

DHAKA WASA

Mandated for Water Supply & Sewerage in Dhaka City: According to the WASA Act 1996



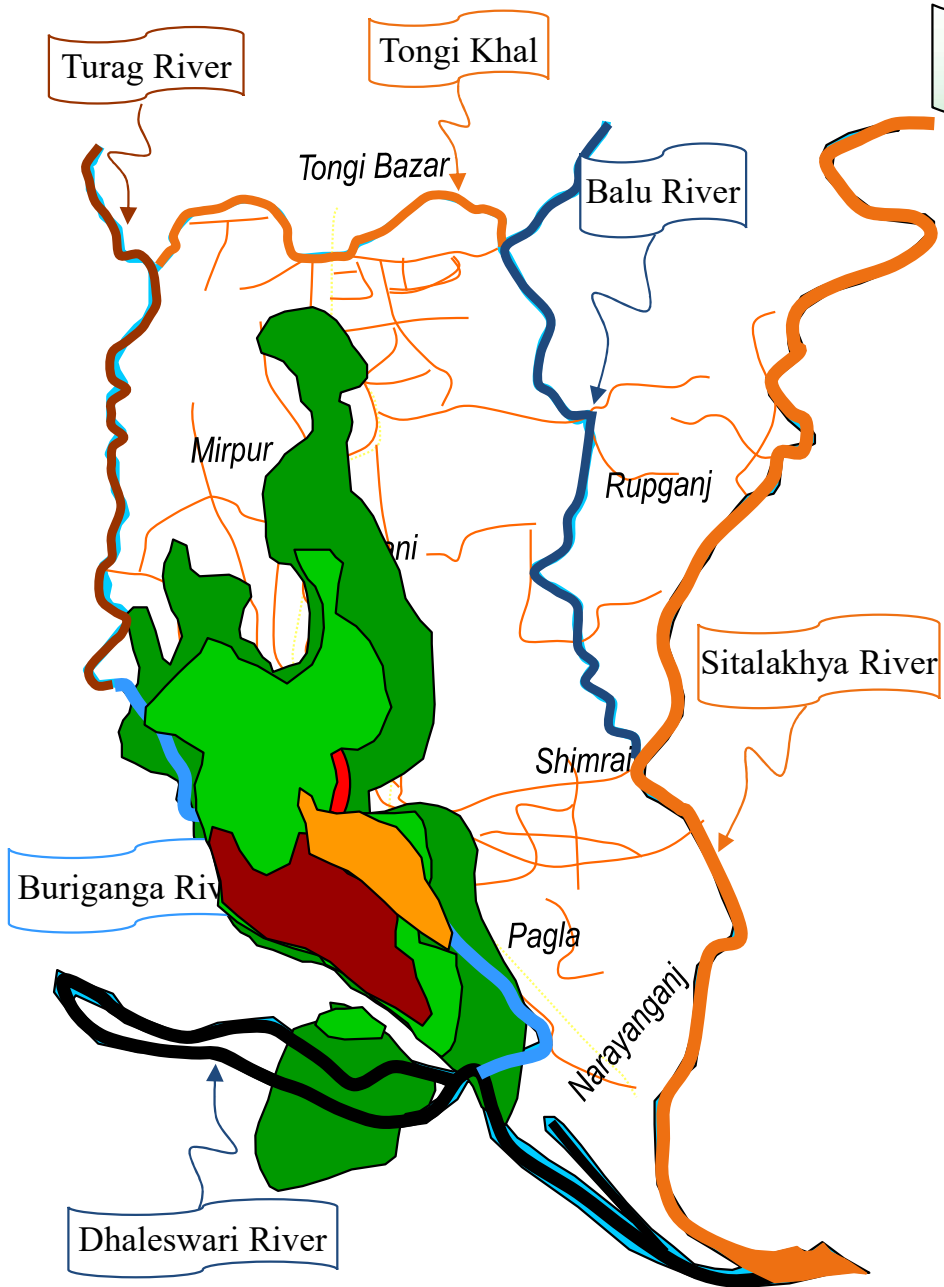
Fully autonomous body

Corporate management/culture

Commercial operation



Dhaka WASA is Serving Megacity



Area : 400 sqkm

Population: 20 M

100% Water Coverage

24/7 Water Supply

A HOLISTIC APPROACH FOR REFORM



The Dhaka Water Services Turnaround
How Dhaka is connecting slums, saving water, raising revenues, and becoming one of South Asia's best public water utilities
Manoj Sharma and Melissa Alipalo

ASIAN DEVELOPMENT BANK



“We were a water-crisis city. It was a very difficult period, and we needed a total turnaround.”



Taqsem Khan, managing director, Dhaka Water Supply and Sewerage Authority



“DHAKA WAS A TURNAROUND PROGRAM”
FOR CAPACITY BUILDING

What is Turnaround

- 1 Mind set Change**
- 2 Transparency, Accountability**
- 3 Cost Effective Management**
- 4 Customer Service Excellence**
- 5 Institutional Reform for Capacity Building**

Why Turnaround

- 1 Sustainability of DWASA**
- 2 Large Investment**
- 3 Shifting Focus from GW to SW**
- 4 Access of water to the Poor**
- 5 Establish Good Governance**

VISION.....



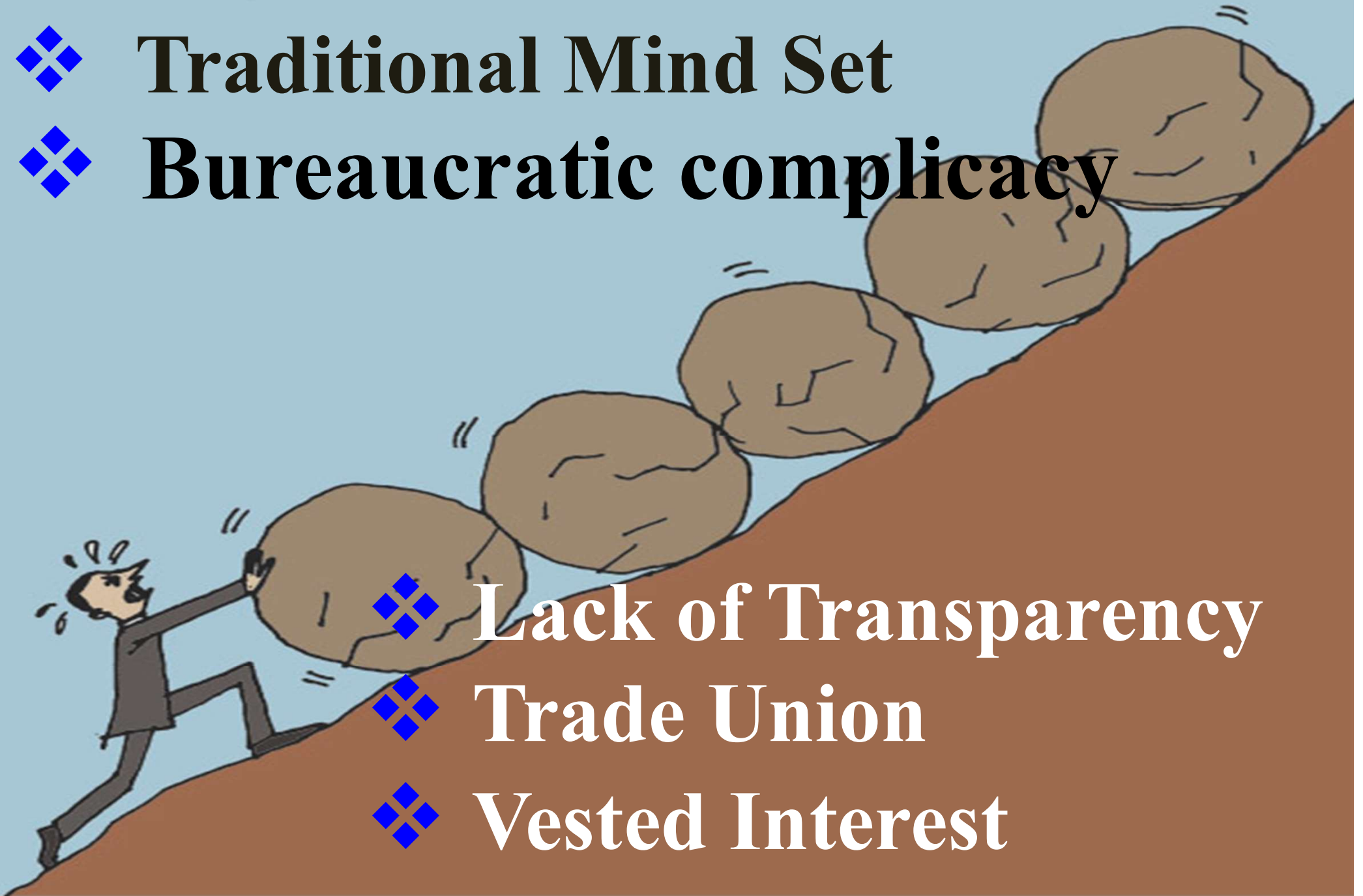
**To be the best water utility
in the public sector of South
Asia**

**Environment friendly, Sustainable &
Pro- people Water Management
System**

Challenges.....

8

- ❖ **Traditional Mind Set**
- ❖ **Bureaucratic complicity**

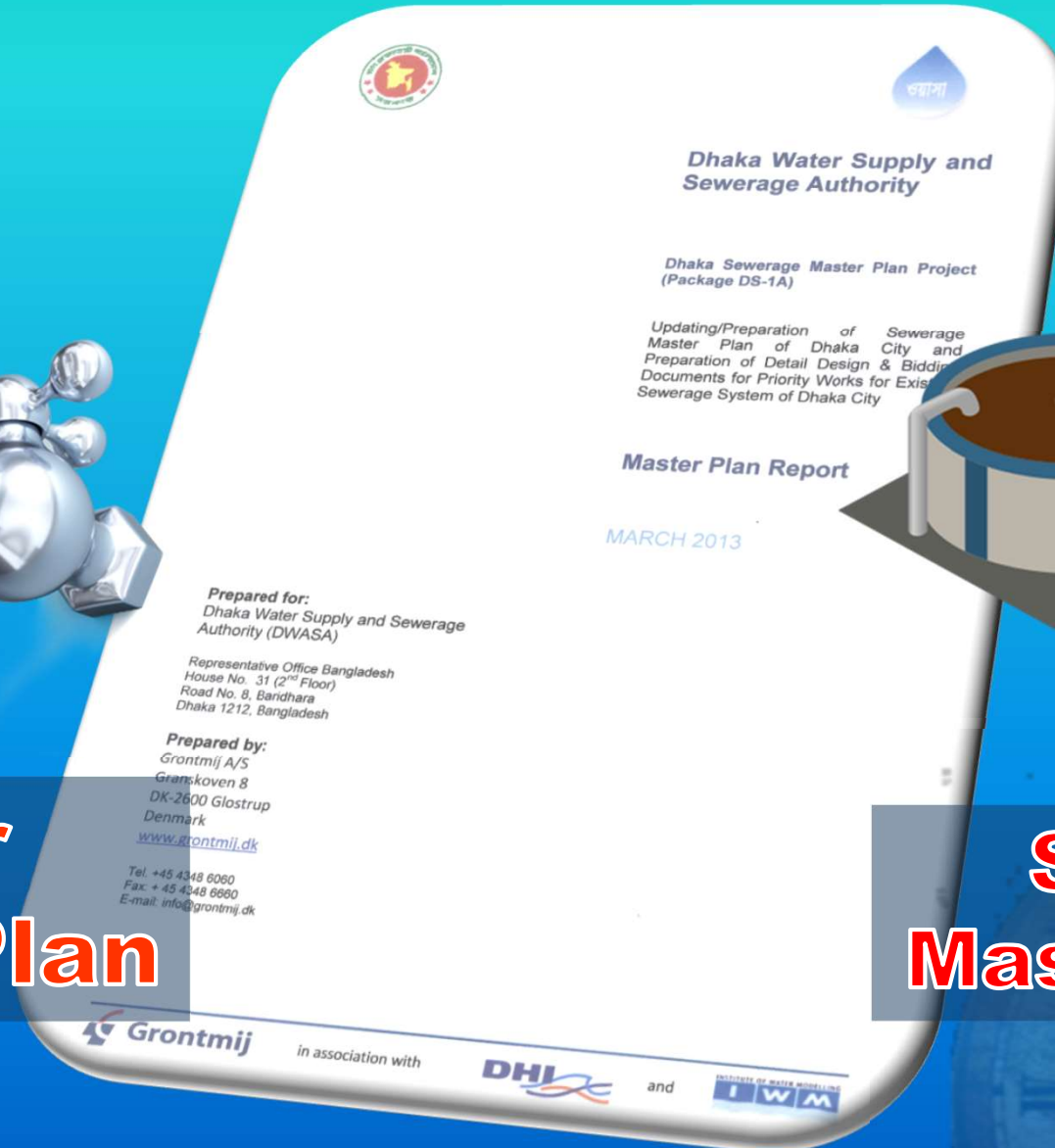


- ❖ **Lack of Transparency**
- ❖ **Trade Union**
- ❖ **Vested Interest**

Master Plan



**Water
Master Plan**



**Sewer
Master Plan**

At a Glance Achievements of Dhaka WASA 10

SL. No	Subject Area	Performance of 2008	Benchmark Standard	Achievements up to 2021
1	Non Revenue Water (NRW)/System loss in General (%)	40	25	20
2	NRW in District Metered Area (DMA) (%)	--	15	5
3	Service Delivery Earning Recovery (revenue earning) (%)	64	95	100
4	Operating Ratio	0.95	0.65	0.64
5	Debt Age / Receivable (month)	14	3	4.4
6	Ongoing Foreign Investment (USD)	40 Million	--	3.3 Billion
7	Upcoming Foreign Investment (USD)	--	--	2.7 Billion
8	Annual Growth Rate (%)	2	7.5	11

Source : Benchmark Report, 2021

**“DHAKA WASA HAS CONVERTED
ITSELF FROM A
DYSFUNCTIONAL UTILITY TO
A BANKABLE ORGANIZATION”**



Upcoming projects(Water)

Name of Project	Investment (M. US\$)	Completion Year
Network Strengthening for Padma WTP	76	2021
Padma (Jashaldia) WTP -II, 450 mld	600	2027
Gandharbpur WTP -II, 500 mld	700	2028
Dharla Jamitra Well field, 150 Mld	120	2023
Dhaka Int. Training and Research Institute	25	2023

Total Upcoming Investment - 1520 M US\$

Upcoming projects (Sewerage)

Name of Project	Investment (M. US\$)	Starting Year
Upgradation & expansion of Pagla STP (WB)	350	2020
Rayer Bazar STP (ADB)	300	2022
Mirpur STP (ADB Expected)	400	2022
Uttara STP	200	2021
Dasherikandi Sewage Collection System	245	2020

Total Investment - 1495 M. US\$

At Present Total Foreign Investment In DWASA



about USD **3.3** Billion

A hand on the left holds a 100 US dollar bill, and a hand on the right holds a 10 Euro banknote. The bills are positioned diagonally across the frame, with the text overlaid in the center.

**Upcoming
Investment about
USD 2.7 Billion**

National/International Partners

16



Government of Bangladesh



ADB



EDCF, Korea



World Bank



EIB



DANIDA



China Exim Bank



AFD



AIIB



KfW



Bangalore Water Supply and Sewerage Board
ಬೆಂಗಳೂರು ನೀರು ಸರಬರಾಜು ಮತ್ತು ಒಳಚರಂಡಿ ಮಂಡಳಿ



**Bangaluru Water
Supply and Sewerage
Board,
India**

**Sewerage Project at
Jalandhar,
Punjab, India**

**Rajasthan Urban Water
Sewerage Project,
India**

**Delhi Jal Board,
India**

Water Operator Partnership



Vitens Evides
Internationa
(VEI), Netherland
K Water, Korea

KUKL, Nepal

BUDAPEST
Waterworks
Metropolitan Water
Works Authority

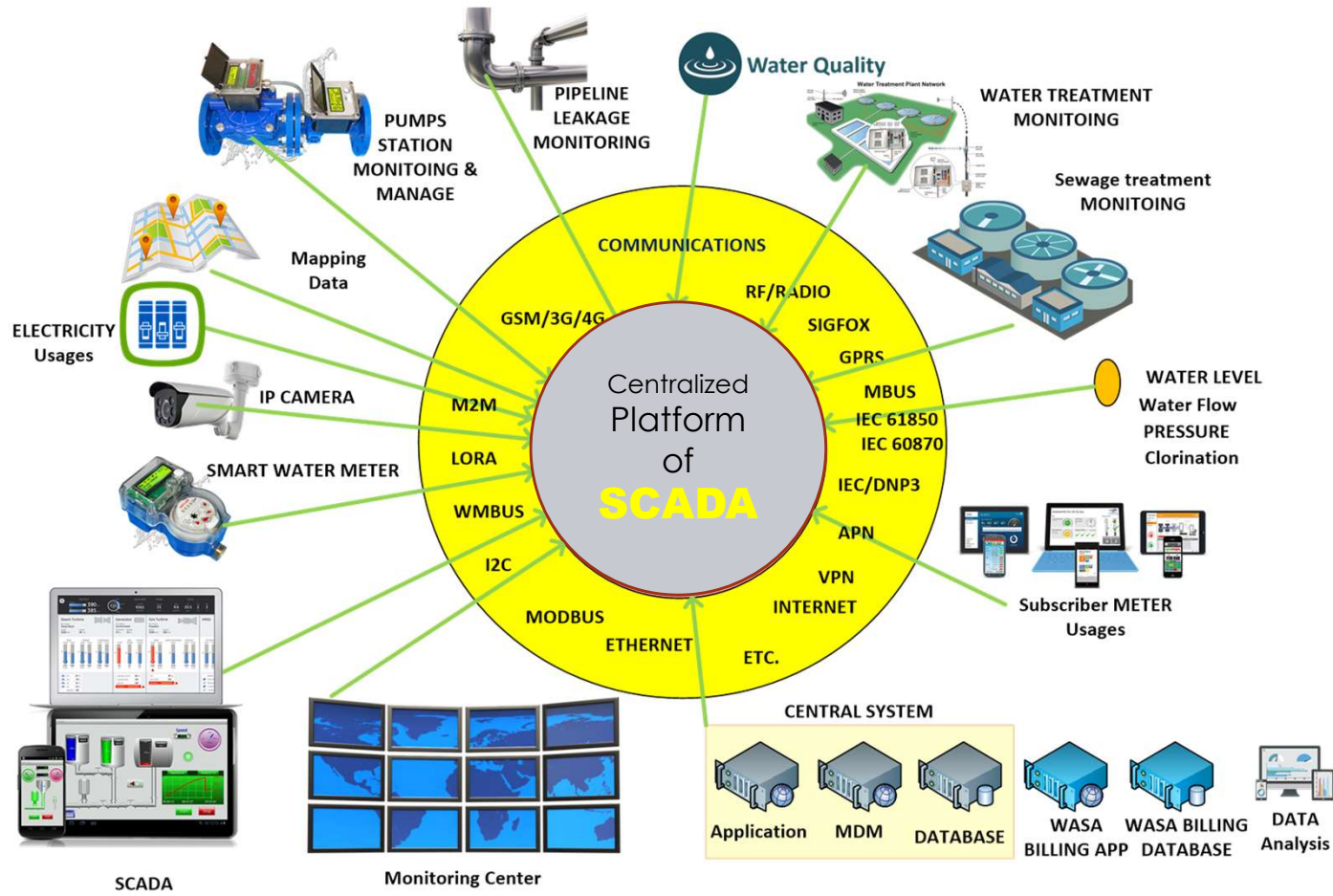
UNESCO IHE DELFT



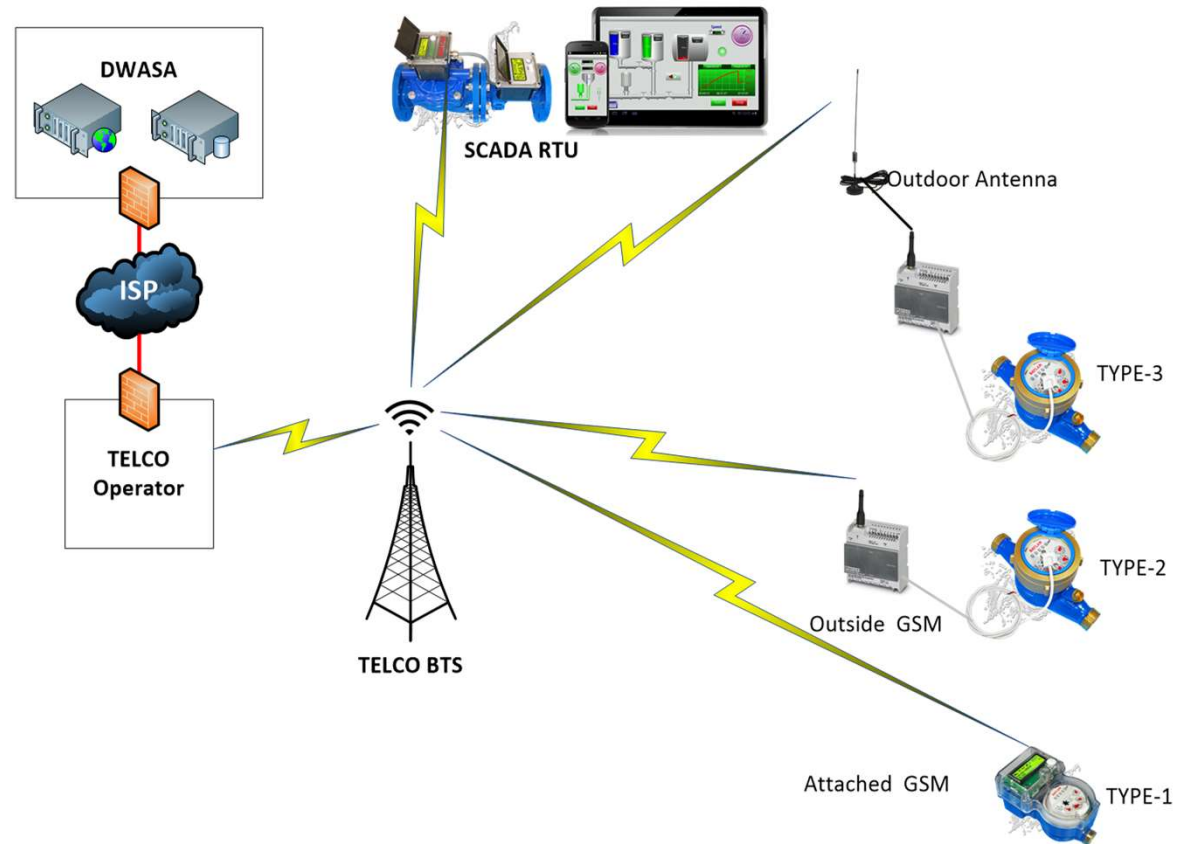
Smart water
Management

DIGITAL WASA

Smart Water management : SCADA



Smart Water management : e-Meter



SMART WATER MANAGEMENT



ই-রিক্রুটমেন্ট-ঢাকা ওয়াসা
হেল্প লাইন-১৬১৬২



- e-Billing
- e-Metering
- e-Recruitment
- e-Connection

- e-GP
- e-Nothi (Filing)

- e-Supply Chain Management
- SCADA



PRACTICE

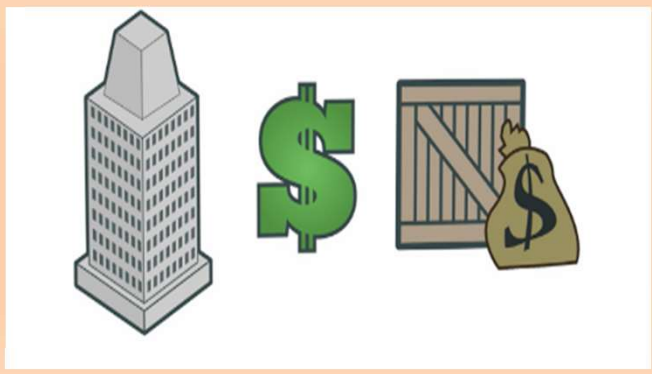


24/7 Water Supply



Non-Revenue Water

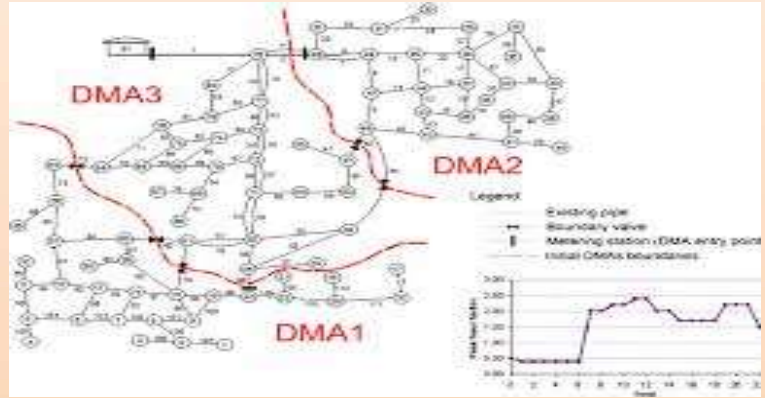
BEST



Operating Ratio



Water & Sewerage system in LIC



District Metered Area



Water ATM



**The Dhaka Water
Services Turnaround**

**“DYSFUNCTIONAL UTILITY
TO
ONE OF SOUTH ASIA’S
LEADING PUBLIC UTILITIES”**

ওয়াসা

Book Launching
of

The Dhaka Water Services Turnaround

ADB

25



BOOK LAUNCHING IN **ADB** MANILA

Presenting the Book “ The Dhaka Water Services Turnaround”
To Hon`ble Prime Minister Sheikh Hasina





Managing Director & CEO of Dhaka WASA, Engr. Taqsem A Khan with President of Asian Development Bank (ADB) Mr. Takehiko Nakao at ADB HQ, Manila, on October, 2018.



**Dhaka WASA achieved a Global award as 'Water performer of the Year'
At Berlin Summit, 19 April, 2011**



Dhaka WASA achieved Water Leaders' Awards-2013 with a cash prize of 10,000 US\$ at the Global Water Summit held In Seville, Spain, 23 April, 2013

THE TIMES OF INDIA

INCLUDES 6 PAGES OF BANGALORE TIMES



**TEAM INDIA REST IN-FORM
VIRAT KOHLI FOR T20 SERIES
AGAINST SRI LANKA 19**

**PM'S TOTAL ASSETS
OVER ₹1 CRORE; HAS
JUST ₹4.7K IN HAND 11**



**UNION MINISTER RAM VILAS
PASWAN BATS FOR QUOTA
IN PVT SECTOR JOBS 12**



Learn from Dhaka to reduce water loss

George Promises Action, But Fixes No Deadline

TIMES NEWS NETWORK

Bengaluru: The Bangalore Water Supply and Sewerage Board (BWSSB) which loses 44% of its water to pilferage and leakages, has a lot to learn from Dhaka. For, the Bangladesh capital has reduced losses and achieved exemplary water management by simply replacing old pipes.

Participating in the International Water Loss Summit 2016 being held in the city, Taqsem A Khan, MD and CEO of Dhaka Water Supply and Sewerage Authority (WASA) on Monday said: "We replaced 47% of the old pipelines in the network with the first phase of funding from international agencies. With that, we could reduce the water loss to 29% from 53% between 2003 and 2010 and further to 22% by 2015. We have reduced the loss due to pilferage to 15%. By 2021, we have set a target



NOT UP TO MARK: BWSSB loses 44% of water to pilferage and leakages

to treat all ground water and surface water as environmentally sustainable."

The three-day summit is organized by the International Water Association.

Taqsem said the company would be legalizing/authorizing

TIMES VIEW

It's a strange predicament that the India's IT powerhouse is struggling to reduce water loss due to pilferage and leakage and still persisting with decades-old pipelines. While Dhaka took a step in the right direction over a decade ago by replacing old pipelines, Bengaluru seems to be in mood to look at that move, which is a sure-shot way to reduce leakage. The main problem is knee-jerk reactions and sudden announcements by the authorities and politicians without looking at permanent solutions. Bengaluru minister George, who said the loss would be reduced to 30%, should at scientific systems of water management that will help the city in the decades to come.

water supply in slums that house about 25% of Dhaka residents by 2016. The city has further computerized the entire water supply network except reading of meters and aims to reduce manual labour on that too shortly. He attributed the achievements to political will

and bootstrapping finances.

Here in Bengaluru, the BWSSB loses 44% of water to pilferage and leakages in the system. Besides, the board has yet not been able to cater to the entire city and serve only 95 lakh consumers.

Bengaluru development minister KJ George announced that the BWSSB would reduce its water loss to 30% but fixed no deadline for the board to achieve the target. He rather blamed the city's population and economic growth. "We could not cope with the pace of the city growth and that is why the water board is still to supply water to all and manage water as is being done in many cities that have water scarcity," he said.

MN Thippeswamy, member of the scientific community of IWA, said, "Nothing has been done to create awareness on saving water. Imagine if 58 lakh vehicles in the city are wasting 30 MLD of fresh water in a month on an average! There is no mandate from the municipality that a new layout or building will be permitted only if it has treatment plant and uses grey water for non-potable purposes," he told TOI. [February 2, 2016](#)

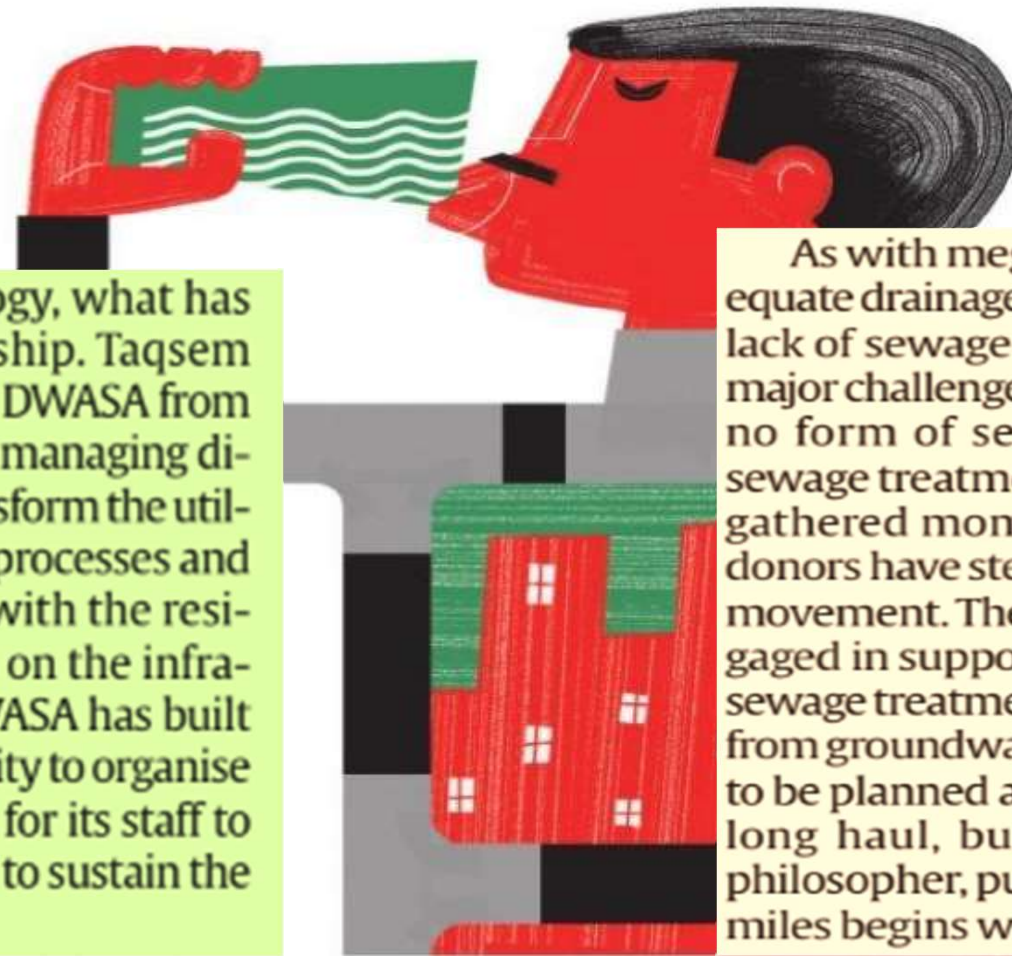
Ripples of reform in Dhaka

Bangladesh capital's transformation of the water services sector, that connects the urban poor to the piped network, has lessons for cities in India

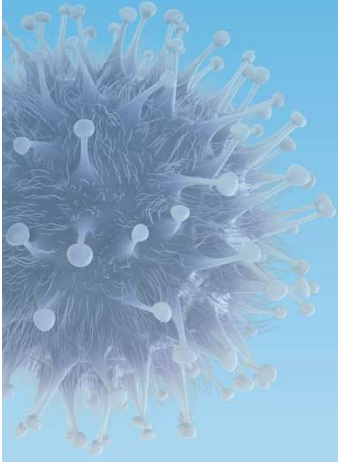


CITIES AT CROSSROADS

Even more than technology, what has made a difference is leadership. Taqsem Khan was brought in to head DWASA from the private sector in 2009. As managing director, he has been able to transform the utility by improving its systems, processes and the manner of interactions with the residents while not losing focus on the infrastructure improvements. DWASA has built a state-of-the-art training facility to organise regular training programmes for its staff to use smart water technologies to sustain the efficiency gains.



As with megacities in India, highly inadequate drainage and sewerage networks, and lack of sewage treatment continue to pose major challenges — 70 per cent of the city has no form of sewerage and there is little sewage treatment. As DWASA's efforts have gathered momentum, a number of other donors have stepped forth to be a part of the movement. The World Bank is currently engaged in supporting work on sewerage and sewage treatment for Dhaka. Finally, the shift from groundwater to surface water will have to be planned and implemented. It will be a long haul, but as Lao Tzu, the Chinese philosopher, put it, "a journey of a thousand miles begins with a single step".



শেখ হাসিনার মূলনীতি
গ্রাম শহরের উন্নতি

করোনা ভাইরাস সংক্রমণ
হাত ধোয়া ও
DYZ (Disinfect You)
কর্মসূচির উদ্বোধন

THANKS TO ALL
www.dwasa.org.bd

