# Swachhata App & Swachh.city FAQs – Complaint Count

**Question(s) Addressed in this FAQ document:**

Why is my ULB's Complaint Count not increasing on Swachh.city portal?

---

**Why is my ULB's Complaint Count not increasing?**

Complaint Count not increasing on City Dashboard of Swachh.city for a ULB can be attributed to the following reason:

**Possible Issue(s):**

Outdated/incorrect KML file with gaps or wrong boundaries submitted by the ULB, will result in outdated or incorrect ULB boundaries mapped on Swachhata for the concerned ULB.
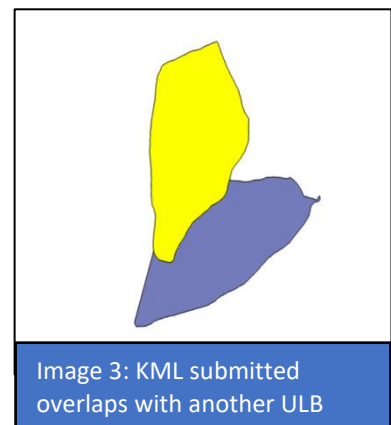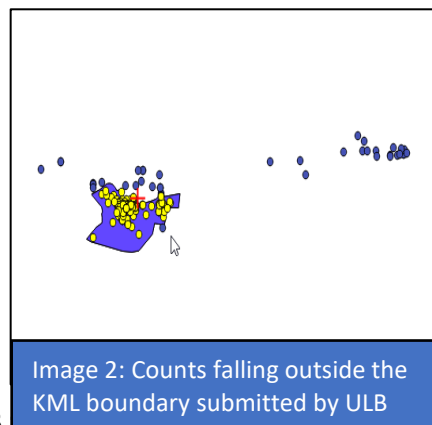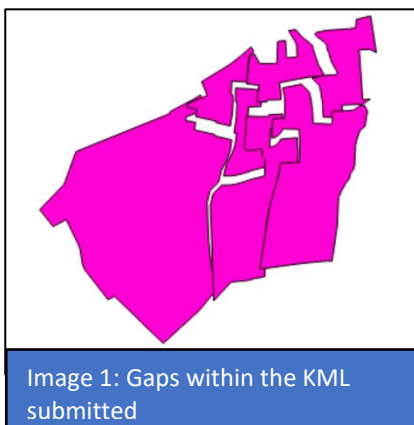
> Please refer to Swachhata KML document to understand how to submit correct KML files
>   i.   *Swachhata KML FAQ.pdf* – link http://swachh.city/assets/files/KML_FAQ.pdf

> If the geo-location of a complaint falls
>   1. Within the gaps of the of submitted KML for the ULB (image 1)
>   2. Outside the boundaries of KML submitted for the ULB (image 2)
>   3. Within the KML boundary submitted by the neighbouring ULB (image 3)

**Please note that the complaint count will not increase for the concerned ULB due to all of the 3 reasons stated above.** When a user registers a complaint on the App in a location not currently present with-in the submitted ULB boundary - the complaint count will not increase or reflect on Swachh.city portal for the concerned ULB.



Image 1: Gaps within the KML submitted



Image 2: Counts falling outside the KML boundary submitted by ULB



Image 3: KML submitted overlaps with another ULB

A.  ULB may re-submit updated and corrected KML file after verification at the State level.

ULBs can send corrected KML file to [swachhbharat@janaagraha.org](mailto:swachhbharat@janaagraha.org) support account with the subject line: <State Name> | <ULB Name> | <ULB Census Code> | KML file to be updated.

**Please note – any update to the KML files on the Swachhata portal will only be made after State has verified the KML file being submitted by the ULB and is marked on the support email.**

B.  If the issue still persists despite ULBs submitting updated and corrected KML, ULBs may share relevant Complaint IDs to investigate the issue further.

ULBs can send Complaint ID details to [swachhbharat@janaagraha.org](mailto:swachhbharat@janaagraha.org) support account with the subject line: <State Name> | <ULB Name> | <ULB Census Code> | Complaint IDs not reflecting.