

Bengaluru ICCC's initiatives during Covid-19 pandemic

Summary:

The IT Capital of India, Bengaluru tapped its technological expertise to combat the COVID-19 pandemic. It made use of real-time data to track and monitor COVID-19 positive cases and patients who are home quarantined. BBMP developed a Coronavirus war room in record 24 hours. This 24x7 Command and Control Centre has mapped each such case using GIS, tracking health care workers using GPS and drawing up containment plan using heat mapping technologies.

Objectives and rationale:

- To track and monitor the movement of COVID-19 infected persons and to trace their contacts
- To integrate real time data from various stakeholders in order to contain the infection
- To monitor movement of essential services

Key Stakeholders:

- Bruhat Bengaluru Mahanagara Palike (BBMP)
- Bengaluru Smart City Ltd

Implementation strategy:

To effectively leverage the city's technology solutions, Bengaluru's Bruhat Bengaluru Mahanagara Palike (BBMP) along with Bengaluru Smart City and support from technology partners, set up a COVID-19 War Room which was assembled in 24 hours. It focuses on using real-time data to track citizens who test positive, those under home quarantine, as well as primary and secondary contacts of all positive cases. Geographic Information System (GIS) data is used to map COVID-19 cases and by early April, Bengaluru became the first Indian city to put out data on new COVID-19 cases daily.

The War Room runs continuously, and uses dashboards to integrate data from police, hospitals, and health department, among others. The strategy employed creates risk profiles of neighbourhoods, monitors distribution of resources to the areas that need it the most and monitors economic activity and movement in low-risk zones. Movement in containment zones and home quarantine is tracked through mobility data from phones, GPS and social media. GPS systems are also used to track the movement of healthcare workers and service vehicles. Citizens under quarantine receive regular calls from the War Room over a two-week period to check for COVID-19 symptoms.

To engage with citizens at this critical time, BBMP has released 59 bulletins, written in easy to understand language. The War room also serves as a virtual learning centre - some identified RWA heads interact directly with decision makers through video conferencing which helps in training them so that there are no gaps in the understanding of a containment zone and in-field operations. Apps to support home delivery, Sahaya Setu, hunger helpline for distribution of food had also been set up. The application also has a feature of containment zone analysis to recommend possible actions of enforcement.

Resource utilisation:

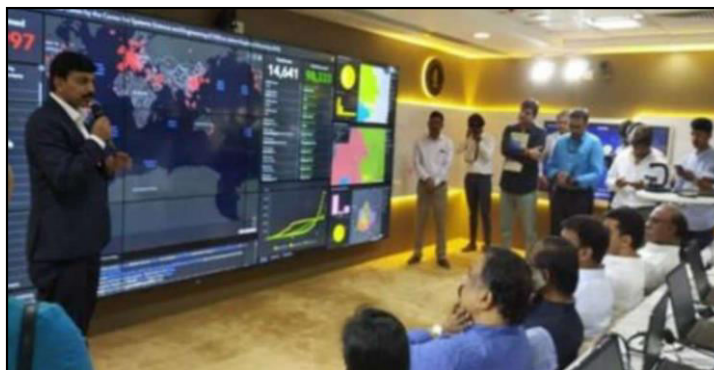
The ICCC in Bengaluru was commissioned at a cost of around Rs. 113 crores through SCM funds.

Impact:

- Real-time situational analysis efficiently monitored, aiding strategic planning and decision making.
- Model War Room Implementation Handbook was developed which is a simple to use operational structure with a checklist to see if or not a city is ICCC used effectively.
- Systems which included multiple dynamic forms to understand on ground activities were also developed by the organization.
- Systematic governance structures were set up so that all entities are managed well.
- In addition, the War Room also tracks and manages contact tracing and building awareness around COVID-19. The BBMP War Room case study has been virtually demonstrated before a committee to serve as a model for other cities to replicate.

Key Challenges and Lessons Learnt:

COVID-19 has given smart cities the opportunity to unleash their true potential and harness their quintessential role in disaster management using technology. Demonstration of adaptive leadership at such times, technology enabled, and people-centric responses, awareness and capacity building are some of the practices which Bengaluru and several other cities have exemplified. *Source: (MoHUA, 2020)*



Replicability and sustainability:

Several smart cities through their ICCCs have demonstrated commendable response in handling this unprecedented situation. Peer learning between cities could be undertaken to share unique experiences of handling such crisis to avert them in future.

Fact Sheet:

Thematic area	Using technology to improve city operations
First-year of the program	2020 (As COVID-19 war room)
Responsible Institution	Bengaluru Smart City Ltd & Brihat Bengaluru Mahanagara Palike
Target audience	Residents of Bengaluru
Coverage	Pan-city: Bengaluru, Karnataka