

**GOVERNMENT OF TELANGANA**  
**MUNICIPAL ADMINISTRATION DEPARTMENT**

O/o Commissioner & Director of  
Municipal Administration,  
Telangana, Hyderabad

**CIRCULAR**

**ROC No. 226901/2020-H2**

**23/11/2020**

Subject: CDMA – Sanitation & Solid Waste Management – SwachhSarvekshan  
2020-21 – Conducting Citizen Engagement Activities as per the guidance  
given in SS (revised) Toolkit

Ref.: Swachh Sarvekshan 2021-Revised toolkit

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The attention of all Municipal Commissioners in the State is invited to the subject and references cited above, and hereby directed that all the ULBs shall undertake the Citizen activities, as listed in the Annexure 1 of this letter.

2. To make it convenient for the ULBs, a tentative Calendar is also planned. Monday, Thursday and Saturdays are identified as days dedicated per week for undertaking these citizen engagement activities. The listed activities need to be mandatorily completed by December 2021. Please refer to Annexure 1 and 2 for the details.

3. All progress (of Citizen Engagement activities) should be claimed through SS-MIS portal followed by upload on Swachh Manch and all social media platforms, (such as Facebook, Twitter, Instagram, ULB webpage etc) of the ULB.

4. The activities undertaken by the ULBs should be properly documented, such as through photographs, publishing notifications, etc. The activities shall also be verified by the Central team visiting the ULB, in the month of January 2021.

5. Therefore, all the Municipal Commissioners are hereby instructed to strictly adhere to the guidelines and undertake the Citizen activities as listed in Annexure-I without fail.

**DR N SATYANARAYANA IAS**

**COMMISSIONER AND DIRECTOR OF MUNICIPAL ADMINISTRATION**

**TO,**

Il the Municipal Commissioners in the State

Copy to the RDMA Hyderabad and Warangal with a request to communicate the same to all the concerned ULBs

**ANNEXURE 1: List of Citizen Engagement Activities**

S. NO.	Activity	< 50k population cities	50k - 1 Lakh population cities	1 Lakh- 3Lakh population cities	3 Lakh- 10Lakh population cities	>10 Lakh population cities
1	<b>Promote and recognise start-ups, Entrepreneurs, Industries/ Religious / Cultural Institutions, and Voluntary Organisations / Other civil societies for their work/contribution in SBM / COVID 19 related issues</b>	To any 2 categories	To any 2 categories	For all 4 categories	For all 4 categories	For all 4 categories
2	<b>Engage RWAs/ NGOs/ SHGs/ Private Sector/ CSR or others to keep your city clean (from October 2020 onwards)</b>	<ul style="list-style-type: none"> <li>• Conduct in 100% wards with minimum 100 citizens</li> <li>OR</li> <li>• Digital campaign for atleast 1000 citizens covered</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct in &gt;90% wards with minimum 200 citizens</li> <li>OR</li> <li>• Digital campaign for atleast 2000 citizens covered</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct in &gt;80% wards with minimum 300 citizens</li> <li>OR</li> <li>• Digital campaign for atleast 3000 citizens covered</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct in &gt;70% wards with minimum 400 citizens</li> <li>OR</li> <li>• Digital campaign for atleast 4000 citizens covered</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct in &gt;50% wards with minimum 500 citizens</li> <li>OR</li> <li>• Digital campaign for atleast 5000 citizens covered</li> </ul>
3	<b>Link Street vendors / Hawkers with SVANidhi scheme followed by Swachhata Oath signed by Street vendors / Hawkers (Street vendors / Hawkers linked with scheme from 18-Sep-2020 onwards shall only be eligible for marking)</b>	>100 street vendors /street hawkers linked with PM SVANidhi scheme	>100 street vendors /street hawkers linked with PM SVANidhi scheme	>300 street vendors /street hawkers linked with PM SVANidhi scheme	>300 street vendors /street hawkers linked with PM SVANidhi scheme	>500 street vendors /street hawkers linked with PM SVANidhi scheme
4	<b>Conduct competition for : Swachh Survekshan-2021</b>	Conduct all 5 activities by 30th Nov	Conduct all 5 activities by 30th Nov	Conduct all 5 activities by 30th Nov	Conduct all 5 activities by 30th Nov	Conduct all 5 activities by 30th Nov

	jingle, movie, poster/drawing, murals and street play (by 30th Nov) & announce winners by 15th Dec					
5	Identify Swachh Bharat Mission impact on the citizen's life and updated each impact with pictures and one page note (maximum 250 words) by 15th Dec	Minimum 3 Impacts identified	Minimum 3 Impacts identified	Minimum 5 impacts identified	Minimum 5 impacts identified	Minimum 5 impacts identified
6	Identify and recognize Champions – Man* and Woman* driving 'Swachh Change' in the ULB (identify among ULB Staff/Sanitary workers, CSR Lead, NGOs, SHGs etc. by 15th December 2020)	Minimum 3 men and 3 women recognized	Minimum 3 men and 3 women recognized	Minimum 5 men and 5 women recognized	Minimum 5 men and 5 women recognized	Minimum 10 men and 10 women recognized
7	<b>Awareness creation</b> <ul style="list-style-type: none"> <li>• Good hygiene practices to stay healthy</li> <li>• Open Defecation Free and Garbage Free City Star Rating Status of the city and role of citizens</li> <li>• Innovative practices adopted under Swachh Bharat Mission</li> <li>• Role of citizens in demanding better service delivery from ULB under Swachh Bharat Mission</li> <li>• Know your Sanitary Worker</li> </ul>	All 5 activities in all wards	All 5 activities in all wards	All 5 activities in all wards	All 5 activities in all wards	All 5 activities in all wards

	and Sanitary Inspector program – Their Role and Your Duties					
8	<b>AwardSwachh rankings to</b> i) Hotel, ii) School, iii) Hospital (Healthcare facility), iv) RWA/Mohalla, v) Government Offices and vi) Market Association <b>Conduct ranking only once by 30th November</b>	<ul style="list-style-type: none"> <li>• Minimum 10 entries</li> <li>• Provide award in all 6 categories</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum 15 entries</li> <li>• Provide award in all 6 categories</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum 20 entries</li> <li>• Provide award in all 6 categories</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum 25 entries</li> <li>• Provide award in all 6 categories</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum 30 entries</li> <li>• Provide award in all 6 categories</li> </ul>
9	<b>Maintenance of PT / CT /SHE Toilets</b> <ul style="list-style-type: none"> <li>• Proper display of SBM message in Public and Community Toilets with Swachh Survekshan-2020 logo</li> <li>• Conduct inspection to ensure proper maintenance of PT / CT /SHE Toilets</li> </ul>	To be done in >95% toilets in the city	To be done in >95% toilets in the city	To be done in >95% toilets in the city	To be done in >95% toilets in the city	To be done in >95% toilets in the city
9	<b>Display of Art-Work</b> around Swachh Survekshan-2021: <b>Hoardings/ Billboards/ Wall Writing/ Murals/ Mascot/ Messaging on Commercial vehicles /Artefacts in all commercial/ public areas of the city</b>	To be done in >95% toilets in the city	To be done in >95% toilets in the city	To be done in >95% toilets in the city	To be done in >95% toilets in the city	To be done in >95% toilets in the city
10	<b>Number of Active Users on Swachhata App/Swachh Manch/ Local App (integrated with SwachhataApp)</b>	Minimum 2% of population of the city	Minimum 2% of population of the city	Minimum 2% of population of the city	Minimum 2% of population of the city	Minimum 2% of population of the city

11	Complaints are resolved within SLA (for the complaints lodged in Swachhata / local app)	100% resolution	100% resolution	100% resolution	100% resolution	100% resolution
12	HHs registration on Swachhta App / Local App	>=15% HHs	>=15% HHs	>=15% HHs	>=15% HHs	>=15% HHs
13	Ensure User feedback (Positive) on resolved complaints	>80% positive feedback	>80% positive feedback	>80% positive feedback	>80% positive feedback	>80% positive feedback
14	Removal of Garbage Vulnerable Points (GVP)	100% GVP transformed	100% GVP transformed	100% GVP transformed	100% GVP transformed	100% GVP transformed
15	Ban on Single Use Plastic	Issue circular for ban	Issue circular for ban	Issue circular for ban	Issue circular for ban	Issue circular for ban
16	Recognize desludging operators	Recognize all private desludging operators	Recognize all private desludging operators	Recognize all private desludging operators	Recognize all private desludging operators	Recognize all private desludging operators

## Annexure 2: Calendar of Events(Citizen Engagement Activities)

23rd Nov Monday	26th Nov Thursday	28th Nov Saturday
<b>Announce city wide competition in all 5 categories in the schools / colleges:</b> <ul style="list-style-type: none"> <li>• Best jingle for keeping the city clean</li> <li>• Poster competition for keeping the city clean (for school / college students)</li> <li>• Drawing competition for keeping the city clean (for school / college students)</li> <li>• Short movies to be submitted by citizens for keeping the city clean</li> <li>• Organize Street Play competition for keeping the city clean</li> </ul> <b>LAST DATE FOR ENTRY IN COMPETITION: 30th NOVEMBER</b>	<b>AWARENESS CREATION DAY</b> (Engage RWAs/ NGOs/ SHGs/ Private Sector/ CSR or others) <ul style="list-style-type: none"> <li>• Role of citizens in demanding better service delivery from ULB under Swachh Bharat Mission</li> </ul> Publicize Swachh City App / Citizen Buddy App / Swachh Manch and ensure registration on the App	Identify and recognize <b>SWACHHATA CHAMPIONS</b> – Man* and Woman* driving 'Swachh Change' in the ULB (identify among ULB Staff/Sanitary workers)

30th Nov	3rd Dec	5th Dec
Monday	Thursday	Saturday
<b>Conduct inspection and award rankings to Swachh</b> i) Hotel, ii) School iii) Hospital (Healthcare facility)  Ensure resolution of complaints received on Swachhta App / Citizen buddy App	Identify and recognize Desludging Operators and Issue License to the operators	<b>Maintenance of PT / CT /SHE Toilets</b> <ul style="list-style-type: none"> <li>• Proper display of SBM message in Public and Community Toilets with Swachh Survekshan-2020 logo</li> <li>• Conduct inspection to ensure proper maintenance of PT / CT /SHE Toilets</li> </ul>



7th Dec	10th Dec	12th Dec
Monday	Thursday	Saturday
<b>Conduct inspection and award rankings to Swachh</b> i) Government Offices ii) RWA/Mohalla, iii) Market Association  Ensure resolution of complaints received on Swachhta App / Citizen buddy App	Promote and recognise start-ups, entrepreneurs, Religious Institutions, and Voluntary Organisations for their work/contribution in SBM	Identify Swachh Bharat Mission impact on the citizen's life and update each impact with pictures and one page note (maximum 250 words) - <b>TO BE COMPLETED BY 15<sup>th</sup> DEC</b>

14th Dec	17th Dec	19th Dec
Monday	Thursday	Saturday
<ul style="list-style-type: none"> <li>Give awards to the competitors under 5 categories (Started on 9th Nov) - <b>TO BE COMPLETED BY 15<sup>th</sup> DEC/</b></li> <li>Ensure resolution of complaints received on Swachhta App / Citizen buddy App</li> </ul>	<b>Undertake Art Work</b> around Swachh Survekshan-2021: <b>Hoardings/ Billboards/ Wall Writing/ Murals/ Mascot/ Messaging on Commercial vehicles /Artefacts in all commercial/ public areas of the city</b>	Link Street vendors / Hawkers with SVANidhi scheme followed by Swachhata Oath signed by Street vendors / Hawkers (Street vendors / Hawkers linked with scheme from 18-Sep-2020 onwards shall only be eligible for marking)

21st Dec	24th Dec	26th Dec
Monday	Thursday	Saturday
<ul style="list-style-type: none"> <li>Ensure 100% removal of GVP</li> <li>Ensure resolution of complaints received on Swachhta App / Citizen buddy App</li> </ul>	<ul style="list-style-type: none"> <li>Ensure resolution of complaints received on Swachhta App / Citizen buddy App</li> </ul>	Identify and recognize SWACHHATA CHAMPIONS – Man* and Woman* driving 'Swachh Change' in the ULB (identify among ULB Staff/Sanitary workers)

# Signature valid

Digitally signed by Dr M  
Satyanarayana IAS  
Date: 2020.11.23 15:10:31 IST  
Reason: Approved

