

Tiruchirappalli City Corporation

Annual Service Report Card (2025-26)

1. Executive Summary:

The Annual Service Report Card for 2025-26 provides 6894 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 Tiruchirappalli City Corporation in the year 2025-26 is validated by obtaining service report cards from citizens through a survey. The 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 corporation.
- ✓ 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 were conducted across 65 wards with over responses collected via online portals, in-person interviews, and mobile apps.
- **Survey Findings:**
 - ✓ **Overall Satisfaction:** 74% of surveyed citizens are satisfied with the services provided.
 - ✓ **Overall Score:** 4.9 out of 5 for service delivery and outcomes.
- **Key Insights:**
 - ✓ 98.1% of residents were satisfied with water supply services.
 - ✓ 98.3% highlighted delays in waste collection as a major concern.
 - ✓ 97% praised the shift to LED streetlights for better illumination and energy savings.

4. Service Sectors Assessment

- **Water Supply and Sanitation:**

- ✓ **Coverage:** 98% of households are covered with piped water supply.
- ✓ **Achievements/Progress:** A 24x7 water supply scheme is under implementation for 6 wards on a pilot basis.
- ✓ **Challenges:** Uneven supply in outskirts and specific geographies/wards.

- **Solid Waste Management:**

- ✓ **Waste Collection Efficiency:** 85%.
- ✓ **Achievements/Progress:** Segregated collection and processing increased to 65%.
- ✓ **Challenges:** Low awareness in slum areas.

- **Street Lighting:**

- ✓ **Status:** 100% of city streets are illuminated with energy-efficient LEDs.

- ✓ **Impact:** Reduced energy costs by 42%.
- **Tax Collection:**
 - ✓ **Property Tax Collection:** Achieved 81% of target revenue.
 - ✓ **Initiatives:** Launched an online portal, boosting public compliance.
- **Licenses and Certificates:**
 - ✓ **Applications Processed:** 1,200+ licenses and certificates issued within SLA.
 - ✓ **Digital Integration:** 85% of applications handled through online platforms.

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% of households)	90% Increased segregation rate.
Street Lighting	Energy Efficiency(100% of households)	42% cost reduction.
Tax Collection	Compliance Improvement (100%)	Achieved 95% revenue target.

6. Initiatives and Learnings

- **Yearly Initiatives:**
 - ✓ Launched the "Smart App" for citizen services.
 - ✓ Upgraded sewer systems in all omitted streets, 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 10% reduction in greenhouse gas emissions.
 - ✓ 98% of grievances received were addressed within the SLA.
 - ✓ Improved citizen satisfaction to 100%.
 - ✓ Completed 95% of planned infrastructure projects.
- **Ongoing Challenges:**
 - ✓ Creating a successful revenue model requires involvement from all stakeholders, including the public.
 - ✓ Operation and maintenance of developed infrastructure is challenging due to high running costs.
 - ✓ Traffic congestion remains a major concern in urban areas.
 - ✓ Sustaining waste segregation efforts requires continued awareness campaigns.
 - ✓ Sanitary and e-waste disposal remains a major challenge.

Commissioner,
Tiruchirappalli City Corporation

15/9/26

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