

1. Executive Summary

The Annual Service Report Card for 2025-26 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 Pudukkottai City Municipal Corporation in the year 2025-26 is validated by obtaining the service report card from the citizens by means of conducting a survey. This 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 Pudukkottai City Municipal Corporation.
- Identify the gaps and opportunities for improvement in the service done by corporation.
- Enhance accountability by sharing data and outcomes with stakeholders.

Stakeholder Mapping

- Primary Stakeholders: Citizens, resident associations, and local businesses.
- Service Providers: Corporation departments, contractors, and utilities.
- Other Stakeholders: Non-profits, advocacy groups, and other fraternities.

3. User Feedback and Survey Results

Methodology

- Surveys conducted across 42 wards with over 980 responses.
- Feedback collected via online portals via Google form.

Survey Findings

- Overall Satisfaction
- It was found that 80% citizens surveyed are satisfied with the various services provided by the city.
- Overall score on service delivery and outcomes is <4.2/5>

Key Insights:

- 75% of residents were satisfied with water supply services
- 62% highlighted delays in waste pickup as a major concern.
- 82% praised the shift to LED streetlights for better illumination and energy savings.

4. Service Sectors assessment

Water Supply and Sanitation

- Coverage: 95% households with piped water supply.
- Achievements/progress: Installed 16 new water tanks, covering 13,538 additional residents.
- Challenges: Uneven supply in outskirts/specific geographies/wards.

Solid Waste Management

- Waste Collection Efficiency : 92%
- Achievements/progress: Increased recycling compliance to 72%
- Challenges: Low awareness in some wards.

Street Lighting

- Status: 97% of city streets illuminated with energy-efficient LEDs
- Impact: Reduced energy costs by 20%

Tax Collection

- Property Tax Collection: Achieved 62.45% of target revenue.
- Initiatives: Launched an online portal, boosting compliance by 35%.

Licenses and Certificates

- Applications Processed: 1600+ licenses and certificates issued within SLA.
- Digital Integration: 80% of applications handled through online platforms.

5. Performance Rankings and Outcomes

Sector	Performance Metric	Outcome
Water Supply	Coverage (41% of households)	90% coverage achieved.

Solid Waste Management Waste Collection Efficiency (95%) 80% Increased segregation rate.

Street Lighting Energy Efficiency 20% cost reduction.

Tax Collection Compliance Improvement (31.49%) Achieved 62.45% revenue target.

6. Initiatives and Learning's

Yearly Initiatives

- Launched "Whats App Service" for citizen services.
- Upgraded sewer systems in 5 wards, reducing flooding incidents.

Challenges and Solutions

- Challenge: Delayed waste collection in dense neighborhoods
- 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

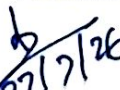
- Achieved a 15% reduction in greenhouse gas emissions.
- 98% grievance redressal
- Improved citizen satisfaction by 10%.
- Completed 96% of planned infrastructure projects.

Ongoing Challenges

- Traffic congestion remains a major concern in urban areas.
- Sustaining waste segregation efforts requires continued awareness campaigns.

Date and Sign of Commissioner:


Commissioner
Pudukkottai City Municipal Corporation


27/7/26