

क्रमांक: एफ.55( )सी.ई./डी.एल.बी./एस.बी.एम./16/ 18800-990 दिनांक: 02.08.2016

आयुक्त/अधिसासी अधिकारी  
नगर निगम/परिषद्/पालिका (समस्त),  
राजस्थान।

विषय: स्वच्छ भारत मिशन के अन्तर्गत राष्ट्रीय "गो-लाईव स्वच्छता मोबाइल एवं वेब एप्लिकेशन" के सम्बन्ध में।

सन्दर्भ: भारत सरकार का अर्द्धशासकीय पत्र दिनांक 13.07.2016 एवं दिनांक 26.07.2016 (संलग्न)

उपरोक्त विषयान्तर्गत शहरी विकास मंत्रालय भारत सरकार द्वारा स्वच्छ भारत मिशन के अन्तर्गत राष्ट्रीय गो-लाईव स्वच्छता मोबाइल/वेब एप्लिकेशन शुरू की गई है जिसको माननीय मंत्री महोदय, शहरी विकास मंत्रालय, भारत सरकार के द्वारा दिनांक 06 अगस्त 2016 को राष्ट्रीय स्तर पर शुरू किया जायेगा।

उक्त स्वच्छता मोबाइल/वेब एप्लिकेशन के निर्माण, क्रियान्वयन एवं रखरखाव का कार्य गैर सरकारी संस्थान-जनाग्रह (Janaagraha) को दिया गया है अतः अधिक जानकारी हेतु Janaagraha की हेल्पलाइन नम्बर 09243090070 अथवा swachhbharat@janaagraha.org पर सम्पर्क कर सकते हैं।

अतः आपको निदेशित किया जाता है कि अनुलग्नक-1 पर संलग्न कार्यक्रम व दिशा निर्देशानुसार स्वच्छता मोबाइल/वेब एप्लिकेशन के शुरू होने से पूर्व समस्त प्रारम्भिक तैयारी करते हुए नियमानुसार आवश्यक कार्यवाही करें।

संलग्न:- उपरोक्तानुसार

(पुरुषोत्तम बियाणी)

निदेशक एवं विशिष्ट शासन सचिव  
मिशन निदेशक (एस.बी.एम.), राजस्थान

क्रमांक:- एफ 55( )Engg./CE/DLB/ SBM/16/ 18991-19001 दिनांक:-

02.08.2016

प्रतिलिपी निम्न को सूचनार्थ एवं आवश्यक कार्यवाही हेतु प्रेषित है:-

1. निजी सचिव, सचिव, माननीया मुख्यमंत्री महोदय, राजस्थान सरकार, जयपुर।
2. विशिष्ट सहायक, माननीय मंत्री महोदय, नगरीय विकास एवं स्वायत्त शासन विभाग, राजस्थान।
3. वरिष्ठ उप सचिव, मुख्य सचिव महोदय, राजस्थान सरकार, जयपुर।
4. संयुक्त सचिव एवं मिशन निदेशक (SBM), भारत सरकार शहरी विकास मंत्रालय निर्माण भवन, नई दिल्ली - 110011
5. निजी सचिव, प्रमुख शासन सचिव, स्वायत्त शासन विभाग, जयपुर राजस्थान।
6. निजी सचिव, निदेशक एवं विशिष्ट शासन सचिव, स्वायत्त शासन विभाग जयपुर राजस्थान।
7. जिला कलक्टर, समस्त राजस्थान।
8. मुख्य अभियन्ता, निदेशालय, स्वायत्त शासन विभाग, जयपुर राजस्थान।
9. संयुक्त निदेशक (आई.टी.), निदेशालय को सूचनार्थ व विभागीय वेबसाइट पर अपलोड करने हेतु
10. क्षेत्रीय उप निदेशक (समस्त), स्थानीय निकाय विभाग, राजस्थान,
11. टीम लीडर, पी.एम.यू.-स्वच्छ भारत मिशन, जयपुर, राजस्थान।

(के.के.शर्मा)

मुख्य अभियंता

1. Swachhata App:- यह मोबाइल एप सिटीजन्स/नागरिकों के लिए बनाई गई है, जिसको स्मार्टफोन (Android/iOS) के Playstore से डाउनलोड कर, इसके माध्यम से शिकायत दर्ज की जा सकती है तथा शिकायत की स्थिति का पता किया जा सकता है।
2. SBM-Engineer/Backend App:- यह एप सेनेटरी इंस्पेक्टर/सुपरवाइजर/इन्जिनियर्स के लिए बनाई गई Android मोबाइल एप है, जिसके माध्यम से सेनेटरी इंस्पेक्टर/सुपरवाइजर/इन्जिनियर नागरिकों द्वारा दर्ज शिकायतों को देखेगा एवं उनको निस्तारित करेगा।
3. Agency Portal:- यह निकायों के लिए बनाई गई एक वेबसाइट है। जिसके माध्यम से निकाय उनसे संबंधित दर्ज शिकायतों को मैनेज, मॉनिटर एवं निस्तारित करेंगे।
4. Swachhata Dashboard:- यह (www.swachh.city) नागरिकों तथा निकायों के लिए वार्ड व शहर स्तरीय डैशबोर्ड (dashboard) है। जिसके माध्यम से शिकायतों के चिन्हित वर्ग के आधार पर निकायों की रैकिंग को देखा जा सकता है।

यदि सेनेटरी इंस्पेक्टर/इंजिनियर के पास Android स्मार्टफोन नहीं है, उस स्थिति में सेनेटरी इंस्पेक्टर/इंजिनियर द्वारा उक्त SBM-Engineer/backend application का उपयोग मोबाइल फोन में ब्राउजर के माध्यम से किया जा सकता है।

उपरोक्त एप्स को लाईव करने का शिड्यूल 06.08.2016 निर्धारित किया गया है जिससे पूर्व प्रारम्भिक तैयारीयों का कार्यक्रम निम्नानुसार है :-

S. No.	Particulars	Date
1.	Designation of Nodal Officers by ULBs	<a href="http://www.swachhbharaturban.gov.in">www.swachhbharaturban.gov.in</a> पोर्टल पर उपलब्ध निकाय के विवरण अनुसार स्वयं भारत सरकार द्वारा नोडल अधिकारी नियुक्त कर दिया गया है। जिसकी जानकारी निकाय के उक्त पोर्टल पर पंजीकृत मेल पर भेज दी गई है।
2.	Registration of the Sanitary Inspector/Workers on the Engineer's Apps	शीघ्र अतिशिघ्र
3.	Training of the Nodal Officer and Sanitary Inspector/Workers via online demo and user manuals provided by Janaagraha	05.08.2016 तक
4.	Preparatory Period for testing of the Application by the ULBs	05.08.2016 तक
5.	<b>National Go Live</b>	<b>06.08.2016</b>

नोट:- अधिक जानकारी हेतु **Janaagraha** की हेल्पलाइन नम्बर 09243090070 अथवा [swachhbharat@janaagraha.org](mailto:swachhbharat@janaagraha.org) पर सम्पर्क कर सकते हैं।



D.O. No. MD-SBM/RS/21/2016



Dated 26<sup>th</sup> July, 2016

**Sub: National Go-Live of Swachhata App and On-Boarding of ULBs – Reg.**

Dear Sir/Madam,

This is in reference to the D.O. letter No. MD-SBM/RS/20/2016, dated 13<sup>th</sup> July 2016, regarding the national launch of Swachhata App.

2. In this regard, we would like to inform that the date of national Go-Live of the Swachhata App by the Hon'ble Minister of Urban Development Shri. M. Venkaiah Naidu is now **06<sup>th</sup> August 2016**.

3. It is important that prior to the national launch of the Swachhata App, Urban Local Bodies (ULBs) are on-board to use the Swachhata App.

4. At present, very few ULBs have registered to access the Swachhata App. Therefore, to enable on-boarding of ULBs we have created the access credential (login ID and Passwords) of the ULBs registered on Swachh Bharat Urban (SBM) Portal (<http://swachhbharaturban.gov.in/>). These access credentials are sent to the registered email ID on the SBM Urban portal.

5. Further details of the Swachhata app and steps to access it are enclosed at **Annexure-I**. The ULBs can contact the helpline number 9243090070 and write to the mail ID [swachhbharat@janaagraha.org](mailto:swachhbharat@janaagraha.org) for resolution of technical issues.

6. I request you to kindly issue instructions to the concerned officers such that all ULBs of your state download and use the Swachhata App prior to the national Go-Live.

In anticipation of your kind support.

With Regards,

Yours sincerely,

  
(Praveen Prakash)

Enclosures:

1. Annexure I – Details of Swachhata App.

To,

1. Principal Secretaries / Secretaries, Urban Development Departments of all States/UTs

Copy to:

1. Mission Directors (SBM) – of all states
2. Municipal Commissioners of 75 Cities
3. Ms Sylvia Veeraghavan, Head, Civic Participation – Online, Janaagraha

## Annexure I - Details of Swachhata App

The Urban Local Bodies have been registered on the Swachhata platform using the contact details provided on the [www.swachhbharaturban.gov.in](http://www.swachhbharaturban.gov.in) portal. An Email has been triggered to all the ULB Nodal officers / ULB representatives with the login details which can be used to login to the Agency portal and the SBM-Engineer mobile app.

### AGENCY PORTAL

The agency portal can be accessed via [www.swachh.city/login](http://www.swachh.city/login).

Please follow the steps mentioned below to start using the portal:

- a) ULB representative will use the login details received in the mail to login to the Agency portal.
- b) ULB representative will enter the Email ID and password and clicks on login.
- c) On successful login, the ULB representative will be able to use the portal to view dashboards, manage and monitor complaints posted by citizens, verify resolutions, etc.

### SBM – ENGINEER MOBILE APP

To use the SBM – Engineer mobile app, the *ULB has to be mandatorily registered on the agency portal*. The SBM – Engineer mobile app can be downloaded on Google playstore using the link

- <https://play.google.com/store/apps/details?id=com.ichangemycity.swachhbharatengineer>

Please follow the steps mentioned below to start using the mobile app:

- a) ULB representative will download the mobile app from the Google playstore.
- b) ULB representative will enter the mobile number as given in the [www.swachhbharaturban.gov.in](http://www.swachhbharaturban.gov.in) portal.
- c) ULB representative will receive a 4 digit OTP code to the registered mobile number.
- d) ULB representative will enter the 4 digit OTP code which was sent to the registered mobile number.
- e) On successful OTP verification, ULB representative will be able to access the mobile app which can be used to view, manage and monitor complaints posted by citizens.

If your ULB is not registered, you can register using [www.swachh.city/register](http://www.swachh.city/register)

In case of queries, please call on 9243090070 or drop a mail to [swachhbharat@janaagraha.org](mailto:swachhbharat@janaagraha.org).

# Swachhata Administrator User Manual

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An initiative of Swachh Bharath Mission in association with  
Janaagraha Center for Citizenship & Democracy  
[www.janaagraha.org](http://www.janaagraha.org)

Devote 100 hours every year towards the cause of cleanliness

*Prime Minister Narendra Modi*





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## Abstract

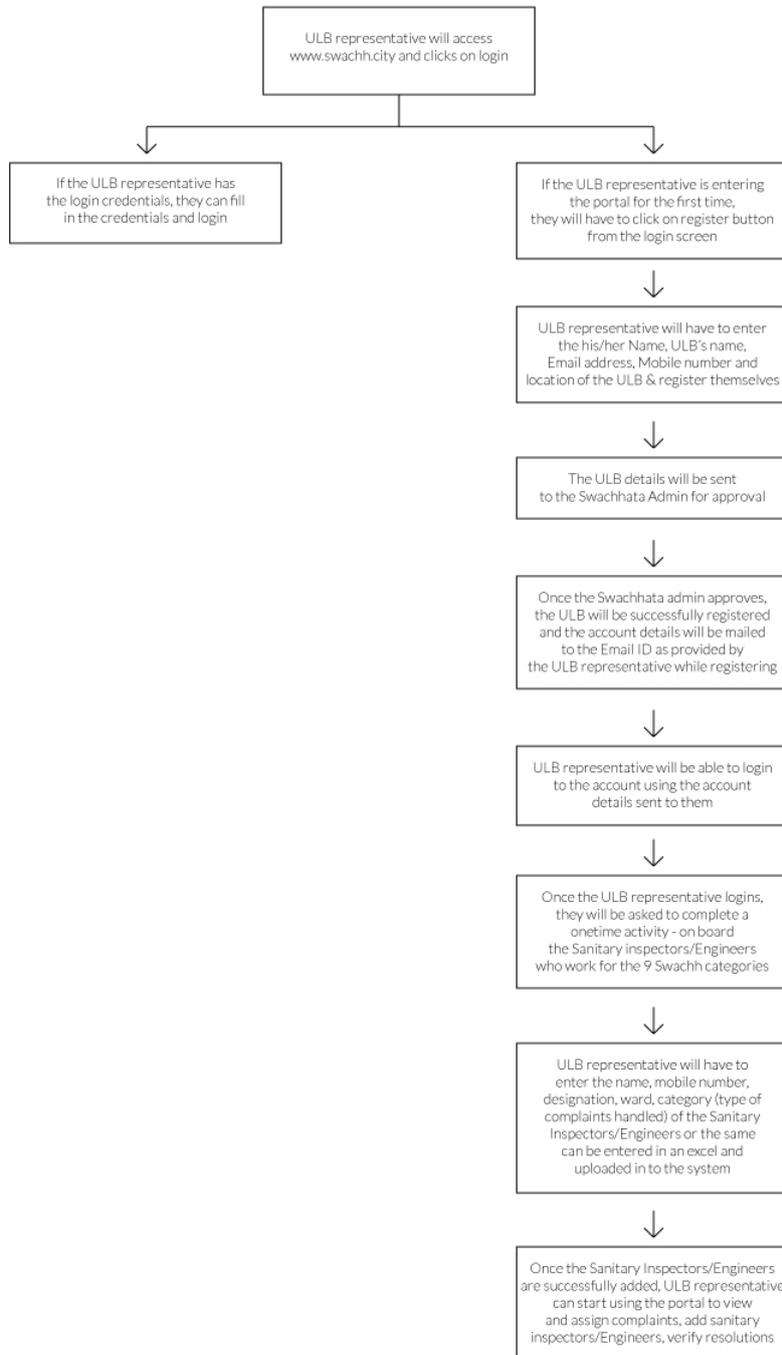
This manual is for municipal administrators who are a part of the Swachhata initiative. It will provide a detailed explanation of the Swachhata website.

Including how to get started, how to use the website, its functions and features. This manual applies to both municipal commissioners and their digital teams.

However, there will be certain functions that only commissioners will have access to e.g. adding engineers. The following will provide a more in depth look at the site.

# Getting started

Process flow - Administrator Web Portal

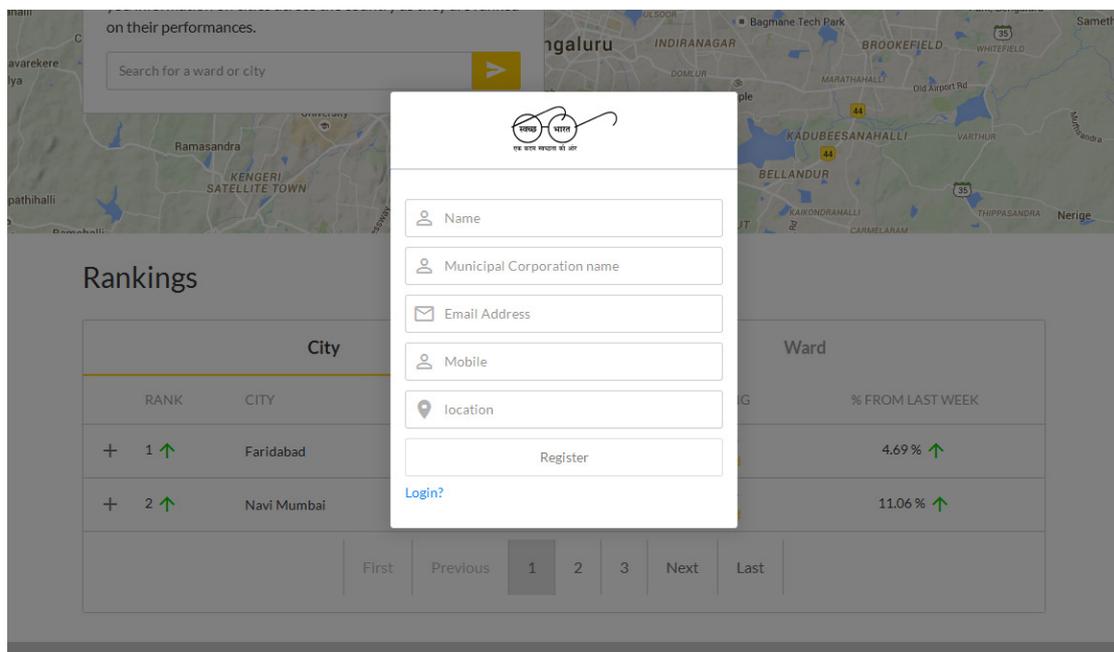


# Getting started

## Logging In

In order to login you must be a registered municipal administrator, and have received your login details via email.

If you have not yet been registered you will be asked to register before being granted access to the website.

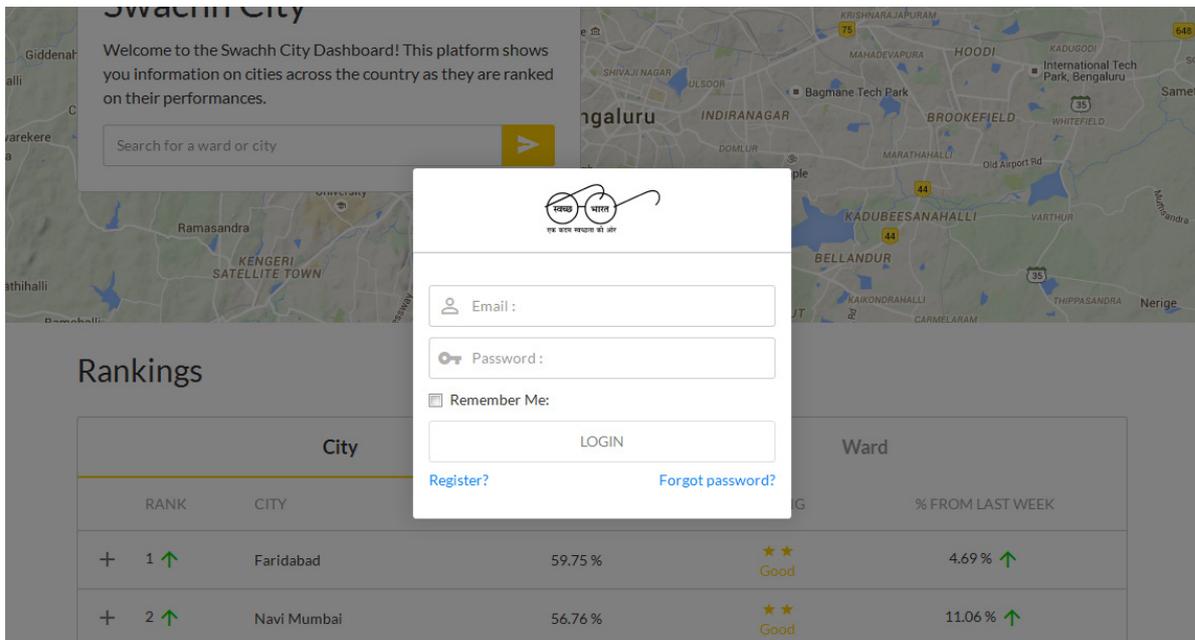


# Getting started

## ➤ If you have received your login information

If you have received your login information (username and password) via email you can use them to login on the webpage: <http://swachh.city>.

This page will have a Login button on the top right side of the page. Once you have clicked on the login button, you will see a popup asking for your username and password.



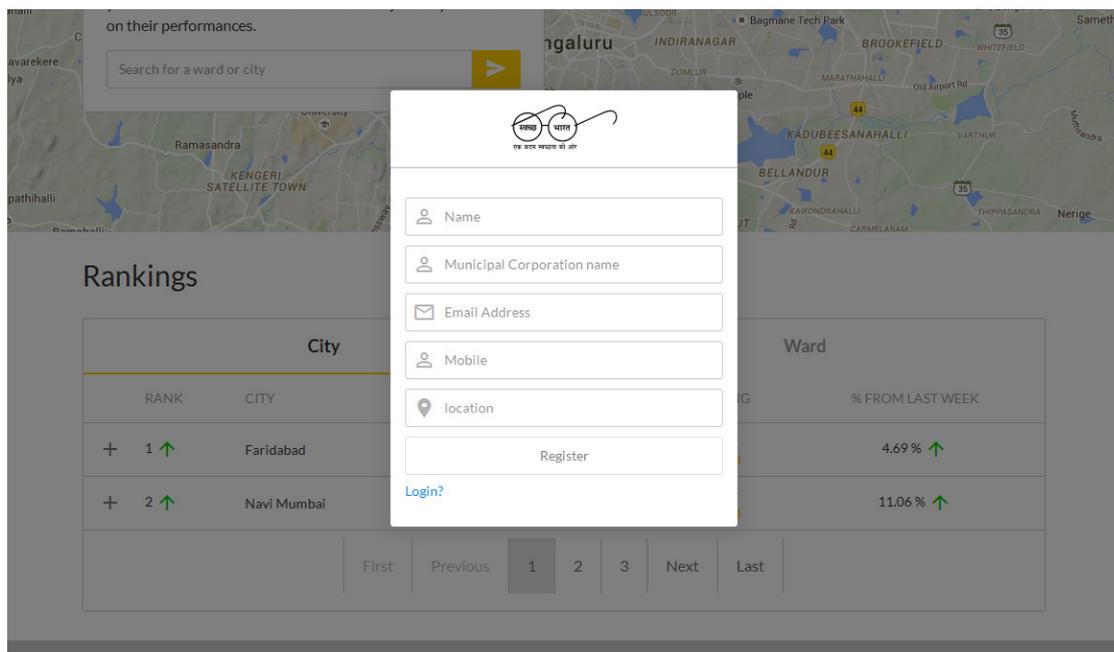
# Getting started

## ➤ If you have not received your login information

If you have not yet received your login information, please click on the Register button at the bottom left corner of the login popup box.

In order to register you will be asked for details like your name, Municipal Corporation's name, email ID, mobile number and location; these will be used to verify your identity.

You will then complete the registration by clicking the Register button and submitting your details, which the Swachh Bharat Mission team will verify. Once your credentials have been approved you will be sent your login details.

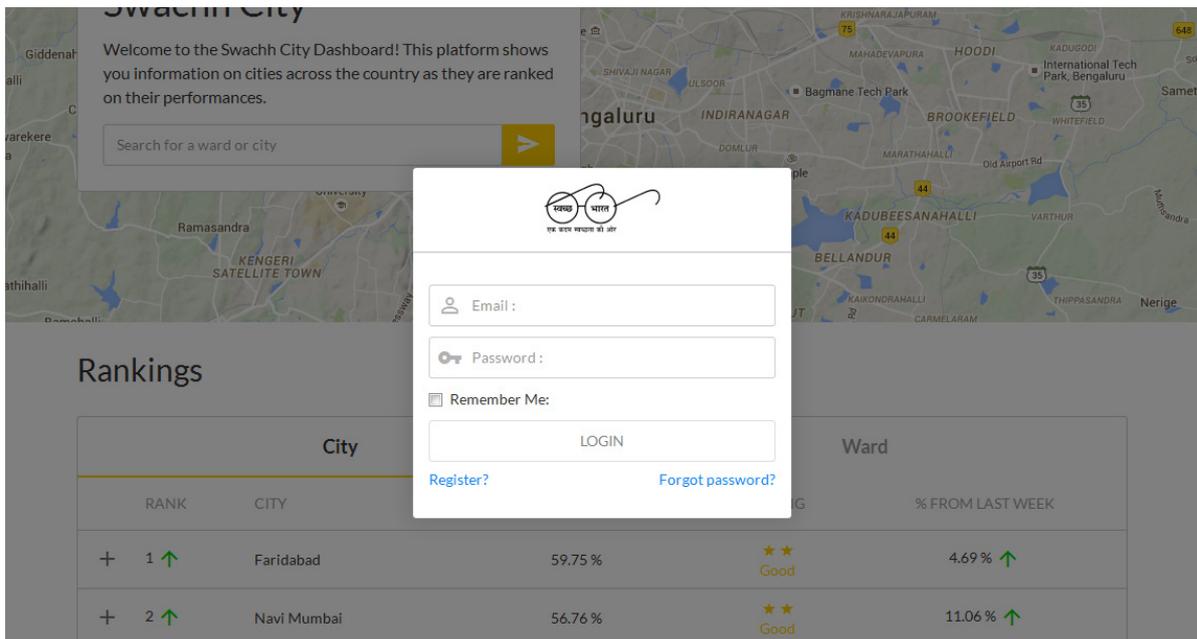


# Getting started

## ➤ How to log in

In order to login you will need to enter the username and password that were emailed to you. The login box gives you the option to save your login information.

You can do so by ticking the box beside the words "Remember me". Please keep in mind that if at any time if you forget your password you can click "Forgot your password?" and an email with temporary password will be generated and sent to your registered email ID.



# Getting started

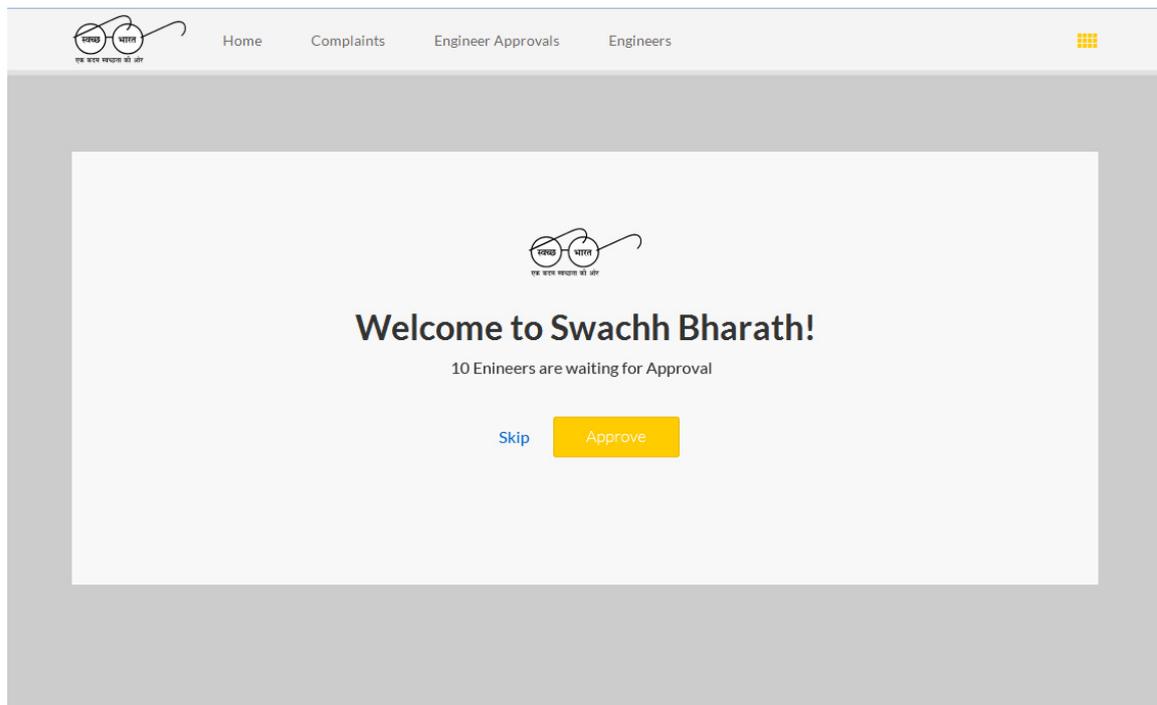
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## ➤ Onboarding

After your first log in you will see the Welcome to Swachh Bharat screen. Click on Get Started. This screen will appear only for first time users

## ➤ Engineer Approval

Clicking on the Get Started button will take you to the Engineer Approval screen. This screen will show the number of engineer approval requests pending. You can either click Skip to upload an XML file with Engineers' details or click on the Approve button and approve the requests.

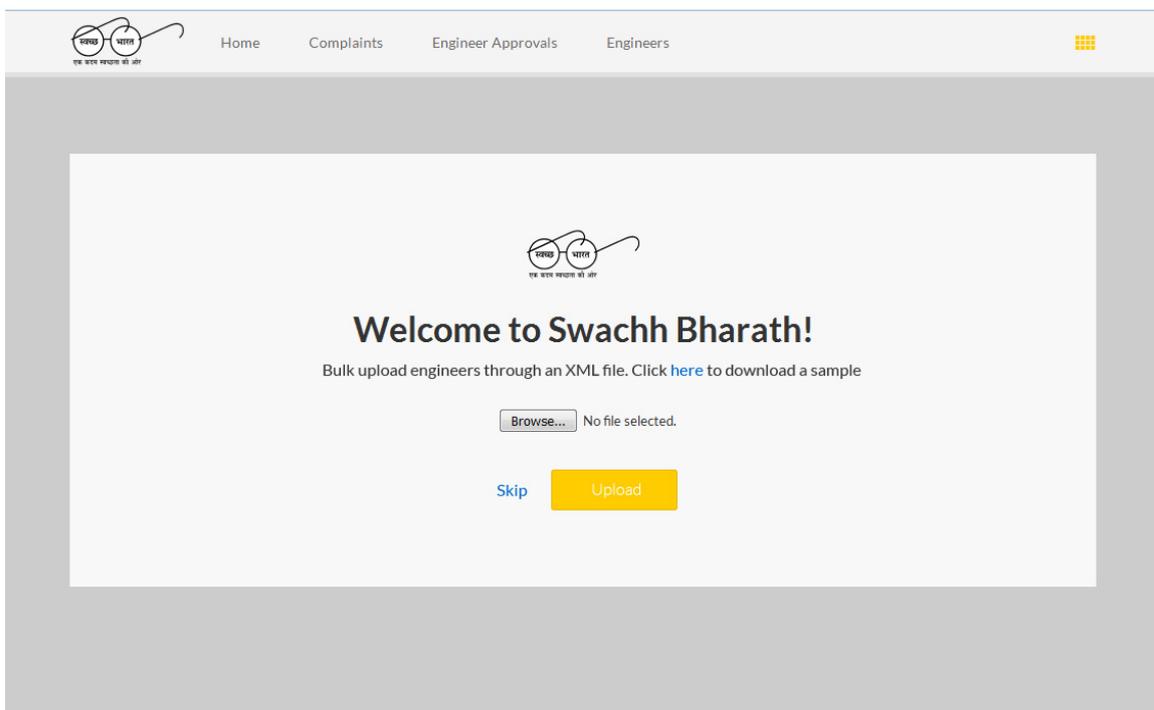


# Getting started

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## ➤ Bulk upload engineer details

To bulk upload Engineer's details, please click on Browse, choose a file and upload it. Once a file has been uploaded, you will be taken to the next page.



## ➤ Thank You

You are now ready to use the Swachh Bharat system. Please click on Get Started.

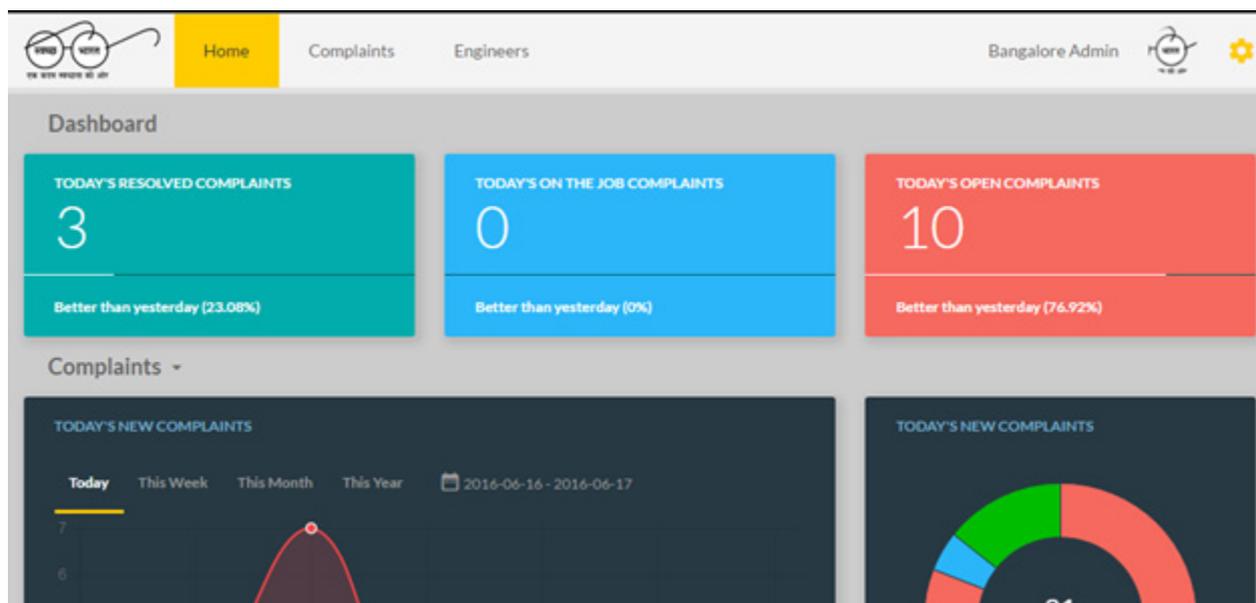
# Navigation - Homepage

## ➤ Homepage

Below is the Swachh City website homepage. This dashboard will display Today's Resolved, On-The-Job, and Open complaints.

The navigation bar at the top of the page will have tabs to the pages on the website: Home, Complaints and Engineers.

This navigation bar will be available at the top of the screen on all the pages of the website, so you can navigate from page to page with ease.

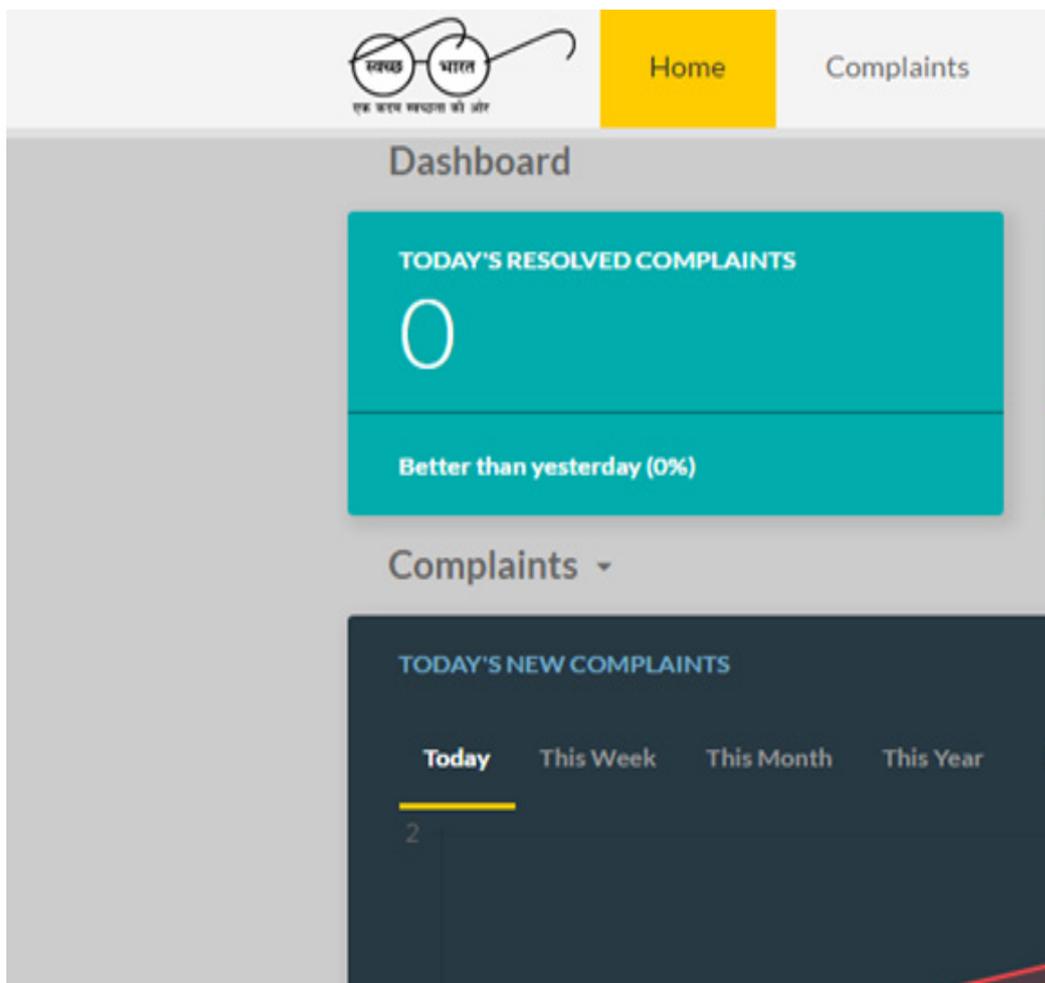


# Navigation - Homepage

## ➤ Resolved complaints

The green box will indicate the number of complaints Resolved today (on the day you are viewing the Dashboard).

It will also indicate if today's resolution rate is better than yesterday's.



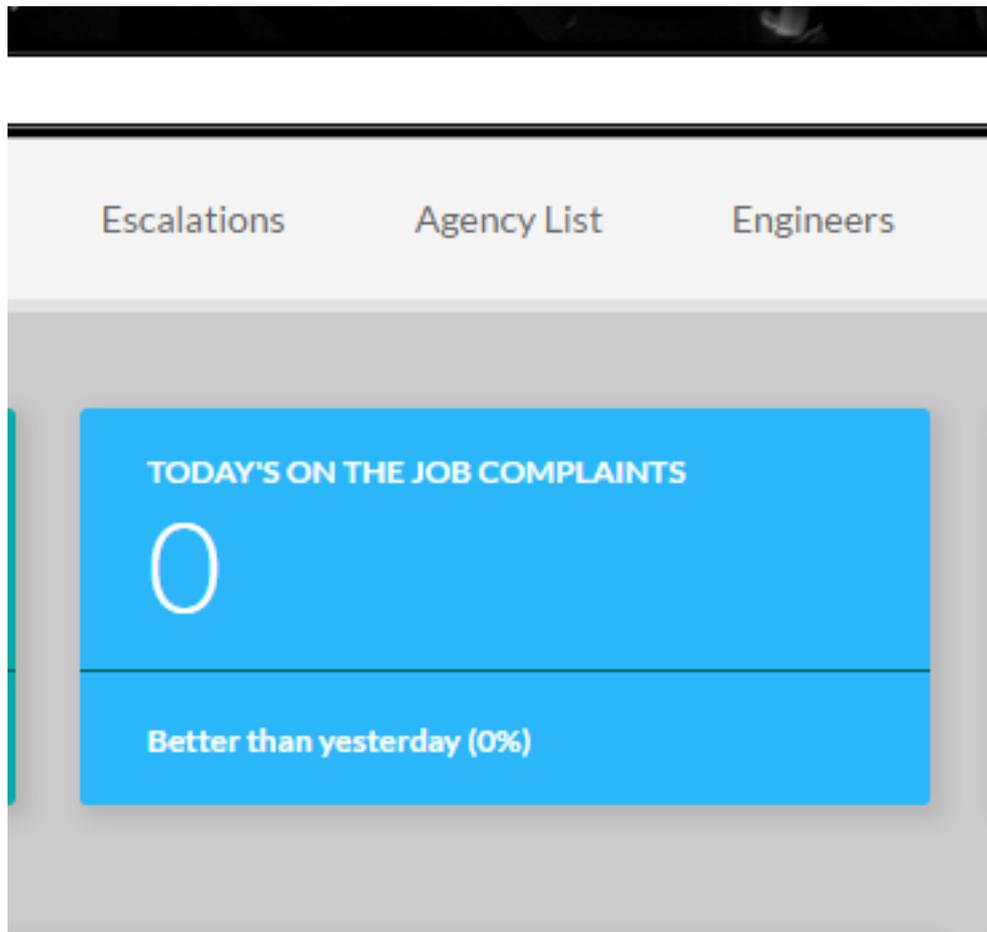
# Navigation - Homepage

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## ➤ On-the-Job Complaints

The blue box on the home page depicts the number of On-the-Job complaints. On-the-Job signifies that a Sanitary Inspector/Engineer is presently working on a complaint assigned to them.

A percentage comparison between the number of jobs being worked on today (the day you are viewing the website) and yesterday is also available at the bottom of the box.



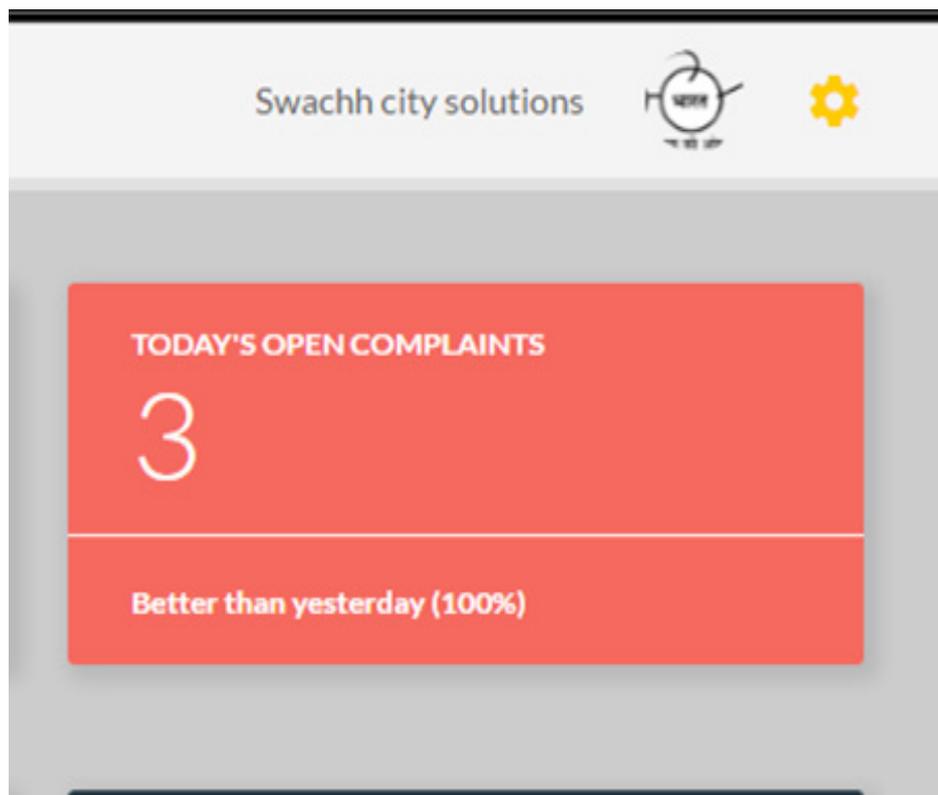
# Navigation - Homepage

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## ➤ Open Complaints

The red box depicts the number of Open complaints in your city for the day. Open complaints are new complaints that citizens have made regarding sanitary issues in the city.

An engineer has yet to begin working on them. A percentage comparison between the number of complaints made today (the day you are viewing the website) and yesterday is also available at the bottom of the box.



# Navigation - Homepage

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## ➤ Complaints Glossary

**Open:** a complaint has been made by a citizen and needs the attention of a sanitary engineer

**On-the-Job:** a complaint that a sanitary engineer is currently working on. A sanitary engineer can have multiple complaints simultaneously for which the statuses are On-the-Job

**Resolved:** a complaint that a sanitary engineer has solved

**Rejected:** a complaint that a sanitary engineer has rejected. Please note that a sanitary engineer can only reject complaints in extenuating circumstances; such as if the details of the complaint (location, picture or issue) are not clear, or if the complaint does not belong to their ward

**Re-opened:** a complaint where the citizen complainant is not satisfied with the resolution of the complaint and wishes to have the issue addressed once more

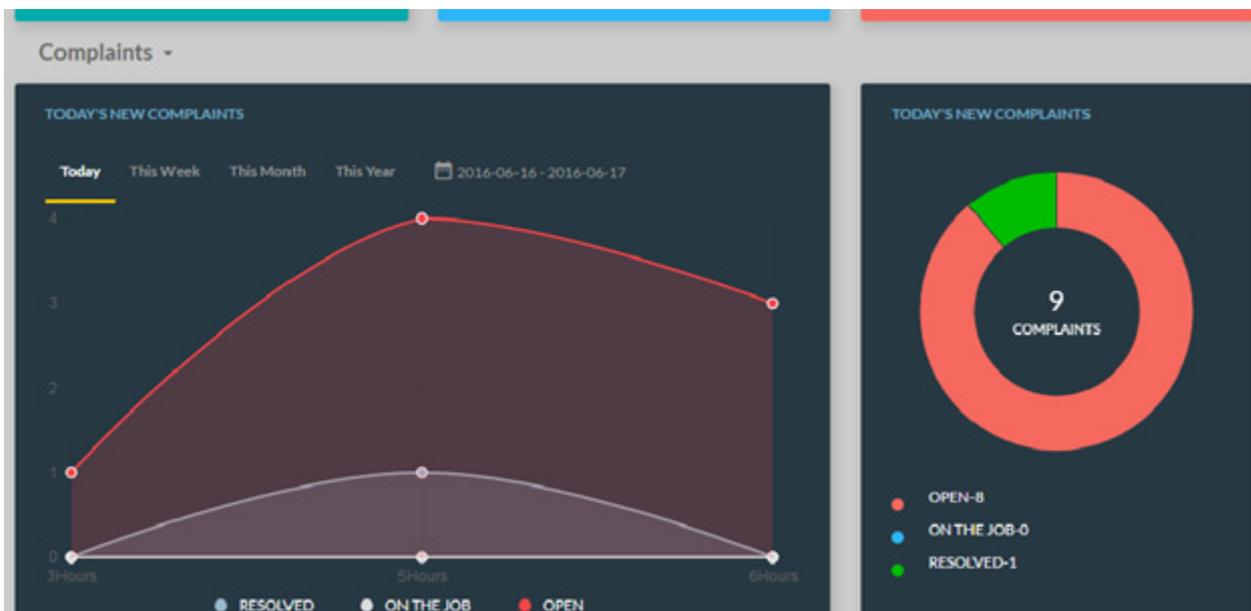
# Navigation - Homepage

## ➤ Complaints Graph

This section of the homepage depicts the complaint statistics on a graph, as a visual aid to track your city's progress. You can choose to view complaints that came in Today, This Week, This Month or even This Year.

There is a calendar button available as well, which can be used to display complaints within a particular range of dates.

You can see all the complaints displayed on one graph, or use the Complaints button on the upper left corner to see the statistics of specific categories of complaints displayed.



# Navigation - Homepage

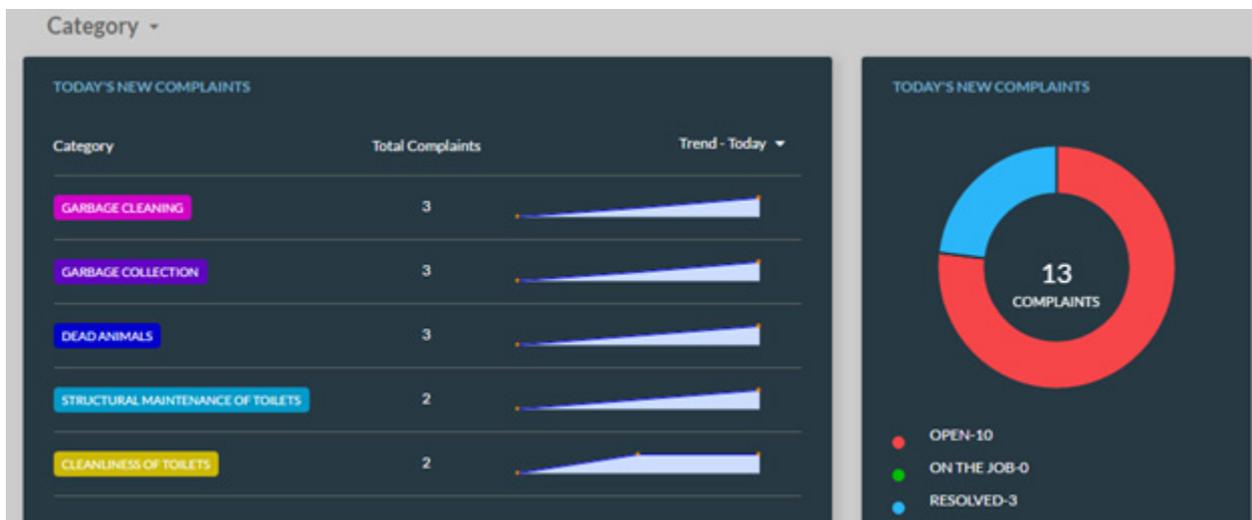
## ➤ Categories of complaints

If you click on the Complaints button you will get a dropdown menu, for which the next option is Category.

If you click on Category you will see all the complaint categories listed (garbage cleaning, garbage collection, dead animals, structural maintenance of toilets and cleanliness of toilets) and the total number of complaints in each category.

On the right side of the box you will see a Trend button. You can use that button to filter complaints according to dates; Today, This week, This Month and This year.

The box beside, on the right, will depict the same information in pie chart format.

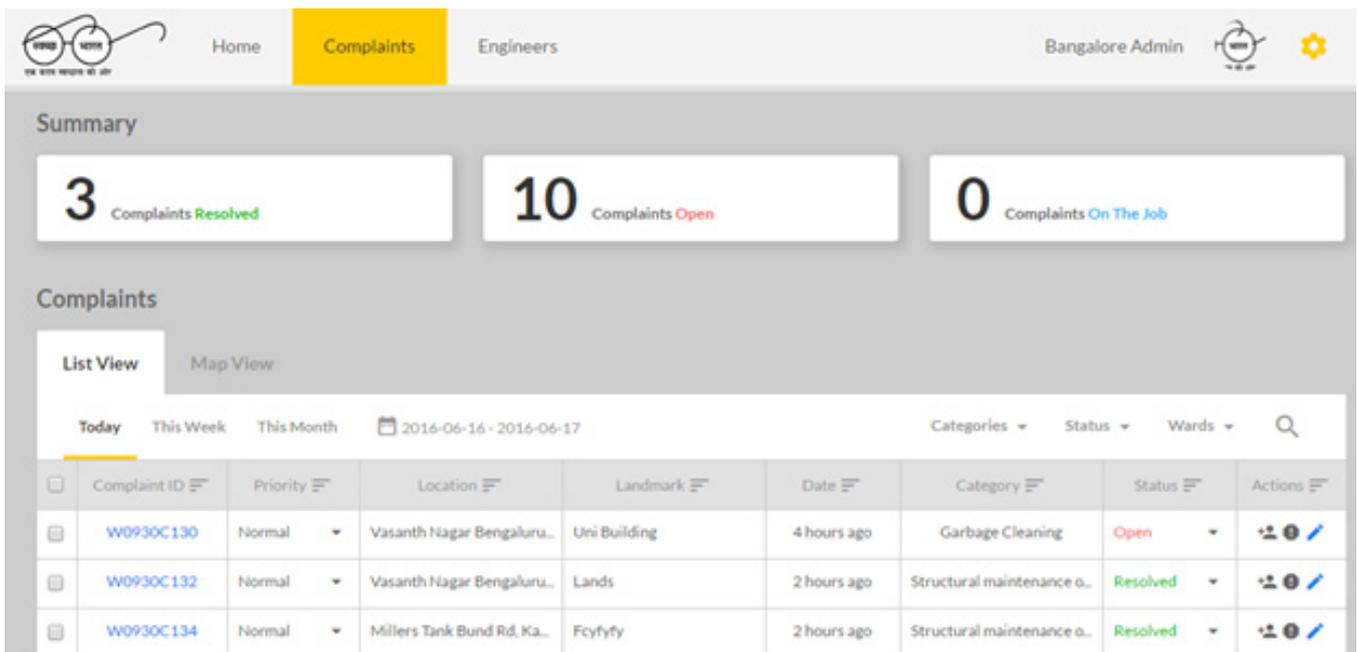


# Navigation - Complaints

## ➤ Complaints Page

Going back to the navigation bar at the top of the page and clicking on the Complaints tab, will take you from the Homepage to the Complaints page.

This page displays all the complaints, their corresponding IDs, locations, landmarks, dates they were posted on, their category, and their status.



The screenshot shows the 'Complaints' page in the Swachhata administrator interface. At the top, there is a navigation bar with 'Home', 'Complaints' (highlighted), and 'Engineers'. The user is logged in as 'Bangalore Admin'. Below the navigation bar is a 'Summary' section with three cards: '3 Complaints Resolved', '10 Complaints Open', and '0 Complaints On The Job'. The main section is titled 'Complaints' and has 'List View' selected. It includes filters for 'Today', 'This Week', 'This Month', and a date range '2016-06-16 - 2016-06-17'. There are also dropdown menus for 'Categories', 'Status', and 'Wards', and a search icon. Below the filters is a table with the following data:

<input type="checkbox"/>	Complaint ID	Priority	Location	Landmark	Date	Category	Status	Actions
<input type="checkbox"/>	W0930C130	Normal	Vasanth Nagar Bengaluru...	Uni Building	4 hours ago	Garbage Cleaning	Open	
<input type="checkbox"/>	W0930C132	Normal	Vasanth Nagar Bengaluru...	Lands	2 hours ago	Structural maintenance o...	Resolved	
<input type="checkbox"/>	W0930C134	Normal	Millers Tank Bund Rd, Ka...	Fcyfyfy	2 hours ago	Structural maintenance o...	Resolved	

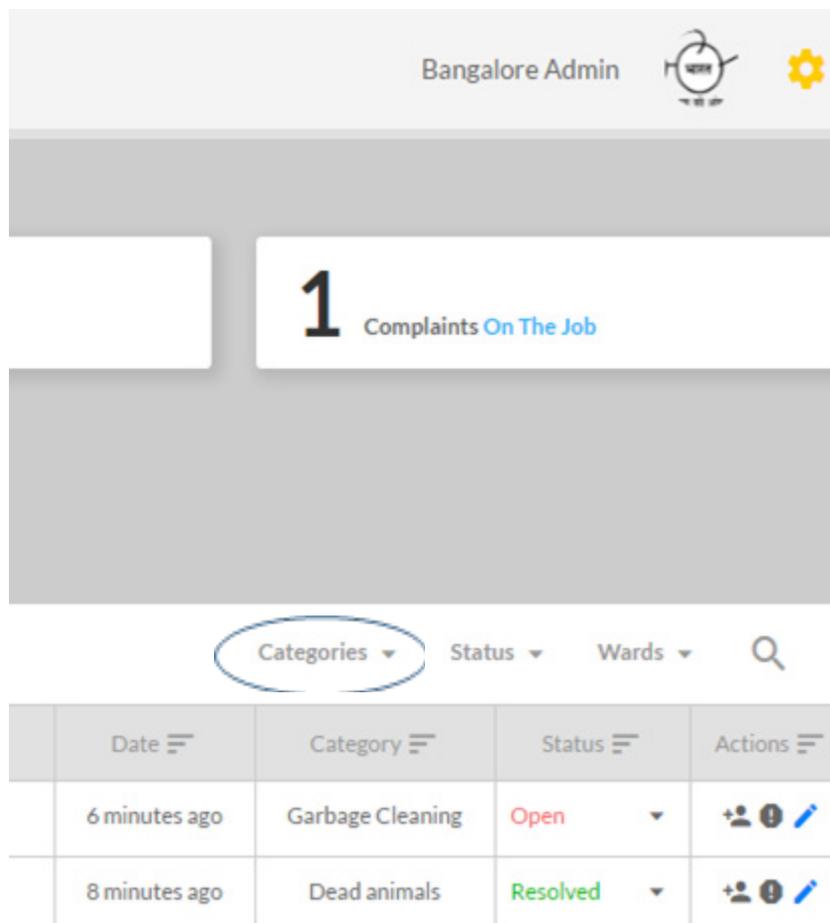
# Navigation - Complaints

## ➤ Categorizing the complaints

**Categories:** The Complaints listing page will show you all the complaints posted in all the categories by default. To view the complaints according to categories, click on the categories button, and choose a particular category

**Status:** You can also view the complaints according to their status (Open, On-the-Job, Resolved, Rejected, Re-opened). Click on the status button, and categorize complaints accordingly. You can also change the status of individual complaints e.g. if you have assigned an engineer, you can change the status of a complaint to On-the-Job

**Wards:** you can also view complaints according to the wards



Date	Category	Status	Actions
6 minutes ago	Garbage Cleaning	Open	+ ⓘ ✎
8 minutes ago	Dead animals	Resolved	+ ⓘ ✎

# Navigation - Complaints

## ➤ The actions column

The Action tab enables you to do three things; assign an engineer to Open complaints, escalate complaints that have not been worked on yet, and check complaint details

## ➤ Assigning an engineer

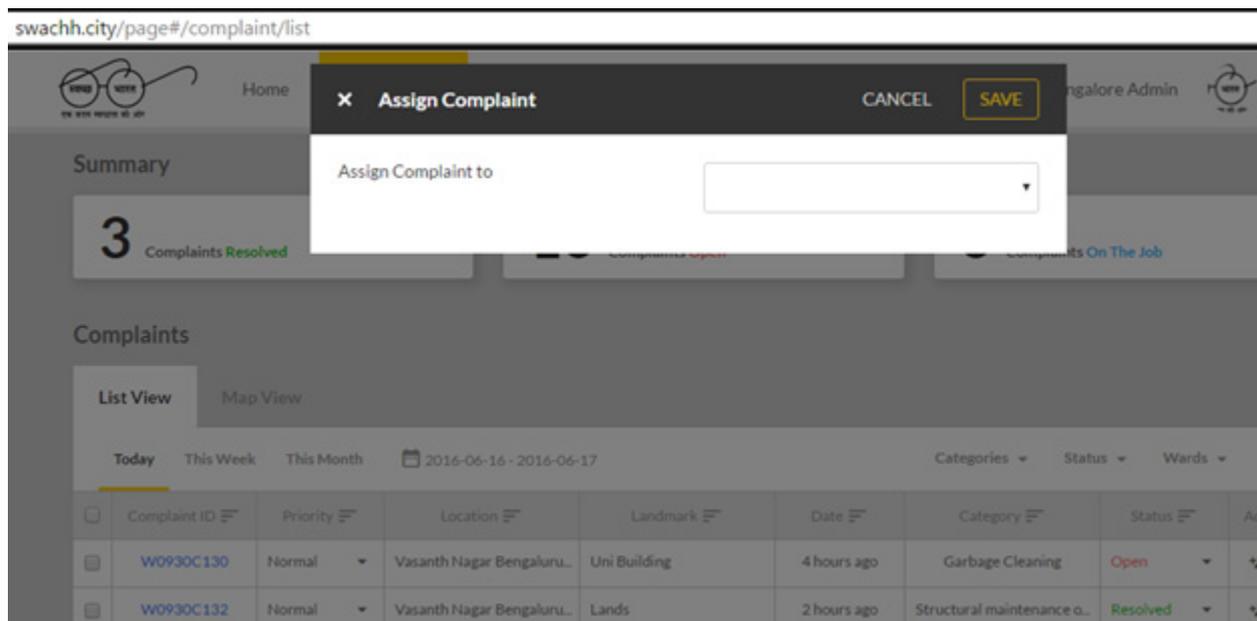
Person Symbol: Clicking on this symbol will enable you to assign a sanitary engineer to a particular complaint

Clicking on the person symbol (first on the left in the actions column) will cause a popup box to appear, which will ask you to assign the complaint to an engineer.

Clicking on the drop down box next to "Assign Complaint to" will allow you to choose the name of the engineer.

After choosing the name, please click on the Save button at the top right corner of the popup box. Which will ensure that an engineer has been assigned to the complaint.

If you want to go back to the complaints page without assigning an engineer, simply click Cancel.

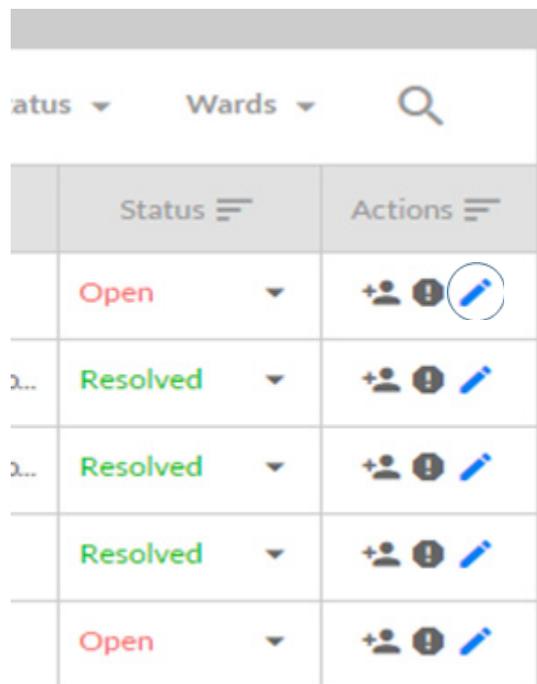


The screenshot shows the Swachh City Administrator interface. A popup box titled "Assign Complaint" is overlaid on the page. The popup has a close button (X) on the left, and "CANCEL" and "SAVE" buttons on the right. The main content of the popup is a form with the label "Assign Complaint to" and a dropdown menu. The background shows a summary section with "3 Complaints Resolved" and a table of complaints. The table has columns for Complaint ID, Priority, Location, Landmark, Date, Category, and Status. Two rows are visible: one for "W0930C130" (Normal priority, Vasanth Nagar Bengaluru, Uni Building, 4 hours ago, Garbage Cleaning, Open status) and one for "W0930C132" (Normal priority, Vasanth Nagar Bengaluru, Lands, 2 hours ago, Structural maintenance o..., Resolved status).

# Navigation - Complaints

## ➤ Complaints Details

Clicking on the pencil symbol will enable you to see all the details of a posted complaint. (You can view the details of the complaint, by clicking on the Complaint ID as well)



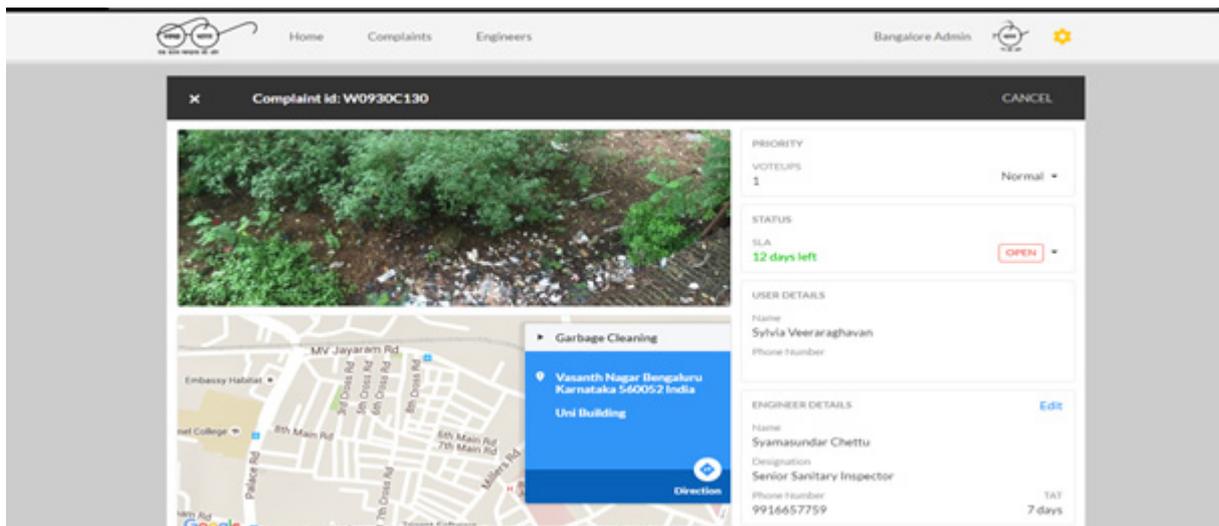
The screenshot shows a table with a search bar and filters. The table has two columns: 'Status' and 'Actions'. The first row shows a complaint with status 'Open' and a pencil icon circled in blue. The second row shows a complaint with status 'Resolved'. The third row shows a complaint with status 'Resolved'. The fourth row shows a complaint with status 'Resolved'. The fifth row shows a complaint with status 'Open'.

	Status	Actions
	Open	+ ! <b>(Pencil)</b>
...	Resolved	+ !
...	Resolved	+ !
	Resolved	+ !
	Open	+ !

# Navigation - Complaints

## ➤ Complaints Page

This page will show all the details of the complaint; location (both the address and the location on Google maps), complaint ID, the Engineer assigned to the job, name of the complainant and number of days within which the complaint has to be resolved



# Navigation - Complaints

## ➤ The right side

The right side of the page will have the following details:

Priority of the complaint: this shows whether the complaint is normal, or has been marked as high priority

Status: this shows whether the complaint is Open, On-the-Job, Resolved, or Rejected. It also shows the number of days left to solve the complaint

User Details: the name and phone number of the complainant will be displayed

Engineer Details: the name, designation and phone number of the engineer is displayed. You also have the option of assigning another engineer to the job. Simply click on the Edit button (upper right corner of the box), and you will have the option of assigning another engineer to the job

<b>PRIORITY</b> VOTEUPS 1		Normal ▾
<b>STATUS</b> SLA 12 days left		OPEN ▾
<b>USER DETAILS</b>		
Name Sylvia Veeraraghavan		
Phone Number		
<b>ENGINEER DETAILS</b>		<a href="#">Edit</a>
Name Syamasundar Chettu		
Designation Senior Sanitary Inspector		
Phone Number		TAT 7 days

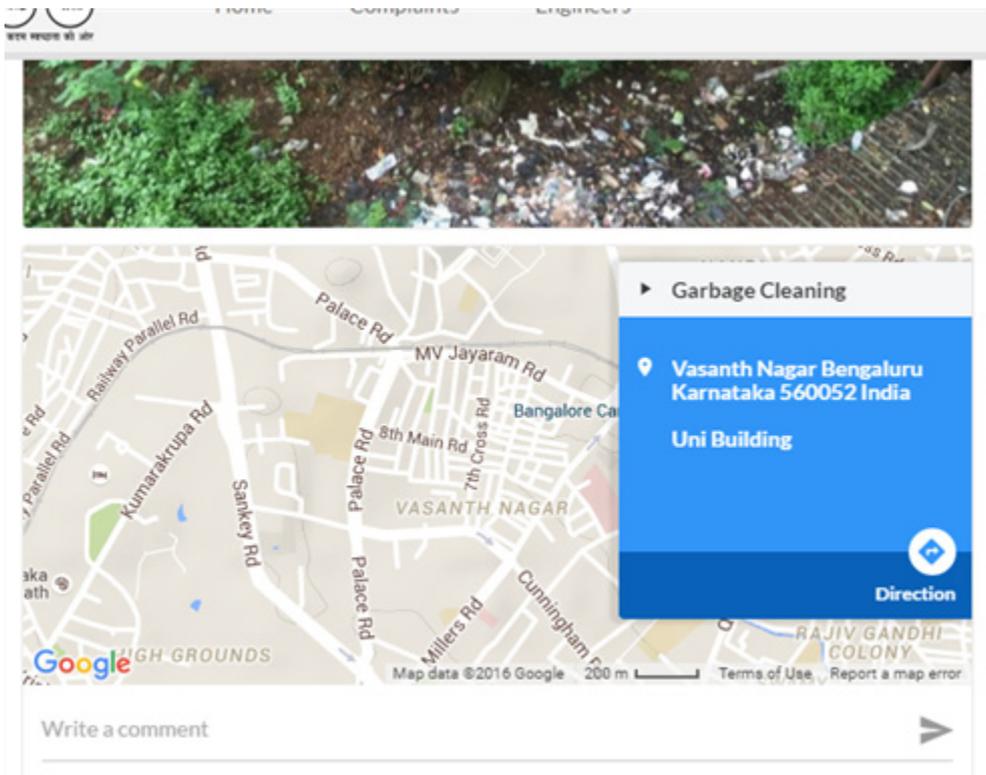
# Navigation - Complaints

## ➤ The left side

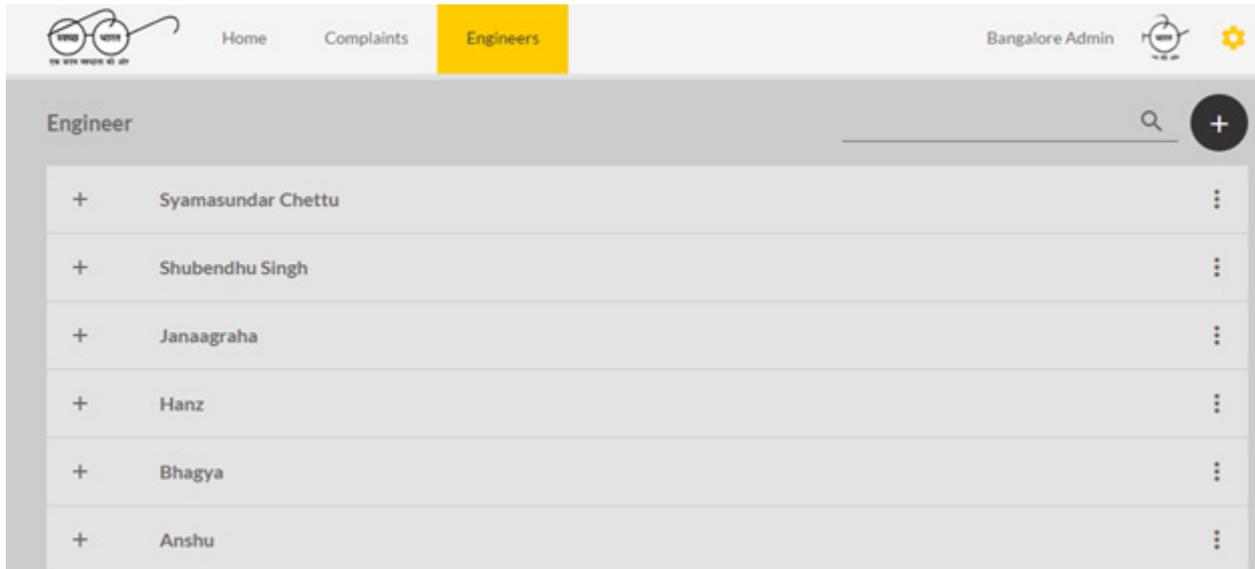
The left side of the complaints page will display a picture of the complaint taken by the citizen complainant.

Below that will be the location of the complaint on Google maps, along with an address and directions to the complaint location from where you are located (which you can see, if you have access to data or WIFI, by clicking on the little arrow below the address).

Below the map is a comments section, which will show all comments made on this complaint (by the engineer, citizen users and administrators).



# Navigation - Engineers



## ➤ View details, add and edit engineers

The final tab on the navigation bar at the top of the website is the Engineers tab. Clicking on this tab will take you to the engineer listing page.

All the engineers within your city will be listed on this page. If you are looking for a particular engineer you can click on the search box to the right of the screen and type in a name.

Please note that only municipal commissioners can add engineers.

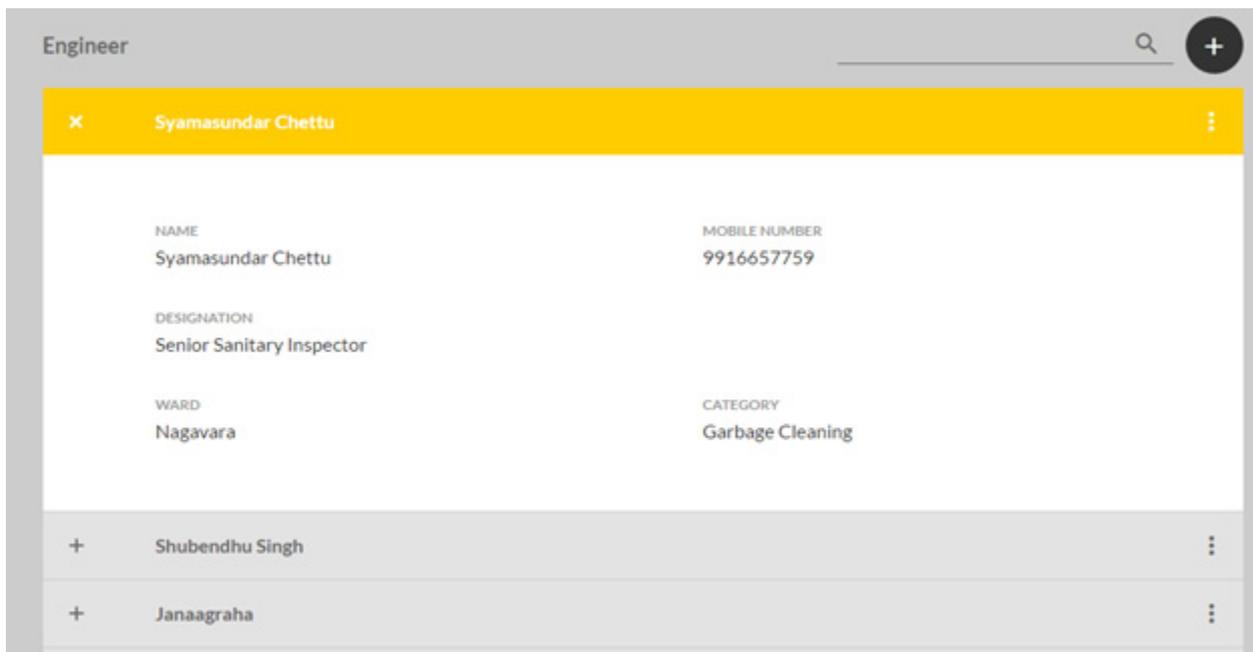
# Navigation - Engineers

Clicking on the plus button to the left of the engineer's name will show you the details of the engineer: name, phone number, designation, ward, and complaint category.

Clicking on the black circle with a plus sign inside, beside the search bar at the top right of the screen, will enable you to add new engineers.

Please note that only municipal commissioners can add sanitary engineers, after verifying their credentials by the official registration of municipal sanitary engineers.

Clicking on the three dots (aligned vertically) to the right of an engineer's name will allow you to edit or delete the details of individual engineers.



Once registered this website can be accessed from any web browser on desktops, laptops, tablets and mobile phones.





Swachhata

Helpline number: 9243090070  
Email - [swachhbharat@janaagraha.org](mailto:swachhbharat@janaagraha.org)

# Swachhata Engineer User Manual

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An initiative of Swachh Bharath Mission in association with  
Janaagraha Center for Citizenship & Democracy  
[www.janaagraha.org](http://www.janaagraha.org)

Devote 100 hours every year towards the cause of cleanliness

*Prime Minister Narendra Modi*



# Contents

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04	Introduction	13	Complaints
05	Registration	20	Hardware
06	Verification Process	21	Faq
09	Using the application		

## Abstract

This document is the user manual for the Swachhata - Swachh Bharat app: A step towards making India cleaner and healthier. This app was designed for sanitary engineers, to facilitate their work by incorporating the ease of technology into their jobs.

The app will allow sanitary engineers to connect directly with citizens who report community sanitary issues and address the cases in real time.

This guide will provide in depth instruction on who the app is for, how to get it, how to use it, explain its features, functions and answer frequently asked questions regarding the app.

# Introduction

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## ➤ Who can use the app?

The Swachhata - Swachh Bharat app was design for registered municipal sanitary engineers. Any engineer who is registered with the municipality can use this app.

The registration process for engineers involves verification of employment by the concerned authorities. Therefore, individuals who are not registered sanitary engineers will not be able to register as users for the app.

## ➤ How to get the app?

There are a few ways to obtain the Swachhata - Swachh Bharat app.

Method 1:

Your municipal corporation will send a SMS to your phone with the link to the app, clicking on the link will take you to the Google Play Store at which point you can start the download process for the app.

Method 2:

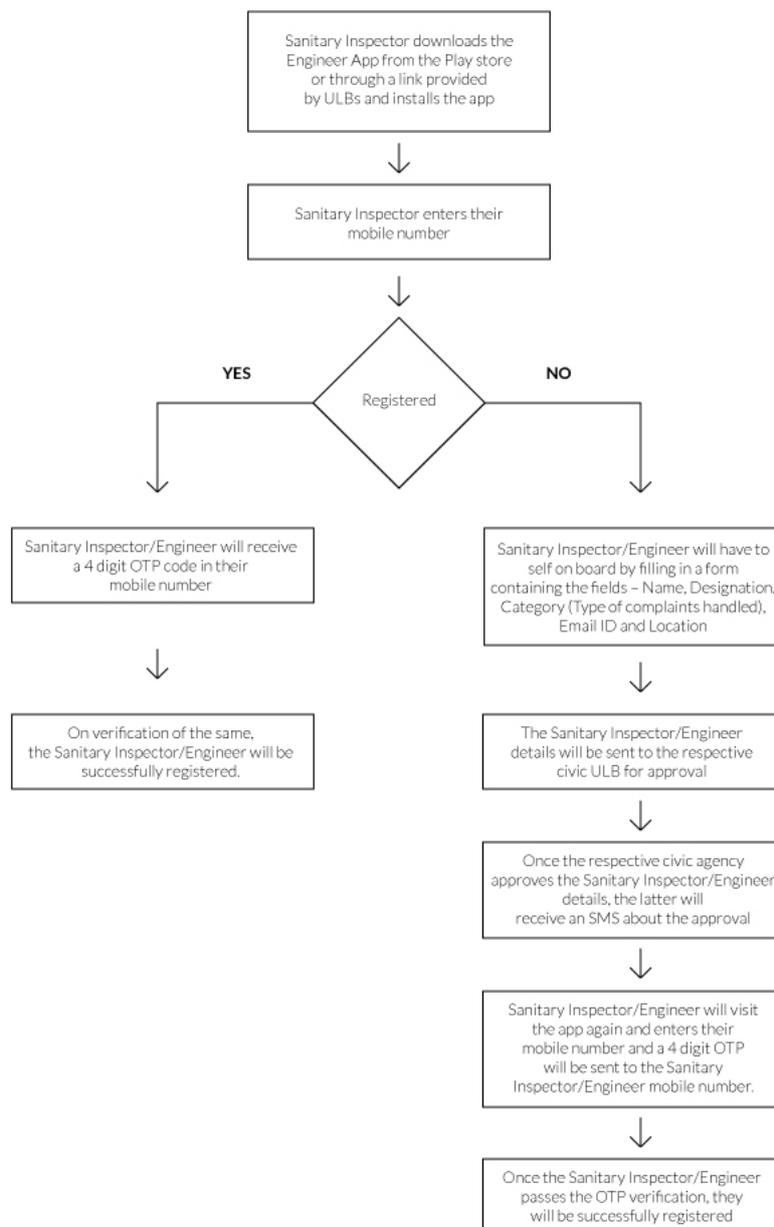
You will be provided with a link to the app. Clicking on the link will take you to the Google Play Store at which point you can start the download process for the app.

Method 3:

You can search for the app on the Google Play store and follow the download process.

# Introduction

## Process flow - Sanitary Inspector/Engineer



# Registration

## ➤ How to register?

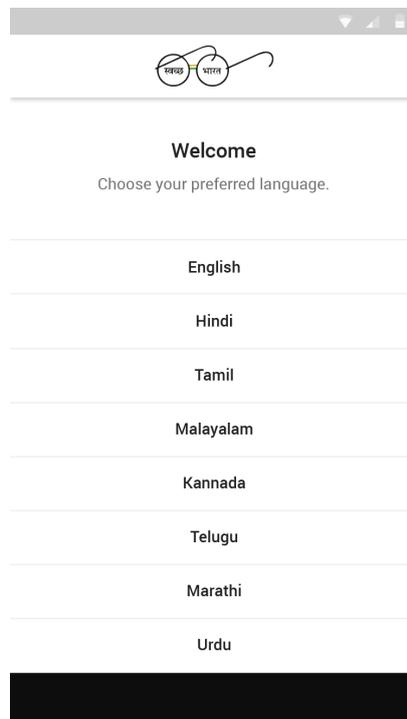
Once you have successfully downloaded the app, you can open it and the registration process will begin automatically.

## ➤ Language settings

You will begin by choosing your preferred language for the app. There are eight languages available to choose from: English, Hindi, Tamil, Malayalam, Kannada, Telugu, Marathi and Urdu.

***Please note that if you wish to change the language at any point after registering, you must log out of the app and log back in. On a new login you will be prompted once more to choose your language.***

After you have chosen your preferred language you will be directed to the sanitary engineer verification process.



# Verification Process

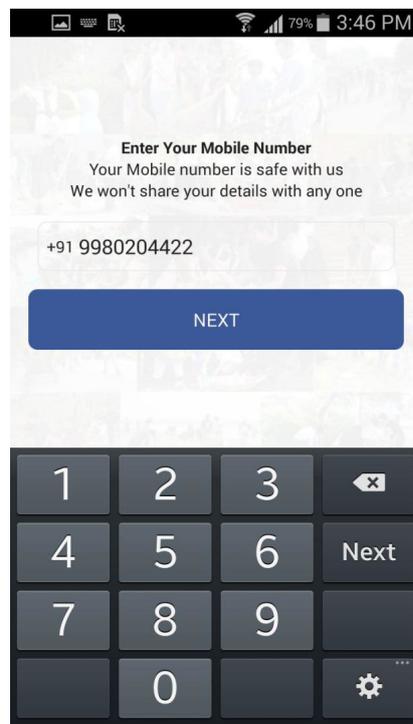
## ➤ Number verification

The sanitary engineer verification process begins with the verification of your official cell phone number, which will be registered with the concerned authorities and confirm your identity as a certified sanitary engineer.

If your mobile number is not registered with the concerned authorities you will be required to complete a manual registration form, which will then be sent to the concerned authorities for identity verification.

You will be prompted to enter your mobile number on a screen, like the one depicted below. Once you have entered your mobile number and the number is recognized as being on the list of registered sanitary engineers, you will be sent a One Time Password (OTP).

Please ensure that the mobile number you enter is the one registered with the concerned authorities, and the number of the mobile phone you are using for the registration process.



The screenshot shows a mobile application interface for entering a mobile number. At the top, the status bar displays signal strength, Wi-Fi, 79% battery, and 3:46 PM. The main screen has a light background with a blurred image of people. The text reads: "Enter Your Mobile Number", "Your Mobile number is safe with us", and "We won't share your details with any one". Below this is a text input field containing "+91 9980204422". A blue "NEXT" button is positioned below the input field. At the bottom of the screen is a numeric keypad with buttons for digits 1-9, 0, a backspace key (marked with an 'x'), a "Next" button, and a settings gear icon.

# Verification Process contd

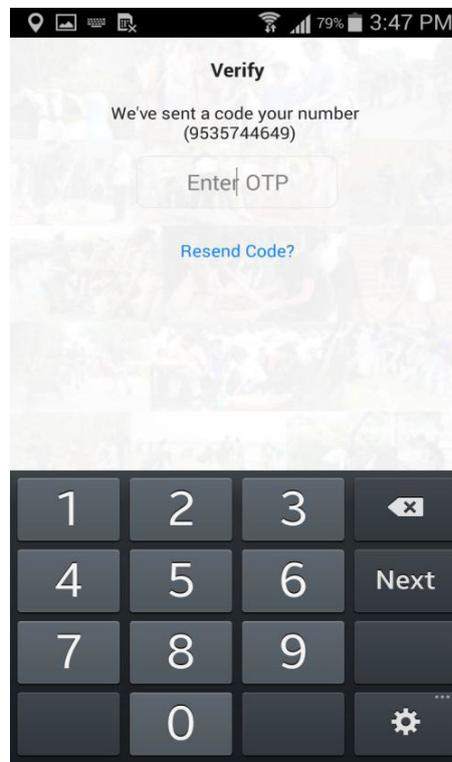
## ➤ If your mobile number is registered

Once you have entered the appropriate mobile phone number and it is registered with the concerned authorities, you will receive an OTP to the mobile phone you are using.

The OTP will be automatically recognized by the app and you will be required to enter it in the box "Enter OTP", as depicted below.

If your phone does not automatically recognize the OTP, please try the pressing the "Resend Code?" button below the OTP entry box.

Again, please ensure that the mobile number you are using for the registration process is the mobile number for the mobile on which you are completing the registration on.



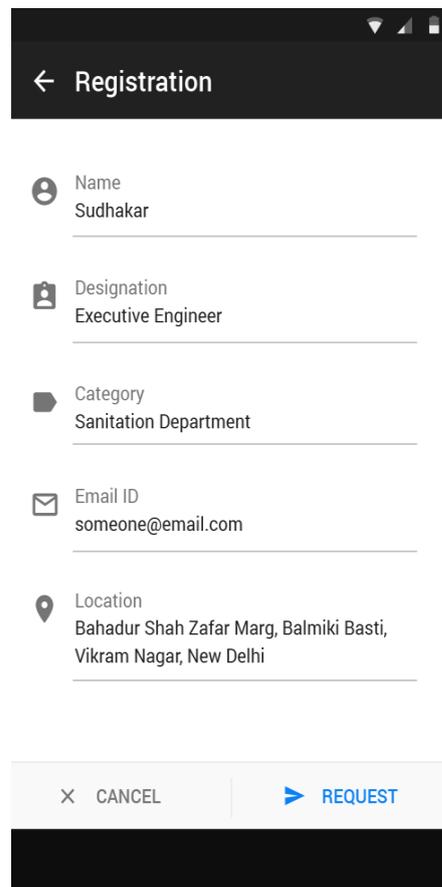
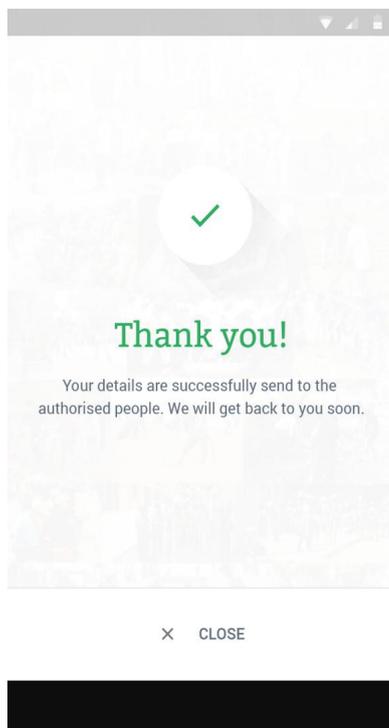
# Verification Process contd

## ➤ If your mobile number is not registered

In the event that your phone number is not recognized as belonging to that of a certified sanitary engineer registered with the concerned authorities; you will be directed to a manual registration page, as shown below.

You will be required to fill in your "Name, Designation, Category, Email ID and Location." Once you have done so, you will press the "Request" button on the bottom right hand corner of your screen.

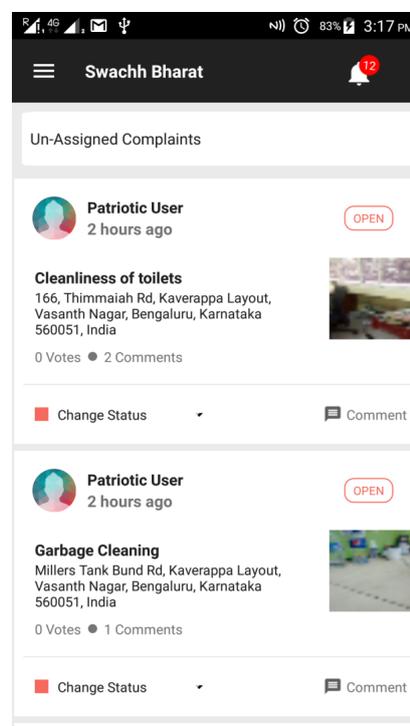
Pressing the "Request" button sends your information to the concerned authorities, who will verify your details and identity as a certified registered sanitary engineer. You must be verified before you can complete the registration process and continue to use the app.



# Using the application

## ➤ Complaints listing page

Once you have completed the registration process you will be taken to the complaints listing page. All complaints which are unassigned to any sanitary engineer will be displayed on the home page by default, as depicted below.



The page will have the following:

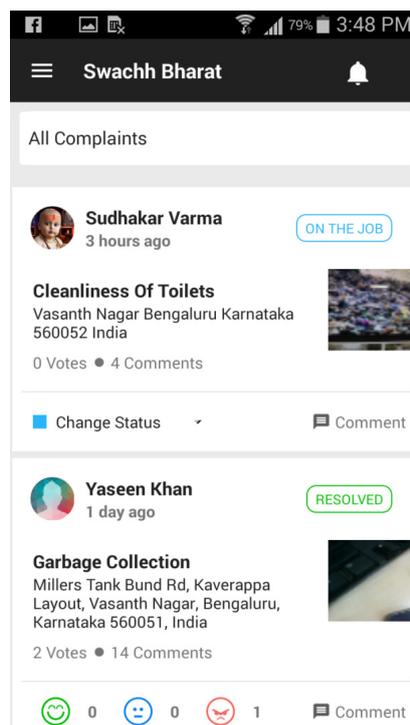
- i) Filter Box, on the center of the page above the complaints
- ii) Left Menu: a drop down menu on the top left hand corner of the screen
- iii) An in-app notification button (the bell), on the top right hand corner of the page
- iv) Complaints and their corresponding status (Open, On the Job, Resolved, Rejected), on the center of the page

# Using the application contd

## ➤ Filter box

The Filter box categorizes complaints into seven categories:

- i) Un-assigned: All complaints which are not assigned to any sanitary inspector/engineer
- ii) All Complaints: Complaints assigned to you
- iii) High Priority Complaints: These complaints will be assigned as high priority by the agency.
- iv) On the Job: The status on these complaints has been changed by you or the agency to indicate the complaints you are currently working on.
- v) Re-opened: Complaints that have been re-opened by citizens if they were dissatisfied with the resolution. Only resolved complaints can be re-opened.
- vi) Resolved: Once a complaint has been solved, you or the citizen can change the complaint status to „Resolved“.
- vii) Rejected: Complaints rejected by you.



# Using the application contd

## ➤ Left menu

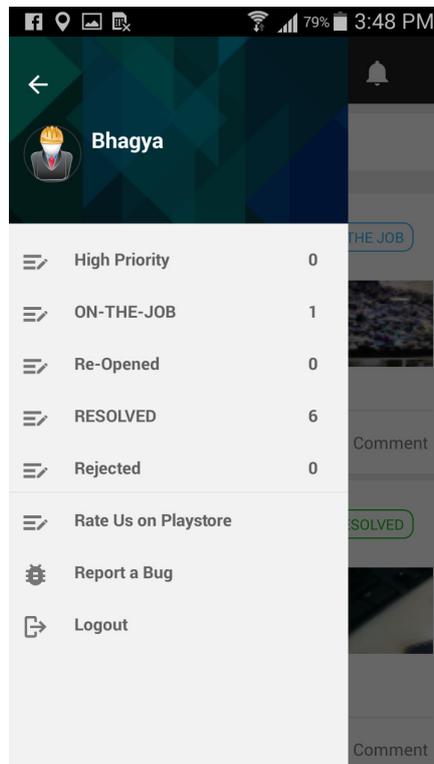
All the items in the filter drop down box are also displayed here.

Other than that, it also has:

a) Rate Us on Playstore: This rating will help the developers understand if you are happy, satisfied or dissatisfied with the app. Feedback in the form of comments would also be appreciated.

b) Report a Bug: In the event you have issues using the app, you can bring the problems to the attention of the developers by reporting a bug. This will help developers improve the app for hassle-free usage.

c) Logout: clicking this button will log you out of the app. You do not need to logout after every session you use the app. Closing the app will not automatically log you out. Keep in mind that if you do choose to log out, you will need to choose your preferred language settings when logging back in.



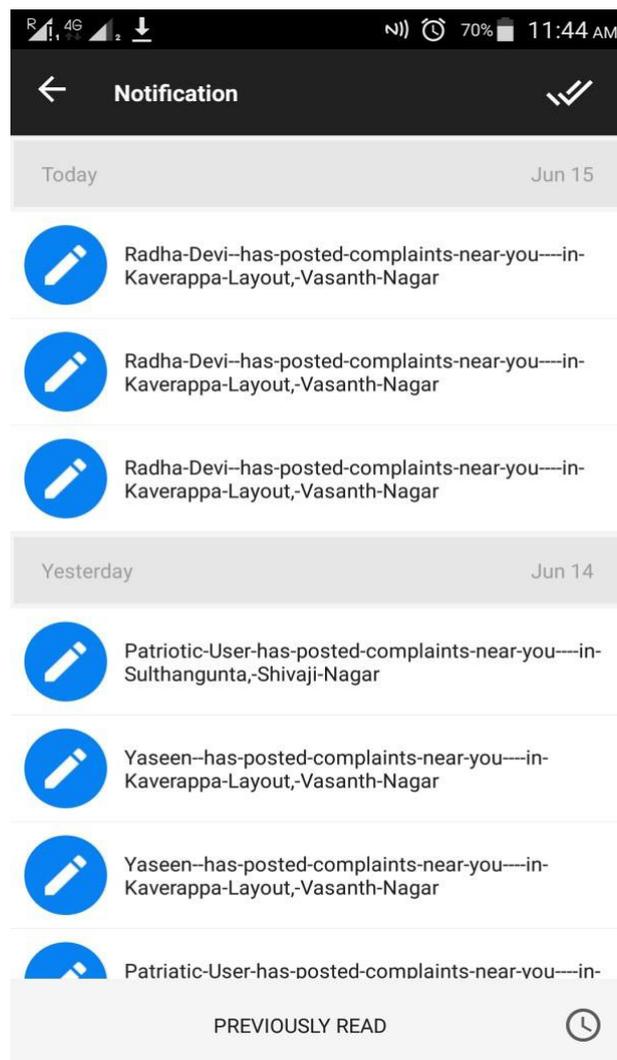
# Using the application contd

## ➤ In-app notifications

The bell on the right hand side of the Complaints Listing Page indicates the number of unread notifications. Once you click on the bell, it will take you to the notifications page.

To indicate that you have read all the notifications, click on the double-checkmarks on the top right hand corner of the screen.

This will change the unread notifications into read messages. If you want to see previous notifications, click on the "Previously Read" button at the bottom of the screen.



# Complaints

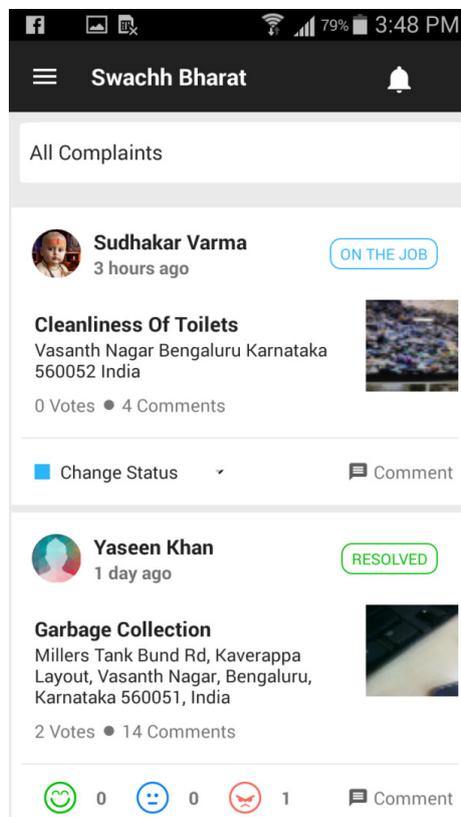
## ➤ Complaints explained

A complaint is created when a citizen user uploads a description of a sanitary issue. Citizens are required to explain the nature of the issue, tag the location with an accurate address and upload a picture of the issue reported.

Each complaint has a comments button, on the bottom right hand corner. You will be able to post comments on individual complaints and see citizens' comments as well.

All resolved complaints will also have reaction buttons (smileys, dissatisfied and extremely dissatisfied emoticons), which citizens will be able to use to show their reaction to the way the issue was handled.

Only citizens can use these reaction buttons; you can only see the reactions as citizens choose them.



# Complaints contd

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## ➤ Changing the status of complaints

Each complaint is categorized with a status. There is a "Change Status" drop down box on the bottom left hand corner of every complaint, with corresponding colours (red – Open/ Re-Open, blue – On the Job, green – Resolved, grey – Rejected).

All complaints begin at "Open." You can only change "Open" complaints to "On the Job" or "Rejected." You can change "On the Job" complaints to "Resolved" and "Rejected." In order to change the status of a complaint to "Resolved" you must post a picture of the complaint you have solved and post a comment indicating the complaint has been solved.

Once you change the status of a complaint the citizen complainant will get a notification regarding the status of the complaint they made. At which point they can provide feedback

# Complaints contd

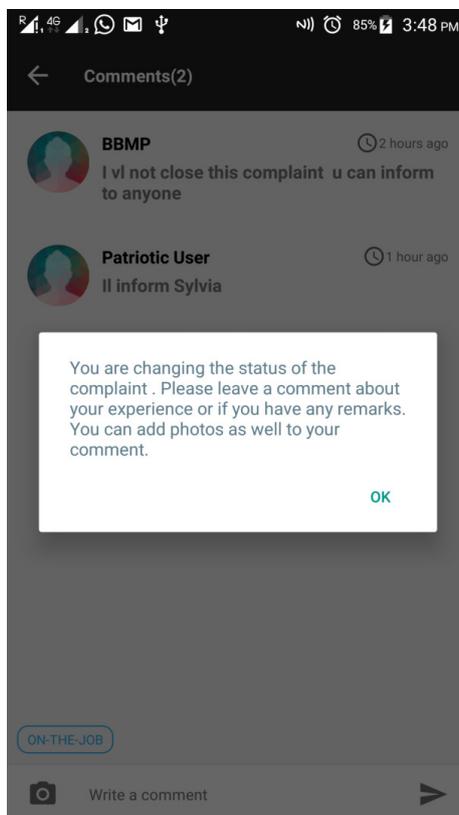
## ➤ Status change alerts

Once you have clicked on Change Status, an alert box will pop up. It will alert you that you are about to change the status of the complaint. Please click "OK."

You will then be directed to the Comments section, where you will be required to write your reason for changing the status e.g. when you are changing the status from "Open" to "On the Job" you can write "I will now be working on this job."

You can also add pictures while changing the status by clicking the camera button at the bottom left hand side of the screen. You can either take a picture at that moment and upload it, or choose a picture from your mobile gallery.

Please remember, when changing the status to "Resolved," a picture is mandatory



# Complaints contd

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## ➤ Complaints glossary

**Open:** a complaint has been made by a citizen and needs your attention

**On the Job:** a complaint that you are currently working on. You can have multiple complaints simultaneously for which the statuses are "On the Job"

**Resolved:** a complaint that you have solved

**Rejected:** a complaint that you have rejected. Please note that you can only reject complaints in extenuating circumstances; such as if the details of the complaint (location, picture or issue) are not clear or if the complaint does not belong to your ward

**Re-opened:** a complaint where the citizen complainant is not satisfied with the resolution of the complaint and wishes to have the issue addressed once more

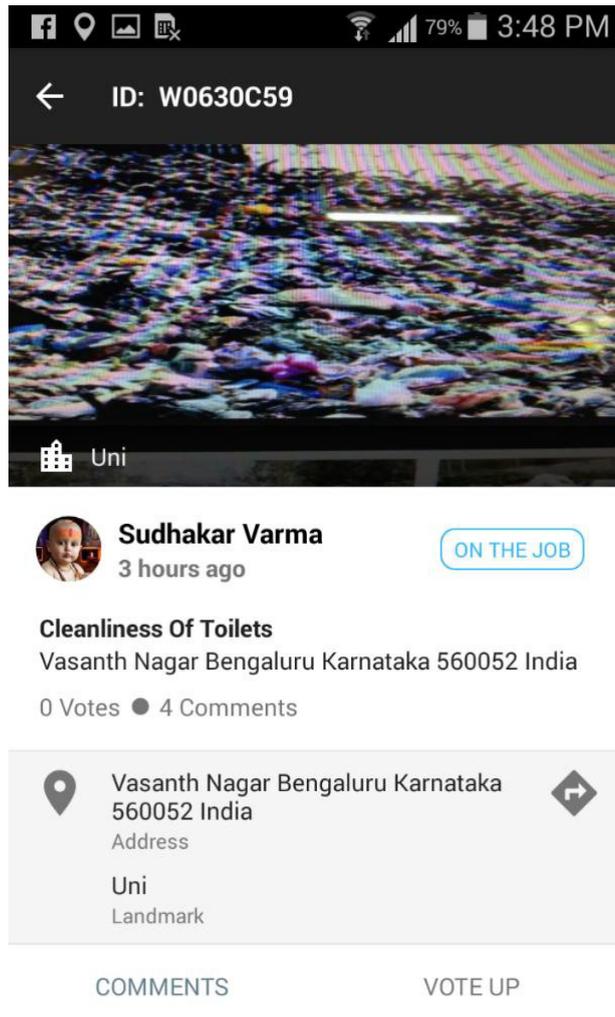
# Complaints contd

## ➤ On-the-job complaints

When you click on an On the Job complaint, along with the picture, the page will display the description of the complaint. (This detail screen is the same for all complaints, regardless of the status of the complaint).

On the right side of the address box there is a small arrow, which if you click, will show you the route from your current location to the location of the complaint. To the left of the address box there is a locate button, which shows you the complaint on Google maps.

At the bottom of the page there is a comment section which will display three comments at a time, to see more comments you can click on the "Load More" button.



# Complaints contd

## ➤ Re-opened complaints

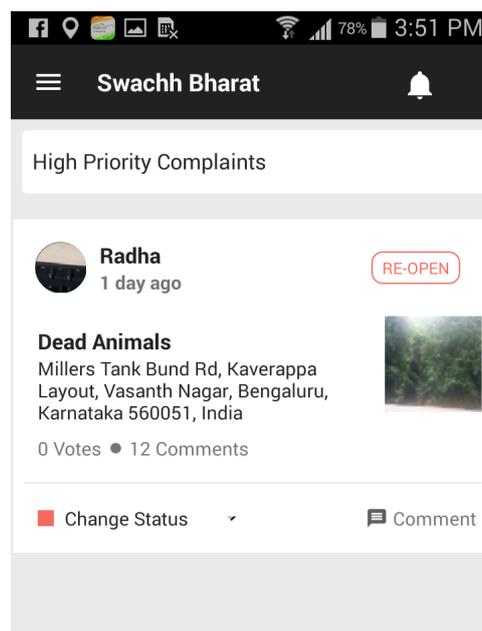
On receiving a notification that their complaint has been resolved, the citizen has the option to re-open the complaint – if they are not happy with the resolution. Please note that the citizen can change the status of the resolved complaint in two ways.

They can simply mark it as “Re-open” on the complaint itself, through their app. Or they can choose the dissatisfied smiley and select the “Re-open” button that will follow once they click on dissatisfied smiley.

After choosing the dissatisfied smiley, a drop box with possible reasons for their dissatisfaction will appear. They can also opt to write the reasons separately, after choosing the “Say Something” option.

Once the complaint is re-opened, you will receive an in-app notification (you will only see these when you open the app). On receiving the notification, you can go directly to the complaint by clicking on the notification. Or you can visit the Left Menu and click on re-opened complaints.

The newest re-opened complaint will sit on the top. You can change the status to either On-The-Job or Reject. Regardless of which status change you select, the same procedures apply as when following through with a new complaint.

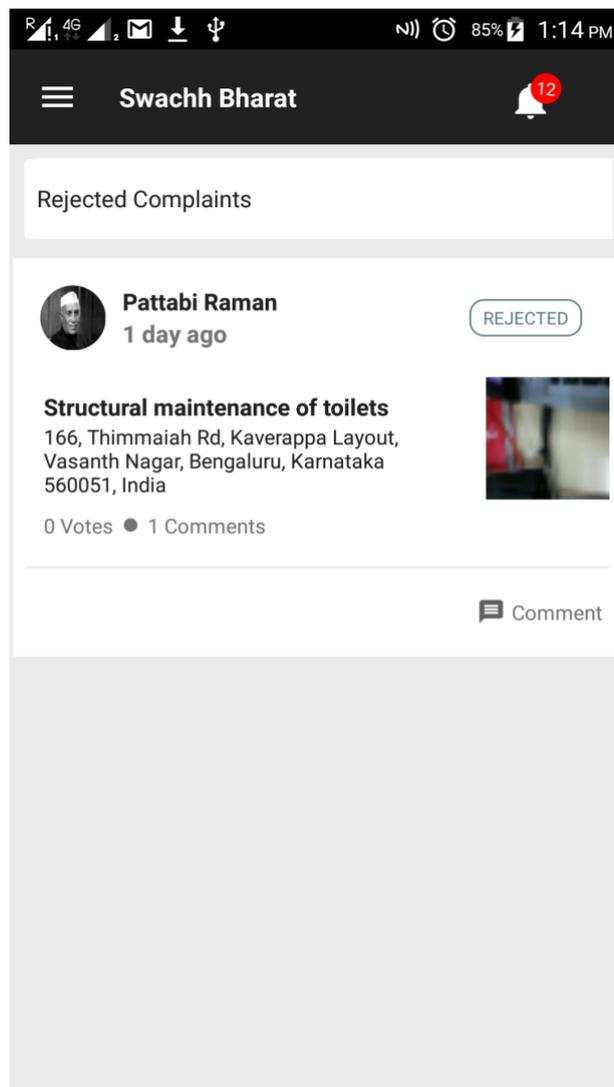


# Complaints contd

## ➤ Rejected complaints

After you have rejected a complaint, the complainant will get a notification alerting them of the rejection of their complaint.

The complainant cannot reopen a rejected complaint, they can however write a comment in the comments section.



# Complaints contd

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## ➤ Multiple complaints

If you receive multiple complaints regarding the same issue within your ward from multiple citizen complainants, please change the statuses on all the complaints to "On the Job" and follow regular procedure for all the complaints simultaneously.

For instance, if there is a dead animal that needs to be removed from beside a restaurant and several citizens complain about the same animal, change all the statuses simultaneously as you work on the issue and upload a picture and comment on all the individual complaints when resolved.

# Hardware

## ➤ Phone requirements

This app is only available on Android phones. If you do not have an Android phone, the same features and procedures are available through the website, which can be accessed through any mobile internet browser.

# FAQ

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➤ **Can you share the app download link with other people?**

Yes, you can share the app download link with other people. However, only registered sanitary engineers will be granted access to the app from the administrators concerned.

➤ **Is there a time limit in which you need to use the app download link?**

No, the link is valid for as long as you have it. You can use it whenever you are able to.

➤ **Can you update your mobile number?**

You will be using the mobile number assigned to you by your municipal corporation. If they provide you with a new mobile number, the municipal administrator will update it on your file.

➤ **Do you have to upload the picture of the resolved complaint while at the location of the complaint?**

Not necessarily. If you are able to upload your picture and update the status of your complaint while on location, please do so.

However, you can also take a picture and upload it and update the status of a complaint at a later time and place. For instance if your data is not available on location, you can wait till you have WIFI access and then update your complaint.





Swachhata - Swachh Bharat

Helpline number: 9243090070  
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