



सत्यमेव जयते

DO No. 15/32/2-17-5411-5.

Dated 20<sup>th</sup> Feb., 2018

Subject: Pilot initiation for Launch of Door to Door Collection Mobile App

Dear Commissioners,

In order to achieve the objective of clean cities which are free of all kind of waste, it is important to strengthen the ULBs to have means to encourage and effectively monitor door to door collection and service delivery for waste collection at household level.

2. To achieve the above objective, Ministry of Housing and Urban Affairs (MoHUA) has developed an integrated Door to Door Collection Mobile App with following features:
  - Real time update on arrival of Garbage Collector
  - Household and Bulk Generator registrations etc.
  - Service provider registration
  - Grievance Redressal
  - ePayment
3. This will also help ULBs in monitoring SLAs of service provider and effective service delivery to citizens.
4. It is proposed to do a pilot roll out of this App in one of the ward in your ULB, which can be decided at your end. The following activities are planned to undertake the pilot
  - a) Selection of suitable ward
  - b) Populate data of all the Households, Commercial Establishments, RWAs, Public Buildings and Bulk generators on the App;

- c) Populate details of service provider, Notification/ Bye laws associated with Door-to-door collection,
- d) Enable registration of various waste generators through municipal staff or service providers in the selected ward

5. A team from MoHUA will visit your office to give a demonstration of App and plan further steps. Necessary support in this regard may be facilitated to the team.

I look forward to your continuous support in Swachh Bharat Mission.

Yours Sincerely



**(V.K. Jindal)**

To:

Municipal Commissioner, Mysore

Municipal Commissioner, East Delhi Municipal Corporation

Municipal Commissioner, Ghaziabad