

Salem City Municipal Corporation
ANNUAL SERVICE REPORT CARD (SRC)
For the years 2025-26

Contents

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

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 Salem 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 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 60 wards with over 60000 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 4.70/5

- **Key Insights:**
 - 80% of residents were satisfied with water supply services.
 - 10% highlighted delays in waste pickup as a major concern.
 - 95% 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.
- Challenges: Uneven supply in outskirts/specific geographies/wards.

Solid Waste Management

- Waste Collection Efficiency: 93%.
- Achievements/progress: Increased recycling compliance to 75%.
- Challenges: Less awareness in some wards.

Street Lighting

- Status: 100% of city streets illuminated with energy-efficient LEDs.
- Impact: Reduced energy costs by 24%.

Tax Collection

- Property Tax Collection: Achieved 95% of target revenue.
- Initiatives: Launched an online portal, boosting compliance by 15%.

5. Performance Rankings and Outcomes

Sector	Performance Metric	Outcome
Water Supply	Coverage (% of households)	98% coverage achieved.
Solid Waste Management	Waste Collection Efficiency	93% Waste Collection Efficiency.
Street Lighting	Energy Efficiency	24% cost reduction.
Tax Collection	Compliance Improvement (%)	Achieved 95% 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.

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 15% 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.


Commissioner

Salem City Municipal Corporation


21.8.2026