

## **Swachhata App & Swachh.city FAQs – ULB Admin Module**

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

**Section 1: Introduction**

**Section 2: How can an ULB Admin navigate within the Swachh.city Portal?**

**Section 3: How can a new ULB be onboarded to the Swachhata platform?**

**Section 4: How can a Nodal Officer's details be added/updated in Swachhata?**

**Section 5: How can an Engineer's details be added/updated in Swachhata?**

**Section 6: How to get ULB's ward boundaries updated for the Swachhata platform?**

**Section 7: Why isn't Registration count getting updated in Swachhata?**

**Section 8: Why isn't Complaint Count getting updated in Swachhata?**

**Section 9: How to integrate an ULB's local app with the Swachhata platform?**

**Section 10: What to do if an ULB faces any other technical issues?**

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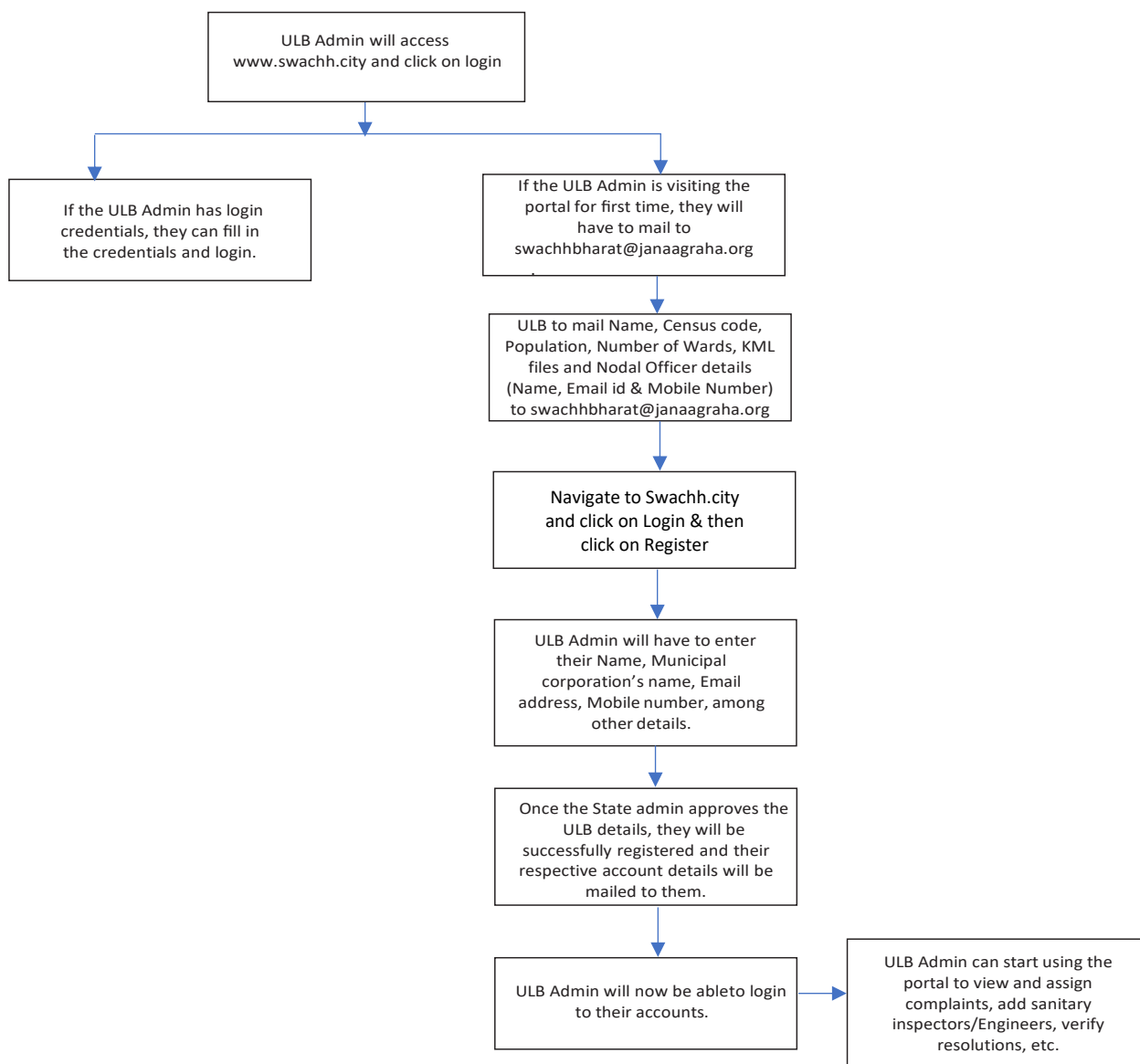
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## 1 Section 1 – Introduction

The Swachh.city portal has the following admin privileges:

1. State Admin – Creating and Registering new ULB Admin Ids, View and manage complaints
2. ULB Admin – Adding new engineers, assigning engineers to complaints, View and manage complaints and Resolve issues of respective engineers.

### 1.1 Process flow – ULB Admin



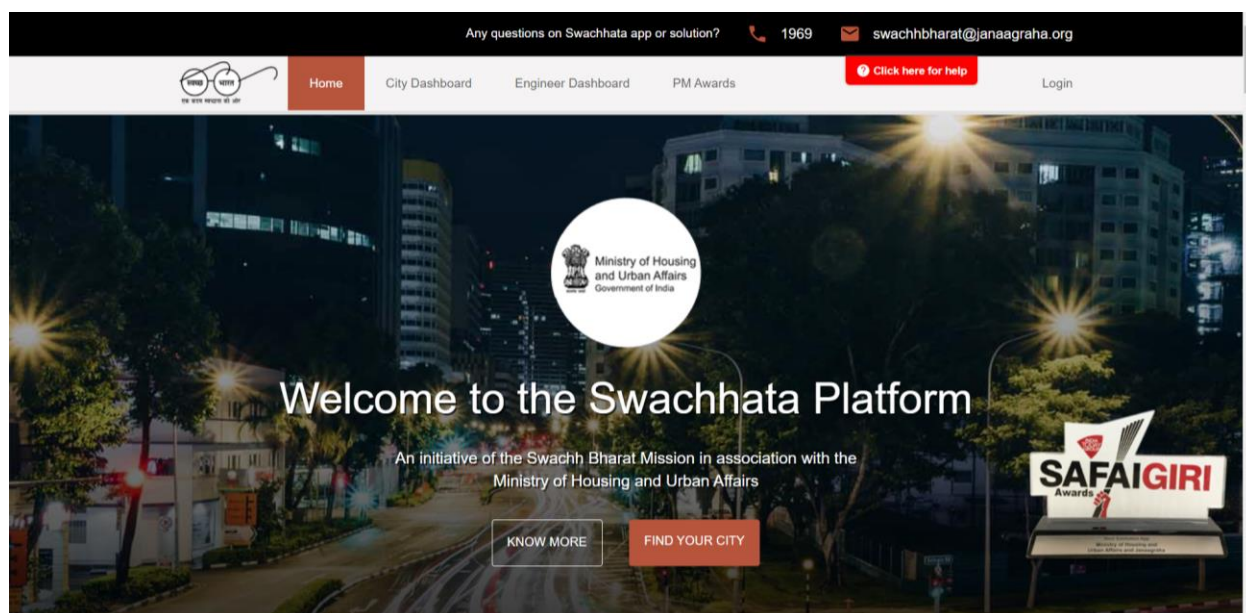
## 2 Section 2- Navigation of Swachh.city Portal

### 2.1 Logging in

**Please note: In order to login, you must be an onboarded ULB, and have received your login details via email. If you have not yet been onboarded you will be asked to register before being granted access to the website.**

*Please refer to Section 3 for details on onboarding a new ULB in Swachhata Platform*

Onboarded ULBs can use their login information (username and password) to login on the webpage: <http://swachh.city>. This page will have a Login button on the top right side of the page. On clicking the login button, you will see a popup asking for your username and password.



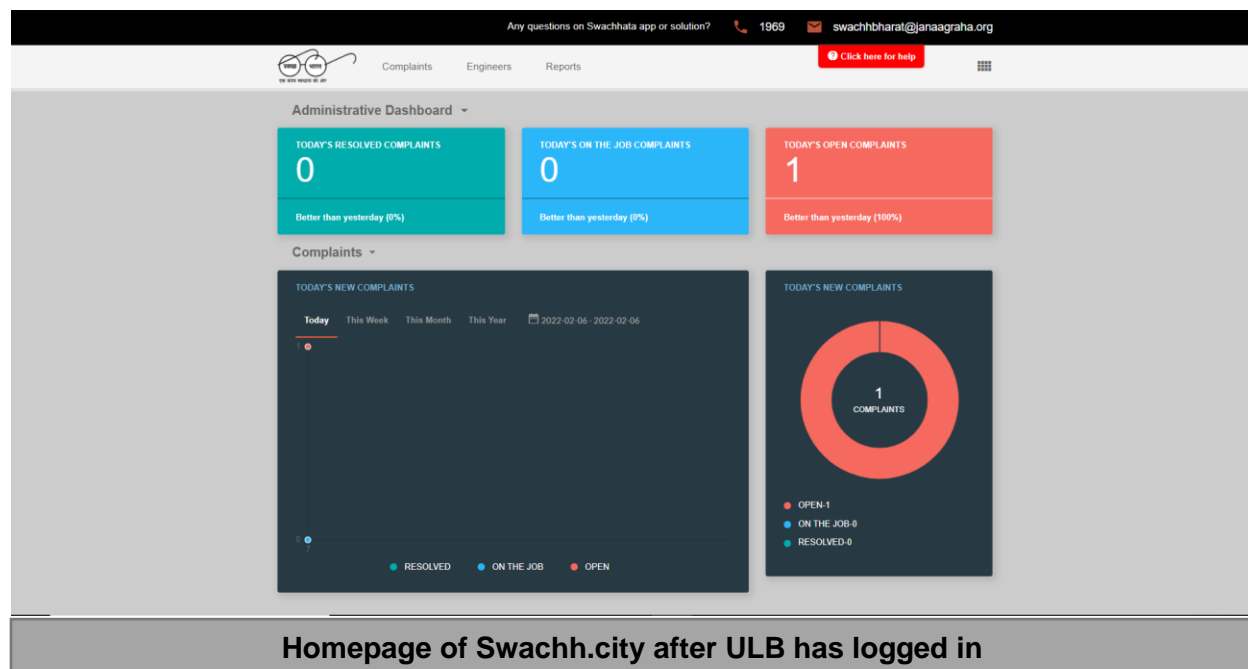
The login box also gives the option to save the login information. An ULB Admin can do so by ticking the box beside the words “Remember me”. Please remember that if at any time if someone forgets the password they can click “Forgot your password?” and an email with temporary password will be generated and sent to their registered email ID.

After entering login credentials, an ULB Admin will be taken to the Complaints page. Clicking on Swachhata logo to redirect to the Homepage directly.

Complaint ID	Priority	ULB	Location	Date	Category	Status	Actions
W93100C26817038	Normal	Dehi-New Delhi	Ashoka Road, Janpath, C...	4 hours ago	Dustbins not cleaned	Open	

## 2.2 Navigation of Homepage

The navigation bar at the top of the page will have tabs to the pages on the website: **Home (represented by the Swachhata logo), Complaints, Engineers and Reports.** This navigation bar will be available at the top of the screen on all the pages of the web- site, so an admin can navigate from page to page with ease



The Homepage of Swachh.city showcases the following information:

1. **Resolved Complaints – Number of complaints resolved today**
2. **On the job complaints – Number of complaints that an engineer is currently working on**
3. **Open complaints – Number of complaints are new complaints posted by citizens**

**Comparison of current day performance of ULB vs previous day performance with respect to Resolved, on the job and open complaints are mentioned**

## 4. Complaints Graph

This section of the homepage depicts the complaint statistics in the form of graph, as a visual aid to track the city's progress. An admin can choose to view daily, weekly, monthly and yearly complaints. Details of complaints for a particular period of time can be viewed by entering the dates in the calendar tab

An admin can toggle between complaints and categories tab. Clicking on complaints, one can change to category and the graph can viewed in the form of different categories of complaints.

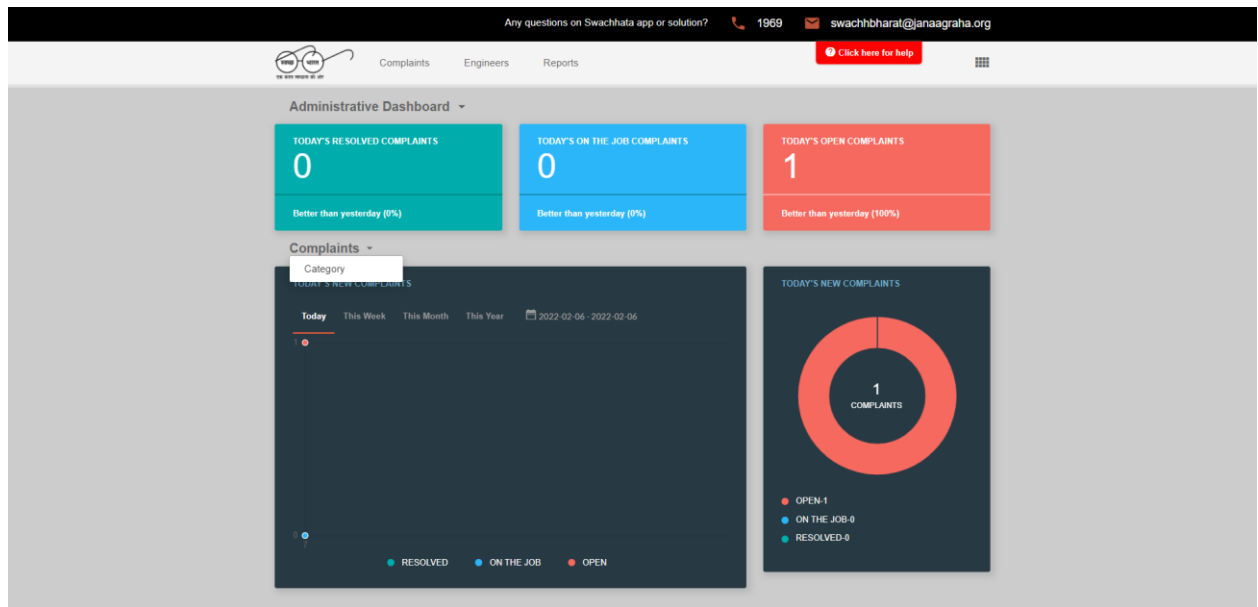


## 5. Categories of Complaints

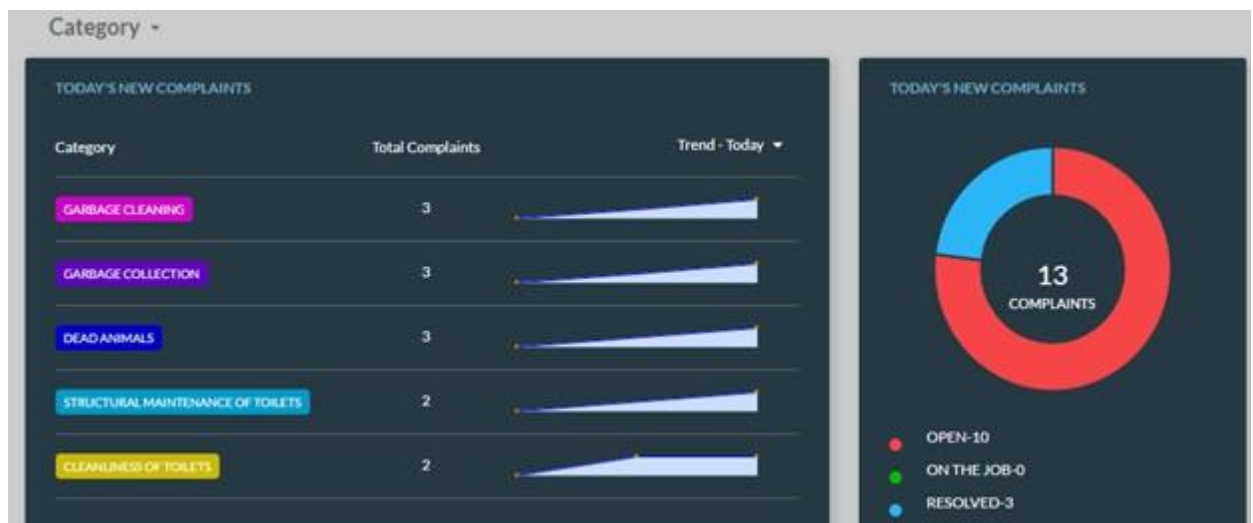
Clicking on the Complaints button will show a dropdown menu, for which the next option is Category. On clicking "Category", an ULB admin will be able to view all the complaint categories listed (garbage cleaning, garbage collection, dead animals, structural maintenance of toilets and cleanliness of toilets) and the total number of complaints in each category.

On the right side of the box, a Trend button is available. You can use that button to filter complaints according to dates; Today, This week, This Month and This year. The box on the right, will depict the same information in pie chart format.





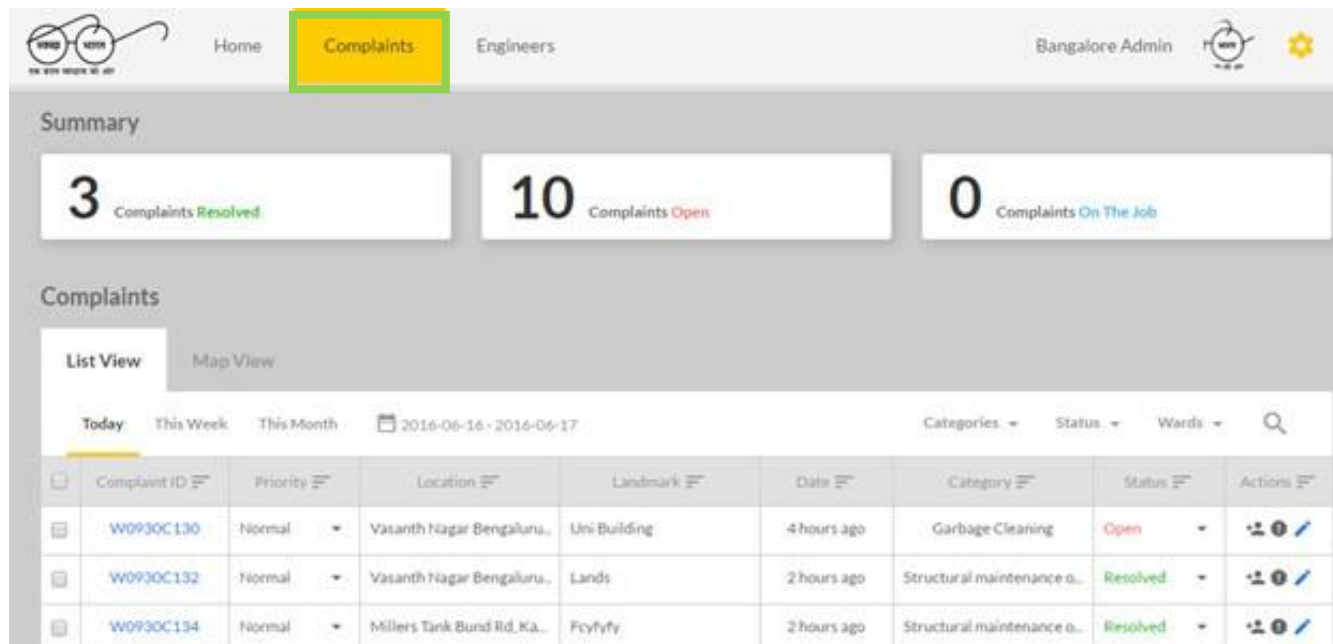
“Category” option in Complaints Graph



Categories of Complaints

## 2.3 Navigation of Complaints Page

This page displays all the complaints, their corresponding IDs, locations, landmarks, dates of complaint posted, their category, and their status.



The screenshot shows the 'Complaints' page in the Swachhata portal. The top navigation bar includes 'Home', 'Complaints' (highlighted), and 'Engineers'. The user is logged in as 'Bangalore Admin'. The 'Summary' section displays three key metrics: 3 Complaints Resolved, 10 Complaints Open, and 0 Complaints On The Job. Below this, the 'Complaints' section has tabs for 'List View' (selected) and 'Map View'. A filter bar shows 'Today' selected, with a date range of 2016-06-16 to 2016-06-17. A table lists three complaints with columns for ID, Priority, Location, Landmark, Date, Category, Status, and Actions.

Complaint ID	Priority	Location	Landmark	Date	Category	Status	Actions
W0930C130	Normal	Vasanth Nagar Bengaluru..	Uni Building	4 hours ago	Garbage Cleaning	Open	[Icons]
W0930C132	Normal	Vasanth Nagar Bengaluru..	Lands	2 hours ago	Structural maintenance o...	Resolved	[Icons]
W0930C134	Normal	Millers Tank Bund Rd, KA...	Fcyfyfy	2 hours ago	Structural maintenance o...	Resolved	[Icons]

### Complaints Glossary

- Open:** a complaint is posted by a citizen and needs the engineer's attention.
- On the Job:** a complaint that the engineer is currently working on. An engineer can have multiple complaints simultaneously for which the statuses are "On the Job".
- Resolved:** a complaint that the engineer has resolved.

**Please note - only when an engineer uploads a relevant image as a proof of complaint resolution, the status of complaint can now be changed to "Resolved" in the Engineer App and through Swachh.city portal.**

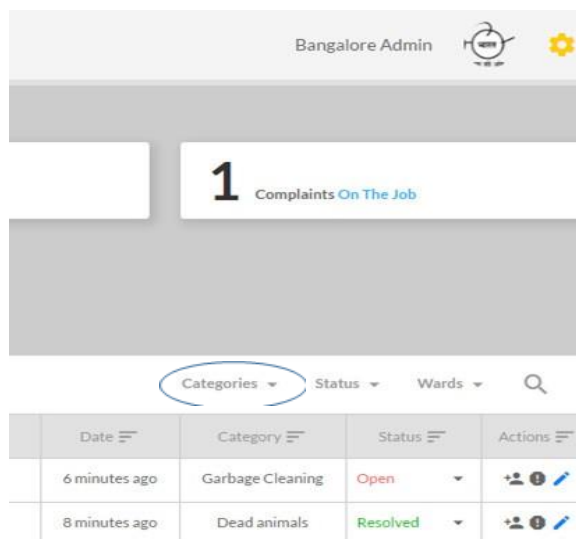
- Rejected:** a complaint that the engineer has rejected.

**Please note that the engineer can only reject complaints in circumstances such as if the details of the complaint (location, picture, or issue) are not clear or if the complaint does not belong to their ward.**

- Re-opened:** a complaint where the citizen is not satisfied with the resolution of the complaint and wishes to have the issue addressed once more.

## Categorising Complaints

**Categories:** The Complaints listing page will show you all the complaints posted in all the categories by default. To view the complaints according to categories, click on the **“Categories”** button, and choose a particular category



**Status:** You can also view the complaints according to their status (Open, On-the-Job, Resolved, Rejected, Re-opened). Click on the status button, and categorize complaints accordingly. You can also change the status of individual complaints e.g., if you have assigned an engineer, you can change the status of a complaint to On-the-Job

**Wards:** you can also view complaints according to the wards



### The Actions column

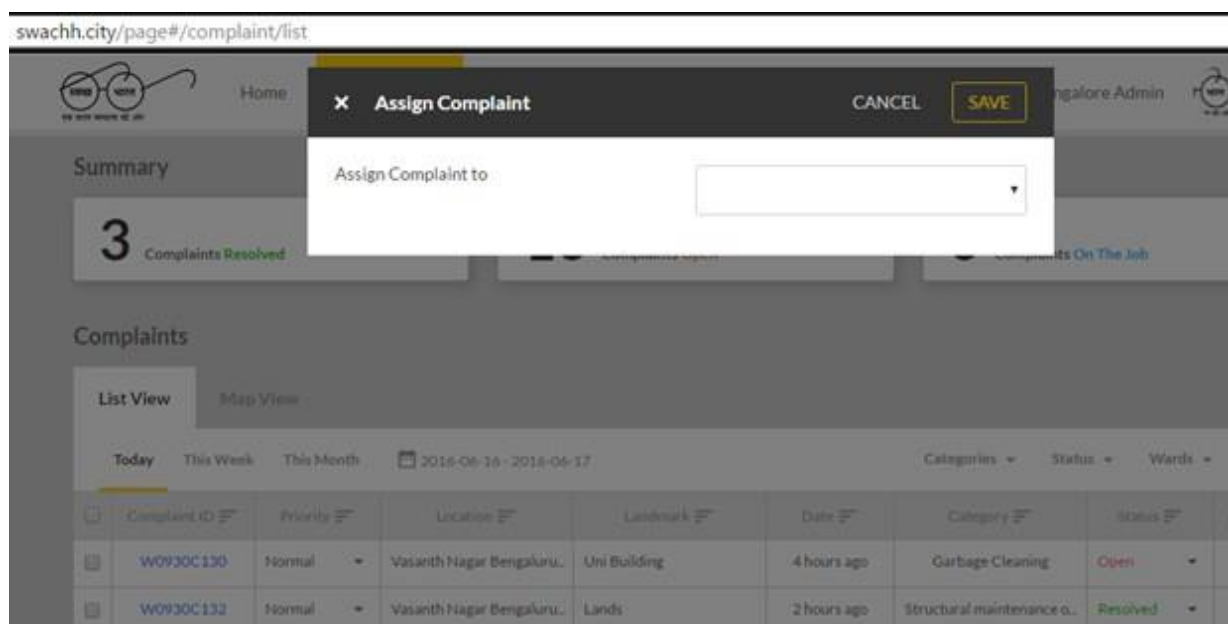
The Action tab enables you to do three things:

1. Assign an engineer to open complaints,
2. Check complaint details and,
3. Escalate complaints that have not been worked on yet

#### 1. Assigning an engineer

Clicking on the person symbol (first on the left in the actions column) will cause a popup box to appear, which will enable to assign the complaint to an engineer

















<input type="checkbox"/>	Complaint ID	Priority	ULB	Location	Date	Category	Status	Actions
<input type="checkbox"/>	W03100C26817038	Normal	Delhi-New Delhi	Ashoka Road, Janpath, C...	4 hours ago	Dustbins not cleaned	Open	 



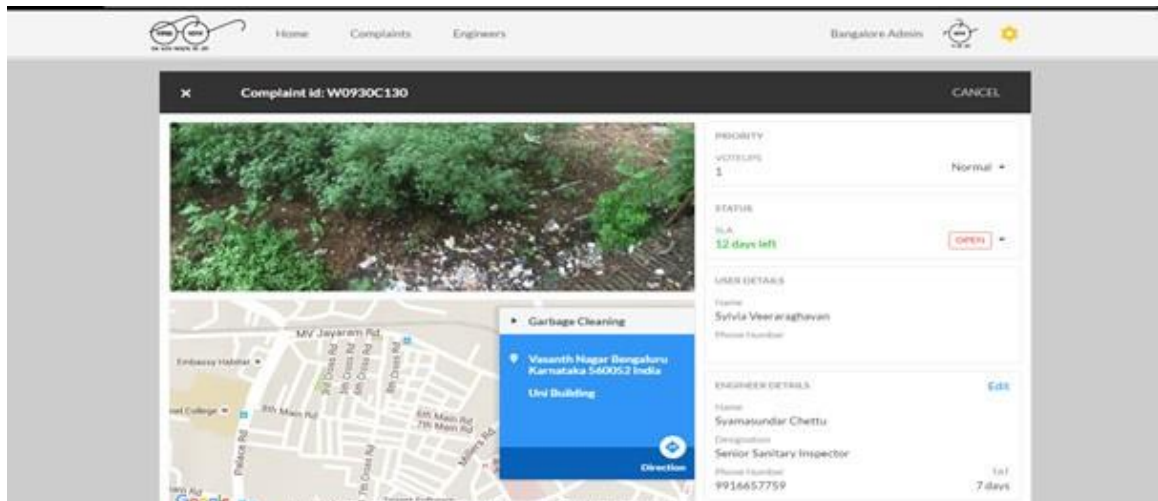
Clicking on the drop-down box next to “Assign Complaint to” will allow an ULB Admin to choose the name of the engineer. After choosing the name, please click on the Save button at the top right corner of the popup box which will ensure that an engineer has been assigned to the complaint. One can go back to the complaints page without assigning an engineer by simply clicking on Cancel.

## 2. Checking complaint details

Clicking on the pencil symbol will enable an admin to see all the details of a posted complaint. (One can view the details of the complaint, by clicking on the Complaint ID as well)

atus ▾ Wards ▾ 	
Status ▾	Actions ▾
Open ▾	  
Resolved ▾	  
Resolved ▾	  
Resolved ▾	  
Open ▾	  

Clicking on the pencil symbol will redirect to the complaints page. This page will show all the details of the complaint; location (both the address and the location on Google maps), complaint ID, the Engineer assigned to the job, name of the complainant and number of days within which the complaint has to be resolved

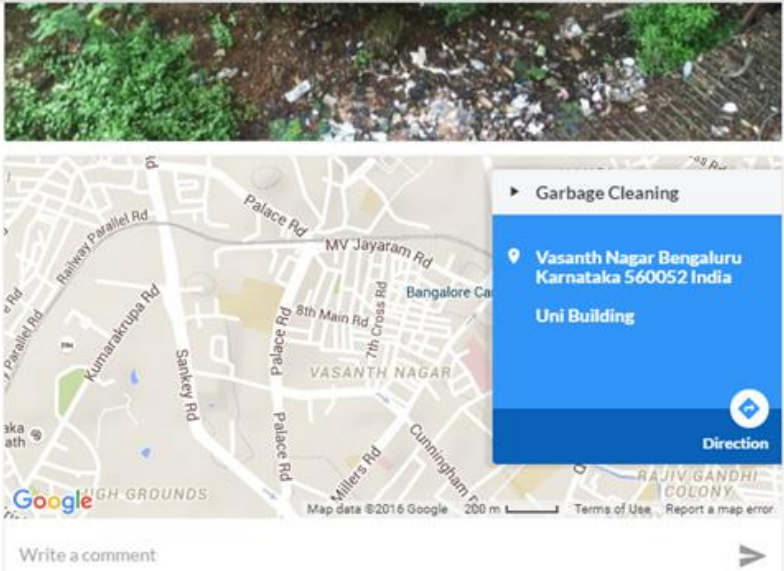


The right side of the page has the following details:

- Priority of the complaint: this shows whether the complaint is normal, or has been marked as high priority
- Status: this shows whether the complaint is Open, On-the-Job, Resolved, or Rejected. It also shows the number of days left to solve the complaint
- User Details: the name and phone number of the complainant will be displayed
- Engineer Details: the name, designation and phone number of the engineer is displayed. You also have the option of assigning another engineer to the job. Simply click on the Edit button (upper right corner of the box), and you will have the option of assigning another engineer to the job

The left side of the complaints page will display a picture of the complaint taken by the citizen complainant.

Below that will be the location of the complaint on Google maps, along with an address and directions to the complaint location from where a user admin is located. Below the map is a comments section, which will show all comments made on a particular complaint (by the engineer, citizen users and administrators).



**PRIORITY**

VOTEUPS  
1

**STATUS**

SLA  
12 days left

**OPEN**

**USER DETAILS**

Name  
Sylvia Veeraraghavan

Phone Number

**ENGINEER DETAILS**

Name  
Syamasundar Chettu

Designation  
Senior Sanitary Inspector

Phone Number

TAT  
7 days

## Escalating Complaints

The ULB Admin can escalate complaints via the Complaint Details page. They can click on the arrow next to Normal in Priority and escalate the said complaint's priority to "High"

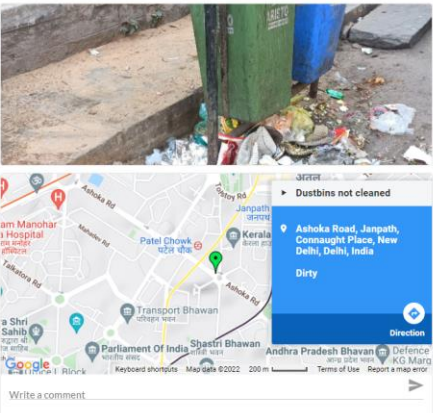
Any questions on Swachhata app or solution? 1969 swachhbharat@janaagraha.org

Complaints Engineers Reports

Click here for help

**Complaint Details**

Complaint id: W03100C26817038 - Delhi-New Delhi



**PRIORITY**

VOTEUPS  
0

**STATUS**

SLA  
2 days remaining

**OPEN**

**USER DETAILS**

Name  
Citizen

Phone Number  
+91 9880962341

**ENGINEER DETAILS**

Name  
SH. RAKESH KUMAR

Designation  
Sanitary Inspector

Phone Number  
9350970847

## 2.4 Navigation of Engineers Page



**Searching for Engineers:** Clicking on the Engineers tab on the navigation bar at the top of the website will navigate to the engineer listing page. All the engineers within a particular city will be listed on this page. If an admin is looking for a particular engineer, they can click on the search box to the right of the screen and type in a name.

**Adding Engineers:** Clicking on the black circle with a plus sign inside, beside the search bar at the top right of the screen, will enable to add new engineers

**Viewing Engineer Details:** Clicking on the plus button to the left of the engineer's name will show the details of the engineer: name, phone number, designation, ward, and complaint category.

**Editing, Transferring or Deleting Engineers:** Clicking on the three dots (aligned vertically) to the right of an engineer's name will allow to edit, transfer or delete the details of individual engineers.

Engineer

## 2.5 Navigation of Reports Page

Any questions on Swachhata app or solution? 1969 swachhbharat@janaagraha.org			
Complaints	Engineers	Reports	Click here for help
Reports			
All Complaints	Download View		
List of registered citizens	Download View		

**Viewing & Downloading ULB Reports:** The ULB Admin can view the reports of their ULB by clicking in the eye symbol and download the same by clicking on the arrow symbol against the name of the reports.

**Please Note: Swachh.city related data can be accessed using the ULB login credentials via Homepage>Login> Reports Section only before 9:00 AM and after 6:00 PM.**



## 3 Section 3 – Onboarding of new ULB to Swachhata Platform

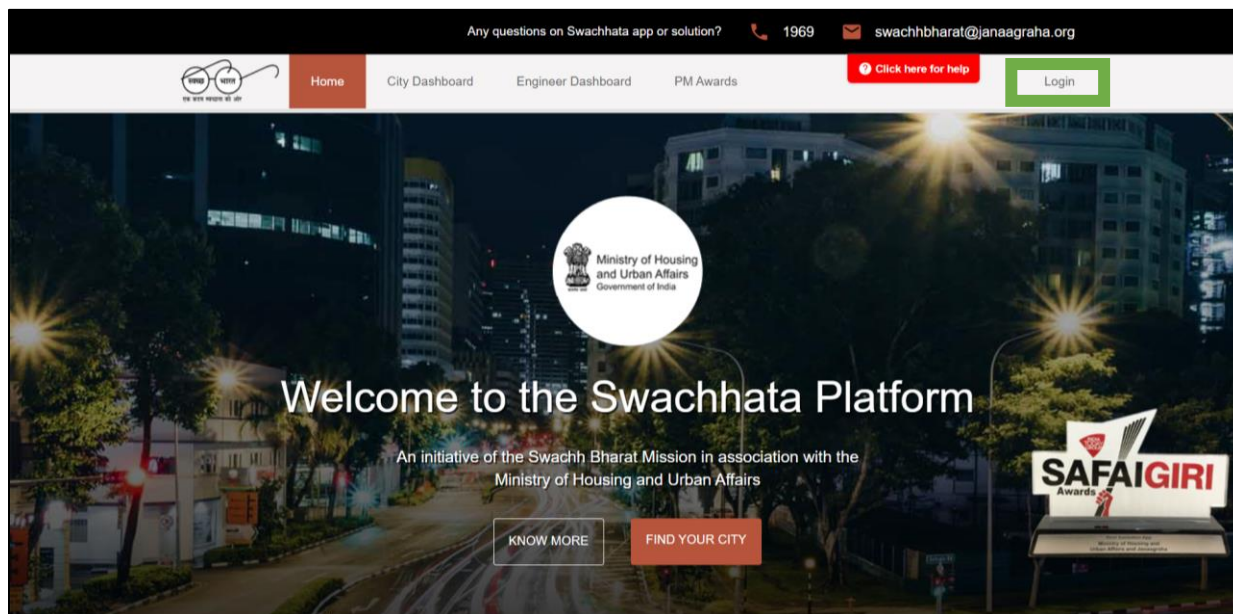
### 3.1 How can a new ULB be onboarded to the Swachhata Platform?

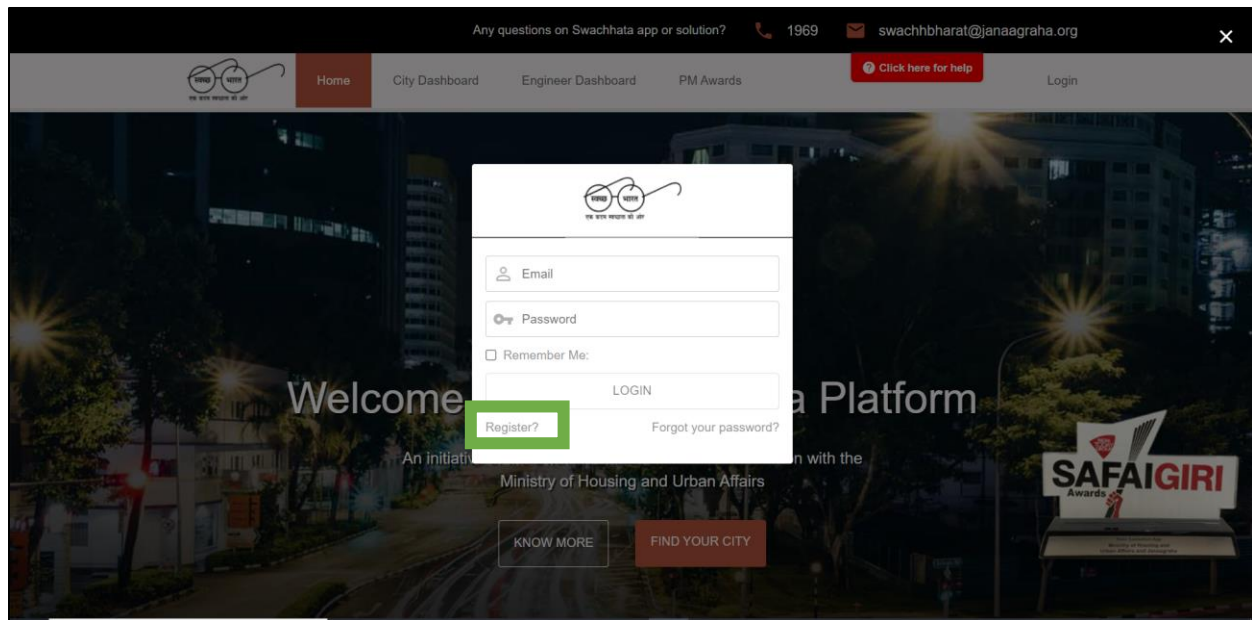
**Step 1:** For a ULB to get onboarded to the Swachhata Platform process, they are required to email the following details to [swachhbharat@janaagraha.org](mailto:swachhbharat@janaagraha.org) along with relevant State Admin with the subject line: <State Name> | <ULB Name> | <ULB Census Code> | New ULB 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](http://www.swachh.city) > clicking on 'Login' in the top-right corner > clicking on 'Register' for first time registration.





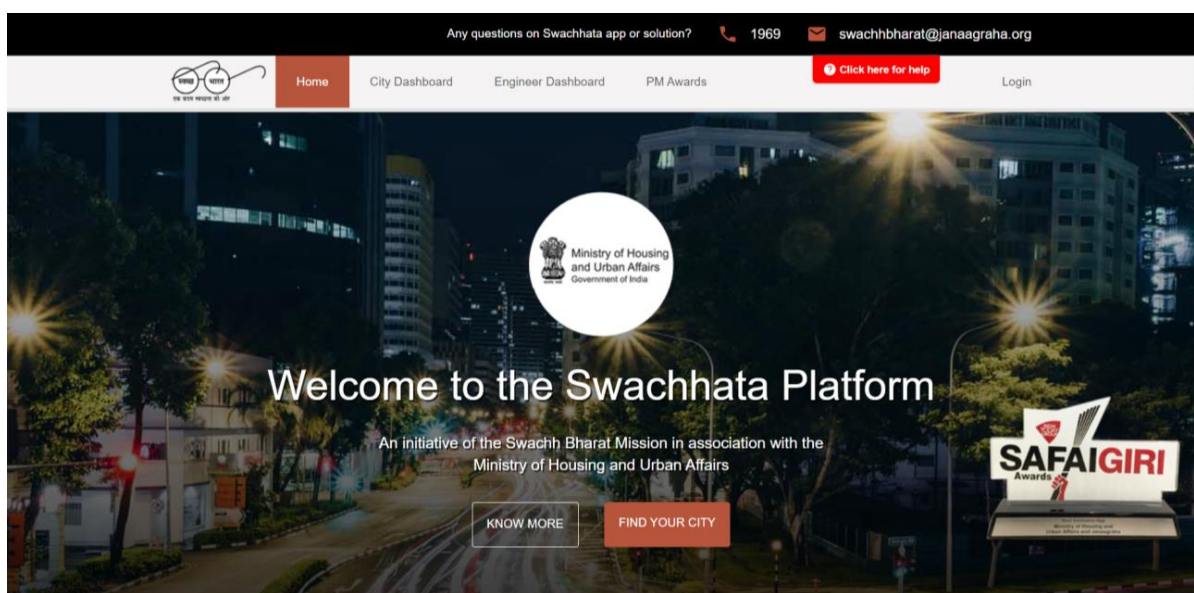
- After clicking on “Register”, the ULBs are required to submit details as shown in the screen below

The entered details will be sent **to the respective State Admin for approval.**

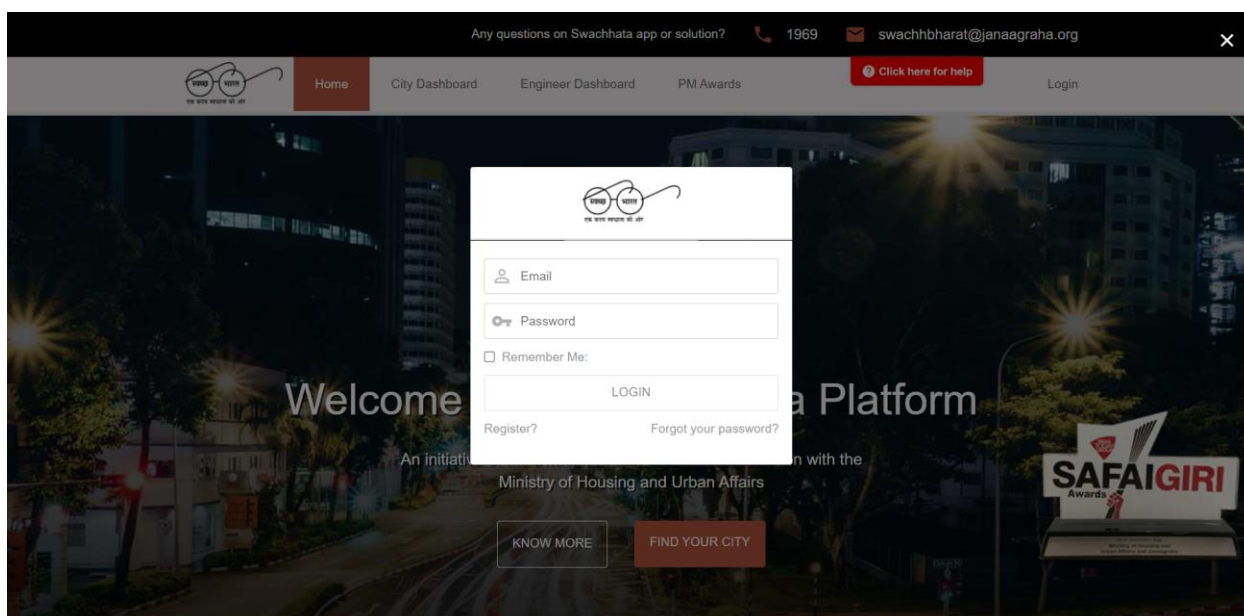
**Upon State Admin's approval**, ULBs will be successfully onboarded, and login credentials will be shared. The respective ULB can start using the portal to view and assign complaints, add sanitary inspectors/engineers, verify resolutions etc.

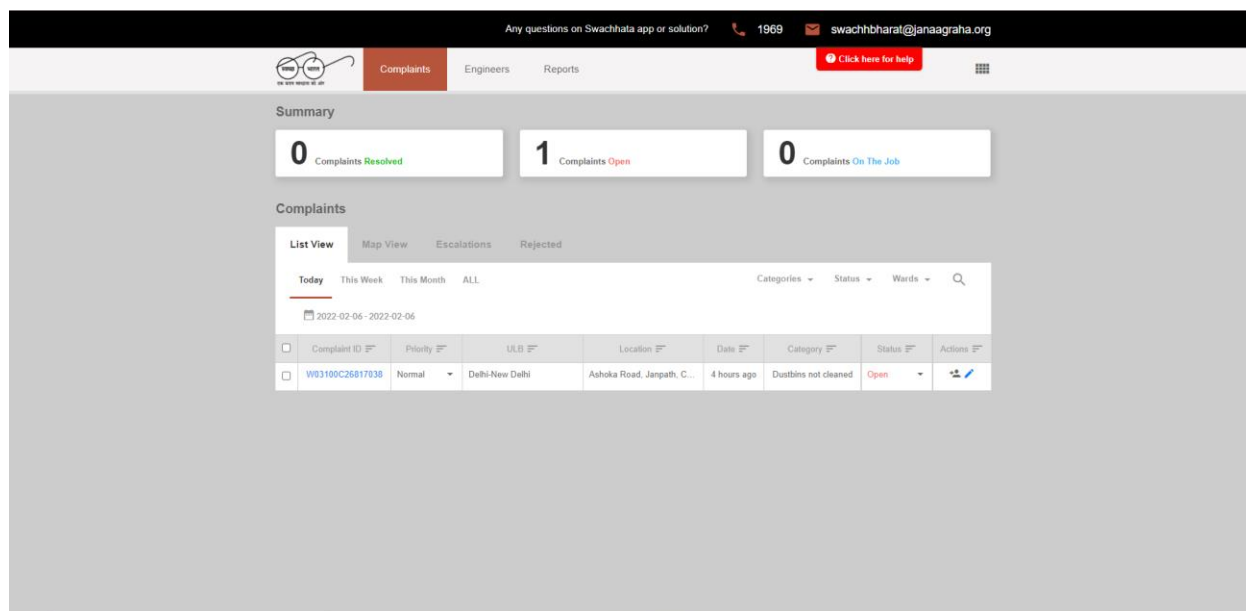
### 3.2 How can an existing ULB access the portal?

**Step 1:** Go to [www.swachh.city](http://www.swachh.city) and click on login



**Step 2:** Fill in login credentials and access the status and details of all complaints/events in a single dashboard





Please Note: Swachh.city related data can be accessed using the ULB login credentials via Homepage>Login> Reports Section only **before 9:00 AM and after 6:00 PM.**

Swachh Manch related data can be accessed using the ULB login credentials via Homepage>Login>ULB Login>Insights>Events Report

### 3.3 What are the applications that an ULB will be able access once onboarded to the Swachhata Platform?

**New ULBs will have access to [www.swachh.city](http://www.swachh.city) and [www.swachhmanch.in](http://www.swachhmanch.in) after onboarding**

Swachh.city is a web portal for municipal officers that enables them to view status and details of all complaints in a single dashboard. Officers can also assign complaints and resolve any other issues that might arise. Portal features include:

- number of complaints received.
- location of the complaints received.
- assignment of work to sanitary supervisors
- status of the work by engineers.
- complaints resolved versus pending, etc.

Swachh Manch is a web portal for citizens where in citizens and stakeholders can view comparative rating and ranking for city municipalities across India on resolution efficiency of citizen complaints that have come in through the Swachhata mobile app.

## 4 Section 4 – Adding/ Updating Nodal Officer Details

### 4.1 My ULB's Nodal Officer has changed. How do I update the Nodal Officer's details in Swachhata?

To update Nodal Officer details for a ULB, a new email id registration will be required. To do so please follow this process mentioned below:

1. Register the ULB with a new email id on Swachh.city (Please refer to Q1, Section 3)
2. New email details will be sent to the State administrator for approval and to re-register the ULB
3. Once the new email id has been approved, ULB will be able to access the Swachhata app and/or Swachh Manch portal with the new login credentials.

**Kindly note that a common password needs to maintain a between Swachh Manch and Swachhata app.**

### 4.2 Can a ULB Nodal Officer have more than one mobile number linked with Swachhata?

No, only one mobile number can be linked with Swachhata. To update the details of the ULBs of Nodal Officer, please follow the steps in **Q1, Section 3**



## 5 Section 5- Adding/Updating Engineer Details

### 5.1 How can a new engineer be added to the Swachhata Portal?

The Engineer details of an ULB can be accessed by clicking on the Engineer tab



The new engineers can be added through the + symbol on the right corner of the page

### 5.2 How can engineer details be edited on the Swachhata Portal?

The details of engineers can be edited by clicking on the three dots adjacent to the engineer's name. The ULB admin can edit, transfer or delete the engineer details

### 5.3 What other functions are available on the Engineers page?

Additionally, the following functions can also be performed in the Engineer's page:

- **Viewing Engineer Details:** Clicking on the plus button to the left of the engineer's name will show you the details of the engineer: name, phone number, designation, ward, and complaint category.
- **Searching for Engineers:** If you are looking for a particular engineer you can click on the search box to the right of the screen and type in a name

Engineer
 +

×
**Syamasundar Chettu**
+

NAME	MOBILE NUMBER
Syamasundar Chettu	9916657759
DESIGNATION	
Senior Sanitary Inspector	
WARD	CATEGORY
Nagavara	Garbage Cleaning

+ Shubendhu Singh ⋮

+ Janaagraha ⋮

## 6 Section 6 - Adding/Updating ULB/Ward Boundaries

### 6.1 How do I get my ULB's ward boundaries updated for the Swachhata platform?

To update ULB's ward boundaries, ULB representatives need to contact your respective government officials to share shape file or KML file or please refer the Swachh.city help documents

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](http://swachh.city/assets/files/KML_FAQ.pdf)

### 6.2 Why do I need to ensure my KML files are up to date?

Incorrect KML file(s) with gaps or wrong boundaries submitted by the ULB, will result in incorrect ULB/Ward boundaries mapped on Swachhata for the concerned ULB.

This will result in Swachhata statistics such as citizen registration counts, complaint counts, complaint resolution counts, etc to not be correctly mapped to the ULB and hence reflected on the Swachh.city portal for consideration in the Surveskshan ranking.

For more information, please refer to:

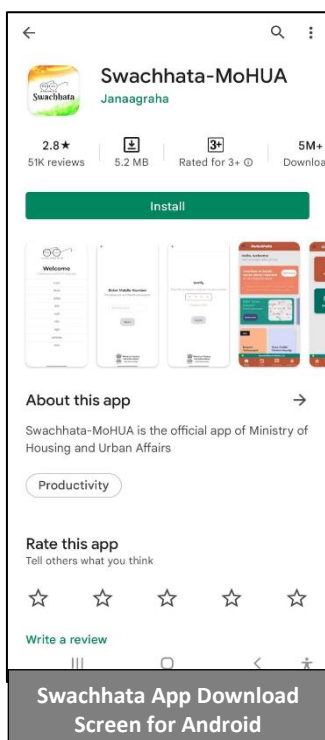
- i. Swachhata Registration Count Issues.pdf – link [http://swachh.city/assets/files/Registration\\_FAQ.pdf](http://swachh.city/assets/files/Registration_FAQ.pdf)
- ii. Swachhata Complaint Count Issues.pdf – link [http://swachh.city/assets/files/Complaint\\_FAQ.pdf](http://swachh.city/assets/files/Complaint_FAQ.pdf)



## 7 Section 7 – Resolving Registration Count Issues

### 7.1 How is User registration completed correctly in Swachhata app?

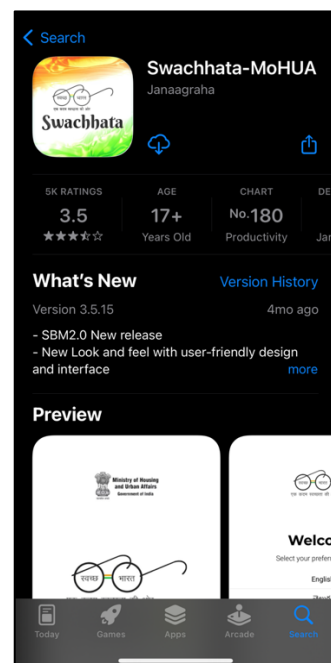
**Step 1:** User downloads Swachhata App from Google Play Store (for Android devices) and AppStore (for iOS devices)



Swachhata App Download  
Screen for Android



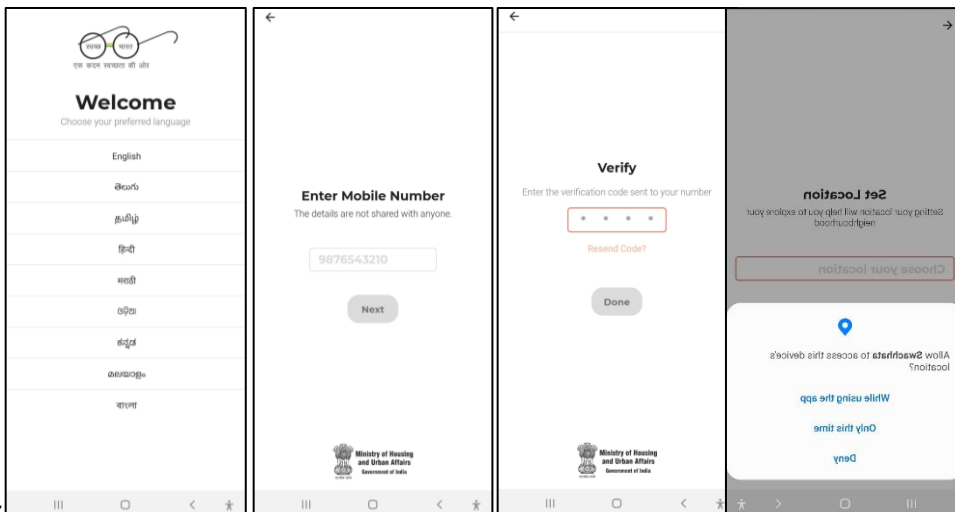
Swachhata App Download  
QR Code



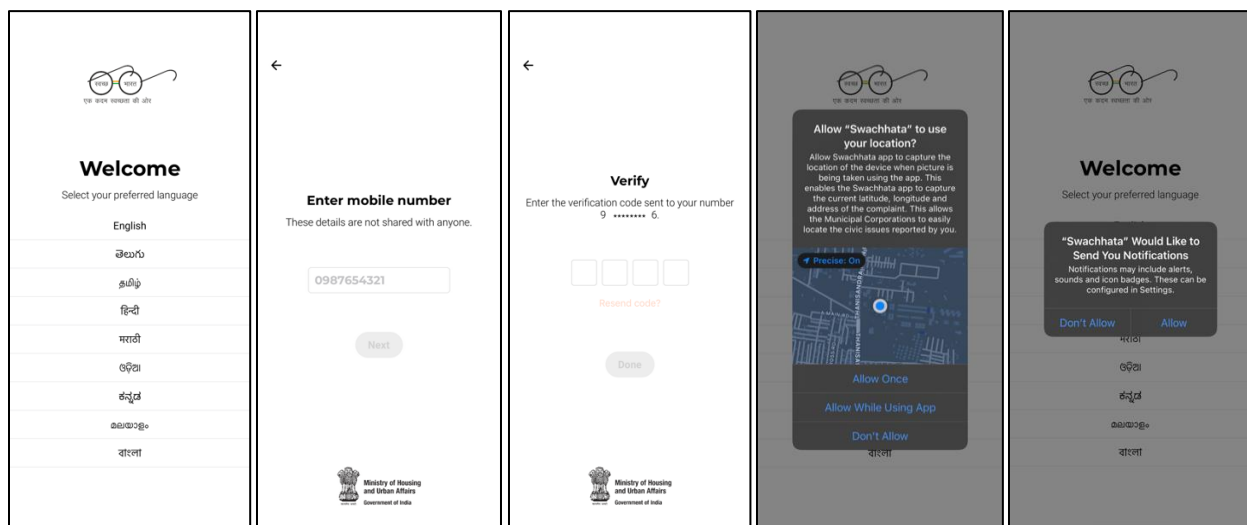
Swachhata App Download  
Screen for iOS

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

- a. selecting preferred language
- b. entering Mobile number details
- c. verifying through OTP sent to the User phone number
- d. allowing Swachhata App to access User location by accepting prompt '**Allow while using App**'
- e. 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.**

## 7.2 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:**

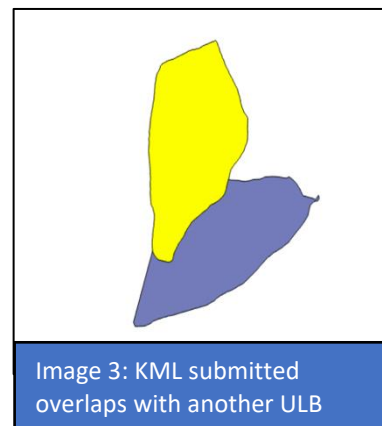
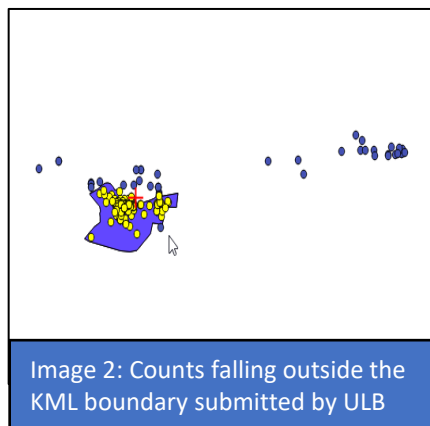
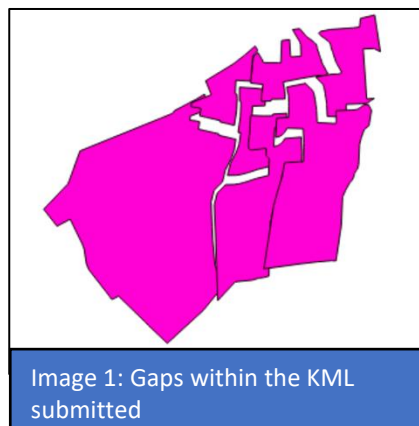
- A. User has **only** downloaded Swachhata App but not registered as a User. To complete the registration process, ensure the citizen has completed the entire registration process correctly (see section 1 for details).
- B. Outdated/incorrect KML file with gaps or wrong boundaries submitted by the ULB,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



- A. 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.

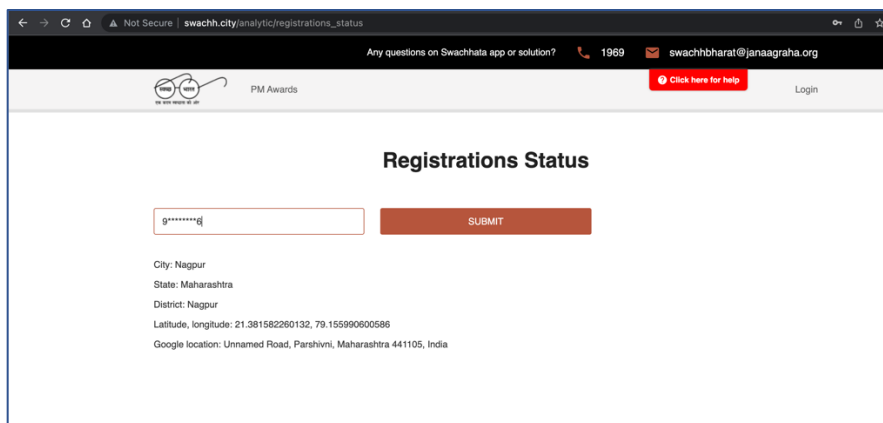
ULBs can send corrected KML file to [swachhbharat@janaagraha.org](mailto:swachhbharat@janaagraha.org) support account with the subject line: <State Name> | <ULB Name> | <ULB Census Code> | KML file to be updated.

**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.**

### 7.3 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](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.



Any questions on Swachhata app or solution? 1969 swachhbharat@janaagraha.org

PM Awards Click here for help Login

### Registrations Status

g\*\*\*\*\*g SUBMIT

City: Nagpur  
 State: Maharashtra  
 District: Nagpur  
 Latitude, longitude: 21.381582260132, 79.155990600586  
 Google location: Unnamed Road, Parshivni, Maharashtra 441105, India

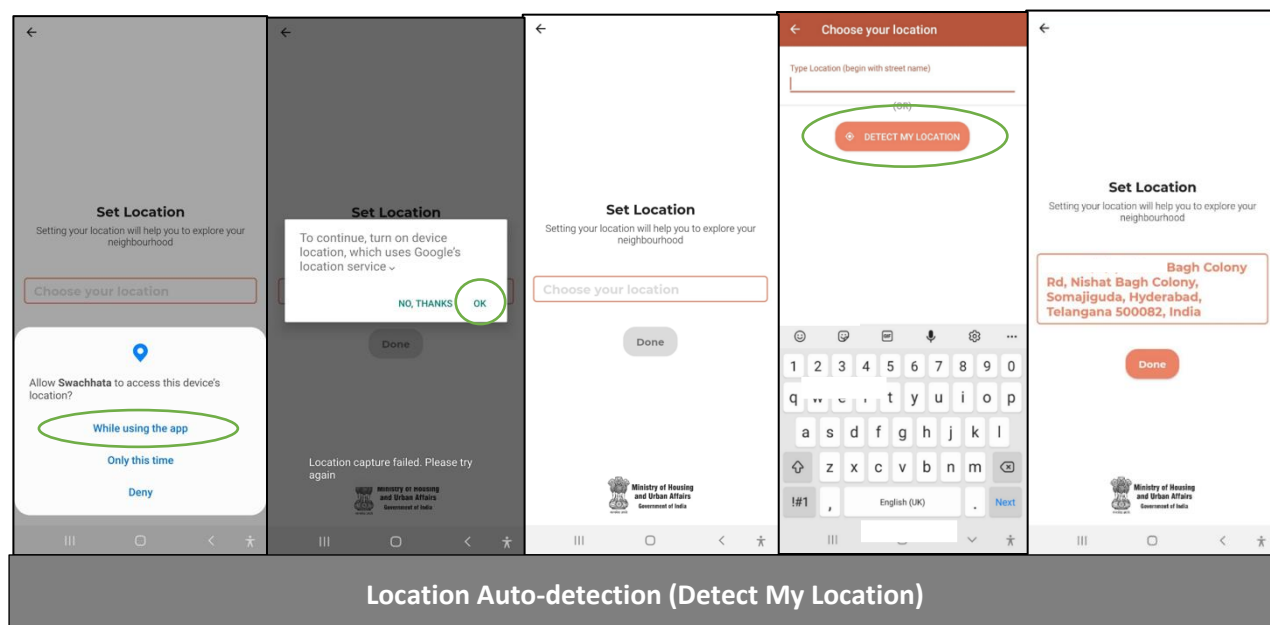
- C. If upon checking on the **Swachhata Registration Status portal** it is observed that the geo-location details do not match as per the ULB record - User location was outside the KML boundary submitted by the ULB during the registration process and could be due to either of the following reasons:
  - a. User's phone setting (see section 4 for more details for trouble shooting)
  - b. 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).

## 7.4 How can a User register within the ULB's Ward or City boundary, manually?

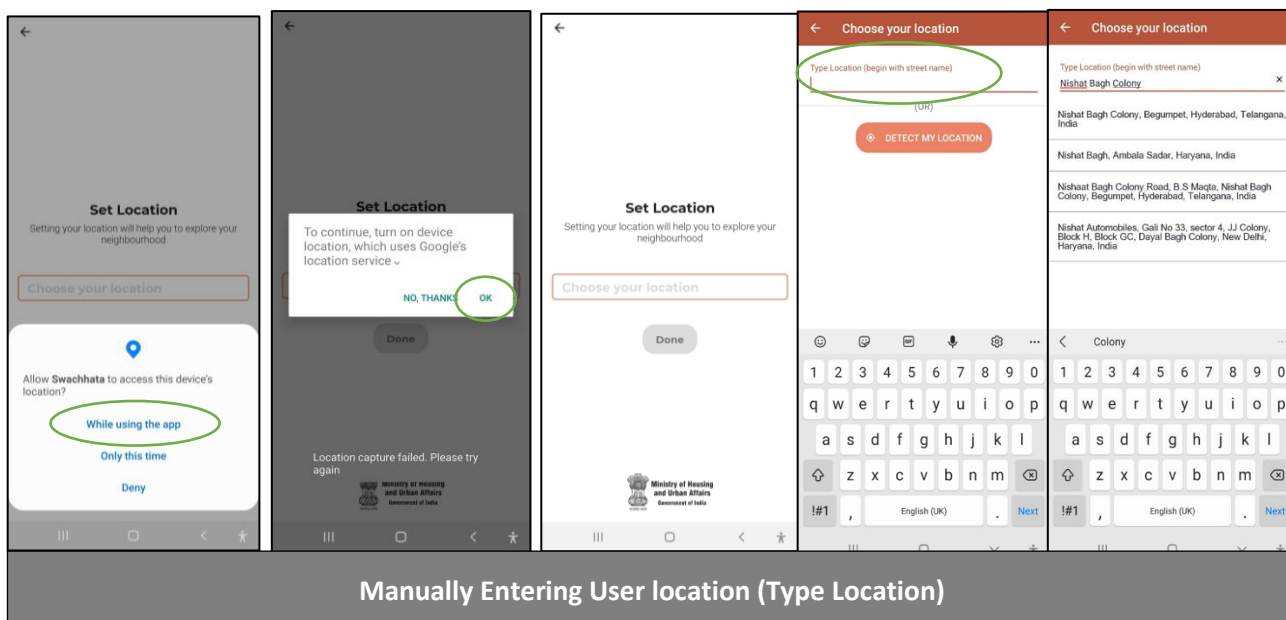
After ensuring completion of User Registration steps in Section 1, a user will be registered within the ULB's Ward or City boundary via location detection feature of Swachhata App.

**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'.



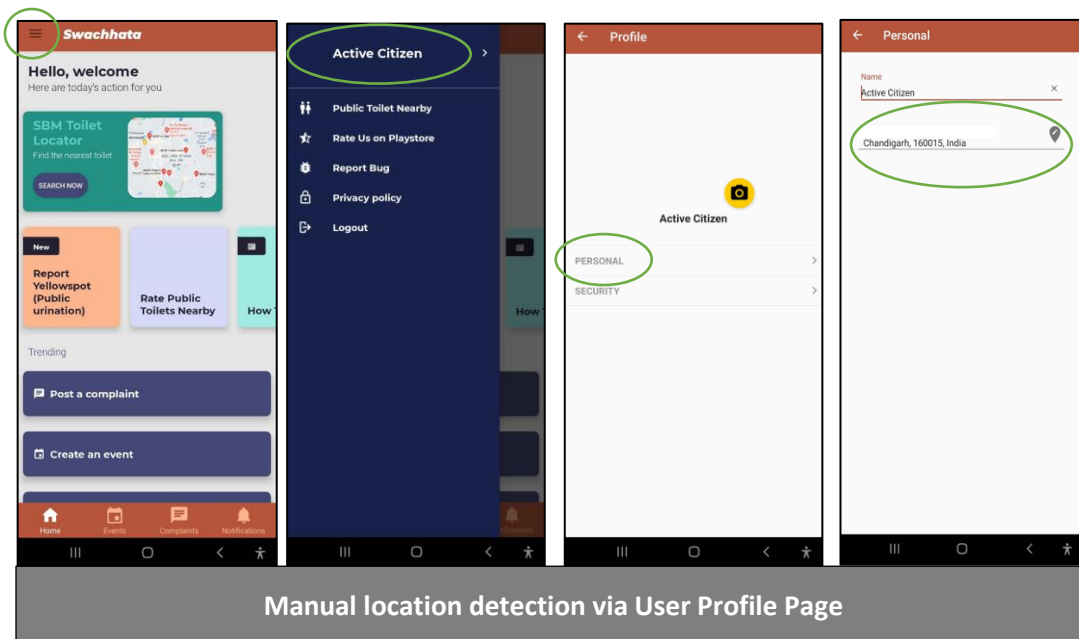
If location auto-detection feature is not working or opted for during a User Registration process, then location can also be manually entered by a User through following steps:



## 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.



## 8 Section 8 – Resolving Complaint Count Issues

### 8.1 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.

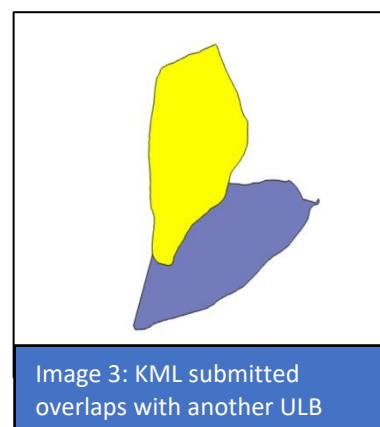
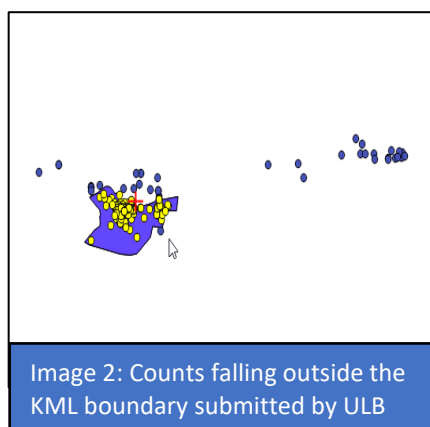
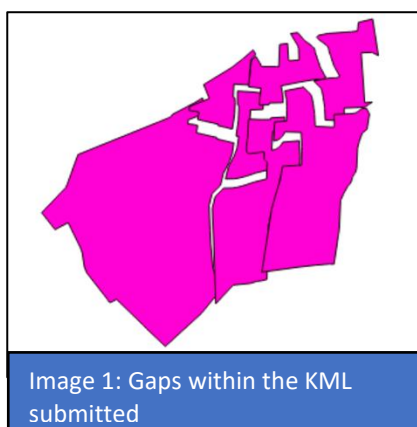
Please refer to Swachhata KML document to understand how to submit correct KML files

- i. Swachhata KML FAQ.pdf – link [http://swachh.city/assets/files/KML\\_FAQ.pdf](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.





### **Possible solutions for a ULB facing Complaint Count issue:**

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.

## 9 Section 9 - Integrating Local Apps with Swachhata

### 9.1 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

## 9.2 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 ULB not currently present/ onboarded to the Swachhata platform, you are required to first complete the Swachhata Platform ULB Onboarding process as described in Q1, Section 3, before proceeding with the Workflow for Integration to Swachhata Platform

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](mailto: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.**

## 9.3 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.

## 10 Section 10 – Technical Issues

### **What should I do if my ULB is facing a technical issue on the Swachhata portal?**

If any technical issue still persists despite ULBs submitting updated and corrected details to the State, ULBs may share relevant complaints to investigate the issue further.

ULBs can send complaint details to [swachhbharat@janaagraha.org](mailto:swachhbharat@janaagraha.org) support account with the subject line: <State Name> | <ULB Name> | <ULB Census Code> | <Issue of the ULB>

**Please ensure the State is copied in all emails that is being sent to [swachhbharat@janaagraha.org](mailto:swachhbharat@janaagraha.org)**