

## Executive Summary

The **Annual Service Report Card (SRC) 2024–25** provides a comprehensive assessment of the service delivery performance of the **Erode City Municipal Corporation (ECMC)**. Through proactive citizen engagement and data-driven feedback, the Corporation has demonstrated improvements in critical sectors such as **waste management, water supply, digital service delivery, and street lighting**. This report outlines major outcomes, persistent challenges, and strategic priorities for the upcoming fiscal year.

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## 2. Introduction:

### Background and Purpose

To ensure transparency and accountability, the ECMC conducted a **citizen satisfaction survey** as part of the 2024–25 Service Report Card initiative. This initiative validates services rendered during the year based on public perception and feedback.

### Objectives

- Evaluate the performance of municipal services across key sectors.
- Identify service delivery gaps and areas for improvement.
- Foster transparency and accountability by sharing outcomes with stakeholders.

### Stakeholder Mapping

- **Primary Stakeholders:** Citizens, residential associations, and local businesses.
  - **Service Providers:** Municipal departments, contracted agencies, utility partners.
  - **Other Stakeholders:** NGOs, civic advocacy groups, and academic institutions.
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## 3. User Feedback and Survey Results

### Methodology

- Feedback collected from **60 wards**, with a total of **2,364 responses**.
- Data gathered via **Public camps, face-to-face interviews**.

### Survey Findings

#### Overall Satisfaction

- **Overall Citizen Satisfaction Score: 4.1 / 5**

#### Key Insights

- **96.8%** of respondents expressed satisfaction with **water supply services**.

- **65%** of citizens raised concerns regarding **delays in waste pickup**, especially in densely populated areas.
- **92%** of citizens appreciated the adoption of **LED streetlights**, citing improved safety and energy savings.

#### 4. Service Sectors Assessment

##### Water Supply and Sanitation

- **Coverage:** 97% of households have piped water access.
- **Key Progress:** 12 new water tanks commissioned, benefiting approx. **48,000 residents**.
- **Challenges:** Uneven distribution and occasional supply shortages in select peripheral wards.

##### Solid Waste Management

- **Collection Efficiency:** Achieved **89%** citywide efficiency.
- **Progress:** Waste segregation at source improved to **90%**.
- **Challenges:** Inadequate awareness in select zones; dependency on manual collection in narrow lanes.

##### Street Lighting

- **Status:** 94% of public roads and streets covered under **LED lighting**.
- **Impact:** Resulted in **45% reduction in electricity bills** and better night visibility.

##### Property Tax Collection

- **Revenue Target Achieved:** **79.95 %** of annual goal met.
- **Initiatives:** A new **digital payment portal** led to a **21.33% rise in timely payments**.

##### Licenses and Certificates

- **Processed Applications:** Over **3,459** permits, licenses, and certificates processed.
- **Digital Shift:** **87%** of applications received and processed via the online system.

#### 5. Sector Performance Rankings

Service Sector	Performance Metric	Outcome
Water Supply	Household Coverage (%)	97% coverage achieved
Solid Waste Management	Waste Collection & Segregation	85% collection, 80% segregation
Street Lighting	Energy Efficiency	45% reduction in energy expenditure
Tax Collection	Revenue Target Achievement	79.95% of target met
e-Governance Services	Online Transactions (%)	90 % handled digitally

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## 6. Initiatives and Learnings

### Key Initiatives

- Introduced "**Erode Citizen**" app for real-time citizen service tracking.
- **Drainage and sewer system upgrades** in 7 wards to reduce waterlogging.
- Conducted **solid waste awareness drives** across schools and local markets.

### Challenges and Solutions

- **Challenge:** Delay in garbage pickup in crowded markets.
  - **Solution:** Deployed mini-compactors and increased night shifts.
- **Challenge:** Low digital literacy affecting e-service adoption.
  - **Solution:** Conducted ward-level training and awareness sessions.

### Lessons Learned

- Continuous **citizen engagement** leads to responsive service improvements.
- Early budgeting and **project timeline enforcement** reduce implementation delays.

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## 7. Conclusion

### Key Achievements

- **10.5% reduction in carbon emissions**, driven by LED lighting and waste segregation.
- **98.5% grievance redressal rate** within defined timelines.
- **8.5% improvement in overall citizen satisfaction** compared to 2023–24.
- **96% completion** of planned infrastructure works for the year.

### Ongoing Challenges

- Urban **traffic congestion** and last-mile mobility remain major concerns.
- Ensuring **sustained public participation** in segregation and waste reduction efforts.

ABSTRACT

**ERODE CITY MUNICIPAL CORPORATION**  
**SERVICE REPORT CARD CONSOLIDATED REPORT**

Zone	No. of Feed back / SRC obtained	Male Representation	Female Representation	Yes (satisfied)	No (to be improved)
I	720	450	270	683	37
II	390	175	215	363	27
III	504	150	354	489	15
IV	750	352	398	747	3
<b>Total</b>	<b>2364</b>	<b>1127</b>	<b>1237</b>	<b>2282</b>	<b>82</b>

  
23/9/25  
Commissioner

Erode City Municipal Corporation

  
19.9.2025