

O.I.H

GOVERNMENT OF INDIA  
MINISTRY OF HOUSING AND URBAN AFFAIRS

LOK SABHA

UNSTARRED QUESTION NO. 2418

TO BE ANSWERED ON JANUARY 02, 2018

Swachh Bharat Abhiyan

No. 2418. SHRI SADASHIV LOKHANDE:

Will the Minister of HOUSING AND URBAN AFFAIRS be pleased to state:

- (a) the details of the steps taken by the Government for time-bound monitoring of Swachh Bharat Abhiyaan in the country;
- (b) the time by which the Government proposes to launch Swachh Bharat Mobile Application which could be utilised for grievance redressal;
- (c) whether there is any helpline number to register complaints under the Swachh Bharat Abhiyan; and
- (d) if so, the average number of complaints registered every month across the country and the average number of complaints redressed?

ANSWER

THE MINISTER OF STATE (INDEPENDENT CHARGE) OF HOUSING AND URBAN  
AFFAIRS

(SHRI HARDEEP SINGH PURI)

- (a) Monitoring of the Swachh Bharat Mission-Urban (SBM-U) is done through a Management Information System (MIS) platform on the "Swachhbharaturban.in" web portal, where urban local bodies update the status of progress of components of SBM-U. The progress of the Mission in States and Cities is also reviewed during official visits and video conferences. Swachh Survekshan survey also evaluates the cleanliness of the cities once a year.
- (b) Swachhata app for redressal of grievances was launched on 6 August 2016.
- (c) Yes, the national helpline number for registering complaints is 1969.
- (d) On Swachhata app, an average of two lakh thirty thousand (2,30,000) complaints per month are registered and two lakh ten thousand (2,10,000) complaints per month are redressed.

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