

Format for PI-5

ANNUAL SERVICE REPORT CARD (SRC)

For the years 2024-25 (Before 30th September 2025)

Tiruvarur Municipality

Contents.

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 Tiruvarur Municipality in the year 2024-25 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 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

3. User Feedback and Survey Results

Methodology

- Surveys conducted across 30 wards with over 601 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 <4.5/5 >
 - **Key Insights**
 - 75% of residents were satisfied with water supply services
Provide high level analysis on all services as per the updated citizen charter
 - 62% highlighted delays in waste pickup as a major concern.
 - 82% praised the shift to LED streetlights for better illumination and energy saving
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4. Service Sectors Assessment

Water Supply and Sanitation

- **Coverage:** 98% households with piped water supply.
- **Achievements/progress:** Installed 05 new water tanks, covering 20053 residents.
- **Challenges:** Uneven supply in outskirts/specific geographies/wards.

Solid Waste Management

- **Waste Collection Efficiency:** 100%
- **Achievements/progress:** Increased recycling compliance to 85%
- **Challenges:** Low awareness in some wards.

Street Lighting

- **Status:** 95% of city streets illuminated with energy-efficient LEDs.
- **Impact:** Reduced energy costs by 20%

Tax Collection

- **Property Tax Processed:** Achieved 75% of target revenue.
- **Digital Integration:** Launched an online portal, boosting compliance by 20%.

Licenses and Certificates

- **Applications processed:** 600+ licenses and certificates issued within SLA.
- **Digital Integration:** 70% of applications handled through online performs.

5. Performance Rankings and Outcomes

Sector	Performance Metric	Outcome
Water Supply	Coverage (100% of households)	98% coverage achieved
Solid Waste Management	Waste Collection Efficiency	100%
Street Lighting	Energy Efficiency	100%
Tax Collection	Compliance Improvement (%)	90%

6. Initiatives and Learnings

Yearly Initiative

- Launched "Smart App" for citizen services.
- Upgraded sewer systems in 11 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

- 95% grievance redressal
- Improved citizen satisfaction by 80%
- 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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P.V.S. - [Signature]
For Commissioner
Tiruvarur Municipality.
06/10/25

Date and Sign of Commissioner:

[Signature]
06/10/25