

**SAURABH JAIN, IAS**  
ADDITIONAL MISSION DIRECTOR  
SWACHH BHARAT MISSION  
Tel.: 23062374  
email: saurabhjainud@gmail.com



भारत सरकार  
शहरी विकास मंत्रालय  
निर्माण भवन  
GOVERNMENT OF INDIA  
MINISTRY OF URBAN DEVELOPMENT  
NIRMAN BHAWAN

नई दिल्ली-110011, तारीख 20  
New Delhi-110011, Dated the 20

D.O No. 9/1/2016 – SBM-I

Date: 14<sup>th</sup> October 2016

**Sub: Organization of training on SwachhtaApp for all State ULBs**

Dear Sir/Madam,

As you are aware, the Swachhta mobile Application was launched by Ministry of Urban Development (MoUD) on 6<sup>th</sup> August 2016 to help facilitate citizen engagement in the Swachh Bharat Mission (Urban). With over two months since the App was launched, it has been recorded that several Urban Local Bodies (ULBs), from across the country, have begun using this App to resolve citizen grievances. However, there are still many ULBs, which have neither registered themselves on the website nor are they resolving complaints. You may kindly view the status of complaints registered within your state using the log-in credentials sent on your registered email IDs as per **Annexure I**.

2. As discussed in a prior communication (**Annexure II**) wide D.O Letter MD-SBM/RS/29/2016 dated 2<sup>nd</sup> September 2016, from the National Mission Director for Swachh Bharat Mission, 300 marks of the Citizen Feedback section of the upcoming Swachh Survekshan 2017, will be derived from the usage of the SwachhtaApp. Hence, it is critical that ULBs equip themselves well to use this App to avoid scoring low in this section and towards invariably contributing to the 'Jan Andolan'.

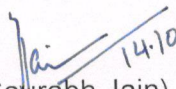
3. Understanding the critical utility of this App, the state of Punjab volunteered to organize a training for all of its ULBs on 7<sup>th</sup> September 2016 at Punjab Municipal Bhawan, Chandigarh and I am happy to share with you that the state has been performing extremely well on the App currently.

4. Learning from this success story, it is therefore imperative that a state level training be organized on the Swachh Mobile and web application in your state with the attendance of concerned representatives of the Urban Local Bodies. The training will be mandatory for the nodal officer as well as municipal staff who manage the solid waste management component in urban local bodies. If they are not comfortable in the use of mobile applications, they should be accompanied by representatives of their digital teams.

5. The above mentioned training will be conducted by trainers from Janaagraha Centre for Citizenship and Democracy, which is also MoUD's development partner for the App at the State headquarters. While they have prepared a tentative training

calendar for all states (**Annexure III**), you are requested to kindly contact Ms. Sylvia Veeraraghavan at [Sylvia.veeraraghavan@janaagraha.org](mailto:Sylvia.veeraraghavan@janaagraha.org) / +91 98454 50563 to fix dates as per mutual convenience. You may kindly conduct these trainings using the Capacity Building funds allocated to your state under this Mission.

Yours sincerely

  
(Saurabh Jain) 14.10.16

To

State Mission Directors of all States

Copy To:

1. JS (SBM)
2. CPHEEO
3. Section



## Annexure I

Sl. No	State ID	State	Registered Email ID	Login Email
1	35	Telangana	<a href="mailto:cdma@cdma.gov.in">cdma@cdma.gov.in</a>	state_telangana@swachh.city
2	18	Assam	<a href="mailto:secyudd1@gmail.com">secyudd1@gmail.com</a>	state_assam@swachh.city
3	22	Chhattisgarh	<a href="mailto:rohityadavias@gmail.com">rohityadavias@gmail.com</a>	state_chhattisgarh@swachh.city
4	12	Arunachal Pradesh	<a href="mailto:chiefengineercumdir2009@yahoo.com">chiefengineercumdir2009@yahoo.com</a> / <a href="mailto:tabatedir09@gmail.com">tabatedir09@gmail.com</a>	state_arunachalpradesh@swachh.city
5	24	Gujarat	<a href="mailto:mgs.m.gujarat@gmail.com">mgs.m.gujarat@gmail.com</a>	state_gujarat@swachh.city
6	30	Goa	<a href="mailto:dir-dma.goa@nic.in">dir-dma.goa@nic.in</a> / <a href="mailto:gsuda.gsuda@yahoo.com">gsuda.gsuda@yahoo.com</a>	state_goa@swachh.city
7	6	Haryana	<a href="mailto:dulbhry@gmail.com">dulbhry@gmail.com</a> / <a href="mailto:dulbhry@hry.nic.in">dulbhry@hry.nic.in</a>	state_haryana@swachh.city
8	2	Himachal Pradesh	<a href="mailto:ud-hp@nic.in">ud-hp@nic.in</a>	state_himachalpradesh@swachh.city
9	1	Jammu & Kashmir	<a href="mailto:hudd-jk@nic.in">hudd-jk@nic.in</a>	state_jammukashmir@swachh.city
10	20	Jharkhand	<a href="mailto:sbmuddjharkhand@gmail.com">sbmuddjharkhand@gmail.com</a> / <a href="mailto:pdspmg@gmail.com">pdspmg@gmail.com</a>	state_jharkhand@swachh.city
11	29	Karnataka	<a href="mailto:dmablr@gmail.com">dmablr@gmail.com</a>	state_karnataka@swachh.city
12	31	Kerala	<a href="mailto:suchitwamission@gmail.com">suchitwamission@gmail.com</a>	state_kerala@swachh.city
13	23	Madhya Pradesh	<a href="mailto:mohit.bundas@mpurban.gov.in">mohit.bundas@mpurban.gov.in</a>	state_madhyapradesh@swachh.city
14	27	Maharashtra	<a href="mailto:director.smau@gmail.com">director.smau@gmail.com</a>	state_maharashtra@swachh.city
15	14	Manipur	<a href="mailto:udmanipur@gmail.com">udmanipur@gmail.com</a>	state_manipur@swachh.city
16	17	Meghalaya	<a href="mailto:duashillong@yahoo.co.in">duashillong@yahoo.co.in</a>	state_meghalaya@swachh.city
17	15	Mizoram	<a href="mailto:dirudpa.mz@gmail.com">dirudpa.mz@gmail.com</a>	state_mizoram@swachh.city
18	13	Nagaland	<a href="mailto:ken_keditsu@yahoo.com">ken_keditsu@yahoo.com</a>	state_nagaland@swachh.city
19	21	Orissa	<a href="mailto:sbpmu@gmail.com">sbpmu@gmail.com</a> / <a href="mailto:ajitkumishra1961@gmail.com">ajitkumishra1961@gmail.com</a>	state_orissa@swachh.city
20	3	Punjab	<a href="mailto:jm.balamurugan@ias.gov.in">jm.balamurugan@ias.gov.in</a>	state_punjab@swachh.city
21	8	Rajasthan	<a href="mailto:dlbrajasthan@gmail.com">dlbrajasthan@gmail.com</a>	state_rajasthan@swachh.city
22	11	Sikkim	<a href="mailto:yigyuryoesel@gmail.com">yigyuryoesel@gmail.com</a>	state_sikkim@swachh.city
23	32	Tamil Nadu	<a href="mailto:cma.tncma@nic.in">cma.tncma@nic.in</a>	state_tamilnadu@swachh.city
24	9	Uttar Pradesh	<a href="mailto:sbmup@gmail.com">sbmup@gmail.com</a>	state_uttarpradesh@swachh.city

25	5	Uttarakhand	<a href="mailto:directorudd@gmail.com">directorudd@gmail.com</a>	state_uttarakhand@swachh.city
26	19	West Bengal	<a href="mailto:wbsudadir@gmail.com">wbsudadir@gmail.com</a>	state_westbengal@swachh.city
27	7	Delhi	<a href="mailto:sandeepmishra69@gmail.com">sandeepmishra69@gmail.com</a>	state_delhi@swachh.city
28	28	Andhra Pradesh	<a href="mailto:mdswachhandhra@gmail.com">mdswachhandhra@gmail.com</a>	state_andhrapradesh@swachh.city
29	10	Bihar	<a href="mailto:urbansec-bih@nic.in">urbansec-bih@nic.in</a> / <a href="mailto:ud.bihar@gmail.com">ud.bihar@gmail.com</a>	state_bihar@swachh.city
30	4	Chandigarh	<a href="mailto:comm-mcc-chd@nic.in">comm-mcc-chd@nic.in</a>	state_chandigarh@swachh.city
31	16	Tripura	<a href="mailto:directorurbantripura@gmail.com">directorurbantripura@gmail.com</a>	state_tripura@swachh.city
32	25	Daman & Diu	<a href="mailto:collector-dnh@nic.in">collector-dnh@nic.in</a>	state_damandiu@swachh.city
33	26	Dadra & Nagar Haveli	<a href="mailto:collector-dnh@nic.in">collector-dnh@nic.in</a>	state_dadranagarhaveli@swachh.city
34	33	Puducherry	<a href="mailto:dirlad.pon@nic.in">dirlad.pon@nic.in</a>	state_puducherry@swachh.city
35	34	Andaman & Nicobar Islands		state_andamannicobarislands@swachh.city

## Annexure II

**PRAVEEN PRAKASH, IAS**  
Joint Secretary & Mission Director (SBM)  
GOVERNMENT OF INDIA  
MINISTRY OF URBAN DEVELOPMENT



सत्यमेव जयते



**प्रवीण प्रकाश, आई.ए.एस.**  
संयुक्त सचिव एवं मिशन निदेशक (एस.बी.एम.)  
भारत सरकार  
शहरी विकास मंत्रालय

D.O. No. MD-SBM/RS/29/2016

Dated 2<sup>nd</sup> Sept, 2016

**Subject: Swachhata App - weightage of marks on its usage in the next Swachh Survekshan 2017 - Reg**

Dear Sir/Madam,

As you are aware, Swachh Bharat Mission is the flagship programme of the Government of India. The success of the mission is dependent on the effective resolution of citizen grievances.

2. In this regard, Ministry of Urban Development (MoUD) on 06<sup>th</sup> of August 2016 has launched the Swachhata mobile and web application for effective resolution of citizen grievances. However, the usage of the app and resolution complaints on Swachhata Platform varies for city to city. The list of top 10 good performing cities is enclosed at **Annexure I**. The list of cities that are not doing well, amongst those to be surveyed under the upcoming Swachh Survekshan 2017, is enclosed at **Annexure II**.
3. In view of the above, it is decided that **out of the 30% weightage given for 'Citizens Feedback' in the next Swachh Survekshan to be held in Jan 2017, 50% of the weightage will be on the usage of Swachhata App, i.e. out of 600 marks in Citizens Feedback, 300 marks will be derived from Swachhata App.** In the event, the citizen's feedback part under 'Swachh Survekshan' stands modified **Annexure III**.
4. The detail of the Swachhata mobile & web application and steps to access it are enclosed at **Annexure-IV**.

5. Therefore, it is expected that all cities use the Swachhata Platform and resolve the grievance posted by citizens in the defined SLA.

With Regards,

Yours sincerely,



(Praveen Prakash)

Enclosures:

1. Annexure I – The list of top 10 good performing cities.
2. Annexure II – The list of cities that are not doing well
3. Annexure IV – Details of Swachhata App
4. **Annexure III – Swachhata App Performance Indicators**

To,

1. Principal Secretaries / Secretaries, Urban Development Departments of all States/UTs
2. Mission Directors (SBM) – of all states
3. Municipal Commissioner of all 500 cities to be covered under Swachh Survekshan 2017.

Copy to:

1. DS (SJ)
2. CPHEEO
3. Section

**Annexure I – The list of top performing cities**

#	State/UT	City	No. of Complaints received	No. of Open Complaints
1	Punjab	Ludhiana	75	1
2	Uttar Pradesh	Ghaziabad	61	21
3	Gujarat	Ahmedabad	36	0
4	Haryana	Faridabad	26	0
5	Delhi	Delhi-SDMC	66	42
6	Karnataka	Bengaluru	48	26
7	Uttar Pradesh	Lucknow	14	2
8	Tamil Nadu	Chennai	16	6
9	Chandigarh	Chandigarh	10	0
10	Haryana	Gurgaon	36	28

**Annexure II – The list of low performing cities**

#	State/UT	City	No. of complaints received
1	Haryana	Rohtak	34
2	Delhi	Delhi-EDMC	25
3	Rajasthan	Jaipur	12
4	Gujarat	Gandhidham	10
5	Madhya Pradesh	Bhopal	10
6	Uttar Pradesh	Noida	9
7	Maharashtra	Thane	8
8	Punjab	Jalandhar	7
9	Haryana	Yamunanagar	7
10	Rajasthan	Nagaur	5
11	Haryana	Palwal	5
12	Maharashtra	Kalyan-Dombivli	5
13	Madhya Pradesh	Indore	5
14	Andhra Pradesh	Visakhapatnam	4
15	Bihar	Bhagalpur	4
16	Gujarat	Gandhinagar	3
17	Uttarakhand	Kashipur	3
18	Karnataka	Hubli-Dharwad	3
19	Jharkhand	Jamshedpur	3
20	Maharashtra	Ulhasnagar	3
21	West Bengal	Kolkata	3
22	Gujarat	Jetpur Navagadh	3
23	Uttarakhand	Dehradun	3
24	Puducherry	Puducherry	3
25	Haryana	Hisar	3
26	Haryana	Ambala	3
27	Punjab	Pathankot	2
28	Punjab	Abohar	2
29	Andhra Pradesh	Tadepalligudem	2
30	Maharashtra	Amravati	2
31	Gujarat	Valsad	2
32	Haryana	Panipat	2
33	Maharashtra	Yavatmal	2
34	Haryana	Jagadhri	2
35	Rajasthan	Bhilwara	2
36	Punjab	Hoshiarpur	2
37	West Bengal	Serampore	2
38	Kerala	Thiruvananthapuram	1
39	Haryana	Jind	1
40	Meghalaya	Shillong	1
41	Kerala	Kozhikode	1
42	Rajasthan	Chittaurgarh	1
43	Kerala	Kochi	1
44	Haryana	Rewari	1
45	Tamil Nadu	Thanjavur	1
46	Chhattisgarh	Durg	1
47	Tamil Nadu	Thoothukkudi	1
48	Andhra Pradesh	Proddatur	1
49	Andhra Pradesh	Srikalahasti	1



50	Maharashtra	Barshi	1
51	Assam	Guwahati	1
52	Andaman & Nicobar Islands	Port Blair	1
53	Gujarat	Surendranagar Dudhrej	1
54	Rajasthan	Durgapur	1
55	Himachal Pradesh	Kullu	1
56	Andhra Pradesh	Rajahmundry	1
57	Tamil Nadu	Erode	1
58	Rajasthan	Baran	1
59	Maharashtra	Mira-Bhayandar	1
60	Uttar Pradesh	Faizabad	1
61	Orissa	Brahmapur	1
62	Andhra Pradesh	Gudivada	1
63	Andhra Pradesh	Guntur	1
64	Haryana	Bahadurgarh	1
65	Madhya Pradesh	Morena	1
66	Rajasthan	Bharatpur	1
67	Uttar Pradesh	Saharanpur	1
68	Gujarat	Bharuch	1
69	Telangana	Mahbubnagar	1
70	Andhra Pradesh	Nellore	1
71	Madhya Pradesh	Khargone	1
72	Uttar Pradesh	Modinagar	1
73	Madhya Pradesh	Jabalpur	1
74	Maharashtra	Latur	1
75	Rajasthan	Bikaner	1
76	Uttar Pradesh	Meerut	1
77	Andhra Pradesh	Adoni	1
78	Orissa	Bhadrak	1
79	Karnataka	Chikmagalur	1

**Swachhata App Performance Indicators : 300 Marks** (to be monitored/assessed from Delhi by Quality Council of India)

**3.1.7 Average Resolution Rate –**

Number of complaints resolved within SLA between 06<sup>th</sup> Aug'16 to 31<sup>st</sup> Dec'16

Scheme of Ranking	Marks
100% complaints resolved	150
Between 99 – 80%	100
Between 79 – 60%	50
Between 60 – 40%	25
< 40%	5

**3.1.8 Whether the city is ranked at least once in the Swachhata Ranking as per the following criteria**

Scheme of Ranking	Marks
Rank 1 to 10	150
Rank 11 to 30	100
Rank 31 to 50	50
Rank 50 to 75	25
Rank 75 or above	5

#### **Annexure IV - Details of Swachhata App**

The Urban Local Bodies have been registered on the Swachhata platform using the contact details provided on the [www.swachhbharaturban.gov.in](http://www.swachhbharaturban.gov.in) portal. An Email has been triggered to all the ULB Nodal officers / ULB representatives with the login details which can be used to login to the Agency portal and the SBM-Engineer mobile app. If the login ID / Password is not received then the Cities can also do self-registration on the Agency Portal [www.swachh.city/login](http://www.swachh.city/login).

##### **AGENCY PORTAL**

The agency portal can be accessed via [www.swachh.city/login](http://www.swachh.city/login).

Please follow the steps mentioned below to start using the portal:

- a) ULB representative will use the login details received in the mail to login to the Agency portal.
- b) ULB representative will enter the Email ID and password and clicks on login.
- c) On successful login, the ULB representative will be able to use the portal to view dashboards, manage and monitor complaints posted by citizens, verify resolutions, etc.

##### **SBM – ENGINEER MOBILE APP**

To use the SBM – Engineer mobile app, the *ULB has to be mandatorily registered on the agency portal*. The SBM – Engineer mobile app can be downloaded on Google playstore using the link

- <https://play.google.com/store/apps/details?id=com.ichangemycity.swachhbharatengineer>

Please follow the steps mentioned below to start using the mobile app:

- a) ULB representative will download the mobile app from the Google playstore.
- b) ULB representative will enter the mobile number as given in the [www.swachhbharaturban.gov.in](http://www.swachhbharaturban.gov.in) portal.
- c) ULB representative will receive a 4 digit OTP code to the registered mobile number.
- d) ULB representative will enter the 4 digit OTP code which was sent to the registered mobile number.
- e) On successful OTP verification, ULB representative will be able to access the mobile app which can be used to view, manage and monitor complaints posted by citizens.

If your ULB is not registered, you can register using [www.swachh.city/register](http://www.swachh.city/register)

In case of queries, please call on 9243090070 or drop a mail to [swachhbharat@janaagraha.org](mailto:swachhbharat@janaagraha.org).

**Annexure III**

Zone	State	Training City	Tentative Date	Training Language
North	Himachal Pradesh	Shimla	December 1st Week	Hindi
	Punjab & Chandigarh	Chandigarh	Done	Hindi
	Uttarakhand	Dehradun	December 2nd Week	Hindi
	Haryana	Gurgaon/Chandigarh	November 2nd Week	Hindi
	Uttar Pradesh	Lucknow	November 3rd Week	Hindi
	Rajasthan	Jaipur	December 3rd Week	Hindi
	New Delhi	New Delhi	November 4th Week	Hindi/English
West	Gujrat	Gandhinagar	November 3rd Week	Hindi/English
	Maharashtra (Including the Union Territories) Dadra and Nagar Haweli and Daman and Diu)	Mumbai	November 2nd Week	Hindi/English
	Karnataka	Bengaluru	November 2nd Week	Kannada
	Madhya Pradesh	Bhopal	November 3rd Week	Hindi
	Goa & Lakshadweep	Panaji	November 4th Week	Hindi/English
East	Jharkhand	Ranchi	November 2nd Week	Hindi
	Bihar	Patna	November 3rd Week	Hindi
	Bengal	Kolkata	November 4th Week	Bengali
	Chattisgarh	Raipur	December 1st Week	Hindi/English
	Odisha	Bhubaneshwar	December 2nd Week	Oriya
	Andaman & Nicobar	Port blair	December 3rd Week	Hindi/English
South	Telangana	Hyderabad	November 2nd Week	Telugu
	Andhra Pradesh	Amravathi	November 3rd Week	Telugu
	Kerala	Thiruvananthapuram	November 4th Week	Tamil
	Tamil Nadu & Puducherry	Chennai	December 1st Week	Tamil
North East	Meghalaya	Shillong	January 1st and 2nd Week	Hindi/English
	Assam	Dispur	January 1st and 2nd Week	Hindi/English
	Arunachal Pradesh	Itanagr	January 1st and 2nd Week	Hindi/English
	Nagaland	Kohima	January 1st and 2nd Week	Hindi/English
	Manipur	Imphal	January 1st and 2nd Week	Hindi/English
	Mizoram	Aizawl	January 1st and 2nd Week	Hindi/English
	Tripura	Agartala	January 1st and 2nd Week	Hindi/English

**Note:** The training would be conducted free of cost by the team assigned for the same.