

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
Tirunelveli City Municipal Corporation**

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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 Tirunelveli 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 55 wards with over 53000 responses.
- Feedback collected via online portals, in-person interviews, and mobile apps.

Survey Findings

- **Overall Satisfaction:**
 - It was found that 97% citizens surveyed are satisfied with the various services provided by the city.
 - Overall score on service delivery and outcomes is 4.3/5
- **Key Insights:**
 - 90% of residents were satisfied with water supply services
 - 12% highlighted delays in waste pickup as a major concern.
 - 85% praised the shift to LED streetlights for better illumination and energy savings.

4. Service Sectors assessment

Water Supply and Sanitation

- **Coverage:** 98% households with piped water supply.
- **Achievements/progress:** Installed 14 new water tanks, covering 35,693 additional residents.
- **Challenges:** Uneven supply in outskirts/specific geographies/wards.

Solid Waste Management

- **Waste Collection Efficiency:** 90%.
- **Achievements/progress:** Increased recycling compliance to 75%.
- **Challenges:** Awareness is being created among public for segregation. Public still have to improve to give segregated waste.

Street Lighting

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

Tax Collection

- **Property Tax Collection:** Achieved 100% of target revenue.
- **Initiatives:** Launched an online portal, boosting compliance by 18.43%.

5. Performance Rankings and Outcomes

| Sector | Performance Metric | Outcome |
|------------------------|---------------------------------|----------------------------------|
| Water Supply | Coverage (% of households) | 98% coverage achieved. |
| Solid Waste Management | Waste Collection Efficiency | 90% Waste Collection Efficiency. |
| Street Lighting | Energy Efficiency | 20% cost reduction. |
| Tax Collection | Compliance Improvement (18.43%) | Achieved 100% revenue target. |

6. Initiatives and Learnings

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.
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7. Conclusion

Key Achievements

- Achieved a 10% reduction in greenhouse gas emissions.
- 98% grievance redressal
- Improved citizen satisfaction by 20%.
- 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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28/12/24
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30/12/24
Commissioner,
Tirunelveli City Municipal Corporation.