting, , Salary payment, Rate schedule and estimate preparation, Engineering, , ,
Residential area (km <sup>2</sup> )	8	Committee formed	
Residential area pop. density (persons/ha)	150	TLCC /Frequency of meeting	Yes, 4 months
Electricity coverage (%)	50	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	20		
Winter	20		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	70	Metering ratio (%)	0
Per capita produced water (L/d/ca)	144	Operating ratio (%)	10
Supply Hour (Hrs)	1	Collection ratio in amount (%)	91
Non-revenue water (NRW) (%)	18	Collection period (days)	46
Pipe leakage ratio (point/km)	2	Staffs/ 1,000 connections (ratio)	8
Average revenue (Tk/m <sup>3</sup> produced)	3.8	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	0.4		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile****1. General Information of Water Supply Section**

Water section established (year)	1990
Piped system introduced (year)	1990
Pourashava responsibility	O&M, , Part of construction
Computerization/Automation	, Billing, , , ,
Staff in water section (Nos.)	40
In which, staff with diploma or higher qualification (Nos.)	4

**2. Water Supply System**

Operation of water supply facilities	In operation
(1) Production	
Water sources for piped system	, River
Production tube well	
PTW (Nos.)	0
PTW not in operation (Nos.)	0
Ave. depth (m)	0
Capacity at commission (m <sup>3</sup> /hrs)	0
Ave. current capacity per unit (m <sup>3</sup> /hrs)	0
Ave. production hours, Summer (hrs/day)	0
Total production, Summer (m <sup>3</sup> /day)	0
Treatment plants (Nos.)	
AIRP	0
IRP	0
Surface water treatment plants	1
Plants not in operation	0
Production of plant	0
Total capacity (m <sup>3</sup> /hrs)	580
Production hours, Summer (hrs/day)	20
Total production (m <sup>3</sup> /day)	11,600

Chlorination points (Nos.)	
PTW	-
IRP/AIRP	-
Surface WTP	1
Bulk flow meters (Nos.)	0
Bulk flow meter readings (Nos.)	0
Total production, Summer (m <sup>3</sup> /day)	11,600

**(2) Distribution**

Overhead tank	0
Overhead tanks (Nos.)	3
Total capacity (m <sup>3</sup> )	2,040
Distribution network (km):	78,000
Leakages in distribution (Nos.)	155

**(3) O&M Problems**

Production wells	
Pump	High lift pump is very old & its lifting capacities is very low.
Treatment plant	Back wash Submersible pump is very old. For this reason water production capacity is very low
Pipeline	At First one pipe was laid at one place. But when demand increased, 3 Or 4 pipe have to be laid at same place one above one .
Customer water meter	N
House connection	No problem
O&M manuals (Nos.)	0
O&M assistance form DPHE	No
Annual leakages (Nos.)	155
Leakage detection activity	Yes

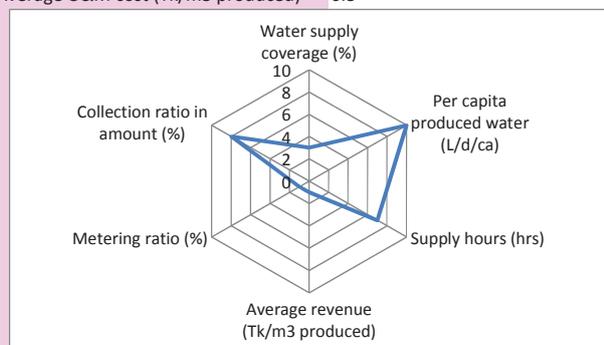
<b>3. Needs of Rehabilitation and Expansion</b>			House connection fee (1/2") (Tk)	1,000
Rehabilitation			Tariff adopted year	2011
Production tube well	No		Tariff setting policy	,,,,,
Treatment plant	Yes		<b>7. Water Quality Monitoring</b>	
Distribution network	No		Water quality monitoring plan	No
Expansion			Parameters checked	-
Production tube well			Frequency of quality test	-
Treatment plant	Yes		Nos. of sampling location /year	-
Distribution network	Yes		Water quality problems	Some times distribution network blocked, cracked & Leakage For this reason outside water comes on pipe.
<b>4. Customer Service (Service indicators)</b>			<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	7		Major 3 problems	(1) Insufficient technical and managerial capacity
Population served (people)	80,465			(2) Water quality problems
Service connections (Nos.)	5,194			(3) Low Treatment Technology
Domestic	4,531		Major 3 priority needs	(1) Capacity building for staff and management
Public tap/ stand pipe	0			(2) Installation of house meters to all consumers
Public institutions	55			(3) Expansion and replacement of network
Commercial & industrial	608			
Others	0			
Total	5,194			
Metered connections (Nos.)	0			
Applications outstanding (Nos.)	50			
New connections in 2010/2011 (Nos.)	155			
Average waiting time (days)	3			
Water pressure at the end of network	, , Low,			
Continuity of service (hrs/day)	1			
Customer with 24 hrs supply (%)	0			
Annual complaints (Nos.)	1,500			
Major complaints	(1) Low Pressure			
	(2) Suddenly water comes turbidity & salinity (summer)			
	(3) P.V.C. Pipe some times is leakage out.			
<b>5. Financial Information (FY2010/11)</b>			<b>9. Past and On-going Projects and Training</b>	
Annual budget (Tk)	0		(1) Past 10 years projects	
Annual revenue (Tk)	15,960,869		Name	-
Annual expenditure (Tk)	1,589,720		Period	-
Annual O&M Costs (Tk)	1,589,720		Funding agency	-
Annual billings (Tk)	12,358,278		Executing agency	-
Annual collections (Tk)	11,221,000		(2) Past 10 years projects	-
Water arrears (Tk)	2,013,156		Name	-
Electricity arrears (Tk)	0		Period	-
Payment methods	, Bank		Funding agency	-
Self-billing	Yes		Executing agency	-
Billing frequency	Monthly		On-going projects	-
<b>6. Water Tariff and Metering (See Tariff Database)</b>			Name	-
Tariff Structure	Based on pipe size		Period	37 district- Town water supply Project.
Domestic 13 mm (1/2") (Tk/month)	175		Funding agency	2010-2014
Non-domestic lowest (Tk/month)	320		Executing agency	GOB
Lowest volumetric charge (Tk/m <sup>3</sup> )	0		Training	DPHE
<b>D. Non-Piped Water Supply Area</b>			Nos. of training	0
<b>1. Necessity of Piped Water Supply</b>			Nos. of Staff	0
Necessity of			Name of training (1)	-
Piped water	Yes		Name of training (2)	-
Water meter	Yes		Name of training (3)	-
Reasons	To ensure actual volume& revenue collection, to check wastage of water, Consumer satisfied to pay water bill.		Main treatment method in domestic	, , , Filtration
Affordability (answered by pourashava staff)	0		As contaminated wells (Nos.)	680
Average household income/month (Tk)	8,000		Arsenic contaminated water supply (%)	80
Affordability for piped water (Tk/month)	200		Unhygienic drinking water (%)	Do not know
Affordable price in total household income (%)	3		% of people using neighbor's well for drinking	60
<b>2. Existing Water Sources in Non-Piped Water Supply Area</b>			Problems in non-piped water supply area	Arsenic, Iron, saline (salinity)
Source	Nos. of source	Drinking (%)	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
River	0	0	Potential water sources	<u>Evaluation</u> <u>WQ problems</u>
Shallow well	680	80	Shallow well	None Arsenic, Saline
Deep well	0	0	Deep well	Do not know Do not know
Ponds	15	20	Surface water sources	Moderate Turbidity & salinity
Other sources	0	0	Other sources	No 0
			Decrease of ground water level	
			Shallow well (m/year)	0.5
			Deep well (m/year)	Do not know

**A. Pourashava Profile**

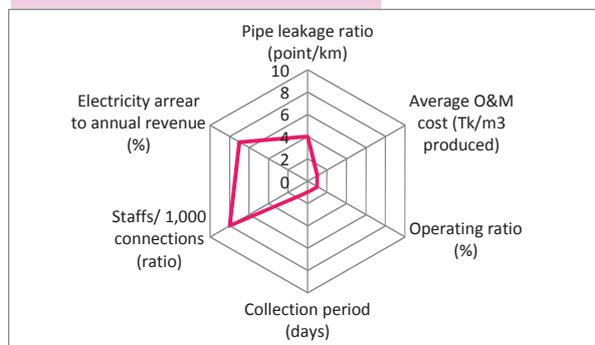
Class	B	Sanitation coverage	
Division	Dhaka	Latrine with septic tank (%)	20
District	Tangail	Water sealed slab latrine (%)	25
Year established	1974	Water-related diseases	, , , ,
Contact Tel/Fax	01716096248	Technical staff (Nos.)	6
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	57,573	Annual budget (Tk)	46,438,426
Nos. of households (FY2010/2011)	11,065	Revenue (Tk)	23,519,000
Literacy (%)	75	Expenditure (Tk)	21,838,426
Land area (km <sup>2</sup> )	23	Computerization	Holding tax management, Accounting, Trade license, Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	10	Committee formed	
Residential area pop. density (persons/ha)	55	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	95	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	8		
Winter	12		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	16	Metering ratio (%)	0
Per capita produced water (L/d/ca)	653	Operating ratio (%)	44
Supply Hour (Hrs)	7	Collection ratio in amount (%)	92
Non-revenue water (NRW) (%)	-	Collection period (days)	6
Pipe leakage ratio (point/km)	1.3	Staffs/ 1,000 connections (ratio)	11
Average revenue (Tk/m <sup>3</sup> produced)	1.1	Electricity arrear to annual revenue (%)	26
Average O&M cost (Tk/m <sup>3</sup> produced)	0.5		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile****1. General Information of Water Supply Section**

Water section established (year)	2004	Chlorination points (Nos.)	
Piped system introduced (year)	1996	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	, Billing, Accounting, , , ,	Surface WTP	0
Staff in water section (Nos.)	7	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	1	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	5,880

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	0
Production tube well		Total capacity (m <sup>3</sup> )	0
PTW (Nos.)	4	Distribution network (km):	16,352
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	22
Ave. depth (m)	109	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	263	Production wells	During low voltage, motor damage.
Ave. current capacity per unit (m <sup>3</sup> /hrs)	210	Pump	Column pipe some time disconnect
Ave. production hours, Summer (hrs/day)	7	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	5,880	Pipeline	Leakage
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	Water service line block
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	22
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

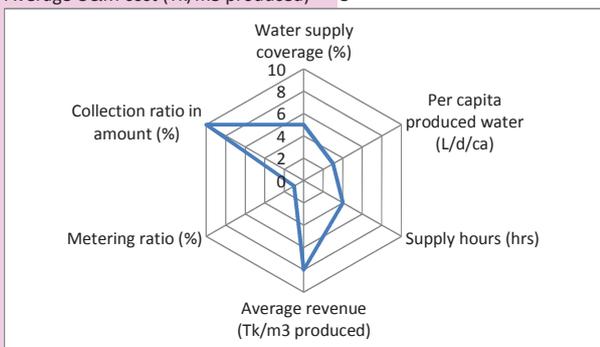


**A. Pourashava Profile**

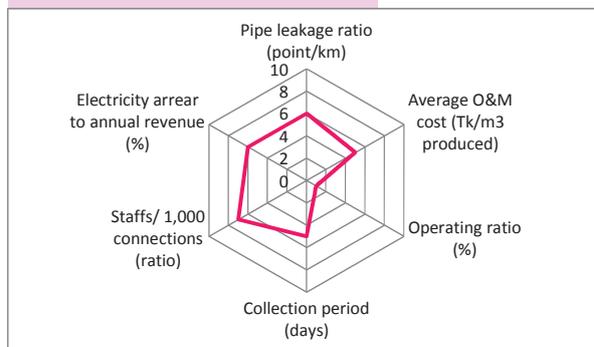
Class	A	Sanitation coverage	
Division	Barisal	Latrine with septic tank (%)	43
District	Gouranadi	Water sealed slab latrine (%)	40
Year established	1996	Water-related diseases	, , , ,
Contact Tel/Fax	04322-56265, Fax:04322-56188	Technical staff (Nos.)	13
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	50,023	Annual budget (Tk)	149,266,284
Nos. of households (FY2010/2011)	8,135	Revenue (Tk)	25,194,316
Literacy (%)	66	Expenditure (Tk)	24,932,741
Land area (km <sup>2</sup> )	17	Computerization	Holding tax management, Accounting, , Salary payment, Rate schedule and estimate preparation, , Yearly logical budget preparation, ,
Residential area (km <sup>2</sup> )	11	Committee formed	
Residential area pop. density (persons/ha)	46	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	80	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	18		
Winter	20		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	30	Metering ratio (%)	0
Per capita produced water (L/d/ca)	62	Operating ratio (%)	42
Supply Hour (Hrs)	5	Collection ratio in amount (%)	121
Non-revenue water (NRW) (%)	-	Collection period (days)	99
Pipe leakage ratio (point/km)	2.3	Staffs/ 1,000 connections (ratio)	10
Average revenue (Tk/m <sup>3</sup> produced)	7.1	Electricity arrear to annual revenue (%)	17
Average O&M cost (Tk/m <sup>3</sup> produced)	3		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	2005	Chlorination points (Nos.)	
Piped system introduced (year)	1985	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	, Billing, Accounting, , , ,	Surface WTP	0
Staff in water section (Nos.)	12	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	2	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	924

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	0
Production tube well		Total capacity (m <sup>3</sup> )	0
PTW (Nos.)	4	Distribution network (km):	22,000
PTW not in operation (Nos.)	1	Leakages in distribution (Nos.)	50
Ave. depth (m)	270	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	63	Production wells	Decrease of production capacity.
Ave. current capacity per unit (m <sup>3</sup> /hrs)	51	Pump	Burning of pump due to voltage ups and down.
Ave. production hours, Summer (hrs/day)	6	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	924	Pipeline	Wastage of water due to leakage.
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	Leakage and clogging.
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	50
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	900																								
Rehabilitation		Tariff adopted year	2010																								
Production tube well	Yes	Tariff setting policy	, Operation cost recovery (O&M costs), , People's affordability to pay, ,																								
Treatment plant	No	<b>7. Water Quality Monitoring</b>																									
Distribution network	Yes	Water quality monitoring plan	Yes																								
Expansion		Parameters checked	Temp, As, Fe, Bacteria																								
Production tube well	Yes	Frequency of quality test	6 months																								
Treatment plant	No	Nos. of sampling location /year	3																								
Distribution network	Yes	Water quality problems	-																								
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>																									
Coverage area (km <sup>2</sup> )	5	Major 3 problems	(1) No water meter																								
Population served (people)	15,000		(2) No overhead tank																								
Service connections (Nos.)	1,201		(3) Shortage of production well and pipeline network																								
Domestic	1,092	Major 3 priority needs	(1) 24-hour supply																								
Public tap/ stand pipe	15		(2) Increase of production capacity																								
Public institutions	0		(3) -																								
Commercial & industrial	94	<b>9. Past and On-going Projects and Training</b>																									
Others	0	(1) Past 10 years projects																									
Total	1,201	Name	-																								
Metered connections (Nos.)	0	Period	-																								
Applications outstanding (Nos.)	0	Funding agency	-																								
New connections in 2010/2011 (Nos.)	0	Executing agency	-																								
Average waiting time (days)	0	(2) Past 10 years projects																									
Water pressure at the end of network	, , Low,	Name	-																								
Continuity of service (hrs/day)	5	Period	-																								
Customer with 24 hrs supply (%)	0	Funding agency	-																								
Annual complaints (Nos.)	60	Executing agency	-																								
Major complaints	(1) Low pressure end of the pipe network. (2) No 24 hours continuous supply. (3) No overhead tank for storage water.	On-going projects																									
<b>5. Financial Information (FY2010/11)</b>		Name	-																								
Annual budget (Tk)	2,486,294	Period	-																								
Annual revenue (Tk)	2,400,000	Funding agency	-																								
Annual expenditure (Tk)	2,437,000	Executing agency	-																								
Annual O&M Costs (Tk)	1,000,000	Training																									
Annual billings (Tk)	2,016,200	Nos. of training	1																								
Annual collections (Tk)	2,440,519	Nos. of Staff	1																								
Water arrears (Tk)	650,000	Name of training (1)	Water billing software																								
Electricity arrears (Tk)	411,320	Name of training (2)	-																								
Payment methods	Pourashava office, Bank	Name of training (3)	-																								
Self-billing	No	<b>D. Non-Piped Water Supply Area</b>																									
Billing frequency	Monthly	<b>1. Necessity of Piped Water Supply</b>																									
<b>6. Water Tariff and Metering (See Tariff Database)</b>		Main treatment method in domestic	, Boiling, , Filtration																								
Tariff Structure	Fixed amount	As contaminated wells (Nos.)	0																								
Domestic 13 mm (1/2") (Tk/month)	150	Arsenic contaminated water supply (%)	0																								
Non-domestic lowest (Tk/month)	200	Unhygienic drinking water (%)	5																								
Lowest volumetric charge (Tk/m <sup>3</sup> )	0	% of people using neighbor's well for drinking	40																								
<b>7. D. Non-Piped Water Supply Area</b>		Problems in non-piped water supply area	Contamination of human waste, Turbidity of water																								
<b>1. Necessity of Piped Water Supply</b>		<b>3. Potential Water Sources for Non-Piped Water Supply System</b>																									
Necessity of Piped water	Yes	<table border="1"> <thead> <tr> <th>Potential water sources</th> <th>Evaluation</th> <th>WQ problems</th> </tr> </thead> <tbody> <tr> <td>Shallow well</td> <td>Moderate</td> <td>Saline, Hardness</td> </tr> <tr> <td>Deep well</td> <td>Moderate</td> <td>Saline, Fe</td> </tr> <tr> <td>Surface water sources</td> <td>Moderate</td> <td>Pollution of human waste.</td> </tr> <tr> <td>Other sources</td> <td>No</td> <td>-</td> </tr> </tbody> </table>		Potential water sources	Evaluation	WQ problems	Shallow well	Moderate	Saline, Hardness	Deep well	Moderate	Saline, Fe	Surface water sources	Moderate	Pollution of human waste.	Other sources	No	-									
Potential water sources	Evaluation	WQ problems																									
Shallow well	Moderate	Saline, Hardness																									
Deep well	Moderate	Saline, Fe																									
Surface water sources	Moderate	Pollution of human waste.																									
Other sources	No	-																									
Water meter	Yes	Decrease of ground water level																									
Reasons	To save water and reduce waste in household.	Shallow well (m/year)	1.0																								
Affordability (answered by pourashava staff)	0	Deep well (m/year)	0.5																								
Average household income/month (Tk)	8,000	<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>																									
Affordability for piped water (Tk/month)	350	<table border="1"> <thead> <tr> <th>Source</th> <th>Nos. of source</th> <th>Drinking (%)</th> <th>Domestic (%)</th> </tr> </thead> <tbody> <tr> <td>River</td> <td>1</td> <td>0</td> <td>10</td> </tr> <tr> <td>Shallow well</td> <td>200</td> <td>25</td> <td>20</td> </tr> <tr> <td>Deep well</td> <td>300</td> <td>75</td> <td>10</td> </tr> <tr> <td>Ponds</td> <td>100</td> <td>0</td> <td>60</td> </tr> <tr> <td>Other sources</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>		Source	Nos. of source	Drinking (%)	Domestic (%)	River	1	0	10	Shallow well	200	25	20	Deep well	300	75	10	Ponds	100	0	60	Other sources	0	0	0
Source	Nos. of source	Drinking (%)	Domestic (%)																								
River	1	0	10																								
Shallow well	200	25	20																								
Deep well	300	75	10																								
Ponds	100	0	60																								
Other sources	0	0	0																								
Affordable price in total household income (%)	4																										

**A. Pourashava Profile**

Class	B	Sanitation coverage	
Division	Dhaka	Latrine with septic tank (%)	27
District	Mymensingh	Water sealed slab latrine (%)	50
Year established	1927	Water-related diseases	, Diarrhea, , Typhoid, Dysentery,
Contact Tel/Fax	0902456010	Technical staff (Nos.)	6
E-mail	gouripurmunicipality@yahoo.com	Financial statements (2010/2011)	
Population (FY2010/2011)	65,000	Annual budget (Tk)	65,449,837
Nos. of households (FY2010/2011)	5,000	Revenue (Tk)	37,442,992
Literacy (%)	80	Expenditure (Tk)	35,370,000
Land area (km <sup>2</sup> )	8	Computerization	Holding tax management, Accounting, , Salary payment, Rate schedule and estimate preparation, Engineering, , ,
Residential area (km <sup>2</sup> )	4	Committee formed	
Residential area pop. density (persons/ha)	185	TLCC /Frequency of meeting	Yes, No meeting held yet
Electricity coverage (%)	60	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	21		
Winter	22		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	-	Metering ratio (%)	-
Per capita produced water (L/d/ca)	-	Operating ratio (%)	-
Supply Hour (Hrs)	No water supply service	Collection ratio in amount (%)	-
Non-revenue water (NRW) (%)	-	Collection period (days)	-
Pipe leakage ratio (point/km)	-	Staffs/ 1,000 connections (ratio)	-
Average revenue (Tk/m <sup>3</sup> produced)	-	Electricity arrear to annual revenue (%)	-
Average O&M cost (Tk/m <sup>3</sup> produced)	-		

**Overall performance of Positive PIs**

**Overall performance of Negative PIs**

**C. Water Supply Profile****1. General Information of Water Supply Section**

Water section established (year)	Not formed	Chlorination points (Nos.)	
Piped system introduced (year)	1996	PTW	-
Pourashava responsibility	, ,	IRP/AIRP	-
		Surface WTP	-
Computerization/Automation	None, , , , ,	Bulk flow meters (Nos.)	0
		Bulk flow meter readings (Nos.)	-
Staff in water section (Nos.)	2	Total production, Summer (m <sup>3</sup> /day)	0
In which, staff with diploma or higher qualification (Nos.)	0	<b>(2) Distribution</b>	
		Overhead tank	0
<b>2. Water Supply System</b>		Overhead tanks (Nos.)	0
Operation of water supply facilities	Not in operation	Total capacity (m <sup>3</sup> )	0
(1) Production		Distribution network (km):	8,000
Water sources for piped system	Groundwater,	Leakages in distribution (Nos.)	-
Production tube well		<b>(3) O&amp;M Problems</b>	
PTW (Nos.)	2	Production wells	-
PTW not in operation (Nos.)	2	Pump	-
Ave. depth (m)	0	Treatment plant	-
Capacity at commission (m <sup>3</sup> /hrs)	0	Pipeline	-
Ave. current capacity per unit (m <sup>3</sup> /hrs)	0	Customer water meter	-
Ave. production hours, Summer (hrs/day)	0	House connection	-
Total production, Summer (m <sup>3</sup> /day)	0	O&M manuals (Nos.)	-
Treatment plants (Nos.)		O&M assistance form DPHE	No
AIRP	0	Annual leakages (Nos.)	-
IRP	0	Leakage detection activity	-
Surface water treatment plants	0		
Plants not in operation	0		
Production of plant	0		
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

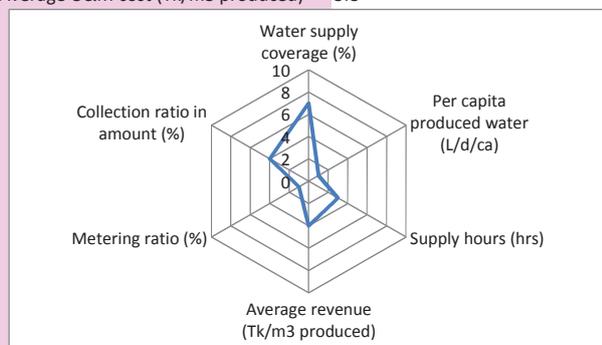
<b>3. Needs of Rehabilitation and Expansion</b>			House connection fee (1/2") (Tk)	No water supply service																								
Rehabilitation			Tariff adopted year	No water tariff																								
Production tube well	-		Tariff setting policy	,,,,,																								
Treatment plant	-		<b>7. Water Quality Monitoring</b>																									
Distribution network	-		Water quality monitoring plan	-																								
Expansion			Parameters checked	-																								
Production tube well	No		Frequency of quality test	-																								
Treatment plant	No		Nos. of sampling location /year	-																								
Distribution network	No		Water quality problems	-																								
<b>4. Customer Service (Service indicators)</b>			<b>8. Problems and Priority Needs</b>																									
Coverage area (km <sup>2</sup> )	No water supply service		Major 3 problems	(1) -																								
Population served (people)	No water supply service			(2) -																								
Service connections (Nos.)	0			(3) -																								
Domestic	0		Major 3 priority needs	(1) -																								
Public tap/ stand pipe	0			(2) -																								
Public institutions	0			(3) -																								
Commercial & industrial	0																											
Others	0																											
Total	0																											
Metered connections (Nos.)	-																											
Applications outstanding (Nos.)	-																											
New connections in 2010/2011 (Nos.)	-																											
Average waiting time (days)	-																											
Water pressure at the end of network	, , ,																											
Continuity of service (hrs/day)	No water supply service																											
Customer with 24 hrs supply (%)	No water supply service																											
Annual complaints (Nos.)	No water supply service																											
Major complaints	(1)																											
	(2)																											
	(3)																											
<b>5. Financial Information (FY2010/11)</b>			<b>9. Past and On-going Projects and Training</b>																									
Annual budget (Tk)	0		(1) Past 10 years projects																									
Annual revenue (Tk)	0		Name	-																								
Annual expenditure (Tk)	0		Period	-																								
Annual O&M Costs (Tk)	0		Funding agency	-																								
Annual billings (Tk)	0		Executing agency	-																								
Annual collections (Tk)	0		(2) Past 10 years projects																									
Water arrears (Tk)	0		Name	-																								
Electricity arrears (Tk)	No water supply service		Period	-																								
Payment methods	,		Funding agency	-																								
Self-billing			Executing agency	-																								
Billing frequency	0		On-going projects																									
<b>6. Water Tariff and Metering (See Tariff Database)</b>			Name	-																								
Tariff Structure	0		Period	-																								
			Funding agency	-																								
Domestic 13 mm (1/2") (Tk/month)	0		Executing agency	-																								
Non-domestic lowest (Tk/month)	0		Training	0																								
Lowest volumetric charge (Tk/m <sup>3</sup> )	0		Nos. of training	1																								
			Nos. of Staff	10																								
			Name of training (1)	Billing Software																								
			Name of training (2)	-																								
			Name of training (3)	-																								
<b>D. Non-Piped Water Supply Area</b>																												
<b>1. Necessity of Piped Water Supply</b>			Main treatment method in domestic																									
Necessity of			As contaminated wells (Nos.)	None, , ,																								
Piped water	Yes		Arsenic contaminated water supply (%)	0																								
Water meter	Yes		Unhygienic drinking water (%)	0																								
Reasons	To collect the actual bill		% of people using neighbor's well for drinking	5																								
			Problems in non-piped water supply area	No problem, No problem																								
Affordability (answered by pourashava staff)			<b>3. Potential Water Sources for Non-Piped Water Supply System</b>																									
Average household income/month (Tk)	10,000		<table border="1"> <thead> <tr> <th>Potential water sources</th> <th>Evaluation</th> <th>WQ problems</th> </tr> </thead> <tbody> <tr> <td>Shallow well</td> <td>High</td> <td>No problem</td> </tr> <tr> <td>Deep well</td> <td>High</td> <td>No problem</td> </tr> <tr> <td>Surface water sources</td> <td>-</td> <td>-</td> </tr> <tr> <td>Other sources</td> <td>No</td> <td>0</td> </tr> </tbody> </table>		Potential water sources	Evaluation	WQ problems	Shallow well	High	No problem	Deep well	High	No problem	Surface water sources	-	-	Other sources	No	0									
Potential water sources	Evaluation	WQ problems																										
Shallow well	High	No problem																										
Deep well	High	No problem																										
Surface water sources	-	-																										
Other sources	No	0																										
Affordability for piped water (Tk/month)	100		Decrease of ground water level																									
Affordable price in total household income (%)	1		Shallow well (m/year)																									
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>			Deep well (m/year)																									
<table border="1"> <thead> <tr> <th>Source</th> <th>Nos. of source</th> <th>Drinking (%)</th> <th>Domestic (%)</th> </tr> </thead> <tbody> <tr> <td>River</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Shallow well</td> <td>5,000</td> <td>100</td> <td>90</td> </tr> <tr> <td>Deep well</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Ponds</td> <td>30</td> <td>0</td> <td>10</td> </tr> <tr> <td>Other sources</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>			Source	Nos. of source	Drinking (%)	Domestic (%)	River	0	0	0	Shallow well	5,000	100	90	Deep well	0	0	0	Ponds	30	0	10	Other sources	0	0	0		
Source	Nos. of source	Drinking (%)	Domestic (%)																									
River	0	0	0																									
Shallow well	5,000	100	90																									
Deep well	0	0	0																									
Ponds	30	0	10																									
Other sources	0	0	0																									

**A. Pourashava Profile**

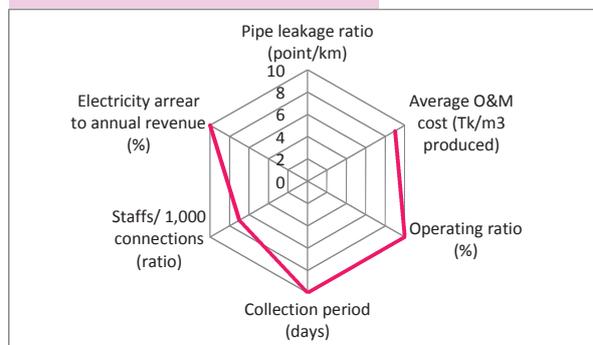
Class	A	Sanitation coverage	
Division	Rajshahi	Latrine with septic tank (%)	#REF!
District	Natore	Water sealed slab latrine (%)	#REF!
Year established	1991	Water-related diseases	, , , ,
Contact Tel/Fax	Tel: 07724-74031	Technical staff (Nos.)	#REF!
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	32,598	Annual budget (Tk)	#REF!
Nos. of households (FY2010/2011)	4,660	Revenue (Tk)	#REF!
Literacy (%)	71	Expenditure (Tk)	16,208,162
Land area (km <sup>2</sup> )	11	Computerization	Holding tax management, , Trade license, Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, ,
Residential area (km <sup>2</sup> )	6	Committee formed	
Residential area pop. density (persons/ha)	51	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	100	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	12		
Winter	22		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	40	Metering ratio (%)	0
Per capita produced water (L/d/ca)	37	Operating ratio (%)	255
Supply Hour (Hrs)	4	Collection ratio in amount (%)	72
Non-revenue water (NRW) (%)	10	Collection period (days)	396
Pipe leakage ratio (point/km)	-	Staffs/ 1,000 connections (ratio)	11
Average revenue (Tk/m <sup>3</sup> produced)	2.3	Electricity arrear to annual revenue (%)	167
Average O&M cost (Tk/m <sup>3</sup> produced)	5.8		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile****1. General Information of Water Supply Section**

Water section established (year)	2007	Chlorination points (Nos.)	
Piped system introduced (year)	2006	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	None, , , Asset management, , ,	Surface WTP	0
Staff in water section (Nos.)	8	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	0	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	480

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	0
Production tube well		Total capacity (m <sup>3</sup> )	0
PTW (Nos.)	4	Distribution network (km):	14,000
PTW not in operation (Nos.)	2	Leakages in distribution (Nos.)	No data
Ave. depth (m)	48	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	68	Production wells	Wells production capacity substantially decreased.
Ave. current capacity per unit (m <sup>3</sup> /hrs)	60	Pump	N
Ave. production hours, Summer (hrs/day)	4	Treatment plant	N
Total production, Summer (m <sup>3</sup> /day)	480	Pipeline	N
Treatment plants (Nos.)		Customer water meter	N
AIRP	0	House connection	N
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	No data
Production of plant	0	Leakage detection activity	No
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	500
Rehabilitation		Tariff adopted year	2007
Production tube well	Yes	Tariff setting policy	, Operation cost recovery (O&M costs), , , ,
Treatment plant	No	<b>7. Water Quality Monitoring</b>	
Distribution network	No	Water quality monitoring plan	No
Expansion		Parameters checked	-
Production tube well	Yes	Frequency of quality test	-
Treatment plant	No	Nos. of sampling location /year	-
Distribution network	Yes	Water quality problems	-
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	5	Major 3 problems	(1) Low coverage
Population served (people)	13,000		(2) Less financial resources
Service connections (Nos.)	764		(3) In sufficient technical and managerial capacity.
Domestic	740	Major 3 priority needs	(1) Increase of water pressure
Public tap/ stand pipe	11		(2) Distribution network
Public institutions	13		(3) Reduction of NRW
Commercial & industrial	0		
Others	0		
Total	764		
Metered connections (Nos.)	0		
Applications outstanding (Nos.)	0		
New connections in 2010/2011 (Nos.)	0		
Average waiting time (days)	0		
Water pressure at the end of network	, Fair, ,		
Continuity of service (hrs/day)	4		
Customer with 24 hrs supply (%)	0		
Annual complaints (Nos.)	No data		
Major complaints	(1) No 24 hours supply	<b>9. Past and On-going Projects and Training</b>	
	(2) Low coverage area	(1) Past 10 years projects	
	(3) Piped water supply not high	Name	-
		Period	-
		Funding agency	-
		Executing agency	-
		(2) Past 10 years projects	
		Name	-
		Period	-
		Funding agency	-
		Executing agency	-
		On-going projects	
		Name	-
		Period	-
		Funding agency	-
		Executing agency	-
		Training	
		Nos. of training	3
		Nos. of Staff	14
		Name of training (1)	Billing of computer software
		Name of training (2)	Basic computer training
		Name of training (3)	Engineering estimate preparation of software.
<b>5. Financial Information (FY2010/11)</b>			
Annual budget (Tk)	1,459,000		
Annual revenue (Tk)	395,570		
Annual expenditure (Tk)	1,009,272 (Pourashava pays part of personnel and power costs from general budget.)		
Annual O&M Costs (Tk)	1,009,272		
Annual billings (Tk)	1,225,000		
Annual collections (Tk)	885,072		
Water arrears (Tk)	428,943		
Electricity arrears (Tk)	662,231		
Payment methods	, Bank		
Self-billing	No		
Billing frequency	Monthly		
<b>6. Water Tariff and Metering (See Tariff Database)</b>			
Tariff Structure	Based on pipe size		
Domestic 13 mm (1/2") (Tk/month)	80		
Non-domestic lowest (Tk/month)	120		
Lowest volumetric charge (Tk/m <sup>3</sup> )	0		
<b>D. Non-Piped Water Supply Area</b>			
<b>1. Necessity of Piped Water Supply</b>		Main treatment method in domestic	None, , ,
Necessity of Piped water	Yes	As contaminated wells (Nos.)	No data
Water meter	Yes	Arsenic contaminated water supply (%)	No data
Reasons	- To save water by misuse of householder. - The water meter is helpful of hour system.	Unhygienic drinking water (%)	No data
		% of people using neighbor's well for drinking	30
		Problems in non-piped water supply area	Ground water level is down,
Affordability (answered by pourashava staff)	0	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Average household income/month (Tk)	10,000	Potential water sources	<u>Evaluation</u> <u>WQ problems</u>
Affordability for piped water (Tk/month)	80	Shallow well	Moderate    No data
Affordable price in total household income (%)	1	Deep well	-    -
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>		Surface water sources	None    No data
		Other sources	Yes    -
Source	Nos. of source	Drinking (%)	Domestic (%)
River	1	0	15
Shallow well	2,500	100	85
Deep well	0	0	0
Ponds	0	0	0
Other sources	0	0	0
		Decrease of ground water level	
		Shallow well (m/year)	3.0
		Deep well (m/year)	-

**A. Pourashava Profile**

Class	A	Sanitation coverage	
Division	Chittagong	Latrine with septic tank (%)	20
District	Chandpur	Water sealed slab latrine (%)	40
Year established	1985	Water-related diseases	#REF!
Contact Tel/Fax	08424-75360	Technical staff (Nos.)	7
E-mail	hajigonjpourashava@yahoo.com	Financial statements (2010/2011)	
Population (FY2010/2011)	101,570	Annual budget (Tk)	58,103,000
Nos. of households (FY2010/2011)	12,252	Revenue (Tk)	36,107,381
Literacy (%)	70	Expenditure (Tk)	27,379,696
Land area (km <sup>2</sup> )	18	Computerization	Holding tax management, Accounting, Trade license, , Rate schedule and estimate preparation, Engineering, , Procurement,
Residential area (km <sup>2</sup> )	9	Committee formed	
Residential area pop. density (persons/ha)	110	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	90	WATSAN/Frequency of meeting	Yes, 6 months
Electricity availability (hrs)			
Summer	15		
Winter	20		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	27	Metering ratio (%)	0
Per capita produced water (L/d/ca)	162	Operating ratio (%)	80
Supply Hour (Hrs)	10	Collection ratio in amount (%)	98
Non-revenue water (NRW) (%)	22.94	Collection period (days)	45
Pipe leakage ratio (point/km)	1.6	Staffs/ 1,000 connections (ratio)	9
Average revenue (Tk/m <sup>3</sup> produced)	1.8	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	1.4		

**Overall performance of Positive PIs**

**Overall performance of Negative PIs**

**C. Water Supply Profile**

<b>1. General Information of Water Supply Section</b>		Chlorination points (Nos.)	
Water section established (year)	1998	PTW	0
Piped system introduced (year)	1998	IRP/AIRP	0
Pourashava responsibility	O&M, Construction of water supply facilities,	Surface WTP	0
Computerization/Automation	, Billing, Accounting, , , ,	Bulk flow meters (Nos.)	2
Staff in water section (Nos.)	9	Bulk flow meter readings (Nos.)	2
In which, staff with diploma or higher qualification (Nos.)	2	Total production, Summer (m <sup>3</sup> /day)	4,365
<b>2. Water Supply System</b>		<b>(2) Distribution</b>	
Operation of water supply facilities	In operation	Overhead tank	0
(1) Production		Overhead tanks (Nos.)	0
Water sources for piped system	Groundwater,	Total capacity (m <sup>3</sup> )	0
Production tube well		Distribution network (km):	30,620
PTW (Nos.)	6	Leakages in distribution (Nos.)	48
PTW not in operation (Nos.)	1	<b>(3) O&amp;M Problems</b>	
Ave. depth (m)	175	Production wells	No problem
Capacity at commission (m <sup>3</sup> /hrs)	69	Pump	Break down of shaft & pump
Ave. current capacity per unit (m <sup>3</sup> /hrs)	62	Treatment plant	-
Ave. production hours, Summer (hrs/day)	14	Pipeline	Leakage & iron blocking
Total production, Summer (m <sup>3</sup> /day)	4,365	Customer water meter	-
Treatment plants (Nos.)		House connection	Leakage & iron blocking
AIRP	0	O&M manuals (Nos.)	0
IRP	0	O&M assistance form DPHE	No
Surface water treatment plants	0	Annual leakages (Nos.)	48
Plants not in operation	0	Leakage detection activity	No
Production of plant	0		
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

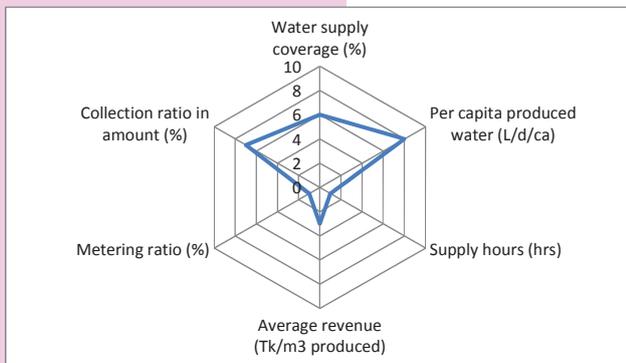
<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	1,500
Rehabilitation		Tariff adopted year	2011
Production tube well	Yes	Tariff setting policy	, Operation cost recovery (O&M costs), , , Ensuring water supply for socially vulnerable people,
Treatment plant	No	<b>7. Water Quality Monitoring</b>	
Distribution network	No	Water quality monitoring plan	No
Expansion		Parameters checked	-
Production tube well	Yes	Frequency of quality test	-
Treatment plant	Yes	Nos. of sampling location /year	-
Distribution network	Yes	Water quality problems	High iron (3 to 7 mg/L)
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	7	Major 3 problems	(1) No treatment plant
Population served (people)	27,000		(2) Low coverage
Service connections (Nos.)	1,043		(3) Low production well capacity
Domestic	927	Major 3 priority needs	(1) Treatment plant
Public tap/ stand pipe	83		(2) Distribution network
Public institutions	13		(3) Production well and pump
Commercial & industrial	20		
Others	0		
Total	1,043		
Metered connections (Nos.)	0	<b>9. Past and On-going Projects and Training</b>	
Applications outstanding (Nos.)	0	(1) Past 10 years projects	
New connections in 2010/2011 (Nos.)	0	Name	-
Average waiting time (days)	0	Period	-
Water pressure at the end of network	, , , Almost Nil	Funding agency	-
Continuity of service (hrs/day)	10	Executing agency	-
Customer with 24 hrs supply (%)	0	(2) Past 10 years projects	
Annual complaints (Nos.)	550	Name	-
Major complaints	(1) Huge iron	Period	-
	(2) Demanding 16-20 hours water supply per day	Funding agency	-
	(3) Leakage problem	Executing agency	-
<b>5. Financial Information (FY2010/11)</b>		On-going projects	
Annual budget (Tk)	5,003,000	Name	-
Annual revenue (Tk)	2,816,916	Period	-
Annual expenditure (Tk)	2,251,028	Funding agency	-
Annual O&M Costs (Tk)	2,251,028	Executing agency	-
Annual billings (Tk)	2,432,150	Training	
Annual collections (Tk)	2,385,650	Nos. of training	2
Water arrears (Tk)	350,000	Nos. of Staff	2
Electricity arrears (Tk)	0	Name of training (1)	Water Billing Software
Payment methods	, Bank	Name of training (2)	Pump Operating
Self-billing	No	Name of training (3)	-
Billing frequency	Monthly		
<b>6. Water Tariff and Metering (See Tariff Database)</b>			
Tariff Structure	Based on pipe size		
Domestic 13 mm (1/2") (Tk/month)	200		
Non-domestic lowest (Tk/month)	400		
Lowest volumetric charge (Tk/m <sup>3</sup> )	0		
<b>D. Non-Piped Water Supply Area</b>			
<b>1. Necessity of Piped Water Supply</b>		Main treatment method in domestic	, Boiling, ,
Necessity of Piped water	Yes	As contaminated wells (Nos.)	Do not know
Water meter	Yes	Arsenic contaminated water supply (%)	Do not know
Reasons	Reduce wastage of water, minimize the misuse of water, knowing accurate water reading	Unhygienic drinking water (%)	5
		% of people using neighbor's well for drinking	10
		Problems in non-piped water supply area	Arsenic, Iron
Affordability (answered by pourashava staff)	0	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Average household income/month (Tk)	10,000	Potential water sources	<u>Evaluation</u> <u>WQ problems</u>
Affordability for piped water (Tk/month)	200	Shallow well	Moderate Arsenic, Iron
Affordable price in total household income (%)	2	Deep well	Moderate Iron
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>		Surface water sources	None Unhygienic content, Human waste
		Other sources	No -
Source	Nos. of source	Drinking (%)	Domestic (%)
River	1	0	30
Shallow well	1,000	85	20
Deep well	90	15	10
Ponds	60	0	30
Other sources	3	0	10
		Decrease of ground water level	
		Shallow well (m/year)	-
		Deep well (m/year)	0.50

**A. Pourashava Profile**

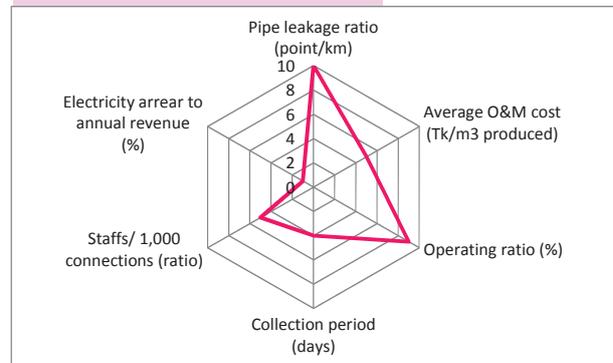
Class	A	Sanitation coverage	
Division	Syhlet	Latrine with septic tank (%)	43
District	Hobiganj	Water sealed slab latrine (%)	20
Year established	1981	Water-related diseases	, Diarrhea, , , Dysentery,
Contact Tel/Fax	01831-52315, 08315-62223	Technical staff (Nos.)	5
E-mail	jabed.iqbql@yahoo.com	Financial statements (2010/2011)	
Population (FY2010/2011)	95,000	Annual budget (Tk)	285,791,412
Nos. of households (FY2010/2011)	7,877	Revenue (Tk)	108,135,750
Literacy (%)	66	Expenditure (Tk)	104,839,457
Land area (km <sup>2</sup> )	9	Computerization	Holding tax management, Accounting, , Salary payment, Rate schedule and estimate preparation, Engineering, , ,
Residential area (km <sup>2</sup> )	7	Committee formed	
Residential area pop. density (persons/ha)	140	TLCC /Frequency of meeting	Yes, 1 month
Electricity coverage (%)	80	WATSAN/Frequency of meeting	Yes, 1 month
Electricity availability (hrs)			
Summer	20		
Winter	22		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	35	Metering ratio (%)	0
Per capita produced water (L/d/ca)	147	Operating ratio (%)	141
Supply Hour (Hrs)	2	Collection ratio in amount (%)	83
Non-revenue water (NRW) (%)	-	Collection period (days)	75
Pipe leakage ratio (point/km)	19	Staffs/ 1,000 connections (ratio)	8
Average revenue (Tk/m <sup>3</sup> produced)	1.9	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	2.7		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	1992
Piped system introduced (year)	1968
Pourashava responsibility	O&M, Construction of water supply facilities,
Computerization/Automation	, Billing, , , Treatment,
Staff in water section (Nos.)	12
In which, staff with diploma or higher qualification (Nos.)	1

**2. Water Supply System**

Operation of water supply facilities	In operation
(1) Production	
Water sources for piped system	Groundwater,
Production tube well	
PTW (Nos.)	6
PTW not in operation (Nos.)	0
Ave. depth (m)	141
Capacity at commission (m <sup>3</sup> /hrs)	64
Ave. current capacity per unit (m <sup>3</sup> /hrs)	39
Ave. production hours, Summer (hrs/day)	21
Total production, Summer (m <sup>3</sup> /day)	4,900
Treatment plants (Nos.)	
AIRP	0
IRP	2
Surface water treatment plants	0
Plants not in operation	0
Production of plant	0
Total capacity (m <sup>3</sup> /hrs)	424
Production hours, Summer (hrs/day)	21
Total production (m <sup>3</sup> /day)	8,888

Chlorination points (Nos.)	
PTW	0
IRP/AIRP	0
Surface WTP	-
Bulk flow meters (Nos.)	0
Bulk flow meter readings (Nos.)	0
Total production, Summer (m <sup>3</sup> /day)	4,900
<b>(2) Distribution</b>	
Overhead tank	0
Overhead tanks (Nos.)	1
Total capacity (m <sup>3</sup> )	568
Distribution network (km):	5,275
Leakages in distribution (Nos.)	100
<b>(3) O&amp;M Problems</b>	
Production wells	Water level decline in summer & winter. Tube well water discharge contains sand so water supply is less.
Pump	All pumps are submersible, if any pump is in repair that pump is stop for two to seven days, because there is no standby pump.
Treatment plant	Mechanical & electrical functions of the treatment plant is inoperable.
Pipeline	Leakage problem. Unauthorized motor connection in the pipe water networks.
Customer water meter	
House connection	Leakage problem.
O&M manuals (Nos.)	0
O&M assistance form DPHE	No
Annual leakages (Nos.)	100
Leakage detection activity	Yes

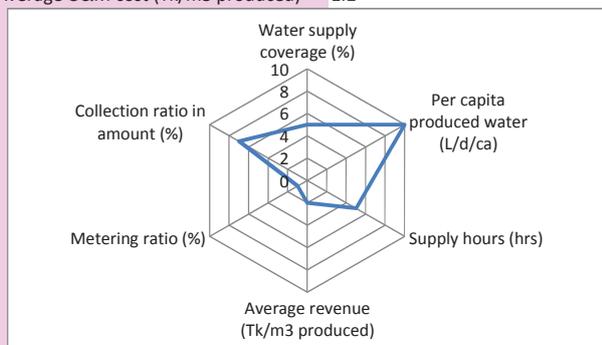
<b>3. Needs of Rehabilitation and Expansion</b>				House connection fee (1/2") (Tk)	2,500																								
Rehabilitation				Tariff adopted year	2011																								
Production tube well	Yes			Tariff setting policy	, Operation cost recovery (O&M costs), , , ,																								
Treatment plant	Yes			<b>7. Water Quality Monitoring</b>																									
Distribution network	Yes			Water quality monitoring plan	No																								
Expansion				Parameters checked	-																								
Production tube well	Yes			Frequency of quality test	-																								
Treatment plant	Yes			Nos. of sampling location /year	-																								
Distribution network	Yes			Water quality problems	Due to leakage problem supplied water is unhygienic																								
<b>4. Customer Service (Service indicators)</b>				<b>8. Problems and Priority Needs</b>																									
Coverage area (km <sup>2</sup> )	5			Major 3 problems	(1) Low coverage																								
Population served (people)	33,250				(2) Less financial resources																								
Service connections (Nos.)	1,520				(3) Insufficient technical and managerial capacity																								
Domestic	1,488			Major 3 priority needs	(1) Increase of production capacity																								
Public tap/ stand pipe	8				(2) Distribution network																								
Public institutions	8				(3) Production well and pump																								
Commercial & industrial	16			<b>9. Past and On-going Projects and Training</b>																									
Others	0			(1) Past 10 years projects																									
Total	1,520			Name	-																								
Metered connections (Nos.)	0			Period	-																								
Applications outstanding (Nos.)	50			Funding agency	-																								
New connections in 2010/2011 (Nos.)	100			Executing agency	-																								
Average waiting time (days)	7			(2) Past 10 years projects																									
Water pressure at the end of network	, , Low,			Name	-																								
Continuity of service (hrs/day)	2			Period	-																								
Customer with 24 hrs supply (%)	0			Funding agency	-																								
Annual complaints (Nos.)	100			Executing agency	-																								
Major complaints	(1) Volume of water is not sufficient			On-going projects																									
	(2) Leakage problem			Name	-																								
	(3) little trace of iron in supplied water			Period	-																								
<b>5. Financial Information (FY2010/11)</b>																													
Annual budget (Tk)	0			Funding agency	-																								
Annual revenue (Tk)	3,357,819			Executing agency	-																								
Annual expenditure (Tk)	4,748,413			Training	0																								
Annual O&M Costs (Tk)	4,748,414			Nos. of training	0																								
Annual billings (Tk)	4,046,974			Nos. of Staff	0																								
Annual collections (Tk)	3,357,809			Name of training (1)	-																								
Water arrears (Tk)	689,165			Name of training (2)	-																								
Electricity arrears (Tk)	0			Name of training (3)	-																								
Payment methods	, Bank			<b>D. Non-Piped Water Supply Area</b>																									
Self-billing	No			<b>1. Necessity of Piped Water Supply</b>																									
Billing frequency	Monthly			Necessity of																									
<b>6. Water Tariff and Metering (See Tariff Database)</b>				Main treatment method in domestic																									
Tariff Structure	Based on pipe size			, Boiling, , Filtration																									
Domestic 13 mm (1/2") (Tk/month)	175			As contaminated wells (Nos.)	0																								
Non-domestic lowest (Tk/month)	350			Arsenic contaminated water supply (%)	0																								
Lowest volumetric charge (Tk/m <sup>3</sup> )	0			Unhygienic drinking water (%)	0																								
<b>D. Non-Piped Water Supply Area</b>				% of people using neighbor's well for drinking																									
<b>1. Necessity of Piped Water Supply</b>				Problems in non-piped water supply area																									
Necessity of				In winter & summer water level decline, PTW water production is less.,																									
Piped water	Yes			<b>3. Potential Water Sources for Non-Piped Water Supply System</b>																									
Water meter	Yes			<table border="1"> <thead> <tr> <th>Potential water sources</th> <th>Evaluation</th> <th>WQ problems</th> </tr> </thead> <tbody> <tr> <td>Shallow well</td> <td>Moderate</td> <td>Iron</td> </tr> <tr> <td>Deep well</td> <td>Moderate</td> <td>Iron</td> </tr> <tr> <td>Surface water sources</td> <td>Moderate</td> <td>Polluted by the incoming drains &amp; also sitation problem.</td> </tr> <tr> <td>Other sources</td> <td>No</td> <td>0</td> </tr> </tbody> </table>		Potential water sources	Evaluation	WQ problems	Shallow well	Moderate	Iron	Deep well	Moderate	Iron	Surface water sources	Moderate	Polluted by the incoming drains & also sitation problem.	Other sources	No	0									
Potential water sources	Evaluation	WQ problems																											
Shallow well	Moderate	Iron																											
Deep well	Moderate	Iron																											
Surface water sources	Moderate	Polluted by the incoming drains & also sitation problem.																											
Other sources	No	0																											
Reasons	To reduce water wastage & pourashava will be able to collect exact water bills & their the economic benefit also be gained . So consumers also be happy as they will get potable water for their safe health & safety.			Decrease of ground water level																									
Affordability (answered by pourashava staff)	0			Shallow well (m/year)	0.5																								
Average household income/month (Tk)	25,000			Deep well (m/year)	0.3																								
Affordability for piped water (Tk/month)	250			<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>																									
Affordable price in total household income (%)	1			<table border="1"> <thead> <tr> <th>Source</th> <th>Nos. of source</th> <th>Drinking (%)</th> <th>Domestic (%)</th> </tr> </thead> <tbody> <tr> <td>River</td> <td>1</td> <td>0</td> <td>20</td> </tr> <tr> <td>Shallow well</td> <td>1,000</td> <td>70</td> <td>50</td> </tr> <tr> <td>Deep well</td> <td>50</td> <td>30</td> <td>30</td> </tr> <tr> <td>Ponds</td> <td>16</td> <td>0</td> <td>0</td> </tr> <tr> <td>Other sources</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>		Source	Nos. of source	Drinking (%)	Domestic (%)	River	1	0	20	Shallow well	1,000	70	50	Deep well	50	30	30	Ponds	16	0	0	Other sources	0	0	0
Source	Nos. of source	Drinking (%)	Domestic (%)																										
River	1	0	20																										
Shallow well	1,000	70	50																										
Deep well	50	30	30																										
Ponds	16	0	0																										
Other sources	0	0	0																										

**A. Pourashava Profile**

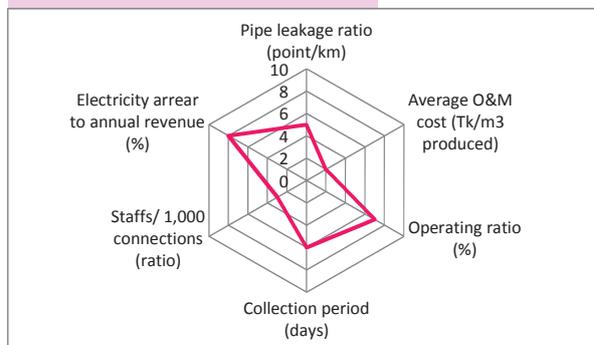
Class	A	Sanitation coverage	
Division	Rajshahi	Latrine with septic tank (%)	60
District	Pabna	Water sealed slab latrine (%)	20
Year established	1974	Water-related diseases	, , , , , Jaundice
Contact Tel/Fax	Tel: 07326-63476, Fax: 07326-63510	Technical staff (Nos.)	21
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	105,762	Annual budget (Tk)	172,718,749
Nos. of households (FY2010/2011)	12,500	Revenue (Tk)	29,816,490
Literacy (%)	87	Expenditure (Tk)	31,247,121
Land area (km <sup>2</sup> )	31	Computerization	Holding tax management, Accounting, Trade license, Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	19	Committee formed	
Residential area pop. density (persons/ha)	57	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	97	WATSAN/Frequency of meeting	Yes, 6 months
Electricity availability (hrs)			
Summer	12		
Winter	22		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	25	Metering ratio (%)	0
Per capita produced water (L/d/ca)	254	Operating ratio (%)	106
Supply Hour (Hrs)	6	Collection ratio in amount (%)	83
Non-revenue water (NRW) (%)	-	Collection period (days)	125
Pipe leakage ratio (point/km)	1.8	Staffs/ 1,000 connections (ratio)	6
Average revenue (Tk/m <sup>3</sup> produced)	1.2	Electricity arrear to annual revenue (%)	71
Average O&M cost (Tk/m <sup>3</sup> produced)	1.2		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile****1. General Information of Water Supply Section**

Water section established (year)	1997	Chlorination points (Nos.)	
Piped system introduced (year)	1997	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	, Billing, Accounting, Asset management, , ,	Surface WTP	0
Staff in water section (Nos.)	13	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	1	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	6,678

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	0
Production tube well		Total capacity (m <sup>3</sup> )	0
PTW (Nos.)	9	Distribution network (km):	34,073
PTW not in operation (Nos.)	1	Leakages in distribution (Nos.)	60
Ave. depth (m)	71	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	Do not know	Production wells	Discharge has decrease.
Ave. current capacity per unit (m <sup>3</sup> /hrs)	139	Pump	5 nos. PTW is turbine pump, These are very old system, maximum time it is under repairing.
Ave. production hours, Summer (hrs/day)	5	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	6,678	Pipeline	-
Treatment plants (Nos.)		Customer water meter	No water meter in your system for this region water discharge not measure and public want to meter because they like to
AIRP	0	House connection	-
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	60
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

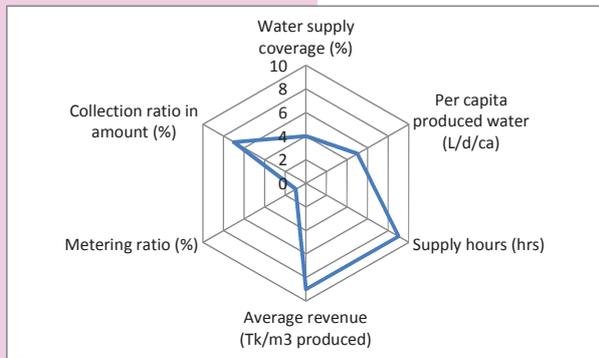


**A. Pourashava Profile**

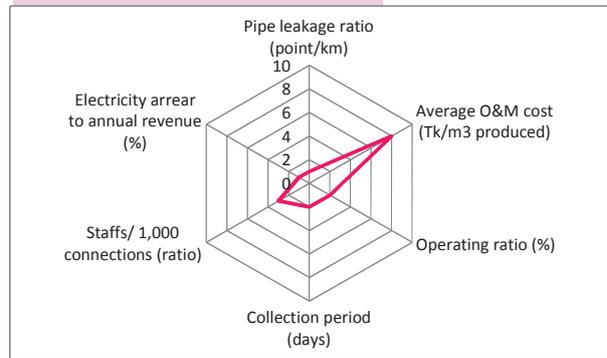
Class	A	Sanitation coverage	
Division	Rajshahi	Latrine with septic tank (%)	16.2
District	Joypurhat	Water sealed slab latrine (%)	56.66
Year established	27553	Water-related diseases	, , , ,
Contact Tel/Fax	0571-62311/0571-51011	Technical staff (Nos.)	20
E-mail	mayorjoypurhatpourashava@yahoo.com	Financial statements (2010/2011)	
Population (FY2010/2011)	106,729	Annual budget (Tk)	42,225,855
Nos. of households (FY2010/2011)	21,085	Revenue (Tk)	37,699,709
Literacy (%)	69	Expenditure (Tk)	25,099,780
Land area (km <sup>2</sup> )	27	Computerization	Holding tax management, Accounting, Trade license, , Rate schedule and estimate preparation, , , ,
Residential area (km <sup>2</sup> )	8	Committee formed	
Residential area pop. density (persons/ha)	132	TLCC /Frequency of meeting	Yes, 4 months
Electricity coverage (%)	85	WATSAN/Frequency of meeting	Yes, 4 months
Electricity availability (hrs)			
Summer	14		
Winter	20		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	21	Metering ratio (%)	0
Per capita produced water (L/d/ca)	90	Operating ratio (%)	63
Supply Hour (Hrs)	9	Collection ratio in amount (%)	85
Non-revenue water (NRW) (%)	5	Collection period (days)	19
Pipe leakage ratio (point/km)	0.1	Staffs/ 1,000 connections (ratio)	6
Average revenue (Tk/m <sup>3</sup> produced)	9	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	5.7		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

<b>1. General Information of Water Supply Section</b>		Chlorination points (Nos.)	
Water section established (year)	1993	PTW	0
Piped system introduced (year)	1995	IRP/AIRP	0
Pourashava responsibility	O&M, Construction of water supply facilities, Part of construction	Surface WTP	-
Computerization/Automation	, Billing, , , ,	Bulk flow meters (Nos.)	3
Staff in water section (Nos.)	16	Bulk flow meter readings (Nos.)	3
In which, staff with diploma or higher qualification (Nos.)	6	Total production, Summer (m <sup>3</sup> /day)	2,040
<b>2. Water Supply System</b>		<b>(2) Distribution</b>	
Operation of water supply facilities	In operation	Overhead tank	0
(1) Production		Overhead tanks (Nos.)	1
Water sources for piped system	Groundwater,	Total capacity (m <sup>3</sup> )	450
Production tube well		Distribution network (km):	59,690
PTW (Nos.)	5	Leakages in distribution (Nos.)	5
PTW not in operation (Nos.)	0	<b>(3) O&amp;M Problems</b>	
Ave. depth (m)	54	Production wells	Chalked up
Capacity at commission (m <sup>3</sup> /hrs)	98	Pump	Short circuit
Ave. current capacity per unit (m <sup>3</sup> /hrs)	75	Treatment plant	Sylhet sand
Ave. production hours, Summer (hrs/day)	10	Pipeline	Iron and Manganese sediments clog the pipe/ foam pick wash
Total production, Summer (m <sup>3</sup> /day)	3,615	Customer water meter	Stopped or misread repair
Treatment plants (Nos.)		House connection	MS clamps fittings rehabilitated choke the pipe
AIRP	0	O&M manuals (Nos.)	4
IRP	1	O&M assistance form DPHE	No
Surface water treatment plants	0	Annual leakages (Nos.)	5
Plants not in operation	0	Leakage detection activity	Yes
Production of plant	0		
Total capacity (m <sup>3</sup> /hrs)	200		
Production hours, Summer (hrs/day)	16		
Total production (m <sup>3</sup> /day)	2,040		

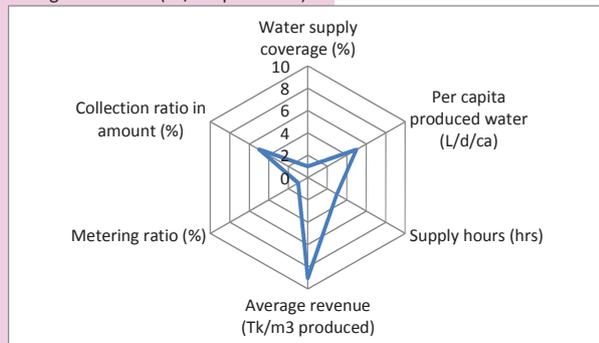
<b>3. Needs of Rehabilitation and Expansion</b>			House connection fee (1/2") (Tk)	825
Rehabilitation			Tariff adopted year	2012
Production tube well	Yes		Tariff setting policy	, Operation cost recovery (O&M costs), ''''
Treatment plant	Yes		<b>7. Water Quality Monitoring</b>	
Distribution network	Yes		Water quality monitoring plan	Yes
Expansion			Parameters checked	Fe, As, Mn, Bacteria test
Production tube well	Yes		Frequency of quality test	6 months
Treatment plant	Yes		Nos. of sampling location /year	10
Distribution network	Yes		Water quality problems	Iron and Manganese
<b>4. Customer Service (Service indicators)</b>			<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	7		Major 3 problems	(1) Low Coverage
Population served (people)	22,785			(2) Low pressure
Service connections (Nos.)	2,500			(3) Electricity problem
Domestic	2,354		Major 3 priority needs	(1) Expansion and replacement of network
Public tap/ stand pipe	3			(2) Production well and pump
Public institutions	0			(3) House connection and water meter
Commercial & industrial	143		<b>9. Past and On-going Projects and Training</b>	
Others	0		(1) Past 10 years projects	
Total	2,500		Name	-
Metered connections (Nos.)	0		Period	-
Applications outstanding (Nos.)	40		Funding agency	-
New connections in 2010/2011 (Nos.)	5		Executing agency	-
Average waiting time (days)	7		(2) Past 10 years projects	
Water pressure at the end of network	, Fair, ,		Name	-
Continuity of service (hrs/day)	9		Period	-
Customer with 24 hrs supply (%)	0		Funding agency	-
Annual complaints (Nos.)	76		Executing agency	-
Major complaints	(1) Lack of sufficient pressure		On-going projects	-
	(2) Water quality (manganese and iron contamination)		Name	-
	(3) Lack of Electricity ( for the water availability)		Period	STWSSP
<b>5. Financial Information (FY2010/11)</b>			Period	2006-2013
Annual budget (Tk)	7,218,597		Funding agency	ADB, GOB
Annual revenue (Tk)	6,677,470		Executing agency	DPHE
Annual expenditure (Tk)	6,513,383		Training	0
Annual O&M Costs (Tk)	4,234,813		Nos. of training	3
Annual billings (Tk)	4,447,087		Nos. of Staff	15
Annual collections (Tk)	3,790,733		Name of training (1)	Water Meter Installation
Water arrears (Tk)	354,500		Name of training (2)	Refresher Training
Electricity arrears (Tk)	0		Name of training (3)	Bill Payment Training
Payment methods	, Bank		<b>D. Non-Piped Water Supply Area</b>	
Self-billing	No		<b>1. Necessity of Piped Water Supply</b>	
Billing frequency	Monthly		Necessity of	
<b>6. Water Tariff and Metering (See Tariff Database)</b>			Piped water	
Tariff Structure	Metered rate		Water meter	
Domestic 13 mm (1/2") (Tk/month)	150		Reasons	
Non-domestic lowest (Tk/month)	230		To reduce wastage	
Lowest volumetric charge (Tk/m <sup>3</sup> )	5		Affordability (answered by pourashava staff)	
<b>7. Non-Piped Water Supply Area</b>			0	
<b>1. Necessity of Piped Water Supply</b>			Average household income/month (Tk)	
Necessity of			5,000-7,000	
Piped water	Yes		Affordability for piped water (Tk/month)	
Water meter	Yes		250	
Reasons	To reduce wastage		Affordable price in total household income (%)	
			3.57-5	
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>			<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Source	Nos. of source	Drinking (%)	Domestic (%)	
River	0	0	0	
Shallow well	2,000	100	20	
Deep well	0	0	0	
Ponds	50	0	80	
Other sources	0	0	0	
			Decrease of ground water level	
			Shallow well (m/year)	
			Deep well (m/year)	
			0.5	

**A. Pourashava Profile**

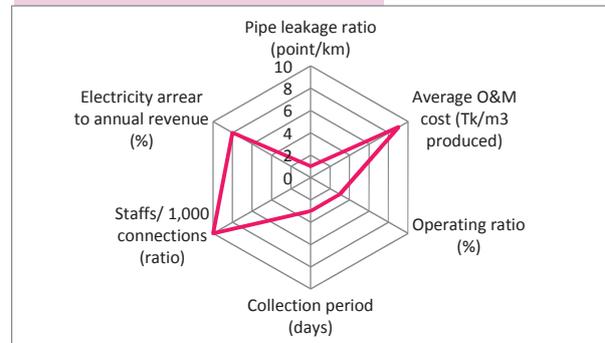
Class	A	Sanitation coverage	
Division	Dhaka	Latrine with septic tank (%)	30
District	Jamalpur	Water sealed slab latrine (%)	45
Year established	1969	Water-related diseases	, Diarrhea, , , Dysentery,
Contact Tel/Fax	09816-63289, 01711662824,62047	Technical staff (Nos.)	5
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	168,559	Annual budget (Tk)	710,520,000
Nos. of households (FY2010/2011)	19,277	Revenue (Tk)	59,550,000
Literacy (%)	49	Expenditure (Tk)	55,610,000
Land area (km <sup>2</sup> )	53	Computerization	Holding tax management, Accounting, Trade license, Salary payment, , Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	16	Committee formed	
Residential area pop. density (persons/ha)	105	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	80	WATSAN/Frequency of meeting	Yes, 3 months
Electricity availability (hrs)			
Summer	20		
Winter	22		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	42	Metering ratio (%)	0
Per capita produced water (L/d/ca)	73	Operating ratio (%)	79
Supply Hour (Hrs)	4	Collection ratio in amount (%)	27
Non-revenue water (NRW) (%)	-	Collection period (days)	377
Pipe leakage ratio (point/km)	4.7	Staffs/ 1,000 connections (ratio)	6
Average revenue (Tk/m <sup>3</sup> produced)	2.2	Electricity arrear to annual revenue (%)	108
Average O&M cost (Tk/m <sup>3</sup> produced)	1.8		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile****1. General Information of Water Supply Section**

Water section established (year)	1969	Chlorination points (Nos.)	
Piped system introduced (year)	1969	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	, Billing, Accounting, , , ,	Surface WTP	0
Staff in water section (Nos.)	21	Bulk flow meters (Nos.)	9
In which, staff with diploma or higher qualification (Nos.)	2	Bulk flow meter readings (Nos.)	9
		Total production, Summer (m <sup>3</sup> /day)	5,138
		<b>(2) Distribution</b>	
		Overhead tank	0
		Overhead tanks (Nos.)	3
		Total capacity (m <sup>3</sup> )	1,728
		Distribution network (km):	58,750
		Leakages in distribution (Nos.)	275
		<b>(3) O&amp;M Problems</b>	
		Production wells	Declining water table
		Pump	Burns due to voltage fluctuation
		Treatment plant	Filter Damages
		Pipeline	Leakage, pressure low, Pipe water is dirty
		Customer water meter	-
		House connection	-
		O&M manuals (Nos.)	0
		O&M assistance form DPHE	Yes
		Annual leakages (Nos.)	275
		Leakage detection activity	No

**2. Water Supply System**

Operation of water supply facilities	In operation
(1) Production	
Water sources for piped system	Groundwater,
Production tube well	
PTW (Nos.)	12
PTW not in operation (Nos.)	3
Ave. depth (m)	128
Capacity at commission (m <sup>3</sup> /hrs)	104
Ave. current capacity per unit (m <sup>3</sup> /hrs)	76
Ave. production hours, Summer (hrs/day)	6
Total production, Summer (m <sup>3</sup> /day)	5,138
Treatment plants (Nos.)	
AIRP	0
IRP	2
Surface water treatment plants	0
Plants not in operation	0
Production of plant	0
Total capacity (m <sup>3</sup> /hrs)	408
Production hours, Summer (hrs/day)	12
Total production (m <sup>3</sup> /day)	4,896



A. Pourashava Profile			
Class	C	Sanitation coverage	
Division	Dhaka	Latrine with septic tank (%)	10
District	Shariatpur	Water sealed slab latrine (%)	25
Year established	1999	Water-related diseases	Arsenicosis, Diarrhea, Typhoid, Dysentery,
Contact Tel/Fax	01713542199	Technical staff (Nos.)	3
E-mail		Financial statements (2010/2011)	0
Population (FY2010/2011)	37,000	Annual budget (Tk)	32,025,000
Nos. of households (FY2010/2011)	3,616	Revenue (Tk)	4,701,780
Literacy (%)	68	Expenditure (Tk)	3,525,000
Land area (km <sup>2</sup> )	16	Computerization	, , , , , Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	5	Committee formed	
Residential area pop. density (persons/ha)	77	TLCC /Frequency of meeting	No
Electricity coverage (%)	50	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	10		
Winter	15		

B. Key Performance Indicators (Efficiency Indicators)			
Water supply coverage (%)	-	Metering ratio (%)	-
Per capita produced water (L/d/ca)	-	Operating ratio (%)	-
Supply Hour (Hrs)	No water supply service	Collection ratio in amount (%)	-
Non-revenue water (NRW) (%)	-	Collection period (days)	-
Pipe leakage ratio (point/km)	-	Staffs/ 1,000 connections (ratio)	-
Average revenue (Tk/m <sup>3</sup> produced)	-	Electricity arrear to annual revenue (%)	-
Average O&M cost (TK/m <sup>3</sup> produced)	-		

Overall performance of Positive PIs

Overall performance of Negative PIs

C. Water Supply Profile			
<b>1. General Information of Water Supply Section</b>			
Water section established (year)	Not formed	Chlorination points (Nos.)	
Piped system introduced (year)	2008	PTW	0
Pourashava responsibility	, ,	IRP/AIRP	0
Computerization/Automation	None, , , , ,	Surface WTP	0
Staff in water section (Nos.)	0	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	0	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	0
<b>2. Water Supply System</b>			
Operation of water supply facilities	Not in operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	0
Production tube well		Total capacity (m <sup>3</sup> )	0
PTW (Nos.)	2	Distribution network (km):	7,000
PTW not in operation (Nos.)	2	Leakages in distribution (Nos.)	-
Ave. depth (m)	259	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	68	Production wells	-
Ave. current capacity per unit (m <sup>3</sup> /hrs)	0	Pump	-
Ave. production hours, Summer (hrs/day)	0	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	0	Pipeline	-
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	-
IRP	0	O&M manuals (Nos.)	-
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	-
Production of plant	0	Leakage detection activity	-
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

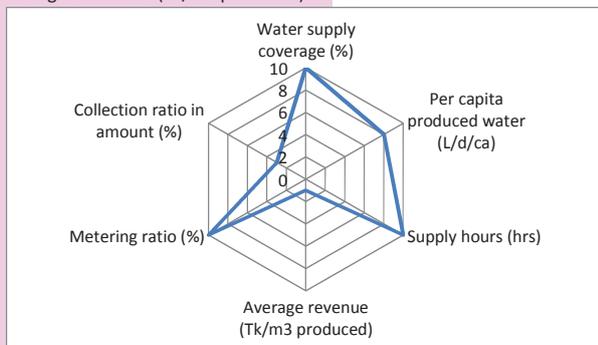


**A. Pourashava Profile**

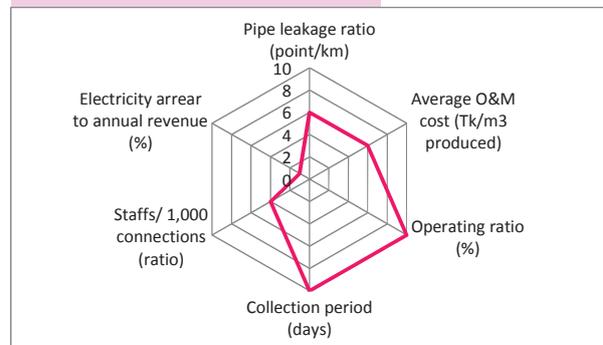
Class	A	Sanitation coverage	
Division	Barisal	Latrine with septic tank (%)	34
District	Jhalakathi	Water sealed slab latrine (%)	12
Year established	1875	Water-related diseases	, , , ,
Contact Tel/Fax	T- 049863348, Fax- 049863133	Technical staff (Nos.)	18
E-mail	mayor_jhalakathimunicipality.org	Financial statements (2010/2011)	
Population (FY2010/2011)	63,250	Annual budget (Tk)	11,380,000
Nos. of households (FY2010/2011)	8,055	Revenue (Tk)	7,664,065
Literacy (%)	80	Expenditure (Tk)	8,194,269
Land area (km <sup>2</sup> )	16	Computerization	Holding tax management, Accounting, Trade license, Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	7	Committee formed	
Residential area pop. density (persons/ha)	96	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	98	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	15		
Winter	22		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	65	Metering ratio (%)	98
Per capita produced water (L/d/ca)	157	Operating ratio (%)	1,037
Supply Hour (Hrs)	12	Collection ratio in amount (%)	69
Non-revenue water (NRW) (%)	-	Collection period (days)	1,574
Pipe leakage ratio (point/km)	2.8	Staffs/ 1,000 connections (ratio)	7
Average revenue (Tk/m <sup>3</sup> produced)	0.3	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	3.4		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	1997	Chlorination points (Nos.)	
Piped system introduced (year)	1978	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	, Billing, , , ,	Surface WTP	0
Staff in water section (Nos.)	28	Bulk flow meters (Nos.)	6
In which, staff with diploma or higher qualification (Nos.)	1	Bulk flow meter readings (Nos.)	6
		Total production, Summer (m <sup>3</sup> /day)	6,454

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	1
Production tube well		Total capacity (m <sup>3</sup> )	400
PTW (Nos.)	7	Distribution network (km):	48,000
PTW not in operation (Nos.)	1	Leakages in distribution (Nos.)	133
Ave. depth (m)	288	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	104	Production wells	Housing pipe Leakage.
Ave. current capacity per unit (m <sup>3</sup> /hrs)	81	Pump	Burning of Pump motor due to voltage fluctuation.
Ave. production hours, Summer (hrs/day)	13	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	6,454	Pipeline	Leakage, Jam From various reason.
Treatment plants (Nos.)		Customer water meter	Water vapor damaged water meter.
AIRP	0	House connection	Leakage
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	133
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

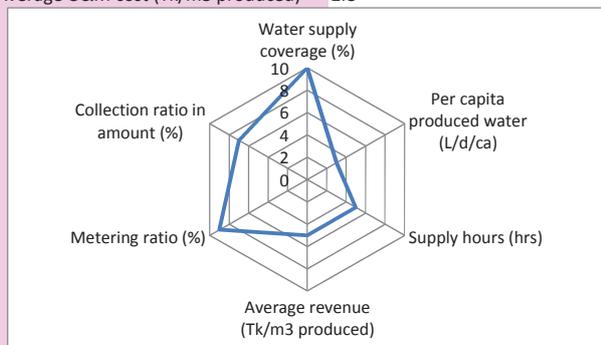
<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	600
Rehabilitation		Tariff adopted year	2011
Production tube well	Yes	Tariff setting policy	, Operation cost recovery (O&M costs), , People's affordability to pay, ,
Treatment plant	No	<b>7. Water Quality Monitoring</b>	
Distribution network	Yes	Water quality monitoring plan	Yes
Expansion		Parameters checked	Cl. As, Fe, Salinity
Production tube well	Yes	Frequency of quality test	6 months
Treatment plant	Yes	Nos. of sampling location /year	6
Distribution network	Yes	Water quality problems	-
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	9	Major 3 problems	(1) Low Coverage
Population served (people)	41,112		(2) Leakage
Service connections (Nos.)	4,025		(3) Less financial resources
Domestic	3,864	Major 3 priority needs	(1) Production well and pump
Public tap/ stand pipe	52		(2) Distribution network
Public institutions	30		(3) Y/3
Commercial & industrial	49		
Others	30		
Total	4,025		
Metered connections (Nos.)	3,943	<b>9. Past and On-going Projects and Training</b>	
Applications outstanding (Nos.)	0	(1) Past 10 years projects	
New connections in 2010/2011 (Nos.)	0	Name	-
Average waiting time (days)	0	Period	-
Water pressure at the end of network	, Fair, ,	Funding agency	-
Continuity of service (hrs/day)	12	Executing agency	-
Customer with 24 hrs supply (%)	50	(2) Past 10 years projects	
Annual complaints (Nos.)	182	Name	-
Major complaints	(1) Low force of water	Period	-
	(2) Pipe Line leakage	Funding agency	-
	(3) Presence of Shawla(Water algae)	Executing agency	-
<b>5. Financial Information (FY2010/11)</b>		On-going projects	
Annual budget (Tk)	11,380,000	Name	-
Annual revenue (Tk)	766,465	Period	-
Annual expenditure (Tk)	19,606,007	Funding agency	-
Annual O&M Costs (Tk)	7,946,007	Executing agency	-
Annual billings (Tk)	10,523,479	On-going projects	
Annual collections (Tk)	7,218,581	Name	-
Water arrears (Tk)	3,304,898	Period	37, Districts water supply project
Electricity arrears (Tk)	0	Funding agency	2010-2015
Payment methods	, Bank	Executing agency	GOB
Self-billing	No	Training	DPHE
Billing frequency	Monthly	Nos. of training	1
<b>6. Water Tariff and Metering (See Tariff Database)</b>		Nos. of Staff	1
Tariff Structure	Metered rate	Name of training (1)	Billing Software
Domestic 13 mm (1/2") (Tk/month)	120	Name of training (2)	-
Non-domestic lowest (Tk/month)	175	Name of training (3)	-
Lowest volumetric charge (Tk/m <sup>3</sup> )	0	<b>D. Non-Piped Water Supply Area</b>	
<b>1. Necessity of Piped Water Supply</b>		Main treatment method in domestic	None, , ,
Necessity of Piped water	Yes	As contaminated wells (Nos.)	150
Water meter	Yes	Arsenic contaminated water supply (%)	20
Reasons	To save the water and reduction waste water. To measure the Non Revenue water.	Unhygienic drinking water (%)	5
		% of people using neighbor's well for drinking	35
		Problems in non-piped water supply area	Arsenic (in Shallow Tube well), Hard water
Affordability (answered by pourashava staff)	0	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Average household income/month (Tk)	16,000	Potential water sources	<b>Evaluation</b> <b>WQ problems</b>
Affordability for piped water (Tk/month)	200	Shallow well	Moderate Arsenic, Bacteria, Hardness, Salinity
Affordable price in total household income (%)	1	Deep well	Moderate Hardness
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>		Surface water sources	Moderate Polluted by human waste
		Other sources	No -
Source	Nos. of source	Drinking (%)	Domestic (%)
River	2	0	20
Shallow well	206	0	30
Deep well	380	85	20
Ponds	50	0	25
Other sources	7	5	5
		Decrease of ground water level	
		Shallow well (m/year)	0.2
		Deep well (m/year)	0.1

**A. Pourashava Profile**

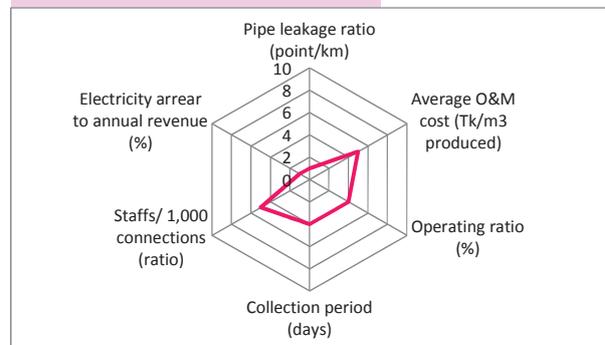
Class	A	Sanitation coverage	
Division	Khulna	Latrine with septic tank (%)	40
District	Jhenaidah	Water sealed slab latrine (%)	40
Year established	21492	Water-related diseases	, , , ,
Contact Tel/Fax	0451-62413/0451-61608	Technical staff (Nos.)	25
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	128,292	Annual budget (Tk)	293,603,000
Nos. of households (FY2010/2011)	13,303	Revenue (Tk)	66,397,000
Literacy (%)	76	Expenditure (Tk)	52,303,000
Land area (km <sup>2</sup> )	32	Computerization	Holding tax management, , Trade license, , Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	11	Committee formed	
Residential area pop. density (persons/ha)	113	TLCC /Frequency of meeting	Yes, 1 month
Electricity coverage (%)	80	WATSAN/Frequency of meeting	Yes, 6 months
Electricity availability (hrs)			
Summer	18		
Winter	22		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	65	Metering ratio (%)	28
Per capita produced water (L/d/ca)	62	Operating ratio (%)	86
Supply Hour (Hrs)	6	Collection ratio in amount (%)	84
Non-revenue water (NRW) (%)	5	Collection period (days)	77
Pipe leakage ratio (point/km)	0.4	Staffs/ 1,000 connections (ratio)	7
Average revenue (Tk/m <sup>3</sup> produced)	3.3	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	2.8		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

<b>1. General Information of Water Supply Section</b>		Chlorination points (Nos.)	
Water section established (year)	1985	PTW	0
Piped system introduced (year)	1985	IRP/AIRP	0
Pourashava responsibility	O&M, , Part of construction	Surface WTP	0
Computerization/Automation	, Billing, , , ,	Bulk flow meters (Nos.)	6
Staff in water section (Nos.)	42	Bulk flow meter readings (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	1	Total production, Summer (m <sup>3</sup> /day)	5,160
<b>2. Water Supply System</b>		<b>(2) Distribution</b>	
Operation of water supply facilities	In operation	Overhead tank	0
(1) Production		Overhead tanks (Nos.)	3
Water sources for piped system	Groundwater,	Total capacity (m <sup>3</sup> )	1,065
Production tube well		Distribution network (km):	112,000
PTW (Nos.)	10	Leakages in distribution (Nos.)	45
PTW not in operation (Nos.)	0	<b>(3) O&amp;M Problems</b>	
Ave. depth (m)	139	Production wells	old, water level down
Capacity at commission (m <sup>3</sup> /hrs)	120	Pump	parts damaged
Ave. current capacity per unit (m <sup>3</sup> /hrs)	86	Treatment plant	-
Ave. production hours, Summer (hrs/day)	6	Pipeline	Fe sludge, leakage
Total production, Summer (m <sup>3</sup> /day)	5,160	Customer water meter	Fe sludge stop propeller
Treatment plants (Nos.)		House connection	leakage
AIRP	0	O&M manuals (Nos.)	0
IRP	0	O&M assistance form DPHE	No
Surface water treatment plants	0	Annual leakages (Nos.)	45
Plants not in operation	0	Leakage detection activity	Yes
Production of plant	0		
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

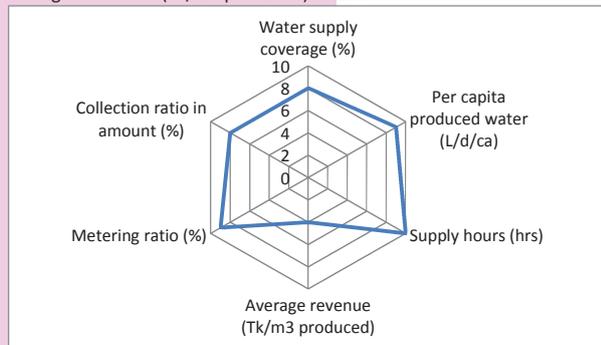
<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	700
Rehabilitation		Tariff adopted year	2010
Production tube well	Yes	Tariff setting policy	Full cost recovery, , , ,
Treatment plant	No	<b>7. Water Quality Monitoring</b>	
Distribution network	Yes	Water quality monitoring plan	Yes
Expansion		Parameters checked	Bacteria, Fe
Production tube well	No	Frequency of quality test	6 months
Treatment plant	Yes	Nos. of sampling location /year	10
Distribution network	Yes	Water quality problems	-
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	21	Major 3 problems	(1) Direct motor suction by the owner
Population served (people)	83,390		(2) Fe sludge
Service connections (Nos.)	5,654		(3) Technical and managerial capacity
Domestic	5,500	Major 3 priority needs	(1) Expansion and replacement of network
Public tap/ stand pipe	72		(2) Production well and pump
Public institutions	25		(3) Capacity building for staff and management
Commercial & industrial	37		
Others	20		
Total	5,654		
Metered connections (Nos.)	1,600	<b>9. Past and On-going Projects and Training</b>	
Applications outstanding (Nos.)	0	(1) Past 10 years projects	
New connections in 2010/2011 (Nos.)	0	Name	-
Average waiting time (days)	0	Period	-
Water pressure at the end of network	, , Low,	Funding agency	-
Continuity of service (hrs/day)	6	Executing agency	-
Customer with 24 hrs supply (%)	0	(2) Past 10 years projects	-
Annual complaints (Nos.)	250	Name	-
Major complaints	(1) Fe problem	Period	-
	(2) Pressure low	Funding agency	-
	(3) Leakage	Executing agency	-
<b>5. Financial Information (FY2010/11)</b>		On-going projects	-
Annual budget (Tk)	293,603,000	Name	-
Annual revenue (Tk)	6,184,724	Period	STWSSP
Annual expenditure (Tk)	7,221,856	Funding agency	2006-2012
Annual O&M Costs (Tk)	5,316,537	Executing agency	ADB-GOB
Annual billings (Tk)	7,930,500	Executing agency	Pourashava & DPHE
Annual collections (Tk)	6,631,868	Training	-
Water arrears (Tk)	1,298,632	Nos. of training	5
Electricity arrears (Tk)	0	Nos. of Staff	21
Payment methods	Pourashava office, Bank	Name of training (1)	Pump ohms, meter repair and maintenance
Self-billing	No	Name of training (2)	Safe water Supply to pourashava
Billing frequency	Monthly	Name of training (3)	Double entry accounting
<b>6. Water Tariff and Metering (See Tariff Database)</b>			
Tariff Structure	Based on pipe size		
Domestic 13 mm (1/2") (Tk/month)	75		
Non-domestic lowest (Tk/month)	150		
Lowest volumetric charge (Tk/m <sup>3</sup> )	0		
<b>D. Non-Piped Water Supply Area</b>			
<b>1. Necessity of Piped Water Supply</b>		Main treatment method in domestic	, , , Filtration
Necessity of Piped water	Yes	As contaminated wells (Nos.)	0
Water meter	Yes	Arsenic contaminated water supply (%)	0
Reasons	mixed opinion	Unhygienic drinking water (%)	No data
		% of people using neighbor's well for drinking	No data
		Problems in non-piped water supply area	safe water problem,
Affordability (answered by pourashava staff)	0	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Average household income/month (Tk)	10,000	Potential water sources	<u>Evaluation</u> <u>WQ problems</u>
Affordability for piped water (Tk/month)	200	Shallow well	Moderate N
Affordable price in total household income (%)	2	Deep well	High N
<b>2. Existing Water Sources in Non-Piped Water Supply Area</b>		Surface water sources	None waste, polluted
		Other sources	No -
Source	Nos. of source	Drinking (%)	Domestic (%)
River	1	0	10
Shallow well	10,000	100	80
Deep well	100	0	0
Ponds	50	0	10
Other sources	0	0	0
		Decrease of ground water level	
		Shallow well (m/year)	0.0
		Deep well (m/year)	0.0

**A. Pourashava Profile**

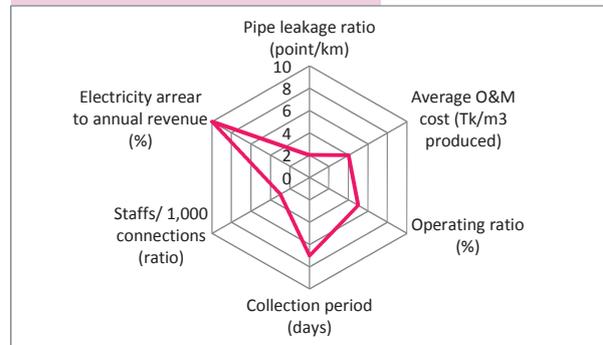
Class	A	Sanitation coverage	
Division	Khulna	Latrine with septic tank (%)	62
District	Jessore	Water sealed slab latrine (%)	18
Year established	1864	Water-related diseases	, , , ,
Contact Tel/Fax	0421-68681/041-63899	Technical staff (Nos.)	16
E-mail	jessorepouroshava@yahoo.com	Financial statements (2010/2011)	
Population (FY2010/2011)	286,163	Annual budget (Tk)	287,341,698
Nos. of households (FY2010/2011)	42,793	Revenue (Tk)	98,733,000
Literacy (%)	83	Expenditure (Tk)	101,266,235
Land area (km <sup>2</sup> )	15	Computerization	, Accounting, Trade license, Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, ,
Residential area (km <sup>2</sup> )	7	Committee formed	
Residential area pop. density (persons/ha)	414	TLCC /Frequency of meeting	Yes, 4 months
Electricity coverage (%)	90	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	16		
Winter	20		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	42	Metering ratio (%)	56
Per capita produced water (L/d/ca)	226	Operating ratio (%)	95
Supply Hour (Hrs)	16	Collection ratio in amount (%)	89
Non-revenue water (NRW) (%)	20	Collection period (days)	197
Pipe leakage ratio (point/km)	0.9	Staffs/ 1,000 connections (ratio)	6
Average revenue (Tk/m <sup>3</sup> produced)	2.4	Electricity arrear to annual revenue (%)	622
Average O&M cost (Tk/m <sup>3</sup> produced)	2.3		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	2005	Chlorination points (Nos.)	
Piped system introduced (year)	1918	PTW	0
Pourashava responsibility	O&M, Construction of water supply facilities, Part of construction	IRP/AIRP	0
Computerization/Automation	, Billing, Accounting, , , ,	Surface WTP	0
Staff in water section (Nos.)	71	Bulk flow meters (Nos.)	7
In which, staff with diploma or higher qualification (Nos.)	1	Bulk flow meter readings (Nos.)	7
		Total production, Summer (m <sup>3</sup> /day)	27,088

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	6
Production tube well		Total capacity (m <sup>3</sup> )	6,000
PTW (Nos.)	19	Distribution network (km):	180,000
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	160
Ave. depth (m)	125	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	109	Production wells	Equipment, fund, skilled manpower
Ave. current capacity per unit (m <sup>3</sup> /hrs)	80	Pump	Panel box, turbine, motor
Ave. production hours, Summer (hrs/day)	18	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	27,088	Pipeline	Not uniformly installed
Treatment plants (Nos.)		Customer water meter	Iron clogging
AIRP	0	House connection	Leakage
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	160
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	500
Rehabilitation		Tariff adopted year	2007
Production tube well	Yes	Tariff setting policy	Full cost recovery, , , ,
Treatment plant	No	<b>7. Water Quality Monitoring</b>	
Distribution network	Yes	Water quality monitoring plan	No
Expansion		Parameters checked	-
Production tube well	No	Frequency of quality test	-
Treatment plant	Yes	Nos. of sampling location /year	-
Distribution network	Yes	Water quality problems	May be water contaminated during the leakage repair period
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	12	Major 3 problems	(1) Pipeline leveling
Population served (people)	120,000		(2) Motor used for suction
Service connections (Nos.)	11,745		(3) water quality
Domestic	11,283	Major 3 priority needs	(1) Increase of production capacity
Public tap/ stand pipe	80		(2) Water quality monitoring
Public institutions	300		(3) Increase of tariff rates to cover O&M costs
Commercial & industrial	82	<b>9. Past and On-going Projects and Training</b>	
Others	0	(1) Past 10 years projects	
Total	11,745	Name	-
Metered connections (Nos.)	6,552	Period	-
Applications outstanding (Nos.)	0	Funding agency	-
New connections in 2010/2011 (Nos.)	0	Executing agency	-
Average waiting time (days)	0	(2) Past 10 years projects	-
Water pressure at the end of network	, Fair, ,	Name	-
Continuity of service (hrs/day)	16	Period	-
Customer with 24 hrs supply (%)	67	Funding agency	-
Annual complaints (Nos.)	260	Executing agency	-
Major complaints	(1) Insufficient water	On-going projects	-
	(2) Leakage	Name	-
	(3) Water quality	Period	STWSSP
<b>5. Financial Information (FY2010/11)</b>		Funding agency	2008-2013
Annual budget (Tk)	287,341,698	Executing agency	ADB, GOB
Annual revenue (Tk)	24,122,000	Name	Pouroshava, DPHE
Annual expenditure (Tk)	23,007,752	Period	-
Annual O&M Costs (Tk)	23,007,752	Funding agency	-
Annual billings (Tk)	20,502,330	Executing agency	-
Annual collections (Tk)	18,182,856	On-going projects	-
Water arrears (Tk)	13,000,000	Name	-
Electricity arrears (Tk)	150,000,000	Period	2008-2013
Payment methods	, Bank	Funding agency	ADB, GOB
Self-billing	No	Executing agency	Pouroshava, DPHE
Billing frequency	Monthly	Training	-
<b>6. Water Tariff and Metering (See Tariff Database)</b>		Nos. of training	2
Tariff Structure	Based on pipe size	Nos. of Staff	3
Domestic 13 mm (1/2") (Tk/month)	130	Name of training (1)	Pump, meter repair and maintenance
Non-domestic lowest (Tk/month)	350	Name of training (2)	Double entry accounting
Lowest volumetric charge (Tk/m <sup>3</sup> )	0	Name of training (3)	-
<b>D. Non-Piped Water Supply Area</b>			
<b>1. Necessity of Piped Water Supply</b>		Main treatment method in domestic	, , Chlorination, Filtration
Necessity of Piped water	Yes	As contaminated wells (Nos.)	0
Water meter	Yes	Arsenic contaminated water supply (%)	0
Reasons	water wastage will be reduce	Unhygienic drinking water (%)	0
		% of people using neighbor's well for drinking	5
		Problems in non-piped water supply area	In summer water table down,
Affordability (answered by pourashava staff)	0	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Average household income/month (Tk)	6,000	Potential water sources	<u>Evaluation</u> <u>WQ problems</u>
Affordability for piped water (Tk/month)	200	Shallow well	N            N
Affordable price in total household income (%)	3	Deep well	High        Fe
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>		Surface water sources	-            -
Source	Nos. of source	Other sources	No           -
River	0	Decrease of ground water level	
Shallow well	100	Shallow well (m/year)	0.9
Deep well	0	Deep well (m/year)	0.9
Ponds	39		
Other sources	0		

**A. Pourashava Profile**

Class	B	Sanitation coverage	
Division	Barisal	Latrine with septic tank (%)	60
District	Patuakhali	Water sealed slab latrine (%)	40
Year established	1997	Water-related diseases	, , , , ,
Contact Tel/Fax	04425-56283	Technical staff (Nos.)	6
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	19,782	Annual budget (Tk)	13,331,000
Nos. of households (FY2010/2011)	3,150	Revenue (Tk)	11,585,337
Literacy (%)	60	Expenditure (Tk)	12,208,667
Land area (km <sup>2</sup> )	4	Computerization	Holding tax management, Accounting, , Salary payment, Rate schedule and estimate preparation, , Yearly logical budget preparation, ,
Residential area (km <sup>2</sup> )	3	Committee formed	
Residential area pop. density (persons/ha)	75	TLCC /Frequency of meeting	Yes, 1 month
Electricity coverage (%)	60	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	15		
Winter	18		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	38	Metering ratio (%)	100
Per capita produced water (L/d/ca)	180	Operating ratio (%)	56
Supply Hour (Hrs)	20	Collection ratio in amount (%)	93
Non-revenue water (NRW) (%)	-	Collection period (days)	58
Pipe leakage ratio (point/km)	0.4	Staffs/ 1,000 connections (ratio)	6
Average revenue (Tk/m <sup>3</sup> produced)	6.2	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	3.5		

**Overall performance of Positive PIs**

**Overall performance of Negative PIs**

**C. Water Supply Profile****1. General Information of Water Supply Section**

Water section established (year)	2005	Chlorination points (Nos.)	
Piped system introduced (year)	1998	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	, Billing, , , ,	Surface WTP	0
Staff in water section (Nos.)	9	Bulk flow meters (Nos.)	2
In which, staff with diploma or higher qualification (Nos.)	1	Bulk flow meter readings (Nos.)	2
		Total production, Summer (m <sup>3</sup> /day)	1,350
		<b>(2) Distribution</b>	
		Overhead tank	0
		Overhead tanks (Nos.)	1
		Total capacity (m <sup>3</sup> )	500
		Distribution network (km):	25,200
		Leakages in distribution (Nos.)	10
		<b>(3) O&amp;M Problems</b>	
		Production wells	-
		Pump	Burning of pump due to voltage fluctuation
		Treatment plant	-
		Pipeline	Leakage
		Customer water meter	Don't know
		House connection	Joint leakage
		O&M manuals (Nos.)	5
		O&M assistance form DPHE	Yes
		Annual leakages (Nos.)	10
		Leakage detection activity	No

**2. Water Supply System**

Operation of water supply facilities	In operation
(1) Production	
Water sources for piped system	Groundwater,
Production tube well	
PTW (Nos.)	2
PTW not in operation (Nos.)	0
Ave. depth (m)	375
Capacity at commission (m <sup>3</sup> /hrs)	75
Ave. current capacity per unit (m <sup>3</sup> /hrs)	68
Ave. production hours, Summer (hrs/day)	10
Total production, Summer (m <sup>3</sup> /day)	1,350
Treatment plants (Nos.)	
AIRP	0
IRP	0
Surface water treatment plants	0
Plants not in operation	0
Production of plant	0
Total capacity (m <sup>3</sup> /hrs)	0
Production hours, Summer (hrs/day)	0
Total production (m <sup>3</sup> /day)	0

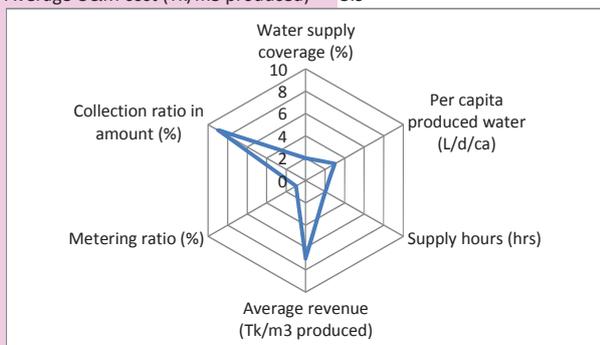
<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	2,000
Rehabilitation		Tariff adopted year	2006
Production tube well	Yes	Tariff setting policy	, Operation cost recovery (O&M costs), , People's affordability to pay, ,
Treatment plant	No	<b>7. Water Quality Monitoring</b>	
Distribution network	Yes	Water quality monitoring plan	No
Expansion		Parameters checked	-
Production tube well	Yes	Frequency of quality test	-
Treatment plant	No	Nos. of sampling location /year	-
Distribution network	Yes	Water quality problems	Few Fe and Chloride (Saline) was found in piped water.
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	2	Major 3 problems	(1) Low coverage
Population served (people)	7,500		(2) Leakage
Service connections (Nos.)	1,443		(3) Insufficient Technical and Managerial Capacity
Domestic	1,250	Major 3 priority needs	(1) Y/1 (Over Head Tank)
Public tap/ stand pipe	0		(2) Production well and pump
Public institutions	33		(3) Expansion and replacement of network
Commercial & industrial	160	<b>9. Past and On-going Projects and Training</b>	
Others	0	(1) Past 10 years projects	
Total	1,443	Name	-
Metered connections (Nos.)	1,443	Period	-
Applications outstanding (Nos.)	0	Funding agency	-
New connections in 2010/2011 (Nos.)	0	Executing agency	-
Average waiting time (days)	0	(2) Past 10 years projects	-
Water pressure at the end of network	, , Low,	Name	-
Continuity of service (hrs/day)	20	Period	-
Customer with 24 hrs supply (%)	10	Funding agency	-
Annual complaints (Nos.)	250	Executing agency	-
Major complaints	(1) No 24 hours supply	On-going projects	-
	(2) Leakage problem	Name	-
	(3) Meter problem	Period	-
<b>5. Financial Information (FY2010/11)</b>		Funding agency	-
Annual budget (Tk)	20,843,936	Executing agency	-
Annual revenue (Tk)	3,050,200	Training	-
Annual expenditure (Tk)	1,800,000	Nos. of training	0
Annual O&M Costs (Tk)	1,710,250	Nos. of Staff	0
Annual billings (Tk)	1,780,900	Name of training (1)	-
Annual collections (Tk)	1,650,000	Name of training (2)	-
Water arrears (Tk)	482,531	Name of training (3)	-
Electricity arrears (Tk)	0	<b>D. Non-Piped Water Supply Area</b>	
Payment methods	, Bank	<b>1. Necessity of Piped Water Supply</b>	
Self-billing	No	Main treatment method in domestic	None, , ,
Billing frequency	Monthly	As contaminated wells (Nos.)	0
<b>6. Water Tariff and Metering (See Tariff Database)</b>		Arsenic contaminated water supply (%)	0
Tariff Structure	Metered rate	Unhygienic drinking water (%)	20
Domestic 13 mm (1/2") (Tk/month)	0	% of people using neighbor's well for drinking	80
Non-domestic lowest (Tk/month)	0	Problems in non-piped water supply area	Fe, Chloride (Saline) was found in deep TW water., Color and bad smell.
Lowest volumetric charge (Tk/m <sup>3</sup> )	10	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
<b>D. Non-Piped Water Supply Area</b>			
<b>1. Necessity of Piped Water Supply</b>			
Necessity of Piped water	Yes	Potential water sources	<u>Evaluation</u> <u>WQ problems</u>
Water meter	Yes	Shallow well	- Do not know
Reasons	To save the wastage of water and actual bill payment.	Deep well	Moderate Fe, Mn and Cl
Affordability (answered by pourashava staff)	0	Surface water sources	Moderate Saline and Polluted
Average household income/month (Tk)	10,000	Other sources	No -
Affordability for piped water (Tk/month)	200	Decrease of ground water level	
Affordable price in total household income (%)	2	Shallow well (m/year)	0.6
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>		Deep well (m/year)	0.2
Source	Nos. of source	Drinking (%)	Domestic (%)
River	1	0	10
Shallow well	0	0	0
Deep well	112	100	30
Ponds	15	0	60
Other sources	0	0	0

**A. Pourashava Profile**

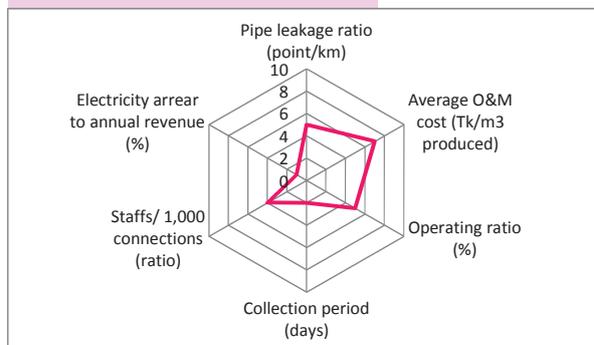
Class	B	Sanitation coverage	
Division	Khulna	Latrine with septic tank (%)	25
District	Narail	Water sealed slab latrine (%)	40
Year established	1976	Water-related diseases	, , , , ,
Contact Tel/Fax	Tel : 04822-56010	Technical staff (Nos.)	3
E-mail	kalia.pour76@gmail.com	Financial statements (2010/2011)	
Population (FY2010/2011)	20,526	Annual budget (Tk)	61,659,282
Nos. of households (FY2010/2011)	4,937	Revenue (Tk)	6,857,282
Literacy (%)	65	Expenditure (Tk)	6,532,000
Land area (km <sup>2</sup> )	21	Computerization	, , , , , , , , , , ,
Residential area (km <sup>2</sup> )	7	Committee formed	
Residential area pop. density (persons/ha)	28	TLCC /Frequency of meeting	No
Electricity coverage (%)	70	WATSAN/Frequency of meeting	Yes, 2 months
Electricity availability (hrs)			
Summer	10		
Winter	12		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	12	Metering ratio (%)	0
Per capita produced water (L/d/ca)	56	Operating ratio (%)	95
Supply Hour (Hrs)	3	Collection ratio in amount (%)	94
Non-revenue water (NRW) (%)	-	Collection period (days)	21
Pipe leakage ratio (point/km)	1.9	Staffs/ 1,000 connections (ratio)	7
Average revenue (Tk/m <sup>3</sup> produced)	4.1	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	3.9		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile****1. General Information of Water Supply Section**

Water section established (year)	2009	Chlorination points (Nos.)	
Piped system introduced (year)	2008	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	None, , , , ,	Surface WTP	0
Staff in water section (Nos.)	2	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	0	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	140

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	0
Production tube well		Total capacity (m <sup>3</sup> )	0
PTW (Nos.)	1	Distribution network (km):	8,000
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	15
Ave. depth (m)	300	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	45	Production wells	No problem
Ave. current capacity per unit (m <sup>3</sup> /hrs)	40	Pump	No problem
Ave. production hours, Summer (hrs/day)	4	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	140	Pipeline	Too much leakage of switch valve
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	Leakage of joints
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	15
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		



**A. Pourashava Profile**

Class	A	Sanitation coverage	
Division	Khulna	Latrine with septic tank (%)	35
District	Jhenaidah	Water sealed slab latrine (%)	40
Year established	1990	Water-related diseases	, , , , ,
Contact Tel/Fax	Tel: 04523-56220	Technical staff (Nos.)	10
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	46,358	Annual budget (Tk)	133,097,645
Nos. of households (FY2010/2011)	6,980	Revenue (Tk)	66,220,680
Literacy (%)	46	Expenditure (Tk)	65,520,680
Land area (km <sup>2</sup> )	16	Computerization	Holding tax management, Accounting, Trade license, Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	7	Committee formed	
Residential area pop. density (persons/ha)	65	TLCC /Frequency of meeting	Yes, No activities yet
Electricity coverage (%)	95	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	10		
Winter	16		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	15	Metering ratio (%)	0
Per capita produced water (L/d/ca)	231	Operating ratio (%)	105
Supply Hour (Hrs)	6	Collection ratio in amount (%)	90
Non-revenue water (NRW) (%)	13	Collection period (days)	39
Pipe leakage ratio (point/km)	3.4	Staffs/ 1,000 connections (ratio)	9
Average revenue (Tk/m <sup>3</sup> produced)	1.3	Electricity arrear to annual revenue (%)	207
Average O&M cost (Tk/m <sup>3</sup> produced)	1.4		

**Overall performance of Positive PIs**

**Overall performance of Negative PIs**

**C. Water Supply Profile****1. General Information of Water Supply Section**

Water section established (year)	1996	Chlorination points (Nos.)	
Piped system introduced (year)	1994	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	, Billing, Accounting, , , ,	Surface WTP	0
Staff in water section (Nos.)	7	Bulk flow meters (Nos.)	3
In which, staff with diploma or higher qualification (Nos.)	0	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	1,620
		<b>(2) Distribution</b>	
		Overhead tank	0
		Overhead tanks (Nos.)	0
		Total capacity (m <sup>3</sup> )	0
		Distribution network (km):	10,330
		Leakages in distribution (Nos.)	35
		<b>(3) O&amp;M Problems</b>	
		Production wells	No problem
		Pump	Burning of two times due to voltage fluctuation.
		Treatment plant	-
		Pipeline	No problem
		Customer water meter	-
		House connection	Leakage from fittings
		O&M manuals (Nos.)	0
		O&M assistance form DPHE	No
		Annual leakages (Nos.)	35
		Leakage detection activity	Yes

**2. Water Supply System**

Operation of water supply facilities	In operation
(1) Production	
Water sources for piped system	Groundwater,
Production tube well	
PTW (Nos.)	3
PTW not in operation (Nos.)	0
Ave. depth (m)	126
Capacity at commission (m <sup>3</sup> /hrs)	83
Ave. current capacity per unit (m <sup>3</sup> /hrs)	83
Ave. production hours, Summer (hrs/day)	6
Total production, Summer (m <sup>3</sup> /day)	1,620
Treatment plants (Nos.)	
AIRP	0
IRP	0
Surface water treatment plants	0
Plants not in operation	0
Production of plant	0
Total capacity (m <sup>3</sup> /hrs)	0
Production hours, Summer (hrs/day)	0
Total production (m <sup>3</sup> /day)	0

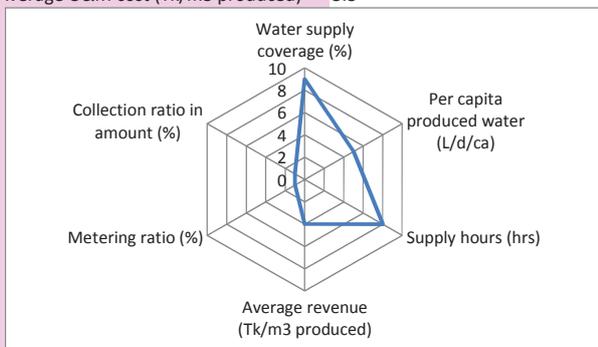
<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	650
Rehabilitation		Tariff adopted year	1997
Production tube well	Yes	Tariff setting policy	, Operation cost recovery (O&M costs), , , ,
Treatment plant	No	<b>7. Water Quality Monitoring</b>	
Distribution network	No	Water quality monitoring plan	No
Expansion		Parameters checked	-
Production tube well	Yes	Frequency of quality test	-
Treatment plant	No	Nos. of sampling location /year	-
Distribution network	Yes	Water quality problems	-
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	3	Major 3 problems	(1) Less financial resources
Population served (people)	7,000		(2) Need to increase coverage
Service connections (Nos.)	744		(3) Insufficient production of water
Domestic	668	Major 3 priority needs	(1) Increase of production capacity
Public tap/ stand pipe	22		(2) Distribution network
Public institutions	14		(3) Improvement of water quality
Commercial & industrial	40		
Others	0		
Total	744		
Metered connections (Nos.)	0		
Applications outstanding (Nos.)	0		
New connections in 2010/2011 (Nos.)	0		
Average waiting time (days)	0		
Water pressure at the end of network	Good, , ,		
Continuity of service (hrs/day)	6		
Customer with 24 hrs supply (%)	0		
Annual complaints (Nos.)	36		
Major complaints	(1) No 24 hours supply	<b>9. Past and On-going Projects and Training</b>	
	(2) Low coverage of total area	(1) Past 10 years projects	
	(3) House connections frequently dislocation from the pipe joint.	Name	-
		Period	-
		Funding agency	-
		Executing agency	-
		(2) Past 10 years projects	-
		Name	-
		Period	-
		Funding agency	-
		Executing agency	-
		On-going projects	-
		Name	-
		Period	-
		Funding agency	-
		Executing agency	-
		Training	-
		Nos. of training	2
		Nos. of Staff	2
		Name of training (1)	Water billing software
		Name of training (2)	Pump operation
		Name of training (3)	-
<b>5. Financial Information (FY2010/11)</b>			
Annual budget (Tk)	860,673		
Annual revenue (Tk)	777,052		
Annual expenditure (Tk)	817,644		
Annual O&M Costs (Tk)	817,644		
Annual billings (Tk)	860,673		
Annual collections (Tk)	777,052		
Water arrears (Tk)	83,000		
Electricity arrears (Tk)	1,612,021		
Payment methods	, Bank		
Self-billing	No		
Billing frequency	Monthly		
<b>6. Water Tariff and Metering (See Tariff Database)</b>			
Tariff Structure	Based on pipe size		
Domestic 13 mm (1/2") (Tk/month)	100		
Non-domestic lowest (Tk/month)	230		
Lowest volumetric charge (Tk/m <sup>3</sup> )	0		
<b>D. Non-Piped Water Supply Area</b>			
<b>1. Necessity of Piped Water Supply</b>		Main treatment method in domestic	None, , ,
Necessity of Piped water	Yes	As contaminated wells (Nos.)	222
Water meter	Yes	Arsenic contaminated water supply (%)	2
Reasons	- Know that the consumed water as per accuracy of bills - Reduce of waste water by house hold.	Unhygienic drinking water (%)	No data
		% of people using neighbor's well for drinking	20
		Problems in non-piped water supply area	Iron and arsenic contaminated water in the shallow tube wells., Not sufficient water in the dry season
Affordability (answered by pourashava staff)	0	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Average household income/month (Tk)	12,000	Potential water sources	<u>Evaluation</u> <u>WQ problems</u>
Affordability for piped water (Tk/month)	100	Shallow well	None Iron, Arsenic
Affordable price in total household income (%)	1	Deep well	High No problem
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>		Surface water sources	- Polluted water
		Other sources	Yes -
Source	Nos. of source	Drinking (%)	Domestic (%)
River	1	0	2
Shallow well	4,953	98	96
Deep well	6	2	2
Ponds	0	0	0
Other sources	0	0	0
		Decrease of ground water level	
		Shallow well (m/year)	2.0
		Deep well (m/year)	3.0

**A. Pourashava Profile**

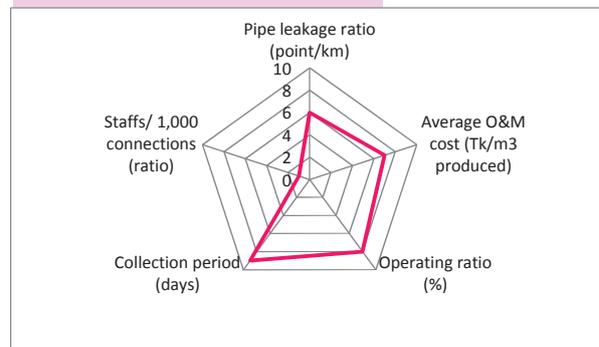
Class	A	Sanitation coverage	
Division	Khulna	Latrine with septic tank (%)	30
District	Jhenaidah	Water sealed slab latrine (%)	35
Year established	1883	Water-related diseases	, , , ,
Contact Tel/Fax	Tel: 04524-65288	Technical staff (Nos.)	9
E-mail	mayor_kcp@yahoo.com	Financial statements (2010/2011)	
Population (FY2010/2011)	55,540	Annual budget (Tk)	86,200,909
Nos. of households (FY2010/2011)	9,200	Revenue (Tk)	19,705,909
Literacy (%)	85	Expenditure (Tk)	19,580,909
Land area (km <sup>2</sup> )	19	Computerization	Holding tax management, Accounting, Trade license, Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, ,
Residential area (km <sup>2</sup> )	9	Committee formed	
Residential area pop. density (persons/ha)	61	TLCC /Frequency of meeting	No
Electricity coverage (%)	95	WATSAN/Frequency of meeting	Yes, Not yet (No activities)
Electricity availability (hrs)			
Summer	10		
Winter	16		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	45	Metering ratio (%)	0
Per capita produced water (L/d/ca)	96	Operating ratio (%)	128
Supply Hour (Hrs)	8	Collection ratio in amount (%)	21
Non-revenue water (NRW) (%)	5	Collection period (days)	272
Pipe leakage ratio (point/km)	2.2	Staffs/ 1,000 connections (ratio)	5
Average revenue (Tk/m <sup>3</sup> produced)	2.7	Electricity arrear to annual revenue (%)	107
Average O&M cost (Tk/m <sup>3</sup> produced)	3.5		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	1997	Chlorination points (Nos.)	
Piped system introduced (year)	1994	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	, Billing, Accounting, , , ,	Surface WTP	0
Staff in water section (Nos.)	7	Bulk flow meters (Nos.)	3
In which, staff with diploma or higher qualification (Nos.)	1	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	2,400

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	0
Production tube well		Total capacity (m <sup>3</sup> )	0
PTW (Nos.)	3	Distribution network (km):	14,650
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	32
Ave. depth (m)	119	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	110	Production wells	Decrease of production capacity
Ave. current capacity per unit (m <sup>3</sup> /hrs)	100	Pump	- Burning of pump motor due to voltage fluctuation. - Bearing damaged etc.
Ave. production hours, Summer (hrs/day)	8	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	2,400	Pipeline	Leakage due to over pressure by vehicle and the dresser type coupling joint failure.
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	Miss handling by consumer and ironizing of joint. Leakage frequently.
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	32
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	510
Rehabilitation		Tariff adopted year	1998
Production tube well	Yes	Tariff setting policy	, Operation cost recovery (O&M costs), , , ,
Treatment plant	No	<b>7. Water Quality Monitoring</b>	
Distribution network	Yes	Water quality monitoring plan	No
Expansion		Parameters checked	-
Production tube well	Yes	Frequency of quality test	-
Treatment plant	No	Nos. of sampling location /year	-
Distribution network	Yes	Water quality problems	-
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	9	Major 3 problems	(1) Low coverage of total Pourashava area
Population served (people)	25,000		(2) In sufficient technical capacity
Service connections (Nos.)	1,464		(3) Leakage of house connections
Domestic	1,387	Major 3 priority needs	(1) Increase of production capacity
Public tap/ stand pipe	49		(2) Reduction of leakage
Public institutions	9		(3) Installation of house meters to all consumers
Commercial & industrial	19	<b>9. Past and On-going Projects and Training</b>	
Others	0	(1) Past 10 years projects	
Total	1,464	Name	-
Metered connections (Nos.)	0	Period	-
Applications outstanding (Nos.)	0	Funding agency	-
New connections in 2010/2011 (Nos.)	0	Executing agency	-
Average waiting time (days)	0	(2) Past 10 years projects	
Water pressure at the end of network	Good, , ,	Name	-
Continuity of service (hrs/day)	8	Period	-
Customer with 24 hrs supply (%)	0	Funding agency	-
Annual complaints (Nos.)	50-60	Executing agency	-
Major complaints	(1) No 24 hours supply	On-going projects	
	(2) Low coverage	Name	-
	(3) In sufficient supply	Period	-
<b>5. Financial Information (FY2010/11)</b>		Funding agency	-
Annual budget (Tk)	0	Executing agency	-
Annual revenue (Tk)	2,400,000	(2) Past 10 years projects	
Annual expenditure (Tk)	3,425,391	Name	-
Annual O&M Costs (Tk)	3,065,391	Period	-
Annual billings (Tk)	2,252,799	Funding agency	-
Annual collections (Tk)	466,940	Executing agency	-
Water arrears (Tk)	1,786,000	On-going projects	
Electricity arrears (Tk)	2,560,977	Name	-
Payment methods	, Bank	Period	-
Self-billing	No	Funding agency	-
Billing frequency	Every 2 months	Executing agency	-
<b>6. Water Tariff and Metering (See Tariff Database)</b>		Training	
Tariff Structure	Based on pipe size	Nos. of training	3
Domestic 13 mm (1/2") (Tk/month)	80	Nos. of Staff	7
Non-domestic lowest (Tk/month)	150	Name of training (1)	Basic computer training
Lowest volumetric charge (Tk/m <sup>3</sup> )	0	Name of training (2)	Infrastructure dev. Project
		Name of training (3)	GIS training
<b>D. Non-Piped Water Supply Area</b>			
<b>1. Necessity of Piped Water Supply</b>		Main treatment method in domestic	None, , ,
Necessity of Piped water	Yes	As contaminated wells (Nos.)	No data
Water meter	Yes	Arsenic contaminated water supply (%)	Do not know
Reasons	- To save water and reduce waste in household. - Knowing how much water produced and how much water delivered to customers.	Unhygienic drinking water (%)	No data
Affordability (answered by pourashava staff)	0	% of people using neighbor's well for drinking	25
Average household income/month (Tk)	10,000	Problems in non-piped water supply area	Iron in Shallow well, Shallow wells are contaminated by human waste.
Affordability for piped water (Tk/month)	80	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Affordable price in total household income (%)	0	Potential water sources	Evaluation
<b>2. Existing Water Sources in Non-Piped Water Supply Area</b>		Shallow well	Moderate
Source	Nos. of source	Deep well	High
River	1	Surface water sources	None
Shallow well	6,600	Other sources	Yes
Deep well	0	Decrease of ground water level	WQ problems
Ponds	0	Shallow well (m/year)	1.0
Other sources	0	Deep well (m/year)	-

**A. Pourashava Profile**

Class	A	Sanitation coverage	
Division	Khulna	Latrine with septic tank (%)	18
District	Kushtia	Water sealed slab latrine (%)	43
Year established	1869	Water-related diseases	, , , ,
Contact Tel/Fax	Tel : 07025-76492, Fax : 07025-76492	Technical staff (Nos.)	7
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	35,000	Annual budget (Tk)	71,331,565
Nos. of households (FY2010/2011)	5,844	Revenue (Tk)	46,331,565
Literacy (%)	70	Expenditure (Tk)	31,490,000
Land area (km <sup>2</sup> )	11	Computerization	Holding tax management, Accounting, Trade license, , Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	5	Committee formed	
Residential area pop. density (persons/ha)	67	TLCC /Frequency of meeting	No
Electricity coverage (%)	80	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	12		
Winter	14		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	18	Metering ratio (%)	0
Per capita produced water (L/d/ca)	53	Operating ratio (%)	153
Supply Hour (Hrs)	4.5	Collection ratio in amount (%)	81
Non-revenue water (NRW) (%)	12	Collection period (days)	86
Pipe leakage ratio (point/km)	-	Staffs/ 1,000 connections (ratio)	12
Average revenue (Tk/m <sup>3</sup> produced)	9.6	Electricity arrear to annual revenue (%)	134
Average O&M cost (Tk/m <sup>3</sup> produced)	14.7		

**Overall performance of Positive PIs**

**Overall performance of Negative PIs**

**C. Water Supply Profile**

<b>1. General Information of Water Supply Section</b>		Chlorination points (Nos.)	
Water section established (year)	1995	PTW	0
Piped system introduced (year)	1994	IRP/AIRP	0
Pourashava responsibility	O&M, , Part of construction	Surface WTP	0
Computerization/Automation	, Billing, Accounting, , , ,	Bulk flow meters (Nos.)	0
Staff in water section (Nos.)	13	Bulk flow meter readings (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	2	Total production, Summer (m <sup>3</sup> /day)	339
<b>2. Water Supply System</b>		<b>(2) Distribution</b>	
Operation of water supply facilities	In operation	Overhead tank	0
(1) Production		Overhead tanks (Nos.)	0
Water sources for piped system	Groundwater,	Total capacity (m <sup>3</sup> )	0
Production tube well		Distribution network (km):	19,500
PTW (Nos.)	3	Leakages in distribution (Nos.)	Do not know
PTW not in operation (Nos.)	0	<b>(3) O&amp;M Problems</b>	
Ave. depth (m)	104	Production wells	- Current capacity of supply in sufficient
Capacity at commission (m <sup>3</sup> /hrs)	44	Pump	No problem
Ave. current capacity per unit (m <sup>3</sup> /hrs)	23	Treatment plant	-
Ave. production hours, Summer (hrs/day)	5	Pipeline	Bursting due to over loading of vehicle, due to sand carrying from pond site.
Total production, Summer (m <sup>3</sup> /day)	339	Customer water meter	-
Treatment plants (Nos.)		House connection	Leakage due to ironies joint failure
AIRP	0	O&M manuals (Nos.)	0
IRP	0	O&M assistance form DPHE	No
Surface water treatment plants	0	Annual leakages (Nos.)	Do not know
Plants not in operation	0	Leakage detection activity	Yes
Production of plant	0		
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

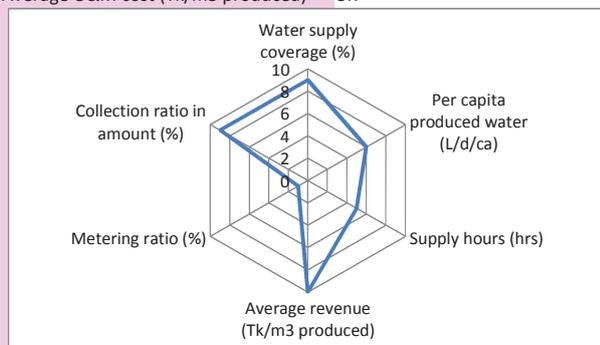


**A. Pourashava Profile**

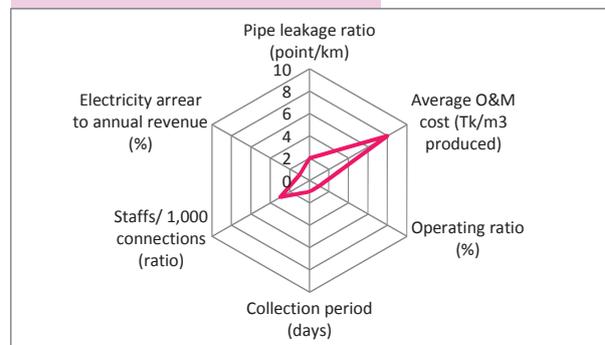
Class	A	Sanitation coverage	
Division	Khulna	Latrine with septic tank (%)	75
District	Kushtia	Water sealed slab latrine (%)	20
Year established	1869	Water-related diseases	, , , , ,
Contact Tel/Fax	Tel: 017-71348, Fax: 071-71348	Technical staff (Nos.)	20
E-mail	callcentrep@gmail.com	Financial statements (2010/2011)	
Population (FY2010/2011)	194,880	Annual budget (Tk)	380,089,968
Nos. of households (FY2010/2011)	15,032	Revenue (Tk)	80,862,992
Literacy (%)	78	Expenditure (Tk)	77,868,477
Land area (km <sup>2</sup> )	28	Computerization	Holding tax management, Accounting, Trade license, Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	21	Committee formed	
Residential area pop. density (persons/ha)	94	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	95	WATSAN/Frequency of meeting	Yes, 2 months
Electricity availability (hrs)			
Summer	18		
Winter	20		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	45	Metering ratio (%)	0
Per capita produced water (L/d/ca)	121	Operating ratio (%)	33
Supply Hour (Hrs)	6	Collection ratio in amount (%)	98
Non-revenue water (NRW) (%)	9.7	Collection period (days)	11
Pipe leakage ratio (point/km)	0.8	Staffs/ 1,000 connections (ratio)	6
Average revenue (Tk/m <sup>3</sup> produced)	17.6	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	5.7		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	1997	Chlorination points (Nos.)	
Piped system introduced (year)	1965	PTW	14
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	, Billing, Accounting, , , ,	Surface WTP	0
Staff in water section (Nos.)	42	Bulk flow meters (Nos.)	14
In which, staff with diploma or higher qualification (Nos.)	2	Bulk flow meter readings (Nos.)	14
		Total production, Summer (m <sup>3</sup> /day)	10,640

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	4
Production tube well		Total capacity (m <sup>3</sup> )	2,400
PTW (Nos.)	14	Distribution network (km):	104,000
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	80
Ave. depth (m)	96	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	113	Production wells	decreasing production capacity
Ave. current capacity per unit (m <sup>3</sup> /hrs)	96	Pump	Burning of pump motor due voltage of electricity
Ave. production hours, Summer (hrs/day)	8	Treatment plant	Back washing & frequently bearing change.
Total production, Summer (m <sup>3</sup> /day)	10,640	Pipeline	Due to hardness of water and the pipe automatically dia reduce.
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	Due to hardness of water and leakage
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	80
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

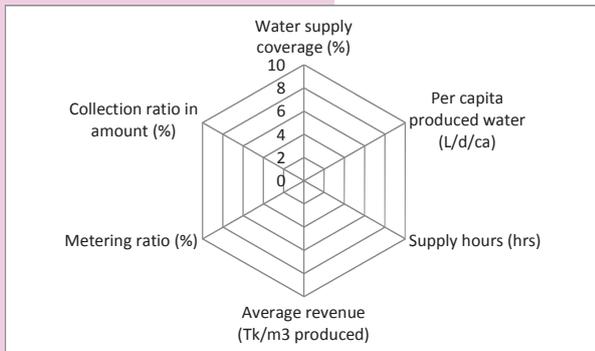


**A. Pourashava Profile**

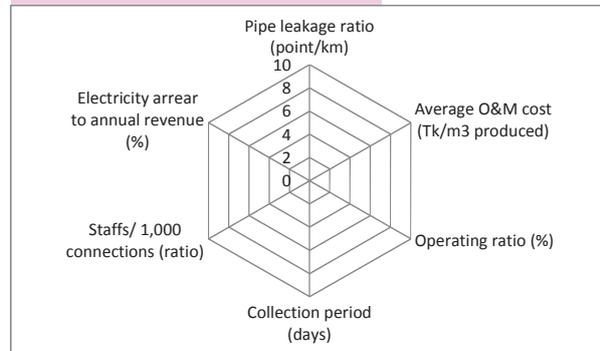
Class	B	Sanitation coverage	
Division	Chittagong	Latrine with septic tank (%)	20
District	Noakhali	Water sealed slab latrine (%)	20
Year established	1997	Water-related diseases	, Diarrhea, , Typhoid, Dysentery,
Contact Tel/Fax	03232-53007	Technical staff (Nos.)	4
E-mail		Financial statements (2010/2011)	0
Population (FY2010/2011)	29,000	Annual budget (Tk)	9,557,214
Nos. of households (FY2010/2011)	3,458	Revenue (Tk)	7,218,148
Literacy (%)	70	Expenditure (Tk)	6,958,920
Land area (km <sup>2</sup> )	11	Computerization	, , , , , Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, ,
Residential area (km <sup>2</sup> )	3	Committee formed	
Residential area pop. density (persons/ha)	88	TLCC /Frequency of meeting	No
Electricity coverage (%)	90	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	14		
Winter	18		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	-	Metering ratio (%)	-
Per capita produced water (L/d/ca)	-	Operating ratio (%)	-
Supply Hour (Hrs)	No water supply service	Collection ratio in amount (%)	-
Non-revenue water (NRW) (%)	-	Collection period (days)	-
Pipe leakage ratio (point/km)	-	Staffs/ 1,000 connections (ratio)	-
Average revenue (Tk/m <sup>3</sup> produced)	-	Electricity arrear to annual revenue (%)	-
Average O&M cost (Tk/m <sup>3</sup> produced)	-		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile****1. General Information of Water Supply Section**

Water section established (year)	Not formed	Chlorination points (Nos.)	
Piped system introduced (year)	2004	PTW	0
Pourashava responsibility	, ,	IRP/AIRP	0
Computerization/Automation	None, , , , ,	Surface WTP	0
Staff in water section (Nos.)	0	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	0	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	0
		<b>(2) Distribution</b>	
		Overhead tank	0
		Overhead tanks (Nos.)	0
		Total capacity (m <sup>3</sup> )	0
		Distribution network (km):	2,000
		Leakages in distribution (Nos.)	-
		<b>(3) O&amp;M Problems</b>	
		Production wells	-
		Pump	-
		Treatment plant	-
		Pipeline	No problem
		Customer water meter	-
		House connection	-
		O&M manuals (Nos.)	-
		O&M assistance form DPHE	No
		Annual leakages (Nos.)	-
		Leakage detection activity	-

**2. Water Supply System**

Operation of water supply facilities	Not in operation
(1) Production	
Water sources for piped system	Groundwater,
Production tube well	
PTW (Nos.)	1
PTW not in operation (Nos.)	1
Ave. depth (m)	300
Capacity at commission (m <sup>3</sup> /hrs)	0
Ave. current capacity per unit (m <sup>3</sup> /hrs)	0
Ave. production hours, Summer (hrs/day)	0
Total production, Summer (m <sup>3</sup> /day)	0
Treatment plants (Nos.)	
AIRP	0
IRP	0
Surface water treatment plants	0
Plants not in operation	0
Production of plant	0
Total capacity (m <sup>3</sup> /hrs)	0
Production hours, Summer (hrs/day)	0
Total production (m <sup>3</sup> /day)	0

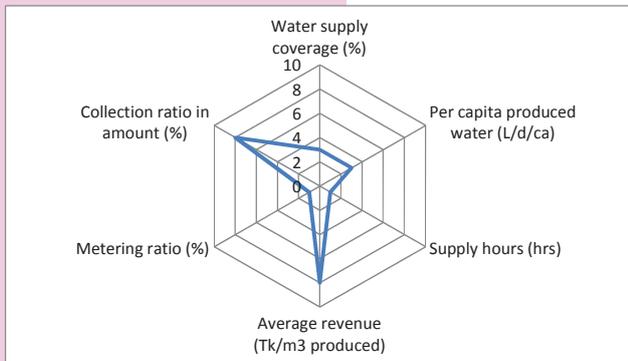


**A. Pourashava Profile**

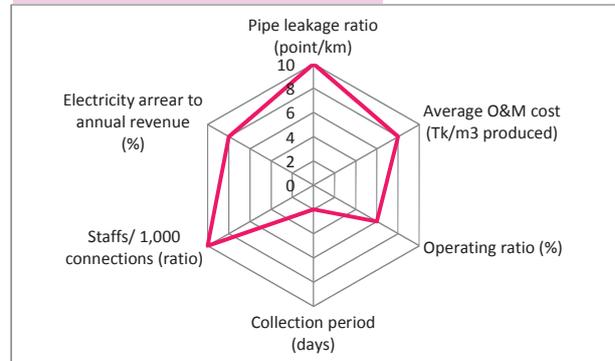
Class	B	Sanitation coverage	
Division	Chittagong	Latrine with septic tank (%)	20
District	Chandpur	Water sealed slab latrine (%)	40
Year established	1998	Water-related diseases	, , , , ,
Contact Tel/Fax	08425-56030	Technical staff (Nos.)	7
E-mail	kachua.pourashava@yahoo.com	Financial statements (2010/2011)	
Population (FY2010/2011)	26,950	Annual budget (Tk)	8,531,819
Nos. of households (FY2010/2011)	5,047	Revenue (Tk)	7,925,224
Literacy (%)	60	Expenditure (Tk)	7,936,996
Land area (km <sup>2</sup> )	11	Computerization	, , , , , Rate schedule and estimate preparation, , , ,
Residential area (km <sup>2</sup> )	4	Committee formed	
Residential area pop. density (persons/ha)	60	TLCC /Frequency of meeting	Yes, Irregular
Electricity coverage (%)	60	WATSAN/Frequency of meeting	Yes, Irregular
Electricity availability (hrs)			
Summer	12		
Winter	18		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	19	Metering ratio (%)	0
Per capita produced water (L/d/ca)	60	Operating ratio (%)	98
Supply Hour (Hrs)	2	Collection ratio in amount (%)	90
Non-revenue water (NRW) (%)	-	Collection period (days)	39
Pipe leakage ratio (point/km)	29.1	Staffs/ 1,000 connections (ratio)	20
Average revenue (Tk/m <sup>3</sup> produced)	5.5	Electricity arrear to annual revenue (%)	60
Average O&M cost (Tk/m <sup>3</sup> produced)	5.4		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	2005	Chlorination points (Nos.)	
Piped system introduced (year)	2004	PTW	0
Pourashava responsibility	O&M, ,	IRP/AIRP	0
Computerization/Automation	None, , , , ,	Surface WTP	-
Staff in water section (Nos.)	4	Bulk flow meters (Nos.)	2
In which, staff with diploma or higher qualification (Nos.)	1	Bulk flow meter readings (Nos.)	2
		Total production, Summer (m <sup>3</sup> /day)	300

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	1
Production tube well		Total capacity (m <sup>3</sup> )	500
PTW (Nos.)	2	Distribution network (km):	5,500
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	160
Ave. depth (m)	138	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	80	Production wells	Decrease of production capacity
Ave. current capacity per unit (m <sup>3</sup> /hrs)	75	Pump	Mechanical problem
Ave. production hours, Summer (hrs/day)	2	Treatment plant	Activated carbon filter clogging faster than expected
Total production, Summer (m <sup>3</sup> /day)	300	Pipeline	Pipeline leakage, joint dislocation, burst
Treatment plants (Nos.)		Customer water meter	
AIRP	0	House connection	Leakage
IRP	1	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	Yes
Plants not in operation	0	Annual leakages (Nos.)	160
Production of plant	0	Leakage detection activity	No
Total capacity (m <sup>3</sup> /hrs)	50		
Production hours, Summer (hrs/day)	6		
Total production (m <sup>3</sup> /day)	300		

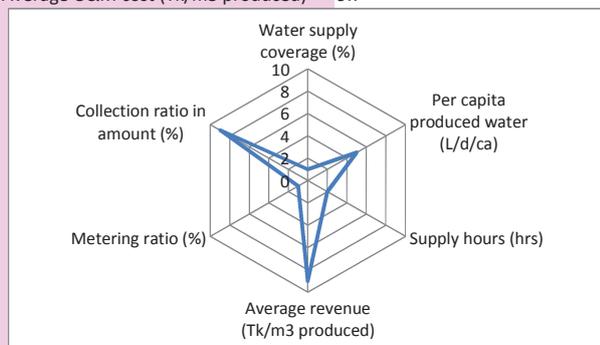
<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	600															
Rehabilitation		Tariff adopted year	2010															
Production tube well	Yes	Tariff setting policy	,,,,,															
Treatment plant	Yes																	
Distribution network	Yes																	
Expansion		<b>7. Water Quality Monitoring</b>																
Production tube well	Yes	Water quality monitoring plan	No															
Treatment plant	Yes	Parameters checked	-															
Distribution network	Yes	Frequency of quality test	-															
		Nos. of sampling location /year	-															
		Water quality problems	Sometimes dirty water comes into the house connection due to the leakage in distribution network. Sometimes iron comes due to lack of backwashing in activated carbon filter.															
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>																
Coverage area (km <sup>2</sup> )	2	Major 3 problems	(1) Less Production															
Population served (people)	5,000		(2) Insufficient technical and managerial capacity															
Service connections (Nos.)	197		(3) Leakage															
Domestic	176																	
Public tap/ stand pipe	10	Major 3 priority needs	(1) Expansion and replacement of network															
Public institutions	0		(2) Increase of production capacity															
Commercial & industrial	11		(3) Reduction of leakage															
Others	0																	
Total	197																	
Metered connections (Nos.)	0																	
Applications outstanding (Nos.)	40																	
New connections in 2010/2011 (Nos.)	160																	
Average waiting time (days)	15																	
Water pressure at the end of network	, , Low,																	
Continuity of service (hrs/day)	2																	
Customer with 24 hrs supply (%)	0																	
Annual complaints (Nos.)	60																	
Major complaints	(1) Low pressure at the end of network																	
	(2) Decreasing 4 hours water supply (two times in a day)																	
	(3) Leakage																	
<b>5. Financial Information (FY2010/11)</b>		<b>9. Past and On-going Projects and Training</b>																
Annual budget (Tk)	1,685,000	(1) Past 10 years projects																
Annual revenue (Tk)	606,595	Name	-															
Annual expenditure (Tk)	594,823	Period	-															
Annual O&M Costs (Tk)	594,823	Funding agency	-															
Annual billings (Tk)	671,500	Executing agency	-															
Annual collections (Tk)	605,915	(2) Past 10 years projects																
Water arrears (Tk)	65,585	Name	-															
Electricity arrears (Tk)	365,350	Period	-															
Payment methods	Pourashava office,	Funding agency	-															
Self-billing	Yes	Executing agency	-															
Billing frequency	Monthly	On-going projects																
		Name	-															
		Period	-															
		Funding agency	-															
		Executing agency	-															
		Training	0															
		Nos. of training	1															
		Nos. of Staff	2															
		Name of training (1)	Safe Water Supply															
		Name of training (2)	-															
		Name of training (3)	-															
<b>6. Water Tariff and Metering (See Tariff Database)</b>																		
Tariff Structure	Based on pipe size																	
Domestic 13 mm (1/2") (Tk/month)	200																	
Non-domestic lowest (Tk/month)	400																	
Lowest volumetric charge (Tk/m <sup>3</sup> )	0																	
<b>D. Non-Piped Water Supply Area</b>																		
<b>1. Necessity of Piped Water Supply</b>		Main treatment method in domestic	None, ,															
Necessity of		As contaminated wells (Nos.)	750															
Piped water	Yes	Arsenic contaminated water supply (%)	60															
Water meter	Yes	Unhygienic drinking water (%)	5															
Reasons	To minimize misuse of water, People can know the actual volume of water they used, It reduces NRW.	% of people using neighbor's well for drinking	10															
		Problems in non-piped water supply area	Arsenic, Iron															
Affordability (answered by pourashava staff)	0	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>																
Average household income/month (Tk)	5,000	<table border="1"> <thead> <tr> <th>Potential water sources</th> <th>Evaluation</th> <th>WQ problems</th> </tr> </thead> <tbody> <tr> <td>Shallow well</td> <td>Moderate</td> <td>Arsenic, Iron</td> </tr> <tr> <td>Deep well</td> <td>Moderate</td> <td>Iron</td> </tr> <tr> <td>Surface water sources</td> <td>-</td> <td>-</td> </tr> <tr> <td>Other sources</td> <td>No</td> <td>0</td> </tr> </tbody> </table>		Potential water sources	Evaluation	WQ problems	Shallow well	Moderate	Arsenic, Iron	Deep well	Moderate	Iron	Surface water sources	-	-	Other sources	No	0
Potential water sources	Evaluation	WQ problems																
Shallow well	Moderate	Arsenic, Iron																
Deep well	Moderate	Iron																
Surface water sources	-	-																
Other sources	No	0																
Affordability for piped water (Tk/month)	300	Decrease of ground water level																
Affordable price in total household income (%)	6	Shallow well (m/year)																
		Deep well (m/year)																
<b>2. Existing Water Sources in Non-Piped Water Supply Area</b>																		
Source	Nos. of source	Drinking (%)	Domestic (%)															
River	0	0	0															
Shallow well	800	70	15															
Deep well	100	30	10															
Ponds	180	0	70															
Other sources	2	0	5															

**A. Pourashava Profile**

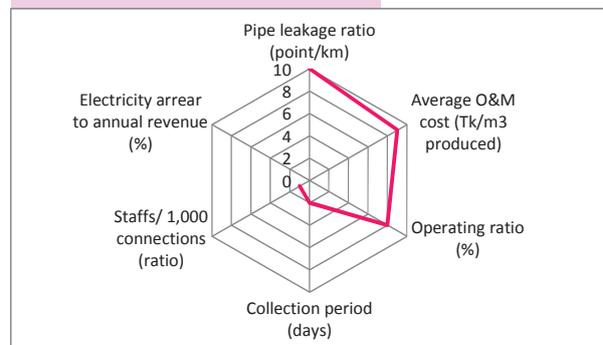
Class	C	Sanitation coverage	
Division	Dhaka	Latrine with septic tank (%)	20
District	Madaripur	Water sealed slab latrine (%)	75
Year established	1997	Water-related diseases	, Diarrhea, , Typhoid, , Jaundice
Contact Tel/Fax	06622-56147, 01717444111	Technical staff (Nos.)	8
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	46,252	Annual budget (Tk)	24,290,540
Nos. of households (FY2010/2011)	7,233	Revenue (Tk)	8,963,701
Literacy (%)	49	Expenditure (Tk)	9,305,016
Land area (km <sup>2</sup> )	27	Computerization	, , , , Rate schedule and estimate preparation, Engineering, , ,
Residential area (km <sup>2</sup> )	7	Committee formed	
Residential area pop. density (persons/ha)	69	TLCC /Frequency of meeting	Yes, Once in a year
Electricity coverage (%)	75	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	12		
Winter	14		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	7	Metering ratio (%)	0
Per capita produced water (L/d/ca)	97	Operating ratio (%)	112
Supply Hour (Hrs)	3	Collection ratio in amount (%)	95
Non-revenue water (NRW) (%)	-	Collection period (days)	18
Pipe leakage ratio (point/km)	14.2	Staffs/ 1,000 connections (ratio)	5
Average revenue (Tk/m <sup>3</sup> produced)	8.6	Electricity arrear to annual revenue (%)	-
Average O&M cost (Tk/m <sup>3</sup> produced)	9.7		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile****1. General Information of Water Supply Section**

Water section established (year)	2005	Chlorination points (Nos.)	
Piped system introduced (year)	2004	PTW	0
Pourashava responsibility	O&M, ,	IRP/AIRP	0
Computerization/Automation	None, , , , ,	Surface WTP	0
Staff in water section (Nos.)	7	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	1	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	321

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	0
Production tube well		Total capacity (m <sup>3</sup> )	0
PTW (Nos.)	3	Distribution network (km):	14,070
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	200
Ave. depth (m)	250	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	Do not know	Production wells	No problem
Ave. current capacity per unit (m <sup>3</sup> /hrs)	34	Pump	leakage problem in the pipeline of pump.
Ave. production hours, Summer (hrs/day)	3	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	321	Pipeline	Leakage
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	Rust
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	200
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

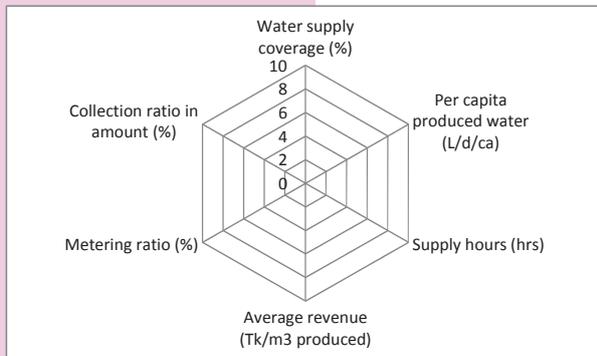


**A. Pourashava Profile**

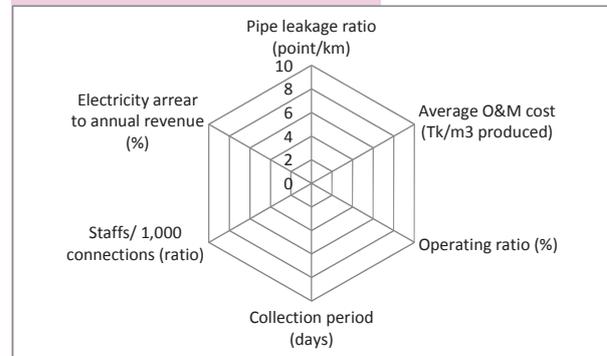
Class	C	Sanitation coverage	
Division	Dhaka	Latrine with septic tank (%)	10
District	Kishorganj	Water sealed slab latrine (%)	15
Year established	2001	Water-related diseases	, Diarrhea, , , Dysentery,
Contact Tel/Fax	1712-699603	Technical staff (Nos.)	5
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	50,800	Annual budget (Tk)	34,062,000
Nos. of households (FY2010/2011)	8,123 (April 2012)	Revenue (Tk)	18,595,728
Literacy (%)	42 (2001)	Expenditure (Tk)	16,062,000
Land area (km <sup>2</sup> )	18	Computerization	, , , Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	4	Committee formed	
Residential area pop. density (persons/ha)	116	TLCC /Frequency of meeting	Yes, Not yet meeting held
Electricity coverage (%)	60	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	6		
Winter	10		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	-	Metering ratio (%)	-
Per capita produced water (L/d/ca)	-	Operating ratio (%)	-
Supply Hour (Hrs)	No water supply service	Collection ratio in amount (%)	-
Non-revenue water (NRW) (%)	-	Collection period (days)	-
Pipe leakage ratio (point/km)	-	Staffs/ 1,000 connections (ratio)	-
Average revenue (Tk/m <sup>3</sup> produced)	-	Electricity arrear to annual revenue (%)	-
Average O&M cost (Tk/m <sup>3</sup> produced)	-		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	Do not know	Chlorination points (Nos.)	
Piped system introduced (year)	2002	PTW	-
Pourashava responsibility	, ,	IRP/AIRP	-
		Surface WTP	-
Computerization/Automation	None, , , , ,	Bulk flow meters (Nos.)	0
		Bulk flow meter readings (Nos.)	-
Staff in water section (Nos.)	1	Total production, Summer (m <sup>3</sup> /day)	0
In which, staff with diploma or higher qualification (Nos.)	0	<b>(2) Distribution</b>	
		Overhead tank	0

**2. Water Supply System**

Operation of water supply facilities	Not in operation	Overhead tanks (Nos.)	0
(1) Production		Total capacity (m <sup>3</sup> )	0
Water sources for piped system	Groundwater,	Distribution network (km):	29,000
Production tube well		Leakages in distribution (Nos.)	-
PTW (Nos.)	3	<b>(3) O&amp;M Problems</b>	
PTW not in operation (Nos.)	3	Production wells	-
Ave. depth (m)	218	Pump	-
Capacity at commission (m <sup>3</sup> /hrs)	0	Treatment plant	-
Ave. current capacity per unit (m <sup>3</sup> /hrs)	0	Pipeline	-
Ave. production hours, Summer (hrs/day)	0	Customer water meter	-
Total production, Summer (m <sup>3</sup> /day)	0	House connection	-
Treatment plants (Nos.)		O&M manuals (Nos.)	-
AIRP	0	O&M assistance form DPHE	No
IRP	0	Annual leakages (Nos.)	-
Surface water treatment plants	0	Leakage detection activity	-
Plants not in operation	0		
Production of plant	0		
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		



A. Pourashava Profile			
Class	A	Sanitation coverage	
Division	Chittagong	Latrine with septic tank (%)	26
District	Khagrachari	Water sealed slab latrine (%)	40
Year established	1984	Water-related diseases	, , , , ,
Contact Tel/Fax	0371-61617, 0371-61049	Technical staff (Nos.)	8
E-mail	kharacharipoura@gmail.com	Financial statements (2010/2011)	
Population (FY2010/2011)	90,000	Annual budget (Tk)	51,006,212
Nos. of households (FY2010/2011)	11,437	Revenue (Tk)	17,609,019
Literacy (%)	45	Expenditure (Tk)	17,440,721
Land area (km <sup>2</sup> )	14	Computerization	Holding tax management, Accounting, Trade license, Salary payment, Rate schedule and estimate preparation, , Yearly logical budget preparation, ,
Residential area (km <sup>2</sup> )	1	Committee formed	
Residential area pop. density (persons/ha)	1,698	TLCC /Frequency of meeting	Yes, 4 months
Electricity coverage (%)	96	WATSAN/Frequency of meeting	Yes, 2 months
Electricity availability (hrs)			
Summer	14		
Winter	18		

B. Key Performance Indicators (Efficiency Indicators)			
Water supply coverage (%)	13	Metering ratio (%)	0
Per capita produced water (L/d/ca)	83	Operating ratio (%)	-
Supply Hour (Hrs)	2.3	Collection ratio in amount (%)	-
Non-revenue water (NRW) (%)	-	Collection period (days)	-
Pipe leakage ratio (point/km)	3.3	Staffs/ 1,000 connections (ratio)	29
Average revenue (Tk/m <sup>3</sup> produced)	No data	Electricity arrear to annual revenue (%)	-
Average O&M cost (Tk/m <sup>3</sup> produced)	4.8		

**Overall performance of Positive PIs**

**Overall performance of Negative PIs**

C. Water Supply Profile			
<b>1. General Information of Water Supply Section</b>		Chlorination points (Nos.)	
Water section established (year)	1984	PTW	4
Piped system introduced (year)	Do not know	IRP/AIRP	2
Pourashava responsibility	O&M by DPHE, ,	Surface WTP	-
Computerization/Automation	None, , , , ,	Bulk flow meters (Nos.)	0
Staff in water section (Nos.)	16	Bulk flow meter readings (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	1	Total production, Summer (m <sup>3</sup> /day)	994
<b>2. Water Supply System</b>		<b>(2) Distribution</b>	
Operation of water supply facilities	In operation	Overhead tank	0
(1) Production		Overhead tanks (Nos.)	1
Water sources for piped system	Groundwater,	Total capacity (m <sup>3</sup> )	840
Production tube well		Distribution network (km):	36,509
PTW (Nos.)	4	Leakages in distribution (Nos.)	120
PTW not in operation (Nos.)	0	<b>(3) O&amp;M Problems</b>	
Ave. depth (m)	120	Production wells	Decrease of production capacity
Capacity at commission (m <sup>3</sup> /hrs)	63	Pump	Due to low voltage physical damage has occurred
Ave. current capacity per unit (m <sup>3</sup> /hrs)	40	Treatment plant	Frequent clogging
Ave. production hours, Summer (hrs/day)	10	Pipeline	Some pipes are very old
Total production, Summer (m <sup>3</sup> /day)	1,590	Customer water meter	
Treatment plants (Nos.)		House connection	
AIRP	0	O&M manuals (Nos.)	0
IRP	2	O&M assistance form DPHE	Yes
Surface water treatment plants	0	Annual leakages (Nos.)	120
Plants not in operation	0	Leakage detection activity	No
Production of plant	0		
Total capacity (m <sup>3</sup> /hrs)	71		
Production hours, Summer (hrs/day)	14		
Total production (m <sup>3</sup> /day)	994		

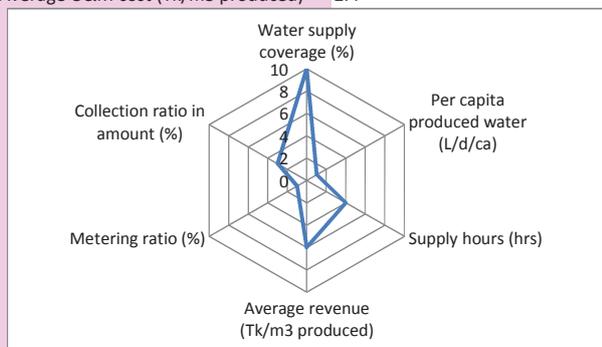
<b>3. Needs of Rehabilitation and Expansion</b>				House connection fee (1/2") (Tk)	700
Rehabilitation				Tariff adopted year	-
Production tube well	Yes			Tariff setting policy	,,,,,
Treatment plant	Yes			<b>7. Water Quality Monitoring</b>	
Distribution network	Yes			Water quality monitoring plan	Yes
Expansion				Parameters checked	Fe, As, Cl
Production tube well	Yes			Frequency of quality test	4 Months
Treatment plant	Yes			Nos. of sampling location /year	4 Nos
Distribution network	Yes			Water quality problems	Water contains iron
<b>4. Customer Service (Service indicators)</b>				<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	4			Major 3 problems	(1) Low production of water supply for electricity
Population served (people)	12,000				(2) Low voltage
Service connections (Nos.)	545				(3) Low treatment technology
Domestic	466			Major 3 priority needs	(1) Capacity building for staff and management
Public tap/ stand pipe	4				(2) Improvement of billing and collection practice
Public institutions	5				(3) Distribution network
Commercial & industrial	70			<b>9. Past and On-going Projects and Training</b>	
Others	0			(1) Past 10 years projects	
Total	545			Name	-
Metered connections (Nos.)	0			Period	-
Applications outstanding (Nos.)	0			Funding agency	-
New connections in 2010/2011 (Nos.)	120			Executing agency	-
Average waiting time (days)	7			(2) Past 10 years projects	-
Water pressure at the end of network	, Fair, ,			Name	-
Continuity of service (hrs/day)	2			Period	-
Customer with 24 hrs supply (%)	0			Funding agency	-
Annual complaints (Nos.)	210			Executing agency	-
Major complaints		(1) Shortage of water supply		On-going projects	-
		(2) Need continuous water supply.		Name	-
		(3)		Period	-
<b>5. Financial Information (FY2010/11)</b>					
Annual budget (Tk)	Not available			Funding agency	-
Annual revenue (Tk)	Not available			Executing agency	-
Annual expenditure (Tk)	Not available			On-going projects	-
Annual O&M Costs (Tk)	1,736,000			Name	-
Annual billings (Tk)	0			Period	-
Annual collections (Tk)	0			Funding agency	-
Water arrears (Tk)	2,856,000			Executing agency	-
Electricity arrears (Tk)	6,485,000			Training	0
Payment methods	, Bank			Nos. of training	0
Self-billing	Yes			Nos. of Staff	0
Billing frequency	Quarterly			Name of training (1)	-
<b>6. Water Tariff and Metering (See Tariff Database)</b>				Name of training (2)	-
Tariff Structure	Based on pipe size			Name of training (3)	-
Domestic 13 mm (1/2") (Tk/month)	80			<b>D. Non-Piped Water Supply Area</b>	
Non-domestic lowest (Tk/month)	250			<b>1. Necessity of Piped Water Supply</b>	
Lowest volumetric charge (Tk/m <sup>3</sup> )	0			Necessity of	
<b>8. Problems and Priority Needs</b>				Main treatment method in domestic	, , , Filtration
<b>9. Past and On-going Projects and Training</b>				As contaminated wells (Nos.)	Do not know
<b>1. Necessity of Piped Water Supply</b>				Arsenic contaminated water supply (%)	Do not know
Necessity of				Unhygienic drinking water (%)	Do not know
Piped water	Yes			% of people using neighbor's well for drinking	5
Water meter	No			Problems in non-piped water supply area	Iron,
Reasons	poor people, willing to pay fixed amount.			<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Affordability (answered by pourashava staff)	0			Potential water sources	
Average household income/month (Tk)	10,000			Shallow well	Moderate
Affordability for piped water (Tk/month)	200			Deep well	High
Affordable price in total household income (%)	2			Surface water sources	High
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>				Other sources	No
				Decrease of ground water level	
Source	Nos. of source	Drinking (%)	Domestic (%)	Shallow well (m/year)	0.5
River	1	0	10	Deep well (m/year)	0.1
Shallow well	191	50	40		
Deep well	90	20	15		
Ponds	20	0	5		
Other sources	186	30	30		

**A. Pourashava Profile**

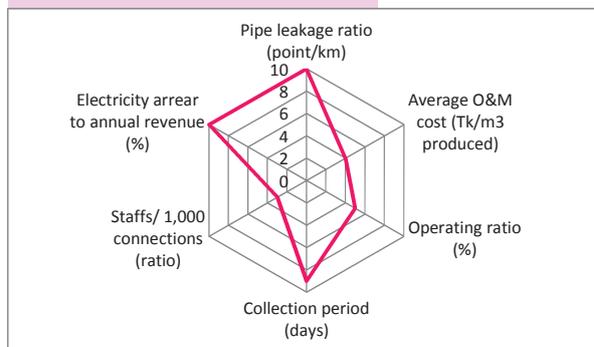
Class	A	Sanitation coverage	
Division	Dhaka	Latrine with septic tank (%)	6.74
District	Kishorganj	Water sealed slab latrine (%)	70.12
Year established	1869	Water-related diseases	, Diarrhea, , , Dysentery,
Contact Tel/Fax	Mob : 01727152052	Technical staff (Nos.)	12
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	114,000	Annual budget (Tk)	372,832,460
Nos. of households (FY2010/2011)	21,923	Revenue (Tk)	311,504,095
Literacy (%)	55	Expenditure (Tk)	272,573,740
Land area (km <sup>2</sup> )	10	Computerization	Holding tax management, , , Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, ,
Residential area (km <sup>2</sup> )	4	Committee formed	
Residential area pop. density (persons/ha)	314	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	70	WATSAN/Frequency of meeting	Yes, 1 month
Electricity availability (hrs)			
Summer	20		
Winter	22		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	61	Metering ratio (%)	0
Per capita produced water (L/d/ca)	32	Operating ratio (%)	66
Supply Hour (Hrs)	5	Collection ratio in amount (%)	67
Non-revenue water (NRW) (%)	15	Collection period (days)	283
Pipe leakage ratio (point/km)	12	Staffs/ 1,000 connections (ratio)	6
Average revenue (Tk/m <sup>3</sup> produced)	3.7	Electricity arrear to annual revenue (%)	168
Average O&M cost (Tk/m <sup>3</sup> produced)	2.4		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	1968	Chlorination points (Nos.)	
Piped system introduced (year)	1968	PTW	0
Pourashava responsibility	O&M, Construction of water supply facilities,	IRP/AIRP	0
Computerization/Automation	None, , , , ,	Surface WTP	0
Staff in water section (Nos.)	19	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	1	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	2,260

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	2
Production tube well		Total capacity (m <sup>3</sup> )	1,362
PTW (Nos.)	6	Distribution network (km):	25,000
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	300
Ave. depth (m)	101	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	87	Production wells	Ground water level declination
Ave. current capacity per unit (m <sup>3</sup> /hrs)	75	Pump	Pump burns due to voltage fluctuation, decreasing pump capacity
Ave. production hours, Summer (hrs/day)	5	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	2,260	Pipeline	Leakage, the diameter of pipes reduces due to the effect of iron
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	No problem
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	Yes
Plants not in operation	0	Annual leakages (Nos.)	300
Production of plant	0	Leakage detection activity	No
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

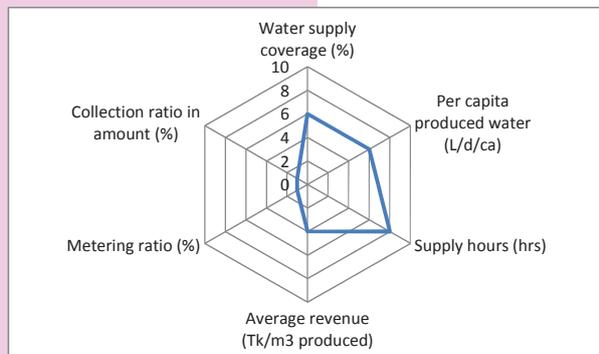
<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	520
Rehabilitation		Tariff adopted year	2005
Production tube well	Yes	Tariff setting policy	, Operation cost recovery (O&M costs), , , ,
Treatment plant	No	<b>7. Water Quality Monitoring</b>	
Distribution network	Yes	Water quality monitoring plan	No
Expansion		Parameters checked	-
Production tube well	Yes	Frequency of quality test	-
Treatment plant	Yes	Nos. of sampling location /year	-
Distribution network	Yes	Water quality problems	Iron
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	5	Major 3 problems	(1) Less financial resources
Population served (people)	70,000		(2) Inefficient Technical and Management Capacity
Service connections (Nos.)	3,073		(3) Leakage
Domestic	2,840	Major 3 priority needs	(1) Treatment plant
Public tap/ stand pipe	82		(2) Increase of water pressure
Public institutions	0		(3) Expansion and replacement of network
Commercial & industrial	151		
Others	0		
Total	3,073		
Metered connections (Nos.)	0	<b>9. Past and On-going Projects and Training</b>	
Applications outstanding (Nos.)	0	(1) Past 10 years projects	
New connections in 2010/2011 (Nos.)	0	Name	-
Average waiting time (days)	0	Period	-
Water pressure at the end of network	, , Low,	Funding agency	-
Continuity of service (hrs/day)	5	Executing agency	-
Customer with 24 hrs supply (%)	0	(2) Past 10 years projects	
Annual complaints (Nos.)	700	Name	-
Major complaints	(1) Low pressure	Period	-
	(2) Iron (Fe)	Funding agency	-
	(3) -	Executing agency	-
<b>5. Financial Information (FY2010/11)</b>		On-going projects	
Annual budget (Tk)	38,930,355	Name	-
Annual revenue (Tk)	3,050,950	Period	-
Annual expenditure (Tk)	2,673,582	Funding agency	-
Annual O&M Costs (Tk)	2,010,158	Executing agency	-
Annual billings (Tk)	3,279,473	On-going projects	
Annual collections (Tk)	2,204,775	Name	-
Water arrears (Tk)	2,368,428	Period	-
Electricity arrears (Tk)	5,117,654	Funding agency	KIS-E-PTW-02 under STWSSP
Payment methods	, Bank	Executing agency	07/02/11-07/11/11
Self-billing	Yes	Training	
Billing frequency	Monthly	Nos. of training	2
<b>6. Water Tariff and Metering (See Tariff Database)</b>		Nos. of Staff	13
Tariff Structure	Based on pipe size	Name of training (1)	Connection & repair of pipe line.
Domestic 13 mm (1/2") (Tk/month)	200	Name of training (2)	Meter reading
Non-domestic lowest (Tk/month)	400	Name of training (3)	-
Lowest volumetric charge (Tk/m <sup>3</sup> )	0	<b>D. Non-Piped Water Supply Area</b>	
<b>1. Necessity of Piped Water Supply</b>		Main treatment method in domestic	None, , ,
Necessity of Piped water	Yes	As contaminated wells (Nos.)	3
Water meter	Yes	Arsenic contaminated water supply (%)	0
Reasons	To protect Water lose and To improve transparency of Water They will pay because of getting safe Water	Unhygienic drinking water (%)	2
		% of people using neighbor's well for drinking	10
		Problems in non-piped water supply area	Arsenic, Iron
Affordability (answered by pourashava staff)	0	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Average household income/month (Tk)	12,000	Potential water sources	<b>Evaluation</b> <b>WQ problems</b>
Affordability for piped water (Tk/month)	200	Shallow well	Moderate Iron and Arsenic
Affordable price in total household income (%)	3	Deep well	High No problem
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>		Surface water sources	-
		Other sources	No
Source	Nos. of source	Drinking (%)	Domestic (%)
River	1	0	4
Shallow well	3,514	82	75
Deep well	100	18	14
Ponds	50	0	7
Other sources	0	0	0
		Decrease of ground water level	
		Shallow well (m/year)	0.6
		Deep well (m/year)	0.2

**A. Pourashava Profile**

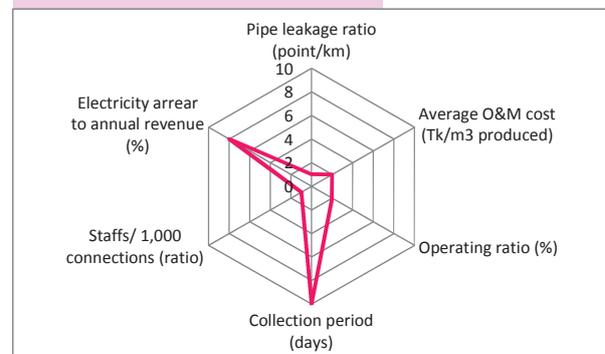
Class	A	Sanitation coverage	
Division	Rangpur	Latrine with septic tank (%)	45
District	Kurigram	Water sealed slab latrine (%)	25
Year established	1972	Water-related diseases	, , , , ,
Contact Tel/Fax	Tel: 0581-61357 Fax : 0581-61357	Technical staff (Nos.)	13
E-mail	gautom_urp@yahoo.com	Financial statements (2010/2011)	
Population (FY2010/2011)	75,010	Annual budget (Tk)	210,830,825
Nos. of households (FY2010/2011)	10,331	Revenue (Tk)	37,304,212
Literacy (%)	69	Expenditure (Tk)	34,407,172
Land area (km <sup>2</sup> )	27	Computerization	Holding tax management, , , , Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, ,
Residential area (km <sup>2</sup> )	15	Committee formed	
Residential area pop. density (persons/ha)	50	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	85	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	18		
Winter	22		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	33	Metering ratio (%)	0
Per capita produced water (L/d/ca)	123	Operating ratio (%)	64
Supply Hour (Hrs)	8	Collection ratio in amount (%)	40
Non-revenue water (NRW) (%)	18	Collection period (days)	552
Pipe leakage ratio (point/km)	0.4	Staffs/ 1,000 connections (ratio)	4
Average revenue (Tk/m <sup>3</sup> produced)	2.1	Electricity arrear to annual revenue (%)	70
Average O&M cost (Tk/m <sup>3</sup> produced)	1.3		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile****1. General Information of Water Supply Section**

Water section established (year)	1990	Chlorination points (Nos.)	
Piped system introduced (year)	1985	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	2
Computerization/Automation	, Billing, , , ,	Surface WTP	-
Staff in water section (Nos.)	7	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	0	Bulk flow meter readings (Nos.)	0
<b>2. Water Supply System</b>		Total production, Summer (m <sup>3</sup> /day)	3,080
Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	2
Production tube well		Total capacity (m <sup>3</sup> )	1,044
PTW (Nos.)	4	Distribution network (km):	34,400
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	15
Ave. depth (m)	91	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	113	Production wells	Decrease of production capacity.
Ave. current capacity per unit (m <sup>3</sup> /hrs)	93	Pump	Voltage fluctuation motor barring.
Ave. production hours, Summer (hrs/day)	8	Treatment plant	- Filter clogging - Frequent backwashing
Total production, Summer (m <sup>3</sup> /day)	3,080	Pipeline	
Treatment plants (Nos.)		Customer water meter	
AIRP	0	House connection	
IRP	2	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	Yes
Plants not in operation	0	Annual leakages (Nos.)	15
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	300		
Production hours, Summer (hrs/day)	12		
Total production (m <sup>3</sup> /day)	3,600		

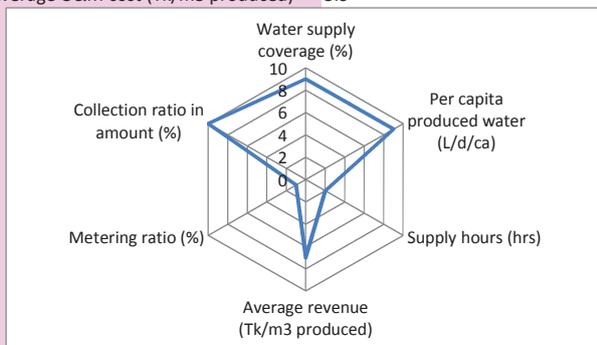
<b>3. Needs of Rehabilitation and Expansion</b>			House connection fee (1/2") (Tk)	2,000																							
Rehabilitation			Tariff adopted year	1990																							
Production tube well	No		Tariff setting policy	, Operation cost recovery (O&M costs), , , ,																							
Treatment plant	No		<b>7. Water Quality Monitoring</b>																								
Distribution network	Yes		Water quality monitoring plan	No																							
Expansion			Parameters checked	-																							
Production tube well	Yes		Frequency of quality test	-																							
Treatment plant	Yes		Nos. of sampling location /year	-																							
Distribution network	Yes		Water quality problems	Iron																							
<b>4. Customer Service (Service indicators)</b>			<b>8. Problems and Priority Needs</b>																								
Coverage area (km <sup>2</sup> )	9		Major 3 problems	(1) Low coverage																							
Population served (people)	25,000			(2) Less financial resources																							
Service connections (Nos.)	1,865			(3) In sufficient technical capacity																							
Domestic	1,713		Major 3 priority needs	(1) Increase of production capacity																							
Public tap/ stand pipe	30			(2) Expansion and replacement of network																							
Public institutions	0			(3) Treatment plant																							
Commercial & industrial	122		<b>9. Past and On-going Projects and Training</b>																								
Others	0		(1) Past 10 years projects																								
Total	1,865		Name	-																							
Metered connections (Nos.)	0		Period	-																							
Applications outstanding (Nos.)	150		Funding agency	-																							
New connections in 2010/2011 (Nos.)	15		Executing agency	-																							
Average waiting time (days)	3		(2) Past 10 years projects																								
Water pressure at the end of network	, , Low,		Name	-																							
Continuity of service (hrs/day)	8		Period	-																							
Customer with 24 hrs supply (%)	0		Funding agency	-																							
Annual complaints (Nos.)	25-30		Executing agency	-																							
Major complaints	(1) Low water pressure in pipe lines.		On-going projects	-																							
	(2) Lack of 24 hours supply		Name	-																							
	(3) Low coverage area		Period	-																							
<b>5. Financial Information (FY2010/11)</b>				37 district towns water supply project																							
Annual budget (Tk)	2,157,131		Funding agency	2010-12																							
Annual revenue (Tk)	2,315,764		Executing agency	GOB																							
Annual expenditure (Tk)	1,408,988			DPHE																							
Annual O&M Costs (Tk)	1,488,068		Training	0																							
Annual billings (Tk)	5,817,908		Nos. of training	2																							
Annual collections (Tk)	2,315,764		Nos. of Staff	2																							
Water arrears (Tk)	3,502,144		Name of training (1)	Basic computer training																							
Electricity arrears (Tk)	1,625,000		Name of training (2)	Billing system																							
Payment methods	, Bank		Name of training (3)	-																							
Self-billing	No		<b>D. Non-Piped Water Supply Area</b>																								
Billing frequency	Monthly		<b>1. Necessity of Piped Water Supply</b>																								
<b>6. Water Tariff and Metering (See Tariff Database)</b>			Main treatment method in domestic	None, , ,																							
Tariff Structure	Based on pipe size		As contaminated wells (Nos.)	No data																							
Domestic 13 mm (1/2") (Tk/month)	100		Arsenic contaminated water supply (%)	No data																							
Non-domestic lowest (Tk/month)	200		Unhygienic drinking water (%)	No data																							
Lowest volumetric charge (Tk/m <sup>3</sup> )	0		% of people using neighbor's well for drinking	30																							
<b>7. Non-Piped Water Supply Area</b>			Problems in non-piped water supply area	Iron,																							
<b>1. Necessity of Piped Water Supply</b>			<b>3. Potential Water Sources for Non-Piped Water Supply System</b>																								
Necessity of			<table border="1"> <thead> <tr> <th>Potential water sources</th> <th>Evaluation</th> <th>WQ problems</th> </tr> </thead> <tbody> <tr> <td>Shallow well</td> <td>None</td> <td>Iron</td> </tr> <tr> <td>Deep well</td> <td>None</td> <td>High iron</td> </tr> <tr> <td>Surface water sources</td> <td>High</td> <td>- Turbidity - E.coli</td> </tr> <tr> <td>Other sources</td> <td>FALSE</td> <td>0</td> </tr> </tbody> </table>		Potential water sources	Evaluation	WQ problems	Shallow well	None	Iron	Deep well	None	High iron	Surface water sources	High	- Turbidity - E.coli	Other sources	FALSE	0								
Potential water sources	Evaluation	WQ problems																									
Shallow well	None	Iron																									
Deep well	None	High iron																									
Surface water sources	High	- Turbidity - E.coli																									
Other sources	FALSE	0																									
Piped water	Yes		Decrease of ground water level																								
Water meter	Yes		Shallow well (m/year)	0.0																							
Reasons	- To save water and NRW - To collect the actual water bill, etc.		Deep well (m/year)	0.0																							
Affordability (answered by pourashava staff)	0		<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>																								
Average household income/month (Tk)	8,000		<table border="1"> <thead> <tr> <th>Source</th> <th>Nos. of source</th> <th>Drinking (%)</th> <th>Domestic (%)</th> </tr> </thead> <tbody> <tr> <td>River</td> <td>1</td> <td>0</td> <td>5</td> </tr> <tr> <td>Shallow well</td> <td>3,200</td> <td>100</td> <td>90</td> </tr> <tr> <td>Deep well</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Ponds</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Other sources</td> <td>#VALUE!</td> <td>0</td> <td>5</td> </tr> </tbody> </table>	Source	Nos. of source	Drinking (%)	Domestic (%)	River	1	0	5	Shallow well	3,200	100	90	Deep well	0	0	0	Ponds	0	0	0	Other sources	#VALUE!	0	5
Source	Nos. of source	Drinking (%)	Domestic (%)																								
River	1	0	5																								
Shallow well	3,200	100	90																								
Deep well	0	0	0																								
Ponds	0	0	0																								
Other sources	#VALUE!	0	5																								
Affordability for piped water (Tk/month)	100																										
Affordable price in total household income (%)	13																										

**A. Pourashava Profile**

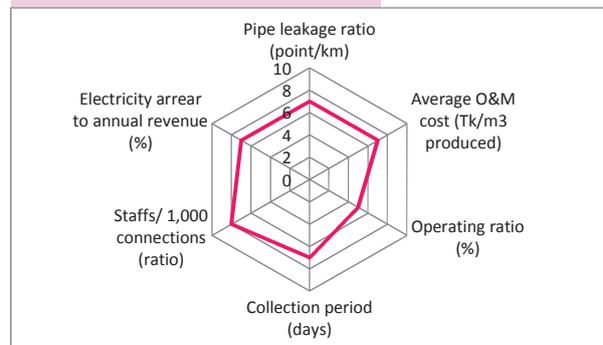
Class	B	Sanitation coverage	0
Division	Dhaka	Latrine with septic tank (%)	20
District	Gopalganj	Water sealed slab latrine (%)	75
Year established	1997	Water-related diseases	, Diarrhea, , , Dysentery,
Contact Tel/Fax	026657267; 01741105650	Technical staff (Nos.)	8
E-mail	mayor_kotalipara.yeahoo.Com	Financial statements (2010/2011)	
Population (FY2010/2011)	6,874	Annual budget (Tk)	4,620,641
Nos. of households (FY2010/2011)	1,645	Revenue (Tk)	3,033,283
Literacy (%)	85	Expenditure (Tk)	2,558,750
Land area (km <sup>2</sup> )	2	Computerization	Holding tax management, Accounting, Trade license, , Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	1	Committee formed	
Residential area pop. density (persons/ha)	111	TLCC /Frequency of meeting	Yes, 4 months
Electricity coverage (%)	80	WATSAN/Frequency of meeting	Yes, 1 month
Electricity availability (hrs)			
Summer	10		
Winter	16		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	51	Metering ratio (%)	0
Per capita produced water (L/d/ca)	195	Operating ratio (%)	94
Supply Hour (Hrs)	3	Collection ratio in amount (%)	103
Non-revenue water (NRW) (%)	-	Collection period (days)	158
Pipe leakage ratio (point/km)	4	Staffs/ 1,000 connections (ratio)	12
Average revenue (Tk/m <sup>3</sup> produced)	4.2	Electricity arrear to annual revenue (%)	41
Average O&M cost (Tk/m <sup>3</sup> produced)	3.9		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile****1. General Information of Water Supply Section**

Water section established (year)	2005	Chlorination points (Nos.)	
Piped system introduced (year)	2001	PTW	2
Pourashava responsibility	O&M, ,	IRP/AIRP	0
Computerization/Automation	, Billing, Accounting, , Pumping, ,	Surface WTP	0
Staff in water section (Nos.)	7	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	1	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	682

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	1
Production tube well		Total capacity (m <sup>3</sup> )	680
PTW (Nos.)	2	Distribution network (km):	15,000
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	60
Ave. depth (m)	252	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	68	Production wells	-
Ave. current capacity per unit (m <sup>3</sup> /hrs)	68	Pump	Old & Damaged
Ave. production hours, Summer (hrs/day)	5	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	682	Pipeline	Leakage, Fittings, Dresser, Tee
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	Joint
IRP	0	O&M manuals (Nos.)	2
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	60
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	300
Rehabilitation		Tariff adopted year	2012
Production tube well	Yes	Tariff setting policy	, , , People's affordability to pay ,
Treatment plant		<b>7. Water Quality Monitoring</b>	
Distribution network	Yes	Water quality monitoring plan	No
Expansion		Parameters checked	-
Production tube well	Yes	Frequency of quality test	-
Treatment plant	No	Nos. of sampling location /year	-
Distribution network	Yes	Water quality problems	Due to leakage supplied water gets mixed with dirty water.
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	8	Major 3 problems	(1) Insufficient technical and managerial capacity
Population served (people)	3,500		(2) Low Treatment Technology
Service connections (Nos.)	608		(3) Water quality problems
Domestic	550	Major 3 priority needs	(1) Increase of production capacity
Public tap/ stand pipe	6		(2) Installation of house meters to all consumers
Public institutions	0		(3) Capacity building for staff and management
Commercial & industrial	52		
Others	0		
Total	608		
Metered connections (Nos.)	0		
Applications outstanding (Nos.)	0		
New connections in 2010/2011 (Nos.)	0		
Average waiting time (days)	0		
Water pressure at the end of network	, , Low,		
Continuity of service (hrs/day)	3		
Customer with 24 hrs supply (%)	30		
Annual complaints (Nos.)	120		
Major complaints	(1) They don't get sufficient Water	<b>9. Past and On-going Projects and Training</b>	
	(2) Low Pressure	(1) Past 10 years projects	
	(3) P.V.C. Pipe some times is leakage out.	Name	-
		Period	-
		Funding agency	-
		Executing agency	-
		(2) Past 10 years projects	-
		Name	-
		Period	-
		Funding agency	-
		Executing agency	-
		On-going projects	-
		Name	-
		Period	2010-2013
		Funding agency	GOB
		Executing agency	DPHE
		Training	-
		Nos. of training	0
		Nos. of Staff	0
		Name of training (1)	-
		Name of training (2)	-
		Name of training (3)	-
<b>5. Financial Information (FY2010/11)</b>		Kotalpara and Tungpora pourashava water supply and Environmental Sanitation Improvement Project.	
Annual budget (Tk)	5,000,000		
Annual revenue (Tk)	1,042,036		
Annual expenditure (Tk)	983,187		
Annual O&M Costs (Tk)	983,187		
Annual billings (Tk)	615,088		
Annual collections (Tk)	635,707		
Water arrears (Tk)	450,000		
Electricity arrears (Tk)	425,000		
Payment methods	, Bank		
Self-billing	Yes		
Billing frequency	Monthly		
<b>6. Water Tariff and Metering (See Tariff Database)</b>			
Tariff Structure	Based on pipe size		
Domestic 13 mm (1/2") (Tk/month)	150		
Non-domestic lowest (Tk/month)	200		
Lowest volumetric charge (Tk/m <sup>3</sup> )	0		
<b>D. Non-Piped Water Supply Area</b>			
<b>1. Necessity of Piped Water Supply</b>		Main treatment method in domestic	, , , Filtration
Necessity of Piped water	Yes	As contaminated wells (Nos.)	0
Water meter	Yes	Arsenic contaminated water supply (%)	0
Reasons	Less use of water optimum volume of water, Reduce of production cost. More revenue earn & Reduce misuse of water.	Unhygienic drinking water (%)	10
		% of people using neighbor's well for drinking	50
		Problems in non-piped water supply area	No safe drinking water,
Affordability (answered by pourashava staff)	0	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Average household income/month (Tk)	6,000	Potential water sources	Evaluation
Affordability for piped water (Tk/month)	200	Shallow well	High
Affordable price in total household income (%)	3	Deep well	High
		Surface water sources	Moderate
		Other sources	No
			WQ problems
		Decrease of ground water level	
		Shallow well (m/year)	0.1
		Deep well (m/year)	0.1
<b>2. Existing Water Sources in Non-Piped Water Supply Area</b>			
Source	Nos. of source	Drinking (%)	Domestic (%)
River	1	0	0
Shallow well	100	20	20
Deep well	100	80	50
Ponds	50	0	30
Other sources	0	0	0

**A. Pourashava Profile**

Class	A	Sanitation coverage	
Division	Chittagong	Latrine with septic tank (%)	30
District	Comilla	Water sealed slab latrine (%)	25
Year established	1984	Water-related diseases	, , , , ,
Contact Tel/Fax	08032-51365, 08032-51223	Technical staff (Nos.)	9
E-mail	laksammunicipality@yahoo.com	Financial statements (2010/2011)	
Population (FY2010/2011)	105,935	Annual budget (Tk)	203,062,417
Nos. of households (FY2010/2011)	12,058	Revenue (Tk)	21,394,353
Literacy (%)	64	Expenditure (Tk)	18,481,449
Land area (km <sup>2</sup> )	19	Computerization	Holding tax management, Accounting, , Salary payment, Rate schedule and estimate preparation, Engineering, , Procurement,
Residential area (km <sup>2</sup> )	6	Committee formed	
Residential area pop. density (persons/ha)	182	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	60	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	15		
Winter	20		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	13	Metering ratio (%)	0
Per capita produced water (L/d/ca)	52	Operating ratio (%)	145
Supply Hour (Hrs)	6	Collection ratio in amount (%)	76
Non-revenue water (NRW) (%)	18.75	Collection period (days)	58
Pipe leakage ratio (point/km)	0.7	Staffs/ 1,000 connections (ratio)	21
Average revenue (Tk/m <sup>3</sup> produced)	3.2	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	4.6		

**Overall performance of Positive PIs**

**Overall performance of Negative PIs**

**C. Water Supply Profile****1. General Information of Water Supply Section**

Water section established (year)	2003	Chlorination points (Nos.)	
Piped system introduced (year)	2003	PTW	0
Pourashava responsibility	O&M, Construction of water supply facilities,	IRP/AIRP	0
Computerization/Automation	, Billing, Accounting, Asset management, , ,	Surface WTP	0
Staff in water section (Nos.)	7	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	1	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	699
		<b>(2) Distribution</b>	
		Overhead tank	0
		Overhead tanks (Nos.)	0
		Total capacity (m <sup>3</sup> )	0
		Distribution network (km):	19,560
		Leakages in distribution (Nos.)	14
		<b>(3) O&amp;M Problems</b>	
		Production wells	Excess iron content
		Pump	Defect of pumps
		Treatment plant	N
		Pipeline	Leakage of pipeline
		Customer water meter	-
		House connection	No water reservoir
		O&M manuals (Nos.)	0
		O&M assistance form DPHE	No
		Annual leakages (Nos.)	14
		Leakage detection activity	No

**2. Water Supply System**

Operation of water supply facilities	In operation
(1) Production	
Water sources for piped system	Groundwater,
Production tube well	
PTW (Nos.)	4
PTW not in operation (Nos.)	0
Ave. depth (m)	79
Capacity at commission (m <sup>3</sup> /hrs)	41
Ave. current capacity per unit (m <sup>3</sup> /hrs)	37
Ave. production hours, Summer (hrs/day)	6
Total production, Summer (m <sup>3</sup> /day)	699
Treatment plants (Nos.)	
AIRP	0
IRP	0
Surface water treatment plants	0
Plants not in operation	0
Production of plant	0
Total capacity (m <sup>3</sup> /hrs)	0
Production hours, Summer (hrs/day)	0
Total production (m <sup>3</sup> /day)	0

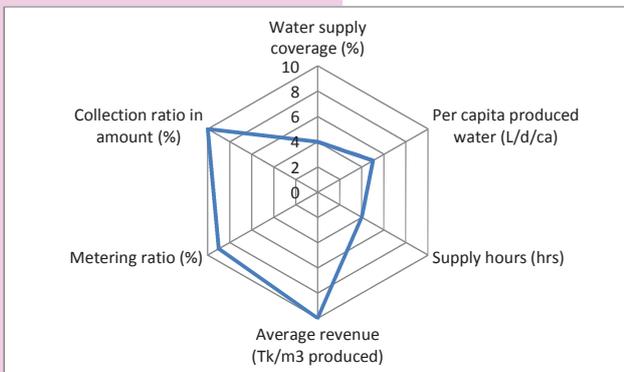
<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	300
Rehabilitation		Tariff adopted year	2004
Production tube well	Yes	Tariff setting policy	Full cost recovery, Operation cost recovery (O&M costs), People's affordability to pay, Ensuring water supply for socially vulnerable people,
Treatment plant	No	<b>7. Water Quality Monitoring</b>	
Distribution network	Yes	Water quality monitoring plan	No
Expansion		Parameters checked	-
Production tube well	Yes	Frequency of quality test	-
Treatment plant	Yes	Nos. of sampling location /year	-
Distribution network	Yes	Water quality problems	Turbidity, excess iron content, contamination of germs
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	2	Major 3 problems	(1) Less financial resources
Population served (people)	13,486		(2) Shortage of staff in water supply section
Service connections (Nos.)	329		(3) Need of distribution network, treatment plant and overhead
Domestic	272	Major 3 priority needs	(1) Treatment plant
Public tap/ stand pipe	22		(2) Y/2 (Overhead tank [for water storage, better pressure] )
Public institutions	0		(3) Distribution network
Commercial & industrial	35	<b>9. Past and On-going Projects and Training</b>	
Others	0	(1) Past 10 years projects	
Total	329	Name	-
Metered connections (Nos.)	0	Period	-
Applications outstanding (Nos.)	0	Funding agency	-
New connections in 2010/2011 (Nos.)	0	Executing agency	-
Average waiting time (days)	0	(2) Past 10 years projects	-
Water pressure at the end of network	, , Low,	Name	UGIIP
Continuity of service (hrs/day)	6	Period	-
Customer with 24 hrs supply (%)	0	Funding agency	UGIIP
Annual complaints (Nos.)	150	Executing agency	2008-2009
Major complaints	(1) Low pressure	On-going projects	ADB
	(2) Leakage	Name	DPHE
	(3) 24 hours water supply	Period	-
<b>5. Financial Information (FY2010/11)</b>		Funding agency	-
Annual budget (Tk)	22,000,000	Executing agency	-
Annual revenue (Tk)	813,600	(2) Past 10 years projects	-
Annual expenditure (Tk)	1,301,800	Name	UGIIP
Annual O&M Costs (Tk)	1,182,171	Period	-
Annual billings (Tk)	1,071,939	Funding agency	2008-2009
Annual collections (Tk)	813,600	Executing agency	ADB
Water arrears (Tk)	130,200	On-going projects	DPHE
Electricity arrears (Tk)	0	Name	-
Payment methods	, Bank	Period	-
Self-billing	Yes	Funding agency	-
Billing frequency	Monthly	Executing agency	-
<b>6. Water Tariff and Metering (See Tariff Database)</b>		Training	-
Tariff Structure	Based on pipe size	Nos. of training	1
Domestic 13 mm (1/2") (Tk/month)	125	Nos. of Staff	1
Non-domestic lowest (Tk/month)	700	Name of training (1)	Water and Sanitation Program
Lowest volumetric charge (Tk/m <sup>3</sup> )	0	Name of training (2)	-
		Name of training (3)	-
<b>D. Non-Piped Water Supply Area</b>			
<b>1. Necessity of Piped Water Supply</b>		Main treatment method in domestic	, , , Filtration
Necessity of Piped water	Yes	As contaminated wells (Nos.)	200
Water meter	Yes	Arsenic contaminated water supply (%)	7
Reasons	To reduce the wastage of water quantity and proper billing and collection.	Unhygienic drinking water (%)	4
		% of people using neighbor's well for drinking	30
		Problems in non-piped water supply area	Arsenic, Iron
Affordability (answered by pourashava staff)	0	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Average household income/month (Tk)	10,000	Potential water sources	<u>Evaluation</u> <u>WQ problems</u>
Affordability for piped water (Tk/month)	200	Shallow well	Moderate Arsenic, Iron
Affordable price in total household income (%)	2	Deep well	Moderate Iron
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>		Surface water sources	Moderate Unhygienic
Source	Nos. of source	Other sources	Yes -
River	1	Drinking (%)	0
Shallow well	1,400	Domestic (%)	50
Deep well	2		4
Ponds	145		0
Other sources	10		0
		Decrease of ground water level	
		Shallow well (m/year)	-
		Deep well (m/year)	-

**A. Pourashava Profile**

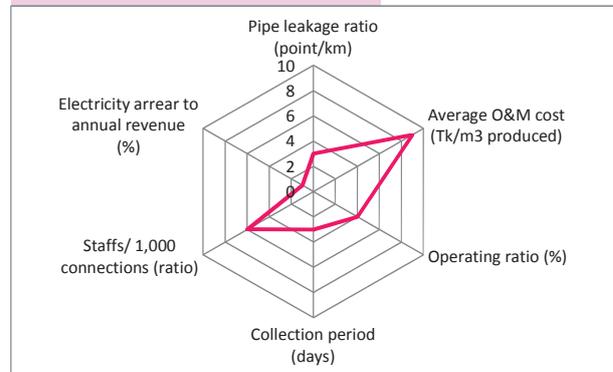
Class	A	Sanitation coverage	
Division	Chittagong	Latrine with septic tank (%)	8
District	Lakshmipur	Water sealed slab latrine (%)	60
Year established	1976	Water-related diseases	, , , ,
Contact Tel/Fax	038155, 038155606	Technical staff (Nos.)	5
E-mail	shamsuudin1@gmail.com	Financial statements (2010/2011)	
Population (FY2010/2011)	150,218	Annual budget (Tk)	124,822,576
Nos. of households (FY2010/2011)	15,312	Revenue (Tk)	64,732,346
Literacy (%)	62	Expenditure (Tk)	60,105,388
Land area (km <sup>2</sup> )	20	Computerization	Holding tax management, Accounting, , , Rate schedule and estimate preparation, Engineering, , ,
Residential area (km <sup>2</sup> )	8	Committee formed	
Residential area pop. density (persons/ha)	193	TLCC /Frequency of meeting	Yes, 4 months
Electricity coverage (%)	65	WATSAN/Frequency of meeting	Yes, 4 months
Electricity availability (hrs)			
Summer	8		
Winter	8		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	21	Metering ratio (%)	58
Per capita produced water (L/d/ca)	95	Operating ratio (%)	84
Supply Hour (Hrs)	5	Collection ratio in amount (%)	100
Non-revenue water (NRW) (%)	25	Collection period (days)	54
Pipe leakage ratio (point/km)	1	Staffs/ 1,000 connections (ratio)	9
Average revenue (Tk/m <sup>3</sup> produced)	12.8	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	10.8		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile****1. General Information of Water Supply Section**

Water section established (year)	1995	Chlorination points (Nos.)	
Piped system introduced (year)	1995	PTW	3
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	2
Computerization/Automation	, Billing, , , ,	Surface WTP	-
Staff in water section (Nos.)	42	Bulk flow meters (Nos.)	3
In which, staff with diploma or higher qualification (Nos.)	1	Bulk flow meter readings (Nos.)	3
		Total production, Summer (m <sup>3</sup> /day)	3,002
		<b>(2) Distribution</b>	
		Overhead tank	0
		Overhead tanks (Nos.)	2
		Total capacity (m <sup>3</sup> )	800
		Distribution network (km):	40,000
		Leakages in distribution (Nos.)	38
		<b>(3) O&amp;M Problems</b>	
		Production wells	
		Pump	Shaft displaced,
		Treatment plant	Change of filter sand (2-3 years) Electrical faults
		Pipeline	Wash out xxx and leakage
		Customer water meter	Repairing of water meter
		House connection	
		O&M manuals (Nos.)	3
		O&M assistance form DPHE	Yes
		Annual leakages (Nos.)	38
		Leakage detection activity	Yes

**2. Water Supply System**

Operation of water supply facilities	In operation
(1) Production	
Water sources for piped system	Groundwater,
Production tube well	
PTW (Nos.)	5
PTW not in operation (Nos.)	0
Ave. depth (m)	297
Capacity at commission (m <sup>3</sup> /hrs)	104
Ave. current capacity per unit (m <sup>3</sup> /hrs)	73
Ave. production hours, Summer (hrs/day)	8
Total production, Summer (m <sup>3</sup> /day)	3,002
Treatment plants (Nos.)	
AIRP	0
IRP	2
Surface water treatment plants	0
Plants not in operation	0
Production of plant	0
Total capacity (m <sup>3</sup> /hrs)	400
Production hours, Summer (hrs/day)	8
Total production (m <sup>3</sup> /day)	3,200



**A. Pourashava Profile**

Class	A	Sanitation coverage	
Division	Barisal	Latrine with septic tank (%)	10
District	Bhola	Water sealed slab latrine (%)	20
Year established	1990	Water-related diseases	, , , , ,
Contact Tel/Fax	492575884	Technical staff (Nos.)	19
E-mail	lalmohanmunicipality@yahoo.com	Financial statements (2010/2011)	
Population (FY2010/2011)	21,080	Annual budget (Tk)	37,897,000
Nos. of households (FY2010/2011)	4,325	Revenue (Tk)	19,913,058
Literacy (%)	66	Expenditure (Tk)	13,988,364
Land area (km <sup>2</sup> )	9	Computerization	Holding tax management, Accounting, Trade license, , Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	4	Committee formed	
Residential area pop. density (persons/ha)	48	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	75	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	16		
Winter	20		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	71	Metering ratio (%)	0
Per capita produced water (L/d/ca)	60	Operating ratio (%)	80
Supply Hour (Hrs)	6	Collection ratio in amount (%)	68
Non-revenue water (NRW) (%)	-	Collection period (days)	268
Pipe leakage ratio (point/km)	1.2	Staffs/ 1,000 connections (ratio)	17
Average revenue (Tk/m <sup>3</sup> produced)	2.3	Electricity arrear to annual revenue (%)	17
Average O&M cost (Tk/m <sup>3</sup> produced)	1.9		

**Overall performance of Positive PIs**

**Overall performance of Negative PIs**

**C. Water Supply Profile**

<b>1. General Information of Water Supply Section</b>		Chlorination points (Nos.)	
Water section established (year)	1997	PTW	0
Piped system introduced (year)	1997	IRP/AIRP	0
Pourashava responsibility	O&M, , Part of construction	Surface WTP	0
Computerization/Automation	, Billing, Accounting, Asset management, Pumping, ,	Bulk flow meters (Nos.)	2
Staff in water section (Nos.)	8	Bulk flow meter readings (Nos.)	2
In which, staff with diploma or higher qualification (Nos.)	2	Total production, Summer (m <sup>3</sup> /day)	900
<b>2. Water Supply System</b>		<b>(2) Distribution</b>	
Operation of water supply facilities	In operation	Overhead tank	0
(1) Production		Overhead tanks (Nos.)	0
Water sources for piped system	Groundwater,	Total capacity (m <sup>3</sup> )	0
Production tube well		Distribution network (km):	12,796
PTW (Nos.)	5	Leakages in distribution (Nos.)	15
PTW not in operation (Nos.)	3	<b>(3) O&amp;M Problems</b>	
Ave. depth (m)	298	Production wells	One PTW damage of strainer is out of work.
Capacity at commission (m <sup>3</sup> /hrs)	84	Pump	Burning of pump due to voltage troubling
Ave. current capacity per unit (m <sup>3</sup> /hrs)	75	Treatment plant	-
Ave. production hours, Summer (hrs/day)	6	Pipeline	Leakage found in joining section
Total production, Summer (m <sup>3</sup> /day)	900	Customer water meter	-
Treatment plants (Nos.)		House connection	No Problem
AIRP	0	O&M manuals (Nos.)	0
IRP	0	O&M assistance form DPHE	No
Surface water treatment plants	0	Annual leakages (Nos.)	15
Plants not in operation	0	Leakage detection activity	Yes
Production of plant	0		
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

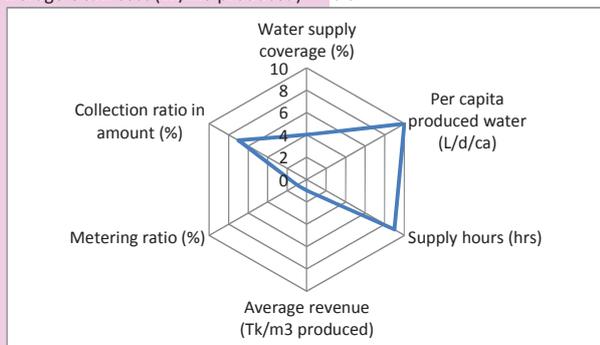
<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	300
Rehabilitation		Tariff adopted year	2011
Production tube well	Yes	Tariff setting policy	, Operation cost recovery (O&M costs), , People's affordability to pay, ,
Treatment plant	No	<b>7. Water Quality Monitoring</b>	
Distribution network	Yes	Water quality monitoring plan	No
Expansion		Parameters checked	-
Production tube well	Yes	Frequency of quality test	-
Treatment plant	No	Nos. of sampling location /year	-
Distribution network	Yes	Water quality problems	-
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	4	Major 3 problems	(1) Low Coverage
Population served (people)	15,000		(2) Insufficient technical & managerial capacity
Service connections (Nos.)	476		(3) Leakage
Domestic	434	Major 3 priority needs	(1) -
Public tap/ stand pipe	18		(2) Increase of production capacity
Public institutions	8		(3) Expansion and replacement of network
Commercial & industrial	8		
Others	8		
Total	476		
Metered connections (Nos.)	0	<b>9. Past and On-going Projects and Training</b>	
Applications outstanding (Nos.)	0	(1) Past 10 years projects	
New connections in 2010/2011 (Nos.)	0	Name	-
Average waiting time (days)	0	Period	-
Water pressure at the end of network	, Fair, ,	Funding agency	-
Continuity of service (hrs/day)	6	Executing agency	-
Customer with 24 hrs supply (%)	0	(2) Past 10 years projects	
Annual complaints (Nos.)	97	Name	-
Major complaints	(1) Water supply with sand and dirty	Period	-
	(2) No 24 hours supply	Funding agency	-
	(3) Supply is not sufficient	Executing agency	-
<b>5. Financial Information (FY2010/11)</b>		On-going projects	
Annual budget (Tk)	1,323,500	Name	-
Annual revenue (Tk)	771,510	Period	-
Annual expenditure (Tk)	616,218	Funding agency	-
Annual O&M Costs (Tk)	616,218	Executing agency	-
Annual billings (Tk)	952,558	Training	
Annual collections (Tk)	646,255	Nos. of training	1
Water arrears (Tk)	566,209	Nos. of Staff	1
Electricity arrears (Tk)	130,000	Name of training (1)	Computer Billing Software
Payment methods	, Bank	Name of training (2)	-
Self-billing	No	Name of training (3)	-
Billing frequency	Monthly		
<b>6. Water Tariff and Metering (See Tariff Database)</b>			
Tariff Structure	Based on pipe size		
Domestic 13 mm (1/2") (Tk/month)	125		
Non-domestic lowest (Tk/month)	250		
Lowest volumetric charge (Tk/m <sup>3</sup> )	0		
<b>D. Non-Piped Water Supply Area</b>			
<b>1. Necessity of Piped Water Supply</b>		Main treatment method in domestic	None, , ,
Necessity of Piped water	Yes	As contaminated wells (Nos.)	0
Water meter	Yes	Arsenic contaminated water supply (%)	0
Reasons	To reduce the misuses of supply water, Economical use of water, To increase revenue income.	Unhygienic drinking water (%)	55
		% of people using neighbor's well for drinking	60
		Problems in non-piped water supply area	Water related diseases, Few polluted by human waste
Affordability (answered by pourashava staff)	0	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Average household income/month (Tk)	10,000	Potential water sources	<u>Evaluation</u> <u>WQ problems</u>
Affordability for piped water (Tk/month)	250	Shallow well	-                      -
Affordable price in total household income (%)	2	Deep well	High                  No problem
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>		Surface water sources	-                      -
Source	Nos. of source	Other sources	No                    -
River	0	Decrease of ground water level	
Shallow well	0	Shallow well (m/year)	-
Deep well	330	Deep well (m/year)	0.3
Ponds	925		
Other sources	1		
	Drinking (%)		
	Domestic (%)		

**A. Pourashava Profile**

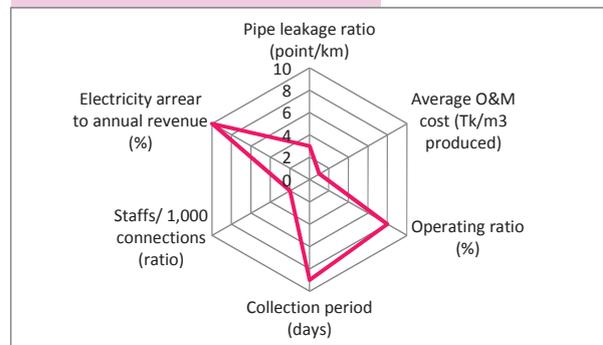
Class	A	Sanitation coverage	
Division	Rangpur	Latrine with septic tank (%)	19
District	Lalmonirhat	Water sealed slab latrine (%)	65
Year established	1972	Water-related diseases	, , , ,
Contact Tel/Fax	Tel: 0591-61396 Fax: 0591-61390	Technical staff (Nos.)	8
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	62,467	Annual budget (Tk)	161,561,368
Nos. of households (FY2010/2011)	11,991	Revenue (Tk)	25,710,788
Literacy (%)	67	Expenditure (Tk)	23,847,000
Land area (km <sup>2</sup> )	17	Computerization	Holding tax management, , , , Rate schedule and estimate preparation, Engineering, , Procurement,
Residential area (km <sup>2</sup> )	10	Committee formed	
Residential area pop. density (persons/ha)	62	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	85	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	18		
Winter	22		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	24	Metering ratio (%)	0
Per capita produced water (L/d/ca)	307	Operating ratio (%)	110
Supply Hour (Hrs)	10	Collection ratio in amount (%)	86
Non-revenue water (NRW) (%)	19	Collection period (days)	269
Pipe leakage ratio (point/km)	1.1	Staffs/ 1,000 connections (ratio)	6
Average revenue (Tk/m <sup>3</sup> produced)	0.8	Electricity arrear to annual revenue (%)	253
Average O&M cost (Tk/m <sup>3</sup> produced)	0.9		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	2000	Chlorination points (Nos.)	
Piped system introduced (year)	1986	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	, Billing, , , ,	Surface WTP	0
Staff in water section (Nos.)	11	Bulk flow meters (Nos.)	4
In which, staff with diploma or higher qualification (Nos.)	1	Bulk flow meter readings (Nos.)	4
		Total production, Summer (m <sup>3</sup> /day)	4,600

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	1
Production tube well		Total capacity (m <sup>3</sup> )	450
PTW (Nos.)	8	Distribution network (km):	40,000
PTW not in operation (Nos.)	3	Leakages in distribution (Nos.)	42
Ave. depth (m)	65	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	114	Production wells	Decrease of production capacity in few PTWs
Ave. current capacity per unit (m <sup>3</sup> /hrs)	92	Pump	Burning of pump motor, damage of bearing etc.
Ave. production hours, Summer (hrs/day)	10	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	4,600	Pipeline	Reduced of dia due to iron
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	Leakage of pipe joint due to fittings damaged by iron.
IRP	0	O&M manuals (Nos.)	2
Surface water treatment plants	0	O&M assistance form DPHE	Yes
Plants not in operation	0	Annual leakages (Nos.)	42
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

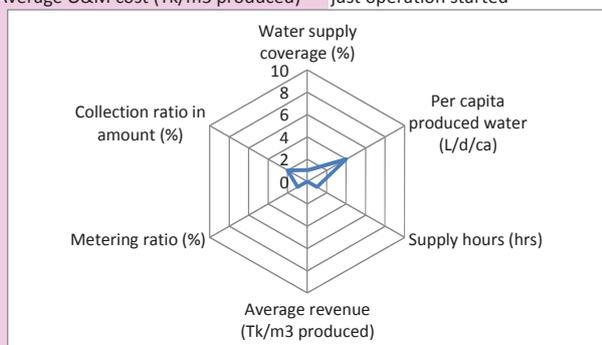


**A. Pourashava Profile**

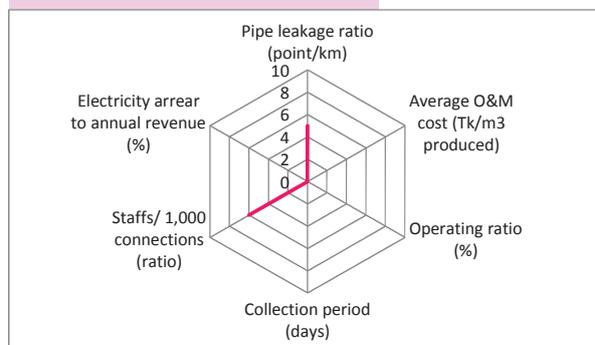
Class	B	Sanitation coverage	
Division	Sylhet	Latrine with septic tank (%)	35
District	Hobiganj	Water sealed slab latrine (%)	50
Year established	1997 (02 August)	Water-related diseases	, , , , ,
Contact Tel/Fax	08327-56115, 08327-56362	Technical staff (Nos.)	5
E-mail	madhabpur.pourashava@gmail.com	Financial statements (2010/2011)	
Population (FY2010/2011)	40,000	Annual budget (Tk)	41,407,990
Nos. of households (FY2010/2011)	3,305	Revenue (Tk)	13,486,139
Literacy (%)	88	Expenditure (Tk)	13,256,120
Land area (km <sup>2</sup> )	8	Computerization	Holding tax management, Accounting, Trade license, Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	2	Committee formed	
Residential area pop. density (persons/ha)	200	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	70	WATSAN/Frequency of meeting	Yes, 6 months
Electricity availability (hrs)			
Summer	22		
Winter	23		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	6	Metering ratio (%)	0
Per capita produced water (L/d/ca)	75	Operating ratio (%)	just operation started
Supply Hour (Hrs)	2	Collection ratio in amount (%)	56
Non-revenue water (NRW) (%)	-	Collection period (days)	-
Pipe leakage ratio (point/km)	1.9	Staffs/ 1,000 connections (ratio)	9
Average revenue (Tk/m <sup>3</sup> produced)	just operation started	Electricity arrear to annual revenue (%)	-
Average O&M cost (Tk/m <sup>3</sup> produced)	just operation started		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	2009	Chlorination points (Nos.)	
Piped system introduced (year)	2008	PTW	0
Pourashava responsibility	O&M, Construction of water supply facilities,	IRP/AIRP	0
Computerization/Automation	, Billing, Accounting, , , ,	Surface WTP	0
Staff in water section (Nos.)	2	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	0	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	180

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	0
Production tube well		Total capacity (m <sup>3</sup> )	0
PTW (Nos.)	2	Distribution network (km):	7,000
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	13
Ave. depth (m)	156	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	55	Production wells	Accumulation of iron creates a red layer within half an hour. Water production is less in the winter.
Ave. current capacity per unit (m <sup>3</sup> /hrs)	45	Pump	Circuit breaker is damaged by the decline of ground water table. Pump discharged fine sand.
Ave. production hours, Summer (hrs/day)	2	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	180	Pipeline	Leakage problem in the joints of tee, gate valve & cross. Main reason due different pipe materials in pipe sections and joint
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	Rusted by discharged iron.
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	13
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

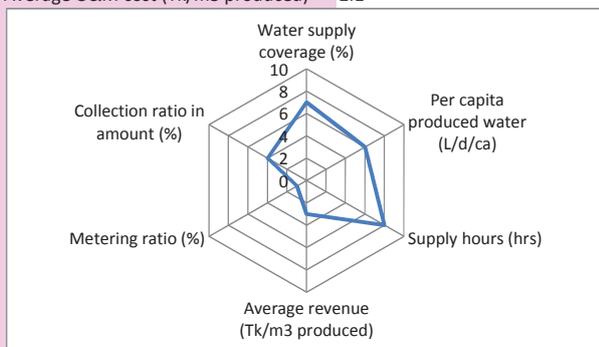
<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	120
Rehabilitation		Tariff adopted year	Feb, 2009
Production tube well	Yes	Tariff setting policy	, Operation cost recovery (O&M costs), , , ,
Treatment plant	No	<b>7. Water Quality Monitoring</b>	
Distribution network	Yes	Water quality monitoring plan	Yes
Expansion		Parameters checked	Fe, As & chlorides
Production tube well	Yes	Frequency of quality test	not regular
Treatment plant	Yes	Nos. of sampling location /year	2
Distribution network	Yes	Water quality problems	Due to iron
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	0	Major 3 problems	(1) Water quality
Population served (people)	2,400		(2) Low coverage
Service connections (Nos.)	226		(3) Low treatment technology
Domestic	192	Major 3 priority needs	(1) Improvement of water quality
Public tap/ stand pipe	12		(2) Increase of production capacity
Public institutions	0		(3) Distribution network
Commercial & industrial	20		
Others	2		
Total	226		
Metered connections (Nos.)	0		
Applications outstanding (Nos.)	0		
New connections in 2010/2011 (Nos.)	0		
Average waiting time (days)	0		
Water pressure at the end of network	, , Low,		
Continuity of service (hrs/day)	2		
Customer with 24 hrs supply (%)	3		
Annual complaints (Nos.)	150		
Major complaints	(1) Water contains iron.	<b>9. Past and On-going Projects and Training</b>	
	(2) System pressure is less.	(1) Past 10 years projects	
	(3) Water supply times should increase.	Name	-
		Period	-
		Funding agency	-
		Executing agency	-
		(2) Past 10 years projects	-
		Name	-
		Period	-
		Funding agency	-
		Executing agency	-
		On-going projects	-
		Name	-
		Period	-
		Funding agency	-
		Executing agency	-
		Training	-
		Nos. of training	1
		Nos. of Staff	2
		Name of training (1)	Water supply in distribution network & building system.
		Name of training (2)	-
		Name of training (3)	-
<b>5. Financial Information (FY2010/11)</b>			
Annual budget (Tk)	0		
Annual revenue (Tk)	0		
Annual expenditure (Tk)	0		
Annual O&M Costs (Tk)	0		
Annual billings (Tk)	287,270		
Annual collections (Tk)	161,918		
Water arrears (Tk)	125,352		
Electricity arrears (Tk)	0		
Payment methods	Pourashava office, Bank		
Self-billing	No		
Billing frequency	Monthly		
<b>6. Water Tariff and Metering (See Tariff Database)</b>			
Tariff Structure	Based on pipe size		
Domestic 13 mm (1/2") (Tk/month)	120		
Non-domestic lowest (Tk/month)	0		
Lowest volumetric charge (Tk/m <sup>3</sup> )	0		
<b>D. Non-Piped Water Supply Area</b>			
<b>1. Necessity of Piped Water Supply</b>		Main treatment method in domestic	, Boiling , , Filtration
Necessity of Piped water	Yes	As contaminated wells (Nos.)	Do not know
Water meter	Yes	Arsenic contaminated water supply (%)	Do not know
Reasons	Water wastage will be reduced, Increasing the water production & increase its production.	Unhygienic drinking water (%)	0
		% of people using neighbor's well for drinking	60
		Problems in non-piped water supply area	Contaminated water from rivers, ponds & hand tube well., Shallow tube well is also contaminated by the seepage of ground water by human excreta in unhygienic unplanned area.
Affordability (answered by pourashava staff)	0	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Average household income/month (Tk)	15,000	Potential water sources	<u>Evaluation</u> <u>WQ problems</u>
Affordability for piped water (Tk/month)	150	Shallow well	Moderate    Iron
Affordable price in total household income (%)	1	Deep well	High        Iron
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>		Surface water sources	None        polluted
Source	Nos. of source	Other sources	Yes        -
River	2	Decrease of ground water level	
Shallow well	900	Shallow well (m/year)	0.5
Deep well	100	Deep well (m/year)	0.3
Ponds	85		
Other sources	0		

**A. Pourashava Profile**

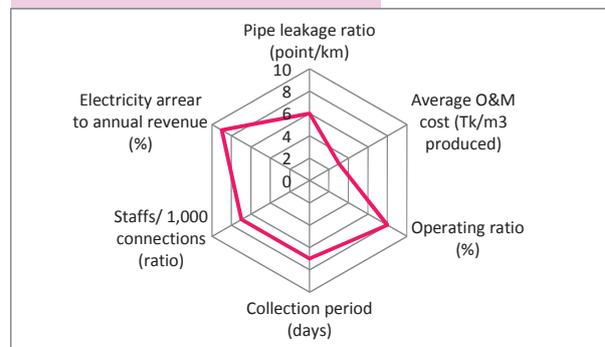
Class	A	Sanitation coverage	
Division	Khulna	Latrine with septic tank (%)	45
District	Magura	Water sealed slab latrine (%)	35
Year established	1972	Water-related diseases	, , , ,
Contact Tel/Fax	Tel: 0488-62290	Technical staff (Nos.)	18
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	114,746	Annual budget (Tk)	854,764,528
Nos. of households (FY2010/2011)	16,423	Revenue (Tk)	64,889,528
Literacy (%)	95	Expenditure (Tk)	53,192,178
Land area (km <sup>2</sup> )	44	Computerization	Holding tax management, Accounting, , Salary payment, Rate schedule and estimate preparation, , Yearly logical budget preparation, ,
Residential area (km <sup>2</sup> )	20	Committee formed	
Residential area pop. density (persons/ha)	57	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	56	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	10		
Winter	20		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	40	Metering ratio (%)	0
Per capita produced water (L/d/ca)	128	Operating ratio (%)	109
Supply Hour (Hrs)	8	Collection ratio in amount (%)	72
Non-revenue water (NRW) (%)	10	Collection period (days)	209
Pipe leakage ratio (point/km)	2.8	Staffs/ 1,000 connections (ratio)	11
Average revenue (Tk/m <sup>3</sup> produced)	2	Electricity arrear to annual revenue (%)	91
Average O&M cost (Tk/m <sup>3</sup> produced)	2.1		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	1991	Chlorination points (Nos.)	
Piped system introduced (year)	1983	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	, Billing, Accounting, , , ,	Surface WTP	0
Staff in water section (Nos.)	37	Bulk flow meters (Nos.)	4
In which, staff with diploma or higher qualification (Nos.)	3	Bulk flow meter readings (Nos.)	4
		Total production, Summer (m <sup>3</sup> /day)	5,865

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	0
Production tube well		Total capacity (m <sup>3</sup> )	0
PTW (Nos.)	9	Distribution network (km):	57,000
PTW not in operation (Nos.)	1	Leakages in distribution (Nos.)	160
Ave. depth (m)	Do not know	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	86	Production wells	Decrease of production capacity 1, 2, 3 no. wells.
Ave. current capacity per unit (m <sup>3</sup> /hrs)	80	Pump	Burning of pump motor due to voltage fluctuation.
Ave. production hours, Summer (hrs/day)	9	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	5,865	Pipeline	About 50 mm piped line not supply to cover the area.
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	Leakage from fittings & joint by iron
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	160
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

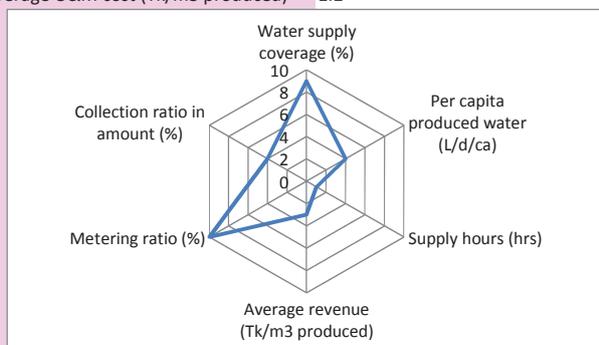


**A. Pourashava Profile**

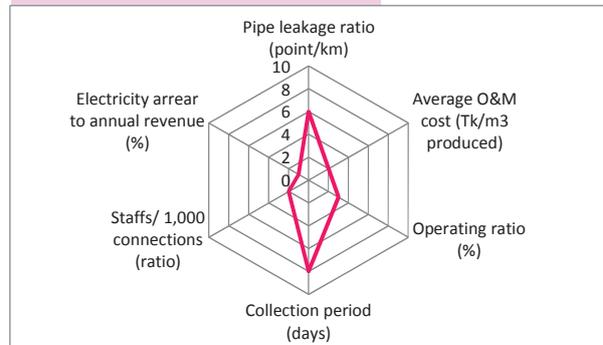
Class	A	Sanitation coverage	
Division	Dhaka	Latrine with septic tank (%)	48.5
District	Madaripur	Water sealed slab latrine (%)	21
Year established	04/1875	Water-related diseases	Arsenicosis, Diarrhea, Typhoid, Dysentery, ,
Contact Tel/Fax	0661-618840661-62244	Technical staff (Nos.)	6
E-mail	madaripur_pourashava@yahoo.comwww.	Financial statements (2010/2011)	
Population (FY2010/2011)	112,500	Annual budget (Tk)	54,257,195
Nos. of households (FY2010/2011)	26,118	Revenue (Tk)	32,634,602
Literacy (%)	62	Expenditure (Tk)	30,243,759
Land area (km <sup>2</sup> )	14	Computerization	Holding tax management, Accounting, , , , Rate schedule and estimate preparation, , , ,
Residential area (km <sup>2</sup> )	4	Committee formed	
Residential area pop. density (persons/ha)	300	TLCC /Frequency of meeting	Yes, 3 months
Electricity coverage (%)	38	WATSAN/Frequency of meeting	Yes, 2-4 months
Electricity availability (hrs)			
Summer	16		
Winter	19		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	49	Metering ratio (%)	84
Per capita produced water (L/d/ca)	78	Operating ratio (%)	68
Supply Hour (Hrs)	2	Collection ratio in amount (%)	71
Non-revenue water (NRW) (%)	5-10	Collection period (days)	210
Pipe leakage ratio (point/km)	2.9	Staffs/ 1,000 connections (ratio)	6
Average revenue (Tk/m <sup>3</sup> produced)	1.8	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	1.2		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	1994	Chlorination points (Nos.)	
Piped system introduced (year)	1968	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	, Billing, , , ,	Surface WTP	0
Staff in water section (Nos.)	15	Bulk flow meters (Nos.)	7
In which, staff with diploma or higher qualification (Nos.)	2	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	4,300

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	2
Production tube well		Total capacity (m <sup>3</sup> )	1,130
PTW (Nos.)	7	Distribution network (km):	34,300
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	100
Ave. depth (m)	212	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	Do not know	Production wells	Sand stacking in low filter (strainer) pipe
Ave. current capacity per unit (m <sup>3</sup> /hrs)	31	Pump	Low voltage & disruption of electricity, Major parts is destroyed
Ave. production hours, Summer (hrs/day)	20	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	4,300	Pipeline	Leakage
Treatment plants (Nos.)		Customer water meter	Iron sludge, stop the meter
AIRP	0	House connection	Leakage on the connection point to main distribution pipe
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	100
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	1,000
Rehabilitation		Tariff adopted year	2011
Production tube well	Yes	Tariff setting policy	, Operation cost recovery (O&M costs), , People's affordability to pay, Ensuring water supply for socially vulnerable people,
Treatment plant	No	<b>7. Water Quality Monitoring</b>	
Distribution network	No	Water quality monitoring plan	No
Expansion		Parameters checked	-
Production tube well	Yes	Frequency of quality test	-
Treatment plant	Yes	Nos. of sampling location /year	-
Distribution network	Yes	Water quality problems	Saline, Fe, As
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	6	Major 3 problems	(1) Low efficiency of production tube well
Population served (people)	55,000		(2) Electricity disruption
Service connections (Nos.)	2,534		(3) Insufficient technical and managerial capacity
Domestic	2,493	Major 3 priority needs	(1) Increase of water pressure
Public tap/ stand pipe	12		(2) Production well and pump
Public institutions	0		(3) Increase of tariff rates to cover O&M costs
Commercial & industrial	29	<b>9. Past and On-going Projects and Training</b>	
Others	0	(1) Past 10 years projects	
Total	2,534	Name	-
Metered connections (Nos.)	2,138	Period	-
Applications outstanding (Nos.)	0	Funding agency	-
New connections in 2010/2011 (Nos.)	0	Executing agency	-
Average waiting time (days)	0	(2) Past 10 years projects	-
Water pressure at the end of network	, , Low,	Name	-
Continuity of service (hrs/day)	2	Period	-
Customer with 24 hrs supply (%)	0	Funding agency	-
Annual complaints (Nos.)	775	Executing agency	-
Major complaints	(1) Water pressure	On-going projects	-
	(2) Full time supply	Name	-
	(3) Good Quality	Period	-
<b>5. Financial Information (FY2010/11)</b>		Funding agency	-
Annual budget (Tk)	54,257,195	Executing agency	-
Annual revenue (Tk)	2,755,720	(2) Past 10 years projects	-
Annual expenditure (Tk)	1,878,863	Name	-
Annual O&M Costs (Tk)	1,878,463	Period	-
Annual billings (Tk)	3,896,760	Funding agency	-
Annual collections (Tk)	2,755,720	Executing agency	-
Water arrears (Tk)	1,587,850	On-going projects	-
Electricity arrears (Tk)	0	Name	-
Payment methods	, Bank	Period	2010-2011, 2011-2012
Self-billing	No	Funding agency	ADB
Billing frequency	Monthly	Executing agency	DPHE
<b>6. Water Tariff and Metering (See Tariff Database)</b>		Training	-
Tariff Structure	Fixed amount	Nos. of training	3
Domestic 13 mm (1/2") (Tk/month)	120	Nos. of Staff	6
Non-domestic lowest (Tk/month)	230	Name of training (1)	Billing software
Lowest volumetric charge (Tk/m <sup>3</sup> )	0	Name of training (2)	Meter reading and O&M of water meter
<b>D. Non-Piped Water Supply Area</b>		Name of training (3)	Double entry account system
<b>1. Necessity of Piped Water Supply</b>		Secondary town water supply and sanitation sector project	
Necessity of Piped water	Yes	Period	2010-2011, 2011-2012
Water meter	Yes	Funding agency	ADB
Reasons	As people are paying fixed rate i.e. people motivation is required for meter payment	Executing agency	DPHE
Affordability (answered by pourashava staff)	0	Training	-
Average household income/month (Tk)	8,000	Nos. of training	3
Affordability for piped water (Tk/month)	120	Nos. of Staff	6
Affordable price in total household income (%)	2	Name of training (1)	Billing software
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>		Name of training (2)	Meter reading and O&M of water meter
Source	Nos. of source	Name of training (3)	Double entry account system
River	4	Main treatment method in domestic , Boiling, , Filtration	
Shallow well	14,000	As contaminated wells (Nos.)	0
Deep well	7,800	Arsenic contaminated water supply (%)	0
Ponds	40	Unhygienic drinking water (%)	0
Other sources	0	% of people using neighbor's well for drinking	30
		Problems in non-piped water supply area	Insufficient drinkable water source,
<b>3. Potential Water Sources for Non-Piped Water Supply System</b>			
Potential water sources		Evaluation	WQ problems
Shallow well		-	-
Deep well		High	Iron
Surface water sources		High	No big problem
Other sources		No	-
Decrease of ground water level			
Shallow well (m/year)		-	-
Deep well (m/year)		-	-

**A. Pourashava Profile**

Class	A	Sanitation coverage	
Division	Dhaka	Latrine with septic tank (%)	75
District	Manikganj	Water sealed slab latrine (%)	0
Year established	1958	Water-related diseases	, Diarrhea, , Typhoid, Dysentery,
Contact Tel/Fax	02-7710403/7710572/771081302-7711080	Technical staff (Nos.)	12
E-mail	manikganj_municipality@yahoo.com	Financial statements (2010/2011)	
Population (FY2010/2011)	200,000	Annual budget (Tk)	144,481,092
Nos. of households (FY2010/2011)	12,500	Revenue (Tk)	57,512,500
Literacy (%)	79	Expenditure (Tk)	46,662,972
Land area (km <sup>2</sup> )	42	Computerization	Holding tax management, Accounting, Trade license, Salary payment, Rate schedule and estimate preparation, Engineering, , ,
Residential area (km <sup>2</sup> )	No data	Committee formed	
Residential area pop. density (persons/ha)	No data	TLCC /Frequency of meeting	Yes, 4 months
Electricity coverage (%)	85	WATSAN/Frequency of meeting	Yes, 4 months
Electricity availability (hrs)			
Summer	21		
Winter	22		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	30	Metering ratio (%)	39
Per capita produced water (L/d/ca)	145	Operating ratio (%)	86
Supply Hour (Hrs)	1.5	Collection ratio in amount (%)	70
Non-revenue water (NRW) (%)	30	Collection period (days)	-
Pipe leakage ratio (point/km)	4.7	Staffs/ 1,000 connections (ratio)	8
Average revenue (Tk/m <sup>3</sup> produced)	2.9	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	2.5		

**Overall performance of Positive PIs**

**Overall performance of Negative PIs**

**C. Water Supply Profile**

<b>1. General Information of Water Supply Section</b>		Chlorination points (Nos.)	
Water section established (year)	1993	PTW	0
Piped system introduced (year)	1979	IRP/AIRP	1
Pourashava responsibility	O&M, Construction of water supply facilities,	Surface WTP	0
Computerization/Automation	, Billing, , , , Manual for water meter	Bulk flow meters (Nos.)	0
Staff in water section (Nos.)	38	Bulk flow meter readings (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	7	Total production, Summer (m <sup>3</sup> /day)	8,700
<b>2. Water Supply System</b>		<b>(2) Distribution</b>	
Operation of water supply facilities	In operation	Overhead tank	0
(1) Production		Overhead tanks (Nos.)	1
Water sources for piped system	Groundwater,	Total capacity (m <sup>3</sup> )	450
Production tube well		Distribution network (km):	86,000
PTW (Nos.)	6	Leakages in distribution (Nos.)	400
PTW not in operation (Nos.)	0	<b>(3) O&amp;M Problems</b>	
Ave. depth (m)	98	Production wells	Iron + Block filter Draw down
Capacity at commission (m <sup>3</sup> /hrs)	112	Pump	Vertical pump Iron
Ave. current capacity per unit (m <sup>3</sup> /hrs)	97	Treatment plant	Valve, maintenance
Ave. production hours, Summer (hrs/day)	15	Pipeline	cleaning problem, no wash out
Total production, Summer (m <sup>3</sup> /day)	8,700	Customer water meter	Partly stolen, blockage
Treatment plants (Nos.)		House connection	wastage, no maintenance, contamination of water
AIRP	1	O&M manuals (Nos.)	3
IRP	1	O&M assistance form DPHE	No
Surface water treatment plants	0	Annual leakages (Nos.)	400
Plants not in operation	0	Leakage detection activity	Yes
Production of plant	0		
Total capacity (m <sup>3</sup> /hrs)	250		
Production hours, Summer (hrs/day)	20		
Total production (m <sup>3</sup> /day)	5,000		





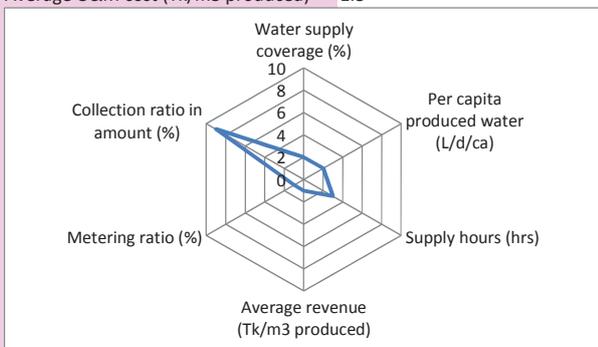
<b>3. Needs of Rehabilitation and Expansion</b>			House connection fee (1/2") (Tk)	400		
Rehabilitation			Tariff adopted year	2007		
Production tube well	Yes		Tariff setting policy	,,,,,		
Treatment plant	No		<b>7. Water Quality Monitoring</b>			
Distribution network	No		Water quality monitoring plan	No		
Expansion			Parameters checked	-		
Production tube well	Yes		Frequency of quality test	-		
Treatment plant	No		Nos. of sampling location /year	-		
Distribution network	Yes		Water quality problems			
<b>4. Customer Service (Service indicators)</b>			<b>8. Problems and Priority Needs</b>			
Coverage area (km <sup>2</sup> )	8		Major 3 problems	(1) Low coverage		
Population served (people)	17,000			(2) Insufficient technical and managerial capacity		
Service connections (Nos.)	344			(3) Leakage		
Domestic	340		Major 3 priority needs	(1) Increase of water pressure		
Public tap/ stand pipe	2			(2) Reduction of leakage		
Public institutions	0			(3) Installation of house meters to all consumers		
Commercial & industrial	2					
Others	0					
Total	344					
Metered connections (Nos.)	0					
Applications outstanding (Nos.)	0					
New connections in 2010/2011 (Nos.)	100					
Average waiting time (days)	2					
Water pressure at the end of network	, , Low,					
Continuity of service (hrs/day)	4					
Customer with 24 hrs supply (%)	0					
Annual complaints (Nos.)	100					
Major complaints	(1) Low pressure					
	(2) Leakage					
	(3) 10hrs demanding water supply					
<b>5. Financial Information (FY2010/11)</b>			<b>9. Past and On-going Projects and Training</b>			
Annual budget (Tk)	1,200,000		(1) Past 10 years projects			
Annual revenue (Tk)	639,850		Name	-		
Annual expenditure (Tk)	629,584		Period	-		
Annual O&M Costs (Tk)	629,584		Funding agency	-		
Annual billings (Tk)	No data		Executing agency	-		
Annual collections (Tk)	402,600		(2) Past 10 years projects			
Water arrears (Tk)	No data		Name	-		
Electricity arrears (Tk)	0		Period	-		
Payment methods	Pourashava office,		Funding agency	-		
Self-billing	Yes		Executing agency	-		
Billing frequency	Monthly		On-going projects			
<b>6. Water Tariff and Metering (See Tariff Database)</b>			Name	-		
Tariff Structure	Based on pipe size		Period	-		
Domestic 13 mm (1/2") (Tk/month)	100		Funding agency	-		
Non-domestic lowest (Tk/month)	200		Executing agency	-		
Lowest volumetric charge (Tk/m <sup>3</sup> )	0		Training	0		
<b>D. Non-Piped Water Supply Area</b>			Nos. of training	1		
<b>1. Necessity of Piped Water Supply</b>			Nos. of Staff	2		
Necessity of			Name of training (1)	Water Billing Software		
Piped water	Yes		Name of training (2)	-		
Water meter	Yes		Name of training (3)	-		
Reasons	To minimize wastage of water. For accurate water reading, to minimize misuse of water					
Affordability (answered by pourashava staff)	0					
Average household income/month (Tk)	3,500					
Affordability for piped water (Tk/month)	110					
Affordable price in total household income (%)	3					
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>			<b>3. Potential Water Sources for Non-Piped Water Supply System</b>			
Source	Nos. of source	Drinking (%)	Domestic (%)			
River	1	0	40			
Shallow well	2,000	45	25			
Deep well	2,000	55	25			
Ponds	1,013	0	10			
Other sources	0	0	0			
				Potential water sources	Evaluation	WQ problems
				Shallow well	Moderate	Arsenic, Iron
				Deep well	Moderate	Arsenic
				Surface water sources	Moderate	Human Waste
				Other sources	FALSE	0
				Decrease of ground water level		
				Shallow well (m/year)		
				Deep well (m/year)		

**A. Pourashava Profile**

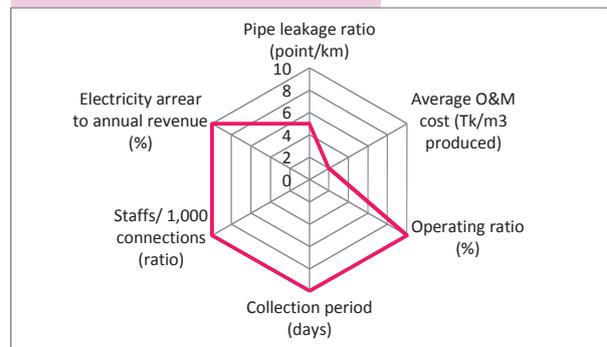
Class	B	Sanitation coverage	
Division	Barisal	Latrine with septic tank (%)	25
District	Barisal	Water sealed slab latrine (%)	60
Year established	15.10.1998	Water-related diseases	, , , , ,
Contact Tel/Fax	0432556106, Fax:0432556261	Technical staff (Nos.)	4
E-mail	sahidpu@yahoo.com	Financial statements (2010/2011)	
Population (FY2010/2011)	32,767	Annual budget (Tk)	9,480,748
Nos. of households (FY2010/2011)	6,250	Revenue (Tk)	6,832,287
Literacy (%)	70	Expenditure (Tk)	4,664,769
Land area (km <sup>2</sup> )	15	Computerization	, , , , Rate schedule and estimate preparation, Yearly logical budget preparation, Procurement,
Residential area (km <sup>2</sup> )	5	Committee formed	
Residential area pop. density (persons/ha)	73	TLCC /Frequency of meeting	No
Electricity coverage (%)	42	WATSAN/Frequency of meeting	Yes, 6 months
Electricity availability (hrs)			
Summer	8		
Winter	12		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	9	Metering ratio (%)	0
Per capita produced water (L/d/ca)	53	Operating ratio (%)	351
Supply Hour (Hrs)	4	Collection ratio in amount (%)	94
Non-revenue water (NRW) (%)	-	Collection period (days)	1,219
Pipe leakage ratio (point/km)	2.1	Staffs/ 1,000 connections (ratio)	22
Average revenue (Tk/m <sup>3</sup> produced)	0.4	Electricity arrear to annual revenue (%)	636
Average O&M cost (Tk/m <sup>3</sup> produced)	1.3		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	2008	Chlorination points (Nos.)	
Piped system introduced (year)	1985	PTW	0
Pourashava responsibility	O&M, ,	IRP/AIRP	0
Computerization/Automation	None, , , , ,	Surface WTP	0
Staff in water section (Nos.)	4	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	1	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	160

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	0
Production tube well		Total capacity (m <sup>3</sup> )	0
PTW (Nos.)	2	Distribution network (km):	5,613
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	12
Ave. depth (m)	380	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	45	Production wells	Electricity, Flooding, Decrease of production capacity.
Ave. current capacity per unit (m <sup>3</sup> /hrs)	40	Pump	Burning of pump motor due to voltage fluctuation.
Ave. production hours, Summer (hrs/day)	2	Treatment plant	
Total production, Summer (m <sup>3</sup> /day)	160	Pipeline	Leakage
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	Leakage from fitting and clogging
IRP	0	O&M manuals (Nos.)	0
Surface water treatment plants	0	O&M assistance form DPHE	No
Plants not in operation	0	Annual leakages (Nos.)	12
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

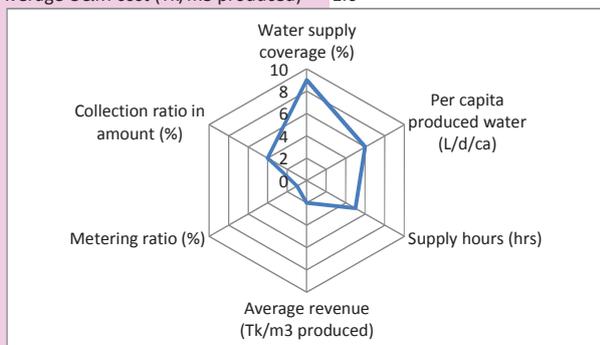


**A. Pourashava Profile**

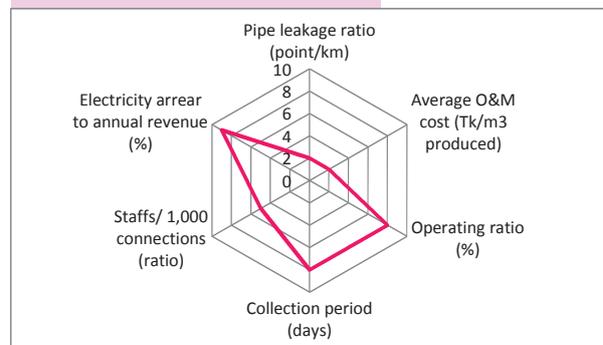
Class	A	Sanitation coverage	
Division	Khulna	Latrine with septic tank (%)	45
District	Jhenaidah	Water sealed slab latrine (%)	40
Year established	1869	Water-related diseases	, , , ,
Contact Tel/Fax	Tel : 04525-56206	Technical staff (Nos.)	11
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	38,730	Annual budget (Tk)	89,381,181
Nos. of households (FY2010/2011)	6,325	Revenue (Tk)	27,003,793
Literacy (%)	85	Expenditure (Tk)	20,218,138
Land area (km <sup>2</sup> )	21	Computerization	Holding tax management, Accounting, Trade license, Salary payment, Rate schedule and estimate preparation, Engineering, Yearly logical budget preparation, ,
Residential area (km <sup>2</sup> )	10	Committee formed	
Residential area pop. density (persons/ha)	38	TLCC /Frequency of meeting	Yes, 3 month
Electricity coverage (%)	90	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	16		
Winter	20		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	44	Metering ratio (%)	0
Per capita produced water (L/d/ca)	99	Operating ratio (%)	126
Supply Hour (Hrs)	6	Collection ratio in amount (%)	71
Non-revenue water (NRW) (%)	10	Collection period (days)	237
Pipe leakage ratio (point/km)	0.6	Staffs/ 1,000 connections (ratio)	8
Average revenue (Tk/m <sup>3</sup> produced)	1.3	Electricity arrear to annual revenue (%)	80
Average O&M cost (Tk/m <sup>3</sup> produced)	1.6		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	1997	Chlorination points (Nos.)	
Piped system introduced (year)	1996	PTW	3
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	, Billing, Accounting, , , ,	Surface WTP	0
Staff in water section (Nos.)	9	Bulk flow meters (Nos.)	2
In which, staff with diploma or higher qualification (Nos.)	0	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	1,680

**2. Water Supply System**

Operation of water supply facilities	In operation	<b>(2) Distribution</b>	
(1) Production		Overhead tank	0
Water sources for piped system	Groundwater,	Overhead tanks (Nos.)	0
Production tube well		Total capacity (m <sup>3</sup> )	0
PTW (Nos.)	3	Distribution network (km):	16,330
PTW not in operation (Nos.)	0	Leakages in distribution (Nos.)	10
Ave. depth (m)	479	<b>(3) O&amp;M Problems</b>	
Capacity at commission (m <sup>3</sup> /hrs)	97	Production wells	No problem
Ave. current capacity per unit (m <sup>3</sup> /hrs)	93	Pump	Voltage fluctuation and the turbine pump not to use properly.
Ave. production hours, Summer (hrs/day)	6	Treatment plant	-
Total production, Summer (m <sup>3</sup> /day)	1,680	Pipeline	Leakage due to joint failure
Treatment plants (Nos.)		Customer water meter	-
AIRP	0	House connection	Pipe jumped due to heavy iron
IRP	0	O&M manuals (Nos.)	3
Surface water treatment plants	0	O&M assistance form DPHE	Yes
Plants not in operation	0	Annual leakages (Nos.)	10
Production of plant	0	Leakage detection activity	Yes
Total capacity (m <sup>3</sup> /hrs)	0		
Production hours, Summer (hrs/day)	0		
Total production (m <sup>3</sup> /day)	0		

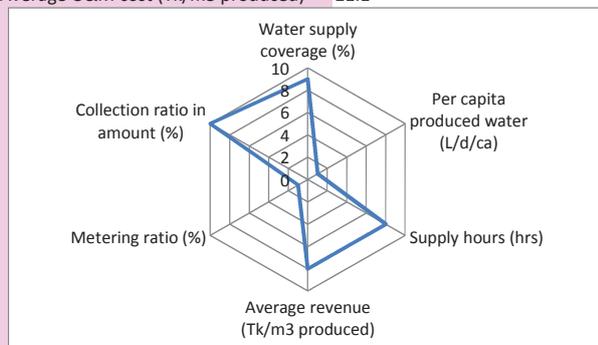
<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	300															
Rehabilitation		Tariff adopted year	1999															
Production tube well	No	Tariff setting policy	, Operation cost recovery (O&M costs), , , ,															
Treatment plant	No	<b>7. Water Quality Monitoring</b>																
Distribution network	No	Water quality monitoring plan	No															
Expansion		Parameters checked	-															
Production tube well	Yes	Frequency of quality test	-															
Treatment plant	Yes	Nos. of sampling location /year	-															
Distribution network	Yes	Water quality problems	Too much iron / hardness															
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>																
Coverage area (km <sup>2</sup> )	9	Major 3 problems	(1) Water quality problems (about Iron)															
Population served (people)	17,000		(2) No treatment technology															
Service connections (Nos.)	1,112		(3) In sufficient technical and managerial capacity															
Domestic	1,104	Major 3 priority needs	(1) Increase of production capacity															
Public tap/ stand pipe	0		(2) Distribution network															
Public institutions	0		(3) Installation of house meters to all consumers															
Commercial & industrial	8	<b>9. Past and On-going Projects and Training</b>																
Others	0	(1) Past 10 years projects																
Total	1,112	Name	-															
Metered connections (Nos.)	0	Period	-															
Applications outstanding (Nos.)	0	Funding agency	-															
New connections in 2010/2011 (Nos.)	0	Executing agency	-															
Average waiting time (days)	0	(2) Past 10 years projects																
Water pressure at the end of network	Good, , ,	Name	-															
Continuity of service (hrs/day)	6	Period	-															
Customer with 24 hrs supply (%)	0	Funding agency	-															
Annual complaints (Nos.)	25	Executing agency	-															
Major complaints	(1) No 24 hours supply	On-going projects																
	(2) Iron	Name	-															
	(3) Power supply not sufficient	Period	-															
<b>5. Financial Information (FY2010/11)</b>		Funding agency	-															
Annual budget (Tk)	1,925,899	Executing agency	-															
Annual revenue (Tk)	797,305	Training																
Annual expenditure (Tk)	1,002,266	Nos. of training	3															
Annual O&M Costs (Tk)	1,002,266	Nos. of Staff	12															
Annual billings (Tk)	1,130,098	Name of training (1)	Basic computer training															
Annual collections (Tk)	797,305	Name of training (2)	Water billing software															
Water arrears (Tk)	517,531	Name of training (3)	Refresher training															
Electricity arrears (Tk)	640,385	<b>D. Non-Piped Water Supply Area</b>																
Payment methods	, Bank	<b>1. Necessity of Piped Water Supply</b>																
Self-billing	No	Main treatment method in domestic	None, , ,															
Billing frequency	Monthly	As contaminated wells (Nos.)	No data															
<b>6. Water Tariff and Metering (See Tariff Database)</b>		Arsenic contaminated water supply (%)	Do not know															
Tariff Structure	Based on pipe size	Unhygienic drinking water (%)	No data															
Domestic 13 mm (1/2") (Tk/month)	60	% of people using neighbor's well for drinking	15															
Non-domestic lowest (Tk/month)	120	Problems in non-piped water supply area	Iron, Arsenic															
Lowest volumetric charge (Tk/m <sup>3</sup> )	0	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>																
<b>D. Non-Piped Water Supply Area</b>																		
<b>1. Necessity of Piped Water Supply</b>																		
Necessity of Piped water	Yes	<table border="1"> <thead> <tr> <th>Potential water sources</th> <th>Evaluation</th> <th>WQ problems</th> </tr> </thead> <tbody> <tr> <td>Shallow well</td> <td>None</td> <td>None</td> </tr> <tr> <td>Deep well</td> <td>High</td> <td>No problem</td> </tr> <tr> <td>Surface water sources</td> <td>-</td> <td>-</td> </tr> <tr> <td>Other sources</td> <td>Yes</td> <td>-</td> </tr> </tbody> </table>		Potential water sources	Evaluation	WQ problems	Shallow well	None	None	Deep well	High	No problem	Surface water sources	-	-	Other sources	Yes	-
Potential water sources	Evaluation	WQ problems																
Shallow well	None	None																
Deep well	High	No problem																
Surface water sources	-	-																
Other sources	Yes	-																
Water meter	Yes	Decrease of ground water level																
Reasons	- For actual bill preparation as per connection wise. - By know how much water we produced and reduce of waste water by household.	Shallow well (m/year)																
Affordability (answered by pourashava staff)	0	Deep well (m/year)																
Average household income/month (Tk)	10,000																	
Affordability for piped water (Tk/month)	70																	
Affordable price in total household income (%)	0																	
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>																		
Source	Nos. of source	Drinking (%)	Domestic (%)															
River	0	0	0															
Shallow well	1,326	100	90															
Deep well	0	0	0															
Ponds	0	0	10															
Other sources	0	0	0															

**A. Pourashava Profile**

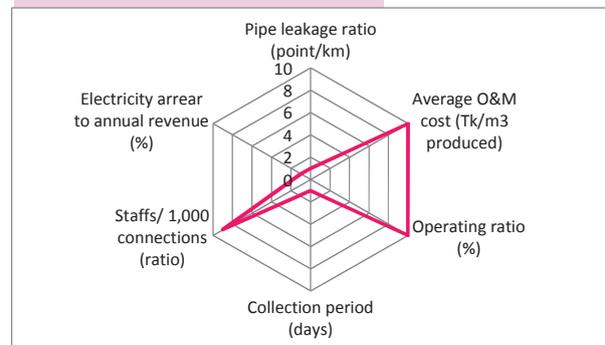
Class	B	Sanitation coverage	
Division	Rajshahi	Latrine with septic tank (%)	5
District	Rajshahi	Water sealed slab latrine (%)	35
Year established	2002	Water-related diseases	, , , , ,
Contact Tel/Fax	Tel: 07235-52014-6	Technical staff (Nos.)	5
E-mail		Financial statements (2010/2011)	
Population (FY2010/2011)	26,000	Annual budget (Tk)	98,958,676
Nos. of households (FY2010/2011)	6,087	Revenue (Tk)	16,408,441
Literacy (%)	59	Expenditure (Tk)	14,642,000
Land area (km <sup>2</sup> )	31	Computerization	, , , , Rate schedule and estimate preparation, Engineering, , ,
Residential area (km <sup>2</sup> )	11	Committee formed	
Residential area pop. density (persons/ha)	23	TLCC /Frequency of meeting	Yes, 6 months
Electricity coverage (%)	65	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	12		
Winter	22		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	52	Metering ratio (%)	0
Per capita produced water (L/d/ca)	7	Operating ratio (%)	430
Supply Hour (Hrs)	8	Collection ratio in amount (%)	100
Non-revenue water (NRW) (%)	13.5	Collection period (days)	0
Pipe leakage ratio (point/km)	0.4	Staffs/ 1,000 connections (ratio)	15
Average revenue (Tk/m <sup>3</sup> produced)	4.9	Electricity arrear to annual revenue (%)	0
Average O&M cost (Tk/m <sup>3</sup> produced)	21.1		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile****1. General Information of Water Supply Section**

Water section established (year)	2010	Chlorination points (Nos.)	
Piped system introduced (year)	2009	PTW	0
Pourashava responsibility	O&M, , Part of construction	IRP/AIRP	0
Computerization/Automation	None, , , , ,	Surface WTP	0
Staff in water section (Nos.)	3	Bulk flow meters (Nos.)	0
In which, staff with diploma or higher qualification (Nos.)	0	Bulk flow meter readings (Nos.)	0
		Total production, Summer (m <sup>3</sup> /day)	96
		<b>(2) Distribution</b>	
		Overhead tank	0
		Overhead tanks (Nos.)	1
		Total capacity (m <sup>3</sup> )	25
		Distribution network (km):	74,000
		Leakages in distribution (Nos.)	31
		<b>(3) O&amp;M Problems</b>	
		Production wells	N
		Pump	Bush/bearing burn due to voltage fluctuation
		Treatment plant	N
		Pipeline	Old 7 km (75 mm dia) are served leaks built in 2003
		Customer water meter	-
		House connection	Leakage
		O&M manuals (Nos.)	0
		O&M assistance form DPHE	No
		Annual leakages (Nos.)	31
		Leakage detection activity	Yes

**2. Water Supply System**

Operation of water supply facilities	In operation
(1) Production	
Water sources for piped system	Groundwater,
Production tube well	
PTW (Nos.)	2
PTW not in operation (Nos.)	0
Ave. depth (m)	43
Capacity at commission (m <sup>3</sup> /hrs)	12
Ave. current capacity per unit (m <sup>3</sup> /hrs)	6
Ave. production hours, Summer (hrs/day)	4
Total production, Summer (m <sup>3</sup> /day)	96
Treatment plants (Nos.)	
AIRP	0
IRP	0
Surface water treatment plants	0
Plants not in operation	0
Production of plant	0
Total capacity (m <sup>3</sup> /hrs)	0
Production hours, Summer (hrs/day)	0
Total production (m <sup>3</sup> /day)	0

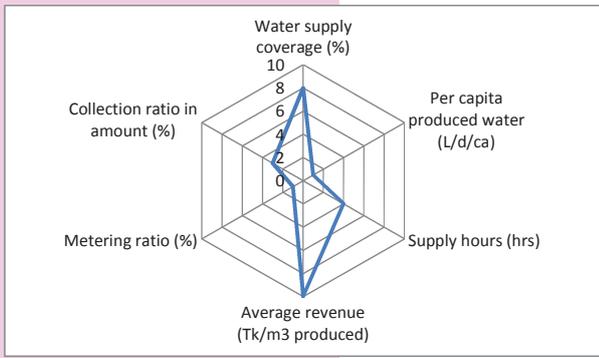


**A. Pourashava Profile**

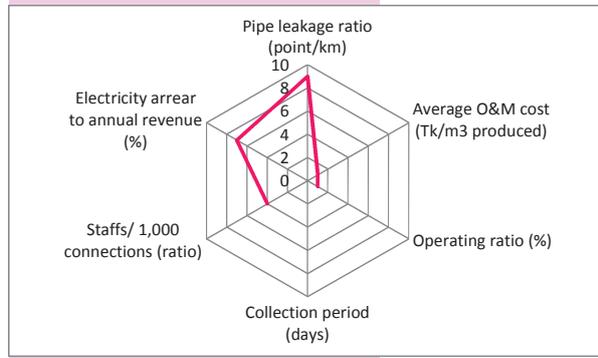
Class	A	Sanitation coverage	
Division	Dhaka	Latrine with septic tank (%)	80
District	Munshiganj	Water sealed slab latrine (%)	10
Year established	1972	Water-related diseases	, , , , Dysentery,
Contact Tel/Fax	7611115	Technical staff (Nos.)	32
E-mail	anisurrahman@yahoo.com	Financial statements (2010/2011)	0
Population (FY2010/2011)	72,754	Annual budget (Tk)	203,757,428
Nos. of households (FY2010/2011)	9,680	Revenue (Tk)	41,567,354
Literacy (%)	70	Expenditure (Tk)	40,668,000
Land area (km <sup>2</sup> )	11	Computerization	Holding tax management, Accounting, Trade license, , Rate schedule and estimate preparation, , ,
Residential area (km <sup>2</sup> )	6	Committee formed	
Residential area pop. density (persons/ha)	120	TLCC/Frequency of meeting	Yes, Once in a year
Electricity coverage (%)	90	WATSAN/Frequency of meeting	No
Electricity availability (hrs)			
Summer	8		
Winter	20		

**B. Key Performance Indicators (Efficiency Indicators)**

Water supply coverage (%)	41	Metering ratio (%)	0
Per capita produced water (L/d/ca)	22	Operating ratio (%)	0
Supply Hour (Hrs)	5	Collection ratio in amount (%)	59
Non-revenue water (NRW) (%)	7	Collection period (days)	-
Pipe leakage ratio (point/km)	7.3	Staffs/ 1,000 connections (ratio)	7
Average revenue (Tk/m <sup>3</sup> produced)	12.9	Electricity arrear to annual revenue (%)	22
Average O&M cost (Tk/m <sup>3</sup> produced)	0		



Overall performance of Positive PIs



Overall performance of Negative PIs

**C. Water Supply Profile**

**1. General Information of Water Supply Section**

Water section established (year)	1982
Piped system introduced (year)	1975
Pourashava responsibility	O&M, , Part of construction
Computerization/Automation	, Billing, , , ,
Staff in water section (Nos.)	10
In which, staff with diploma or higher qualification (Nos.)	3

**2. Water Supply System**

Operation of water supply facilities	In operation
(1) Production	
Water sources for piped system	Groundwater,
Production tube well	
PTW (Nos.)	3
PTW not in operation (Nos.)	0
Ave. depth (m)	132
Capacity at commission (m <sup>3</sup> /hrs)	35
Ave. current capacity per unit (m <sup>3</sup> /hrs)	31
Ave. production hours, Summer (hrs/day)	7
Total production, Summer (m <sup>3</sup> /day)	668
Treatment plants (Nos.)	
AIRP	0
IRP	0
Surface water treatment plants	0
Plants not in operation	0
Production of plant	0
Total capacity (m <sup>3</sup> /hrs)	0
Production hours, Summer (hrs/day)	0
Total production (m <sup>3</sup> /day)	0

Chlorination points (Nos.)	
PTW	3
IRP/AIRP	0
Surface WTP	0
Bulk flow meters (Nos.)	0
Bulk flow meter readings (Nos.)	0
Total production, Summer (m <sup>3</sup> /day)	668
<b>(2) Distribution</b>	
Overhead tank	0
Overhead tanks (Nos.)	1
Total capacity (m <sup>3</sup> )	682
Distribution network (km):	27,500
Leakages in distribution (Nos.)	200
<b>(3) O&amp;M Problems</b>	
Production wells	Flooding, production capacity is decreasing.
Pump	Burning of pump motor due to voltage.
Treatment plant	-
Pipeline	Leakage
Customer water meter	-
House connection	Leakage.
O&M manuals (Nos.)	0
O&M assistance form DPHE	No
Annual leakages (Nos.)	200
Leakage detection activity	No

<b>3. Needs of Rehabilitation and Expansion</b>		House connection fee (1/2") (Tk)	540
Rehabilitation		Tariff adopted year	2008
Production tube well	Yes	Tariff setting policy	, Operation cost recovery (O&M costs), , People's affordability to pay, ,
Treatment plant	No	<b>7. Water Quality Monitoring</b>	
Distribution network	No	Water quality monitoring plan	No
Expansion		Parameters checked	-
Production tube well	Yes	Frequency of quality test	-
Treatment plant	Yes	Nos. of sampling location /year	-
Distribution network	Yes	Water quality problems	Quality of Water (g/w) is not good.
<b>4. Customer Service (Service indicators)</b>		<b>8. Problems and Priority Needs</b>	
Coverage area (km <sup>2</sup> )	5	Major 3 problems	(1) Low coverage
Population served (people)	30,000		(2) Less financial resources
Service connections (Nos.)	1,402		(3) Low treatment technology
Domestic	1,337	Major 3 priority needs	(1) Increase of production capacity
Public tap/ stand pipe	12		(2) Expansion and replacement of network
Public institutions	27		(3) 24-hour supply
Commercial & industrial	26		
Others	0		
Total	1,402		
Metered connections (Nos.)	0		
Applications outstanding (Nos.)	0		
New connections in 2010/2011 (Nos.)	200		
Average waiting time (days)	0		
Water pressure at the end of network	, , Low,		
Continuity of service (hrs/day)	5		
Customer with 24 hrs supply (%)	0		
Annual complaints (Nos.)	300		
Major complaints	(1) Iron	<b>9. Past and On-going Projects and Training</b>	
	(2) No 24 hour supply.	(1) Past 10 years projects	
	(3) -	Name	-
		Period	-
		Funding agency	-
		Executing agency	-
		(2) Past 10 years projects	
		Name	-
		Period	-
		Funding agency	-
		Executing agency	-
		On-going projects	
		Name	-
		Period	-
		Funding agency	-
		Executing agency	-
		Training	
		Nos. of training	-
		Nos. of Staff	-
		Name of training (1)	-
		Name of training (2)	-
		Name of training (3)	-
<b>5. Financial Information (FY2010/11)</b>			
Annual budget (Tk)	4,568,300		
Annual revenue (Tk)	3,151,983		
Annual expenditure (Tk)	Not provided		
Annual O&M Costs (Tk)	0		
Annual billings (Tk)	5,159,127		
Annual collections (Tk)	3,050,272		
Water arrears (Tk)	Do not know		
Electricity arrears (Tk)	700,000		
Payment methods	, Bank		
Self-billing	Yes		
Billing frequency	Monthly		
<b>6. Water Tariff and Metering (See Tariff Database)</b>			
Tariff Structure	Based on pipe size		
Domestic 13 mm (1/2") (Tk/month)	200		
Non-domestic lowest (Tk/month)	390		
Lowest volumetric charge (Tk/m <sup>3</sup> )	0		
<b>D. Non-Piped Water Supply Area</b>			
<b>1. Necessity of Piped Water Supply</b>		Main treatment method in domestic	, , , Filtration
Necessity of		As contaminated wells (Nos.)	Do not know
Piped water	Yes	Arsenic contaminated water supply (%)	Do not know
Water meter	No	Unhygienic drinking water (%)	20
Reasons	-	% of people using neighbor's well for drinking	10
		Problems in non-piped water supply area	Iron, Bacteria,
Affordability (answered by pourashava staff)	0	<b>3. Potential Water Sources for Non-Piped Water Supply System</b>	
Average household income/month (Tk)	10,000	Potential water sources	<u>Evaluation</u>
Affordability for piped water (Tk/month)	300	Shallow well	None
Affordable price in total household income (%)	3	Deep well	High
		Surface water sources	High
		Other sources	No
			-
<b>2. Exiting Water Sources in Non-Piped Water Supply Area</b>		Decrease of ground water level	
Source	Nos. of source	Drinking (%)	Domestic (%)
River	1	0	20
Shallow well	2,450	100	60
Deep well	0	0	0
Ponds	10	0	20
Other sources	0	0	0
		Shallow well (m/year)	3.0
		Deep well (m/year)	3.0