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भारत सरकार
आवासन और शहरी कार्य मंत्रालय
निर्माण भवन

GOVERNMENT OF INDIA
MINISTRY OF HOUSING AND URBAN AFFAIRS
NIRMAN BHAWAN

नई दिल्ली-110011, तारीख 20
New Delhi-110011, Dated the 20

D.O No. 15/11 /2017-SBM-1

Date: 31st October 2017

Sub: Integration of State/Cities based Apps with Swachhtha App

Dear Ms.Sylvia,

As you are aware, Ministry of Housing and Urban Affairs (MoHUA) under Swachh Bharat Mission is promoting SwachhataApp as citizen's grievance redressal tool. To promote SwachhataApp further, Swachh Survekshan-2018 also carries 400 marks out of total 4000 marks.

2. In place of SwachhataApp, few Urban Local Bodies (ULBs) have also developed and established their own Apps/grievance redressal tool to help their citizens in addressing cleanliness related issues.
3. Janaagraha had agreed to integrate all such Apps with SwachhataApp so that these ULBs continue to serve their citizens through their own Apps/grievance mechanism tool..
4. As Swachh Survekshan-2018 will start from 4th January 2018, States/cities are approaching the ministry to facilitate integration of their Apps with SwachhataApp so that they do not lose marks in the survey.


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5. In view of the above, kindly -

- i. Facilitate State/Cities and ensure that integration of the city based application is done at the earliest under the defined 9 categories/SLAs
- ii. Once the local applications are integrated with SwachataApp, their performance must reflect on the national SBM portal
- iii. Maintain sufficient bandwidth in the system as the number of downloads/complaints are expected to increase as we move closer to Swachh Survekshan 2018
- iv. Provide update with name of the States/cities where integration has happened between SwachhataApp and state/city based app

I look forward to your cooperation in making the Swachh Survekshan-2018 a success.

Yours sincerely


31/10/2017
(Naveen Kumar Agarwal)

To,

Ms. Sylvia Veeraraghavan,
Head – Civic Participation,
Janaagraha Centre for Citizenship and Democracy

Copy to:

1. All Mission Directors of States/UTs
2. Joint Secretary (SBM), Ministry of Housing and Urban Affairs