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 28th 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 2nd 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 17th 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
<table>
<thead>
<tr>
<th>Level</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Condition*</td>
<td>Not applicable</td>
<td>atleast 40%</td>
<td>atleast 60%</td>
<td>atleast 75%</td>
</tr>
<tr>
<td>%age of SWM complaints resolved with SLA 1#:</td>
<td></td>
<td>atleast 75%</td>
<td></td>
<td>atleast 95%</td>
</tr>
<tr>
<td>%age SWM complaints resolved within SLA 1 and SLA 2##:</td>
<td>atleast 40%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Marks</td>
<td>50</td>
<td>75</td>
<td>90</td>
<td>100</td>
</tr>
<tr>
<td>Weightage</td>
<td></td>
<td></td>
<td></td>
<td>10%</td>
</tr>
</tbody>
</table>

*: 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,

(Vinod Kumar Jindal)

To,

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