

वी. के. जिन्दल  
संयुक्त सचिव एवं मिशन निदेशक  
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भारत सरकार  
आवासन और शहरी कार्य मंत्रालय  
निर्माण भवन  
GOVERNMENT OF INDIA  
MINISTRY OF HOUSING AND URBAN AFFAIRS  
NIRMAN BHAWAN

नई दिल्ली-110011, तारीख 20  
New Delhi-110011, dated the 20

D.O. No. 15/08/2018- SBM-1

14<sup>th</sup> October 2019

Dear Sir/Madam,

As you are aware, Ministry of Housing and Urban Affairs (MoHUA) introduced revised '**Star Rating Protocol for Garbage Free Cities 2019**' on 28<sup>th</sup> June, 2019 under the Swachh Bharat Mission (Urban) as a single metric rating system for holistic evaluation of cleanliness and solid waste management through a graded approach.

2. The revised protocol was in accordance with the feedback received from the States and Urban Local Bodies and was made more objective.

3. Ministry appreciates the overwhelming participation by the cities and overall, 181 cities were assessed by 2<sup>nd</sup> October, 2019.

4. Based on the feedback received from States/cities and review of the assessments of the cities that applied for Star Rating by 17<sup>th</sup> September, 2019; it has been decided to make the following amendments:

- Pre-qualifying criterion of **Domestic Hazardous Waste processing** shall not be applicable for 1-Star and 3-Star certification. This criterion shall be evaluated **only** for 5-Star and 7-Star certification.
- Desirable component with respect to **Sustainability (D1)** shall not be applicable for **1-Star** and **3-Star** and shall be evaluated **only** for 5-Star and 7-Star certification.
- Mandatory Component with respect to **Grievance Redressal (M10)** will be modified as under:

Contd...2

: 2 :

Level	Level 1	Level 2	Level 3	Level 4
Condition*				
%age of SWM complaints resolved with SLA 1#:	Not applicable	atleast 40%	atleast 60%	atleast 75%
%age SWM complaints resolved within SLA 1 and SLA 2##:	atleast 40%	atleast 75%	atleast 90%	atleast 95%
Marks	50	75	90	100
Weightage	10%			

\*: ULBs shall have Swachhata App registrations equivalent to atleast 2% of households in the ULB and atleast 10% active users in each month.

#: SLA 1 is the existing SLA in Swachhata App

##: SLA 2 is the new SLA (7 Days) in Swachhata App

We look forward to your continued support in the success of Swachh Bharat Mission (Urban).

*With regards,*

Yours sincerely,

*V. K. Jindal*

(Vinod Kumar Jindal)

To,

1. State Mission Directors, SBM (U), All States/UTs.
2. All Municipal Commissioners/Executive Officers