

GOVERNMENT OF INDIA
MINISTRY OF HOUSING AND URBAN AFFAIRS

LOK SABHA

UNSTARRED QUESTION NO. 1081

TO BE ANSWERED ON JULY 24, 2018

SWACHH BHARAT ABHIYAN APP

No. 1081

SHRI RATTAN LAL KATARIA:

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

- (a) whether the Government has launched Swachh Bharat Abhiyan App;
- (b) if so, the details thereof;
- (c) the nature of information that people can get through this App easily;
- (d) whether the Government is taking any new steps to increase the number of its users; and
- (e) if so, the details thereof?

ANSWER

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

(SHRI HARDEEP SINGH PURI)

(a) to (c): Under Swachh Bharat Mission (Urban), on 6 August 2016, Ministry of Housing & Urban Affairs (MoHUA) launched an App, namely "Swachhata App" for Citizens' Grievance Redressal by Urban Local Bodies (ULBs) to improve urban sanitation. The app provides a platform to citizens to report cleanliness related issues and to track these to

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their final resolution and closure. As on date, 2630 ULBs are on board on "Swachhata App" platform and it has more than 7.9 million users. More than 13 million complaints have been registered on it, with 90% resolution rate. The application is available in Hindi, English and seven other regional languages (Bangla, Marathi, Gujarati, Malayalam, Tamil, Telugu and Kannada).

(d) & (e): To increase the number of users of "Swachhata App", publicity campaign has been launched for creating awareness about the App among masses and adequate weightage was also given for its usage in 'Swachh Survekshan-2018'
