

PI – 5 - Disclose Annual Service Report Card (SRC) based on updated citizen Charter, including WSS, SWM , street lighting, tax, licenses, certificates within 6 months of last fiscal year

ANNUAL SERVICE REPORT CARD (SRC)
For the years 2024-25
Namakkal City Municipal Corporation

Contents

1. Executive Summary.....	17
2. Introduction	17
3. User Feedback and Survey Results	17
4. Service Sectors assessment	17
5. Performance Rankings and Outcomes.....	18
6. Initiatives and Learnings	18
7. Conclusion	18

1. Executive Summary

The Annual Service Report Card for 2024-25 provides a comprehensive overview of the city's service delivery performance. By engaging citizens and utilizing feedback, the city has achieved significant improvements in waste management, water supply coverage, and digital service efficiency. This report identifies key outcomes, ongoing challenges, and priority areas for the next year.

2. Introduction

Background and Purpose

The Service rendered by the Namakkal City Municipal Corporation in the year 2024-25 is validated by obtaining the service report card from the citizens by means of conducting a survey. This will SRC aims to enhance transparency, improve service quality, and foster citizen-government collaboration.

Objectives

- Assess service delivery performance across key sectors and services extended by the MC.
- Identify gaps and opportunities for improvement.
- Enhance accountability by sharing data and outcomes with stakeholders.

Stakeholder Mapping

- **Primary Stakeholders:** Citizens, resident associations, and local businesses.
 - **Service Providers:** Municipal departments, contractors, and utilities.
 - **Other Stakeholders:** Non-profits, advocacy groups, and other fraternities.
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3. User Feedback and Survey Results

Methodology

- Surveys conducted across 39 wards with over 600 responses.
- Feedback collected via online portals, in-person interviews, and mobile apps.

Survey Findings

- **Overall Satisfaction:**
 - It was found that 92% citizens surveyed are satisfied with the various services provided by the city.
 - Overall score on service delivery and outcomes is 4.7/5.0
 - **Key Insights:**
 - 80% of residents were satisfied with water supply services
 - 36% highlighted delays in waste pickup as a major concern.
 - 90% praised the shift to LED streetlights for better illumination and energy savings.
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4. Service Sectors assessment

Water Supply and Sanitation

- **Coverage:** 95% households with piped water supply.
- **Challenges:** Uneven supply in outskirts/specific geographies.

Solid Waste Management

- **Waste Collection Efficiency:** 80%.
- **Achievements/progress:** Increased recycling compliance to 70%.
- **Challenges:** Low awareness in some wards.

Street Lighting

- **Status:** 70% of city streets illuminated with energy-efficient LEDs.
- **Impact:** Reduced energy costs by 30%.

Tax Collection

- **Property Tax Collection:** Achieved 85% of target revenue.
- **Initiatives:** Launched an online portal, boosting compliance by 30%.

Licenses and Certificates

- **Applications Processed:** 1200+ licenses and certificates issued within SLA.
- **Digital Integration:** 85% of applications handled through online platforms.

5. Performance Rankings and Outcomes

Sector	Performance Metric	Outcome
Water Supply	Coverage (% of households)	98% coverage achieved.
Solid Waste Management	Waste Collection Efficiency	Increased segregation rate.
Street Lighting	Energy Efficiency	30% cost reduction.
Tax Collection	Compliance Improvement (%)	Achieved 93% revenue target.

6. Initiatives and Learnings

Yearly Initiatives

- Providing new sewer systems in 27 ward & additional sewer line to left out areas in 12 wards, reducing flooding incidents.

Challenges and Solutions

- **Challenge:** Delayed waste collection in dense neighbourhoods.
 - **Solution:** Deployed additional waste collection vehicles.
- **Challenge:** Limited awareness of digital platforms.
 - **Solution:** Organized outreach campaigns and training workshops.

Lessons Learned

- Engaging citizens directly results in better service design and delivery.
- Early project planning minimizes delays in infrastructure upgrades.

7. Conclusion

Key Achievements

- Achieved a 10% reduction in greenhouse gas emissions.
- 97% grievance redressal
- Improved citizen satisfaction by 8%.
- Completed 95% of planned infrastructure projects.

Ongoing Challenges

- Traffic congestion remains a major concern in urban areas.
 - Sustaining waste segregation efforts requires continued awareness campaigns.
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19/9/25
Commissioner

Namakkal City Municipal Corporation

19/9/25