

WASA

# DHAKA WASA Newsletter

WASA

Issue no.5

website : [www.dwasa.org.bd](http://www.dwasa.org.bd)

July-December, 2012



Hon'ble Prime Minister Sheikh Hasina speaks as the chief guest at the inaugural ceremony of Saidabad Water Treatment Plant, Phase-2 where Hon'ble Minister for Local Government, Rural Development (LGRD) and Cooperatives Syed Ashrafur Islam, Hon'ble State Minister for LGRD and Cooperatives Advocate Jahangir Kabir Nanok, Secretary, Local Government Division Mr. Abu Alam Md. Shahid Khan, Ambassador of Royal Denmark in Bangladesh His Excellency Mr. Svend Olling, DWASA Board Chairman Engr. M Rahmatullah and Managing Director of DWASA Engr. Taqsem A Khan are also on the dias.

-DWASA Photo

## Inside Pages

- DWASA celebrates Victory Day
- DWASA signs contract with a Korean firm
- DWASA launches helpline for better customer services
- DWASA unveils sewerage master plan
- DWASA signs agreement to rehabilitate 258 km water lines at Mirpur area
- DWASA signs MoU with Vitens Evides International, Netherlands
- DWASA & Vitens Evides hold inception workshop
- DWASA to set up new water treatment plant with Padma water
- DWASA increases revenue earning by Tk 200 crores in last years
- DWASA holds 47 foreign-local training courses
- Miscellaneous

## PM Sheikh Hasina inaugurates Saidabad Water Treatment Plant, Phase-2

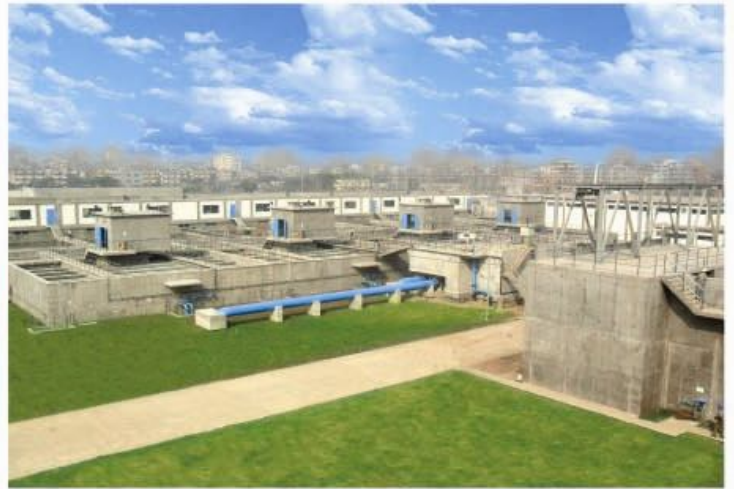
Hon'ble Prime Minister Sheikh Hasina inaugurated DWASA Saidabad Water Treatment Plant, Phase-2 on 13 December 2012. The plant is going to treat and supply additional 22.5 crore liter water per day to Dhaka city dwellers. Due to added supply of water, the total supply capacity of DWASA has been increased by 242 crore liters per day, which surpasses the current demand of water per day around 225 crore liters on average.

The Hon'ble Prime Minister attended the inaugural ceremony as the Chief Guest while the Hon'ble Minister for LGRD and Cooperatives Syed Ashrafur Islam chaired the ceremony held at the treatment plant compound.

Hon'ble Public Administration Adviser to Hon'ble Prime Minister Mr. H.T. Imam, State Minister for LGRD and Cooperatives Mr. Jahangir Kabir Nanok, respected local Member of Parliament Mr. Habibur Rahman Mollah of the constituency Dhaka-5, Secretary, Local Government Division Mr. Abu Alam Md. Shahid Khan, Ambassador of Royal Denmark in Bangladesh His Excellency Mr. Svend Olling, DWASA Board Chairman Engr. M Rahmatullah, and Managing Director of DWASA Engr. Taqsem A Khan, among others, were present. Besides, dignitaries from different government bodies and foreign agencies were also present on the occasion.

Hon'ble Prime Minister in her speech urged Dhaka city dwellers to be more reasonable in using water, gas and electricity.





She also mentioned, "There should be no misuse of water. It is the demand of time," She also appreciated DWASA's initiative to preserve rainwater and recharge groundwater. Sheikh Hasina said that the Awami League Government had initiated Saidabad Water Treatment Project in 1996 in three phases. The phase-1 & phase-2 have also been implemented by the present government and the process of implementing the phase-3 is going on. The foundation stone of Saidabad Water Treatment Plant, Phase-2 was laid on 15 April, 2010, by the present Prime Minister. The plant was also inaugurated by Sheikh Hasina on 13 December, 2012, six months ahead of the schedule. The project of Saidabad, Phase-2 has been implemented with a cost of Tk 1,140 crore funded by Danida of Denmark and the Government of Bangladesh. In his speech, the Danish Ambassador H.E. Mr. Svend Olling in his speech announced that his government would provide US\$ 100 million for implementation of the 3rd phase of Saidabad Water Treatment Plant, which would treat and supply a total of 45 crore liters water per day. Meanwhile, the Managing Director of Dhaka WASA Engr. Taqsem A Khan at a press conference at WASA Bhaban on 12 December, 2012 said that there would be no water crisis in the capital after 13 December, 2012 as the Saidabad Water Treatment Plant was set to double its production. The capacity of the 10-year-old plant has been enhanced by 22.5 crore litres a day under the Phase-II project. He also mentioned that with the commissioning of the new phase, Dhaka Wasa's daily water supply capacity will increase to 242 crore litres and dependency on groundwater will come down to 78 percent from 87 percent.

### Snapshots of the inaugural ceremony





## DWASA celebrates Victory Day



The employees of Dhaka WASA have celebrated the 41st Victory Day of the independent Bangladesh with due warmth and festivity. On this glorious and historic occasion, Managing Director of Dhaka WASA Engr. Taqsem A Khan led a procession brought out from Dhanmondi Playground of the capital at around 8.00am on 16 December, 2012. On Behalf of Dhaka WASA a floral wreath was placed on the portrait of the Father of the Nation Bangabandhu Sheikh Mujibur Rahman at 32 Dhanmondi in the capital. Among others, Deputy Managing Director (Admin) Md. Ataur Rahman, Deputy Managing Director in charge (Finance) Uttam Kumar Roy all Deputy Secretaries, Deputy Chief Revenue Officers, Revenue Officers, Assistant Secretaries and other staffs participated in this auspicious occasion. Besides, the elected President M Hafizuddin and General Secretary Md Anisur Rahman of DWASA Collective Bargaining Agent (CBA) were also present. Employees took part in the procession with banners, placards and festoons to mark the victory day. Meanwhile, as part of celebration of the Victory Day, the authority of DWASA took part a day-long Victory Fair at the LGED Bhaban, Agargaon in the capital.

## Tetulzhora-Bhakurta Well-field Project DWASA signs contract with a Korean firm

Dhaka Water Supply and Sewerage Authority (DWASA) signed a contract with a Korean firm named Hankuk Engineering Consultants for getting consultancy services on 27 December, 2012, at a city hotel in the capital. The agreement was signed in a bid to construct a well-field at Tetulzhora- Bhakurta of Savar Upazilla under the project titled 'Tetulzhora-Bhakurta Well-field Construction Project (Part-1)' to supply 15 crore liters water per day to Mirpur areas of the capital. H.E. Mr. Lee Yun-young, Ambassador of the Republic of Korea in Bangladesh, Engr. Md. Rahmatullah, Chairman of DWASA Board, Mrs. Zuena Aziz, Additional Secretary, Local Government Division of the Ministry of LGRD & Cooperatives, Engr. Taqsem A Khan, Managing Director of DWASA, Mr. Myung Woong, Han, CEO & President and Mr. Yong Wan, Vice Chairman of Hankuk Engineering Consultants were present at the ceremony.



Engr. Taqsem A Khan, Managing Director of DWASA and Mr. Myung Woong, Han, President of Hankuk Engineering Consultants sign the contract in presence of H.E. Mr. Lee Yun-young, Ambassador of the Republic of Korea in Bangladesh, Engr. Md. Rahmatullah, Chairman of DWASA Board, Mrs. Zuena Aziz, Additional Secretary, Local Government Division of the Ministry of LGRD & Cooperatives and other officials concerned.

Engr. Taqsem A Khan, Managing Director of DWASA and Mr. Myung Woong, Han, President of Hankuk Engineering Consultants signed the contract on behalf of their respective organisations. The Consultant firm will be engaged in joint venture with Sung Ji Engineering Co. Ltd. of the Republic of Korea and local sub-consultant Institute of Water Modelling (IWM) of Bangladesh to provide the service for the implementation of the project.

It is notable, at present DWASA has a capacity of producing around 242-243 crore litres water per day for the Dhaka dwellers. Of them, 22 percent water comes from surface water sources and the rest from underground. Considering the urgent need to alleviate pressure on city groundwater sources it was assumed that construction of well field nearby Dhaka city area can be a good option as sustainable source of water supply.



## DWASA launches helpline for better customer services



For the first time Dhaka Water Supply and Sewerage Authority (DWASA) introduced a hotline called "Wasa Link-16162" 6 November, 2012 to ensure better customer service for the Dhaka City dwellers. Anyone can call the hotline on **16162** through any mobile phone operator to make service-related complaints and other necessary information. As chief guest Hon'ble Information Minister Hasanul Haq Inu inaugurated the call center service at the capital's Sonargaon Hotel on 6 November, 2012 by calling 16162 and taking some information from the helpline. Local Government Division Secretary Abu Alam Mohammad Shahid Khan attended the ceremony as Special Guest while DWASA Managing Director Engr. Taqsem A Khan chaired. Information Minister called "WASA Link" a nice initiative and said that all organisations, especially the government ones, should introduce this type of service. Any client of the city will be able to make complaints to the call centre round the clock though the call centre will remain open from 8:00am to 10:00pm. Respected Secretary, Local Government Division Mr. Abu Alam Md Shahid Khan laid emphasis on proper implementation of the service, saying its outcome would depend on the officials who would provide the service. Engr. Taqsem A Khan said the members of service provider of DWASA Helpline would receive the complaints and forward them to the officials concerned instantly so that the problems could be attended within 24 hours.

"If the officials concerned fail to solve the problem within the time due to any unavoidable reasons, they will inform it to the subscriber and will try to fix it as early as possible," he said. If the officials do not pay any heed to the complaint, it will automatically reach the higher officials, he added. Among others, engineers and officials of both DWASA and the 'WASA link' service provider Synesis IT were also present on the occasion.





## DWASA unveils sewerage master plan



Dhaka Water Supply and Sewerage Authority (DWASA) has prepared a 23-year sewerage master plan to bring the whole Dhaka city under its network. At present, about 30 percent of the capital is covered by the sewerage network, speakers said at a programme at Sonargaon Hotel on 12 September, 2012, at the unveiling ceremony of the plan. Due to an absence of sewerage system in the large parts of Dhaka city, waste is being dumped in rivers, canals and other water bodies, causing serious water pollution. Managing Director of DWASA Engr. Taqsem A Khan said the plan would be implemented in three phases at the cost of US\$ 2 billion. In the first phase, Pagla Sewerage Treatment Plant will be improved so that it can use its full capacity of treating 1.2 lakh cubic metres of waste. Currently it treats only 40,000 cubic metres of waste. In addition, the trunk sewerage from Madhubagh (near Tejgaon) to Pagla will be rehabilitated and new sewerage system will be built in Gulshan and Banani area. DWASA will also rehabilitate or construct four lift stations at Tejgaon, Gulshan, Bashabo and Golapbagh. The first phase will be implemented by 2015. In the second phase to be completed by 2025, the authority will construct four sewerage treatment plants in Dhaka and two in Narayanganj. Five more treatment plants in Savar, Tongi, Keraniganj, Purbachal and Gazipur will be constructed in the third phase by 2035.

## DWASA signs agreement to rehabilitate 258 km water lines at Mirpur area

Dhaka WASA (DWASA) has signed a contract to rehabilitate the water line at Mirpur area in the capital through using the modern Trenchless Technology. This contract was signed on 27 September, 2012 between DWASA and a Spanish Joint Venture firm named M/S. Cobra-Tedagua JV. According to the contract, a total of 258 km Water Supply Line will be replaced/extended at Mirpur- section-10,11,12,13 & 14, which include Manikdi, Barontek, Vashantek, Ibrahimpur, Kochukhet and Kafrul areas. It will cost about BDT (Bangladeshi Taka) 177 crore, which will be funded by the Government of Bangladesh (GoB) and Asian Development of Bank (ADB).

The projected time for completion of the project is about three years. Respected Secretary of LGD Mr. Abu Alam Mohammad Shahid Khan, Spanish Ambassador in Dhaka His Excellency Mr. Luis Tejada Chacon and Chairman, DWASA Board Mr. Rahmatullah were present in the contract signing ceremony held at the Pan Pacific Sonargaon Hotel of the capital. Managing Director of DWASA Engr. Taqsem A Khan and Jesus Maria Barrasoian, authorized representative of M/S. Cobra-Tedagua signed the contract agreement on behalf of their respective organizations. Other officials of both the parties were also present on this occasion.



Managing Director of DWASA Engr. Taqsem A Khan and Jesus Maria Barrasoian, authorized representative of M/S. Cobra-Tedagua sign the contract agreement on behalf of their respective organizations in presence of Respected Secretary of LGD Mr. Abu Alam Mohammad Shahid Khan, Spanish Ambassador in Dhaka His Excellency Mr. Luis Tejada Chacon and Chairman, DWASA Board Mr. Rahmatullah.



## DWASA signs MoU with Vitens Evides International, Netherlands

Dhaka WASA (DWASA) has signed a Memorandum of Understanding (MoU) with Vitens Evides International, Netherlands in a bid to optimising water operations, improving water service in low income communities in Dhaka city and technical support on water use by textile factories.

Managing Director of DWASA Engr. Taqsem A Khan and Vitens Evides Director-Asia Ad Doppenberg signed the MoU on behalf of their respective organisations on 11 September, 2012 at DWASA Board Room.

Among others, Deputy Managing Director (Admin) Mahbubur Rahman, Deputy Managing Director (Operations and Maintenance) SDM Quamrul Alam Chowdhury and Deputy Managing Director in charge (Finance) Uttam Kumar Roy and other officials concerned from both sides were present on this occasion.



Managing Director of DWASA Engr. Taqsem A Khan and Mr. Ad Doppenberg, Director, Asia, Vitens Evides International shake hands after signing the MoU in presence of other officials from both sides.

## DWASA & Vitens Evides hold inception workshop

Dhaka Water Supply and Sewerage Authority (DWASA) and Vitens Evides International, Netherlands, jointly organised an inception workshop at the Pan Pacific Hotel Sonargaon in the capital on 15 November, 2012. This inception workshop was carried out as part of the MoU signed earlier between DWASA and Vitens Evides International for a Water Operators Partnership (WOP) for four years.

The Netherlands based organizations— Vitens Evides International—will help optimize water operations, improving water service in low income communities in Dhaka city and technical support on water use by textile factories. At the workshop Mr. Abu Alam Md Shahid Khan, Secretary to the Local Government Division of the Ministry of LGRD and Cooperatives, attended as the chief guest, while H.E. Carel Richter, Charge d' Affairs, Embassy of the Kingdom of Netherlands in Bangladesh attended as special guest. Managing Director of DWASA Engr. Taqsem A Khan chaired the inaugural session of the workshop. Among others, Mr. Ad Doppenberg, Director, Asia, Vitens Evides International also spoke on the occasion. Md. Zaki Mostafa Chowdhury, coordinator of the WOP project as well as Superintendent Engineer of MODS 1 Circle of DWASA, delivered the welcome speech. Mr. Zaki and Folkert de Jager of Vitens Evides International, on behalf of their respective organizations introduced the technical session. At the technical session, chaired by S DM Quamrul Alam Chowdhury, Deputy Managing Director (Operation and Maintenance), experts presented several technical papers including deep tubewells, District Metered Area (DMA), Non-Revenue Water (NRW), low income communities and general aspects of water supply issues followed by an open discussion.



Managing Director of DWASA Engr. Taqsem A Khan speaks at the workshop in presence of (from the left) Mr. Abu Alam Md Shahid Khan, Secretary to the Local Government Division of the Ministry of LGRD and Cooperatives, H.E. Carel Richter, Charge d' Affairs, Embassy of the Kingdom of Netherlands in Bangladesh and Mr. Ad Doppenberg, Director, Asia, Vitens Evides International.





Engr. Taqsem A Khan, Managing Director of DWASA and Mr. Hu Wei, Vice President of M/S. CAMC Engineering Co. Ltd. shake hands after signing the contract in presence of (from the right) Engr. Md. Rahmatullah, Chairman of DWASA Board, Mr. Abu Alam Mohammad Shahid Khan, Secretary of Local Government Division and (from the left) His Excellency Mr. Li Jun, Ambassador of the People's Republic of China.

## DWASA to set up new water treatment plant with Padma water

Dhaka Water Supply and Sewerage Authority (DWASA) is going to set up a water treatment plant at Jasholdia point of Munshiganj, with a capacity of supplying 45 crore litres of water per day. An agreement was signed on 25 September, 2012 between DWASA and China CAMC Engineering Com Ltd in this regard. Engr. Taqsem A Khan, Managing Director of DWASA and Mr. Hu Wei, Vice President of M/S. CAMC Engineering Co. Ltd. signed the contract on behalf of their respective organisations when Mr. Abu Alam Mohammad Shahid Khan, Secretary of Local Government Division and His Excellency Mr. Li Jun, Ambassador of the People's Republic of China and Engr. Md. Rahmatullah, Chairman of DWASA Board as a honorable guests were present on the occasion.

CAMC will construct the plant in 42 months. The plant would reduce dependency on ground water to a great extent, said Abu Alam Md Shahid Khan, Secretary, Local Government Division, while delivering a speech as the chief guest at the signing ceremony at Sonargaon Hotel in the capital. Water from the Padma river would get treated at the plant and then pass through 33-km long pipe lines to the distribution lines near Mitford Hospital before it is supplied in Dhaka city. The Chinese government will provide around Tk 2,500 crore, out of the estimated cost of Tk 3,500 crore, as soft loans and the remaining expense of the plant will be given by the Bangladesh Government. This is the first time, China is financing a treatment plant. The process of land acquisition for the plant is underway and the construction work will start this year. The plant will be constructed on 94 acres of land.

## DWASA increases revenue earning by Tk 200 crores in last years

Dhaka Water Supply and Sewerage Authority (DWASA) has been able to increase its yearly revenue by more than Tk 200 crores thanks to the steps taken by the present administration under the 'Turn Around Dhaka WASA, 2010-2012' programme. At an opinion exchange meeting Engr. Taqsem A Khan, Managing Director of DWASA told journalists on 9 July, 2012. To mark the successful completion of two years of 'Turn Around DWASA program-2010-2012', the meeting was held at WASA Bhaban Conference Room. Mr. Taqsem A Khan told journalists, the present authority has achieved tremendous success in many areas



Engr. Taqsem A Khan, Managing Director of DWASA talks to the reporters attended on the occasion.

including enhancing revenue earning by more than Tk 200 crores, introducing online billing system, reducing system loss from 40 percent to 29.5 percent, decreasing operating ratio from 0.90 to 0.70, issuance of 100 percent automation in water bills and so on. Among others, the then Deputy Managing Director (Admin) Mahbubur Rahman, Deputy Managing Director (operations and Maintenance) in charge S.D.M Quamrul Alam Chowdhury, Commercial Manager cum Deputy Managing Director (Finance) in charge Uttam Kumar Roy, and secretary Mojibur Rahman Al-Mamun and other officials were present at the meeting.



## DWASA holds 47 foreign-local training courses

Dhaka Water Supply and Sewerage Authority (DWASA) has a full-fledged training centre housed at Lalmatia in the capital. The centre provides training to both its own employees and employees from other organisations as well. A total of 47 courses both home and abroad were conducted during the last six months starting from 1 July to 31 December 2012. Of them, seven were foreign, eighteen local and twenty two in-house training courses were facilitated to the officials and staff of DWASA. The foreign courses include, Master of Applied Science in Civil Engineering at University of British Columbia (UBC), Canada; Environmental Systems Engineering Programme, at University of Regina, Canada; M.Sc Program in Applied Science, at the University of British Columbia (UBC), Canada; Doctoral Program (PhD) in Civil and Environmental Engineering, at the Saitama University, Japan; Drinking Water Management, in Korea; Financial Management and Good Governance Course, under DANIDA Fellowship, Denmark and International Program on Procurement Procedures for the World Bank Aided Projects at Hyderabad, India. The rest were, local training courses on different subjects, performed in BIM, Dhaka; CDM Phase II, Disaster Management and Relief Division, MoFDM; ICMAB, Nilkhet, Dhaka; RPATC, New Eskaton, Dhaka; APD, Nilkhet, Dhaka; IDEB, Dhaka, IEB, Dhaka, IRI, Tongi, Gazipur, M/S Dana Engineers Intl Ltd, Baridhara, Dhaka; British Council Teaching Centre, Dhanmondi, Dhaka; BCC, Agargaon, Dhaka.

## Obituary

In last six months, from 1 July to 31 December, 2012, six employees of DWASA died. They are Pipeline Inspector Idris Ali (posted in MODS Zone- 1) died on 22 June, Sewer cleaner Abdur Rahim (Zone-1) on 4 July, UDA freedom fighter Haider Ali (P& D Circle) on 3 August, Pump Operator Sohrab Hossain (Zone-2) on 15 October, Cashier Abdul Karim (Zone-3) 21 October and Pump Operator Nur-e-Alam Siddiqui (Zone-3) died on 7 December. The management of DWASA expressed deep concern at the deaths of the aforesaid employees.

### Printers Line-

Editor-in-Chief: **Engr. Taqsem A Khan**  
Managing Director, DWASA

Editor: **Md Abdul Kader**

Published by: **Zakaria Al Mahmud**  
Public Information Department, DWASA

## Miscellaneous



After a training, a group of DWASA officers pose for a photograph with top management of the organisation.



A team from Chittagong WASA visited Dhaka WASA to share experience of providing Water and Sanitation Services to the Low Income Community (LIC) within DWASA network on 19 December, 2012.