

Surat's ICCC - one of the earliest through SCM

Summary:

Surat operationalised its Integrated Command & Control Centre in 2016 to improve coordination with and integrate data from various arms of Surat Municipal Corporation and other departments. SMC has built a SMAC (Smart City) centre as an Integrated Command and Control Centre (ICCC) for effectively managing the city of Surat, including provision of good quality municipal/ allied services for the citizens.

Objective and rationale:

- To build a command-and-control centre and aggregate IT asset which is being utilized at different locations across Surat.
- To monitor different services of Surat Municipal Corporation at central location.
- To build an infrastructure which will be robust and scalable to integrate new services to be monitored in future as and when required.

Key Stakeholders:

- Surat Smart City Development Ltd
- Surat Municipal Corporation

Implementation strategy:

- The key features include monitoring city's BRTS network, traffic control/ policing, emergency services, grievance redressal, CCTV surveillance monitoring, streetlight monitoring, etc. Built at a cost of Rs. 32 Cr., Surat's ICCC integrates around 30 civic services and optimizes municipal asset utilisation. It thus comprehensively manages issues that improve the quality of life. The operation and maintenance of the centre is planned through PPP.
- The authority aimed to develop a robust system whereby inputs from different functional departments such as transport, water, drainage, emergency, IT, health etc. and can be assimilated and analysed on a single platform resulting in aggregated city level information.
- Post this aggregate, information at the city level can be converted to actionable intelligence or useful data which will be later circulated to relevant stakeholders and citizens for informed decisions.
- Citizens are being connected through variable message signs, website, mobile app, mobile alerts and social media. Thus, this integrated centre is a single point source in resolving all traffic & mobility issues to the satisfaction of citizens.
- The centre building has a floor area of 2,100 square feet, with a seating capacity of 22 operators and a meeting room.

Impact:

- By providing a holistic view of the key functions for managing the city, the command centre enables civic officials to optimise allocation of resources, adopt preventative maintenance measures, and proactively manage issues that affect quality of life of citizens.
- It enables integrated operations, informed decision making, gives real time data analysis.

Resource utilisation:

The control centre has been commissioned at a cost of Rs. 69 crores through SCM funds.

Lessons learnt:

- City wide digital interventions like ICCCs to integrate and monitor city operations is the most prominent improvement in civic administration catalysed by SCM. Based on needs and requirements of each city, the ICCCs may incorporate appropriate solution components for the facility to truly become city's civic management centre.
- With the implementation of this project, Surat Smart City Development Ltd (SSCDL) is able to monitor traffic movement, control the smart street lighting system and maintain a bird's eye surveillance of the city. This centre is collecting functional information of all the departments and public on a real-time basis and helping all the departments in maintaining civic service delivery standards on a day-to-day basis.

Source: (Smartnet - Surat Smart City, 2017) (Surat Smart City, n.d.)

Replicability and Sustainability:

This ICCC in Surat was one of the earliest ones to get commissioned under SCM. Till date, over 60 cities including tier 3 cities have developed or are developing ICCCs. The idea is to integrate different services to run city operations in a convenient and cost-effective manner.

Fact Sheet:



Thematic area	Use of technology for city operations
First-year of the program	2016
Responsible institution	Surat Smart City Development Ltd
Target audience	Residents of Surat
Coverage	Pan-city: Surat, Gujarat