

1. API for post a complaint

This API allows user post complaint to swachhata. Details of the usage of the API are available below.

Method

| URL | Method |
|--|--------|
| http://api.swachh.city/sbm/v1/postcomplaint?vendor_name=Bengalore&access_key=jkhdjS&mobileNumber=9976996755&categoryId=1&complaintLatitude=12.93993683222256&complaintLongitude=77.61978444636026&complaintLocation=Koramangala Bengaluru South Karnataka 560095 India&complaintLandmark=bangalore&fullName=Jeeva&userLatitude=15.4961348&userLongitude=73.8341955&userLocation=Test&macAddress=&deviceToken=&deviceOs=external&file = | POST |

Request Parameters (Parameters marked with * are mandatory)

| Element | Type | Description | Possible Value/Format |
|---------------------|---------|-------------|-----------------------------|
| vendor_name | String | | |
| access_key | String | | |
| mobileNumber* | Integer | | |
| categoryId* | Integer | | Category values given below |
| complaintLatitude* | Float | | |
| complaintLongitude* | Float | | |
| complaintLocation* | String | | |
| complaintLandmark* | String | | |
| fullName* | String | | |
| userLatitude | Float | | |
| userLongitude | Float | | |
| userLocation | String | | |
| deviceOs* | String | | external |

| | | | |
|--------------|--------|--|------------------|
| file* | String | | Image url |
|--------------|--------|--|------------------|

Category values

- 1- Dead animal(s)
- 2- Dustbins not cleaned
- 3-Garbage dump
- 4-Garbage vehicle not arrived
- 5-Sweeping not done
- 6- No electricity in public toilet(s)
- 7- No water supply in public toilet(s)
- 8-Public toilet(s) blockage
- 9-Public toilet(s) cleaning
- 10-Open Manholes Or Drains
- 11-Sewerage or Storm Water Overflow
- 12-Stagnant Water On The Road
- 13-Improper Disposal of FecalWaste/Septage
- 14-Debris Removal/Construction Material
- 15-Burning Of Garbage In Open Space 16-
Urination in Public/Open Defecation
- 17- Request waste pickup from Quarantine Area
- 18- Request assistance for Covid-19 Patient Transport
- 19- Request Medicine during Covid-19
- 20-Request Shelter during Covid-19
- 21-Request Food during Covid-19
- 22- Report Suspected case of Covid-19
- 23- Violation of Lockdown during Covid-19
- 24- Violation of Quarantine during Covid-19 25- Request for Fogging/Sanitation during Covid-19

Response JSON Format

| JSON Format |
|--|
| <pre>{ "httpCode": 201, "code": 2001, "message": "Complaint saved successfully", "complaint": { "generic_id": "W01510C931" } }</pre> |

2. API for voting on a complaint

This API allows ulb to send voteup information on a complaint of swachhata. Details of the usage

| URL |
|---|
| <code>http://api.swachh.city/sbm/v1/post-voteup?vendor_name=Bengalore&access_key=jkhdjS&mobileNumber=9976996755&complaintId=1&deviceToken=&deviceOs=external</code> |

of the API are available below.

Method

Request Parameters (Parameters marked with * are mandatory)

| Element | Type | Description | Possible Value/Format |
|----------------------|----------------|-------------|-----------------------|
| vendor_name | String | | |
| access_key | String | | |
| mobileNumber* | Integer | | |
| complaintId* | Integer | | ComplaintId |
| deviceOs* | String | | external |

Response JSON Format

| JSON Format |
|--|
| <pre>{ "httpCode": 201, "code": 2001, "message": "Voted up successfully" }</pre> |

3. API for commenting on a complaint

This API allows ulb to send comment information on a complaint of swachhata. Details of the usage of the API are available below. **Method**

| URL | Method |
|---|--------|
| http://api.swachh.city/sbm/v1/post-comment?vendor_name=Bengalore&access_key=jkhdjS&mobileNumber=9976996755&complaintId=1&commentDescription=test comment&deviceToken=&deviceOs=external | POST |

Request Parameters (Parameters marked with * are mandatory)

| Element | Type | Description | Possible Value/Format |
|---------------------|---------|-------------|-----------------------|
| vendor_name | String | | |
| access_key | String | | |
| mobileNumber* | Integer | | |
| complaintId* | Integer | | ComplaintId |
| commentDescription* | String | | |
| deviceOs* | String | | external |

Response JSON Format

| JSON Format |
|---|
| <pre>{ "httpCode": 201, "code": 2001, "message": "Commented successfully" }</pre> |

4. API for User Registration

This API registers the user into swachhata. Details of the usage of the API are available below. **Method**

| URL | Method |
|---|--------|
| http://api.swachh.city/sbm/v1/user?vendor_name=Bengalore&access_key=jkhdjS&mobileNumber=9976996755&macAddress=&deviceToken=&deviceOs=external&apiKey=af4e61d75d2782a33eac7641e42bba6f&lang=en&latitude=15.4961348&longitude=73.8341955&location=Test | POST |

Request Parameters (Parameters marked with * are mandatory)

| Element | Type | Description | Possible Value/Format |
|-----------------|---------|-------------|----------------------------------|
| vendor_name | String | | |
| access_key | String | | |
| mobileNumber* | Integer | | |
| macAddress | String | | |
| latitude | Float | | |
| longitude | Float | | |
| location | String | | |
| deviceToken | String | | |
| deviceOs* | String | | external |
| apiKey* | String | | af4e61d75d2782a33eac7641e42bba6f |
| lang* | string | | en |
| userCreatedDate | Date | | yyyy-mm-dd hh:mm:ss |

Response JSON Format

| JSON Format |
|---|
| <pre>{ "httpCode": 200, "code": 2000, "message": "Success", "user": { "id": 8990395, "session_lang_id": 1, "activated": 0 } }</pre> |

5. API to fetch complaints

This API allows vendors to fetch complaints from <http://api.swachh.city>. Details of the usage of the API are available below. **Method**

| URL | Method |
|---|--------|
| http://api.swachh.city/sbm/v1/getComplaints?vendor_name=bengaluru&access_key=bengalure&page=1&status=&category=&from_date=2016-11-09&to_date=2016-11-20 | GET |

Request Parameters (Parameters marked with * are mandatory)

| Element | Type | Description | Possible Value/Format |
|---------------|---------|-------------|---|
| vendor_name * | String | Vendor name | |
| access_key * | String | Access key | |
| page | Integer | Page number | |
| status | Integer | | 1- Open complaints 3 – Assigned to engineer 4 – When complaint is Resolved 6 – Complaint is Rejected |
| category | Integer | | Category values given below |
| from_date | Date | | Date format yyyy-mm-dd |
| to_date | Date | | Date format yyyy-mm-dd |

Category values

- 1- Dead animal(s)
- 2- Dustbins not cleaned
- 3-Garbage dump
- 4-Garbage vehicle not arrived
- 5-Sweeping not done
- 6- No electricity in public toilet(s)
- 7- No water supply in public toilet(s)
- 8-Public toilet(s) blockage
- 9-Public toilet(s) cleaning
- 10-Open Manholes Or Drains
- 11-Sewerage or Storm Water Overflow
- 12-Stagnant Water On The Road
- 13-Improper Disposal of FecalWaste/Septage
- 14-Debris Removal/Construction Material
- 15-Burning Of Garbage In Open Space
- 16-Urination in Public/Open Defecation

E. g.

http://api.swachh.city/sbm/v1/getComplaints?vendor_name=bengaluru&access_key=ban

galore&page=1&status=&category=&from_date=2016-11-09&to_date=2016-11-20

Response JSON Format

Response

| JSON Format |
|---|
| <pre>{ "httpCode": 200, "code": 2000, "message": "Success", "complaints": [{ "complaintId": 536, "complaintGenericId": "W0930C536", "latitude": 12.9911141, "longitude": 77.5971776, "complaintLocation": "UNI, Millers Tank Bund Rd, Govinda Chetty Colony, Vasanth Nagar, Bengaluru, Karnataka 560051, India", "landmark": "Testing", "title": "Dustbins not cleaned", "mobile_number": 8792344821, "full_name": "Praveen Kumar ", "userLocation": "Vijayanagar, Bengaluru, Karnataka, India", "district": "bbmp", "ulb": "Bengaluru", "cityId": 21, "wardId": 93, "wardNo": 93, "wardName": "Vijayanagar", "complaint_image": "http://sbcomplaints.ichangemycity.com/original/147910952358296b935a346.jpg", "city": "Bengaluru", "status": 1, "created_at": "2016-11-14 13:15:31" }] }</pre> |

6. API for change complaint-status-update

This API allows vendors to change complaint-status-update to <http://api.swachh.city>. Details of the usage of the API are available below. **Method**

| URL | Method |
|---|--------|
| http://api.swachh.city/engineer/v1/complaint-status-update?statusId=3&complaintId=557&commentDescription=Garbage&deviceOs=external&vendor_name=bengaluru&access_key=bengalure&apiKey=af4e61d75d2782a33eac7641e42b_ba6f | PUT |

Request Parameters (Parameters marked with * are mandatory)

| Element | Type | Description | Possible Value/Format |
|---------------------|---------|---------------------------|---|
| apiKey* | String | | |
| vendor_name * | String | Vendor name | |
| access_key * | String | Access key | |
| deviceOs* | String | Device os name | External |
| statusId * | Integer | Status id | 3 – Assigned to engineer 4 – When complaint is Resolved 6 – Complaint is Rejected |
| complaintId* | Integer | Complaint id | |
| commentDescription* | Text | | |
| file (*) | Text | Complete url of the image | While changing the complaint status to resolved the complete image url is mandatory. |

Response JSON Format

| JSON Format |
|---|
| <pre>{ "httpCode": 200, "code": 2000, "message": "Complaint status updated", "complaint": { "id": 417 } }</pre> |

Error response while changing the status to resolve if file is not uploaded

| Json Format |
|---|
| <pre>{ "httpCode": 422, "code": 6000, "message": "Validation Failed", "errors": [{ "code": 4036, "field": "file", "message": "Image is required to resolve a complaint. Please upload an image file" }] }</pre> |

7. Complaint feedback

7.1. List feedback options

This API allows vendors to fetch feedback options from <http://api.swachh.city>. Details of the usage of the API are available below. Only authenticated users can access the end point

Method: GET

End point: <http://api.swachh.city/feedback/options>

Headers: Accept : application/json

Request Parameters (Parameters marked with * are mandatory)

| Field | Type | Description | Possible Value/Format |
|-------|------|-------------|-----------------------|
|-------|------|-------------|-----------------------|

| | | | |
|---------------|---------|-------------|--|
| vendor_name * | String | Vendor name | |
| access_key * | String | Access key | |
| complaint_id* | Integer | | |

Sample Request call:

http://api.swachh.city/feedback/options?vendor_name=XXXX&access_key=XXXX&complaint_id=XXXX

Sample Validation error response

```
"http_code": 422,
"message": "Validation failed",
"errors": [
  {
    "field_id": "vendor_name",
    "message": "Vendor name can not be blank"
  },
  {
    "field_id": "access_key",
    "message": "Access key can not be blank"
  },
  {
    "field_id": "complaint_id",
    "message": "Complaint ID can not be blank"
  }
]
}
```

Sample JSON response

```
{
  "http_code": 200,
  "message": "Success",
  "can_be_reopened_within_sla": "no",
  "title": "Satisfied",
  "data": [
    {
      "id": 3,
      "options": [
        {
          "id": 4,
          "title": "Response time very slow"
        }
      ]
    }
  ]
}
```

Response Parameters

| Fields | Type | Description | Possible Value/Format |
|--------|------|-------------|-----------------------|
|--------|------|-------------|-----------------------|

| | | | |
|-----------------------------|---------|---|--|
| http_code | Integer | Status code | 200 – Success 401 – Unauthenticated 500 – Server error |
| message | String | Status message | |
| can_be_reopened_with_in_sla | String | Indicates complaint status can be updated by citizen i.e complaint can be reopened within 24Hrs from the resolved time period | yes no |
| data | array | Array of main options | |
| data.id | Integer | Parent feedback option ID | |
| data.title | String | Parent feedback option title | |
| data.options | array | Array of child options for each parent option | |
| data.options.id | Integer | Child feedback option ID | |
| data.opitons.title | String | Child feedback option title | |

7.2. Store feedback

This API allows vendors to post feedback for a complaint. **Conditions to validate:**

1. User should be owner or voted up for the complaint
2. Complaint should be in resolved status
3. User can provide feedback at most once

Method: POST

End point: <http://api.swachh.city/complaint/{id}/feedbacks>

Headers:

Accept :application/json

Request Parameters (Parameters marked with * are mandatory)

| Field | Type | Description | Possible Value/Format |
|---------------------|------------------|--|--|
| id* | Integer | Complaint Id | |
| vendor_name* | String | Vendor name | |
| access_key* | String | Access key | |
| user_mobile_number* | String Integer | 10 digit user mobile number | |
| feedback_option_id* | Integer | data.options.id from http://api.swachh.city/feedback/options | |
| timestamp | Date time | If value not present, current timestamp will be saved | 'Y-m-d H:i:s' (eg: '2017-11-01 10:02:01') |
| comment | String | | |

Sample Request call:

http://api.swachh.city/complaint/{id}/feedbacks?vendor_name=XXXX&access_key=XXXX&user_mobile_number=XXXX&feedback_option_id=XXXX×tamp=2017-11-09 09:11:07

Sample Validation error response

```

{
  "http_code": 422,
  "message": "Validation failed",
  "errors": [
    {
      "field_id": "user_mobile_number",
      "message": "User mobile number can not be blank"
    },
    {
      "field_id": "feedback_option_id",
      "message": "Feedback option ID can not be blank"
    }
  ]
}

```

Sample JSON response

```

{
  "http_code": 201,
  "message": "Thanks for your feedback",
  "data": {
    "id": XXXX
  }
}

```

Response Parameters

| Element | Type | Description | Possible Value/Format |
|-----------|-------------|-----------------------|---|
| http_code | Integer | Status code | 201 – Success 500 – Server error 422 – Validation error 401 – Unauthenticated 409 – Already provided feedback |
| message | String | Status message | |
| data | JSON object | Array of main options | |

| | | | |
|---------|---------|--------------------------|--|
| data.id | Integer | Newly stored feedback id | |
|---------|---------|--------------------------|--|

7.3. Update complaint status

This API allows vendors to post feedback along with complaint status for a complaint and if the user chooses an option 'Unsatisfied' **Conditions to validate:**

1. User should be owner or voted up for the complaint
2. Complaint should be is in resolved status
3. User can provide feedback at most once

Method: PUT

End point: <http://api.swachh.city/complaint/{id}/feedbacks/status>

Headers:

Accept : application/json

Request Parameters (Parameters marked with * are mandatory)

| Field | Type | Description | Possible Value/Format |
|---------------------|------------------|-----------------------------|-----------------------|
| id* | Integer | Complaint Id | |
| vendor_name* | String | Vendor name | |
| access_key* | String | Access key | |
| user_mobile_number* | String Integer | 10 digit user mobile number | |

| | | | |
|----------------------|-----------|--|--|
| feedback_option_id* | Integer | data.options.id from http://api.swachh.city/feedback/options | |
| complaint_status_id* | Integer | 5 – Reopened If the complaint already is in reopened status we can't again make it reopen | 5 |
| timestamp | Date time | If value not present, current timestamp will be saved | 'Y-m-d H:i:s' (eg: '2017-11-01 10:02:01') |
| comment | String | | |

Sample Request call:

http://api.swachh.city/complaint/{id}/feedbacks/status?vendor_name=XXXX&access_key=XXXX &user_mobile_number=XXXX&feedback_option_id=XXXX×tamp=2017-11-01 11:02:09

Sample Validation error response

```
{
  "http_code": 422,
  "message": "Validation failed",
  "errors": [
    {
      "field_id": "user_mobile_number",
      "message": "User mobile number can not be blank"
    },
    {
      "field_id": "feedback_option_id",
      "message": "Feedback option ID can not be blank"
    },
    {
      "field_id": "complaint_status_id",
      "message": "Complaint status ID can not be blank"
    }
  ]
}
```


| Sample JSON response |
|--|
| <pre>{ "http_code": 201, "message": "Thanks for your feedback", "data": { "id": XXXX } }</pre> |

Response Parameters

| Element | Type | Description | Possible Value/Format |
|-----------|-------------|--------------------------|---|
| http_code | Integer | Status code | 201 – Success 500 – Server error 422- Validation errors 401- Unauthenticated 409 – Already provided feedback |
| message | String | Status message | |
| data | JSON object | Array of main options | |
| data.id | Integer | Newly stored feedback id | |

NOTE : Swachhata IP address - **18.136.76.137**

For those who had whitelisted the IP address last year please update to the above IP address.

8. [360 Degree resolution acceptance tracking](#)

This API allows the complainant to accept or reject own complaint's resolution.

Conditions to validate

1. User should be the owner of the complaint.
2. The complaint should not be resolved by the complainant.
3. The status of the complaint should be resolved by engineer.

METHOD: POST

End Point: [http://api.swachh.city/sbm/v1/ external/complaint-resolution-acceptance](http://api.swachh.city/sbm/v1/external/complaint-resolution-acceptance)

Request Headers

Accept: application/json

Body

| Key | Type | Value | Description |
|------------------------|---------|----------------------------------|--------------------------|
| complaintId | Integer | 27682274 | |
| apiKey | String | af4e61d75d2782a33eac7641e42bba6f | |
| is_resolution_accepted | Integer | 2 | 2 to accept, 3 to reject |
| deviceOs | String | external | |
| vendor_name | String | Vendor Name | |
| access_key | String | Access Key | |
| mobileNumber | Integer | xxxxxxxxxx | |

Response JSON Format

| JSON Format |
|--|
| <pre>{ "httpCode": 200, "code": 2000, "message": "Complaint resolution accepted" }</pre> |

| JSON Format |
|--|
| <pre>{ "httpCode": 200, "code": 2000, "message": "Complaint resolution rejected" }</pre> |

VALIDATIONS:

1. Once the Resolution is Accepted / Rejected, user is not allowed to change the Resolved-Pending Acceptance status
2. If the complaint gets resolved and if the complainant did not Accept / Reject for 7 days, the complaint is marked as 'Resolved-Automatically Accepted' at the end of 7th day.

METHOD: POST

End Point: <http://api.swachh.city/sbm/v1/external/complaint-resolution-acceptance>

Request Headers

Accept: application/json

Body

| Key | Type | Value | Description |
|------------------------|---------|----------------------------------|--------------------------|
| complaintId | Integer | 27682274 | |
| apiKey | String | af4e61d75d2782a33eac7641e42bba6f | |
| is_resolution_accepted | Integer | 3 | 2 to accept, 3 to reject |
| deviceOs | String | external | |
| vendor_name | String | Vendor Name | |
| access_key | String | Access Key | |
| mobileNumber | Integer | xxxxxxxxxx | |

Response JSON Format

| JSON Format |
|--|
| <pre>{ "httpCode": 422, "code": 6000, "message": "Validation Failed", "errors": [{ "code": 4021, "field": "complaintId", "message": "This complaint resolution has already been accepted or rejected by the complainant." }] }</pre> |

3. If another status complaint (open/on-the-job) is trying to get accepted / rejected

| JSON Format |
|-------------|
|-------------|

```
{
  "statusCode": 422,
  "code": 6000,
  "message": "Validation Failed",
  "errors": [
    {
      "code": 4021,
      "field": "complaintId",
      "message": "Only resolved complaints can be accepted by the
complainant."
    }
  ]
}
```