



D.O.No. 06/06/2017-SBM I

Dated: 23rd June, 2017

Sub: Inclusion of services of Swachhata App under the State Public Service Delivery Act.

Respected Sir/ Madam,

As you are aware that **Swachh Bharat Mission (SBM)** is one of the most important flagship mission of the Government of India. SBM aims to achieve a clean and open defecation free India by 2019 via a participatory approach of involving massive citizen involvement.

2. In this context, MoUD has signed a **MoU with Janaagraha Centre for Citizenship and Democracy**, on 4th February 2016 for implementation and rollout of Swachhata web and mobile application.

3. The **Swachhata mobile application was launched by the Hon'ble Urban Development Minister**, Ministry of Urban Development (MoUD), Govt. of India on 6th August 2016 to facilitate redressal of cleanliness related grievance of citizens under SBM (Urban).

4. The application provides an interface to citizens to **report complaints / grievances with respect to cleanliness**. Mentioned below are some of the salient features of the Swachhata MoUD App:

- Citizens can report complaints / grievances by clicking and uploading a photograph of the issue to be reported.
- Complaints / grievances can be reports under 9 different categories with defined **Service Levels Agreement** (*enclosed at Annexure 1 to this letter*) for resolution by the Urban Local Bodies (ULBs)
- The complaint is routed to the concerned ULB. An interface is provided to the ULBs (Agency Portal & Engineer's App) for resolving the complaints / grievances and providing the status back to the citizens.
- A website and dashboard is developed for stakeholders at City (ULB), State and Center allows them to review the complaints and resolution status,
- The application is available in English and six other regional languages

5. The Swachhata App is being actively used by the ULBs of more than 1700 cities, 11.91 lakh citizens have downloaded it across the country and more than 10 lakh complaints have been resolved.

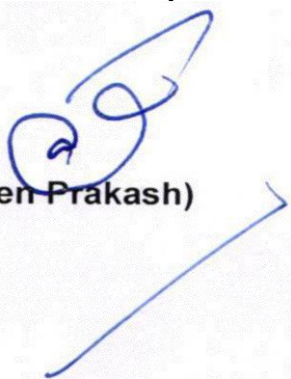
6. In view of the above, as the app is receiving lot of traction at the city level, it is proposed that if the services which are available on the Swachhata app are **enacted via the State Public Service Delivery Act** in your state it will provide thrust and mandate to the ULBs to resolve the complaints / grievance reports by the citizens.

7. In case the complaint / grievance is not resolved in the defined Service Level Agreement the appropriate compensation to be paid to the citizen in accordance to the **State Public Service Delivery Act/ rules**. The resolution of the complaint / grievance will be **considered as resolved once the municipal officer / engineer closes it on Swachhata app** after taking appropriate action.

8. I request you to kindly issue instructions to the concerned department to enact the services available in Swachhata app via the State Public Service Delivery Act.

With regards,

Yours sincerely,



(Praveen Prakash)

To:

1. Chief Secretaries of all States/UTs.

Copy To:

1. Principal Secretaries (UD) of all States/UTs
2. Mission Directors (SBM) of all States
3. Director (SBM), MoUD
4. Section (SBM I & II), MoUD

Annexure 1

Service Level Agreements - Swachhata app

#	Task	Service Level Agreement
1	Dead Animals	48 Hours
2	Dustbins not cleaned	12 Hours
3	Garbage Dumps	12 Hours
4	Public Toilet Blockage	12 Hours
5	Garbage Vehicle Not Arrived	12 Hours
6	Sweeping Not Done	12 Hours
7	No Electricity in Public Toilets	12 Hours
8	No Water supply in Public Toilets	12 Hours
9	Toilets not cleaned	12 Hours