

**NAVEEN KUMAR AGARWAL**

**ADDITIONAL MISSION DIRECTOR  
SWACHH BHARAT MISSION**

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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. 15/9/2020-SBM-I

Date: 30<sup>th</sup> December 2020

Dear Sir / Madam,

At the outset we thank you for participation in the Safaimitra Suraksha Challenge of MOHUA.

2. As you are aware, a significant component of the Challenge is to address the service and complaint requests from the citizens regarding the sewerage and faecal systems through a Helpline Number – 14420.

3. Enclosed with this letter is the Standard Operation Procedure (SOP) to establish an Incidence Management System (IMS) for addressing the service and complaint requests received from the citizens on the Helpline Number – 14420, through an online tracking system.

4. Additionally, please note that SMS services are needed for ensuring the closing of the tickets. In this regard, the States/ULBs have to make their own arrangement of SMS gateway services for integration of API in the tracking application.

5. We request you to complete and confirm the establishment of Call Center and operationalization of the tracking system latest by 10<sup>th</sup> January 2021.

6. For any clarifications or queries, you may kindly reach out to:

- Shri. Manohar, (mobile no. +91 9550400090; email: enveswachhandhra@gmail.com)
- Shri. Rahul Jha, (mobile no. +91 9717622366; email: rahuljha@kpmg.com)
- Shri. Aurobind Upadhyay, (mobile no. +91 9971387771; email: aurobindu@kpmg.com)

With regards,

Yours Sincerely,

**(NAVEEN KUMAR AGARWAL)**

To

All State/UT Mission Directors of SBM-Urban participating in Safaimitra Suraksha Challenge.

All ULBs participating in Safaimitra Suraksha Challenge.