

## Implementation of Annual Performance Agreement

### Dhaka WASA won the first place



On 28 June 2022, Tuesday afternoon, Dhaka WASA won the first place in the implementation of the Annual Performance Agreement in a joyful event at the conference room of the Ministry of Local Government, Rural Development and Cooperatives. Dhaka WASA Managing Director and CEO Engineer Taqsem A Khan received the award memento and certificate from Hon'ble Minister of Local Government, Rural Development and Cooperative Ministry. Mr. Md. Tazul Islam M. P. Honorable Secretary of Local Government Division, Mr. Mohammad Mezbah Uddin Chowdhury was present at this time.

It is to be noted that out of total 20 (twenty) organizations/institutions under the Local Government Division, Dhaka WASA achieved success by obtaining 98.50 marks against 100 marks. For this, the Managing Director of Dhaka WASA thanked Almighty Allah. He also thanked all the officials/employees of Dhaka WASA for their tireless work. Dhaka WASA expressed sincere thanks and gratitude to the Honorable Prime Minister for the success of Dhaka WASA. In fact, Dhaka WASA has achieved this success in the last 10 (ten) years through the program '**Ghure Duao Dhaka WASA (Dhaka WASA Turn around)**' under the direct guidance of the Honorable Prime Minister Sheikh Hasina. Dhaka WASA has achieved the capacity of surplus water production for the water demand of the capital residents. Today, Dhaka WASA is a '**Role Model**' in the whole of South Asia in terms of water supply. Honorable Minister of Local Government Mr. Md. Tazul Islam, M.P has speeded up the work of Dhaka WASA by giving

proper guidance and support to all activities of Dhaka WASA. For this, the Managing Director of Dhaka WASA expressed special thanks and gratitude to the Honorable Minister.

Honorable Mayor of Sylhet City Corporation along with senior officials of various organizations/institutions was present in the event.

### Dhaka WASA has signed an agreement with Eastern Bank Limited for collection of water and sewerage bills



On 29 June, 2022, Dhaka WASA has signed an agreement with Eastern Bank Limited (EBL) for collection of water and sewerage bills. Eastern Bank Limited Managing Director and CEO Mr. Ali Reza Iftekhar and Dhaka WASA Managing Director and CEO Engineer Taqsem A Khan signed the agreement on behalf of their respective organizations. EBL is currently providing various services to customers through Digital Banking. EBL has made bill payment easy for customers through Sky Bank App. By signing the agreement with Dhaka Wasa, a new horizon has been opened to serve the customers of Dhaka WASA through Online Banking Service. The Managing Director of EBL said that we are committed to providing any service to our customers.

Dhaka WASA Managing Director Engineer Taqsem A Khan said that Dhaka WASA is playing a major role in building Bangladesh under the proper guidance of the Honorable Prime Minister. Currently, customers can pay their water and sewerage bills at home through 38 banks. He hoped to provide better services through Digital Banking in the future.

## Dhaka WASA organized the event on Dissemination Seminar of a “Joint Research Project on COVID-19 by Dhaka WASA and ICDDR, B”



30th May, 2022 on Monday, 03:00 PM at Buriganga Hall of "WASA Bhavan" Dhaka WASA organized the main event on Dissemination Seminar of a Joint Research Project on COVID-19 by Dhaka WASA and ICDDR,B.

Hon'ble Minister of Local Government, Rural Development and Cooperative Ministry, Mr. Md. Tazul Islam, MP was present as the Chief Guest in the seminar. Dhaka WASA Managing Director and CEO Engineer Taqsem A Khan presided over the seminar. Dr. John Dømens, former Executive Director, ICDDR,B and Professor, Department of Epidemiology, University of California, USA – was the special guest at the seminar. Dr. Sirajul Islam, Emeritus Scientist, ICDDR, B presented the research content and results through power point presentation. Acting Executive Director of ICDDR, B. Shams El Arifin highlighted the findings of the study.

Note that during the COVID-19 pandemic (2020-2021) the public health was very vulnerable and people were getting desperate at that time. Whether water/waste water is responsible for carrying the COVID-19 virus or not, there was a difference of opinion around the world. As one of the largest water supply companies in South Asia, Dhaka WASA and ICDDR,B jointly undertook a research project to find out the possible source of the deadly virus that affected the world humanity at that time. There are advanced systems for water quality testing in various laboratories and central laboratories of Dhaka WASA. But there is no system of COVID-

19 testing and specialized laboratory is required for testing of COVID-19. As the laboratory has a modern system of COVID-19 testing, Dhaka jointly with WASA completed the research work titled " Joint Research Project on COVID-19 by Dhaka WASA and icddr,b for 6 months in 2020-2021 with the aim of diagnosing the corona virus in soil and water.

Chief Guest Hon'ble Minister Mr. Md. Tazul Islam, MP, in his speech highly appreciated such research work and expressed special thanks to Dhaka WASA and ICDDR,B. He called on everyone to work united to follow the directives given by Honorable Prime Minister Sheikh Hasina to protect lives and livelihoods.

Important persons including representatives of ICDDR, B, print and electronic media, journalists and senior officials of Dhaka WASA were present in the seminar.

### **Dhaka WASA thanked the Hon'ble Prime Minister on the occasion of the inauguration of the dream-Padma Bridge**



On 26th June 2022, Dhaka WASA organized a thank you ceremony on the occasion of the inauguration of the dream- Padma Bridge in a joyful atmosphere. On June 25, 2022, Hon'ble Prime Minister Sheikh Hasina inaugurated the long awaited Padma Bridge. It is to be noted that Dhaka WASA Managing Director and CEO Engineer Taqsem A Khan was present during the inauguration ceremony of Padma Bridge.



Deputy Managing Director (Human Resources and Administration) of Dhaka WASA, Dr. Syed Md Golam Yazdani welcomed the officers and employees present. Dhaka WASA expressed sincere thanks to the Hon'ble Prime Minister for the construction of Bangladesh's dream Padma Bridge with its own funding and its successful implementation. In fact, the foresight, firm promise and direct direction of the honorable Prime Minister Sheikh Hasina to build the Padma Bridge has become a reality. Today, Bangladesh stands tall in the heart of the world by foiling the conspiracy of all evil circles.

At this stage, the management of Dhaka WASA highlighted the ideals of Father of the Nation Bangabandhu Sheikh Mujibur Rahman and his political philosophy of the dream of Sonar Bangla. Dhaka WASA is standing today under the direct guidance of the current Prime Minister Jannetri Sheikh Hasina. Today Dhaka WASA has been transformed into digital WASA by implementing mega projects like Saidabad Phase-2/Padma Jashaldia Water Treatment Plants. Dhaka WASA has achieved the capacity of surplus water production for the water demand of the capital city.

Finally, the event was declared closed by thanking everyone present.

### Ambassador of the Netherlands Mr. Annie van Loewen visited the head office of Dhaka WASA



On Sunday, March 27, 2022 at 12:00 p.m., H. E, the Ambassador of the Netherlands Mr. Annie Van Loewen visited the head office of Dhaka WASA.

Dhaka WASA Managing Director and CEO Engineer Taqsem A Khan welcomed the honorable Ambassador to WASA by presenting a greeting card. After that, they met in a friendly meeting in the lounge of the conference hall of Dhaka WASA. On this occasion, the honorable Ambassador expressed his satisfaction for the success already achieved through the program '**Turn around Dhaka WASA**'. He said that he felt the radical change in water management

especially in Dhaka city and thanked Dhaka WASA for that. It should be noted that since 2012, the activities of the Netherlands Government Water Service Agency are being conducted with Dhaka WASA. Dhaka WASA has a cooperation agreement with Netherlands Government's 'Vitens Evidis' through which WOP (Water Operator's Partnership) has been working for Dhaka WASA for the past 10 years. The honorable Ambassador promised to give more support to Dhaka WASA in this regard. Besides, Dhaka WASA is changing from a utility to a knowledge hub. In view of this, Dhaka WASA is creating an International Training and Research Institute. From there, he expressed his interest in creating the opportunity so that skilled and talented engineers of Dhaka WASA can acquire this master's degree.

He confirmed that the hand of cooperation of the Netherlands government will be wider for any need of Dhaka WASA in the future.

### Executive Director of Asian Development Bank visited Saidabad Water Treatment Plant of Dhaka WASA along with delegation.



On Tuesday, March 01, 2022 at 09:30 AM, a six-member high-level delegation led by Asian Development Bank (ADB) Executive Director Mr. Sameer Kumar Kher visited the Sayedabad Water Treatment Plant of Dhaka WASA. Dhaka WASA Managing Director and CEO Engineer Taqsem A Khan briefed the delegation about the overall activities of Dhaka WASA through a power point presentation. At this time, the delegation was informed about the ongoing projects of Dhaka WASA, especially the progress of the projects implemented with the financing of (ADB).

Mr. Kher was impressed by the technical excellence of the state-of-the-art Saidabad Water Treatment Plant, Phase-I, established nearly 20 years ago, and Phase-II, established 10 years ago, and signed the inspection book, citing it as a matter of pride for Bangladesh.

The delegation appreciated the success achieved under the turnaround program of Dhaka WASA. Emphasis is placed on wide dissemination and implementation of the successes achieved in domestic/overseas water utilities.

ADB expressed interest in financing future Dhaka WASA water supply projects as well as sewage disposal projects in Dhaka City – particularly the construction of the proposed eco-friendly Rayerbazar Underground Sewage Treatment Plant. Important persons including senior officials of Dhaka WASA were present with the delegation.

### Bangladesh JICA Chief visited Dhaka WASA



On 07th June 2022, JICA (Japan International Cooperation Agency) chief representative in Bangladesh, Mr. Gaj Ain Okud Aud Aung, visited Dhaka Wasa. Dhaka WASA Managing Director and CEO Engineer Taqsem A Khan welcomed the JICA chief to Dhaka WASA with flowers. Later, the JICA chief had an open and frank discussion with Dhaka WASA at the conference room. At this stage, the Managing Director of Dhaka WASA informed the JICA Chief about the achievements in the light of the 'Turn around Dhaka WASA Program'. They are: Dhaka WASA has achieved unprecedented success in smart water supply management by establishing DMA (District Metered Area) in Dhaka city water supply and has been considered as a role model in Southeast Asia. 24/7 water supply through pressurized system has been made possible in all

areas and the quality of water has improved due to replacement of dilapidated water lines. Dhaka WASA has reduced system losses from 40% to 20% and has set a precedent in Southeast Asia by reducing system losses to 5% in DMA areas. At present, 260-265 crore liters water production capacity has been achieved against the daily demand of 245-250 crore liters water. Working tirelessly to increase water access to 100% in Low Income Community (LIC)/Slum Areas by December 2022 is playing an important role in achieving SDGs. Currently, as a breakthrough step in e-services, digital Dhaka WASA has been transformed by e-Billing, e-GP, e-water and sewer connection, e-documents and e-recruitment.

Besides, by installing SCADA (Supervisory Control & Data Acquisition) on the water pump, Dhaka WASA has set an example by reducing the operating cost of deep tube well operation, control and monitoring activities without any pump operator through web and mobile app. The Managing Director also gave a brief description of the Dhaka WASA projects.

In the discussion, the Dhaka WASA JICA funded ongoing and future projects were discussed in detail. The JICA chief expressed his satisfaction with the current activities of Dhaka WASA and assured that in the future, besides financial support, he would also provide technical support.

Senior officials of Dhaka WASA were present on the occasion.

### Secretary of Local Government Department visited Dhaka WASA





On 12th June 2022, Honorable Secretary of Local Government Division, Ministry of Local Government, Rural Development and Cooperative Mr. Mohammad Mezbah Uddin Chowdhury visited Dhaka WASA. Additional Secretary, Deputy Secretary and other officials of the Ministry were present with him. Dhaka WASA Managing Director and CEO Engineer Taqsem A Khan welcomed the Honorable Secretary to Dhaka WASA with flowers. Later he introduced the senior officials of Dhaka WASA in the conference room of Dhaka WASA. At this stage, with the permission of the Secretary, he presented a video documentary made on Dhaka WASA. Dhaka WASA is moving forward with 100% success under the direct guidance and cooperation of the Honorable Prime Minister. Its reflection is found in this video. Honorable Prime Minister's visit to Dhaka WASA several times and praised the activities of Dhaka WASA on various occasions including parliament session - this video is proof of that. At this stage, the Managing Director informed the Hon'ble Secretary about the achievements in the light of **'Ghur Daao Dhaka WASA Program (Dhaka WASA Turn Around)'** through PowerPoint presentation. They are: Dhaka WASA has achieved unprecedented success in smart water supply management by establishing DMA (District Metered Area) in Dhaka city water supply and has been considered as a **'Role Model'** in Southeast Asia. 24/7 water supply through pressurized system has been made possible in all areas and the quality of water has improved due to replacement of dilapidated water lines. Dhaka WASA has reduced system losses (Non-Revenue Water) from 40% to 20% and has set a precedent in Southeast Asia by reducing system losses to 5% in DMA areas. At present 260-265 crore liters water production capacity has been achieved against the demand of 245-250 crore liters water. Working tirelessly to increase water access to 100% in Low Income Community (LIC)/Slum Areas by December 2022 is playing an important role in achieving SDGs. Currently, as a breakthrough step in e-services, digital Dhaka WASA has been transformed by e-Billing, e-GP, e-water and sewer connection, e-documents and e-recruitment.

In addition, by installing SCADA on water pumps, Dhaka WASA has set an example by reducing operational costs by managing the operation, control and monitoring of deep tube wells without any pump operator through web and mobile apps. The Managing Director also gave a brief description of the Dhaka WASA projects.

In the discussion, there was a detailed exchange of views on the ongoing projects of Dhaka WASA. Honorable Secretary informed about the current activities of Dhaka WASA.

At the end of the program, the Secretary and the Managing Director discussed the problems of various projects, specially directed all concerned to find ways to make the road cutting permission of the Network Improvement Project easier and faster.

## Dhaka WASA “Bill Collection Award-2020-21”

Dhaka WASA is moving forward, it will move further - said the Local  
Government Minister



On Sunday January 09, 2022, Dhaka WASA organized a program entitled “Bill Collection Award 2020-2021” at a local hotel in the capital. Hon'ble Minister of Local Government, Rural Development and Cooperative Ministry Mr. Md. Tazul Islam, MP was present as the Chief Guest in the event. Additional Secretary of Local Government Division, Mr. Muhammad Ibrahim, Chairman of Bangladesh Security and Exchange Commission Prof. Shibli Rubaiyat-ul-Islam were present as special guests. Dhaka WASA Managing Director and CEO Engineer Taqsem A Khan presided over the event.

The Local Government Minister said in his speech that our motherland Bangladesh is a Role Model for the whole world-today. Before the Great War of Independence in 1971, the per capita income of this country was only 77 dollars. After the independence of the country, the per capita income stood at 277 dollars in just three and a half years under the charismatic leadership of Father of the Nation, Bangabandhu Sheikh Mujibur Rahman. Today, the country has reached the highway of development under the guidance of his privileged daughter, Hon'ble Prime Minister Jannetri Sheikh Hasina. There is no shortage of electricity in the country; there is no shortage of water in the capital. These are milestones of development. Currently, the per capita income of Bangladesh is \$2,450, and it is expected to rise to \$3,000 soon.

In 2007-08, Dhaka city was crying for water. After the current government came to power, there was a radical change in the management of Dhaka WASA. Various modern plants are adopted including preparation of Water Master Plan, Sewer Master Plan. Water is being supplied through HDPE (High Density Poly Ethylene) pipes in modern DMA (District Metered Area) system by changing the old dilapidated pipelines of Dhaka city. As a result, the quality of supplied water is improving. Today water bill can be paid at home through online bank/development/cash/sure cash etc. mobile banking. As a result, Dhaka WASA today has turned into digital WASA. Dhaka WASA is capable of producing surplus water today.

Chairman of Bangladesh Security and Exchange Commission Prof. Prof. Shibli Rubaiyat-ul-Islam said that currently Dhaka WASA has not only been recognized as a role model but also the various development projects of this service organization have been recognized worldwide as financially profitable. It was revealed at the last London Stock Exchange conference that financial investment institutions express their interest at any stage of the financial capacity of this service organization. So it is proven today that investing in Dhaka WASA is profitable.

Additional Secretary Mr. Muhammad Ibrahim said that under the current management, Dhaka WASA has made remarkable progress, especially in Dhaka city, the production capacity has increased more than the demand in water supply.

Finally, Managing Director Engr. Taqsem A Khan expressed his determination to take Dhaka WASA forward in the journey of development. In the event of **“Bill Collection Award 2020-2021”**, the first place was won by **First Security Islami Bank Ltd**, the second place was taken by **Premier Bank Ltd**, the third place was taken by **South-east Bank Ltd**.

Apart from this, certificates of honor are given to other banks. Note that a total of 34 banks collect bills on behalf of Dhaka WASA.