**Swachhata App & Swachh.city FAQs – Integration of City Apps with Swachhata App**

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

**Section 1 - Mandatory requirements for Integration** - What are the basic requirements for a local City App to be integrated with Swachhata App?

**Section 2 - Workflow for Integration to Swachhata Platform** - How can an existing local City App be integrated with Swachhata App?

**Section 3 - Swachhata Platform ULB Onboarding process** - How can a new ULB get onboarded to Swachhata Platform?

**Section 4 - Frequently Asked Questions**

**Section 1 – What are the basic requirements for a local City App to be integrated with Swachhata App?**

**Mandatory requirements for integration:**

Any official City-level citizen grievance redressal app can be integrated with Swachhata-Citizen app if it satisfies the following three conditions:

1. Complaint categories and respective SLAs (Service Level Agreements) are either same as or less than Swachhata SLA time periods (*please refer to Table 1 below for SLA details for each Swachhata complaint category*)
2. Live pushing of complaint posting, and resolution happens in the city app and the same can be integrated with Swachhata app
3. Upon complaint resolution, the City app has a mandatory workflow to accept and push 'Complaint Resolution Image' as a proof of resolution

*Table 1: Swachhata Complaint Categories & SLA*

| S.No | Swachhata Complaint Category | Service Level Agreement |
|------|------------------------------|-------------------------|
| 1 | Yellow Spot (public urination spot) | 1 week |
| 2 | Garbage dump | 12 hours |
| 3 | Sweeping not done | 12 hours |
| 4 | Garbage vehicle not arrived | 12 hours |
| 5 | Dustbins not cleaned | 12 hours |
| 6 | Dead animal(s) | 48 hours |
| 7 | Public toilet(s) blockage | 12 hours |
| 8 | Public toilet(s) cleaning | 12 hours |
| 9 | No electricity in public toilet(s) | 12 hours |
| 10 | No water supply in public toilet(s) | 12 hours |
| 11 | Improper Disposal of Fecal Waste/Septage | 12 hours |
| 12 | Burning Of Garbage in Open Space | 12 hours |
| 13 | Debris Removal/Construction Material | 12 hours |
| 14 | Open Manholes or Drains | 12 hours |
| 15 | Sewerage or Storm Water Overflow | 12 hours |
| 16 | Stagnant Water on The Road | 12 hours |
| 17 | Urination in Public/Open Defecation | 1 week |

**Section 2 - Workflow for Integration to Swachhata Platform - How can an existing City app be integrated with Swachhata app?**

**Before proceeding further, please note:**

If the City app integration request is from a <u>ULB not currently present/ onboarded to the Swachhata platform, you are required to first complete the Swachhata Platform ULB Onboarding process as described in Section 3</u>, before proceeding with the Workflow for Integration to Swachhata Platform described in Section 2.

If the City app integration request is from a ULB already present in the Swachhata Database, you may follow the steps described in the current section.

**Step 1:**

All requisite technical details for integration of a City app with Swachhata are available in the help section of the Swachh.City portal, through the link:
**http://swachh.city/assets/files/Integrate_With_Swachhata_App_v2.pdf**.

**Step 2:**

To complete the integration request, the ULB technical team will require a Vendor Key and Access Key. This may be requested through email to swachhbharat@janaagraha.org with the subject line **<State Name> | <ULB Name> | <ULB Census Code> | Integration of local city app**

**Using the technical documentation, Vendor key and Access key, a ULB will be equipped to integrate the local grievance redressal app with Swachhata app provided all mandatory conditions mentioned in Section 1 of this document as being met.**

**Section 3 – Swachhata Platform ULB Onboarding process - How can a new ULB get onboarded to Swachhata Platform?**

**Step 1:** For a ULB to get onboarded to the Swachhata Platform process, they are required to email the following details to **swachhbharat@janaagraha.org** along with relevant State Admin with the subject line: **<State Name> | <ULB Name> | <ULB Census Code> | New ULB Onboarding**

1. Name of the ULB for registration
2. Census code
3. Population
4. Total number of Wards in the ULB
5. KML files of ULB's ward boundaries
6. Nodal Officer details:
    i. Name
    ii. Email id
    iii. Mobile Number

**Step 2:** After sharing the details as mentioned in Step 1, the ULB details will be updated in the both the Swachhata database and Swachh.City portal. Once updated, ULB Admins can get onboarded to the Swachhata platform by:

- Navigating to www.swachh.city > clicking on 'Login' in the top-right corner > clicking on 'Register' for first time registration.
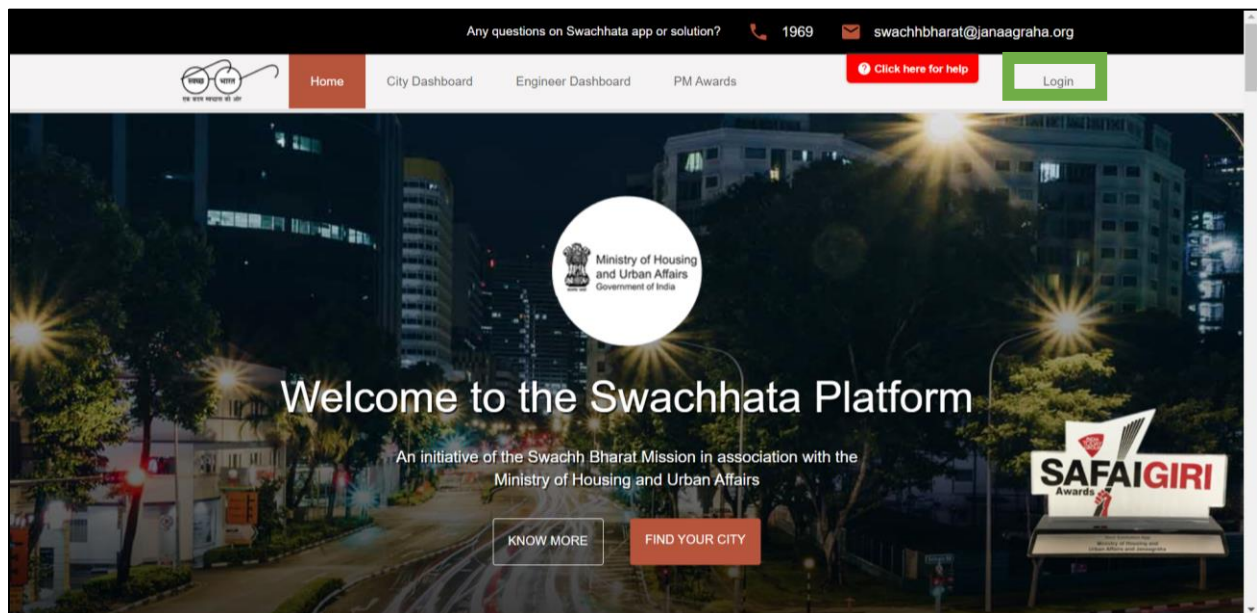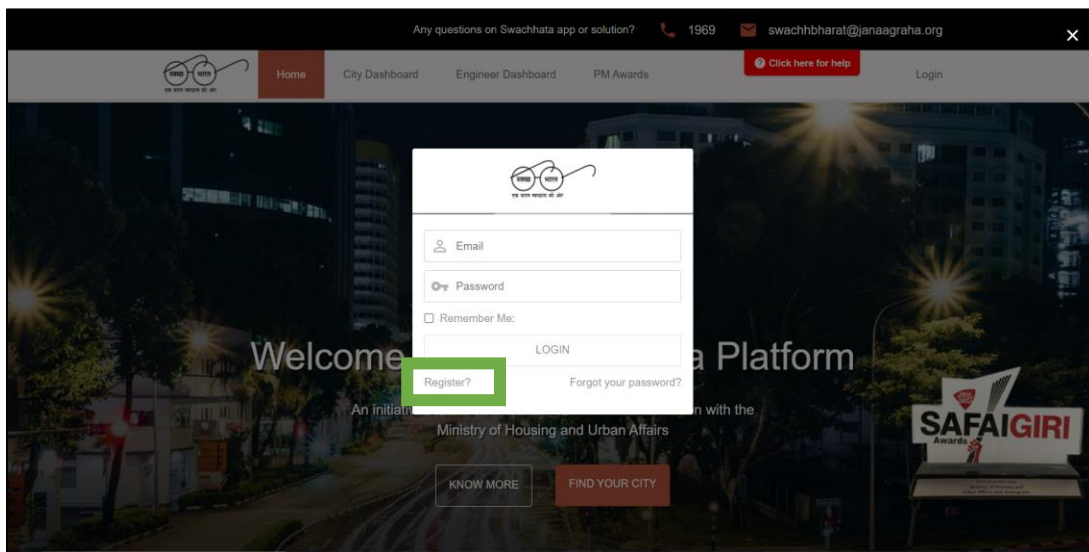
- After clicking on "Register", the ULBs are required to submit details as shown in the screen below
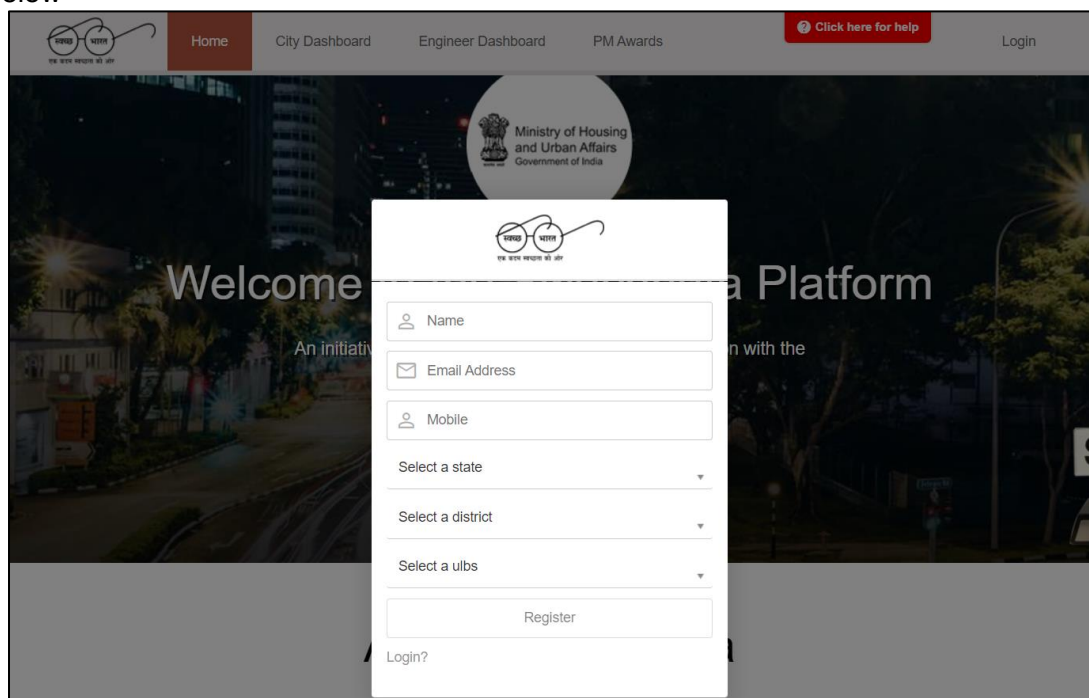


The entered details will be sent **_to the respective State Admin for approval_**.

**Upon State Admin's approval**, ULBs will be successfully onboarded, and login credentials will be shared. The respective ULB can start using the portal to view and assign complaints, add sanitary inspectors/engineers, verify resolutions etc.

**Section 4 - Frequently Asked Questions**

**Question 1: Will the previous data from my existing local app be added to Swachhata data once both apps have been integrated?**

No, previous data from local app be cannot be added to Swachhata database. Data from the time integration goes live is accepted and added to the Swachhata database.

**Question 2: Once integrated, will data in both apps be updated automatically?**

Yes. Post integration, data in the Swachhata app will mirror the data in City app and get updated automatically.

**Question 3: Can people still use the local app for registering or lodging complaints after local app has been integrated with Swachhata?**

Yes, citizens can continue to use the local app even after integration with Swachhata has been completed.