

ANNUAL SERVICE REPORT CARD (SRC)

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

Vellore Municipal Corporation

Survey Findings

- **Overall Satisfaction**
 - It was found that 10% citizens surveyed are satisfied with the various services provided by the city.
 - Overall score on service delivery and outcomes is 79%
- **Key Insights:**
 - 71% of residents were satisfied with water supply services Provide high level analysis on all services as per the updated citizen charter
 - 89.8% highlighted delays in waste pickup as a major concern.
 - 72.3% praised the shift to streetlights for better illumination and energy savings.

4. Service Sectors assessment

Water Supply and Sanitation

- **Coverage:** 76% households with piped water supply.
- **Achievements/progress:** Installed new water tanks 1 No, by TWAD Board, covering 1, 00,000 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:** Low awareness in some wards.

Street Lighting

- **Status:** 100% of 28600 in LED Lights city streets illuminated with energy-efficient LEDs.
- **Impact:** Reduced energy costs by 52%.

Tax collection

- **Property Tax Collection:** Achieved 82% of target revenue.
- **Initiatives:** Launched an online portal, boosting compliance by 19%.

Licenses and Certificates

- **Applications Processed:** 6632 licenses and certificates issued within SLA.
- **Digital Integration:** 100% of applications handled through online platforms.

5. Performance Rankings and Outcomes

Sector	Performance Metric	Outcome
Water Supply	Coverage (76 % of 149261 households)	76% coverage achieved.
Solid Waste Management	Waste Collection Efficiency (80 % of 241MT)	Increased segregation rate.75%
Street Lighting	Energy Efficiency (100% of 28600 LED Lights)	52% cost reduction.
Tax Collection	Compliance Improvement (82%)	Achieved 82% revenue target.

6. Initiatives and Learnings

Yearly Initiatives

- Launched "Smart App" for citizen services
- Upgraded sewer systems in 6 wards fully covered, 4 ward partially covered and reducing flooding incidents,
- 100% ensure the Door to door Waste Collection Implementing to QR Code System in 20 Wards

- 3 MCCs Construction going on to Improve the Wet Waste Processing system
- Single use plastic banned items about awareness to Peoples, schools, Colleges, Commercial traders

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

- 85% grievance redressal

Ongoing Challenges

- Traffic congestion remains a major concern in urban areas.
- Sustaining waste segregation efforts requires continued awareness campaigns.

Date:


 Commissioner
 Vellore City Municipal Corporation
 30.6.25