

To
The Joint Secretary & Mission Director,
Ministry of Urban Development
SBM, New Delhi.

Sir,

Sub: SAC – Swachh Survekshan-2017 survey-Usage of Swachhta App-Request to consider similar mobile application developed by Director of Municipal Administration and other few Municipal Corporations-Reg.

Ref: Swachh Survekshan-2017 Guidelines.

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Kind attention is invited to the subject and reference cited.

The JS & MD, MoUD, GoI, has informed that Swachhta Mobile Application was launched by Ministry of Urban Development, on 6th August, 2016 to help facilitate citizen engagement in the Swachh Bharat Mission (SBM).

Already this Swachhta App was sent to ULBs to register by the Commissioners, Sanitary Inspectors and Assistant Engineers to redress the complaints received from citizens through App from time to time. It is also to inform that in ensuing Swachh Survekshan-2017 the activity of downloading the app and redressal of complaints using the mobile app carries 150 marks.

The Director of Municipal Administration has developed Pura-Seva mobile App which was launched by Hon'ble Chief Minister of Andhra Pradesh. So far, more than 50000 downloads by the citizens have taken place. Further, few of the Corporations/Municipalities like Visakhapatnam, Tirupathi, Vijayawada and Rajamahendravaram have developed their own Apps for redressal of complaints. Since all these mobile applications are developed before launching of Swachhta App, citizens are more familiar with the Apps developed by the State.

Therefore, I request the JS & MD (SBM), MoUD, GoI, to kindly consider the online complaint and redressal data available with the Pura-Seva App and other applications developed by the Municipal Corporations in addition to Swachhata App. Otherwise ULBs will loose marks on account of usage of Swachhta App though lot of progress is shown by the ULBs in adopting digital technology in redressal of

complaints of the citizens. Necessary instructions may be issued to the QCI teams while conducting the Swachh Survekshan-2017.

Yours faithfully

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MANAGING

DIRECTOR