

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	Dead animal(s)	48 hours
2	Dustbin not cleaned	12 hours
3	Garbage dump	12 hours
4	Garbage vehicle not arrived	12 hours
5	Sweeping not done	12 hours
6	No electricity in public toilet(s)	12 hours
7	No water supply in public toilet(s)	12 hours

8	Public toilet(s) blockage	12 hours
9	Public toilet(s) cleaning	12 hours
10	Open Manholes or Drains	12 hours
11	Overflow of Sewerage or Storm Water	12 hours
12	Stagnant Water on The Road	12 hours
13	Improper Disposal of Fecal waste/Septage	12 hours
14	Debris Removal/Construction Material	12 hours
15	Burning of garbage in open space	12 hours
16	Open Defecation	12 hours
17	Overflow of Septic Tanks (New)	12 hours
18	Yellow Spot (public urination spot)	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 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, 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.

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 support@sbmurban.org with the subject line- **Swachhata | <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?

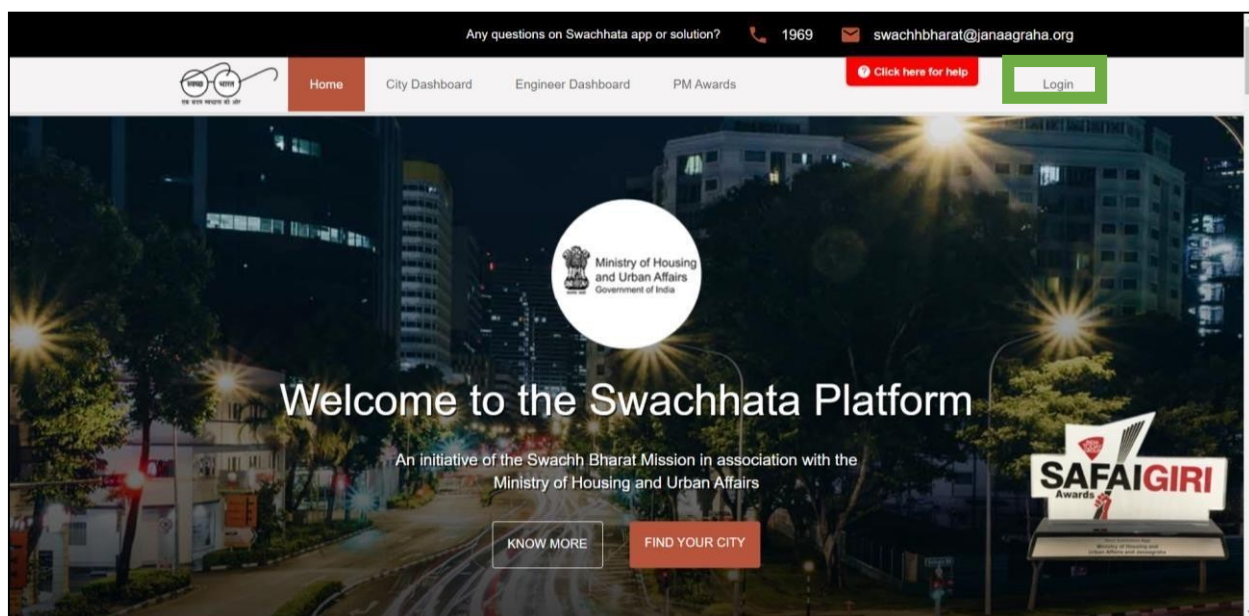
Step 1: For a ULB to get onboarded to the Swachhata Platform process, they are required to email the following details to support@sbmurban.org along with relevant State Admin with the subject line:

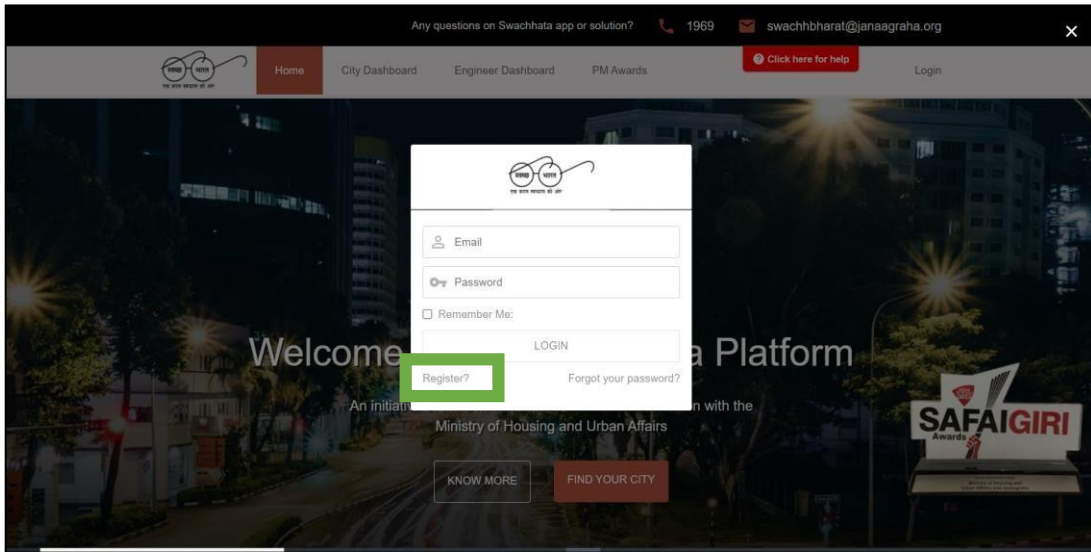
Swachhata | <State Name> | <ULB Name> | <ULB Census Code> || New ULB Onboarding

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

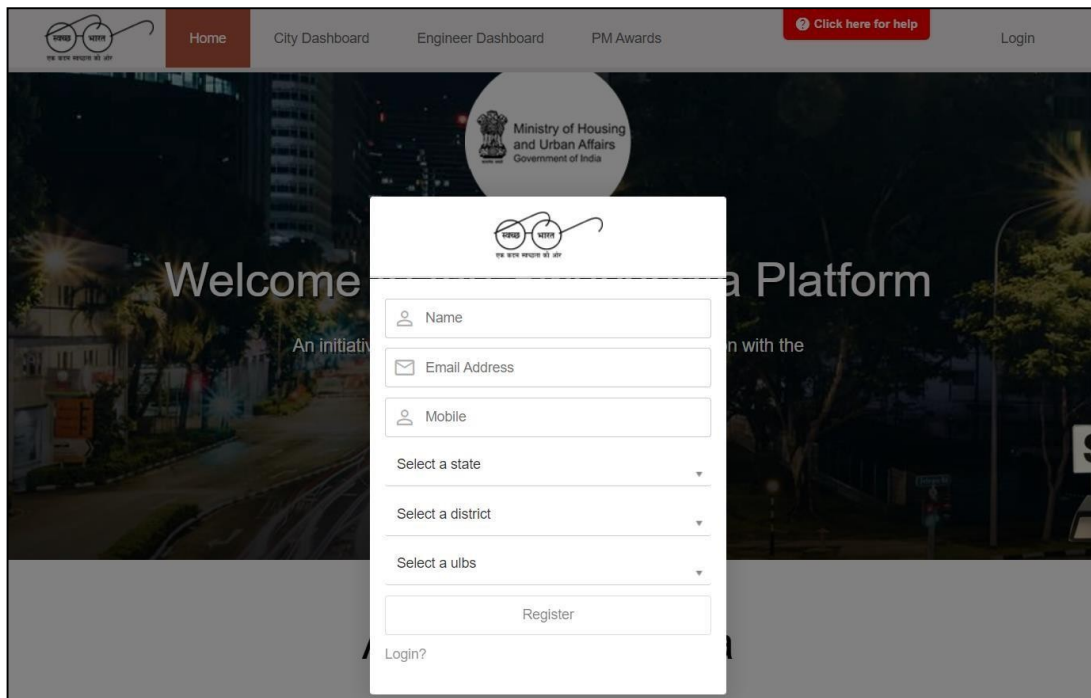
Step 2: After sharing the details as mentioned in Step 1, the ULB details will be updated in the both the Swachhata database and Swachh.City portal. Once updated, ULB Admins can get onboarded to the Swachhata platform by:

- 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.