

GOVTECH & CIVIC INNOVATION · GOVT OF TELANGANA

Pattana Pragathi Toilet Monitoring System

Government of Telangana — CDMA / MA&UD

BUILD · LAUNCH · OPERATE · MOBILE APP · WEB DASHBOARD

The challenge

Telangana had expanded its municipal division with over 150 new municipalities, and planned 10,000+ public toilets in 2020 alone while pursuing Open Defecation Free ++ status under Swachh Bharat guidelines. Legacy monitoring systems could not keep pace with the rapid investment in urban planning.

The hard part: the application had to be simple enough for Telugu-medium, ground-level workers, while handling complex data across planned, under-construction and functional toilets — and nudging the good behaviour of twice-weekly maintenance, reported in real time.

What we did

We designed and built a sanitation/public-toilet mobile application with photo uploads and weekly review questions for sanitary inspectors, plus a web application and dashboard for CDMA to manage the backend statewide.

Phase I let ULBs and sanitary inspectors upload basic details, features and photos of newly constructed toilets; user counts scaled with the number of towns in Telangana. Roughly 5,000 toilets were live in the system with another 5,000–6,000 targeted by October 2nd, 2020.

- Deliberately simple UX for low digital literacy — without dumbing down the data model
- Image server and real-time reporting for state-level visibility
- Led by ASCI towards the ODF and ODF++ SDG goals of Govt of Telangana

Results at a glance

10,000+	150+	2x / week	ODF++
TOILETS MONITORED	NEW MUNICIPALITIES	MAINTENANCE CADENCE	GOAL SUPPORTED

The outcome

The app was launched and made available for public use on October 2nd, 2020 by the Hon'ble Minister for IT & MA&UD, with DWI's Managing Partner Vinod Achanta on stage. It became the monitoring backbone for the state's sanitation push.

Have a similar challenge? DWI.agency (a DIAS Works company) takes ideas to sale across brand, web, mobile, enterprise platforms, digital marketing and launches — now accelerated with AI. Brief us at www.dwi.agency/start-project.html or write to vinod@dias.works.