Swachh.City Grievance Redressal Campaign

🎯 Objective

To run a focused one-month campaign across ULBs to:

1. Promote usage of the Swachhata App with as the easiest way to register swachhata and sanitation related grievances/complaints via Swachhata App.
2. Ensure proper training of ULB staff and Swaaha Executives on the procedure of resolution of grievances/complaints via Swachh.City/SBM Engineer App.
3. Guarantee timely redressal of citizen grievances/complaints through the Swachh.City platform, adhering to Service Level Agreement (SLA) as set up by MoHUA, GoI.

📅 Phase 1: PREPARATION & PLATFORM ONBOARDING		
Activities	**Responsibility**	**Timeline**
Collect ward-wise list of Sanitary Inspectors (SIs), Supervisors (SSs), Data Entry Operators/Computer Operators (DEOs/COs) etc.	ULB & SEs, Swaaha	From 3rd to 8th October 2025
Upload the details of the staff involved Swachh.City as SBM Engineers	MIS Team, Swaaha	
Distribute login credentials to ULB staff	MIS Team & SEs, Swaaha	

📅 Phase 2: CAPACITY BUILDING & SYSTEM SETUP		
Activities	**Responsibility**	**Timeline**
Conduct online training on Swachh City and SBM Engineer App for CEOs/EOs/DEOs/COs/ SBM Cell and Swaaha Executives.	MIS Team Swaaha	From 09th to 17th October 2025
Physically training to SI/SS etc. on Swachhata App/SBM Engineer App functionality (Open >Assign> On Job > Resolve/Reject)-Live on the App.	DEOs/COs of ULB & SEs of Swaaha	

Prepared by Swaaha

Phase 3: IEC & CITIZEN OUTREACH		
Activities	**Responsibility**	**Timeline**
Downloading of Swachhata App - Door-to-door awareness campaign	ULB IEC Team and SEs. (No. of Downloads of Swachhata App: 75 per Committee, 100 Cantt. Boards, 150 per Council and 100 per Zone for SMC/JMC)	From 9th to 31st October 2025
Phase 4: LIVE TRACKING, SUPPORT & REPORTING		
Daily assigning & monitoring of complaints	• DEO/CO of ULBs • Handholding by MIS Team & SEs	From 9th October 2025 to 5th November 2025
Ensure complaints are resolved within SLA time frame	• SI/Supervisor/DEO/CO etc. of ULBs • Handholding by SEs Swaaha	
Submit Monthly/final report	MIS Team, Swaaha	By 7th November 2025.

📌 App Download Target

75, 100, 150, 300 & 400 downloads of Swachhata App in the Municipal Committees, Cantonment Boards, Municipal Councils, Jammu Municipal Corporation and Srinagar Municipal Corporation respectively.

📌 **Format for ward-wise list of Sanitary Inspectors (SIs), Supervisors (SSs), Data Entry Operators/ Computer Operators (DEOs/COs) etc.**

(Letterhead of ULB)

Name of District: **Name of ULB:**

S. No.	Name	Designation	Contact No.	Ward No.

Seal/Signature
CEO/EO/Nodal Officer/CSO/HO
Name of ULB

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📌 **Reporting Format for Downloading of Swachhata App:**

(Letterhead of ULB)

Name of District: **Name of ULB:**

S. No.	Name of the Citizen who downloaded the Swachhata App	Ward No. *(JMC/SMC to mention Zone No. also)*	Phone No.

Seal/Signature
CEO/EO/Nodal Officer/CSO/HO
Name of ULB

Prepared by Swaaha

📌 Monthly/final report format (October 2025)

District Name	ULB Name	Total No. of Grievances/ Complaints Received	No. of Grievances/ Complaints Resolved	No. of Grievances/ Complaints Resolved within SLA	No. of Grievances/ Complaints that are Open	No. of Grievances/ Complaints that are On The Job	No. of Grievances/ Complaints Rejected	No. of Grievances/ Complaints that are Reopened

Note:

- *ULBs facing issues with .kml files (ULB and Ward Boundaries) will not receive complaints on their dashboard (due to unavailability of .kml files) and in some cases, a few ULBs may receive complaints meant for other ULBs as wrong .kml files have been uploaded by the ULBs.*
- *Resolution of grievances/complaints within the SLA will be the sole responsibility of the ULB.*

Prepared by Swaaha