

**GOVERNMENT OF INDIA  
URBAN DEVELOPMENT  
LOK SABHA**

UNSTARRED QUESTION NO:3341  
ANSWERED ON:22.03.2017  
Monitoring of Swachh Bharat Mission  
Singh Shri Dushyant

**Will the Minister of URBAN DEVELOPMENT be pleased to state:**

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 "swachhharaturban.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.

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