



D.O. No. MD-SBM/RS/21/2016



Dated 26th July, 2016

Sub: National Go-Live of Swachhata App and On-Boarding of ULBs – Reg.

Dear Sir/Madam,

This is in reference to the D.O. letter No. MD-SBM/RS/20/2016, dated 13th July 2016, regarding the national launch of Swachhata App.

2. In this regard, we would like to inform that the date of national Go-Live of the Swachhata App by the Hon'ble Minister of Urban Development Shri. M. Venkaiah Naidu is now **06th August 2016**.

3. It is important that prior to the national launch of the Swachhata App, Urban Local Bodies (ULBs) are on-board to use the Swachhata App.

4. At present, very few ULBs have registered to access the Swachhata App. Therefore, to enable on-boarding of ULBs we have created the access credential (login ID and Passwords) of the ULBs registered on Swachh Bharat Urban (SBM) Portal (<http://swachhbharaturban.gov.in/>). These access credentials are sent to the registered email ID on the SBM Urban portal.

5. Further details of the Swachhata app and steps to access it are enclosed at **Annexure-I**. The ULBs can contact the helpline number 9243090070 and write to the mail ID swachhbharat@janaagraha.org for resolution of technical issues.

6. I request you to kindly issue instructions to the concerned officers such that all ULBs of your state download and use the Swachhata App prior to the national Go-Live.

In anticipation of your kind support.

With Regards,

Yours sincerely,


(Praveen Prakash)

Enclosures:

1. Annexure I – Details of Swachhata App.

To,

1. Principal Secretaries / Secretaries, Urban Development Departments of all States/UTs

Copy to:

1. Mission Directors (SBM) – of all states
2. Municipal Commissioners of 75 Cities
3. Ms Sylvia Veeraghavan, Head, Civic Participation – Online, Janaagraha

Annexure I - 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 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.

AGENCY PORTAL

The agency portal can be accessed via 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 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

In case of queries, please call on 9243090070 or drop a mail to swachhbharat@janaagraha.org.