



Swachhata Engineer App User Manual

AN INITIATIVE OF THE SWACHH BHARAT MISSION – URBAN 2.0,
Ministry of Housing & Urban Affairs, Government of India



Ministry of Housing and Urban Affairs
Government of India

Devote 100 hours every year towards the cause of cleanliness

Prime Minister Shri. Narendra Modi



Contents

04	Introduction to Swachhata Engineer App
05	Registration Process
06	Verification Process
08	Using the application
11	Complaints Management
14	Frequently Asked Questions (FAQs)

Abstract

This document is the user manual for the Swachhata - Engineer app: a step towards making India cleaner and healthier. This app is designed for municipal sanitary engineers, to facilitate their work by incorporating the ease of technology into their jobs.

The app allows sanitary engineers to connect directly with citizens who report sanitation and public health related issues through the Swachhata – Citizen app and address citizen grievances in real time.

This guide will provide in depth instruction on who the app is for, how to install it, how to use it, explain its features, functions and also frequently asked questions regarding the app.

Introduction

➤ Who can use the app?

The Swachhata - Engineer app is exclusively designed for municipal sanitary engineers. As a result, any sanitary engineer who is registered with a ULB can use this app. Individuals who are not registered as sanitary engineers will not be able to register as users for the app.

➤ How to install the app?

The respective ULB will send an SMS to the engineer's phone with the link to Swachhata - Engineer application. Clicking on the link will navigate to the Google Play Store/Apple App store from where an engineer can download the application.

The engineer can also search for the app on Play store and App store and download the same.

➤ Phone requirements

This app is available for download on both Android & iOS platforms. This app is compatible with versions as below:

- For Android, Version 4.3 and above
- For iOS, Version 13.0 and above

Registration Process

➤ How to register?

Once the engineer user (municipal sanitary engineers / sanitary inspector) has successfully downloaded the app, they can open it and the registration process will begin automatically.

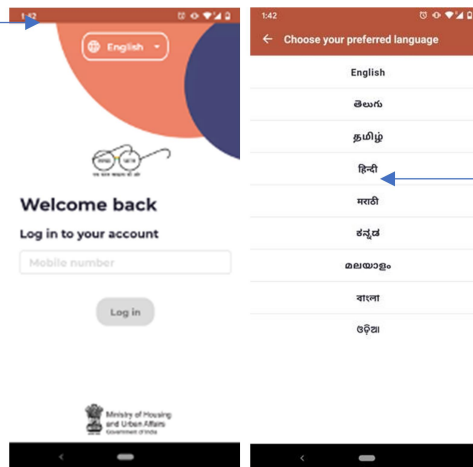
➤ Language settings

The engineers can begin the registration by choosing their preferred language for the app. There are nine languages available to choose from: English, Hindi, Tamil, Malayalam, Kannada, Telugu, Marathi, Oriya and Bengali.

Please note that if an engineer wishes to change the language at any point after registering, they must log out of the app and log in again. They will be prompted to choose their language every time during logging in.

After having chosen their preferred language, they will be directed to the verification process.

Click here to select preferred language



Select from the list of 9 languages

Verification Process

➤ Number verification

The engineer has to verify his/her registered mobile number by receiving an OTP during registration.

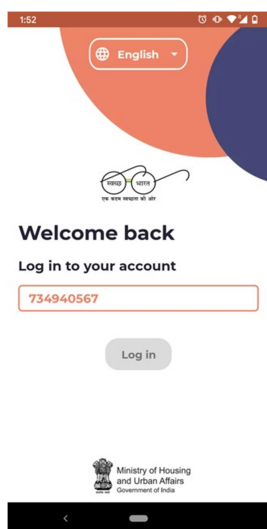
The engineer has to ensure that the mobile number they enter is the same number that is registered with their respective ULB. If not, the engineers are advised to request their ULB nodal officer to add their number at the backend.

➤ If the engineer's mobile number is registered

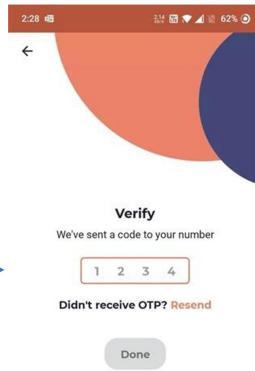
Upon entering the registered mobile number, the engineer will receive an OTP. The engineer will be required to enter it in the box "Enter OTP", as depicted below.

If the phone does not automatically receive the OTP, please try pressing the "Re-send Code" button below the OTP entry box.

Enter
mobile
number



Enter
OTP
received
through
SMS



2:28 62%

←

Verify

We've sent a code to your number

1 2 3 4

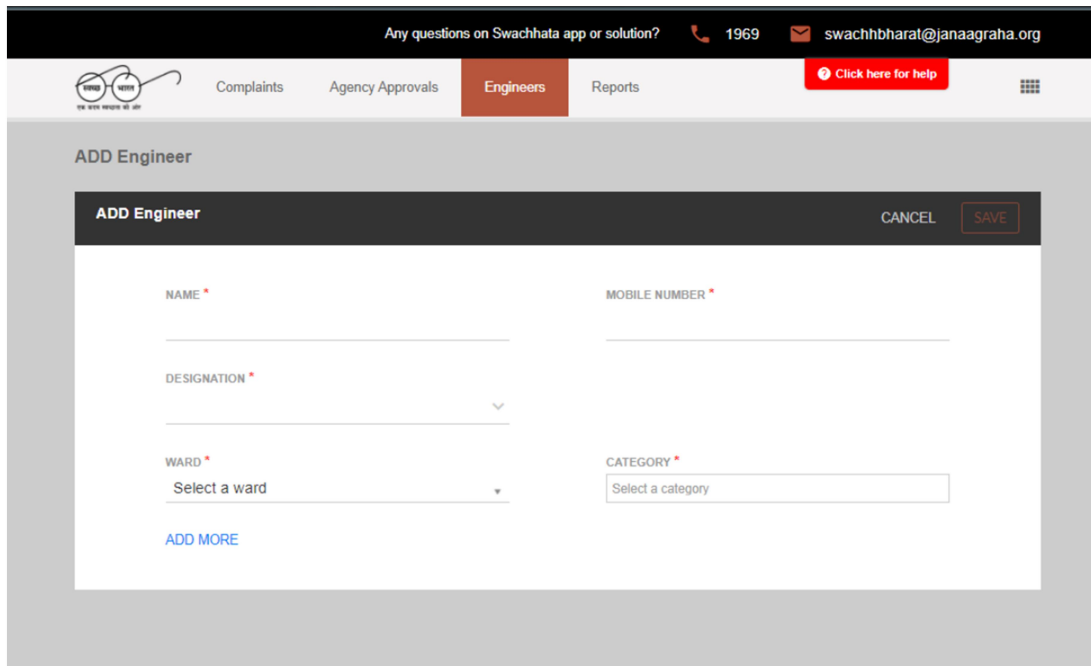
Didn't receive OTP? [Resend](#)

Done



➤ If the engineer's mobile number is not registered

In case, if the engineer's mobile number is not registered with the ULB, their number can be registered and added through ULB login in Swachh.city portal. The engineer should contact the respective ULB officer to register and add their number.



Any questions on Swachhata app or solution? 1969 swachhbharat@janaagraha.org

Complaints Agency Approvals **Engineers** Reports [Click here for help](#)

ADD Engineer

CANCEL SAVE

NAME * MOBILE NUMBER *

DESIGNATION * WARD * CATEGORY *

Select a ward Select a category

[ADD MORE](#)

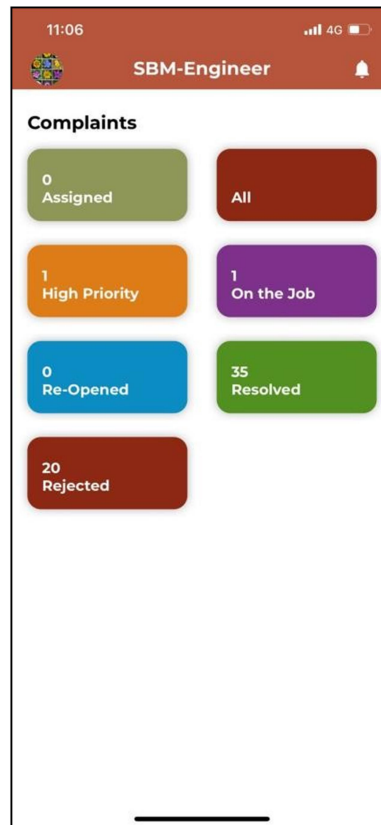
Using the application

📌 Home Page: Complaints listing

On completing the registration process, the engineer will be taken to the complaints listing page which is also the home page.

This page comprises of the following:

- Category of Complaints: Assigned, High Priority, On the job, Reopened, Resolved and Rejected
- Left Menu: a drop-down menu on the top left-hand corner of the screen
- An in-app notification button (the bell), on the top right-hand corner of the page



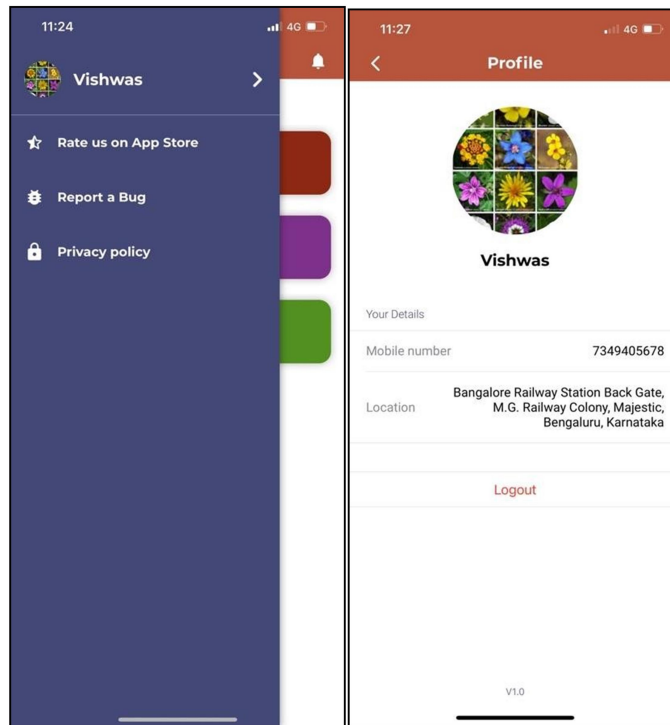
The seven different categories of complaints in the home page are explained below:

S.No	Complaint Categories	Description
1	Assigned	All complaints which are assigned to the engineer
2	All	All the complaints that are mapped to the engineer (Assigned, On the Job, Re-opened, Resolved, Rejected)
3	High Priority Complaints	Complaints that are to be taken up on priority by the engineer as designated by the Ward Councillor
4	On the Job	Complaints that the engineer is currently working on
5	Re-opened	Complaints that have been re-opened by citizens if they were dissatisfied with the resolution. Only resolved complaints can be re-opened.
6	Resolved	When the engineer has resolved a complaint, he/she can change the complaint status to Resolved. <u>Please note - only when an engineer uploads a relevant image as a proof of complaints resolution, the status of complaint can now be changed to “Resolved” in the Engineer App and through Swachh.City portal.</u>
7	Rejected	All the complaints that are rejected by an Engineer.

🔍 Left menu

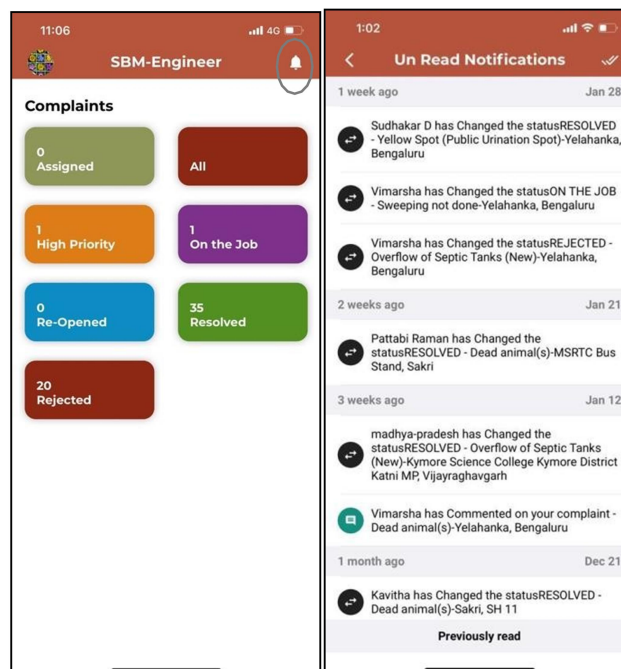
On clicking the top left menu, the app displays the following:

- Rate Us on Playstore/Appstore: This rating will help the developers understand if the engineers are happy,satisfied or dissatisfied with the app. Feedback in the form of detailed comment(s) is appreciated.
- Report a Bug: In the event, the engineer has issues using the app, he/she can bring the problems to the attention of the developers by reporting a bug. This will help developers improve the app for hassle-free usage.
- Privacy Policy: The privacy policy of the application is mentioned in detail.
- Profile: On clicking their name, the engineer will be able to view their profile.
- Logout: clicking this button will log the engineer out of the app. The engineer need not logout after every session they use the app. Closing the app will not automatically log them out. *Please note that if the engineer chooses to log out, they will need to choose their preferred language settings while logging in again.*



In-app notifications

The bell on the top right-hand side of the Complaints Listing Page indicates the number of unread notifications. On clicking the bell, the engineer will be navigated to the notifications page. If the engineer wants to view previous notifications, they should click on the “Previously Read” button at the bottom of the screen.

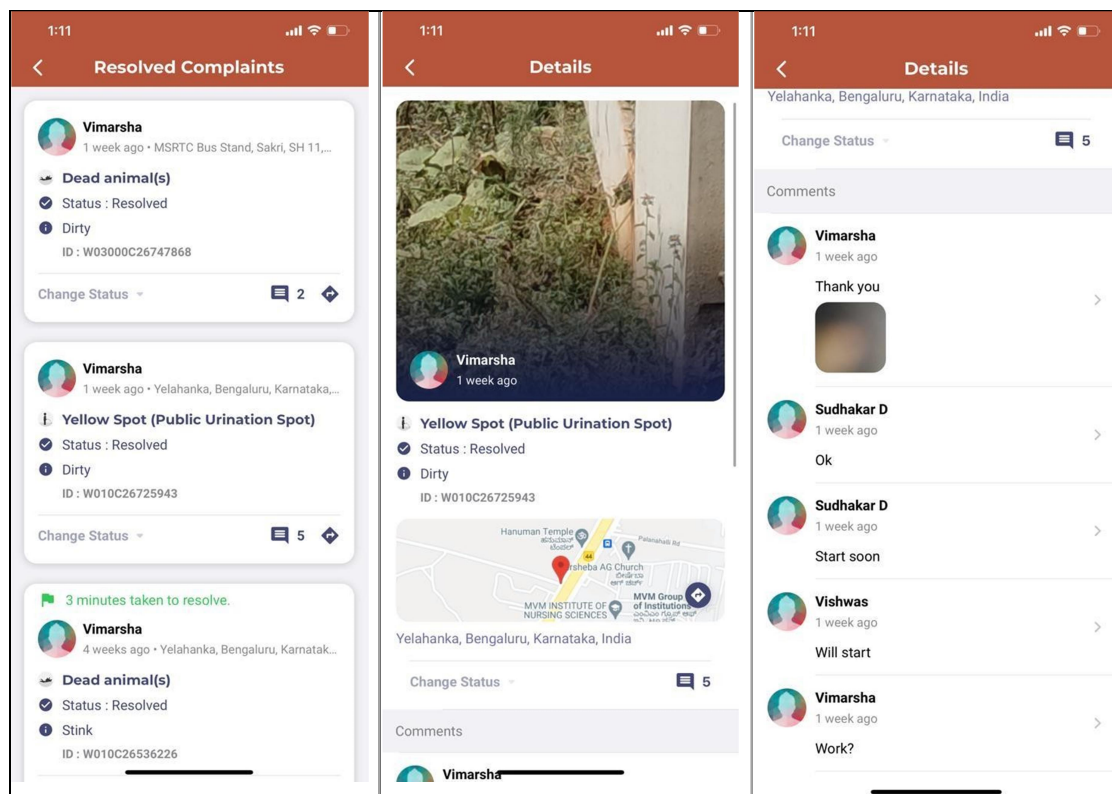


Complaints Management

Complaints explained

A complaint is created when a citizen/user uploads a description of a sanitary or public health related issue through the Swachhata - Citizen App. Citizens are required to explain the nature of the issue, tag the location with an accurate address, and upload a picture of the issue reported.

Each complaint is equipped with a comments button, on the bottom of every complaint. Both citizens and engineers will be able to view and post comments on individual complaints.



➤ Complaints' glossary

1. **Open:** a complaint is posted by a citizen and needs the engineer's attention.
2. **On the Job:** a complaint that the engineer is currently working on. An engineer can have multiple complaints simultaneously for which the statuses are "On the Job".
3. **Resolved:** a complaint that the engineer has resolved.

Please note - only when an engineer uploads a relevant image as a proof of complaint resolution, the status of complaint can now be changed to "Resolved" in the Engineer App and through Swachh.City portal.

4. **Rejected:** a complaint that the engineer has rejected.

Please note that the engineer can only reject complaints in circumstances such as if the details of the complaint (location, picture, or issue) are not clear or if the complaint does not belong to their ward.

5. **Re-opened:** a complaint where the citizen is not satisfied with the resolution of the complaint and wishes to have the issue addressed once more.

➤ Changing the status of complaints

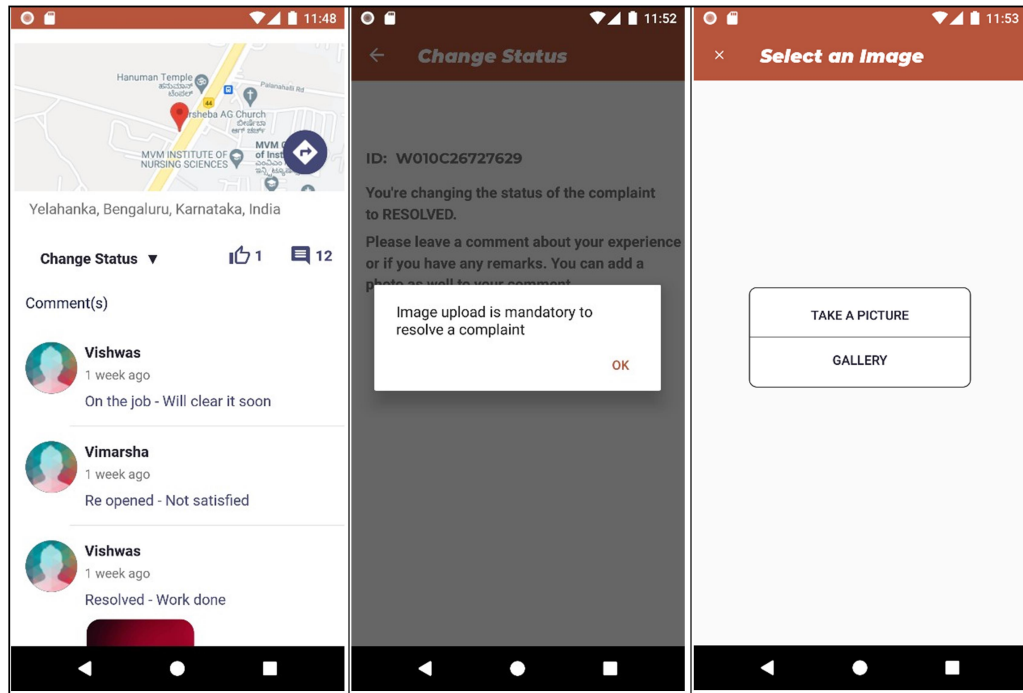
Opening a complaint enables an engineer to view the details of the complaint as well as changing its status as shown in image below.

All complaints are declared as "Open" once posted.

- "Open" or "Reopened" complaints can be changed to either "On the Job" or "Rejected" statuses
- "On the Job" complaints can be changed to either "Resolved" or "Rejected" statuses
- "Rejected" complaints cannot be changed to any other statuses.

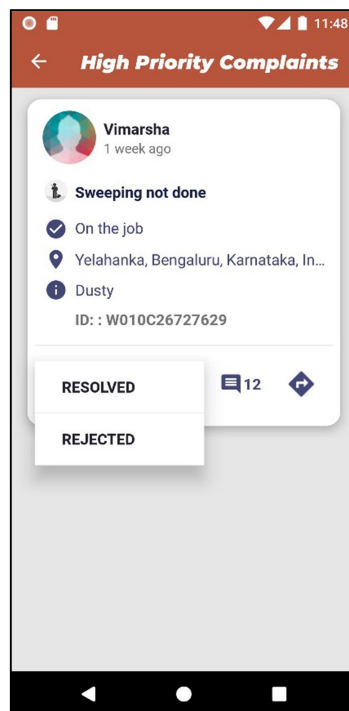
In order to change the status of a complaint to "Resolved" an engineer must post a picture of the complaint as a proof of resolution and post a comment indicating that the complaint has been resolved.

Once the engineer changes the status of a complaint, the complainant will get a notification. The complainant also can post their feedback based on their satisfaction regarding resolution.



The engineer also can reject any citizen's application if it satisfies any of the following three conditions:

- Complaint out of the city
- Image of the complaint not clear
- Location of the complaint not clear



FAQs

➤ **Can an engineer share the app download link with other people?**

Yes, an engineer can share the app download link with other people. However, only registered sanitary engineers will be granted access to the app.

➤ **Is there a time limit in which an engineer needs to use the app download link?**

No, the link is valid for as long as an engineer has it. They can use it whenever they want to.

➤ **Can an engineer update their mobile number in Swachhata Platform?**

An engineer should be using only the mobile number that is registered with the ULB. In case if they want to update their mobile number, they should contact their respective ULB Nodal Officer.

➤ **What are the different modes through which an engineer can address complaint of citizens?**

An engineer can resolve citizens' complaints through the following modes:

- Through Swachhata Engineer mobile application
- Through Swachh.city portal
- Through third party local city apps integrated with Swachhata.

➤ **What are the requirements of a local third-party city app to be integrated to Swachhata Platform?**

The code and documentation required for API integration for integrating the city app with Swachhata is available <https://www.swachh.city/help>:

Local Apps can be integrated to Swachhata App via API, if

- Complaint categories and respective SLAs (Service Level Agreements) are similar to Swachhata
- Live pushing of complaints and resolution integrated to Swachhata
- API validation added for mandatory image upload for resolution

➤ **Does an engineer have to upload the picture of complaint as a proof of resolution?**

Yes, as a part of 360-degree complaints resolution of the application, it is now mandatory for an engineer to upload a complaint resolution image as a proof of complaint resolution. An engineer can either click a new picture and upload or else select an image from the gallery and click resolve.

If the citizen is not satisfied with the resolution, they can provide feedback by commenting on the complaint and declare the complaint as "Re-opened".



Ek Kadam Swachhata Ki Aur



**Ministry of Housing and Urban Affairs
Government of India**

www.mohua.gov.in

For any questions on the Swachhata Engineer App or Swachhata Technology Platform,

Write in to connect with us at support@sbmurban.org