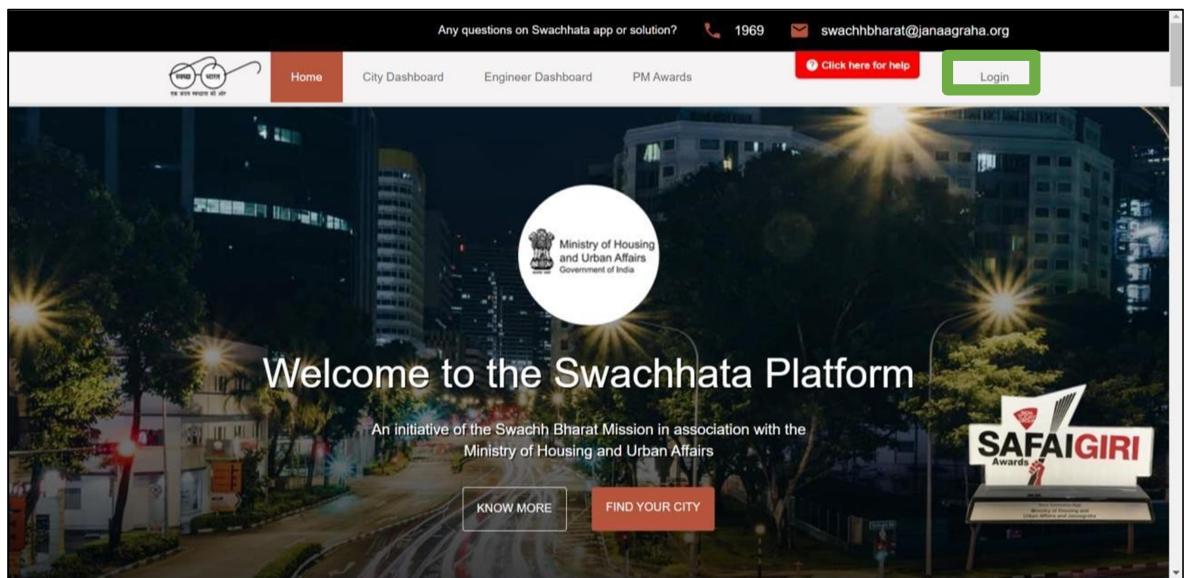# Onboarding of new ULB to Swachhata Platform

1.1   How can a new ULB be on boarded to the Swachhata Platform?
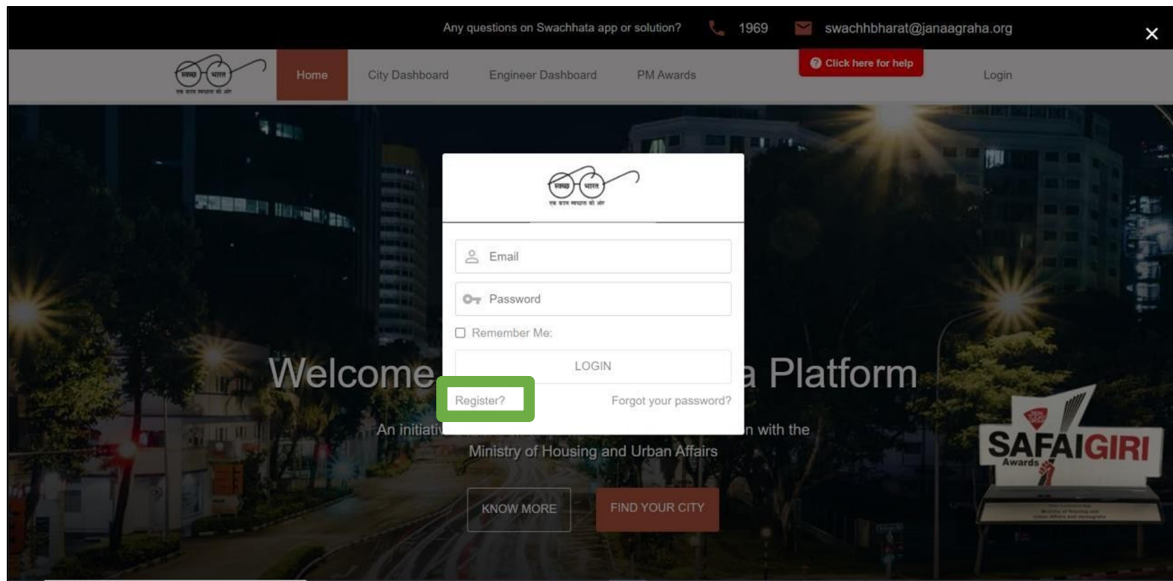
Step 1: For a ULB to get on boarded to the Swachhata Platform process, they are required to email the following details to support@sbmurban.org along with relevant State Admin with the subject line: **Swachhata | <State Name> | <ULB Name> | <ULB Census Code> | New ULB Onboarding**

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 on boarded 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.
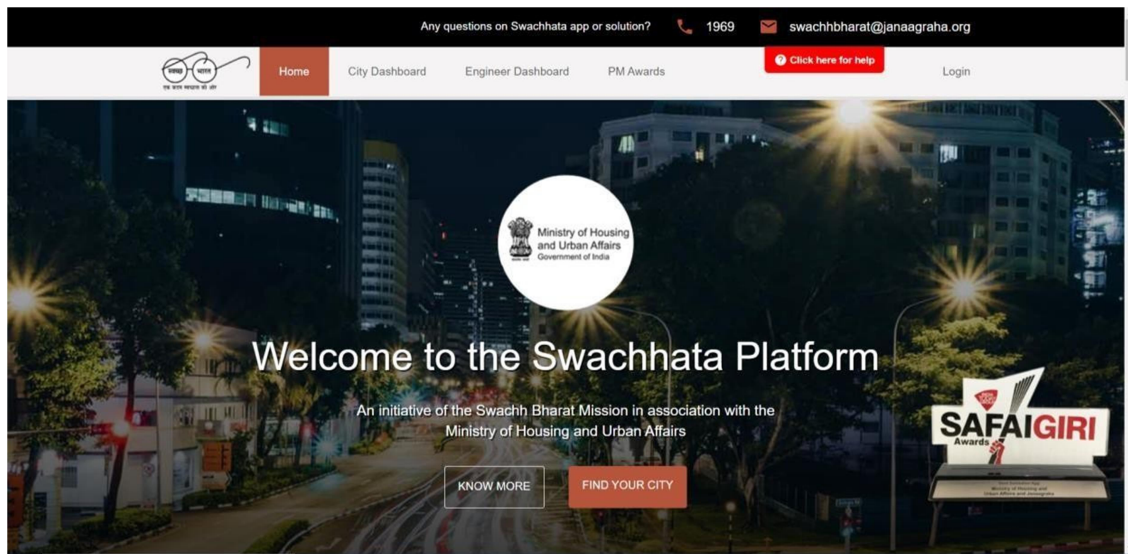
- After clicking on "Register", the ULBs are required to submit details as shown in the screen below

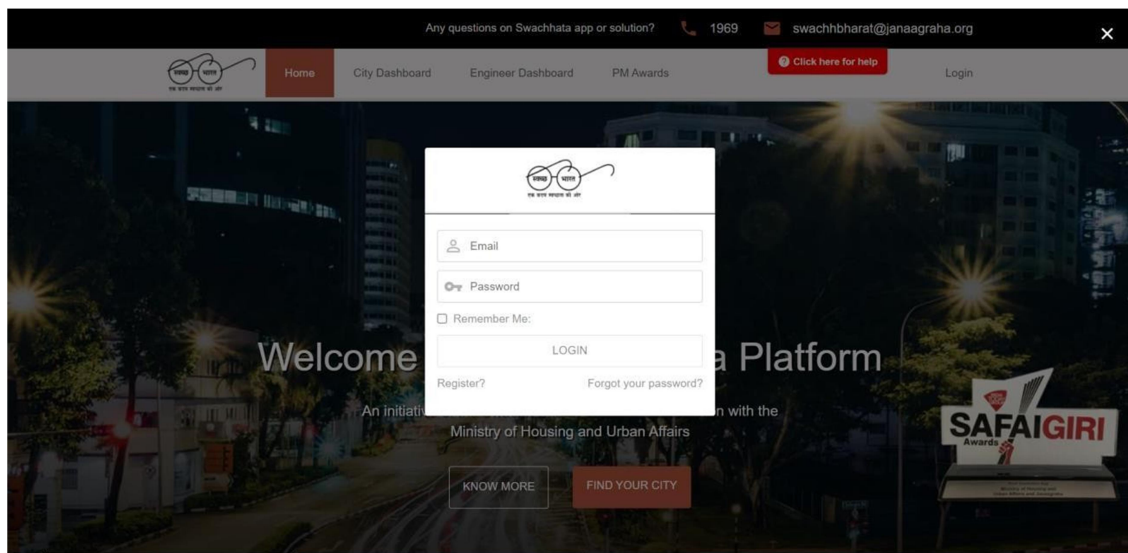The entered details will be sent ***to the respective State Admin for approval.***

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.
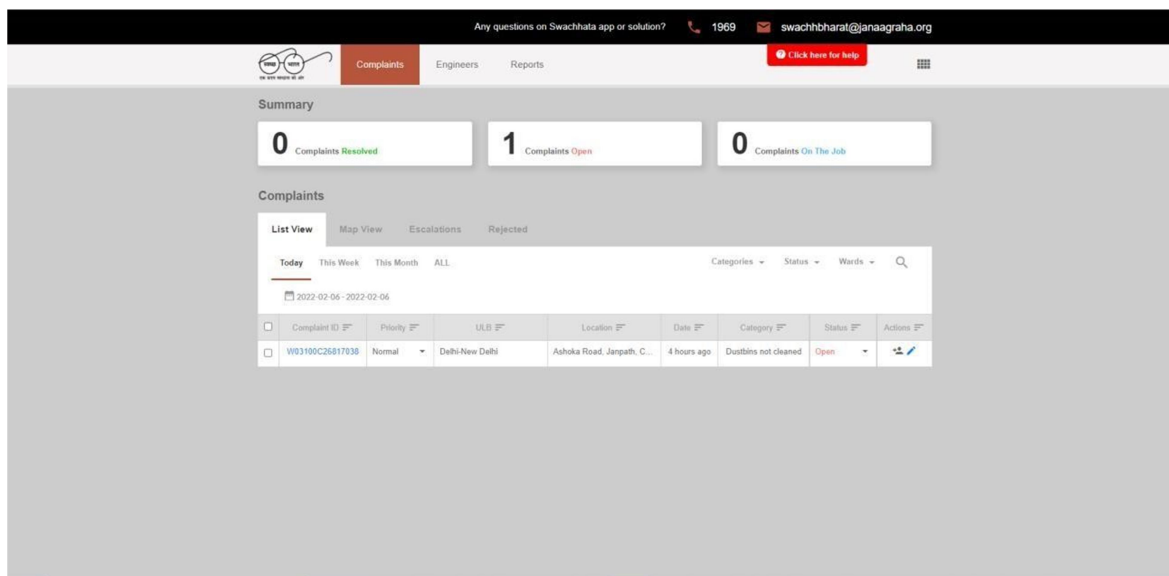
1.2 How can an existing ULB access the portal?

Step 1: Go to www.swachh.city and click on login

Step 2: Fill in login credentials and access the status and details of all complaints/events in a single dashboard

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

Swachh Manch related data can be accessed using the ULB login credentials via Homepage>Login>ULB Login>Insights>Events Report

1.3 What are the applications that an ULB will be able access once on boarded to the Swachhata Platform?

New ULBs will have access to www.swachh.city and www.swachhmanch.in after onboarding

Swachh.city is a web portal for municipal officers that enables them to view status and details of all complaints in a single dashboard. Officers can also assign complaints and resolve any other issues that might arise. Portal features include:
  a. Number of complaints received.
  b. Location of the complaints received.
  c. Assignment of work to sanitary supervisors
  d. Status of the work by engineers.
  e. Complaints resolved versus pending, etc.

Swachh Manch is a web portal for citizens where in citizens and stakeholders can 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.