Tiruchirappalli City Corporation

Service Report Card

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 Tiruchirappalli City Corporation in the year 2024-25 is validated by obtaining the service report cart from the citizens by means of conducting a survey. 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 conducted across 65 wards with over 4867 responses.
- Feedback collected via online portals, in-person interviews, and mobile apps.

Survey Findings

- **Overall Satisfaction:**

  - It was found that 91% citizens surveyed are satisfied with the various services provided by the city.
  - Overall score on service delivery and outcomes is 4.2/5

- **Key Insights:**
  - ❖ 75% of residents were satisfied with water supply services
  - ❖ 26% highlighted delay in waste collection as a major concern.
  - ❖ 100% praised the shift to LED streetlights for better illumination and energy savings.

4. Service Sectors assessment

Water Supply and Sanitation

- Coverage: 98% of households covered with piped water supply.
- Achievements/progress: 24x7 water supply scheme work under implementation for 6 wards (Pilot Basis).
- Challenges: Uneven supply in outskirts/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 illuminated with energy-efficient LEDs.
- Impact: Reduced energy costs by 42%.

Tax Collection

- Property Tax Collection: Achieved 80% of target revenue.
- Initiatives: Launched an online portal, boosting compliance by public.

Licenses and Certificates

- Applications Processed: 1200+ 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 (% of households)	98% coverage achieved.
Solid Waste Management	Waste Collection Efficiency	Increased segregation rate.
Street Lighting	Energy Efficiency	42% cost reduction.
Tax Collection	Compliance Improvement (%)	Achieved 93% revenue target.

6. Initiatives and Learnings

Yearly Initiatives

- Launched "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 grievance received has been addressed within the SLA
- Improved citizen satisfaction by 91%.
- Completed 95% of planned infrastructure projects.

Ongoing Challenges

- Creating a successful revenue model needs involvement of all the stakeholders including public
- Operation and Maintenance of the infrastructure developed seems challenging at times, due to higher running cost
- Traffic congestion remains a major concern in urban areas
- Sustaining waste segregation efforts requires continued awareness campaigns Sanitary and E-Waste disposal is still a major challenge

Commissioner,
Tiruchirappalli City Corporation

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