

This is an indicative format for SRC to be published by ULBs, based on the services to be rendered as per updated citizen services. ULBs may collect data and feedback from citizens through a questionnaire tool, using mobile apps, and other online platforms, or may also consider conducting sample survey.

Format for PI-5

ANNUAL SERVICE REPORT CARD (SRC)

For the years 2025-26

Tirunelveli City Municipal Corporation

Contents

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

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 Tirunelveli 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 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.
-

3. User Feedback and Survey Results

Methodology

- Surveys conducted across 55 wards with over 54000 responses.
- Feedback collected via online portals, in-person interviews, and mobile apps.

Survey Findings

- **Overall Satisfaction:**
 - It was found that 95% 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:**
 - 90% of residents were satisfied with water supply services
 - 12% 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 14 new water tanks, covering 35,393 additional residents.
- **Challenges:** Uneven supply in outskirts/specific geographies/wards.

Solid Waste Management

- **Waste Collection Efficiency:** 95%.
- **Achievements/progress:** Increased recycling compliance to 75%.
- **Challenges:** Awareness is being created among public for segregation. Public still have to improve to give 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 29.30%
- Target Achieved amount Rs.5832/- Lakhs – via online Rs.1708.78 Lakhs

5. Performance Rankings and Outcomes

Sector	Performance Metric	Outcome
Water Supply	Coverage (% of households)	95% coverage achieved.
Solid Waste Management	Waste Collection Efficiency	95%Increased segregation rate.
Street Lighting	Energy Efficiency	20% cost reduction.
Tax Collection	Compliance Improvement (29.30%)	Achieved 100% revenue target.

6. Initiatives and Learnings

Yearly Initiatives

- Introduced a **dedicated Toll-Free Complaint Section** in the for registering and tracking public grievances.
- Created a **separate Street Light Complaint Section**, allowing citizens to report non-functional street lights and monitor complaint status

Challenges and Solutions

- **Challenge:** Delayed waste collection in dense neighborhoods.

- **Solution:** Deployed additional waste collection vehicles.
- Mass awareness given about ban on single use plastics.
- Mass rides conducted about seizing of SUP and fining the defaulter.
- Dumping of wastes in to water bodies strictly prohibited.
- Implementation of COTPA Act.
- Ban on cigarette and Tobacco products sale within 100 yards.
- **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.
- 98% grievance redressal
- Improved citizen satisfaction by 25%.
- 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.
-


Commissioner,
Tirunelveli City Municipal Corporation.


11.9.26