

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



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



D.O. SB / SBM / 015 / 2017

Dated: 2nd February 2017

Sub: Swachh Survekshan-2017 – City-wise Performance under Citizens' Feedback

Dear Sir/ Madam,

As you are aware, Swachh Survekshan-2017 assessments are underway across the 500 cities in a phased manner. A component of the survey is citizens' feedback, collected through the call centre, 1969 helpline or the Swachh Survekshan website. Another component of the survey measures the download volume and usage of the Swachhata App, which has been set up for registering and resolving complaints regarding cleanliness in the city.

It is a matter of concern that so far, only 66 cities have submitted more than 1000 responses. Moreover, there are around 275 cities with less than 500 feedbacks captured. We have attached an excel sheet with this email showing the feedback received corresponding to every city that is participating in this survey.

If your city is among those that have had less than 1000 responses, we request you to aggressively promote citizen feedback in your city on priority. Kindly note that in case your city is not able to get 1000 complete responses or responses from 1% of your population (whichever number is lower), your scores shall be proportionately deducted.

The citizen feedbacks can be submitted through a missed call on 1969 or through an online form available at the www.swachh-survekshan.in (www.swachh-survekshan.in/Citizen_Feedback.html)

If your city wishes to know about the progress made in the coming days for citizen feedback, you may contact **Mr. Sagar Bhardwaj** – +91 98105 90558 of Quality Council of India.

I look forward to your cooperation in making the Swachh Survekshan a success.

With sincere regards,


(PRAVEEN PRAKASH)

To:

MCs of 500 cities / State Mission Directors – SBM

Copy to: QCI