

swachhata

Swachhata Platform

Taking citizen engagement to the next level

March 2024

Powered by: Swachh Bharat Mission Urban

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SWACHHATA PLATFORM

About Swachhata Platform

Swachhata is arguably India's largest civic technology platform

24M+ Citizens

across 3485 cities since 2016 launch.

28M+ Complaints

with an average resolution rate of 93%.

**15,000+ Municipal
Sanitary Engineers**

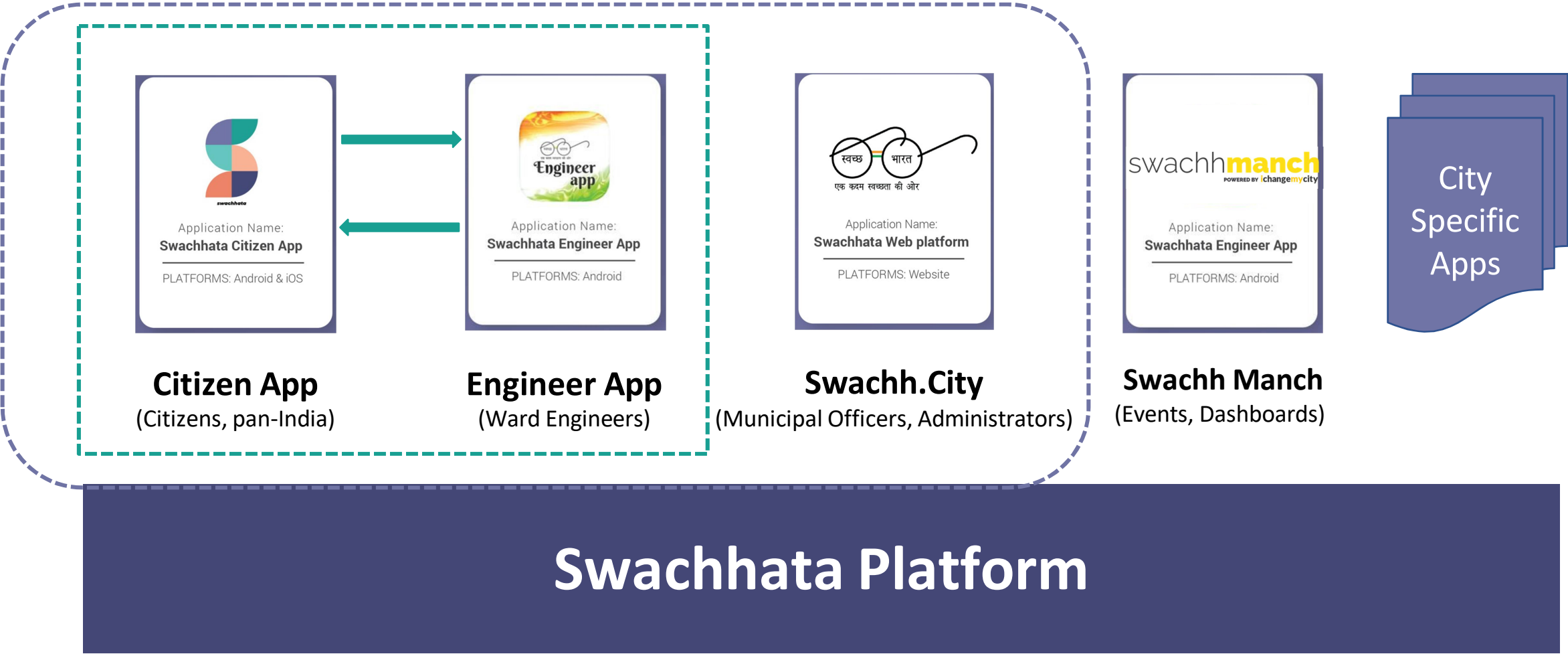
On boarded till date.

8M+ Garbage Sites

cleared across Indian cities

All data as of Mar 2024

Swachhata Product Suite currently comprises of 4 Apps & Platforms for citizens and ULBs to synergistically work on Swachhata grievances



Swachhata Citizen App



SWACHHATA CITIZEN APP enables **CITIZENS** to register sanitation & waste management related complaints.

1. Available in English and 8 regional languages.
2. Citizens can post their complaints on 17 Swachhata categories such as public urination spots, unclean public toilets and dustbins, garbage dump on road etc.
3. Locate nearby public toilets and rate the quality of available public toilets.
4. Vote up on complaints posted by other citizens; share complaints with other concerned citizens through social media.
5. Comment and provide feedback on work done.

Swachhata Engineer App



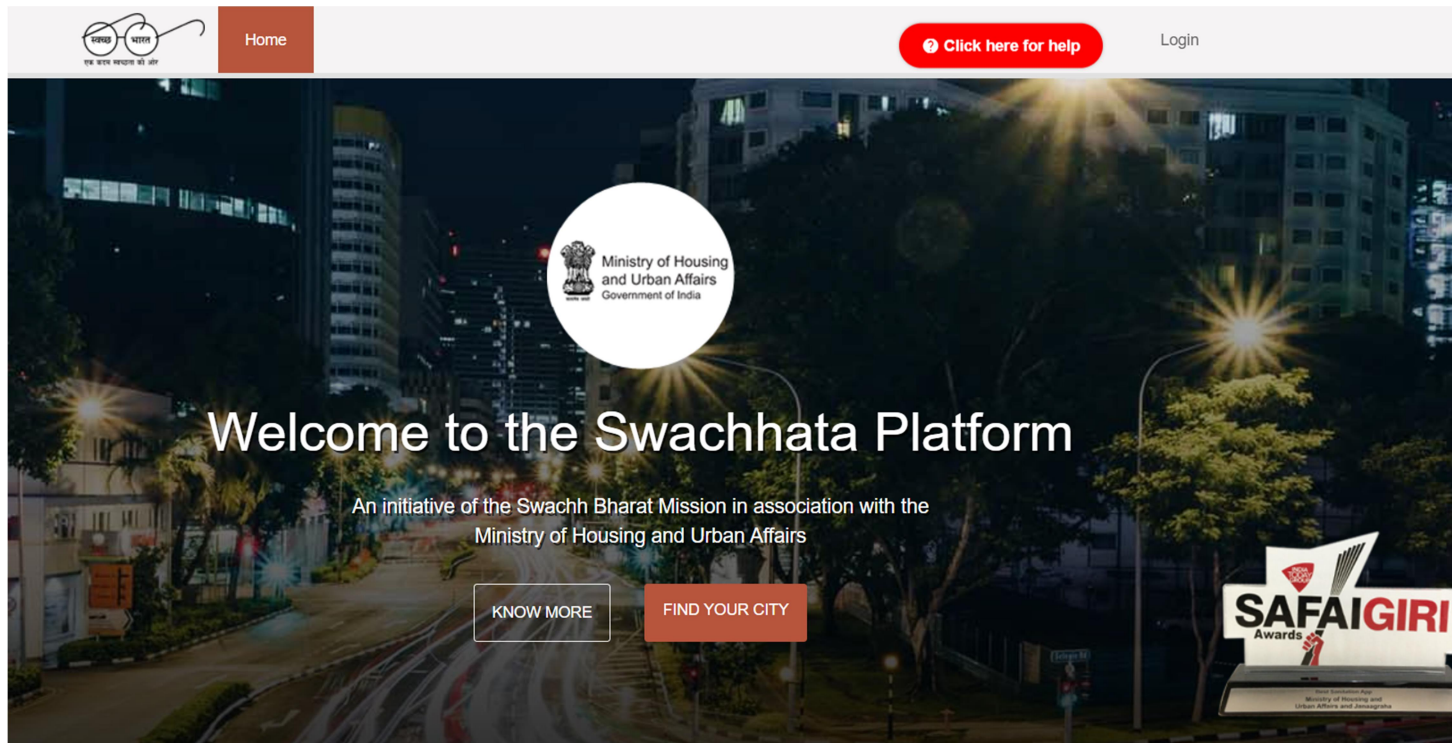
Application Name:
Swachhata Engineer App

PLATFORMS: Android & iOS

SWACHHATA ENGINEER APP is an exclusive app for **MUNICIPAL ENGINEERS** to receive citizen grievances for action and resolution.

1. Engineers receive geo-tagged complaints along with relevant tags and image for description.
2. Proof of work completion/resolution in the form of mandatory image upload of the resolved complaints.
3. Receive feedback from citizens.

Swachh.city



SWACHH.CITY web portal is for **MUNICIPAL OFFICERS** to monitor municipality's progress through a dedicated Swachhata dashboard.

Swachh.city focusses on complaints management and engineers management

Portal features include a dashboard of –

1. Number of complaints received.
2. Location of the complaints received.
3. Assignment of work to sanitary engineers.
4. Status of the work by engineers.
5. Complaints resolved versus pending, etc.

Swachh Manch



SWACHH MANCH is a public portal and accessible through the website

www.swachhmanch.in.

Through Swachh Manch, you will be able to

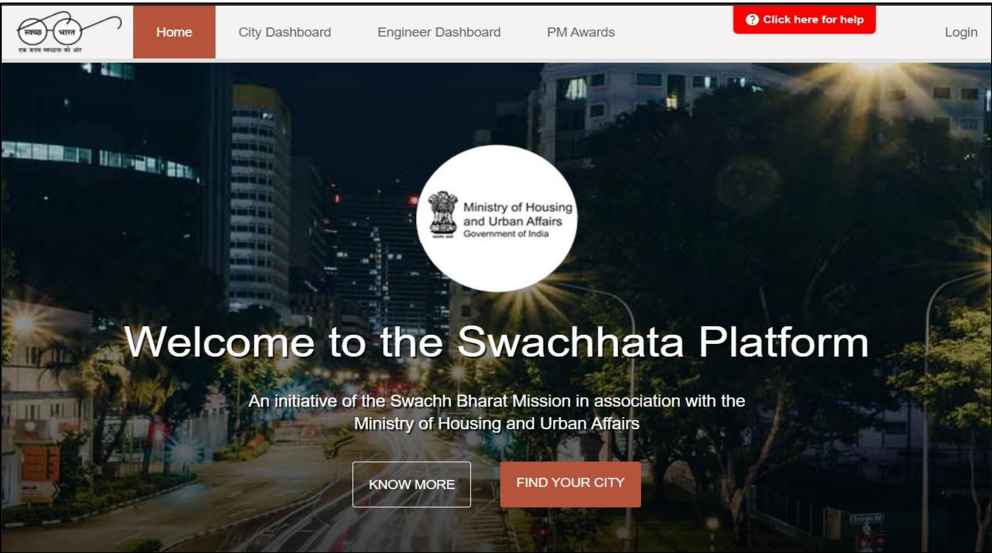
1. Create, organize and manage Swachh Bharat related events and campaigns
2. Post updates regarding events
3. Citizens also have separate logins for volunteering purposes and create their own events.
4. It also allows organizers to seek the support for specific events which may require necessary support/approvals from ULB.

INTRODUCTION - SWACHH.CITY

Navigating swachh.city – Public View*

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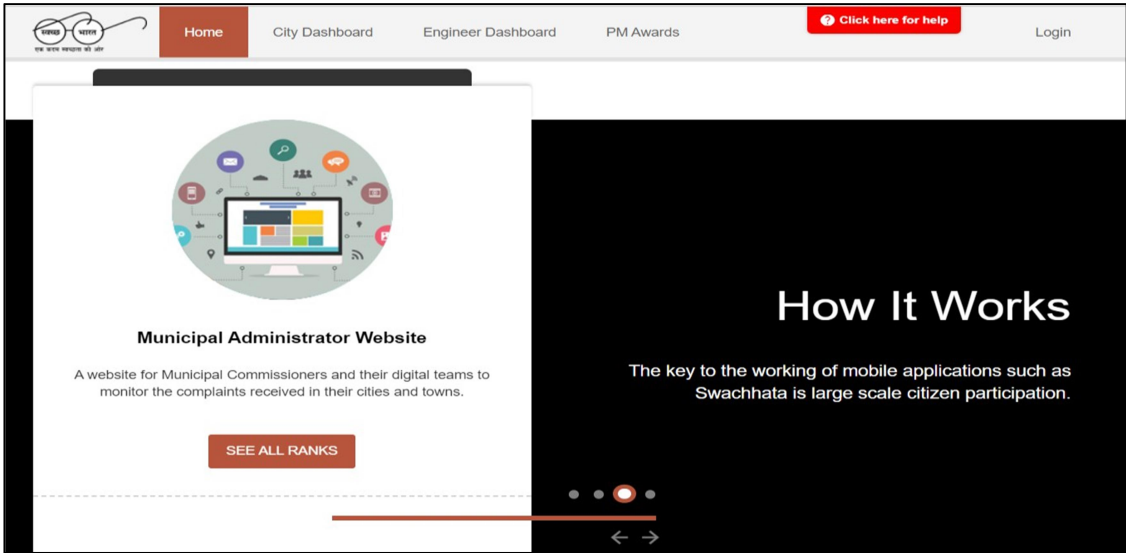
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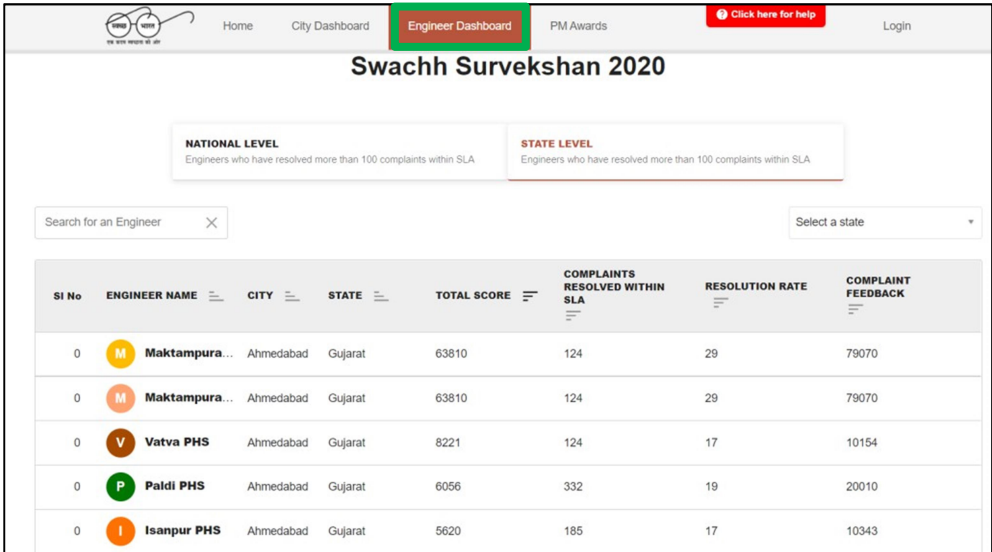
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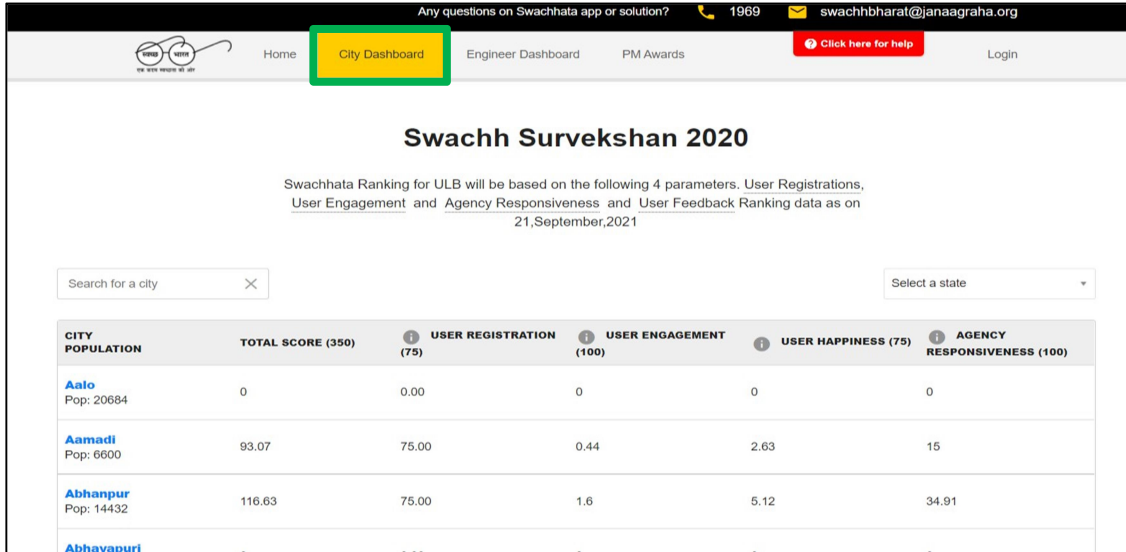
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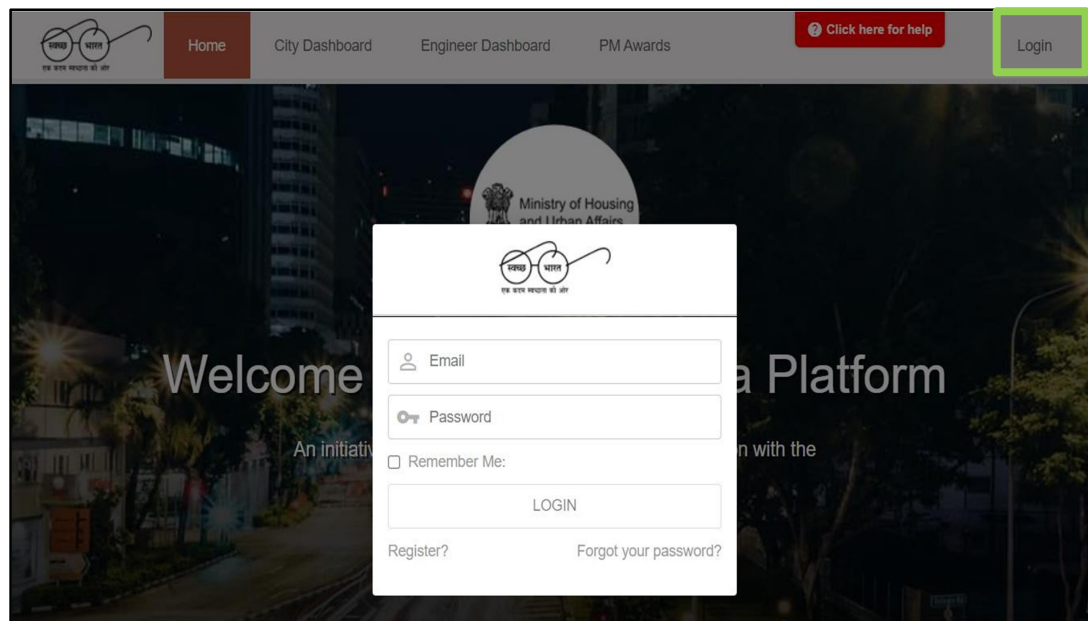
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* No login required

Logging in + Swachh.city users

The ULBs are provided with Login Credentials to access the features of the portal.



Ministry of Housing and Urban Affairs

Welcome to the Swachh City Platform

An initiative of the Ministry of Housing and Urban Affairs

Email

Password

☐ Remember Me:

LOGIN

[Register?](#) [Forgot your password?](#)

Who can use Swachh.city Portal?

1. State Admin
2. ULB Admin
3. Citizens



State Admin

1. Approval & Adding new ULB Admins/ Nodal officers
2. View and manage complaints



ULB Admin

1. Add new engineers
2. Assign engineers to complaints
3. View and manage complaints
4. Resolve issues of respective engineers etc.



Citizens

1. View City Dashboard
2. View Engineers Dashboard
3. View City rankings

Note: A state admin also enjoys all the privileges of an ULB Admin in addition to their own privileges

Features that an ULB can access after onboarding

Swachh.city Portal

- For Municipal Officers & Administrators
- To view complaints, assign complaints to engineers and add, delete and edit engineer details etc.

Swachh Manch Portal

- For citizens & stakeholders
- To create and manage events, campaigns etc.

Swachhata Engineer App

- App for Municipal engineers
- Engineer can view complaints uploaded by citizen and act on ground

ADDING ULBs & NODAL OFFICERS

How to add a new ULB in Swachhata database?

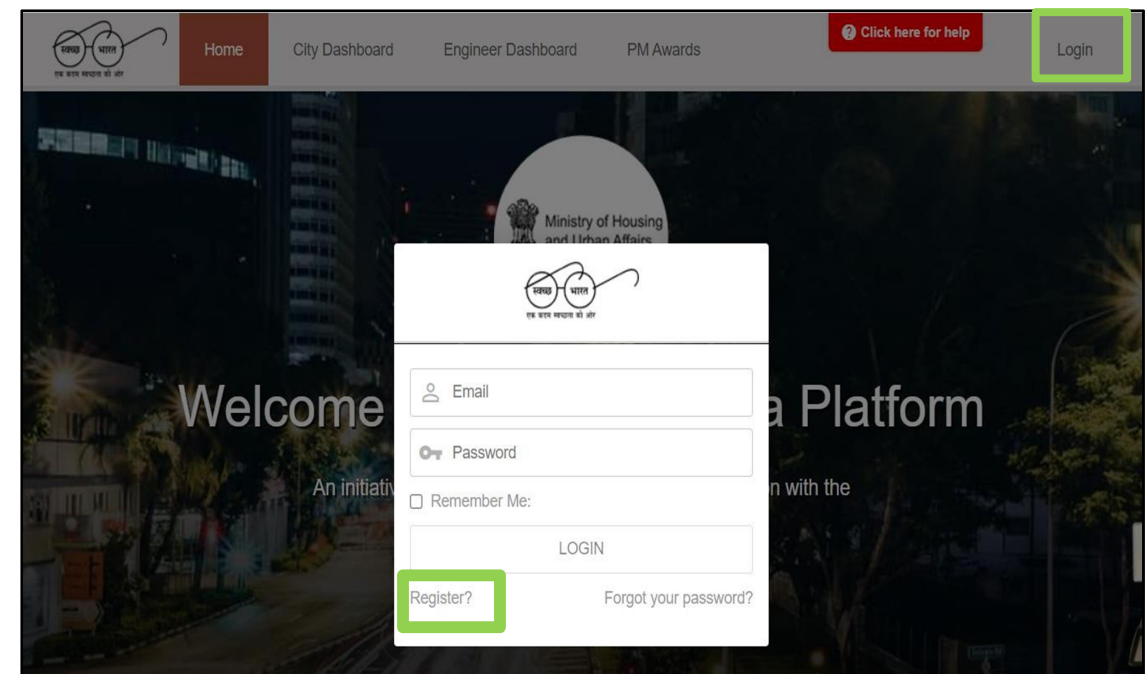
To onboard to Swachhata platform, a ULB is required to mail the following details to

support@sbmurban.org along with relevant State Admin with the subject line:

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

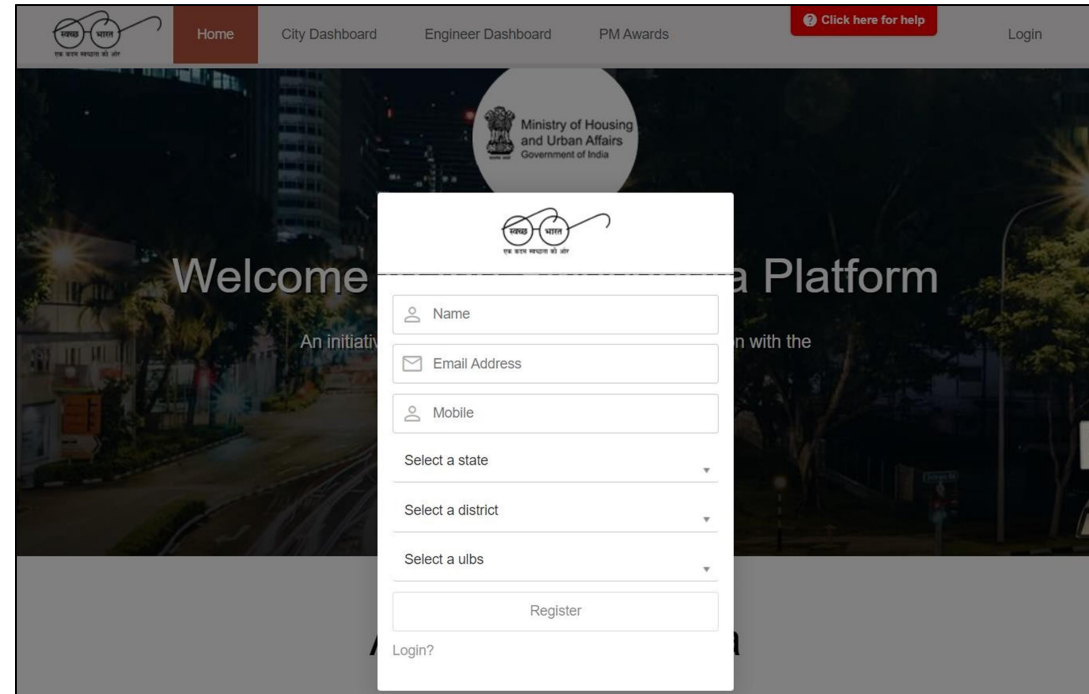
1. Name of the ULB for registration
2. Census code
3. Population
4. Total number of Wards in the ULB
5. KML files of ULB's ward boundaries
6. Nodal Officer details:
 - a) Name
 - b) Email id
 - c) Mobile Number

- After mailing, the details will be updated in Swachhata database and swachh.city portal.
- Proceed to www.swachh.city > clicking on 'Login' in the top-right corner > clicking on 'Register' for first time registration.



How to add a new ULB in Swachhata database? (Contd.)

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



The screenshot shows the Swachhata registration form. The form is titled "Welcome to the Swachhata Platform" and is an initiative of the Ministry of Housing and Urban Affairs, Government of India. The form fields include: Name, Email Address, Mobile, Select a state, Select a district, and Select a ulbs. There is a "Register" button and a "Login?" link at the bottom of the form. The background of the form is a dark image of a city street at night.

- 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 to the registered email id.
- The respective ULB can start using the portal to view and assign complaints, add sanitary inspectors/engineers, verify resolutions etc.

How to update Nodal officer details?

To update Nodal Officer details for a ULB, a new email id registration will be required.

- 1. Register the ULB with a new email id on Swachh.city (Please refer to Slide 16)**
- 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 be maintained a between Swachh Manch and Swachh.city.

Note:

- 1) In order to avoid duplication of e-mail ids (To avoid creating email id every time when there is a new Nodal Officer), it is advised **to create a common e-mail ID that can be shared with transferred/new nodal officers.****
- 2) Example: [swachh.\(respective censuscode\)@xxxx.com](mailto:swachh.(respective censuscode)@xxxx.com)**
- 3) A Nodal officer can have only one mobile number linked to Swachhata**

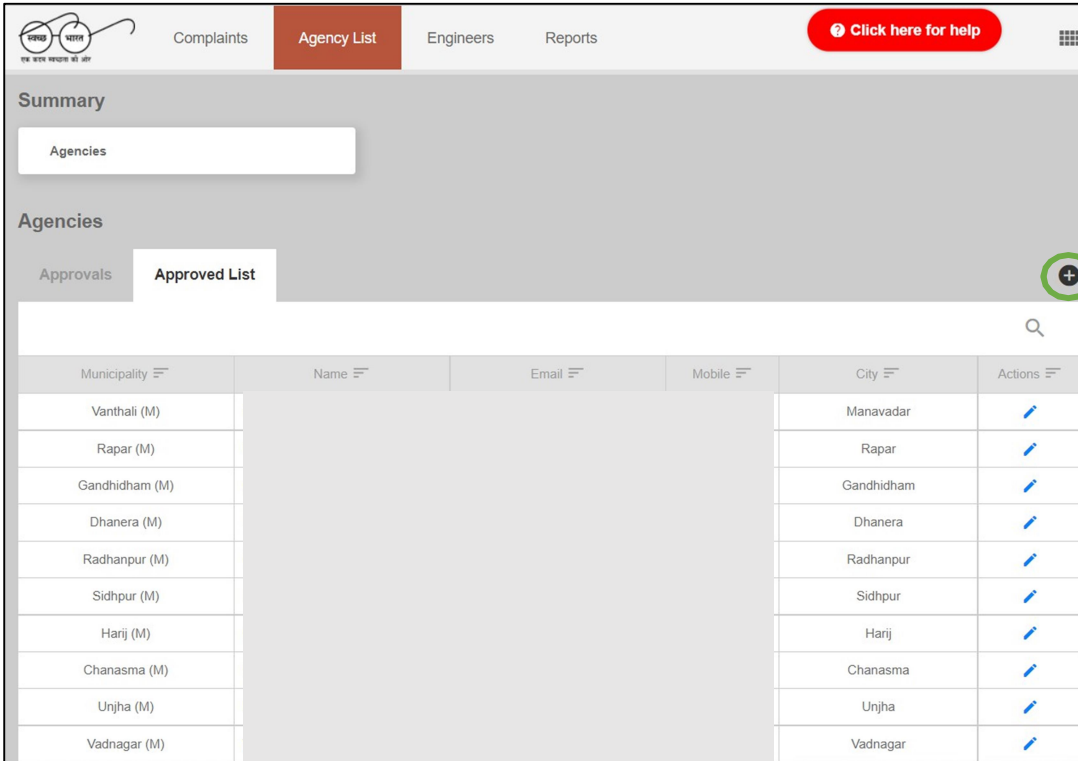
How to add/update Nodal officer details?

OPTION – II : Mail to your State Admin

- Mail to the respective state admin with the nodal officer details with the subject line: **“To add new nodal officer in swachh.city – *ULB Name*”**
 - Name of the ULB:
 - Name of Nodal Officer:
 - Mobile Number:
 - E-mail:

If you want to update the existing details, mail to the respective state admin with the subject line: **“To update Nodal officer details in swachh.city - *Name of ULB*”**

- Name of the ULB:
- Existing Name/Number/Email in Swachh.city:
- Name/Number/Email to be changed in Swachh.city:



Municipality	Name	Email	Mobile	City	Actions
Vanthali (M)				Manavadar	
Rapar (M)				Rapar	
Gandhidham (M)				Gandhidham	
Dhanera (M)				Dhanera	
Radhanpur (M)				Radhanpur	
Sidhpur (M)				Sidhpur	
Harij (M)				Harij	
Chanasma (M)				Chanasma	
Unjha (M)				Unjha	
Vadnagar (M)				Vadnagar	

Please note: This page is visible only for state admins. State Admins can add Nodal officers through the ‘+’ symbol. The details of existing officers can be edited through button

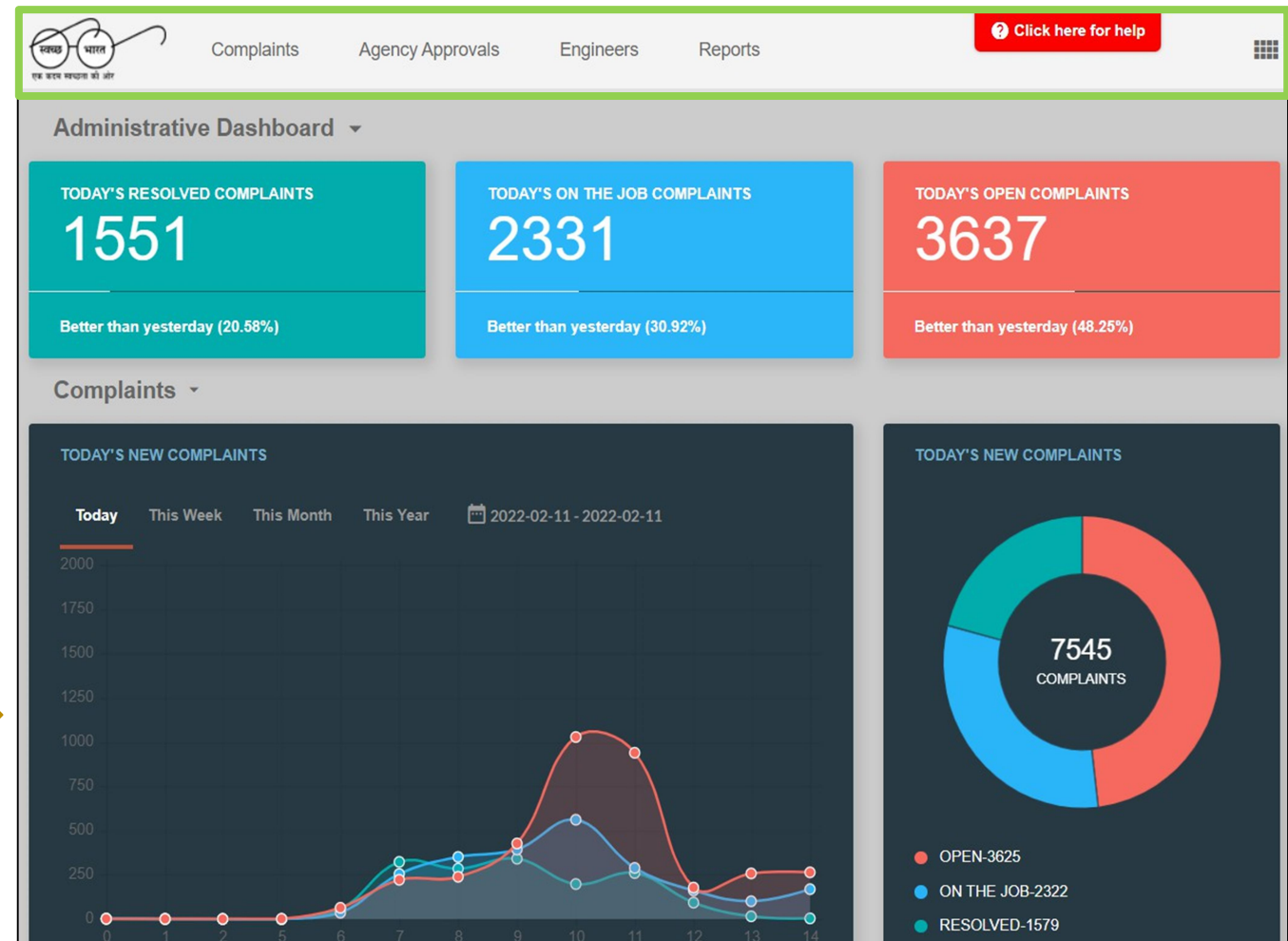
NAVIGATING & USING SWACHH.CITY

Home Page – After Logging in

On logging in, in the top navigation bar, you can find:

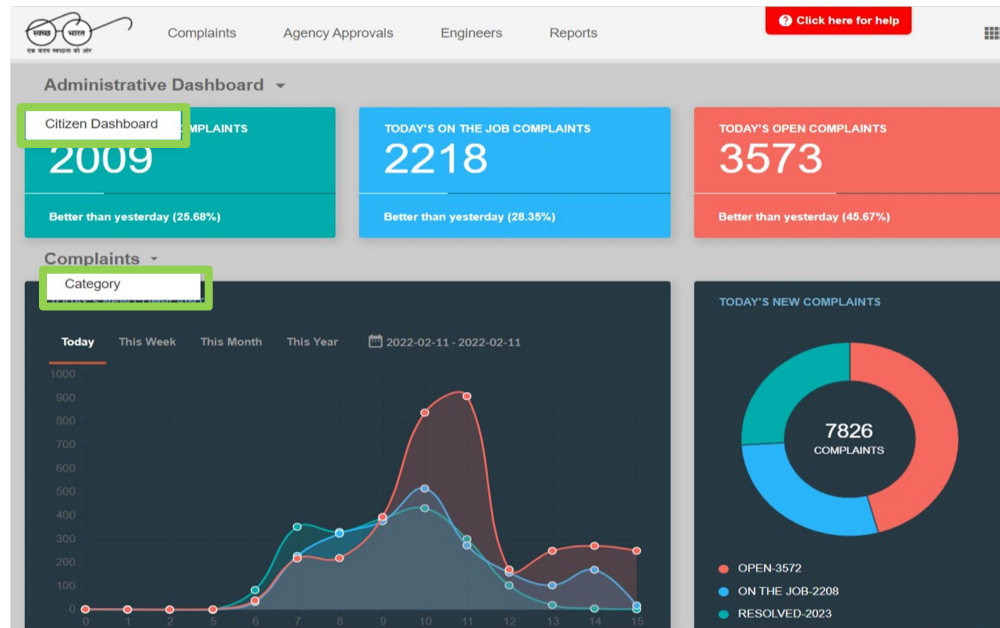
1. Home page (Swachh Bharat logo)
2. Complaints Tab
3. Agency Approvals/List Tab (only visible for state admins)
4. Engineers Tab &
5. Reports Tab

- Clicking on Home page, one can view a summary of complaints
- Comparison of current day performance of ULB vs previous day performance can be viewed
- One can also filter to view the complaints week wise, month wise and year wise

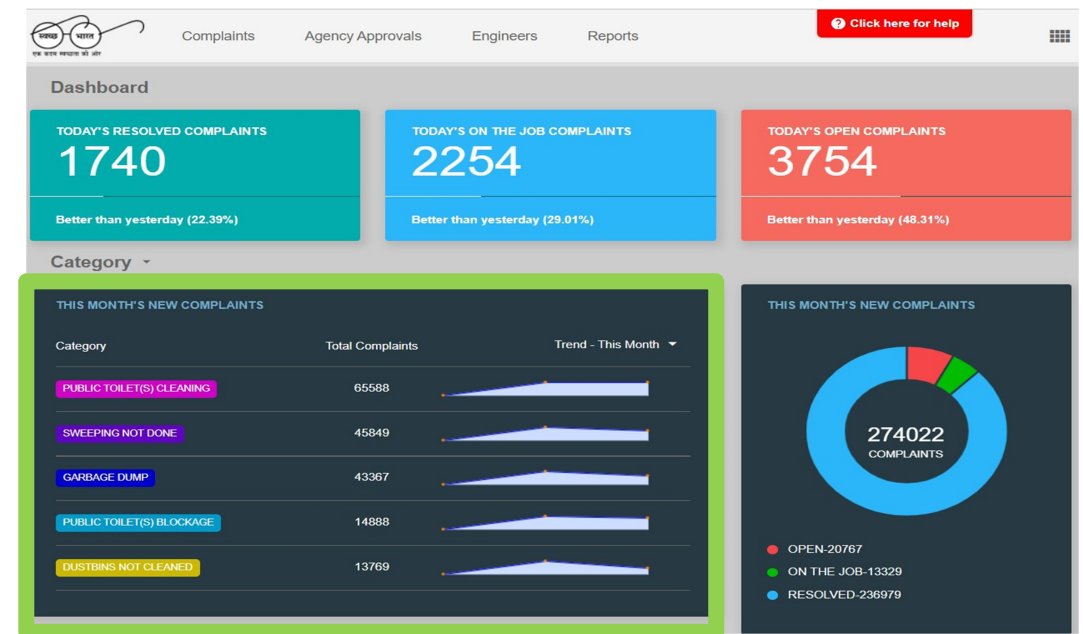


Home Page – After Logging in (Contd.)

One can toggle between administrative dashboard and citizen dashboard in the home page

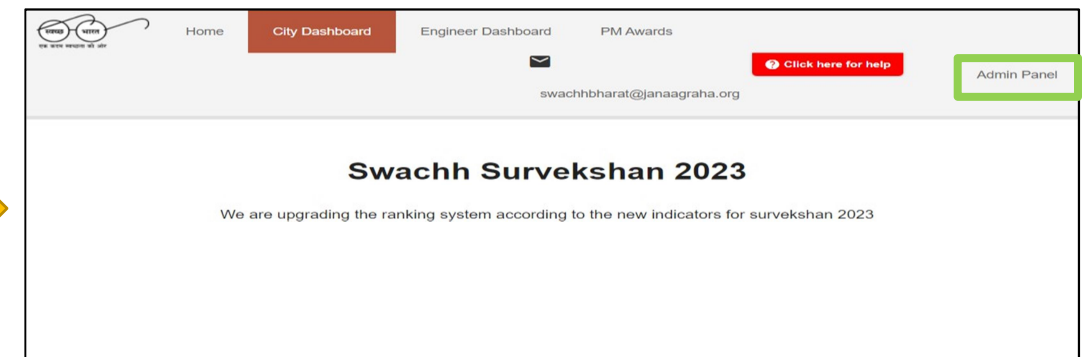


One can toggle between Complaints view and category wise complaints view



Note:

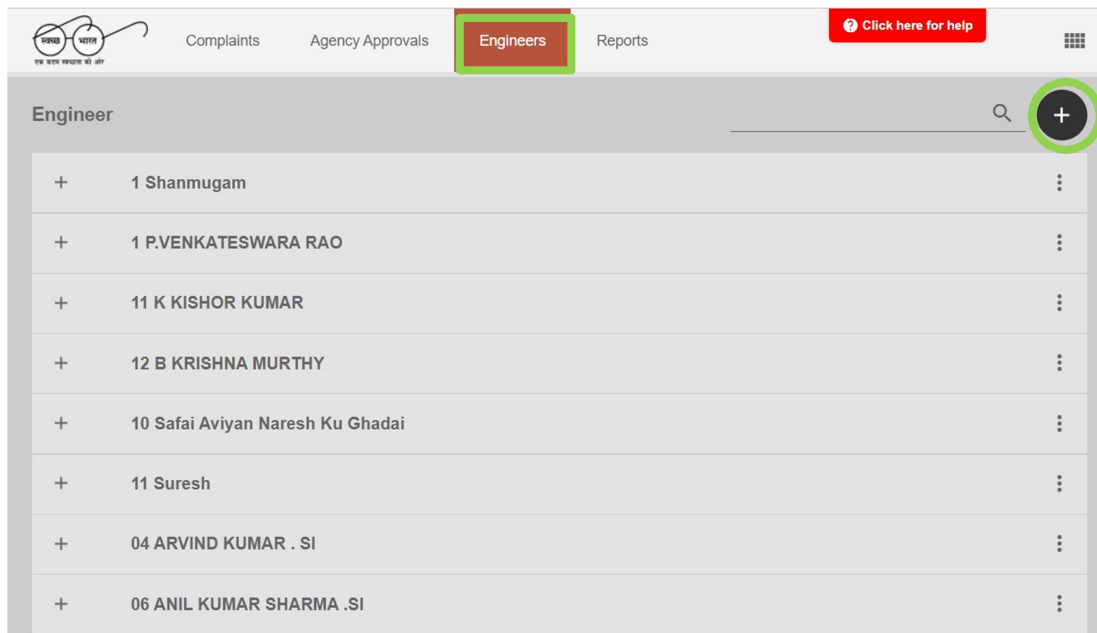
If you are in citizen dashboard and want to navigate back to administrative dashboard, you have to click on the "Admin Panel"



ALL ABOUT ENGINEERS

How to add Engineer details?

1. Engineers to request ULB Admin to add their details
2. ULB Admin to login to Swachh city.
3. Go to Engineers tab → Click on '+' symbol on the right corner



The screenshot shows the 'ADD Engineer' form. The form has a header with 'ADD Engineer' and 'CANCEL' buttons. Below the header, there are input fields for 'NAME *', 'MOBILE NUMBER *', 'DESIGNATION *', 'WARD *', and 'CATEGORY *'. The 'WARD *' field has a dropdown menu with 'Select a ward' as the selected option. The 'CATEGORY *' field has a dropdown menu with 'Select a category' as the selected option. There is an 'ADD MORE' link at the bottom left of the form. A green box highlights the 'SAVE' button in the top right corner of the form.

ADD Engineer

CANCEL SAVE

NAME * MOBILE NUMBER *

DESIGNATION * WARD * CATEGORY *

Select a ward Select a category

WARD * CATEGORY *

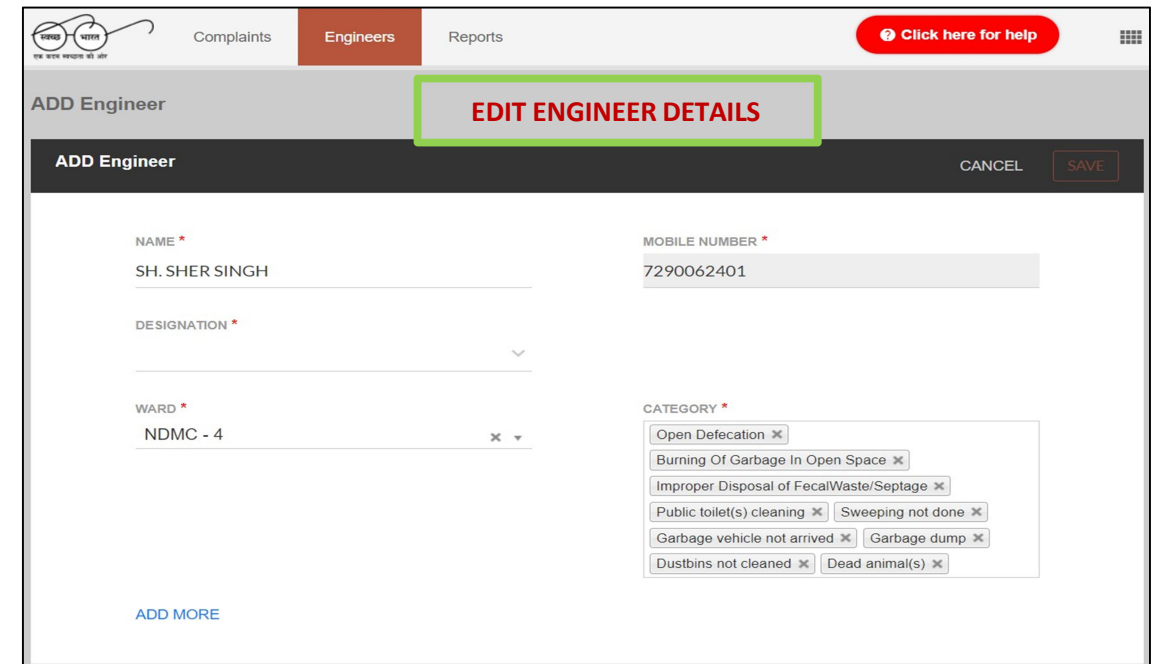
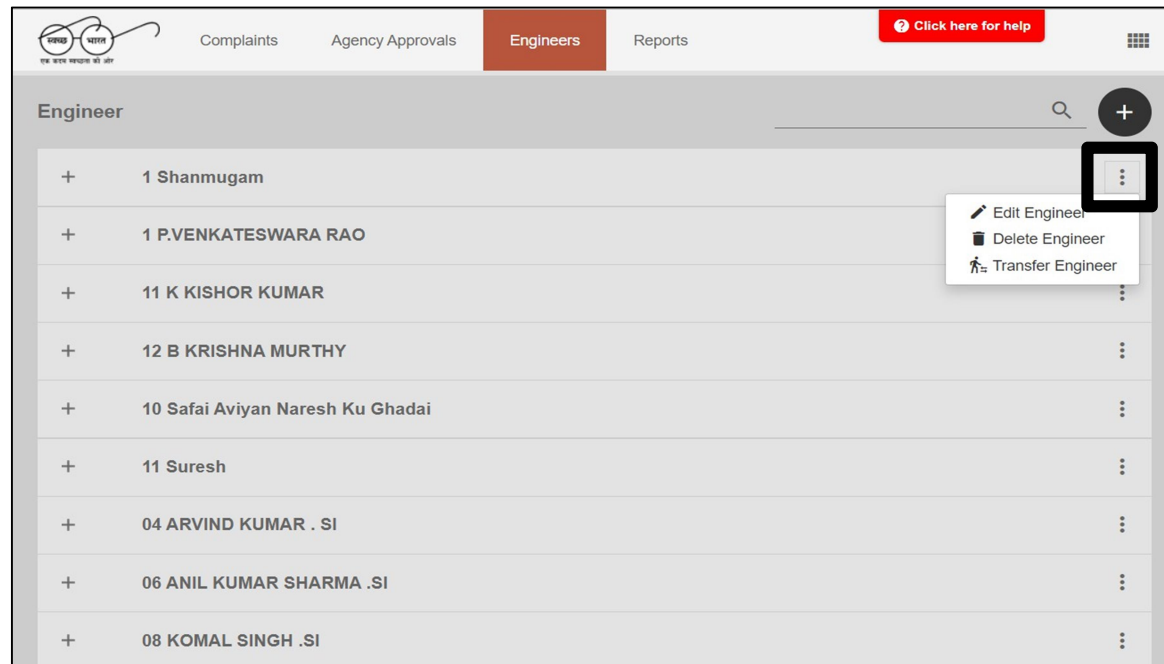
Select a ward Select a category

ADD MORE

4. Add the details and Click on "Save"
5. You can add more than one ward for one engineer
6. The engineer details will be saved and the respective engineer can download and use Swachhata Engineer application



How to Update Engineer details?

1. Click on the 3 dots adjacent to each engineer's name
2. An admin can Edit, Delete and Transfer Engineers.
3. Using Edit engineer, you can edit the ward details, designation & mobile no. of engineers



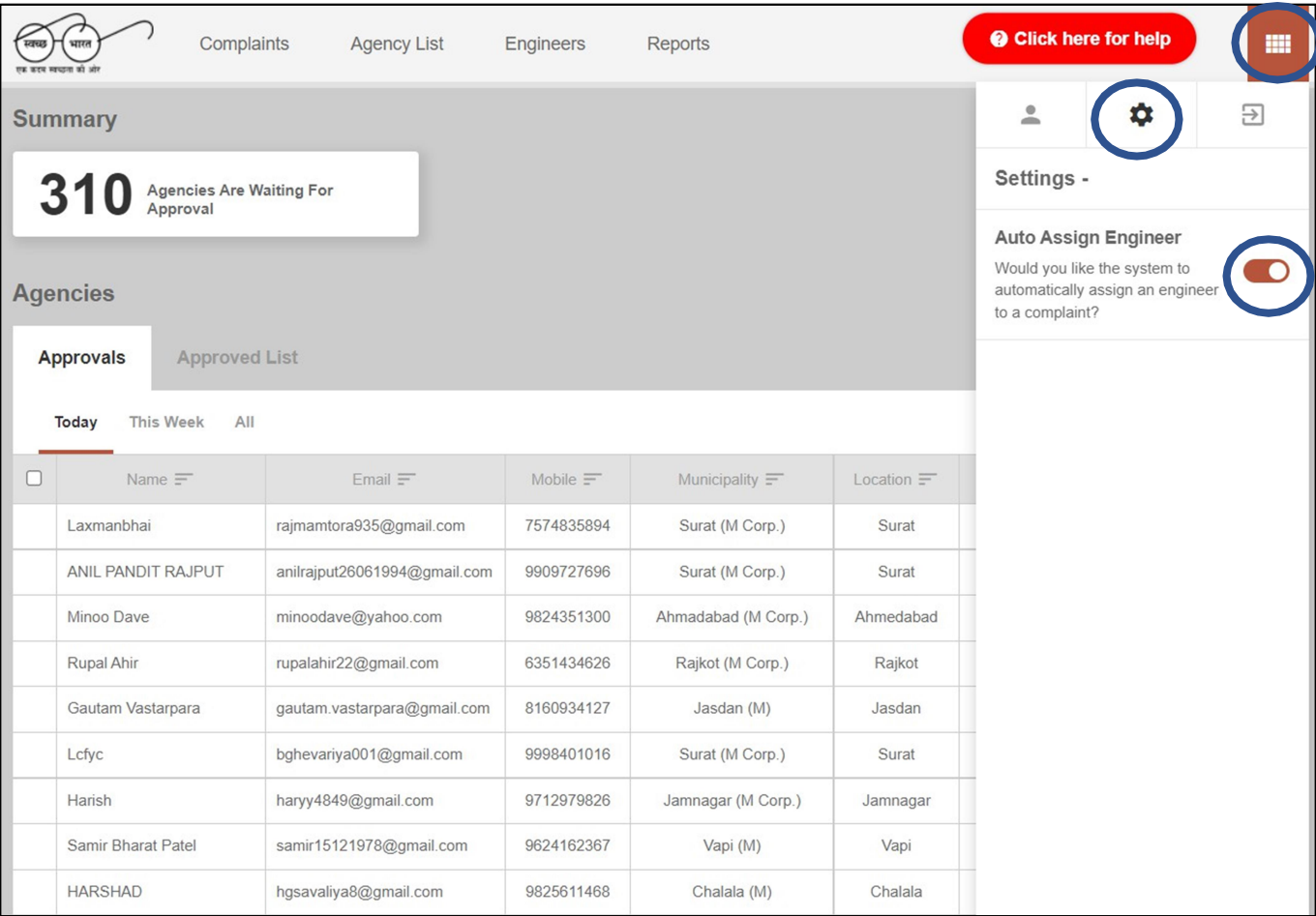
Auto- Assign Engineers to Complaints

On selecting this option, the system will automatically assign an engineer to a complaint based on their jurisdiction (ward boundaries)

- Click on  next to “Click here for help”
- Then click on  button
- Using the Auto Assign Engineer toggle button, you can let the system assign automatically assign engineers

Note:

- 1) A complaint will be assigned to only respective engineers of that ward
- 2) In case, if a ward has no engineer at all, then that complaint will not be assigned to any of the engineers

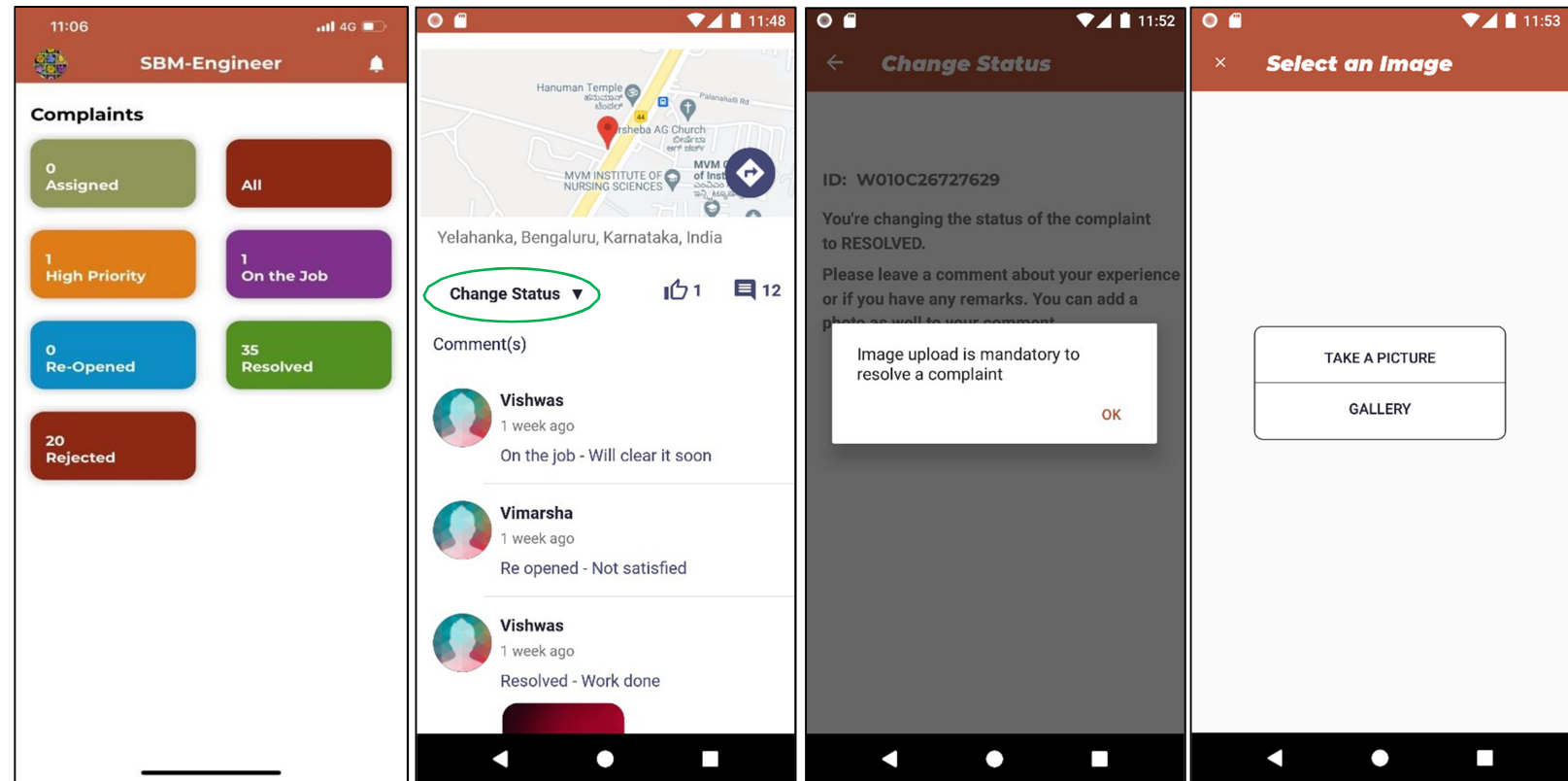


The screenshot shows a web application interface with a top navigation bar containing 'Complaints', 'Agency List', 'Engineers', and 'Reports'. A red button 'Click here for help' is in the top right. Below the navigation bar, there's a 'Summary' section with a large number '310' and the text 'Agencies Are Waiting For Approval'. Below this is an 'Agencies' section with tabs for 'Approvals' and 'Approved List'. Under 'Approvals', there are filters for 'Today', 'This Week', and 'All'. A table lists agencies with columns for Name, Email, Mobile, Municipality, and Location. The table contains 10 rows of data. On the right side, there's a 'Settings' section with a toggle for 'Auto Assign Engineer' which is currently turned on. The toggle is circled in blue, and the settings icon in the top right is also circled in blue.

	Name	Email	Mobile	Municipality	Location
<input type="checkbox"/>	Laxmanbhai	rajmamтора935@gmail.com	7574835894	Surat (M Corp.)	Surat
	ANIL PANDIT RAJPUT	anilrajput26061994@gmail.com	9909727696	Surat (M Corp.)	Surat
	Minoo Dave	minoodave@yahoo.com	9824351300	Ahmadabad (M Corp.)	Ahmedabad
	Rupal Ahir	rupalahir22@gmail.com	6351434626	Rajkot (M Corp.)	Rajkot
	Gautam Vastarpara	gautam.vastarpara@gmail.com	8160934127	Jasdan (M)	Jasdan
	Lcfyc	bghevariya001@gmail.com	9998401016	Surat (M Corp.)	Surat
	Harish	haryy4849@gmail.com	9712979826	Jamnagar (M Corp.)	Jamnagar
	Samir Bharat Patel	samir15121978@gmail.com	9624162367	Vapi (M)	Vapi
	HARSHAD	hgsavaliya8@gmail.com	9825611468	Chalala (M)	Chalala

Swachhata Engineer App

1. Once the engineer is added in Swachh.city portal, he/she can use the Swachhata Engineer App
2. An engineer has to login with the mobile number that was shared with the Nodal officer
3. Only registered engineers can login and use the app
4. This app is available on both Android and iOS versions



IMPORTANT NOTE:


1. In order to change the complaints status to “Resolved”, an engineer has to mandatorily upload image as a “proof of resolution”.
2. Without uploading of an image, no complaints can be “Resolved”

COMPLAINTS MANAGEMENT


Complaints Management

1. Clicking on complaints tab enables you to view,
 - i. Complaints Summary, Different Views of complaints
 - ii. One can filter the complaints on basis of week, month, categories, status, wards etc.

2. Clicking on a complaint ID enables to view the details of complaints such as
 - i. Status,
 - ii. Number of vote-ups,
 - iii. Engineer assigned to the complaint
 - iv. Time taken to resolve complaint etc.



[Complaints](#)
[Agency Approvals](#)
[Engineers](#)
[Reports](#)


[Click here for help](#)

Summary

1294
Complaints **Resolved**

0
Complaints **Open**

0
Complaints **On The Job**

Complaints


[List View](#)
[Map View](#)
[Escalations](#)
[Rejected](#)


[Today](#)
[This Week](#)
[This Month](#)
[ALL](#)

Categories


Resolved

Wards


2022-02-11 - 2022-02-11



<input type="checkbox"/>	Complaint ID	city	ULB	Location	Date	Category	Status
<input type="checkbox"/>	W0525580C26873307	Desaiganj	Desaiganj (M CI)	Water Treatment Plant ...	0 seconds	Yellow Spot (Public Urin...	Resolved
<input type="checkbox"/>	W0444170C26873136	Kukshi	Kukshi (NP)	22, Burhani Bagh Compl...	39 minutes ago	Sweeping not done	Resolved
<input type="checkbox"/>	W0444170C26873124	Kukshi	Kukshi (NP)	6Q64+W9X म्युनिसिपल ...	41 minutes ago	Sweeping not done	Resolved
<input type="checkbox"/>	W0444210C26873101	Kukshi	Kukshi (NP)	5 Singaji Complex Infron...	47 minutes ago	Dustbins not cleaned	Resolved
<input type="checkbox"/>	W0444170C26873092	Kukshi	Kukshi (NP)	6Q63+2WW, Kukshi, M...	48 minutes ago	Dead animal(s)	Resolved
<input type="checkbox"/>	W0444170C26873087	Kukshi	Kukshi (NP)	6Q64+J9F, Kukshi, Mad...	48 minutes ago	Dustbins not cleaned	Resolved
<input type="checkbox"/>	W0444170C26873085	Kukshi	Kukshi (NP)	6Q63+2WW, Kukshi, M...	49 minutes ago	Sweeping not done	Resolved



[Complaints](#)
[Agency Approvals](#)
[Engineers](#)
[Reports](#)


[? Click here for help](#)

Complaint Details

×

Complaint id: W0525580C26873307 - Desaiganj (M Cl)

CANCEL



PRIORITY

VOTEUPS

0

Normal

STATUS

SLA

8 minutes taken to resolved

RESOLVED

USER DETAILS

Name

Hemlata Shivankar

Phone Number

+91 9309967025

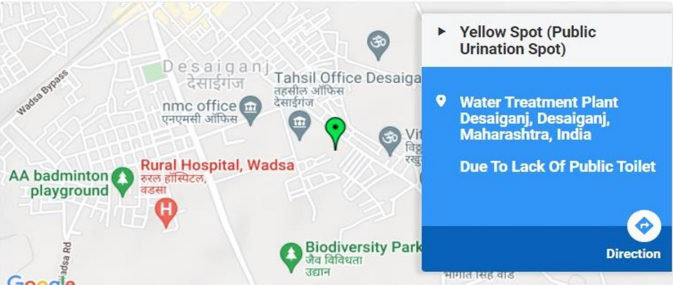
ENGINEER DETAILS

Name

Designation

Phone Number

Edit



► Yellow Spot (Public Urination Spot)

Water Treatment Plant Desaiganj, Desaiganj, Maharashtra, India

Due To Lack Of Public Toilet

Direction

Keyboard shortcuts
Map data ©2022
200 m
Terms of Use
Report a map error

Categories of Complaints & Service Level Agreement (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 FecalWaste/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

Complaints in Swachh.city portal can be viewed by filtering different categories

Complaints Management (Contd.)

The status of any of the complaints can be changed in Swachh.city.

Different status of complaints include,

S.No	Complaints Status	Description
1	Open	Complaint is posted by a citizen and needs the engineer's attention.
2	On the Job	Complaint that the engineer is currently working on.
3	Resolved	Complaint that the engineer has resolved and uploads image as proof of resolution
4	Rejected	Complaint that an engineer has rejected based on certain conditions (Unclear image, Invalid location and complaint not under their jurisdiction)
5	Reopened	Complaint where the citizen is not satisfied with the resolution of the complaint and wishes to have the issue addressed once more.

स्वच्छ भारत

एक कदम स्वच्छता की ओर

Complaints

Agency Approvals

Engineers

Reports

Click here for help

Summary

782

Complaints Resolved

3165

Complaints Open

1445

Complaints On The Job

Complaints

List View

Map View

Escalations

Rejected

Today

This Week

This Month

ALL

Search for a city

Categories

Status

Wards

2022-02-12 - 2022-02-12

plaint ID	city	ULB	Location	Date	Category	Status	Actions
30C26874869	Greater Mumbai	Greater Mumbai (M Corp.)	Not Available	4 hours ago	Garbage dump	Rejected	
00C26875956	Rohtak	Rohtak (M CI)	WH37+2H6, गोपाल कॉलो...	4 hours ago	Garbage dump	Rejected	
70C26876372	Rohtak	Rohtak (M CI)	WH2C+PP8, गरही मोह...	4 hours ago	Debris Removal/Constru...	Rejected	
150C26877942	Rewari	Rewari (M CI)	272 R,2nd Floor, Near B...	2 hours ago	Overflow of Septic Tank...	Rejected	
10C26878157	Greater Mumbai	Greater Mumbai (M Corp.)	Not Available	2 hours ago	Garbage dump	Rejected	
10C26878181	Prayagraj	Allahabad (M Corp.)	60D/44, नवाब युसूफ मार्ग, ...	2 hours ago	Dustbins not cleaned	Rejected	
10C26880028	Rohtak	Rohtak (M CI)	146, Patel Nagar, Kamp,...	25 minutes ago	Overflow of Sewerage o...	Rejected	

Through the actions column, the ULB admin will be able to,

- a) Assign an Engineer to a complaint &
- b) Edit the details of complaint

Agency List Page

- 1. This Page is visible only for State Admins
- 2. Through this, a state admin can approve or reject an ULB's request to onboard to Swachhata Platform.
- 3. Approval of ULB admins (both pending and approved) are displayed.
- 4. State admins can also add new Nodal officers and also edit the details of existing Nodal officers

The state admins enjoy all the other privileges of ULB admins in addition to this.

Complaints

Agency List

Engineers

Reports

Click here for help

Summary

Agencies

Approvals

Approved List

Municipality	Name	Email	Mobile	City	Actions
Vanthali (M)	N.P.AHIWARA	bas_deep06@rediffmail.co.in	9425561673	Manavadar	
Rapar (M)	Mehul J Jodhpura	np_rapar@yahoo.co.in	9825029312	Rapar	
Gandhidham (M)	Gandhidham Municipality	np_gandhidham@yahoo.co.in	8511184600	Gandhidham	
Dhanera (M)	H V Bhavsar	np_dhanera@yahoo.co.in	9428505651	Dhanera	
Radhanpur (M)	Pragnaben G. Kodiatar	np_radhanpur@yahoo.co.in	9374796748	Radhanpur	
Sidhpur (M)	Siddhpur Nagarpalika	np_sidhpur@yahoo.co.in	9099047263	Sidhpur	
Harij (M)	P.V.MALI	npharij@gmail.com	9879345870	Harij	
Chanasma (M)	Rameshbhai V.Desai	np_chanasma@yahoo.co.in	9825317016	Chanasma	
Unjha (M)	Unjha Nagarpalika	np_unja@yahoo.co.in	9879576859	Unjha	
Vadnagar (M)	Vadnagar Nagarpalika	np_vadnagar@yahoo.co.in	7874754345	Vadnagar	

Complaints

Agency List

Engineers

Reports

Click here for help

Summary

310 Agencies Are Waiting For Approval

Agencies

Approvals

Approved List

Today

This Week

All

Need to a...

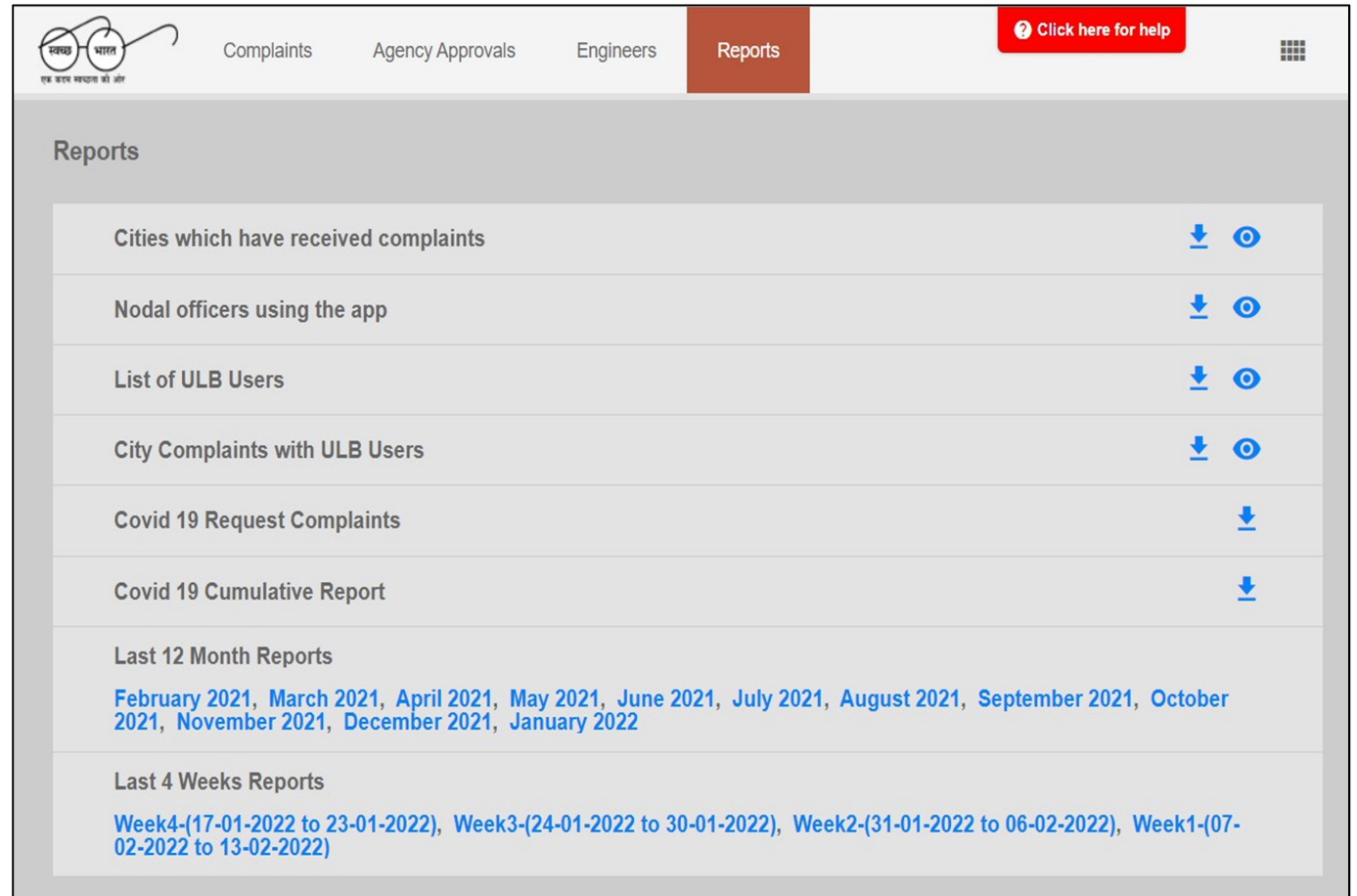
	Name	Email	Mobile	Municipality	Location	Date	Status
<input type="checkbox"/>	Laxmanbhai	rajmanitora935@gmail.com	7574835894	Surat (M Corp.)	Surat	2022-03-10 10:46:52	Need to ...
	ANIL PANDIT RAJPUT	anilrajput26061994@gmail.com	9909727696	Surat (M Corp.)	Surat	2022-03-08 17:28:08	Need to ...
	Minoo Dave	minoodave@yahoo.com	9824351300	Ahmadabad (M Corp.)	Ahmedabad	2022-03-05 18:59:02	Need to ...
	Rupal Ahir	rupalahir22@gmail.com	6351434626	Rajkot (M Corp.)	Rajkot	2022-03-03 17:36:43	Need to ...
	Gautam Vastarpara	gautam.vastarpara@gmail.com	8160934127	Jasdan (M)	Jasdan	2022-03-03 10:17:44	Need to ...
	Lcfyc	bghevariya001@gmail.com	9998401016	Surat (M Corp.)	Surat	2022-02-25 20:35:42	Need to ...
	Harish	haryy4849@gmail.com	9712979826	Jamnagar (M Corp.)	Jamnagar	2022-02-20 21:02:11	Need to ...
	Samir Bharat Patel	samir15121978@gmail.com	9624162367	Vapi (M)	Vapi	2022-02-20 13:51:10	Need to ...
	HARSHAD	hgsavaliya8@gmail.com	9825611468	Chalala (M)	Chalala	2022-02-17 13:42:21	Need to ...

Reports Page

Reports regarding

1. Users,
2. Nodal officers
3. Complaints
4. Monthly reports of Swachhata
5. Yearly reports of Swachhata etc.

can be accessed through this section



The screenshot shows the 'Reports' section of the Swachh City portal. The top navigation bar includes 'Complaints', 'Agency Approvals', 'Engineers', and 'Reports' (which is highlighted). A red button with a question mark icon and the text 'Click here for help' is located in the top right corner. The 'Reports' section is titled 'Reports' and contains a list of report categories, each with a download icon (downward arrow) and an eye icon (visibility toggle). The categories are: 'Cities which have received complaints', 'Nodal officers using the app', 'List of ULB Users', 'City Complaints with ULB Users', 'Covid 19 Request Complaints', and 'Covid 19 Cumulative Report'. Below these categories, there are two sections: 'Last 12 Month Reports' and 'Last 4 Weeks Reports'. The 'Last 12 Month Reports' section lists the months from February 2021 to January 2022. The 'Last 4 Weeks Reports' section lists the weeks from Week4 (17-01-2022 to 23-01-2022) to Week1 (07-02-2022 to 13-02-2022).

Report Category	Download Icon	Visibility Icon
Cities which have received complaints	↓	👁
Nodal officers using the app	↓	👁
List of ULB Users	↓	👁
City Complaints with ULB Users	↓	👁
Covid 19 Request Complaints	↓	
Covid 19 Cumulative Report	↓	

Last 12 Month Reports
[February 2021](#), [March 2021](#), [April 2021](#), [May 2021](#), [June 2021](#), [July 2021](#), [August 2021](#), [September 2021](#), [October 2021](#), [November 2021](#), [December 2021](#), [January 2022](#)

Last 4 Weeks Reports
[Week4-\(17-01-2022 to 23-01-2022\)](#), [Week3-\(24-01-2022 to 30-01-2022\)](#), [Week2-\(31-01-2022 to 06-02-2022\)](#), [Week1-\(07-02-2022 to 13-02-2022\)](#)

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

Details of Different Reports

S.No	Name of Report	Dataset Details	Users
1	Cities which have received complaints	Detailed summary statistics of complaints posted, opened, resolved, rejected along with the engineer count for each ULB	ULBs, Districts, States
2	Nodal Officers using the app	A detailed summary of all Nodal Officers in Swachh City Missions with their contact details	
3	List of ULB Users	A detailed summary of all engineers registered on Swachh City with their contact details	
4	City Complaints with ULB Users	Detailed summary statistics of complaints posted, opened, resolved, rejected along with the engineer count and ULB user details for each ULB	
5	Covid 19 Cumulative Report	COVID related performance: Number of issues received, addressed and resolved	

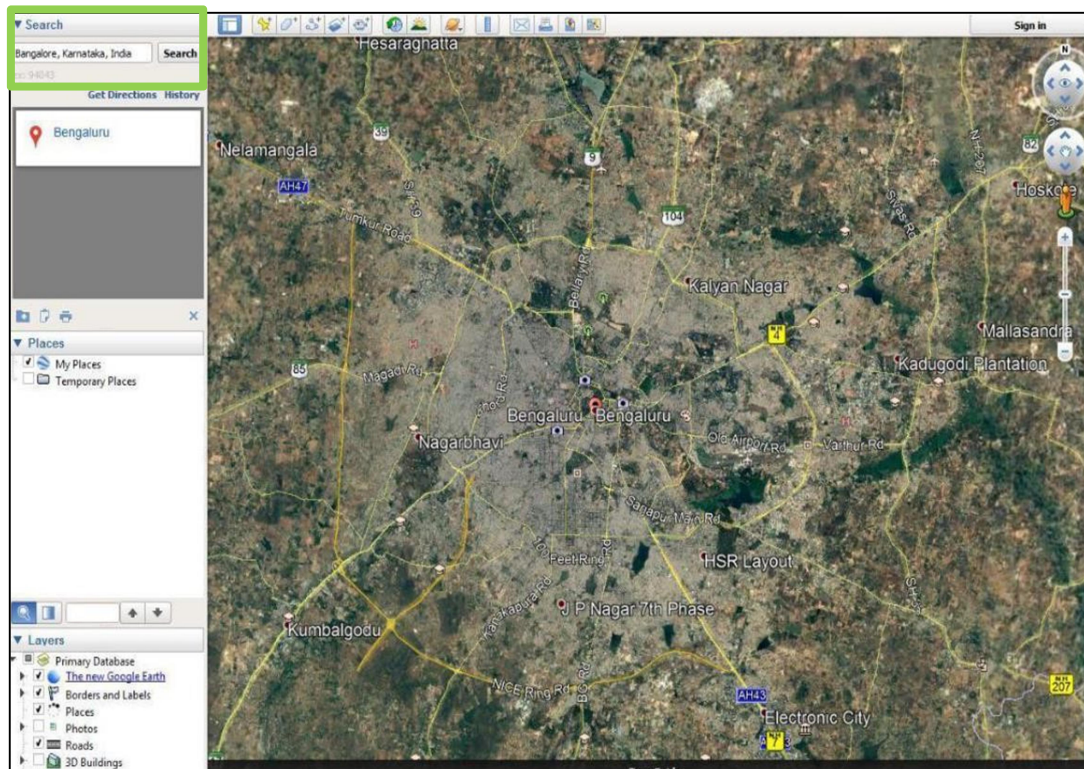
ALL ABOUT KML FILES

About KML files

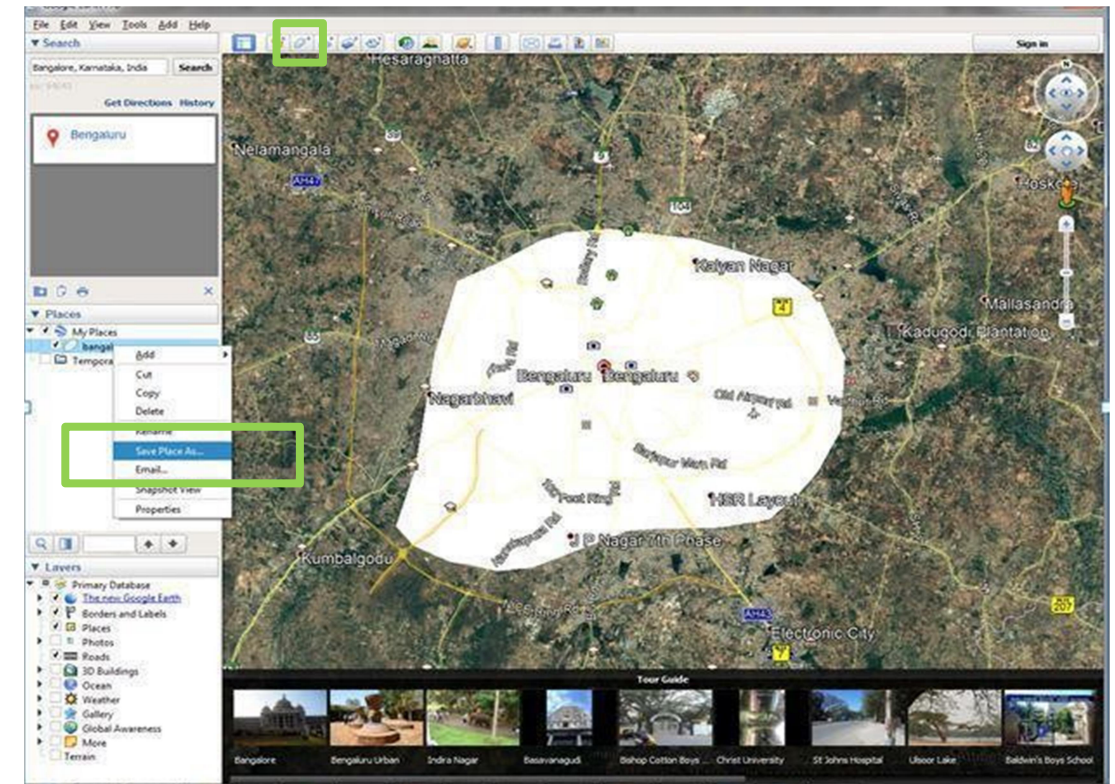
1. Keyhole Markup Language (KML) files allow Swachhata App to capture the geographic structure of a ward or a ULB
2. **KML files are extremely important when any ULB wants to register as an independent unit in Swachhata platform**
3. Through KML files, ULBs will be mapping and generating
 - i. ULB Boundary &
 - ii. Ward Boundaries
4. Incorrect generation of KML files will result in discrepancies and issues regarding,
 - i. Registration count
 - ii. Complaint count
 - iii. Complaints Resolution count etc.

How to generate KML files? – ULB Boundary

1. Step 1: Download Google earth pro from https://www.google.com/intl/en_in/earth/versions/#download-pro
2. Step 2: Install it in your computer/laptop
3. Step 3: Search your ULB in Google Earth on the left corner Search Tab



4. Step 4: Click on Add Polygon from the top menu



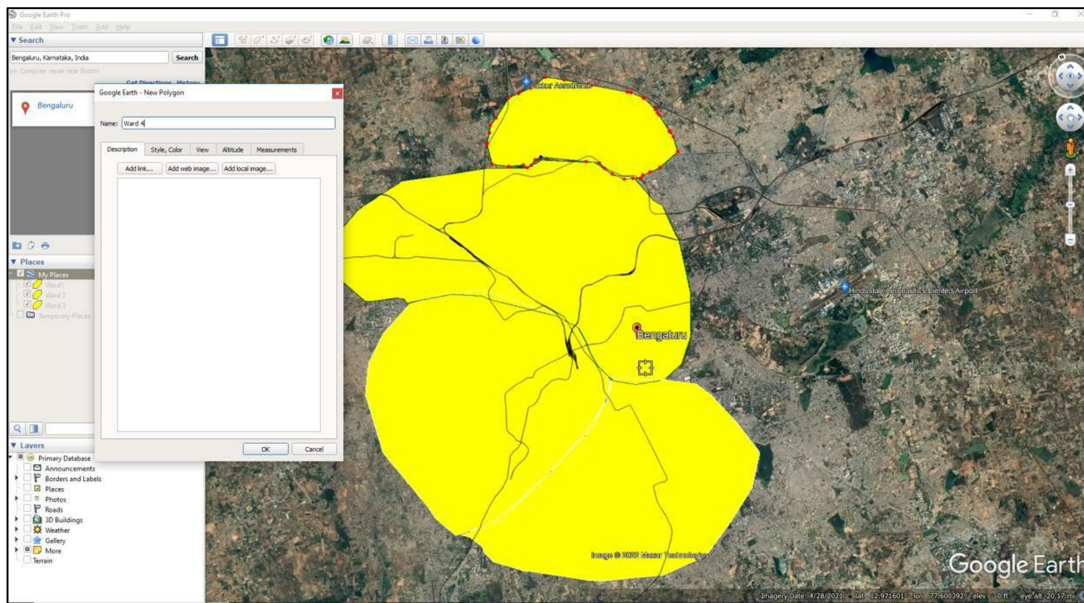
5. Step 5: Draw your ULB boundary using “Add Polygon feature” and Click “Save Place As”

6. Step 6: Save the ULB Boundary

How to generate KML files? – Ward Boundary

1. Step 1: Follow Step 1 to Step 4 as mentioned in previous slide.
2. Step 2: Draw ward boundaries as shown in representation image below.
3. Step 3: After creating polygon, save the file with proper ward numbers as Ward 1, Ward 2, Ward 3 etc.
4. Step 4: Please ensure that there are no gaps between two wards while generating boundaries

6. Step 5: Once KML files for all the wards are drawn, right click and select “Save Places As”
7. Step 6: Save all the ward boundaries in a folder.
8. Step 7: Once saved, Click File – Save As and Save your file as “ULB Name” and type as .kml
9. Step 8: After saving the KML files (ULB & Ward Boundaries) successfully, ULBs to send ULB Boundary and Ward Boundaries file to support@sbmurban.org
10. Email with the subject line:
Swachhata | <State Name> | <ULB Name>
| <ULB Census Code> | KML file to be added/updated.

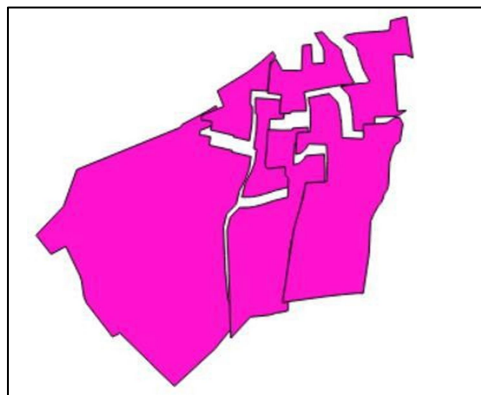


Note:

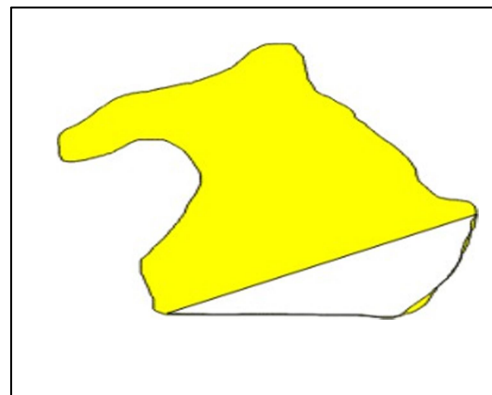
5. Please make sure that the KML files are verified by the state admin before mailing it to support@sbmurban.org
1. Keep your state admin email id in CC before mailing

Errors to avoid while generating KML files

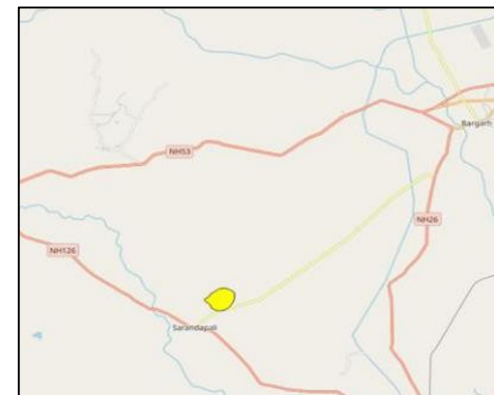
- **KML files will be authenticated only when the following conditions are met:**
 - Project WGS84 format for sharing any shape file(s) is followed.
 - In case of Ward level KML files, all ward files should be named with their ward number



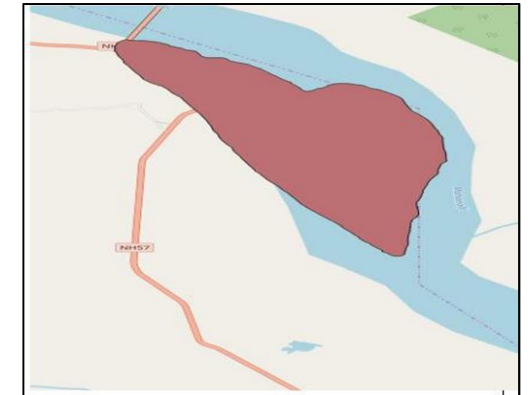
No gaps should exist between ward boundaries



All polygons should be completed and there should be no gaps



All ULB or Ward boundaries drawn should overlay exactly on the map

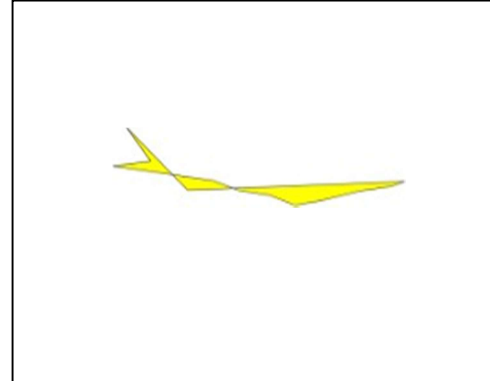


Any ULB or Ward boundary should not cover forest area or water area

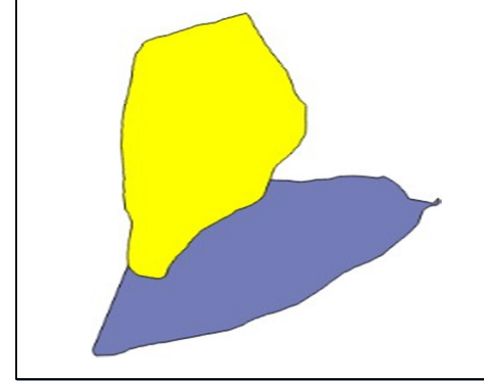
Errors to avoid while generating KML files (Contd.)



Any ULB or Ward boundaries shared should not be Google images



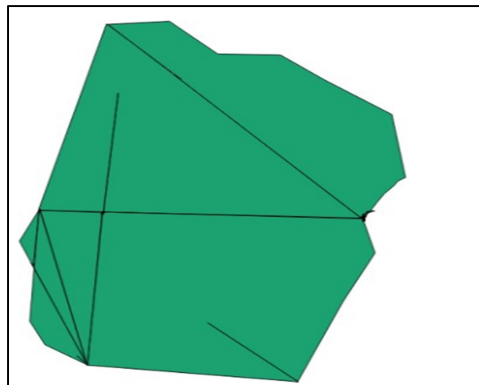
None of the ULB or Ward boundaries should be drawn in zig-zag manner or in lines



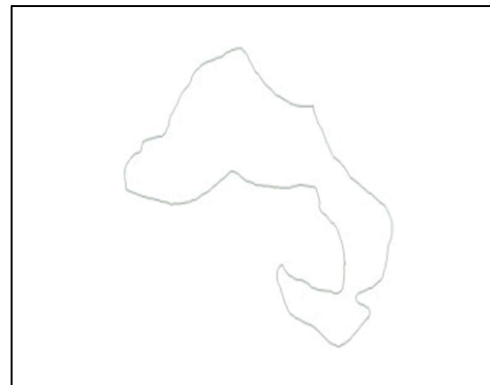
None of the ULB or Ward boundaries should cover or overlay other ULBs or Wards



Only entire ULB/Ward boundaries should be covered and drawn



No polygon and polyline drawing should be drawn together.



No polyline drawings will be accepted

REGISTRATION & COMPLAINT COUNT ISSUES



How can registration count issues be resolved?

Registration Count is not increasing on City Dashboard of Swachh.city for a ULB due to either of the 3 reasons:

Issue 1: User has downloaded Swachhata app in a certain location, but registers in other location

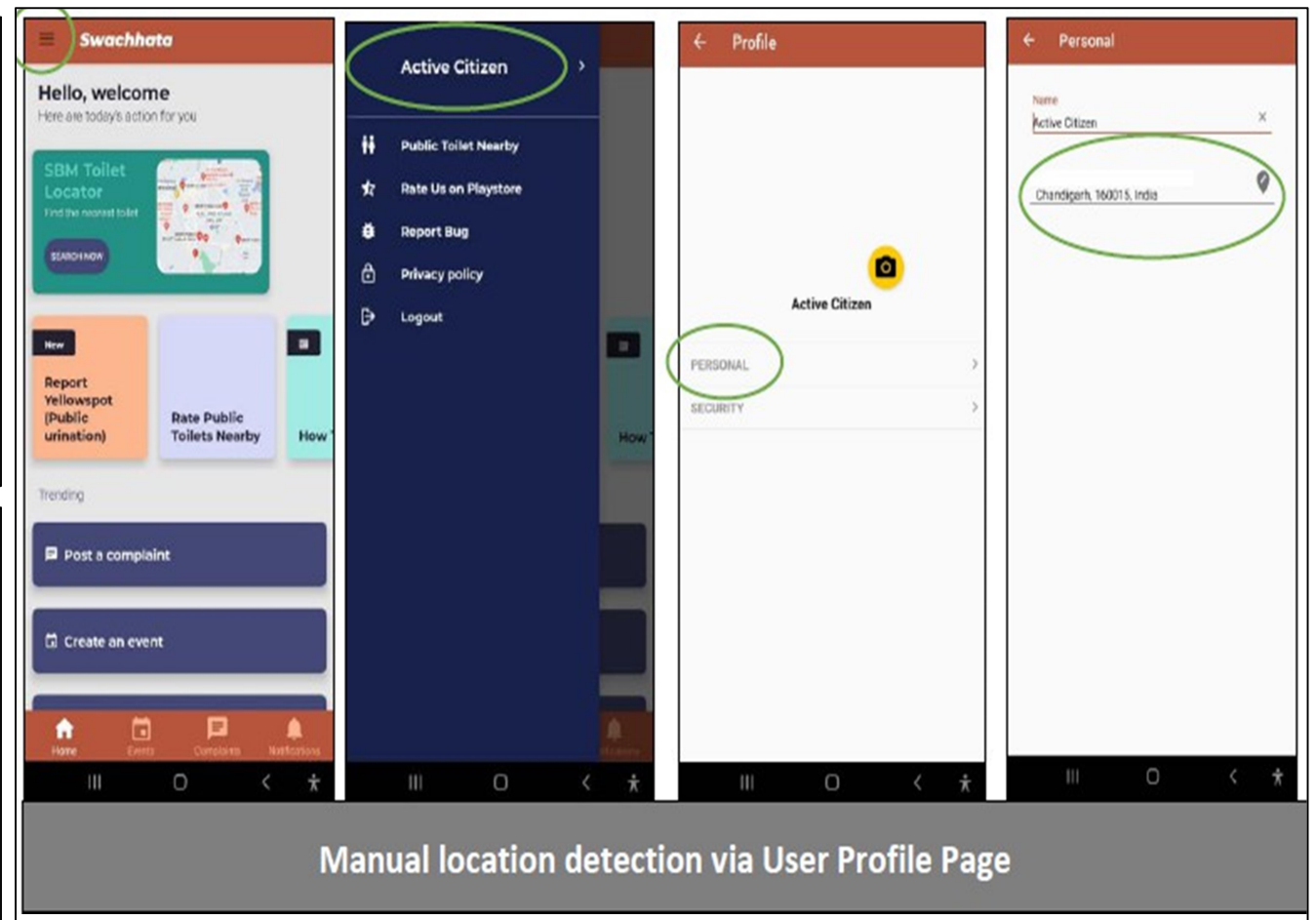
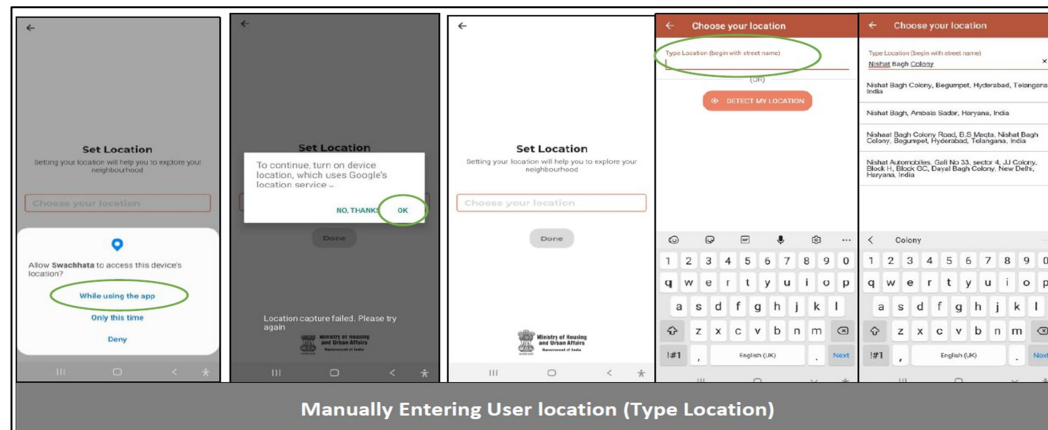
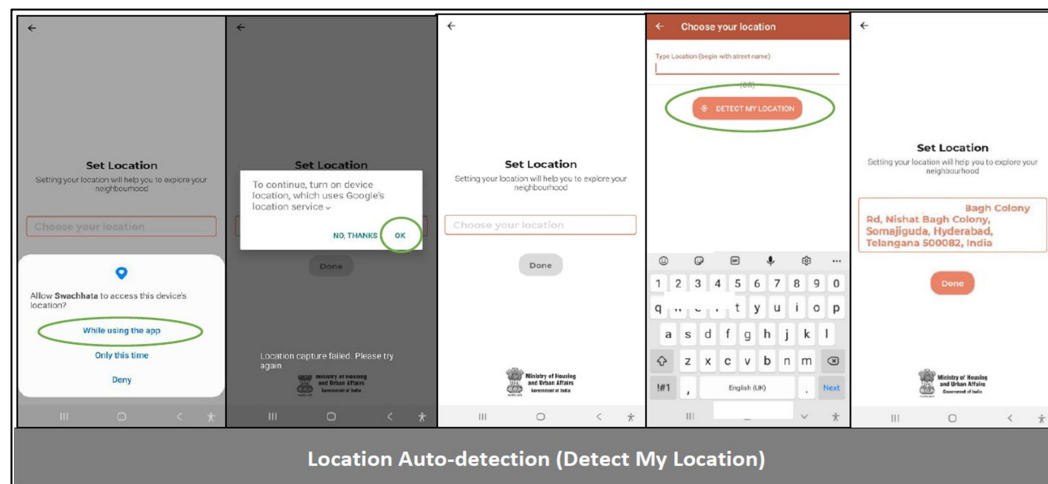
Issue 2: Outdated/incorrect KML file with gaps or wrong boundaries submitted by the ULB

Issue 3: If the geo-location of the user falls in any of the wrong boundaries submitted by the ULB

Reason – Issue 1	Remedy – Issue 1
<p>User has only downloaded Swachhata App but not registered as a User.</p> <ul style="list-style-type: none">For example, user downloads the app in Bhopal and registers in Bhopal, registration count for Bhopal will be increased by 1 But, if a user downloads the app in Bhopal and registers in Indore, registration count for Indore will be increased by 1 and not Bhopal 	<p>After downloading,</p> <p>the user has to register immediately using automatic detection of location in their respective mobile phone</p> <p>(or)</p> <p>Requires citizen to manually select a ULB location as the place of registration</p>

How can registration count issues be resolved? (Contd.)

After downloading Swachhata citizen app from App store/Play Store, User can use either of the three images below to complete their registration immediately

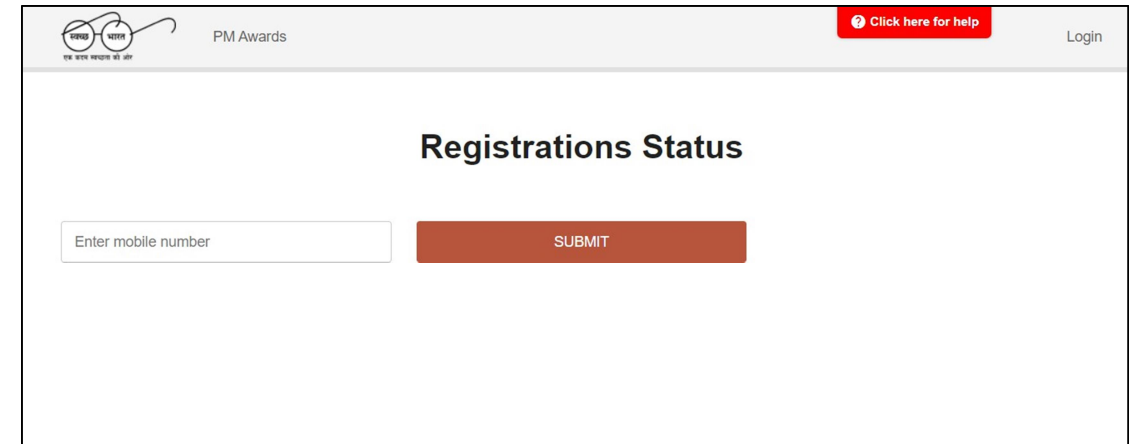


How to check users registration with ULB's ward or city Boundary?

The Swachhata Registration Status portal can be accessed through the link -

http://swachh.city/analytic/registrations_status

Upon submitting User's mobile number, ULBs can identify the geo-location details of the User entered in the Swachhata database.



The screenshot displays the 'Registrations Status' portal. At the top, there is a header bar containing the Swachhata logo, the text 'PM Awards', a red button labeled 'Click here for help', and a 'Login' link. The main content area features the title 'Registrations Status' in bold. Below the title, there is a form consisting of a text input field with the placeholder text 'Enter mobile number' and a red 'SUBMIT' button.

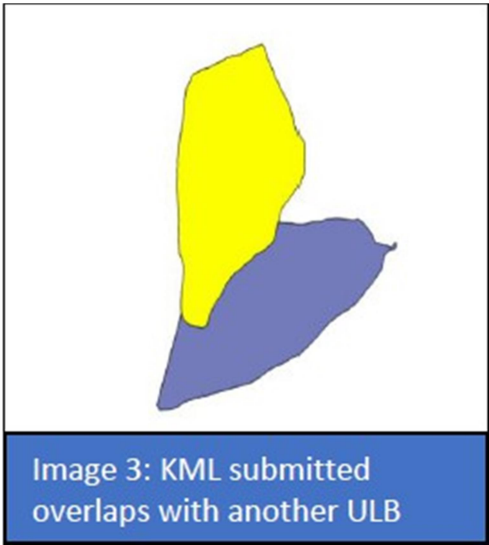
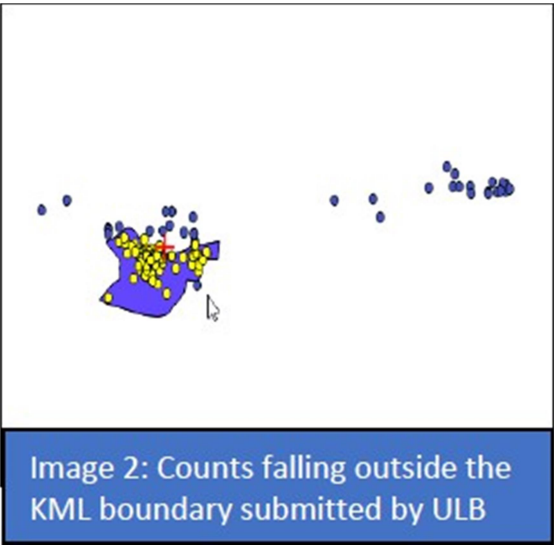
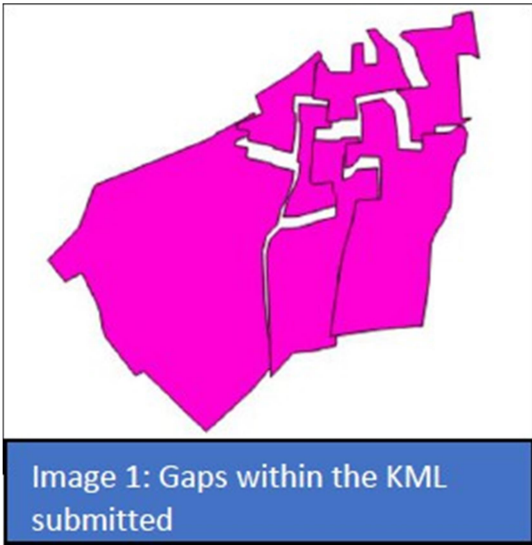
If it is found that, the geo-location details does not match with ULB's record it might be due to ,

- 1. User location was outside the KML boundary – Update User's phone location setting (Refer to previous slide)**
- 2. ULB submitting incorrect KML file – Send updated KML file with no errors (Refer to About KML files section in this ppt)**

How can registration count issues be resolved?

Reason – Issue 2 & 3	Remedy – Issue 2 & 3
Outdated/incorrect KML file with gaps or wrong boundaries submitted by the ULB	Please refer to About KML files section in this presentation (Slide 34 – 39) to understand about a) Generating KML files b) Submitting correct KML files

Common Errors in submitting KML files



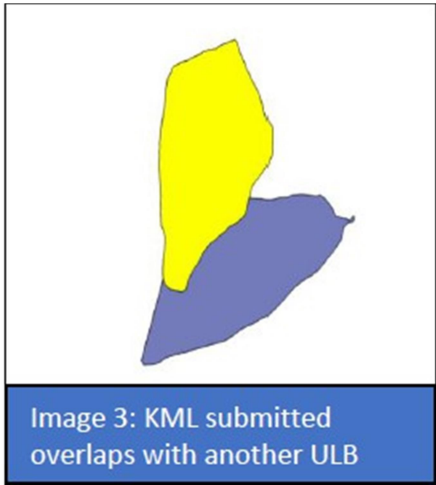
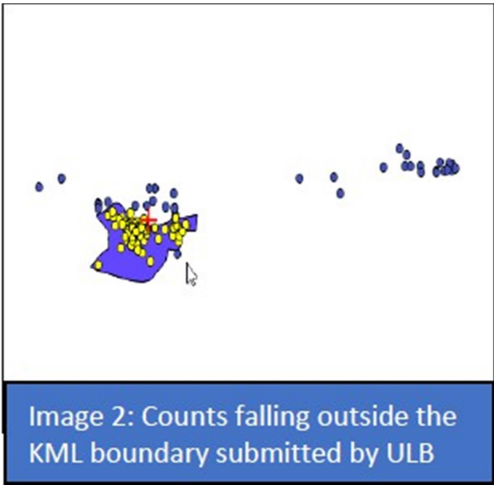
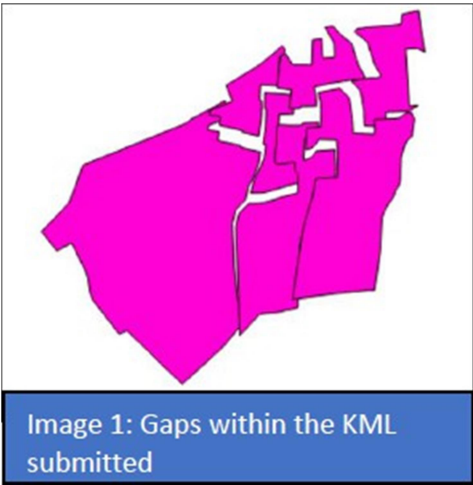
How can complaint count issues be resolved?

Complaint Count not increasing on City Dashboard of Swachh.city for a ULB due to either of the 3 reasons:

Issue 1: Outdated/incorrect KML file with gaps or wrong boundaries submitted by the ULB

Issue 2: If the geo-location of the complaint falls in any of the wrong boundaries submitted by the ULB

Common Errors in submitting KML files



Reason – Issue 1 & 2	Remedy – Issue 1 & 2
Outdated/incorrect KML file with gaps or wrong boundaries submitted by the ULB	Please refer to About KML files section in this presentation (Slide 34-39) to understand about a) Generating KML files b) Submitting correct KML files

INTEGRATING LOCAL CITY APPS WITH SWACHHATA

How to integrate local city apps with Swachhata?

Mandatory Requirements

1) Local city app and Swachhata App to have equivalent SLAs

2) Live pushing of complaint posting and resolution happens in the city app which can also be integrated with Swachhata app

3) Local City app to have a mandatory workflow to accept and push 'Complaint Resolution Image' as a proof of resolution

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 FecalWaste/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

How can an existing City app be integrated with Swachhata app?

All ULBs are required to first complete the Swachhata Platform ULB Onboarding process (if not done earlier) as described in Slides 14 - 16 before proceeding with the workflow for Integration to Swachhata Platform

API documentation

Follow the integration technical workflow in the help section of the Swachh.city portal, through the link:
http://swachh.city/assets/files/Integrate_With_Swachhata_App_v2.pdf

Vendor & Access Key

Email to support@sbmurban.org with the subject line
Swachhata | <State Name> | <ULB Name> | <ULB Census Code> | Integration of local city app for vendor and access key

Mandatory Reqs.

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 are met.

NOTE:

- 1) Post integration, data in local city app and Swachhata app will be mirrored and updated automatically
- 2) Previous data from local app (before integration) will not be added to Swachhata database
- 3) Citizens will be able to use local app even after integration

OTHER TECHNICAL ISSUES

Resolving Technical Issues

In case of any other technical issue despite submission of correct information,

ULBs can send complaint details to support@sbmurban.org support account with the subject line: **Swachhata | <State Name> | <ULB Name> | <ULB Census Code> | <Issue of the ULB>**

*Please ensure that State Admin is copied in all emails that is being sent to
support@sbmurban.org*