

GOVERNMENT OF INDIA
MINISTRY OF HOUSING AND URBAN AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO. 5144

TO BE ANSWERED ON MARCH 27, 2018

SWACHH BHARAT ABHIYAN

No. 5144 SHRI BHEEMRAO B. PATIL:

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

(a) whether the Government has taken steps for time-bound monitoring of Swachh Bharat Abhiyan in the country and if so, the details thereof;

(b) the time by which Swachh Bharat Mobile Application is likely to be launched 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 THE MINISTRY
OF HOUSING AND URBAN AFFAIRS

(SHRI HARDEEP SINGH PURI)

(a): Monitoring of Swachh Bharat Mission-Urban (SBM-U) is done through monthly video conference (VC) meeting, field visits and online monitoring on the "swachhbharaturban.in" web portal, where Urban Local Bodies are required to update the status of progress of various components of SBM-U. Additionally, the 'Swachh Survekshan' survey, conducted once a year, also helps to evaluate the cleanliness status and progress in implementation of SBM-U in cities.

(b): A "Swachhata" app has been launched on 06.08.2016 as a grievance redressal platform for complaints registered by citizens.

(c) & (d): A national helpline number 1969 exists to address queries from citizens. For registration of complaints the Swachh Bharat Mobile Application -- "Swachhata" app -- is being used, on which 12 million complaints have been registered, out of which 90% have been redressed since its launch in August, 2016.
