



**D.O No. 9/1/2016 – SBM I**

**Date: 24<sup>th</sup> November 2016**

**Sub: Organization of training on SwachhtaApp in all 500 cities participating in Swachh Survekshan 2017 – Reg.**

Dear Sir/Madam,

As you are aware, the Swachhata 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 three 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.

2. As discussed in a prior communication wide D.O Letter MD-SBM/RS/29/2016 dated 2<sup>nd</sup> September 2016, the SwachhtaApp carries considerable weightage in the citizen's feedback section of the upcoming Swachh Survekshan 2017. 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. Since your city will be participating in this survey, it is imperative that a **training on the SwachhtaApp and web application be organized at city level**, with the attendance of concerned representatives, ULB staff, nodal officers, digital teams and other stakeholders involved. This training will be conducted by trainers from Janaagraha Centre for Citizenship and Democracy, which is also MoUD's development partner for the App.

4. The host city will be responsible for arranging the travel (to and fro from base locations, i.e Delhi and Bengaluru), local conveyance, boarding and lodging for the Janaagraha faculty. All expenses pertaining to the same can be booked by the concerned city as part of the Capacity Building funds allocated to the city under this Mission.

5. You are thereby requested to kindly contact Ms. Sylvia Veeraraghavan at [Sylvia.veeraraghavan@janaagraha.org](mailto:Sylvia.veeraraghavan@janaagraha.org) / +91 98454 50563 from Janaagraha

एक कदम स्वच्छता की ओर

Centre for Citizenship for organizing this training in your city and to fix dates as per mutual convenience.

Yours sincerely

  
(Praveen Prakash)

To

Municipal Commissioners of 500 cities

Copy To:

1. PPS to Secretary (UD)
2. State Mission Directors for Swachh Bharat Mission (Urban)
3. Director (SBM)
4. DS (SBM)
5. CPHEEO
6. Section