

Mobile based Citizen Grievance System

A mobile based Grievance Redressal System has been developed and launched by this Ministry to enable citizens to lodge their grievances regarding Swachh Bharat Mission and Rural Water Supply. For Swachh Bharat Mission, citizens can lodge their grievances using their mobile phones, by typing SBM<space>G<space><Postal Pin Code><space><Type **the Grievance with your name and village**> and send it to **7738299899**. Similarly for Rural Drinking Water Supply grievance, one can type Water<space>G<space><Postal Pin Code><space><Type **the Grievance with your name and village**> and send it to **7738299899**.

Alternatively, citizens can register on <http://mdws.gov.in> >> PUBLIC GRIEVANCE and send the grievance through an online form available on the website. Through this facility, one will also get SMS updates on Water Supply related plans and investments. The grievances would be automatically routed to the concerned District SBM Co-coordinator or the District Executive Engineer i/c Rural Water Supply, as the case may be. Action taken against each grievance is recorded by the system and displayed on the link mentioned above, as well as sent to Citizen's mobile no.