SWACHHATA TECHNOLOGY PLATFORM

An initiative of the Swachh Bharat Mission(Urban),
Ministry of Housing & Urban Affairs, Government of India

Swachhata technology platform represents a quantum leap for citizen participation and civic engagement in India. A **fourth-generation technology platform**, Swachhata is **used by citizens across 4041 towns and cities** to help make their city clean. Swachhata application suite is one of the most **scalable and effective grievance redressal mechanisms deployed across India**.

Ministry of Housing and Urban Affairs
Government of India

Powered By

JANAAGRAHA CENTRE FOR CITIZENSHIP & DEMOCRACY

CIVIC ENGAGEMENT MATTERS

Swachhata applications are positioned to effectively connect citizens to their municipalities to promote widespread citizen participation and civic engagement in realising the objective of Clean India. Janaagraha has more than two decades of grassroots and technology expertise in enabling citizens and city governments to collaborate on local governance, also includes five+ years of association with the Swachh Bharat Mission.

BRINGING TRANSPERANCY & ACCOUNTABILITY

The solutions bring in transparency and accountability into the municipal administration system by leveraging technology. Not only are the complaints categories defined in detail, the time for the real-time resolution of the complaints is built into the system. Citizens can now hold municipalities accountable in delivering sanitation services.

TABLE Of CONTENTS

01 | INTRODUCTION

Swachh Bharat Mission

Swachh Bharat Mission is a national campaign by the Ministry of Housing & Urban Affairs, Government of India, covering 4,041 statutory cities and towns. The campaign was officially launched on October 2, 2014, at Rajghat, New Delhi, by Prime Minister Narendra Modi. During the phase one of the mission, Urban India achieved ODF status and solid waste processing improved by 68%. The phase two of the mission will now focus on holistic sanitation by creating infrastructure for processing of fecal sludge, wastewater and septage, hygiene in public places, reduction in single use plastic. This phase will prioritise civic engagement and citizen participation by creating 'Jan Andolan' across India's towns and cities.

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Swachhata Application

The Swachhata application fuses together a time-tested complaint redressal platform with the opportunity for citizens to collectively work on civic issues. The application is embedded with community centric features for citizens to
• Identify public urination spots (yellow spots)
• Request new public toilets
• Vote up on complaints
• Share complaints and requests with other concerned citizens
• Comment on work being done

Background

To understand the ground-breaking nature of this application, we need to recall the past of grievance redressal in India.

At the outset, grievance redressal in India was a 'pen and paper system' where citizens were required to visit Government offices and register their complaints in writing. Subsequently, many of the Municipalities started using call centres to take in complaints. As technology progressed, tech-savvy Municipalities established grievance websites, and additionally offered citizens the choice to email their complaints in. However, often the websites weren't integrated seamlessly with the back end of the Municipalities which left citizens unhappy with the process.

Today, next-generation mobile applications like Swachhata are breaking new ground. They are the fourth-generation solution for resolution of Swachh Bharat grievances at the Municipality level.

The mobile and web applications are developed by Janaagraha – a non-profit based in Bengaluru. The Ministry of Housing & Urban Affairs, Government of India has signed an MoU with Janaagraha for development and maintenance of the applications. It is a unique effort in that for the first time, a national level application will be using both smart phones and the web with seamless integration and delivery of information. This is being done for all the 4041 town and cities of India, up to the municipal ward level.

swachhata
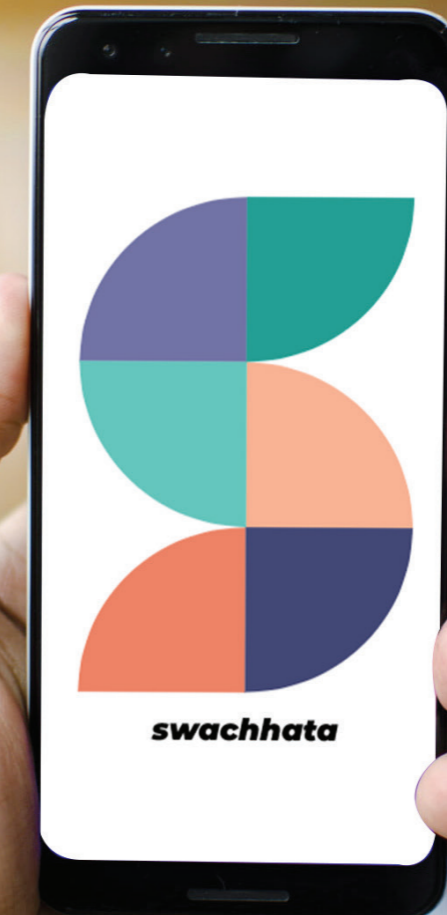
02 | HOW DOES THE SYSTEM WORK

THE CITIZEN APPLICATION

A mobile application on Android and iOS for citizens to upload Swachh Bharat complaints.

SANITARY ENGINEER APPLICATION

A mobile application in Android for the sanitary engineer/inspector to see the complaints uploaded by the citizen and act on the ground.

WEBSITE FOR MUNICIPAL ADMINISTRATORS

A website for Municipal Commissioners and their digital teams to monitor the complaints received in their cities and towns.

RATING AND RANKING WEBSITE FOR CITIZENS & STAKEHOLDERS

A website open to all citizens, to view comparative rating and ranking for all cities on the Swachhata platform based on the resolution rate. Additionally provides breakdown of the performance at ward-level in each city. Citizens cannot log into the site to lodge complaints, complaints can only be lodged through the mobile app

The Swachhata rating system works on the **number of complaints that have been resolved by the** municipalities – with adherence to service level agreements and to the satisfaction of the complainants.

03| WHAT IS NEW IN SBM (U) 2.0?

For citizens

» Simplicity and ease of reporting a grievance through Spot-Click-Report method - citizens only need to take a picture for a grievance spotted and post it on Swachhata app.
» Citizens can report public urination spots (called as yellow spots) for municipalities to act.
» Citizens can locate and rate public toilets.
» The app can accurately identify the complaint location using the geo-location of the picture, which will lead to faster resolution of the complaint.
» Citizens will get regular updates on the status of their complaint(s) through push notifications.
» Upon resolution of the grievance, citizens will receive a 'Resolved' image uploaded by the sanitary inspector or engineer.
» Citizens can re-open the complaint if they are not satisfied with the resolution.
» As complaints get resolved, citizens can provide feedback on the quality of the resolution.
» Citizens can also view complaints of other localities in their city.

Sanitary Engineer/Inspector

» Sanitary inspectors can get the exact geo-location of the complaint with landmark instead of searching for an address.
» They will receive a photo of the complaint directly on their mobile phones.
» They can upload the resolved image directly from their mobile phones.
» They can show the quality of their work and get instant feedback from citizens.

For municipal administrators

» With the touch of a button, municipal administrators can view the complaints dashboard for their city, details pertaining to each complaint and resolution statuses.
» Administrators can track how pro-active sanitary engineers have been in resolving complaints and can also investigate why some complaints have not been taken up instantly. They can also spot a recurrent or intractable problem in their city.
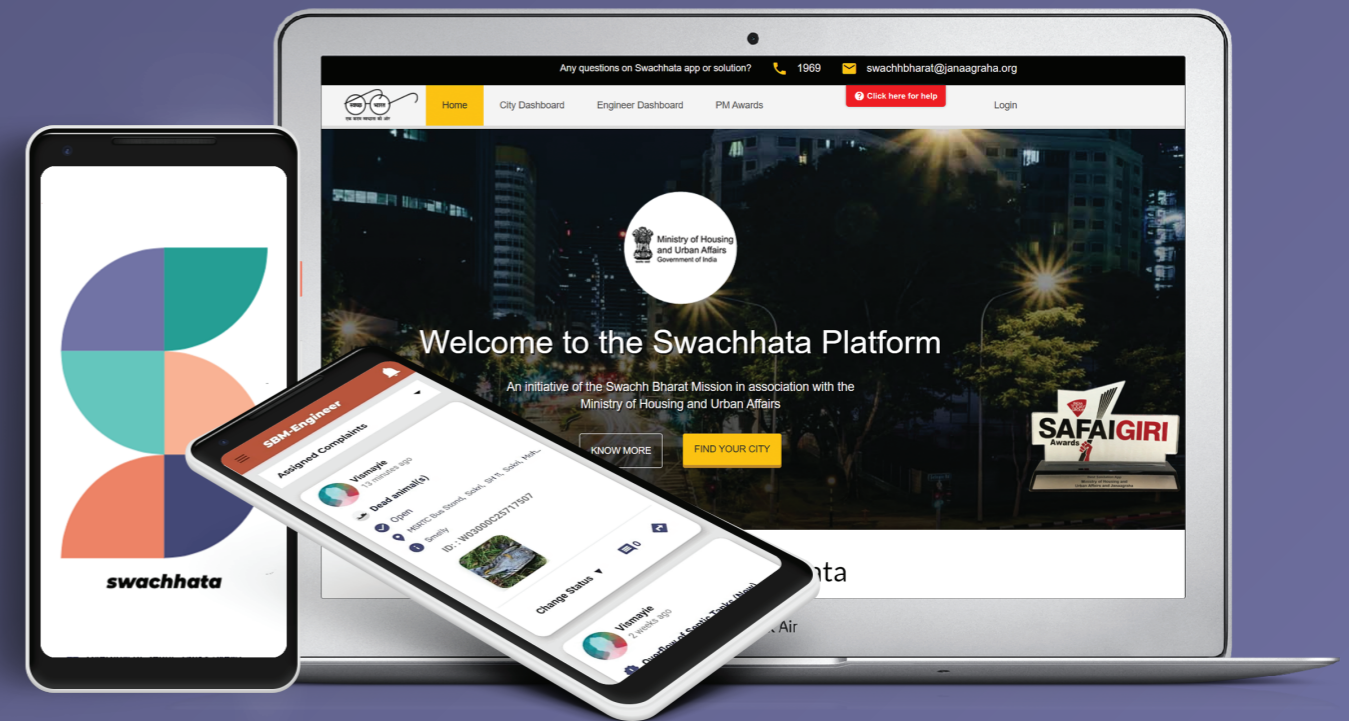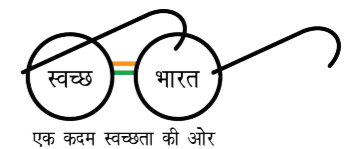
Application Name:
Swachhata Citizen App

PLATFORMS: Android & iOS

Application Name:
Swachhata Engineer App

PLATFORMS: Android

Application Name:
Swachhata Web platform

PLATFORMS: Website

04| PUBLIC SANITATION CATEGORIES & SERVICE LEVEL AGREEMENTS

The following categories of complaints are available in this application. For each of these categories there is a stipulated time for resolution called as "Service Level Agreement". Each and every municipality is aware of this and non-compliance or delayed resolution will impact their national ranking.

Dead animal(s)
48 hrs

Public toilet(s) cleaning
12 hrs

Dustbins not cleaned
12 hrs

Open manholes or drains
12 hrs

Garbage Dump
12 hrs

Stagnant water on the road
12 hrs

Garbage vehicle not arrived
12 hrs

Improper disposal of fecal waste/septage
12 hrs

Sweeping not done
12 hrs

Debris removal/ Construction material
12 hrs

No electricity in public toilet(s)
12 hrs

Burning of garbage in open space
12 hrs

No water supply in public toilet(s)
12 hrs

Public toilet(s) blockage
**12 hrs**

Open Defecation
1 week

Yellow spots
1 week

Application Name:
Swachhata Citizen App

PLATFORMS: Android & iOS

05 | SWACHHATA APP FOR CITIZENS

» Citizens can download the mobile application, available both in Android and iOS, and use it to report public urination spots (yellow spots), request new toilets and register cleanliness and health/sanitation related complaints for cities. Citizens only need to take a picture of the complaint of the issue on-ground and post it through the Swachhata app.

» The app can pinpoint the location of the complaint using the geo-location of the picture. It would automatically get forwarded to the municipality for action.

» Citizens get regular updates and notifications on the status of their complaint.

» Citizens can send comments, feedback, reply to status messages and give final comments after verifying whether the complaint has been resolved on ground.

» Users can also vote up on complaints in their locality or complaints uploaded by friends and neighbours.
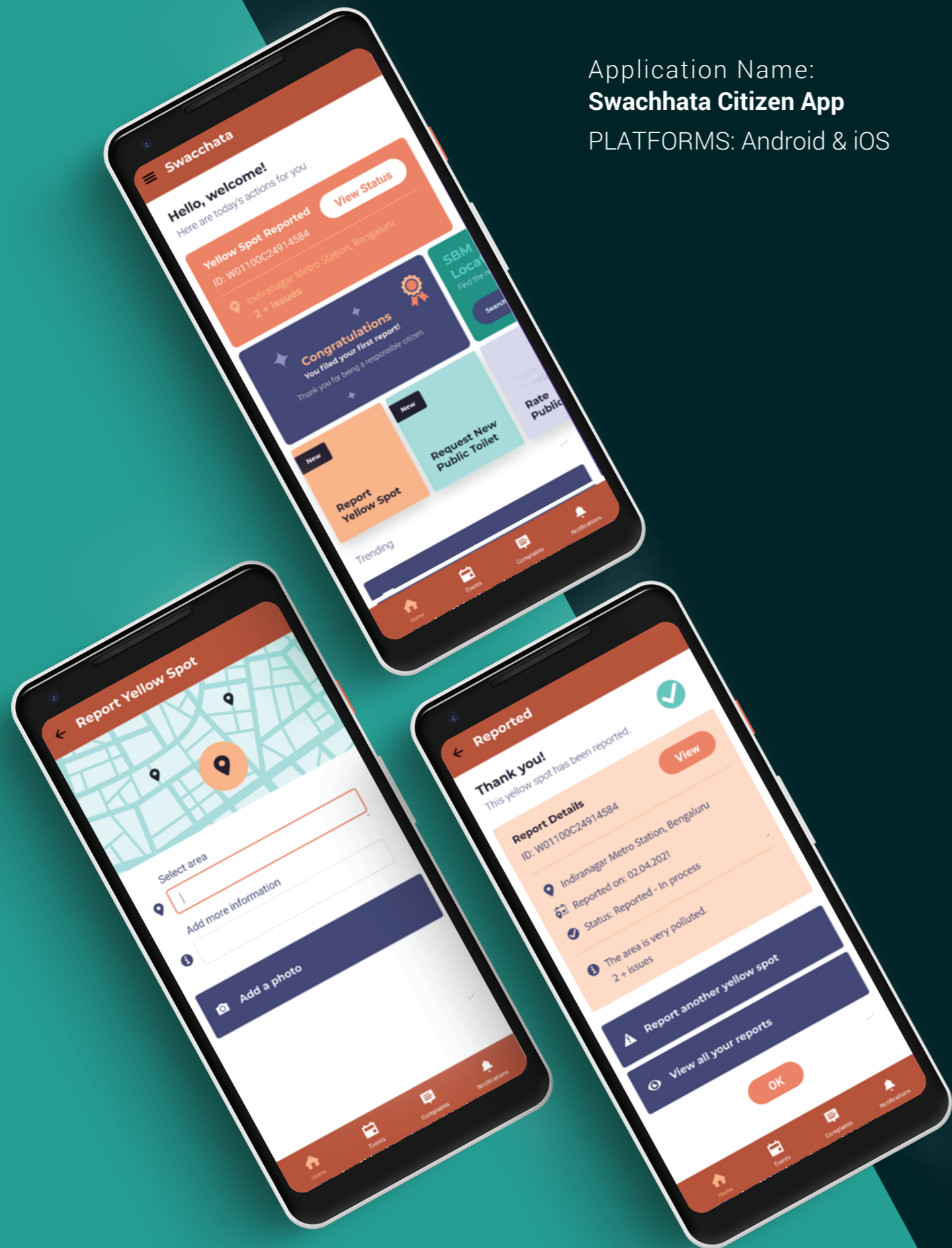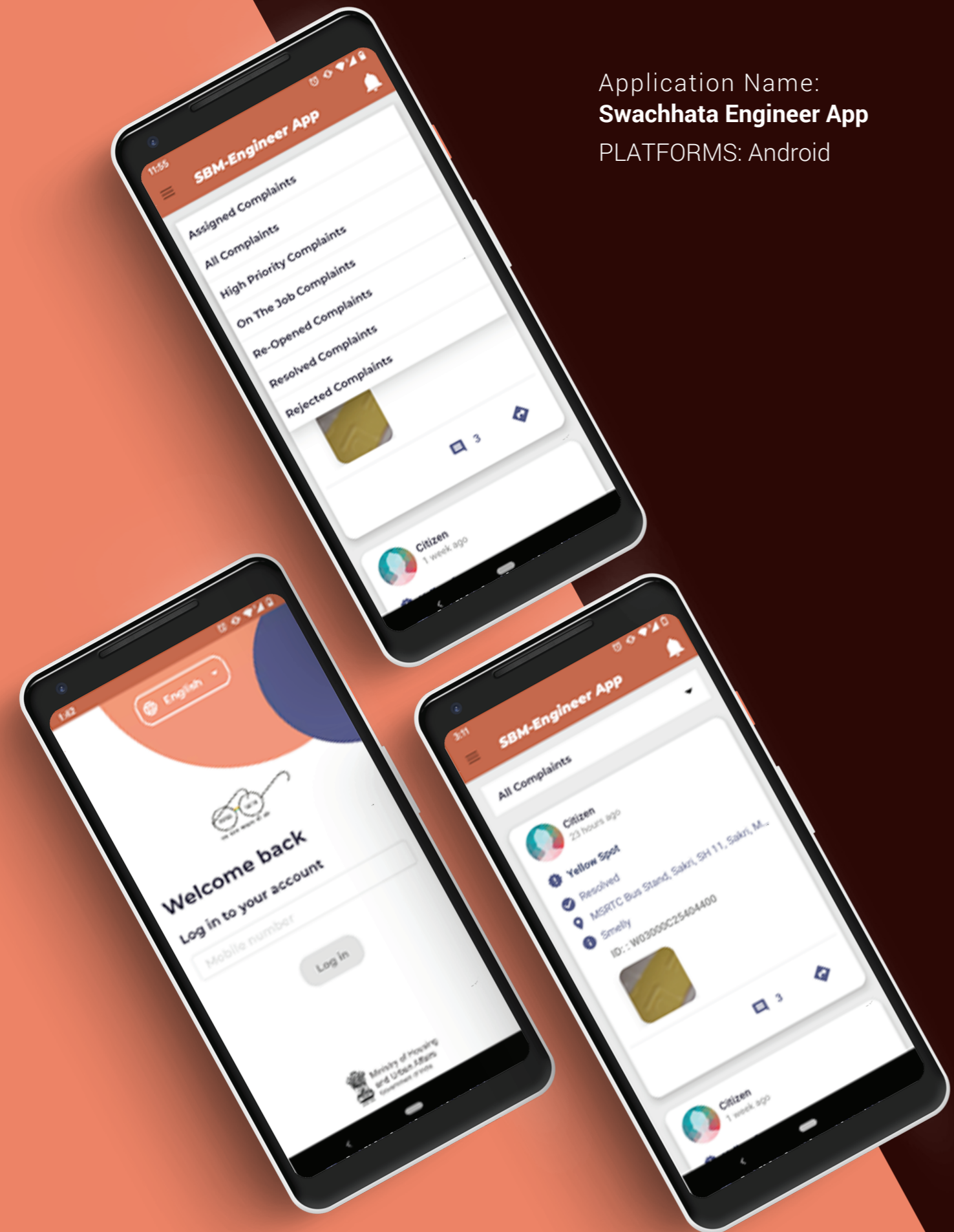
Application Name:
Swachhata Engineer App

PLATFORMS: Android

06 | SWACHHATA ENGINEER APP

» The engineer app is developed for municipal engineers to resolve citizen grievances. Municipal engineers can download and use the app only when their respective municipality adds their official mobile number at the back end.

» The app will display complaints assigned to the sanitary engineer, for which action needs to be taken. The assignment of the work can take place either automatically or manually by the Municipal Corporation office.

» If the Municipality has uploaded the list of the sanitary engineers with their names, email IDs and phone numbers in the Swachhata web admin portal, the work will automatically be assigned to the sanitary engineers. If not, the complaint will be manually assigned by the digital team at the Municipal Corporation office.

Application Name:
Swachhata Web Portal

PLATFORMS: Website & mobile website

About Swachha
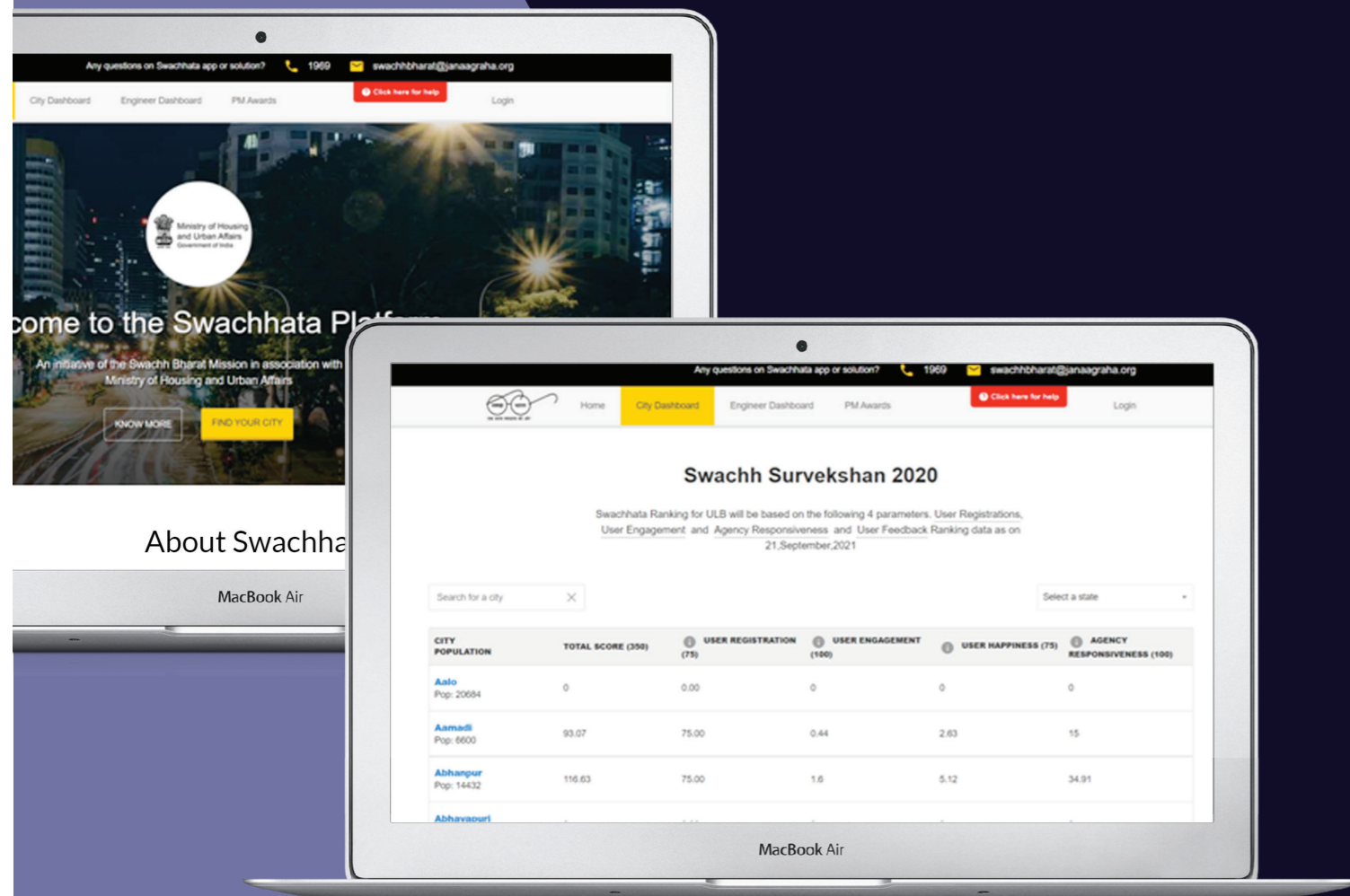
07 | SWACHHATA WEB PORTAL FOR MUNCIPALITY (SWACHH CITY)

Officers can go to the website www.swachh.city and every Municipality is provided with a special login to view the status and details of all the complaints in a single dashboard, 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.

Application Name:
Swachhata Manch Website

PLATFORMS: Website & mobile website

08 | SWACHHATA WEB PORTAL FOR CITIZENS (SWACHH MANCH)

» Citizens and stakeholders can go to the website www.swachhmanch.in and 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.

» Resolved complaints along with strict adherence to relevant Service Level benchmarks for each complaint category would form the basis of the rating and ranking system.

» There is also a search option for citizens to search the rankings of the city of their choice

Ek Kadam Swachhata Ki Aur

Ministry of Housing and Urban Affairs

Government of India

www.mohua.gov.in

For any questions and suggestions regarding the Swachhata app connect with us at

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