

To
The Commissioner & Director of Municipal Administration,
MA & UD Department,
Andhra Pradesh.

File No: 77(2)/SAC/COO(S)2016, dt: 25.10.2019

Sir,

Sub: SAC-Amendments to Star Rating Protocol for Garbage Free Cities-Reg

Ref: Lr.No.15/08/2018-SBM-I, dt: 14.10.2019, of Joint Secretary & Mission Director, SBM, MoHUA.

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Attention is invited to the subject and references cited.

Vide references cited, the Joint Secretary & Mission Director of SBM, MoHUA has informed that the Ministry of Housing and Urban Affairs (MoHUA) introduced revised “ Star Rating Protocol for Garbage Free Cities 2019” on 28.06.2019 under the Swachh Bharat Mission (Urban) as a single metric rating system for holistic evaluation of cleanliness and solid waste management through a garden approach.

The revised protocol was in accordance with the feedback received from the States and Urban Local Bodies and was made more objective. Ministry appreciate the overwhelming participation by cities and overall, 181 cities were assessed by 02.10.2019.

Based on the feedback received from the States/Cities and review of the assessment of the cities that applied for Star Rating by 17th September 2019 it has been decided to make the following amendments:

- Pre-qualifying criteria of **Domestic Hazardous Waste Processing** shall not be applicable for 1 Star and 3 Star certification. This criteria shall be evaluated only for 5 Star and 7 Star certification.
- Desirable component with respect to **Sustainability (D1)** shall not be applicable for 1 Star and 3 Star and shall be evaluated only for 5 Star and 7 Star certification.
- Mandatory Component with respect to **Grievance Redressal (M10)** from the previously conditions will be modified as under:

Level	Level 2	Level 3	Level 4
Previous Condition*	Between 11-15%	Between 6-10%	Less than 5%
Marks	75	90	100
Weightage	10%		

Level	Level 1	Level 2	Level 3	Level 4
Condition*	Not applicable	atleast 40%	atleast 40%	atleast 40%
% age of SWM complaints resolved with SLA1#:	atleast 40%	atleast 75%	atleast 75%	atleast 75%
% age of SWM complaints resolved with SLA1# and SLA2##				
Marks	50	75	90	100
Weightage	10%			

*: ULBs shall have Swachhata App registrations equivalent to atleast 2% of the households in the ULBs and atleast 10% of the active users in each month
#: SLA1 is the existing SLA in Swachhata App
##: SLA2 is the new SLA (7 Days) in Swachhata App

Therefore, the Commissioner & Director of Municipal Administration, MA & UD Department is requested to issue necessary instructions to all the Commissioners to go through the contents of the letters and to take necessary action accordingly.

Yours faithfully,
DR P SAMPATH KUMAR
MANAGING DIRECTOR

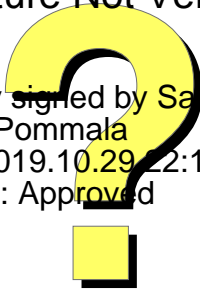
Encl: As above

Copy submitted to the Secretary, MA & UD Department for favour of information.

Copy to all the Municipal Commissioners, MA & UD Department for information and necessary action.

Signature Not Verified

Digitally signed by Sampath
Kumar Pommala
Date: 2019.10.29 22:12:01 IST
Reason: Approved



वी. के. जिन्दल
संयुक्त सचिव एवं मिशन निदेशक
V. K. JINDAL, ICoAS

Joint Secretary & Mission Director
Swachh Bharat Mission

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भारत सरकार
आवासन और शहरी कार्य मंत्रालय
निर्माण भवन
GOVERNMENT OF INDIA
MINISTRY OF HOUSING AND URBAN AFFAIRS
NIRMAN BHAWAN

नई दिल्ली-110011, तारीख 20
New Delhi-110011, dated the 20

D.O. No. 15/08/2018- SBM-1

14th October 2019

Dear Sir/Madam,

As you are aware, Ministry of Housing and Urban Affairs (MoHUA) introduced revised '**Star Rating Protocol for Garbage Free Cities 2019**' on 28th June, 2019 under the Swachh Bharat Mission (Urban) as a single metric rating system for holistic evaluation of cleanliness and solid waste management through a graded approach.

2. The revised protocol was in accordance with the feedback received from the States and Urban Local Bodies and was made more objective.

3. Ministry appreciates the overwhelming participation by the cities and overall, 181 cities were assessed by 2nd October, 2019.

4. Based on the feedback received from States/cities and review of the assessments of the cities that applied for Star Rating by 17th September, 2019; it has been decided to make the following amendments:

- Pre-qualifying criterion of **Domestic Hazardous Waste processing** shall not be applicable for 1-Star and 3-Star certification. This criterion shall be evaluated **only** for 5-Star and 7-Star certification.
- Desirable component with respect to **Sustainability (D1)** shall not be applicable for **1-Star** and **3-Star** and shall be evaluated **only** for 5-Star and 7-Star certification.
- Mandatory Component with respect to **Grievance Redressal (M10)** will be modified as under:

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: 2 :

Level	Level 1	Level 2	Level 3	Level 4
Condition*				
%age of SWM complaints resolved with SLA 1#:	Not applicable	atleast 40%	atleast 60%	atleast 75%
%age SWM complaints resolved within SLA 1 and SLA 2##:	atleast 40%	atleast 75%	atleast 90%	atleast 95%
Marks	50	75	90	100
Weightage	10%			

*: ULBs shall have Swachhata App registrations equivalent to atleast 2% of households in the ULB and atleast 10% active users in each month.

#: SLA 1 is the existing SLA in Swachhata App

##: SLA 2 is the new SLA (7 Days) in Swachhata App

We look forward to your continued support in the success of Swachh Bharat Mission (Urban).

With regards,

Yours sincerely,

V. K. Jindal

(Vinod Kumar Jindal)

To,

1. State Mission Directors, SBM (U), All States/UTs.
2. All Municipal Commissioners/Executive Officers