

Swachhata App & Swachh.city FAQs – Registration Count

Question(s) Addressed in th FAQ document:

Section 1 - How is User registration completed correctly in Swachhata app?

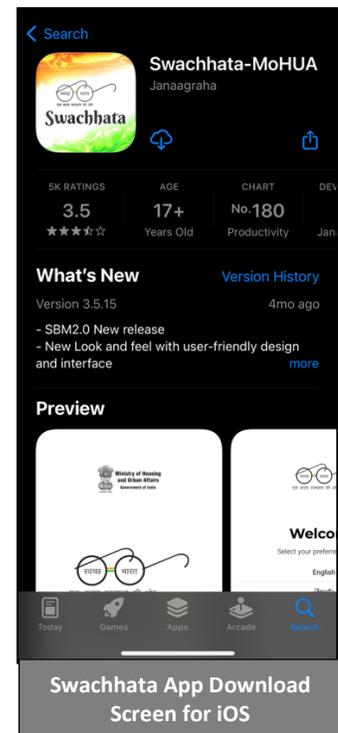
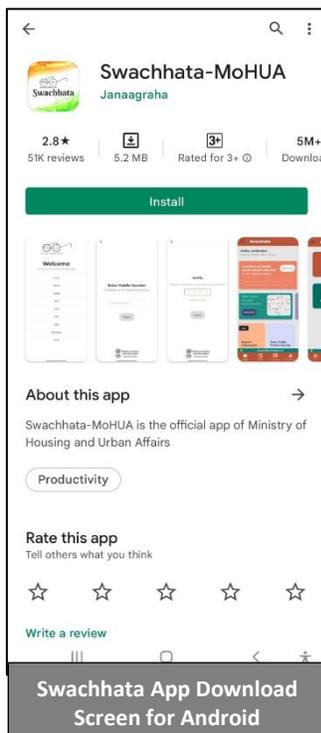
Section 2 - Why is my ULB's Registration Count not increasing on Swachh.city portal?

Section 3 - How can a ULB check if a User is registered within the ULB's Ward or City boundary?

Section 4 - How can a User register within the ULB's Ward or City boundary, manually?

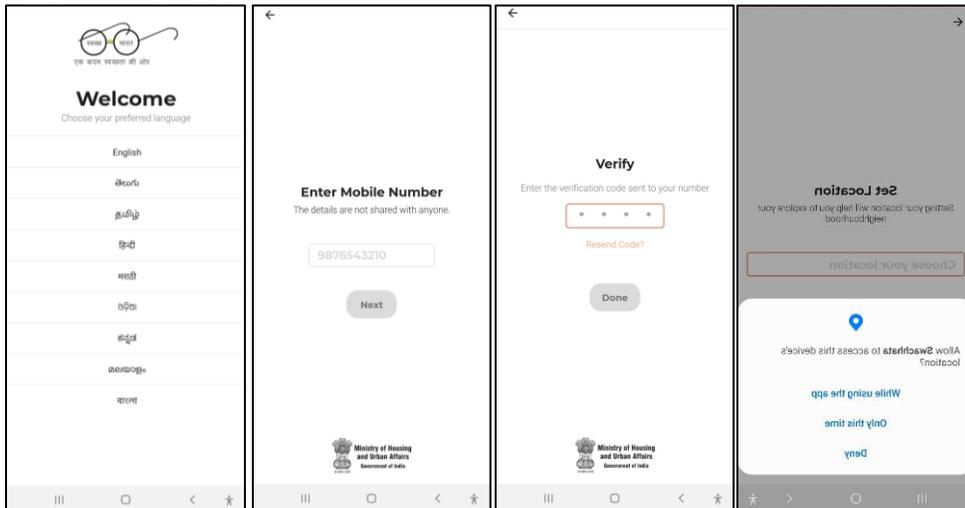
Section 1 - How is User registration completed correctly in Swachhata app?

Step 1: User downloads Swachhata App from Google Play Store (for Android devices) and AppStore (for iOS devices)

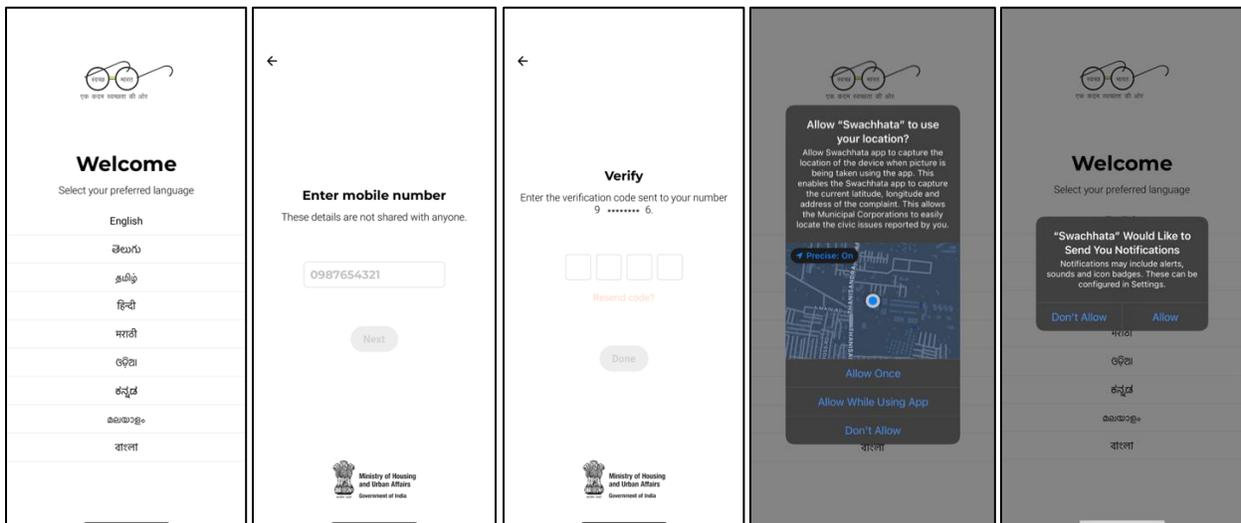


Step 2: User installs Swachhata App and registers by following through step 2a, 2b, 2c, 2d and 2e as follows:

- selecting preferred language
- entering Mobile number details
- verifying through OTP sent to the User phone number
- allowing Swachhata App to access User location by accepting prompt '**Allow while using App**'
- configuring Swachhata App Notification settings (only for iOS devices)



Swachhata App Registration screens for Android devices (2a, 2b, 2c, 2d)



Swachhata App Registration screens for iOS devices (2a, 2b, 2c, 2d, 2e)

Please Note: Only upon OTP verification can the User be considered as a Registered User of the Swachhata App.

Section 2 - Why is my ULB's Registration Count not increasing?

Registration Count not increasing on City Dashboard of Swachh.city for a ULB can be attributed to one of the following 3 reasons:

Possible Issues:

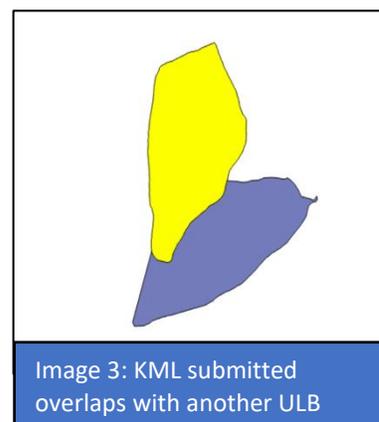
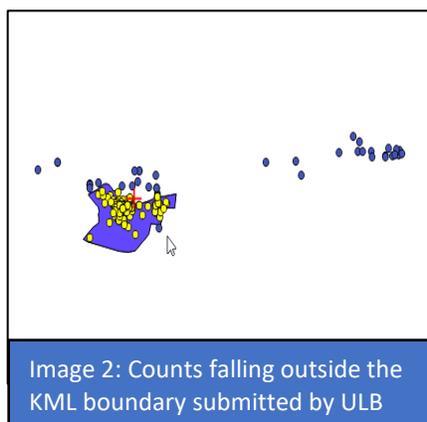
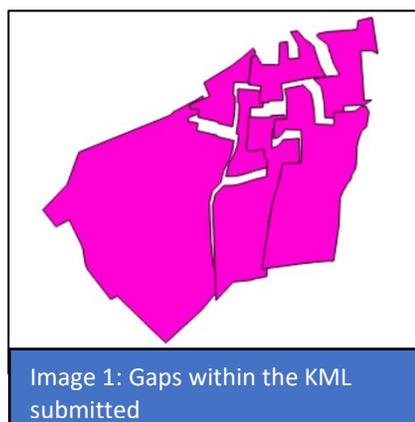
- A. User has **only** downloaded Swachhata App but not registered as a User. To complete the registration process, ensure the citizen has completed the entire registration process correctly (see section 1 for details).
- B. Outdated/incorrect KML file with gaps or wrong boundaries submitted by the ULB, 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

- C. If the geo-location of registered user 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 registration count will not increase for the concerned ULB due to all of the 3 reasons stated above. When a user registers on the App in a location not currently present with-in the submitted ULB boundary - the registration count will not increase or reflect on Swachh.city portal for the concerned ULB.



- C. If the ULB has ensured the KML file submitted is correct, then it needs to be ensured that Swachhata App is being downloaded and that the user is registering immediately within the ULB boundary (**refer to Section 4 of this document to know more**)

There are 2 ways Citizen location is updated in Swachhata App:

- a. **Auto-detection** - the location auto-detect feature of Swachhata App will take the most recent location of the Citizen upon logging-in.

- b. **Manual selection of location** – requires citizen to manually select a ULB location as the place of registration.

For example,

- i. If the User downloads the app in Bhopal and logs-in first time immediately, the app will Auto-detect the user-location and registration count for Bhopal will become +1.
- ii. If the User downloads the app in Bhopal, but the logs-in/registers later in Indore – the registration count for Indore will go +1 unless the citizen manually chooses the location as Bhopal.

Possible solutions for a ULB facing Registration Count issue:

- A. Use the [Swachhata Registration Status portal](#) to check the geo-location details of a registered User, using User’s mobile number. (See Section 3 for more details)
- B. Request User to download and register on the App with the chosen ULB location during registration process. (See Section 4 for more details)
- C. If the issue still persists, ULB may re-submit updated and corrected KML file after verification at the State level.

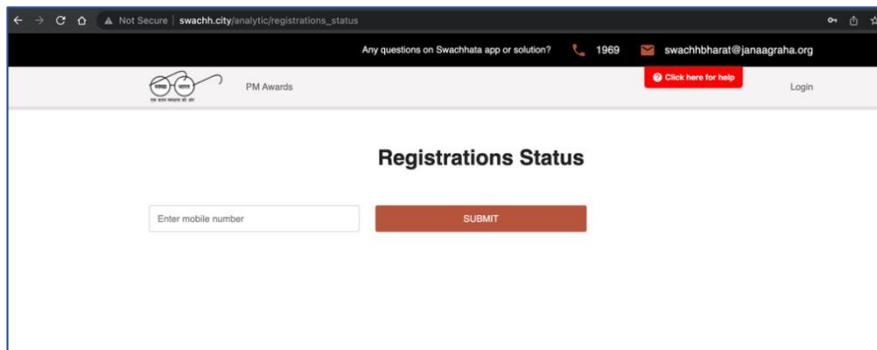
ULBs can send corrected KML file to swachhbharat@janaagraha.org support account with the subject line: <State Name> | <ULB Name> | <ULB Census Code> | KML file to be updated.

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.

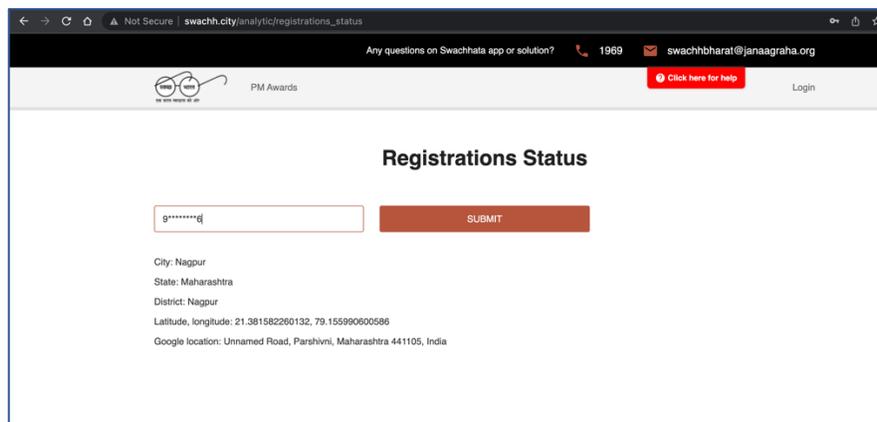
Section 3 - How can a ULB check if a User is registered within the ULB's Ward or City boundary?

ULBs can use the **Swachhata Registration Status portal** specifically developed to view the registration details of a User, using User's mobile number.

- A. The Swachhata Registration Status portal can be accessed through the link - http://swachh.city/analytic/registrations_status



- B. Upon submitting User's mobile number used to register on the Swachhata App, ULBs can identify the geo-location details of the User entered in the Swachhata database.



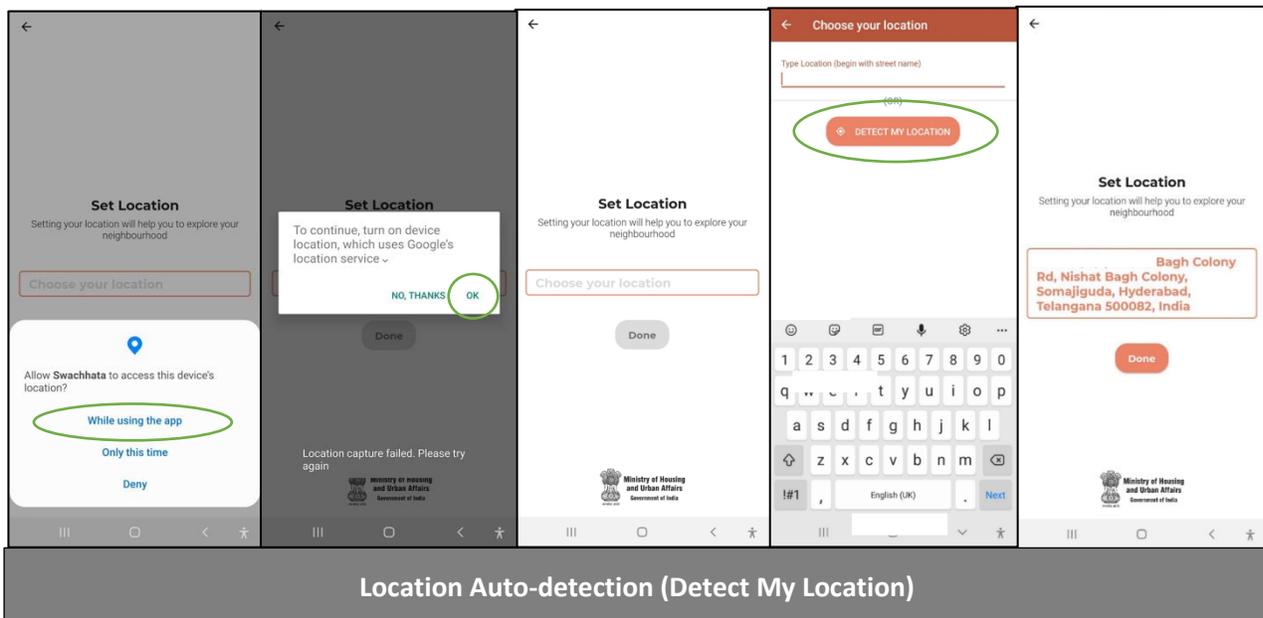
- C. If upon checking on the **Swachhata Registration Status portal** it is observed that the geo-location details do not match as per the ULB record - User location was outside the KML boundary submitted by the ULB during the registration process and could be due to either of the following reasons:
- User's phone setting (see section 4 for more details for trouble shooting)
 - ULB submitting incorrect KML file (see Swachhata KML documents for reference)
- D. As a solution, it is recommended that Users may be requested to download and register on the App with the chosen ULB location manually, during the registration process. (See Section 4 for more details).

Section 4 - How can a User register within the ULB's Ward or City boundary, manually?

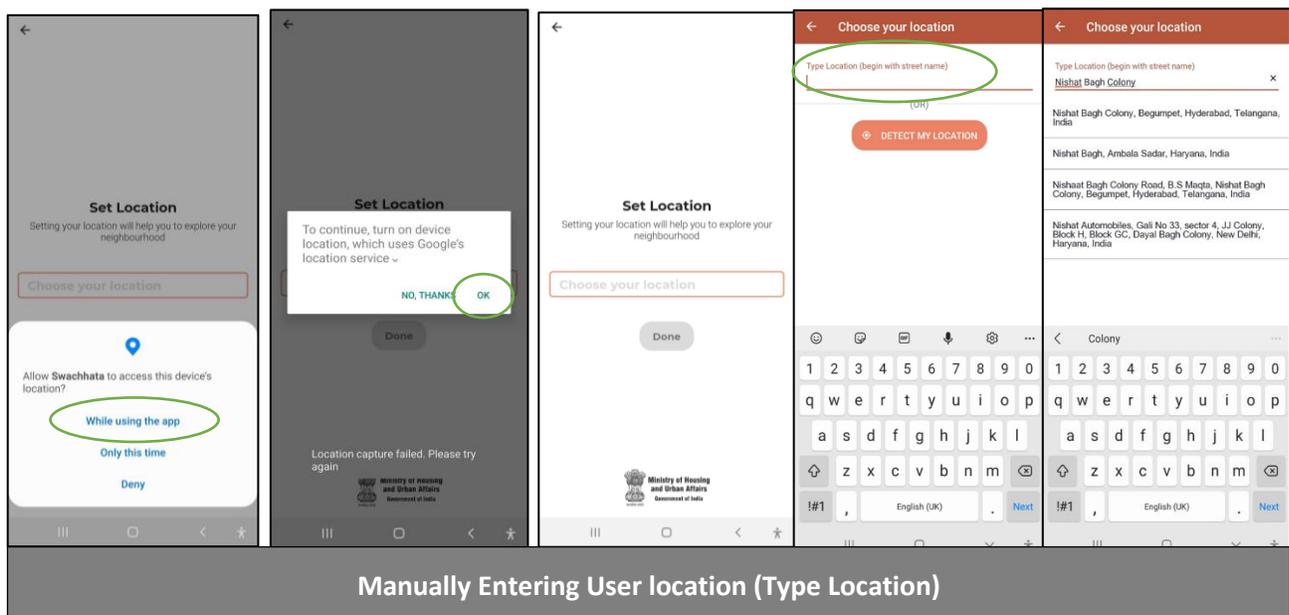
After ensuring completion of User Registration steps in Section 1, a user will be registered within the ULB's Ward or City boundary via location detection feature of Swachhata App.

Please note, location detection feature of Swachhata App will only work if the following phone settings are enabled and location permission is allowed in User's device:

1. **Mobile Phone GPS** setting is "ON"
2. **User allows Swachhata App to access user location** by accepting the permission pop up and clicking on 'While using the App'.



If location auto-detection feature is not working or opted for during a User Registration process, then location can also be manually entered by a User through following steps:



Manual location detection via Profile Page

Once logged in, User also has an option to change their location manually via User Profile Page. User can do so by:

- Clicking on the Menu button on the Swachhata App home-page (3 lines on the left side of the Home-screen).
- Clicking on “Active Citizen” or “Citizen Name” to go to the User Profile Page.
- Clicking on “Personal” field to change Name and Location.
- Changing Location by manually entering the desired location details.

