

THENI ALLINAGARAM MUNICIPALITY

2025-2026

PI-5 SERVICE REPORT CARD

DIVISION	NO OF FEEDBACK/SRC OBTAINED	MALE REPRESENTATION	FEMALE REPRESENTATION	YES (Satisfied)	NO (To Be Improved)
I	202	107	95	182	20
II	196	106	90	178	18
III	210	112	98	188	22
IV	224	118	106	212	12
V	197	103	94	172	25
	1029	546	483	932	97

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 Theni-Allinagaram Municipality in the year 2025-26 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 33 wards with over 1029 responses.
- Feedback collected via online portals, in-person interviews, and mobile apps.

Survey Findings

- **Overall Satisfaction:**
 - It was found that 90% citizens surveyed are satisfied with the various services provided by the city.
 - Overall score on service delivery and outcomes is <4.5/5 >
 - **Key Insights:**
 - 95% of residents were satisfied with water supply services <Provide high level analysis on all services as per the updated citizen charter>
 - 75% highlighted delays in waste pickup as a major concern.
 - 100% praised the shifted to LED streetlights for better illumination and energy savings.
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4. Service Sectors assessment

Water Supply and Sanitation

- **Coverage:** 100% households with piped water supply.

- **Achievements/progress:** Provide 1.5 km distribution pipeline for extension areas
- **Challenges:** Uneven supply in outskirts/specific geographies/wards.

Solid Waste Management

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

Street Lighting

- **Status:** 100% of city streets illuminated with energy-efficient LEDs.
- **Impact:** Reduced energy costs by 20%.

Tax Collection

- **Property Tax Collection:** Achieved 115% of target revenue.
- **Initiatives:** Launched an online portal, boosting compliance by NIL%.

Licenses and Certificates

- **Applications Processed:** 300+ licenses and certificates issued within SLA.
- **Digital Integration:** 91% of applications handled through online platforms.

5. Performance Rankings and Outcomes

Sector	Performance Metric	Outcome
Water Supply	Coverage (% of households)	100% coverage achieved.
Solid Waste Management	Waste Collection Efficiency	Increased segregation rate.
Street Lighting	Energy Efficiency	20% cost reduction.
Tax Collection	Compliance Improvement (%)	Achieved 75% revenue target.

6. Initiatives and Learnings

Yearly Initiatives

- Launched "Smart App" 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 98% 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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Date and Sign of Commissioner:

26/11/26
26/11/26
26/11/26
COMMISSIONER
TREN ALINGGARAM MUNICIPALITY
26/11/26
26/11/26
26/11/26