

## 1. API for post a complaint

This API allows user post complaint to swachhata. Details of the usage of the API are available below.

### Method

URL	Method
http://api.swachh.city/sbm/v1/post-complaint?vendor_name=Bengalore&access_key=jkhdjS&mobileNumber=9976996755&categoryld=1&complaintLatitude=12.93993683222256&complaintLongitude=77.61978444636026&complaintLocation=Koramangala Bengaluru South Karnataka 560095 India&complaintLandmark=bangalore&fullName=Jeeva&userLatitude=15.4961348&userLongitude=73.8341955&userLocation=Test&macAddress=&deviceToken=&deviceOs=external&file=	POST

**Request Parameters** (Parameters marked with \* are mandatory)

Element	Type	Description	Possible Value/Format
vendor_name	String		
access_key	String		
mobileNumber*	Integer		
categoryld*	Integer		Category values given below
complaintLatitude*	Float		
complaintLongitude*	Float		
complaintLocation*	String		
complaintLandmark*	String		
fullName*	String		
userLatitude	Float		
userLongitude	Float		
userLocation	String		
deviceOs	String		external
file	String		Image url
complaintPostedDate	Date		yyyy-mm-dd hh:mm:ss

### Category values

- 1-Dead animal(s)
- 2-Dustbins not cleaned
- 3-Garbage dump
- 4-Garbage vehicle not arrived
- 5-Sweeping not done
- 6-No electricity in public toilet(s)
- 7-No water supply in public toilet(s)
- 8-Public toilet(s) blockage
- 9-Public toilet(s) cleaning
- 10-Open Manholes Or Drains
- 11-Sewerage or Storm Water Overflow
- 12-Stagnant Water On The Road
- 13-Improper Disposal of FecalWaste/Septage
- 14-Debris Removal/Construction Material
- 15-Burning Of Garbage In Open Space
- 16-Urination in Public/Open Defecation

### Response JSON Format

JSON Format
<pre>{   "statusCode": 201,   "code": 2001,   "message": "Complaint saved successfully",   "complaint": {     "generic_id": "W01510C931"   } }</pre>

## 2. API for voting on a complaint

This API allows ulb to send voteup information on a complaint of swachhata. Details of the usage of the API are available below.

### Method

URL
<code>http://api.swachh.city/sbm/v1/post-voteup?vendor_name=Bengalore&amp;access_key=jkhdjS&amp;mobileNumber=9976996755&amp;complaintId=1&amp;deviceToken=&amp;deviceOs=external</code>

### Request Parameters *(Parameters marked with \* are mandatory)*

Element	Type	Description	Possible Value/Format
<b>vendor_name</b>	String		
<b>access_key</b>	String		
<b>mobileNumber*</b>	Integer		
<b>complaintId*</b>	Integer		ComplaintId
<b>deviceOs*</b>	String		external

### Response JSON Format

JSON Format
<pre>{   "httpCode": 201,   "code": 2001,   "message": "Voted up successfully" }</pre>

### 3. API for commenting on a complaint

This API allows ulb to send comment information on a complaint of swachhata. Details of the usage of the API are available below.

#### Method

URL	Method
<a href="http://api.swachh.city/sbm/v1/post-comment?vendor_name=Bengalore&amp;access_key=jkhdjS&amp;mobileNumber=9976996755&amp;complaintId=1&amp;commentDescription=test comment&amp;deviceToken=&amp;deviceOs=external">http://api.swachh.city/sbm/v1/post-comment?vendor_name=Bengalore&amp;access_key=jkhdjS&amp;mobileNumber=9976996755&amp;complaintId=1&amp;commentDescription=test comment&amp;deviceToken=&amp;deviceOs=external</a>	POST

#### Request Parameters *(Parameters marked with \* are mandatory)*

Element	Type	Description	Possible Value/Format
vendor_name	String		
access_key	String		
mobileNumber*	Integer		
complaintId*	Integer		ComplaintId
commentDescription*	String		
deviceOs*	String		external

#### Response JSON Format

JSON Format
<pre>{   "httpCode": 201,   "code": 2001,   "message": "Commented successfully" }</pre>

## 4. API for User Registration

This API registers the user into swachhata. Details of the usage of the API are available below.

### Method

URL	Method
<code>http://api.swachh.city/sbm/v1/user?vendor_name=Bengalore&amp;access_key=jkhdjS&amp;mobileNumber=9976996755&amp;macAddress=&amp;deviceToken=&amp;deviceOs=external&amp;apiKey=af4e61d75d2782a33eac7641e42bba6f&amp;lang=en&amp;latitude=15.4961348&amp;longitude=73.8341955&amp;location=Test</code>	POST

**Request Parameters** (*Parameters marked with \* are mandatory*)

Element	Type	Description	Possible Value/Format
vendor_name	String		
access_key	String		
mobileNumber*	Integer		
macAddress	String		
latitude	Float		
longitude	Float		
location	String		
deviceToken	String		
deviceOs*	String		<b>external</b>
apiKey*	String		af4e61d75d2782a33eac7641e42bba6f
lang*	string		<b>en</b>
userCreatedDate	Date		yyyy-mm-dd hh:mm:ss

**Response JSON Format**

<b>JSON Format</b>
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```

{
  "httpCode": 200,
  "code": 2000,
  "message": "Success",
  "user": {
    "id": 8990395,
    "session_lang_id": 1,
    "activated": 0
  }
}

```

## 5. API to fetch complaints

This API allows vendors to fetch complaints from <http://api.swachh.city>. Details of the usage of the API are available below.

### Method

URL	Method
<a href="http://api.swachh.city/sbm/v1/getComplaints?vendor_name=bengaluru&amp;access_key=bengalore&amp;page=1&amp;status=&amp;category=&amp;from_date=2016-11-09&amp;to_date=2016-11-20">http://api.swachh.city/sbm/v1/getComplaints?vendor_name=bengaluru&amp;access_key=bengalore&amp;page=1&amp;status=&amp;category=&amp;from_date=2016-11-09&amp;to_date=2016-11-20</a>	GET

### Request Parameters *(Parameters marked with \* are mandatory)*

Element	Type	Description	Possible Value/Format
vendor_name *	String	Vendor name	
access_key *	String	Access key	
page	Integer	Page number	
status	Integer		1- Open complaints 3 – Assigned to engineer 4 – When complaint is Resolved 6 – Complaint is Rejected
category	Integer		Category values given below
from_date	Date		Date format yyyy-mm-dd
to_date	Date		Date format yyyy-mm-dd

### Category values

- 1-Dead animal(s)
- 2-Dustbins not cleaned
- 3-Garbage dump

- 4-Garbage vehicle not arrived
- 5-Sweeping not done
- 6-No electricity in public toilet(s)
- 7-No water supply in public toilet(s)
- 8-Public toilet(s) blockage
- 9-Public toilet(s) cleaning
- 10-Open Manholes Or Drains
- 11-Sewerage or Storm Water Overflow
- 12-Stagnant Water On The Road
- 13-Improper Disposal of FecalWaste/Septage
- 14-Debris Removal/Construction Material
- 15-Burning Of Garbage In Open Space
- 16-Urination in Public/Open Defecation

E. g.

[http://api.swachh.city/sbm/v1/getComplaints?vendor\\_name=bengaluru&access\\_key=bengalure&page=1&status=&category=&from\\_date=2016-11-09&to\\_date=2016-11-20](http://api.swachh.city/sbm/v1/getComplaints?vendor_name=bengaluru&access_key=bengalure&page=1&status=&category=&from_date=2016-11-09&to_date=2016-11-20)

#### Response JSON Format

Response

JSON Format
-------------

```

{
  "httpCode": 200,
  "code": 2000,
  "message": "Success",
  "complaints": [
    {
      "complaintId": 536,
      "complaintGenericId": "W0930C536",
      "latitude": 12.9911141,
      "longitude": 77.5971776,
      "complaintLocation": "UNI, Millers Tank Bund Rd, Govinda Chetty Colony, Vasanth Nagar, Bengaluru, Karnataka 560051, India",
      "landmark": "Testing",
      "title": "Dustbins not cleaned",
      "mobile_number": 8792344821,
      "full_name": "Praveen Kumar ",
      "userLocation": "Vijayanagar, Bengaluru, Karnataka, India",
      "district": "bbmp",
      "ulb": "Bengaluru",
      "cityId": 21,
      "wardId": 93,
      "wardNo": 93,
      "wardName": "Vijayanagar",
      "complaint_image":
      "http://sbcomplaints.ichangemycity.com/original/147910952358296b935a346.jpg",
      "city": "Bengaluru",
      "status": 1,
      "created_at": "2016-11-14 13:15:31"
    }
  ]
}

```

## 6. API for change complaint status

This API allows vendors to change complaint status to <http://api.swachh.city>. Details of the usage of the API are available below.

### Method

URL	Method
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http://api.swachh.city/engineer/v1/complaint-status-update?statusId=3&complaintId=557&commentDescription=Garbage&deviceOs=external&vendor_name=bengaluru&access_key=bengalure&apiKey=af4e61d75d2782a33eac7641e42b ba6f	PUT
--	-----

**Request Parameters** (Parameters marked with \* are mandatory)

Element	Type	Description	Possible Value/Format
apiKey *	String		
vendor_name *	String	Vendor name	
access_key *	String	Access key	
deviceOs *	String	Device os name	External
statusId *	Integer	Status id	3 – Assigned to engineer 4 – When complaint is Resolved 6 – Complaint is Rejected
complaintId *	Integer	Complaint id	
commentDescription *	Text		
file	Text	Complete url of the image	While changing the complaint status to resolved

**Response JSON Format**

JSON Format
<pre>{   "httpCode": 200,   "code": 2000,   "message": "Complaint status updated",   "complaint": {     "id": 417   } }</pre>

## 7. Complaint feedback

### 7.1. List feedback options

This API allows vendors to fetch feedback options from <http://api.swachh.city>. Details of the usage of the API are available below. Only authenticated users can access the end point

**Method:** GET

**End point:** <http://api.swachh.city/feedback/options>

**Headers:** Accept : application/json

**Request Parameters** (*Parameters marked with \* are mandatory*)

Field	Type	Description	Possible Value/Format
vendor_name *	String	Vendor name	
access_key *	String	Access key	
complaint_id*	Integer		

**Sample Request call:**

[http://api.swachh.city/feedback/options?vendor\\_name=XXXX&access\\_key=XXXX&complaint\\_id=XXXX](http://api.swachh.city/feedback/options?vendor_name=XXXX&access_key=XXXX&complaint_id=XXXX)

**Sample Validation error response**

```

"http_code": 422,
"message": "Validation failed",
"errors": [
  {
    "field_id": "vendor_name",
    "message": "Vendor name can not be blank"
  },
  {
    "field_id": "access_key",
    "message": "Access key can not be blank"
  },
  {
    "field_id": "complaint_id",
    "message": "Complaint ID can not be blank"
  }
]
}

```

**Sample JSON response**

```

{
  "http_code": 200,
  "message": "Success",
  "can_be_reopened_with_in_sla": "no",
  "data": [
    {
      "id": 3,
      "title": "Satisfied",
      "options": [
        {
          "id": 4,
          "title": "Response time very slow"
        }
      ]
    }
  ]
}

```

**Response Parameters**

Fields	Type	Description	Possible Value/Format
http_code	Integer	Status code	200 – Success 401 – Unauthenticated 500 – Server error

message	String	Status message	
can_be_reopened_within_in_sla	String	Indicates complaint status can be updated by citizen i.e complaint can be reopened within 24Hrs from the resolved time period	yes   no
data	array	Array of main options	
data.id	Integer	Parent feedback option ID	
data.title	String	Parent feedback option title	
data.options	array	Array of child options for each parent option	
data.options.id	Integer	Child feedback option ID	
data.opitons.title	String	Child feedback option title	

## 7.2. Store feedback

This API allows vendors to post feedback for a complaint.

### Conditions to validate:

1. User should be owner or voted up for the complaint
2. Complaint should be in resolved status
3. User can provide feedback at most once

### Method: POST

**End point:** <http://api.swachh.city/complaint/{id}/feedbacks>

### Headers:

Accept :application/json

**Request Parameters** (Parameters marked with \* are mandatory)

Field	Type	Description	Possible Value/Form at
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id*	Integer	Complaint Id	
vendor_name*	String	Vendor name	
access_key*	String	Access key	
user_mobile_number*	String   Integer	10 digit user mobile number	
feedback_option_id*	Integer	data.options.id from <a href="http://api.swachh.city/feedback/options">http://api.swachh.city/feedback/options</a>	
timestamp	Date time	If value not present, current timestamp will be saved	'Y-m-d H:i:s' (eg: '2017-11-01 10:02:01')
comment	String		

**Sample Request call:**

[http://api.swachh.city/complaint/{id}/feedbacks?vendor\\_name=XXXX&access\\_key=XXXX&user\\_mobile\\_number=XXXX&feedback\\_option\\_id=XXXX&timestamp=2017-11-09 09:11:07](http://api.swachh.city/complaint/{id}/feedbacks?vendor_name=XXXX&access_key=XXXX&user_mobile_number=XXXX&feedback_option_id=XXXX&timestamp=2017-11-09 09:11:07)

**Sample Validation error response**

```
{
  "http_code": 422,
  "message": "Validation failed",
  "errors": [
    {
      "field_id": "user_mobile_number",
      "message": "User mobile number can not be blank"
    },
    {
      "field_id": "feedback_option_id",
      "message": "Feedback option ID can not be blank"
    }
  ]
}
```

**Sample JSON response**

```

{
  "http_code": 201,
  "message": "Thanks for your feedback",
  "data": {
    "id": XXXX
  }
}

```

### Response Parameters

Element	Type	Description	Possible Value/Format
http_code	Integer	Status code	201 – Success 500 – Server error 422 – Validation error 401 – Unauthenticated 409 – Already provided feedback
message	String	Status message	
data	JSON object	Array of main options	
data.id	Integer	Newly stored feedback id	

## 7.3. Update complaint status

This API allows vendors to post feedback along with complaint status for a complaint and if the user chooses a option 'Unsatify'

#### Conditions to validate:

1. User should be owner or voted up for the complaint
2. Complaint should be is in resolved status
3. User can provide feedback at most once

**Method: PUT**

**End point:** <http://api.swachh.city/complaint/{id}/feedbacks/status>

**Headers:**

Accept : application/json

**Request Parameters** (Parameters marked with \* are mandatory)

Field	Type	Description	Possible Value/Form at
id*	Integer	Complaint Id	
vendor_name*	String	Vendor name	
access_key*	String	Access key	
user_mobile_number*	String   Integer	10 digit user mobile number	
feedback_option_id*	Integer	data.options.id from <a href="http://api.swachh.city/feedback/options">http://api.swachh.city/feedback/options</a>	
complaint_status_id*	Integer	5 – Reopened If the complaint already is in reopened status we can't again make it reopen	5
timestamp	Date time	If value not present, current timestamp will be saved	'Y-m-d H:i:s' (eg: '2017-11-01 10:02:01')
comment	String		

**Sample Request call:**

[http://api.swachh.city/complaint/{id}/feedbacks/status?vendor\\_name=XXXX&access\\_key=XXXX&user\\_mobile\\_number=XXXX&feedback\\_option\\_id=XXXX&timestamp=2017-11-01 11:02:09](http://api.swachh.city/complaint/{id}/feedbacks/status?vendor_name=XXXX&access_key=XXXX&user_mobile_number=XXXX&feedback_option_id=XXXX&timestamp=2017-11-01 11:02:09)

<b>Sample Validation error response</b>
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```

{
  "http_code": 422,
  "message": "Validation failed",
  "errors": [
    {
      "field_id": "user_mobile_number",

      "message": "User mobile number can not be blank"
    },
    {
      "field_id": "feedback_option_id",

      "message": "Feedback option ID can not be blank"
    },
    {
      "field_id": "complaint_status_id",

      "message": "Complaint status ID can not be blank"
    }
  ]
}

```

#### Sample JSON response

```

{
  "http_code": 201,
  "message": "Thanks for your feedback",
  "data": {
    "id": XXXX
  }
}

```

#### Response Parameters

Element	Type	Description	Possible Value/Format
http_code	Integer	Status code	201 – Success 500 – Server error 422- Validation errors 401- Unauthenticated 409 – Already provided feedback
message	String	Status message	
data	JSON object	Array of main options	
data.id	Integer	Newly stored feedback id	



**NOTE :** Swachhata IP address - **18.136.76.137**

For those who had whitelisted the IP address last year please update to the above IP address.