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

स्वच्छ भारत
एक कदम स्वच्छता की ओर

D.O.No. 06/06/2016-SBM I **Dated: 9th June, 2017**

Sub: Additional weightage in marks for Swachh Survekshan 2018 for usage of Swachhata App by cities from March to November 2017 – Reg.

Dear Sir/Madam,

As you all are aware that Swachhata-MOUD app is the official app for Swachh Bharat Mission (Urban) for redressal of cleanliness related grievance by citizens. It is the responsibility of each ULB to ensure that the mobile app is popularized in respective cities such that the citizens downloads / use the app and resolution of the complaints are done within the defined SLAs. After the Swachh Survekshan 2017 some ULBs have continued to use the app and are effectively resolving the complaints but in case of most of the ULBs it has been observed that there is a huge dip in the usage of the app and the resolution of complaints has gone down to 50% from 95%. Please find enclosed, a snapshot of status of usage of Swachhata App in your ULB at **Annexure A**.

2. As we are gearing up for the Swachh Survekshan 2018, this is a reminder to all ULBs to start using the app again if not so already and motivate citizens in the city to download and post grievances. While we are finalizing the scoring parameters which will be communicated to you soon, please note that the usage of Swachhata App from **March to November 2017** will carry **more weightage** in overall score calculation of usage of Swachhata App. Thus it is important that adequate promotional campaigns of Swachhata App are taken up at city level to create awareness among the citizens and to ensure its usage to keep the city clean.

3. Apart from the above, for effectiveness of the app and to use full features of the website www.swachh.city and SBM-Engineer App each ULB is required to take the following steps:

i. Provide Maps to Janaagraha of the ward and city boundaries of the ULB in digital format which can be processed to enable automatic assignment of complaints to engineers for the ULB.

ii. All the staff responsible for resolution of complaints must be trained to use the Swachhata App and the Engineer App for effective and timely resolutions. Janaagraha

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can be contacted for the training of the staff. Their representatives can visit the ULB for training. The cost of training as well as of the travel and stay for the representatives from Janaagraha shall be borne by the ULB through capacity building fund of SBM.

You may contact Mr. Sumit Arora from Janaagraha at phone +91 9818359033 and email: sumit.arora@janaagraha.org for the same.

With Regards,

Yours Sincerely,

(Praveen Prakash)

Enclosure: Annexure – A: Usage of Swachhata App in ULB from 1st March – 30th may 2017

To:

1. State Mission Directors of SBM with a request to disseminate it further to all the ULBs in their state
2. Municipal Commissioners of Cities

Copy To:

1. Director (SBM), MoUD
2. Section (SBM I & II), MoUD

Status of Cities on Swachhat App

State	ULB	Agency Exists on App	Engineers Using App	Complaint Count	Open Complaint	On the Job	Resolved	Reopened	Rejected	Resolved in SLA	Resolved with SLA Breached
Maharashtra	Achalpur (M Cl)	Yes	4	140	104	0	24	2	10	10	14
Telangana	Adilabad (M)	Yes	3	7	6	0	0	0	1	0	0
Madhya Pradesh	Betul (M)	Yes	2	149	15	0	116	4	14	19	97
Odisha	Baleshwar Town (M)	Yes	6	16	1	6	8	0	1	0	8
Uttar Pradesh	Agra (M Corp.)	Yes	24	1702	0	101	1452	0	149	1168	284
Karnataka	Badami (TMC)	Yes	0	0	0	0	0	0	0	0	0
Uttar Pradesh	Akbarpur (NP)	Yes	1	12	0	12	0	0	0	0	0
Tamil Nadu	Ambur (M)	Yes	1	28	22	0	2	0	4	1	1
Karnataka	Bagalkot (CMC)	Yes	1	3	3	0	0	0	0	0	0
Bihar	Arrah (M Corp.)	Yes	2	203	181	11	10	1	0	3	7
Nagaland	Dimapur	No	0	0	0	0	0	0	0	0	0
Nagaland	Kohima	No	0	0	0	0	0	0	0	0	0
Uttar Pradesh	Aligarh (M Corp.)	Yes	7	622	0	0	420	4	198	155	265
Uttar Pradesh	Allahabad (M Corp.)	Yes	16	348	0	0	272	2	74	129	143
Punjab	Abohar (M Cl)	Yes	0	10	10	0	0	0	0	0	0
Meghalaya	Shillong (MB)	Yes	0	8	8	0	0	0	0	0	0
Puducherry	Ozhukarai/Oulgaret	No	0	0	0	0	0	0	0	0	0
Assam	Dibrugarh (MB)	Yes	3	893	0	5	824	1	63	553	271
Karnataka	BBMP (M Corp.)	Yes	27	920	659	82	139	5	35	33	106
Madhya Pradesh	Bhind (M)	Yes	13	1709	109	42	1517	15	26	654	863
Tamil Nadu	Avadi (M)	Yes	7	391	32	0	326	3	30	150	176
Tamil Nadu	Chennai (M Corp.)	Yes	36	1685	2	0	1248	0	435	651	597
Delhi	Delhi-SDMC	Yes	17	745	348	79	300	8	10	22	278
Delhi	Delhi-North DMC	Yes	0	327	321	0	4	1	1	4	0
Delhi	Delhi-NDMC	Yes	4	81	1	0	39	0	41	33	6
Delhi	Delhi-EDMC	Yes	67	908	169	15	683	14	27	8	675
Chandigarh	Chandigarh (M Corp.)	Yes	107	3686	4	5	3211	2	464	2406	805
Bihar	Aurangabad (NP)	Yes	0	108	108	0	0	0	0	0	0
Bihar	Bagaha (Nagar Parishad)	Yes	0	3	3	0	0	0	0	0	0
Jharkhand	Adityapur (Nagar Parishad)	Yes	4	640	26	0	610	4	0	514	96
Karnataka	Belgaum (M Corp.)	Yes	6	28	22	0	3	0	3	0	3
Maharashtra	Ahmadnagar (M Corp.)	Yes	0	21	21	0	0	0	0	0	0
Punjab	Amritsar (M Corp.)	Yes	27	196	84	17	85	2	8	30	55
Assam	Guwahati (M Corp.)	Yes	25	5113	253	27	4428	5	400	3749	679
Chattisgarh	Ambikapur (M Corp.)	Yes	4	1864	0	0	1861	0	3	1737	124
Jharkhand	Chas (Nagar Parishad)	Yes	6	15369	72	9	15184	59	45	14574	610
Gujarat	Ahmadabad (M Corp.)	Yes	147	60353	0	654	56629	14	3056	48530	8099

Status of Cities on Swachhat App

State	ULB	Agency Exists on App	Engineers Using App	Complaint Count	Open Complaint	On the Job	Resolved	Reopened	Rejected	Resolved in SLA	Resolved with SLA Breached
Tamil Nadu	Coimbatore (M Corp.)	Yes	62	5657	0	245	4843	2	567	2667	2176
Madhya Pradesh	Bhopal (M Corp.)	Yes	0	528	490	0	14	0	24	13	1
Gujarat	Amreli (M)	Yes	6	517	0	0	474	0	43	244	230
Tamil Nadu	Cuddalore (M)	Yes	0	45	45	0	0	0	0	0	0
Jharkhand	Deoghar (M Corp.)	Yes	12	2726	15	3	2685	11	12	1911	774
Jharkhand	Dhanbad (M Corp.)	Yes	53	34006	0	12	33640	12	342	28479	5161
Gujarat	Anand (M)	Yes	3	394	125	3	218	2	46	71	147
Bihar	Begusarai (M Corp.)	Yes	0	5	5	0	0	0	0	0	0
Odisha	Baripada (M)	Yes	0	1	1	0	0	0	0	0	0
Madhya Pradesh	Burhanpur (M Corp.)	Yes	4	22	3	0	19	0	0	0	19
Madhya Pradesh	Chhatarpur (M)	Yes	4	903	21	0	867	5	10	524	343
Bihar	Bettiah (Nagar Parishad)	Yes	0	19	16	0	2	1	0	1	1
Maharashtra	Akola (M Corp.)	Yes	27	274	101	38	85	10	40	30	55
Bihar	Bhagalpur (M Corp.)	Yes	0	29	27	0	2	0	0	2	0
Maharashtra	Ambarnath(M Cl)	Yes	7	857	1	21	823	6	6	596	227
Bihar	Biharsharif (M Corp.)	Yes	2	394	12	0	375	3	4	331	44
Chattisgarh	Bhilai Nagar (M Corp.)	Yes	52	2445	42	5	2384	3	11	2189	195
Jharkhand	Giridih (Nagar Parishad)	Yes	6	3036	61	0	2654	4	317	2549	105
Andhra Pradesh	Adoni (M)	Yes	0	9	9	0	0	0	0	0	0
Jharkhand	Hazaribag (Nagar Parishad)	Yes	5	547	37	0	377	1	132	123	254
Tamil Nadu	Dindigul (M)	Yes	18	3826	69	8	3593	3	153	3372	221
Uttar Pradesh	Amroha	No	0	0	0	0	0	0	0	0	0
Chattisgarh	Bilaspur (M Cl)	Yes	10	1127	12	0	1085	0	30	1002	83
Madhya Pradesh	Chhindwara (M)	Yes	27	13968	0	1	13941	0	26	13615	326
Madhya Pradesh	Dabra (M)	Yes	0	117	111	0	6	0	0	4	2
Telangana	GHMC (M Corp.)	Yes	23	9648	5880	624	1896	72	1176	696	1200
Andhra Pradesh	Anantapur (M Corp.)	Yes	6	10	10	0	0	0	0	0	0
Gujarat	Bharuch (INA)	Yes	16	2395	0	93	2123	0	179	1324	799
Himachal Pradesh	Shimla (M Corp.)	Yes	5	517	17	25	428	1	46	286	142
Gujarat	Bhavnagar (M Corp.)	Yes	32	9461	5	1	9257	13	185	7628	1629
Uttar Pradesh	Ayodhya (NPP)	Yes	1	4	4	0	0	0	0	0	0
Jammu and Kashmir	Srinagar	No	0	0	0	0	0	0	0	0	0
Chattisgarh	Durg (M Corp.)	Yes	11	2691	69	0	2612	0	10	2226	386
Gujarat	Bhuj (M)	Yes	1	64	62	0	1	1	0	0	1
Gujarat	Botad (M)	Yes	1	435	6	0	424	0	5	132	292
Gujarat	Deesa (M)	Yes	8	179	8	6	113	1	51	6	107
Kerala	Alappuzha(MCorp)	No	0	6	5	0	1	0	0	1	0

Status of Cities on Swachhat App

State	ULB	Agency Exists on App	Engineers Using App	Complaint Count	Open Complaint	On the Job	Resolved	Reopened	Rejected	Resolved in SLA	Resolved with SLA Breached
Chattisgarh	Jagdalpur (M Corp.)	Yes	2	77	12	0	60	1	4	38	22
Madhya Pradesh	Damoh (M)	Yes	9	1072	4	0	1067	1	0	882	185
Maharashtra	Amravati (M Corp.)	Yes	56	813	0	199	483	0	131	96	387
Bihar	Bodh Gaya	No	0	0	0	0	0	0	0	0	0
Rajasthan	Ajmer (M Corp.)	Yes	16	1431	0	0	1210	1	220	798	412
Telangana	Karimnagar (M Corp.)	Yes	1	71	32	6	4	0	29	2	2
Andhra Pradesh	Bhimavaram(M Corp)	Yes	7	34	4	0	26	2	2	1	25
Maharashtra	Aurangabad (NP)	Yes	0	14	14	0	0	0	0	0	0
Madhya Pradesh	Datia (M)	Yes	0	34	34	0	0	0	0	0	0
Madhya Pradesh	Dewas (M Corp.)	Yes	13	15556	59	8	15382	16	91	15015	367
Maharashtra	Badlapur (M Cl)	Yes	3	240	0	1	225	1	13	70	155
Maharashtra	Barshi (M Cl)	Yes	0	13	2	11	0	0	0	0	0
Arunachal Pradesh	Itanagar	No	0	0	0	0	0	0	0	0	0
Haryana	Ambala (M Cl)	Yes	0	46	46	0	0	0	0	0	0
Maharashtra	Bhiwandi (M Corp.)	Yes	19	37	29	0	2	0	6	1	1
Rajasthan	Alwar (M Cl)	Yes	0	161	156	0	3	2	0	2	1
Gujarat	Gadhada (M)	Yes	0	4	4	0	0	0	0	0	0
Gujarat	Gandhidham (M)	Yes	7	116	75	2	29	3	7	8	21
Karnataka	Bellary (M Corp.)	Yes	0	9	8	0	1	0	0	0	1
Haryana	Bahadurgarh (M Cl)	Yes	0	10	10	0	0	0	0	0	0
Uttarakhand	Dehradun (M.Corp)	Yes	8	89	19	0	63	0	7	12	51
Andhra Pradesh	Chilakaluripet (M)	Yes	2	7	5	1	0	0	1	0	0
Andhra Pradesh	Chittoor (M)	Yes	6	209	2	0	16	0	191	3	13
Rajasthan	Baran (M)	Yes	3	47	23	5	1	0	18	0	1
Rajasthan	Beawar (M Cl)	Yes	4	58	0	0	56	2	0	1	55
Madhya Pradesh	Guna (M)	Yes	4	115	28	36	20	0	31	4	16
Haryana	Bhiwani (M Cl)	Yes	0	36	35	0	1	0	0	1	0
Karnataka	Bhadravati (M Cl)	Yes	9	3	1	0	2	0	0	2	0
Karnataka	Bidar (CMC)	Yes	1	7	6	0	1	0	0	1	0
Haryana	Faridabad (M Corp.)	Yes	8	1241	0	225	826	42	148	93	733
Madhya Pradesh	Gwalior (M Corp.)	Yes	25	177178	232	9	176807	29	101	165752	11055
Telangana	Khammam (M)	Yes	1	36	32	1	1	0	2	1	0
Madhya Pradesh	Hoshangabad (M)	Yes	1	6099	22	2	6048	2	25	5879	169
Uttar Pradesh	Azamgarh (NPP)	Yes	0	27	27	0	0	0	0	0	0
Tamil Nadu	Erode (M.Corp)	Yes	13	83534	17	8	83298	199	12	69233	14065
Haryana	Gurgaon (M Corp.)	Yes	11	674	113	14	382	5	160	180	202
Rajasthan	Bharatpur (M Cl)	Yes	0	44	44	0	0	0	0	0	0

Status of Cities on Swachhat App

State	ULB	Agency Exists on App	Engineers Using App	Complaint Count	Open Complaint	On the Job	Resolved	Reopened	Rejected	Resolved in SLA	Resolved with SLA Breached
Karnataka	Bijapur (NP)	Yes	0	9	9	0	0	0	0	0	0
Andhra Pradesh	Dharmavaram (M)	Yes	0	5	5	0	0	0	0	0	0
Gujarat	Gandhinagar (NA)	Yes	18	1694	3	1	1688	1	1	1357	331
Andaman and Nicobar Isl	Port Blair (M Cl)	Yes	3	2	2	0	0	0	0	0	0
Bihar	Buxar (Nagar Parishad)	Yes	0	63	63	0	0	0	0	0	0
Uttar Pradesh	Bahraich (NPP)	Yes	1	8	8	0	0	0	0	0	0
Maharashtra	Bhusawal (M Cl)	Yes	4	4	4	0	0	0	0	0	0
Karnataka	Chikmagalur (CMC)	Yes	0	1	1	0	0	0	0	0	0
Maharashtra	Bid (M Cl)	Yes	5	129	75	7	42	0	5	10	32
Tamil Nadu	Hosur (M)	Yes	6	707	4	114	553	0	36	206	347
Dadra and Nagar Haveli	Silvasa	No	0	0	0	0	0	0	0	0	0
Maharashtra	Chandrapur(M CL)	Yes	13	98	0	9	75	0	14	2	73
Maharashtra	Dhule (M Corp.)	Yes	10	198	11	62	90	2	33	39	51
Madhya Pradesh	Indore (M Corp.)	Yes	88	2219	77	0	1954	10	178	746	1208
Gujarat	Godhra (M)	Yes	8	2422	0	1	2342	0	79	1874	468
Telangana	Mahbubnagar (M)	Yes	18	26	3	0	23	0	0	4	19
Rajasthan	Bhilwara (M Cl)	Yes	1	149	32	0	110	6	1	3	107
Bihar	Chapra (Nagar Parishad)	Yes	4	55	51	3	1	0	0	1	0
Rajasthan	Bhiwadi (M)	Yes	0	16	16	0	0	0	0	0	0
Bihar	Darbhanga (M Corp.)	Yes	0	22	22	0	0	0	0	0	0
Punjab	Barnala (M Cl)	Yes	0	16	5	9	0	0	2	0	0
Andhra Pradesh	Eluru (M Corp.)	Yes	0	6	6	0	0	0	0	0	0
Uttar Pradesh	Ballia (NPP)	Yes	0	29	1	0	0	2	26	0	0
Tamil Nadu	Kancheepuram (M)	Yes	10	421	186	0	32	1	202	12	20
Andhra Pradesh	Gudivada (M)	Yes	0	4	4	0	0	0	0	0	0
Maharashtra	Gondiya (M Cl)	Yes	3	2	0	0	1	0	1	0	1
Gujarat	Gondal (M)	Yes	4	83	62	9	10	0	2	4	6
Uttar Pradesh	Banda (NPP)	Yes	0	6	6	0	0	0	0	0	0
Gujarat	Jamnagar (M Corp.)	Yes	17	3015	147	16	2630	16	206	2415	215
Gujarat	Jetpur Navagadh (M)	Yes	2	470	0	0	416	0	54	269	147
Kerala	Guruvayoor (M)	Yes	2	0	0	0	0	0	0	0	0
Andhra Pradesh	Gudivada (M)	Yes	0	4	4	0	0	0	0	0	0
Bihar	Dehri	No	0	0	0	0	0	0	0	0	0
Rajasthan	Bikaner (M Corp.)	Yes	13	789	475	8	243	32	31	21	222
Kerala	Kannur (M)	Yes	0	4	4	0	0	0	0	0	0
Uttar Pradesh	Baraut	No	0	0	0	0	0	0	0	0	0
Rajasthan	Bundi (M)	Yes	0	36	34	0	2	0	0	2	0

Status of Cities on Swachhat App

State	ULB	Agency Exists on App	Engineers Using App	Complaint Count	Open Complaint	On the Job	Resolved	Reopened	Rejected	Resolved in SLA	Resolved with SLA Breached
Haryana	Hisar (M Cl)	Yes	0	74	72	0	2	0	0	1	1
Uttar Pradesh	Bareilly (M Corp.)	Yes	5	149	14	3	110	1	21	11	99
Haryana	Jind (M Cl)	Yes	2	107	34	1	55	0	17	31	24
Karnataka	Chitradurga (CMC)	Yes	0	4	2	0	2	0	0	2	0
Haryana	Kaithal (M Cl)	Yes	6	38	38	0	0	0	0	0	0
Bihar	Dinapur Nizamat	No	0	0	0	0	0	0	0	0	0
Maharashtra	Greater Mumbai (M Corp.)	Yes	80	5743	1	28	5241	24	449	4490	751
Uttar Pradesh	Basti (NPP)	Yes	0	11	11	0	0	0	0	0	0
Uttar Pradesh	Budaun (NPP)	Yes	0	0	0	0	0	0	0	0	0
Uttar Pradesh	Bulandshahr (NPP)	Yes	0	1	1	0	0	0	0	0	0
Madhya Pradesh	Jabalpur (M Corp.)	Yes	37	62551	0	1	61930	0	620	58566	3364
Uttar Pradesh	Chandausi (NPP)	Yes	3	28	5	0	10	1	12	0	10
Gujarat	Junagadh (M Corp.)	Yes	24	10514	0	0	10301	0	213	7983	2318
Karnataka	Davanagere (M Corp.)	Yes	0	10	10	0	0	0	0	0	0
Maharashtra	Hinganghat (M Cl)	Yes	0	4	4	0	0	0	0	0	0
Uttar Pradesh	Deoria (NPP)	Yes	0	26	26	0	0	0	0	0	0
Uttar Pradesh	Etah (NPP)	Yes	0	92	40	0	52	0	0	51	1
Uttar Pradesh	Etawah (NPP)	Yes	0	16	15	0	1	0	0	1	0
Bihar	Gaya (M Corp.)	Yes	0	38	38	0	0	0	0	0	0
Punjab	Batala (M Cl)	Yes	1	7	7	0	0	0	0	0	0
Uttar Pradesh	Faizabad (NPP)	Yes	0	10	0	2	1	0	7	0	1
Uttar Pradesh	Farrukhabad-cum-Fatehgarh	Yes	0	0	0	0	0	0	0	0	0
Uttar Pradesh	Fatehpur (M)	Yes	0	3	3	0	0	0	0	0	0
Rajasthan	Chittaurgarh (M)	Yes	0	77	75	0	2	0	0	2	0
Andhra Pradesh	Guntur (M Corp.)	Yes	37	752	0	17	594	1	140	187	407
Daman and Diu	Diu(Mcorp)	No	0	4	4	0	0	0	0	0	0
Maharashtra	Ichalkaranji (M Cl)	Yes	41	422	13	2	399	1	7	174	225
Rajasthan	Churu (M Cl)	Yes	1	48	34	0	4	0	10	1	3
Andhra Pradesh	Hindupur (M)	Yes	0	0	0	0	0	0	0	0	0
Uttar Pradesh	Firozabad (NPP)	Yes	0	7	7	0	0	0	0	0	0
Uttarakhand	Haldwani-cum-Kathgodam (M	Yes	0	2	2	0	0	0	0	0	0
Uttar Pradesh	Ghaziabad (M Corp.)	Yes	5	518	145	0	283	9	81	81	202
Tamil Nadu	Karaikkudi (M)	Yes	6	141	30	79	26	0	6	8	18
Karnataka	Gadag-Betigeri (CMC)	Yes	0	9	2	2	4	1	0	1	3
Haryana	Karnal (M Cl)	Yes	1	13464	0	2	13444	0	18	12524	920
Rajasthan	Dhaulpur (M)	Yes	0	87	86	0	1	0	0	1	0
Uttar Pradesh	Ghazipur (NPP)	Yes	3	496	61	0	1	0	434	0	1

Status of Cities on Swachhat App

State	ULB	Agency Exists on App	Engineers Using App	Complaint Count	Open Complaint	On the Job	Resolved	Reopened	Rejected	Resolved in SLA	Resolved with SLA Breached
Telangana	Miryalaguda (M)	Yes	0	1	1	0	0	0	0	0	0
Andhra Pradesh	Kadapa (M Corp.)	Yes	0	59	58	0	1	0	0	1	0
Andhra Pradesh	Kakinada (M Corp.)	Yes	19	2992	45	7	2922	5	13	2537	385
Uttar Pradesh	Gonda (NPP)	Yes	0	11	11	0	0	0	0	0	0
Karnataka	Gangawati	No	0	0	0	0	0	0	0	0	0
Tamil Nadu	Kumbakonam (M)	Yes	10	696	55	11	541	1	88	446	95
Uttarakhand	Hardwar	No	0	0	0	0	0	0	0	0	0
Maharashtra	Jalgaon (M Corp.)	Yes	18	38	0	16	11	0	11	5	6
Himachal Pradesh	Kullu (M Cl)	Yes	0	5	4	0	0	0	1	0	0
Jammu and Kashmir	Leh	No	0	0	0	0	0	0	0	0	0
Bihar	Hajipur (Nagar Parishad)	Yes	0	244	13	4	224	0	3	76	148
Maharashtra	Jalna (M Cl)	Yes	7	45	31	0	1	1	12	1	0
Rajasthan	Ganganagar (M Cl)	Yes	0	9	9	0	0	0	0	0	0
Uttar Pradesh	Gorakhpur (M Corp.)	Yes	0	35	35	0	0	0	0	0	0
Punjab	Bathinda (MC)	Yes	7	499	0	2	431	0	66	206	225
Rajasthan	Gangapur City (M)	Yes	0	23	23	0	0	0	0	0	0
Kerala	Kochi (M Corp.)	Yes	3	15	15	0	0	0	0	0	0
Andhra Pradesh	Kavali	No	0	0	0	0	0	0	0	0	0
Punjab	Firozpur (M Cl)	Yes	0	2	0	0	0	0	2	0	0
Daman and Diu	Daman (M Cl)	Yes	0	32	32	0	0	0	0	0	0
Bihar	Jamalpur (Nagar Parishad)	Yes	0	5	5	0	0	0	0	0	0
Bihar	Jehanabad (Nagar Parishad)	Yes	1	12	11	0	1	0	0	1	0
Uttarakhand	Kashipur (NPP)	Yes	1	2	0	0	2	0	0	1	1
Karnataka	Gulbarga (M Corp.)	Yes	3	12	5	1	5	0	1	1	4
Haryana	Palwal (M Cl)	Yes	0	23	23	0	0	0	0	0	0
Madhya Pradesh	Khandwa (M Corp.)	Yes	6	217	12	0	197	8	0	28	169
Uttarakhand	Nainital (NPP)	Yes	0	3	3	0	0	0	0	0	0
Punjab	Hoshiarpur (M Cl)	Yes	3	26	0	0	17	0	9	1	16
Uttar Pradesh	Hapur (NPP)	Yes	0	5	5	0	0	0	0	0	0
Tamil Nadu	Madurai (M Corp.)	Yes	11	1454	46	0	1399	3	6	1097	302
Karnataka	Hassan (CMC)	Yes	0	6	5	0	1	0	0	1	0
Telangana	Nalgonda (M)	Yes	6	17	15	0	2	0	0	1	1
Uttarakhand	Roorkee (NPP)	Yes	3	324	23	1	278	0	22	175	103
Maharashtra	Kalyan-Dombivli(M Corp.)	Yes	15	606	40	32	488	2	44	73	415
Andhra Pradesh	Kurnool (M Corp.)	Yes	13	1059	11	1	1015	1	31	933	82
Karnataka	Hospet (CMC)	Yes	0	20	19	0	0	0	1	0	0
Karnataka	Hubli-Dharwad(M Corp.)	Yes	12	156	39	0	92	4	21	13	79

Status of Cities on Swachhat App

State	ULB	Agency Exists on App	Engineers Using App	Complaint Count	Open Complaint	On the Job	Resolved	Reopened	Rejected	Resolved in SLA	Resolved with SLA Breached
Madhya Pradesh	Khargone (M)	Yes	16	368	1	0	316	0	51	184	132
Tamil Nadu	Nagapattinam (M)	Yes	3	120	0	6	108	0	6	41	67
Tamil Nadu	Nagercoil (M)	Yes	11	81	31	13	18	1	18	5	13
Jharkhand	Jamshedpur (NAC)	Yes	5	2111	3	9	2027	1	71	1894	133
Rajasthan	Hanumangarh (M Cl)	Yes	4	79	77	0	0	0	2	0	0
Madhya Pradesh	Mandsaur (M)	Yes	1	1245	0	0	1225	0	20	1110	115
Uttar Pradesh	Hardoi (NPP)	Yes	0	7	7	0	0	0	0	0	0
Madhya Pradesh	Morena (M)	Yes	0	73	64	0	9	0	0	8	1
Gujarat	Kalol (M)	Yes	9	392	0	0	362	0	30	154	208
Andhra Pradesh	Machilipatnam (M)	Yes	0	1	1	0	0	0	0	0	0
Chattisgarh	Korba (M Corp.)	Yes	12	2796	20	0	2728	3	45	2544	184
Rajasthan	Hindaun	No	0	0	0	0	0	0	0	0	0
Tamil Nadu	Pallavaram (M)	Yes	11	17	6	0	0	11	0	0	0
Gujarat	Mehsana (MC)	Yes	6	697	676	0	5	0	16	3	2
Andhra Pradesh	Madanapalle (M)	Yes	0	2	2	0	0	0	0	0	0
Gujarat	Morvi (M)	Yes	2	304	71	1	173	3	56	34	139
Chattisgarh	Raigarh (M Corp.)	Yes	3	164	0	0	147	0	17	99	48
Tamil Nadu	Pudukkottai (M)	Yes	8	106	41	11	22	0	32	13	9
Maharashtra	Kheda (M Corp.)	Yes	0	153	87	4	46	0	16	5	41
Jharkhand	Mango (NAC)	Yes	7	168	25	5	113	2	23	32	81
Madhya Pradesh	Katni (M Corp.)	Yes	6	34964	0	2	34834	0	128	34660	174
Punjab	Jalandhar (M Corp.)	Yes	18	842	0	103	549	0	190	38	511
Rajasthan	Jaipur (M Corp.)	Yes	134	15963	406	147	12748	164	2498	3223	9525
Punjab	Khanna (M Cl)	Yes	4	2	1	0	1	0	0	1	0
Bihar	Katihar (M Corp.)	Yes	0	29	28	0	1	0	0	0	1
Tripura	Agartala (M Cl)	No	0	2	2	0	0	0	0	0	0
Bihar	Kishanganj (Nagar Parishad)	Yes	1	54	14	2	22	0	16	7	15
Punjab	Ludhiana (M Corp.)	Yes	30	396	0	27	316	0	53	49	267
Tamil Nadu	Rajapalayam (M)	Yes	11	253	2	36	190	2	23	71	119
Uttar Pradesh	Hathras	No	0	0	0	0	0	0	0	0	0
Maharashtra	Latur (M Cl)	Yes	16	56	40	8	2	0	6	2	0
Madhya Pradesh	Nagda (M)	Yes	1	18	3	0	15	0	0	1	14
Andhra Pradesh	Nandyal (M)	Yes	0	38	38	0	0	0	0	0	0
Haryana	Panchkula (M Cl)	Yes	9	105	90	0	1	1	13	0	1
Karnataka	Kolar (M)	Yes	0	6	6	0	0	0	0	0	0
Uttar Pradesh	Jaunpur (NPP)	Yes	13	132	22	1	91	0	18	62	29
Madhya Pradesh	Neemuch (M)	Yes	9	29505	59	10	29320	4	112	28533	787

Status of Cities on Swachhat App

State	ULB	Agency Exists on App	Engineers Using App	Complaint Count	Open Complaint	On the Job	Resolved	Reopened	Rejected	Resolved in SLA	Resolved with SLA Breached
Gujarat	Nadiad (M)	Yes	10	5431	0	1	5404	1	25	4774	630
Kerala	Kollam (M Corp.)	Yes	0	5	5	0	0	0	0	0	0
Maharashtra	Malegaon (M Corp.)	Yes	15	390	31	6	315	2	36	157	158
Manipur	Imphal (MCI)	Yes	4	131	7	5	116	0	3	73	43
Andhra Pradesh	Narasaraopet (M)	Yes	4	5	1	0	4	0	0	0	4
Andhra Pradesh	Nellore (M Corp.)	Yes	14	45	43	0	1	1	0	1	0
Andhra Pradesh	Ongole (M)	Yes	26	297	43	3	246	2	3	138	108
Maharashtra	Mira-Bhayandar (M Corp.)	Yes	14	1307	0	3	587	0	717	152	435
Assam	Nagaon (MB)	Yes	4	16849	12	8	16774	4	51	16384	390
Maharashtra	Nagpur (M Corp.)	Yes	51	1595	321	231	814	7	222	559	255
Karnataka	Mandya (CMC)	Yes	0	20	19	0	1	0	0	1	0
Punjab	Malerkotla (M Cl)	Yes	1	3	0	0	3	0	0	2	1
Sikkim	Gangtok (M Corp.)	Yes	1	25	23	0	2	0	0	1	1
Rajasthan	Jhalawar (M)	Yes	0	35	35	0	0	0	0	0	0
Maharashtra	Nanded Waghala (M Corp.)	Yes	18	634	27	54	460	0	93	211	249
Andhra Pradesh	Proddatur (M)	Yes	0	5	5	0	0	0	0	0	0
Uttar Pradesh	Jhansi (M Corp.)	Yes	5	2097	0	13	2067	0	17	1663	404
Karnataka	Mangalore (M Corp.)	Yes	14	114	0	80	28	0	6	5	23
Tamil Nadu	Rameswaram (M)	Yes	2	112	26	0	84	0	2	21	63
Andhra Pradesh	Rajahmundry (M Corp.)	Yes	0	22	22	0	0	0	0	0	0
Rajasthan	Jhunjhunun (M Cl)	Yes	5	125	1	15	21	0	88	2	19
Rajasthan	Jodhpur (M Corp.)	Yes	69	866	598	82	110	4	72	9	101
Punjab	Moga (M Cl)	Yes	5	31	0	14	17	0	0	5	12
Karnataka	Mysore (M Corp.)	Yes	68	8727	45	132	7052	7	1491	5546	1506
Maharashtra	Nandurbar(M corp)	Yes	3	48	16	3	29	0	0	20	9
Andhra Pradesh	Srikakulam (M)	Yes	4	90	0	0	28	0	62	8	20
Uttar Pradesh	Kanpur (M Corp.)	Yes	30	1254	16	14	1141	0	83	629	512
Uttar Pradesh	Kasganj	No	0	0	0	0	0	0	0	0	0
Tamil Nadu	Salem (M Corp.)	Yes	56	4880	127	154	4326	21	252	2368	1958
Gujarat	Navsari (M)	Yes	4	15714	1	0	15711	2	0	10893	4818
Bihar	Motihari	No	0	0	0	0	0	0	0	0	0
Bihar	Munger (M Corp.)	Yes	0	9	9	0	0	0	0	0	0
Uttar Pradesh	Khurja	No	0	0	0	0	0	0	0	0	0
Jammu and Kashmir	Anantnag	No	0	0	0	0	0	0	0	0	0
Uttar Pradesh	Lakhimpur	No	0	0	0	0	0	0	0	0	0
Uttar Pradesh	Lalitpur (NPP)	Yes	0	5	5	0	0	0	0	0	0
Rajasthan	Kishangarh (M Cl)	Yes	3	53	52	0	1	0	0	0	1

Status of Cities on Swachhat App

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Uttar Pradesh	Loni (NPP)	Yes	0	4	4	0	0	0	0	0	0
Bihar	Muzaffarpur (M Corp.)	Yes	0	107	106	0	1	0	0	1	0
Bihar	Patna (M Corp.)	Yes	1	810	130	3	615	38	24	352	263
Uttar Pradesh	Lucknow (M Corp.)	Yes	28	294	153	68	40	1	32	4	36
Uttar Pradesh	Mainpuri (NPP)	Yes	0	7	7	0	0	0	0	0	0
Rajasthan	Kota (M Corp.)	Yes	16	270	260	0	1	0	9	0	1
Uttar Pradesh	Mathura (NPP)	Yes	3	48	6	0	28	0	14	1	27
Uttar Pradesh	Maunath Bhanjan (NPP)	Yes	0	0	0	0	0	0	0	0	0
Rajasthan	Nagaur (M)	Yes	0	88	87	0	1	0	0	0	1
Karnataka	Raichur (CMC)	Yes	0	3	3	0	0	0	0	0	0
Kerala	Kozhikode	No	0	0	0	0	0	0	0	0	0
Rajasthan	Pali (M Cl)	Yes	0	47	46	0	1	0	0	1	0
Maharashtra	Nashik (M Corp.)	Yes	0	71	70	0	1	0	0	1	0
Uttar Pradesh	Meerut (M Corp.)	Yes	9	60	31	5	13	1	10	6	7
Uttar Pradesh	Mirzapur-cum-Vindhyachal (	Yes	0	0	0	0	0	0	0	0	0
Kerala	Palakkad (M)	Yes	0	17	17	0	0	0	0	0	0
Gujarat	Palanpur (M)	Yes	3	146	18	20	97	1	10	16	81
Maharashtra	Navi Mumbai (M Corp.)	Yes	93	4459	9	10	4124	6	310	3418	706
Jammu and Kashmir	Jammu (M Corp.)	Yes	21	30	13	0	10	1	6	2	8
Madhya Pradesh	Omkareshwar (NP)	Yes	3	21	2	6	2	0	11	1	1
Andhra Pradesh	Srikalahasti (M)	Yes	0	8	8	0	0	0	0	0	0
Haryana	Panipat (M Cl)	Yes	0	52	52	0	0	0	0	0	0
Uttar Pradesh	Modinagar (NPP)	Yes	3	23	6	1	11	0	5	1	10
Rajasthan	Sawai Madhopur (M)	Yes	0	48	47	0	1	0	0	0	1
Goa	Panaji	Yes	0	0	0	0	0	0	0	0	0
Uttar Pradesh	Moradabad (M Corp.)	Yes	0	56	52	0	4	0	0	3	1
Telangana	Nizamabad (NP)	No	0	4	4	0	0	0	0	0	0
Maharashtra	Osmanabad (M Cl)	Yes	0	6	6	0	0	0	0	0	0
Haryana	Rewari (M Cl)	Yes	0	47	30	0	17	0	0	16	1
Bihar	Purnia (M Corp.)	Yes	1	77	68	0	8	1	0	3	5
Haryana	Rohtak (M Cl)	Yes	2	98	19	3	44	3	29	7	37
Haryana	Sirsa (M Cl)	Yes	0	14	13	0	0	1	0	0	0
Tamil Nadu	Tambaram	No	0	0	0	0	0	0	0	0	0
Rajasthan	Sikar (M Cl)	Yes	11	467	103	37	164	3	160	28	136
Kerala	Thiruvananthapuram (M Cor	Yes	58	21	18	0	0	0	3	0	0
Uttar Pradesh	Mughalsarai	No	0	0	0	0	0	0	0	0	0
Maharashtra	Panvel (M Cl)	Yes	3	536	59	10	86	27	354	12	74

Status of Cities on Swachhat App

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Maharashtra	Parbhani (M Cl)	Yes	7	2228	32	7	2020	9	160	1559	461
Bihar	Saharsa (Nagar Parishad)	Yes	0	44	43	0	1	0	0	1	0
Maharashtra	Pimpri Chinchwad (M Corp.)	Yes	42	553	27	6	438	3	79	94	344
Uttar Pradesh	Muzaffarnagar (NPP)	Yes	4	17	9	1	4	0	3	1	3
Uttar Pradesh	Noida (MC)	No	0	54	50	0	2	0	2	2	0
Uttar Pradesh	Orai (NPP)	Yes	10	6	3	0	3	0	0	2	1
Madhya Pradesh	Pithampur (M)	Yes	9	3715	5	1	3698	3	8	3595	103
Gujarat	Patan (NP)	Yes	7	964	2	0	882	0	80	775	107
Andhra Pradesh	Tadepalligudem (M)	Yes	0	10	7	0	0	0	3	0	0
Gujarat	Porbandar (M)	Yes	1	155	72	3	49	1	30	5	44
Assam	Silchar (MB)	Yes	9	613	30	0	574	6	3	163	411
Maharashtra	Pune (M Corp.)	Yes	136	6056	0	11	5676	5	364	3834	1842
Madhya Pradesh	Ratlam (M Corp.)	Yes	3	26678	0	9	26584	0	85	26465	119
Odisha	Bhadrak (M)	Yes	2	5	5	0	0	0	0	0	0
Maharashtra	Sangli-Miraj Kupwad (M Corp	Yes	13	13767	205	38	13513	1	10	10927	2586
Haryana	Sonipat (M Cl)	Yes	0	12	12	0	0	0	0	0	0
Maharashtra	Satara (M Cl)	Yes	5	100	0	28	29	0	43	27	2
Madhya Pradesh	Rewa (M Corp.)	Yes	2	16221	190	0	16026	5	0	14778	1248
Maharashtra	Shirdi (NP)	Yes	5	9	0	0	7	0	2	0	7
Maharashtra	Solapur (M Corp.)	Yes	68	1567	0	1	1454	0	112	608	846
Telangana	Ramagundam (M)	Yes	3	29	18	5	4	2	0	0	4
Uttar Pradesh	Pilibhit (NPP)	Yes	0	3	3	0	0	0	0	0	0
Andhra Pradesh	Tadipatri(Mcorp)	No	0	11	11	0	0	0	0	0	0
Chattisgarh	Raipur (M Corp.)	Yes	2	1315	195	112	995	4	9	818	177
Gujarat	Rajkot (M Corp.)	Yes	19	11218	0	0	10776	1	441	9879	897
Uttarakhand	Rudrapur (NPP)	Yes	0	1	0	0	1	0	0	1	0
Punjab	Muktsar	No	0	0	0	0	0	0	0	0	0
Uttar Pradesh	Rae Bareli (NPP)	Yes	0	11	11	0	0	0	0	0	0
Tamil Nadu	Thanjavur	No	0	0	0	0	0	0	0	0	0
Maharashtra	Thane (M Corp.)	Yes	46	779	78	257	271	0	173	93	178
Gujarat	Surat (M Corp.)	Yes	29	40099	0	158	39847	0	94	33527	6320
Maharashtra	Udgir (M Cl)	Yes	1	2	0	2	0	0	0	0	0
Rajasthan	Surajgarh (M)	Yes	0	9	9	0	0	0	0	0	0
Madhya Pradesh	Sagar (M Corp.)	Yes	5	6754	26	0	6684	3	41	6499	185
Punjab	Pathankot (M Cl)	Yes	6	279	33	9	187	1	49	67	120
Kerala	Thrissur (M Corp.)	Yes	0	9	8	0	1	0	0	1	0
Rajasthan	Tonk (M Cl)	Yes	0	63	61	0	1	1	0	1	0

Status of Cities on Swachhat App

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Bihar	Warangal (M.Corp.)	Yes	15	10681	260	26	10141	13	241	9005	1136
Andhra Pradesh	Tenali (M)	Yes	7	16	2	0	10	0	4	0	10
Andhra Pradesh	Tirupati (M Corp.)	Yes	21	19839	268	95	19211	19	246	18762	449
Uttar Pradesh	Rampur (NPP)	Yes	5	12	0	0	3	2	7	0	3
Uttar Pradesh	Saharanpur (M Corp.)	Yes	8	2010	40	0	1967	3	0	1780	187
Uttar Pradesh	Sambhal (NPP)	Yes	0	4	0	0	0	0	4	0	0
Odisha	Bhubaneswar (MC)	Yes	33	959	1	124	791	25	18	589	202
Punjab	Patiala (M Corp)	Yes	1	31	16	4	8	0	3	3	5
Uttar Pradesh	Shahjahanpur (NPP)	Yes	0	4	4	0	0	0	0	0	0
Maharashtra	Ulhasnagar (M Corp.)	Yes	19	180	32	27	79	1	41	36	43
Tamil Nadu	Thoothukkudi (M Corp.)	Yes	14	2	0	0	0	0	2	0	0
Rajasthan	Udaipur (M Cl)	Yes	0	413	412	0	1	0	0	1	0
Tamil Nadu	Tiruchirappalli (M Corp.)	Yes	87	7555	0	15	6498	1	1041	5012	1486
Madhya Pradesh	Satna (M Corp.)	Yes	8	3643	220	74	3167	3	179	2679	488
Gujarat	Surendranagar Dudhrej (M)	Yes	14	467	0	24	236	0	207	9	227
Maharashtra	Vasai (M Corp.)	Yes	11	843	44	12	755	2	30	559	196
Karnataka	Robertson Pet (CMC)	Yes	0	0	0	0	0	0	0	0	0
Odisha	Brahmapur (MC)	Yes	10	315	0	1	241	0	73	79	162
Maharashtra	Wardha (M Cl)	Yes	0	17	15	0	2	0	0	2	0
Andhra Pradesh	Vijayawada (M Corp.)	Yes	50	22412	0	118	22229	0	65	20497	1732
Karnataka	Shimoga (CMC)	Yes	19	4	3	0	1	0	0	0	1
Gujarat	Vadodara (M Corp.)	Yes	12	17113	0	0	17023	22	68	16183	840
Uttar Pradesh	Shamli	No	0	0	0	0	0	0	0	0	0
Uttar Pradesh	Shikohabad (NPP)	Yes	0	1	0	0	1	0	0	0	1
Gujarat	Valsad (M)	Yes	2	152	55	2	15	0	80	7	8
Maharashtra	Yavatmal (M Cl)	Yes	6	234	2	37	123	0	72	14	109
Uttar Pradesh	Sitapur (NPP)	No	0	42	42	0	0	0	0	0	0
Tamil Nadu	Tirunelveli (M Corp.)	Yes	10	78	4	1	57	0	16	5	52
Telangana	Siddipet (M)	Yes	2	5	0	2	3	0	0	1	2
Karnataka	Tumkur (CMC)	Yes	5	41	18	1	10	0	12	3	7
Madhya Pradesh	Sehore (M)	Yes	14	4217	0	0	4211	4	2	4001	210
Madhya Pradesh	Seoni (NP)	Yes	0	29	0	0	0	0	29	0	0
Tamil Nadu	Tiruppur (M.Corp)	Yes	25	19196	0	0	18812	4	380	17568	1244
Bihar	Siwan (Nagar Parishad)	Yes	0	7	7	0	0	0	0	0	0
Gujarat	Vapi (M)	Yes	5	4713	0	0	4673	0	40	4463	210
Odisha	Cuttack (MC)	Yes	15	83	7	37	28	0	11	2	26
Madhya Pradesh	Shivpuri (M)	Yes	1	97	0	0	97	0	0	43	54

Status of Cities on Swachhat App

State	ULB	Agency Exists on App	Engineers Using App	Complaint Count	Open Complaint	On the Job	Resolved	Reopened	Rejected	Resolved in SLA	Resolved with SLA Breached
Tamil Nadu	Tiruvannamalai (M)	Yes	10	206	51	50	33	0	72	19	14
Punjab	M Corp. SAS Nagar (Mohali)	Yes	6	1544	0	0	1510	0	34	1475	35
Gujarat	Veraval (M)	Yes	10	427	37	61	279	21	29	185	94
Karnataka	Udupi (CMC)	Yes	0	6	6	0	0	0	0	0	0
Uttar Pradesh	Sultanpur (M Cl)	Yes	0	20	15	0	1	0	4	1	0
Haryana	Thanesar (M Cl)	Yes	0	6	6	0	0	0	0	0	0
Chattisgarh	Rajnandgaon (M Corp.)	Yes	0	202	0	0	201	0	1	168	33
Odisha	Puri (M)	Yes	7	155	3	0	131	1	20	35	96
Mizoram	Aizawl (NT)	Yes	4	14	3	0	10	0	1	9	1
Madhya Pradesh	Singrauli (M Corp.)	Yes	5	13972	0	11	13868	1	92	13046	822
Jharkhand	Ranchi (M Corp.)	Yes	4	26682	74	15	26465	25	103	23180	3285
Madhya Pradesh	Ujjain (M Corp.)	Yes	10	2426	111	186	1744	2	383	1260	484
Odisha	Raurkela Town (M)	Yes	33	126	1	3	78	1	43	33	45
Telangana	Suryapet (M)	Yes	2	182	0	0	164	0	18	155	9
Madhya Pradesh	Vidisha (M)	Yes	2	169	162	0	5	0	2	4	1
Haryana	Yamunanagar (M Cl)	Yes	0	38	38	0	0	0	0	0	0
Telangana	Warangal (M.Corp.)	Yes	15	10681	260	26	10141	13	241	9005	1136
Uttar Pradesh	Unnao (NPP)	Yes	0	25	24	0	0	0	1	0	0
Andhra Pradesh	GVMC	Yes	74	22777	4	8	20589	0	2176	17085	3504
Andhra Pradesh	Vizianagaram (M)	Yes	11	315	26	20	190	3	76	20	170
Lakshadweep	Kavaratti	No	0	0	0	0	0	0	0	0	0
Odisha	Sambalpur (M)	Yes	5	60	38	17	4	0	1	0	4
Uttar Pradesh	Varanasi (M Corp.)	Yes	92	13039	138	282	11229	235	1155	9216	2013
Tamil Nadu	Velankanni (TP)	Yes	1	46	6	0	39	0	1	16	23
Puducherry	Puducherry (M)	No	6	31	8	0	6	0	17	6	0
Tamil Nadu	Vellore (M. Corp)	Yes	7	231	0	0	181	1	49	75	106