

To
All the AMRUT Commissioners
MA & UD Department
Govt of A.P.

F.No.77(5)/General/COO(S)/2016, dt.

28.2.2017.

Sir,

Sub:SAC-Furnishing the information of their local app-Reg.

Ref:Mail received from JS & MD, MoUD, GoI on 28.2.2017.

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Your immediate attention is invited to the subject and reference cited where in the JS & MD, SBM has informed that the Ministry of Urban Development (MoUD) has undertaken several initiatives under Swachh Bharat Mission (Urban) to increase the citizen participation. In this regard, MoUD had launched IT based Grievance Redressal Solution (Swachhata App) for citizens & municipal bodies on 6th August 2016. And App based Swachhata Grievance redressal is a major component of Swachh Survekshan -2017.

Since some ULBs were using similar type of Swachhata Grievance redressal apps prior to 6th August, so their data from 6th August 2016 to 28th Feb 2017 e.g total no of downloads, resolution rate etc will be taken into consideration in the weightage of Swachh Survekshan - 2017.

The ULBs are requested to provide the below details of their local app which was launched before 6th August 2016:

1. Total no of downloads (from 6th August 2016 to 28th Feb 2017)
2. Total no of active users (user who has either voted up or highlighted 1 complaint) from 6th August 2016 to 28th Feb 2017
3. Total no of non-active users (user who has only registered) from 6th August 2016 to 28th Feb 2017
4. Total no of complaints Resolved within SLA time frame from 6th August 2016 to 28th Feb 2017
5. Total no of complaints Resolved outside SLA time frame from 6th August 2016 to 28th Feb 2017
6. Total no of positive responses from Citizen Feedback on resolved complaints from 6th August 2016 to 28th Feb 2017
7. Total no of neutral responses from Citizen Feedback on resolved complaints from 6th August 2016 to 28th Feb 2017

Therefore, all the AMRUT Commissioners are requested to provide the above details **by 3rd March 2017 and send directly to Salim Dewan at (sbmurban.moud@gmail.com: 7838206054 or Rahul Singh at 9650010704** for any further clarification.

Yours faithfully,

D MURALIDHAR

REDDY,IAS

DIRECTOR

Encl: As above

MANAGING