

1 Onboarding of new ULB to Swachhata Platform

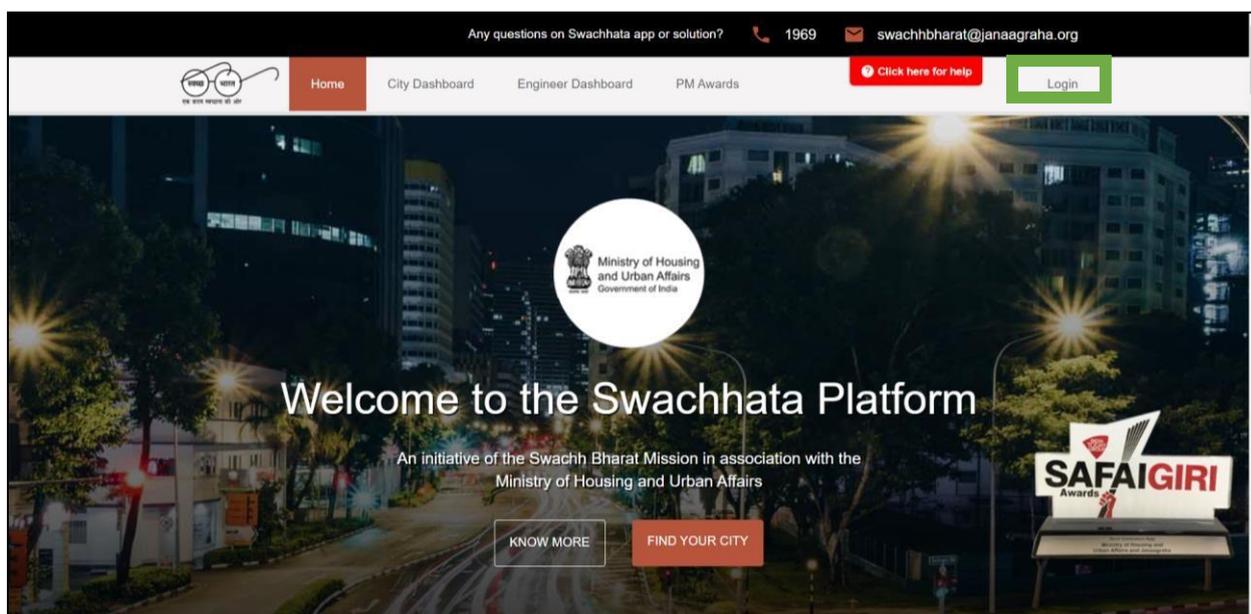
1.1 How can a new ULB be onboarded to the Swachhata Platform?

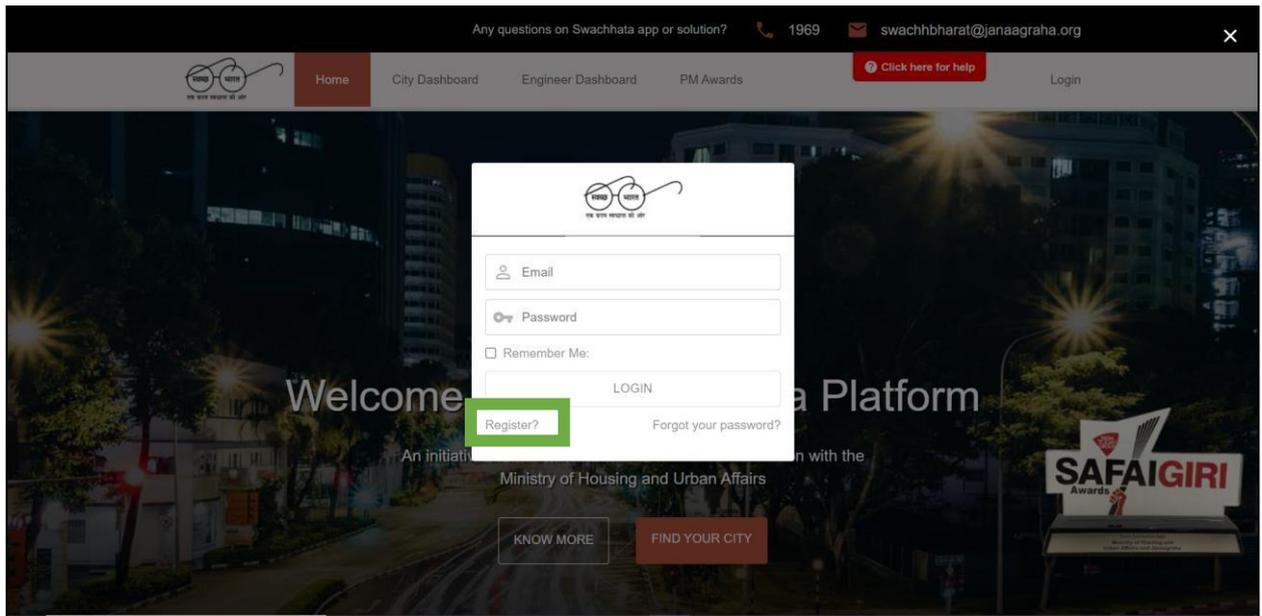
Step 1: For a ULB to get onboarded to the Swachhata Platform process, they are required to email the following details to support@sbumurban.org along with relevant State Admin with the subject line: **<State Name> | <ULB Name> | <ULB Census Code> | New ULB Onboarding**

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

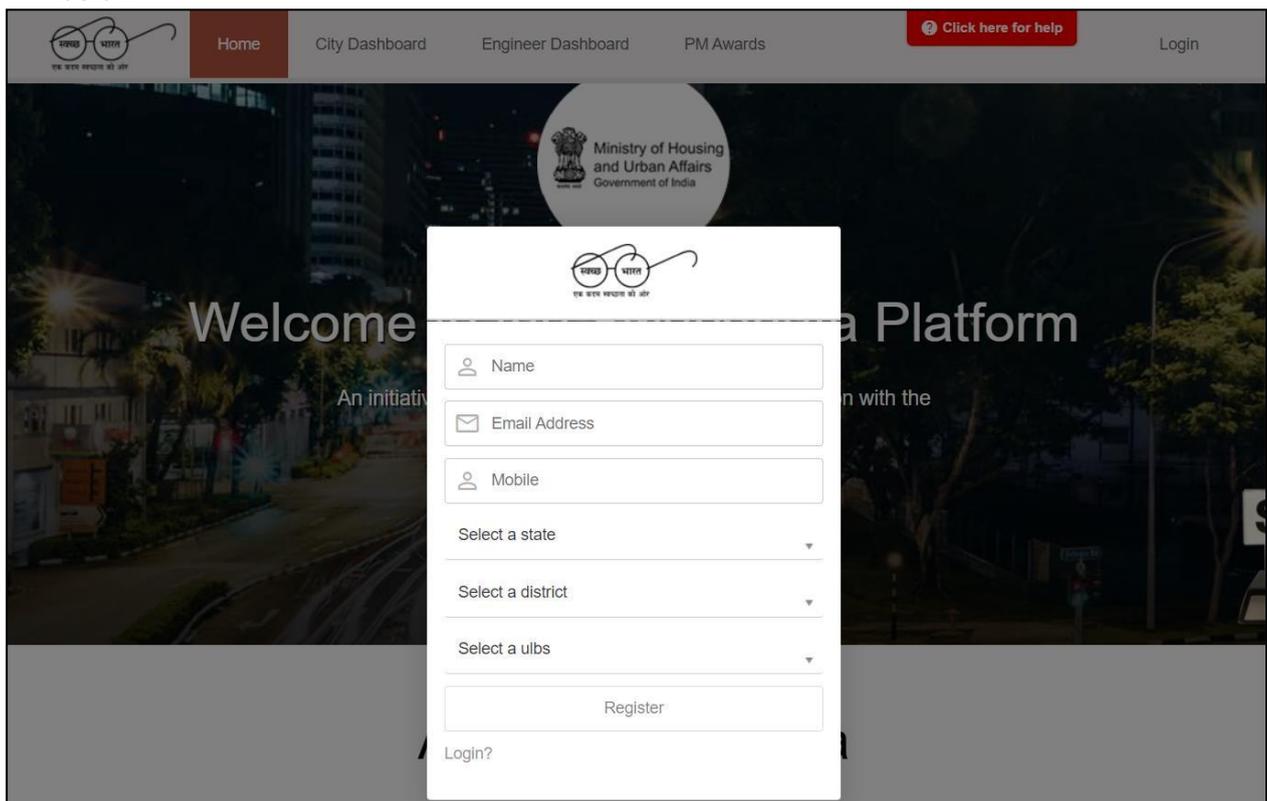
Step 2: After sharing the details as mentioned in Step 1, the ULB details will be updated in the both the Swachhata database and Swachh.city portal. Once updated, ULB Admins can get onboarded to the Swachhata platform by:

- 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

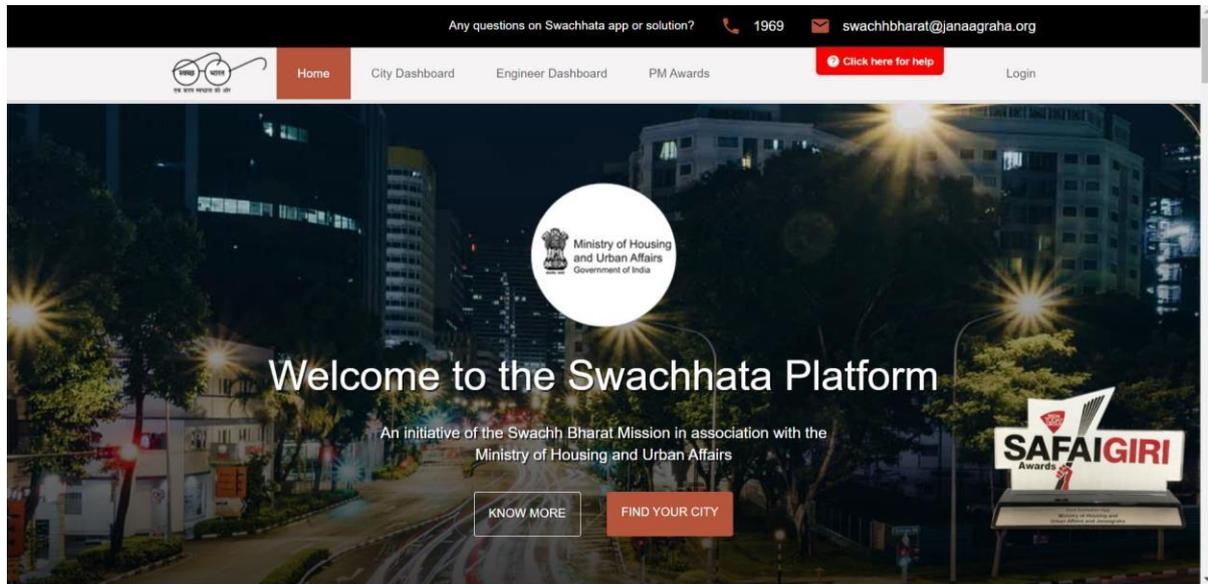


The entered details will be sent **to the respective State Admin for approval.**

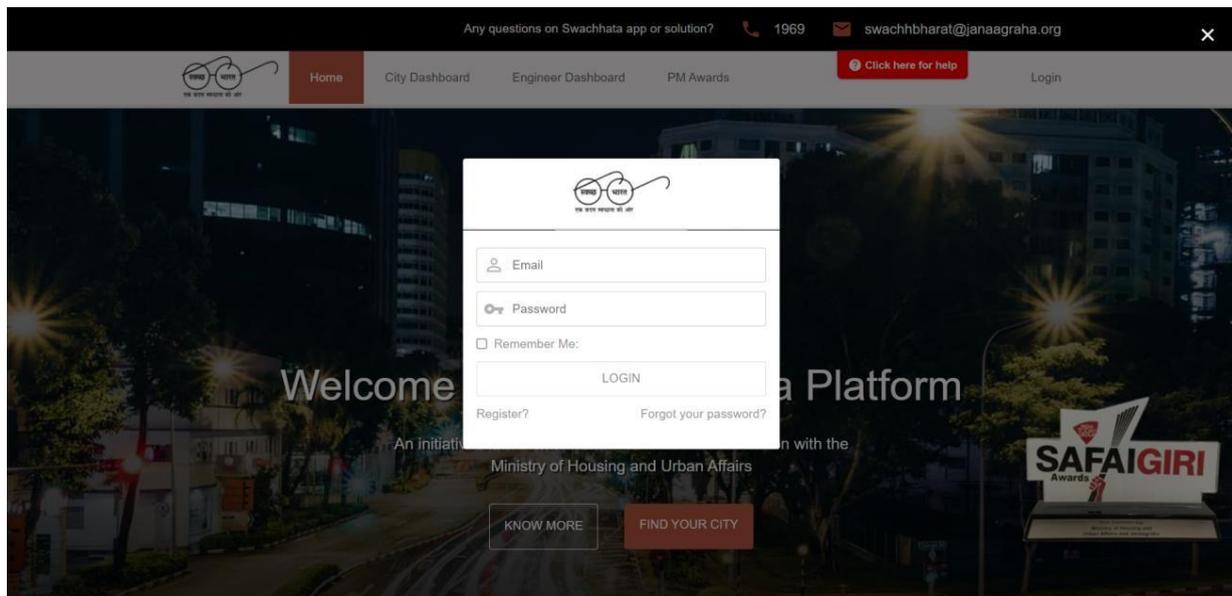
Upon State Admin’s approval, ULBs will be successfully onboarded, and login credentials will be shared. The respective ULB can start using the portal to view and assign complaints, add sanitary inspectors/engineers, verify resolutions etc.

1.2 How can an existing ULB access the portal?

Step 1: Go to 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



The screenshot shows the Swachhata dashboard interface. At the top, there is a navigation bar with the Swachhata logo, a 'Complaints' tab, and other navigation options like 'Engineers' and 'Reports'. A 'Click here for help' button is also visible. Below the navigation bar, a 'Summary' section displays three key metrics: 0 Complaints Resolved, 1 Complaints Open, and 0 Complaints On The Job. The main content area is titled 'Complaints' and features a 'List View' tab. Below this, there are filters for 'Today', 'This Week', 'This Month', and 'ALL', along with dropdown menus for 'Categories', 'Status', and 'Wards'. A table below the filters shows a list of complaints with columns for 'Complaint ID', 'Priority', 'ULB', 'Location', 'Date', 'Category', 'Status', and 'Actions'. One complaint is listed with ID 'W03100C26917938', 'Normal' priority, 'Delhi-New Delhi' ULB, 'Ashoka Road, Janpath, C...' location, '4 hours ago' date, 'Dustbins not cleaned' category, and 'Open' status.

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

1.3 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 and 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:

- a. number of complaints received.
- b. location of the complaints received.
- c. assignment of work to sanitary supervisors
- d. status of the work by engineers.
- e. 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.