



## ***Improving Municipal Delivery for Swachh Bharat***

***(Collective Inputs from 340,000 strong Swachh Bharat Circle)***

1. The Nigam Parshad/Municipal Councillor should arrange quarterly meetings of citizens colony wise with the municipal workers and supervisor of that colony
2. An interface of citizen and municipal workers should be developed and the phone numbers of municipal workers should be made easily available
3. Swachh Bharat circles should be created for every colony or at least ward and it must be mandatory for municipal officer/ward councillor to join to understand key issues
4. Residents should be able to call their area worker directly in case they see unclean spaces in their colony
5. If the municipal workers don't work properly/regularly, the citizens should have an easy reporting mechanism for submission to the Municipal Commissioner's and Mayor's office
6. There should be regular quarterly open meetings in every ward of each Municipality
7. RWAs should create small groups of residents who would keep an eye on the working of the municipal workers in their area by taking turns
8. There should be a regular monitoring for the problems raised by the people, attended by the concerned supervisor within the time frame
9. In case residents notice municipal workers operating without proper equipment like masks, wheelbarrow etc., it should immediately be reported to the municipal officer
10. Bins should have phone numbers mentioned on them which could be contacted in case the bin overflows
11. Strengthening and upgrades of municipal bodies are desperately required as there are staff/skills shortage in various towns
12. There should be an online grievance redressal mechanism and time line must be fixed for redressing the grievances
13. All local municipal contracting related to Swachh Bharat must be brought under procurement system visible to Swachh Bharat Mission.
14. Swachh Bharat Mission should get citizen surveys done and only municipalities with a rating of 60% or higher should be eligible to receive future Swachh Bharat funding.

*This checklist is prepared from the responses received in the 340,000 strong Swachh Bharat Circle, the largest national community for the cause. Visit <http://tinyurl.com/SwachhBharat-NationalCircle> for more.*