Citizen feedback

❑ It has been observed that certain Urban Local Bodies (ULBs) have been utilizing the 'Swachhata App' feedback APIs to directly input Swachh Survekshan 2023 citizen feedback records.

❑ It is emphasized that this practice is not in line with our recommended procedure for undertaking citizen feedback. Please be advised that any feedback records submitted through this method will not be factored into the feedback counting process.

❑ To ensure the accuracy and authenticity of the feedback, all ULBs are requested to encourage citizens to download the Swachhata App, register their details and submit their feedback.

❑ In cases where a ULB prefers a Local Application to facilitate citizen feedback, we request to please integrate the Local App with the web link: https://sbmurban.org/feedback. This link will serve as a seamless interface for collecting feedback while adhering to the proper channels.