

1. API for Post Complaint

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

Method: Post

url
<code>https://api.swachh.city/sbm/v1/post-complaint?vendor_name=India&access_key=8a34n9up&mobileNumber=7349405678&categoryId=1&complaintLatitude=25.452571807236897&complaintLongitude=78.56983816647794&complaintLocation=Civil Lines, Jhansi, Uttar Pradesh 284001&complaintLandmark=bangalore&fullName=Jeeva&userLatitude=25.452571807236897&userLongitude=78.56983816647794&userLocation=Test&macAddress=&deviceToken=&deviceOs=external&file=https://cdn.pixabay.com/photo/2018/01/14/23/12/nature-3082832_960_720.jpg</code>

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. 3-Garbage dump
4. 4-Garbage vehicle not arrived
5. 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. Overflow of Sewerage or Storm Water
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. Open Defecation
17. Overflow of Septic Tanks(New)
18. Yellow Spot (public urination spot)

Example: [https://api.swachh.city/sbm/v1/post-complaint?](https://api.swachh.city/sbm/v1/post-complaint?vendor_name=India&access_key=8a34n9up&mobileNumber=7349405678&categoryId=1&complaintLatitude=25.452571807236897&complaintLongitude=78.56983816647794&complaintLocation=Civil Lines, Jhansi, Uttar Pradesh 284001&complaintLandmark=bangalore&fullName=Jeeva&userLatitude=25.452571807236897&userLongitude=78.56983816647794&userLocation=Test&macAddress=&deviceToken=&deviceOs=external&file=https://cdn.pixabay.com/photo/2018/01/14/23/12/nature-3082832_960_720.jpg)

vendor_name=India&access_key=8a34n9up&mobileNumber=7349405678&categoryId=1&complaint

Latitude=25.452571807236897&complaintLongitude=78.56983816647794&complaintLocation=Civil Lines, Jhansi, Uttar Pradesh

284001&complaintLandmark=bangalore&fullName=Jeeva&userLatitude=25.452571807236897&userLongitude=

78.56983816647794&userLocation=Test&macAddress=&deviceToken=&deviceOs=external&file=https://cdn.pixabay.com/photo/2018/01/14/23/12/nature-3082832_960_720.jpg

Response JSON format

JSON Format
<pre>{ "httpCode": 201, "code": 2001, "message": "Complaint saved successfully", "complaint": { "generic_id": "W03000C28597596" } }</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 of the API are available below.

Method: Post

URL
https://api.swachh.city/sbm/v1/post-voteup?vendor_name=India&access_key=8a34n9up&mobileNumber=7349405678&complaintId=1117&deviceToken=&deviceOs=external

Request Parameters (Parameters marked with * are mandatory)

Element	Type	Description	Possible Value/Format
Vendor_name	String		
access_key	String		
mobileNumber *	Integer		
complaintId *	Integer		ComplaintId(consider the complaint_id after C)
deviceOs *	String		external

example: https://api.swachh.city/sbm/v1/post-voteup?vendor_name=India&access_key=8a34n9up&mobileNumber=7349405678&complaintId=1117&deviceToken=&deviceOs=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: Post

URL
https://api.swachh.city/sbm/v1/post-comment? vendor_name=India&access_key=8a34n9up&mobileNumber=7349405678&complaintId=1117&commentDescription=test comment&deviceToken=&deviceOs=external

Request Parameters (Parameters marked with * are mandatory)

Element	Type	Description	Possible Value/Format
Vendor_name	String		
access_key	String		
mobileNumber *	Integer		
complaintId *	Integer		ComplaintId(consider the complaint_id after C)
commentDescription *	String		
deviceOs *	String		external

Example: [https://api.swachh.city/sbm/v1/post-comment?
vendor_name=India&access_key=8a34n9up&mobileNumber=7349405678&complaintId=1117&commentDescription=testcomment&deviceToken=&deviceOs=external](https://api.swachh.city/sbm/v1/post-comment?vendor_name=India&access_key=8a34n9up&mobileNumber=7349405678&complaintId=1117&commentDescription=testcomment&deviceToken=&deviceOs=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: Post

URL
https://api.swachh.city/sbm/v1/user? vendor_name=India&access_key=8a34n9up&mobileNumber=7349405678 &macAddress=&deviceToken=&deviceOs=external&apiKey=af4e61d75d2782a33eac7641e42bba6f&lang=en &latitude=15.4961348&longitude=73.8341955&location=Test

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		
apiKey *	String		external
lang *	String		en
userCreateDate	Date		yyyy-mm-dd hh:mm:ss

Example:

https://api.swachh.city/sbm/v1/user?
vendor_name=India&access_key=8a34n9up&mobileNumber=7349405678
&macAddress=&deviceToken=&deviceOs=external&apiKey=af4e61d75d2782a33eac7641e42bba6f&lang=en &latitude=15.4961348&longitude=73.8341955&location=Test

Response JSON format

JSON Format

```
{
  "httpCode": 200,
  "code": 2000,
  "message":
  "Success", "user": {
    "id": 5289397,
    "session_lang_id": 1,
    "activated": 0
  }
}
```

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: GET

URL
https://api.swachh.city/sbm/v1/getComplaints?vendor_name=India&access_key=8a34n9up&page=1&status=4&category=11&from_date=2020-11-09&to_date=2021-11-20

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. Overflow of Sewerage or Storm Water
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. Open Defecation
17. Overflow of Septic Tanks(New)
18. Yellow Spot (public urination spot)

Example:

https://api.swachh.city/sbm/v1/getComplaints?vendor_name=India&access_key=8a34n9up&page=1&status=4&category=11&from_date=2020-11-09&to_date=2021-11-20

Response JSON Format

JSON Format

```
{
  "httpCode": 200,
  "code": 2000,
  "message":
  "Success",
  "complaints": [
    {
      "complaintId": 23915364,
      "complaintGenericId":
      "W03000C23915364", "latitude":
      25.61565,
      "longitude": 85.08013,
      "complaintLocation": "Guru Sahay Lal Nagar, Magistrate Colony",
      "landmark": "Opposite Sharons School\nThis Is To Inform The Authority That The
      Sewerage Are Damaged, Or Not Constructed. I've Already Submitted Letter Regarding This
      Signed By The SI Sir To All The Officials. Please! Kindly Resolve The Issue.",
      "title": "Overflow of Sewerage or Storm Water",
      "mobile_number": 9861006924,
      "full_name":
      null, "district":
      null, "ulb":
      "India",
      "cityId": 4500,
```

```
      "wardId": 300,
      "wardNo": 7,
      "wardName": "NDMC -
      7",
      "complaint_image": "https://s3.ap-south-1.amazonaws.com/swachhata-
      complaine/jccd-sb- complaints/Prod_Migration_Swachhta/Swachhta_Compliance/
      original/1612989110- 602442b6e8362.jpeg",
      "city":
      "India",
      "status": 4,
      "created_at": "2021-02-10 17:05:39"
    }
  ]
}
```

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: PUT

URL
https://api.swachh.city/engineer/v1/complaint-status-update?statusId=4&complaintId=1117&commentDescription=checkingresolve&deviceOs=external&apiKey=af4e61d75d2782a33eac7641e42bba6f&vendor_name=India&access_key=8a34n9up&check=rrrr&file=https://cdn.pixabay.com/photo/2018/01/14/23/12/nature-3082832_960_720.jpg

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	deviceOs name	External
statusId *	Integer	Status Id	3.- Assigned to engineer 4.- when complaint is resolved 6 - complaint is rejected
complaintId *	Integer	Complaint Id	ComplaintId(consider the complaint_id after C)
complaintDescription *	Text		

file (*)	Text	Complete url of the image	While changing the complaint status to resolved the complete image url is mandatory.
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example: https://api.swachh.city/engineer/v1/complaint-status-update?statusId=4&complaintId=1117&commentDescription=checkingresolve&deviceOs=external&apiKey=af4e61d75d2782a33eac7641e42bba6f&vendor_name=India&access_key=8a34n9up&check=rrrr&file=https://cdn.pixabay.com/photo/2018/01/14/23/12/nature-3082832_960_720.jpg

Response JSON Format

JSON Format

```
{
  "httpCode": 422,
  "code": 2000,
  "message": "Complaint status updated",
  "complaint": {
    "id": 417
  }
}
```

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

```
{
  "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"
    }
  ]
}
```

7. Complaint feedback

7.1. List feedback options

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

Method: GET

Endpoint: <https://api.swachh.city/feedback/options>

Header:

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		ComplaintId(consider the complaint_id after C)

Sample request call:

[https://api.swachh.city/feedback/options?
vendor_name=India&access_key=8a34n9up&complaint_id=1117](https://api.swachh.city/feedback/options?vendor_name=India&access_key=8a34n9up&complaint_id=1117)

Sample Validation Error Response
<pre>{ "http_code": 422, "message": "Validation failed", "errors": [{ "field_id": "vendor_name", "message": "vendor name can not be blank" }, { "field_id": "access_key", "message": "Acess key can not be blank" }, { "field_id": "complaint_id", "message": "Complaint ID can not be blank" }] }</pre>
Sample JSON Response
<pre>{ "http_code": 200, "message": "Success", "can_be_reopened_with_in_sla": "no", "data": [{ "id": 1,</pre>

```

    "title":
    "Satisfied",
    "options": []
  },
  {
    "id": 2,
    "title":
    "Neutral",
    "options": [
      {
        "id": 8,
        "title": "Quality of work was average "
      },
      {
        "id": 9,
        "title": "Resolution time could have been shorter"
      },
      {
        "id": 10,
        "title": "Officer was not responsive enough"
      },
      {
        "id": 11,
        "title": "The overall process needs improvement"
      }
    ]
  },
  {
    "id": 3,
    "title":
    "Dissatisfied",
    "options": [
      {
        "id": 4,
        "title": "Response time very slow "
      },
      {
        "id": 5,
        "title": "Complaint was not resolved"
      },
      {
        "id": 6,
        "title": "Quality of work extremely poor"
      },
      {
        "id": 7,
        "title": "Unable to connect with the officer"
      }
    ]
  }
]
}

```

Response Parameters

Field	Type	Description	Possible Value/Format
http_code	Integer	Status code	
message	String	Status message	
can_be_reopened_within_sl a	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.option.id	Integer	Child feedback option ID	
data.option.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

Header:

accept: application/json

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

Field	Type	Description	Possible Value/ Format
Id *	Integer	Complaint Id	ComplaintId(consider the

			complaint_id after C)
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 https://api.swachh.city/feedback/options	
timestamp	Datetime	If value not present, current timestamp will be saved	'yy-mm-dd hh:mm:ss' Eg: '2017-11-01 10:02:01'

Sample request call:

http://api.swachh.city/complaint/1117/feedbacks?
 vendor_name=India&access_key=8a34n9up&user_mobile_number=7349405678&feedback_option_id=1×tamp=2017-11-09 09:11:53

Sample Validation error response
<pre>{ "http_code": 422, "message": "Validation failed", "errors": [{ "field_id": "id", "message": "Invalid complaint ID" }, { "field_id": "feedback_option_id", "message": "Invalid feedback option" }] }</pre>
Sample JSON Response


```
{  
  "http_code": 201,  
  "message": "Thanks for your feedback",  
  "data": {  
    "id": 68189058  
  }  
}
```

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 in resolved status
3. User can provide feedback at most once

Method: PUT

Headers:

accept: application/json

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

Request Parameters (Parameters marked with * are mandatory)

Field	Type	Description	Possible Value/Format
Id *	Integer	Complaint Id	ComplaintId(consider the complaint_id after C)

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 https://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	Datetime	If value not present, current timestamp will be saved	'yy-mm-dd hh:mm:ss' Eg:'2017-11-01 10:02:01'
comment	String		

Sample Request Call:

https://api.swachh.city/complaint/1117/feedbacks/status?
 vendor_name=India&access_key=8a34n9up&user_mobile_number=7349405678&feedback_option_id=2×tamp=2017-11-01 11:02:09

Sample Validation error response
<pre>{ "http_code": 422, "message": "Validation failed", "errors": [{ "field_id": "timestamp", "message": "Invalid date format" }, { "field_id": "feedback_option_id", "message": "Feedback option ID should be in between 4 and 7" }, { "field_id": "complaint_status_id", "message": "The complaint status id field is required." }] }</pre>

Sample JSON response
{
<pre> "http_code": 200, "message": "Success", "data": { "id" : XXXX } } </pre>

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	

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 complaint 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 complaint.
3. The status of the complaint should be resolved by engineer.

Method: POST

End point: <https://api.swachh.city/sbm/v1/external/complaint-resolution-acceptance> Request Headers

accept: application / json

Key	Type	Value	Description
complaintId	Integer	27682274	ComplaintId(consider the complaint_id after C)
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	

Example: https://api.swachh.city/sbm/v1/external/complaint-resolution-acceptance?complaintId=1117&apiKey=af4e61d75d2782a33eac7641e42bba6f&is_resolution_accepted=2&deviceOs=external&vendor_name=India&access_key=8a34n9up&mobileNumber=7349405678

Response JSON Format

JSON Format
<pre>{ "httpCode": 422, "code": 2000, "message": "Complaint resolution accepted", }</pre>

JSON Format
<pre>{ "httpCode": 422, "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 if the complaint 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: <https://api.swachh.city/sbm/v1/external/complaint-resolution-acceptance> Request Headers

accept: application / json

Key	Type	Value	Description
complaintId	Integer	27682274	ComplaintId(consider the complaint_id after C)
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	

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

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


}
