

GOVERNMENT OF INDIA
MINISTRY OF URBAN DEVELOPMENT

LOK SABHA

UNSTARRED QUESTION NO. 3341

TO BE ANSWERED ON MARCH 22, 2017

MONITORING OF SWACHH BHARAT MISSION

No. 3341 SHRI DUSHYANT SINGH:

Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) the details of steps taken/being taken by the Government for real time monitoring of Swachh Bharat Mission (SBM);

(b) the action taken to set up a mechanism for complaint redressal under SBM;

(c) whether a helpline number for registering complaints under SBM is already in place; and

(d) if so, the details thereof and if not, the reasons therefor?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT

(RAO INDERJIT SINGH)

(a): The real time monitoring of Swachh Bharat Mission (U) is done through a Management Information System (MIS) platform on the "swachbharaturban.in" web portal, where Urban Local Bodies are required to update the status of progress of various components of Swachh Bharat Mission. Additionally, the Swachh Survekshan survey once a year also helps to evaluate the cleanliness status of cities.

(b): A "swachhata" app has been launched by SBM (U) as a grievance redressal platform for any complaints from citizens related to cleanliness.

(c) & (d): A national helpline number 1969 has been launched, to address queries from citizens around SBM. More than 1.1 lakh calls have already been received on this helpline.
