Jabalpur Smart Surveillance: JSS COVID-19

PRE FACE:

The pandemic of Covid-19 is beginning to engulf small cities continuously from big cities. Jabalpur MP was the first city where a positive case of Corona virus was registered. With this information, the city administration became conscious and stepped into the field to fight this pandemic with full strength.
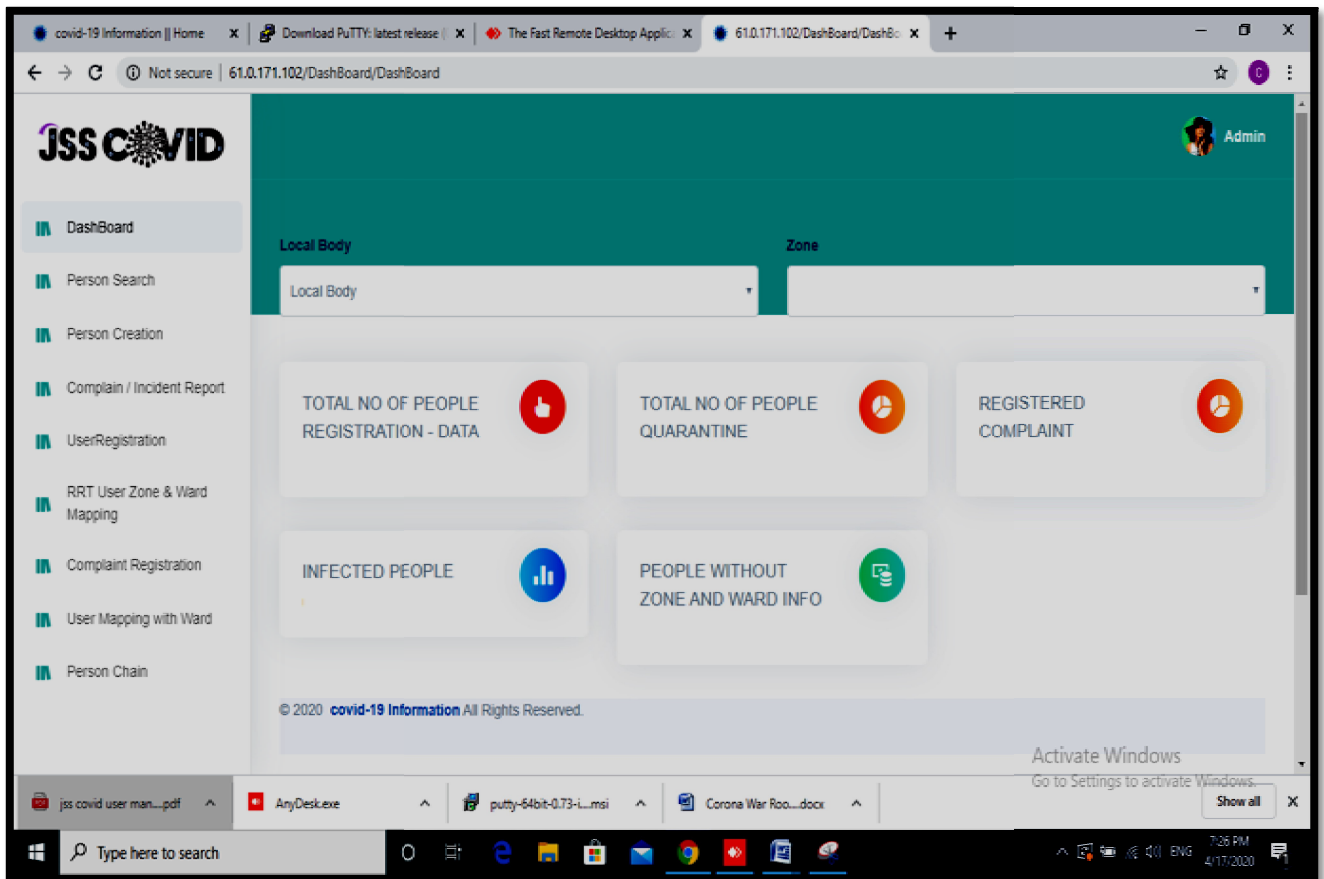
In Concurrence of this Integrated Command and Control center was converted into Corona War Room and for 79 wards of Jabalpur dedicated Rapid response teams were formed. Soon enough Integrated Command and Control Center became the focal point of all the corona related activities. Through PRI system dedicated 15 Telephone lines (07612637500-515) were converted into local helplines with call recording facility. Through SWAN, 181(CM helpline) and 104 (State health helpline) were also integrated in ICCC. These calls are bifurcated into 8 different categories A,B,C,D,E,F,G and H. All these calls/complaints are then forwarded to concerned RRT'S via Incident Commanders. As a result daily traffic of 300-400 complaints are forwarded to RRT'S . Apart from this Jabalpur District Administration has also asked appealed to citizens of Jabalpur regarding their self declaration of Domestic travel history post 10th MARCH. Around 14,000 citizens submitted their self declaration via Google forms. Apart from this there are 14 outer border checkposts of Jabalpur District. Security Personnel and Medic team deployed at border enter the data through google forms which is reflected in real time to Corona War room. There is a dedicated team deployed at Corona War room (ICCC) to cater food related complaints. Till now about 1575 Food complaints were registered in control room. To cater this huge data coming from various sources and converging into ICCC, Jabalpur Smart City Limited developed a platform named as JSS COVID (JABALPUR SURVEILLANCE SYSTEM COVID).

TARGET ISSUES:

1. Reduction of Manual exercise for data entry.
2. Real time data entry.
3. Integration of all resources in 1 common platform.
4. Real time assignment of issues to respective RRT.
5. Timely disposal of issues.
6. Integrated tracking of issues with escalation.

7. One point stop for citizen services during COVID.

8. Making available to the citizen various government circulars on COVID 19.

With keeping all the above points Jabalpur Smart City Limited worked on to develop a platform which will ensure end to end process of complaints. Jabalpur Smart City Ltd had come up with the solution of JSS COVID i.e. JABALPUR SURVEILLANCE SYSTEM COVID. In this system all the complaints / information which is being captured either though Helpline number, Self declaration information via Google forms for travel history, 14 check post information of Jabalpur is being brought under one link. With the help of this link if any complaint is entered in the system realtime SMS goes to the concerned RRT for respective action. Also if any food complaint is received in the portal the same information get transferred to the respective DE of Municipal Corporation Jabalpur. The concerned RRT / DE is enabled to check the no of complaints pending at their end and the complaints which were resolved by them.
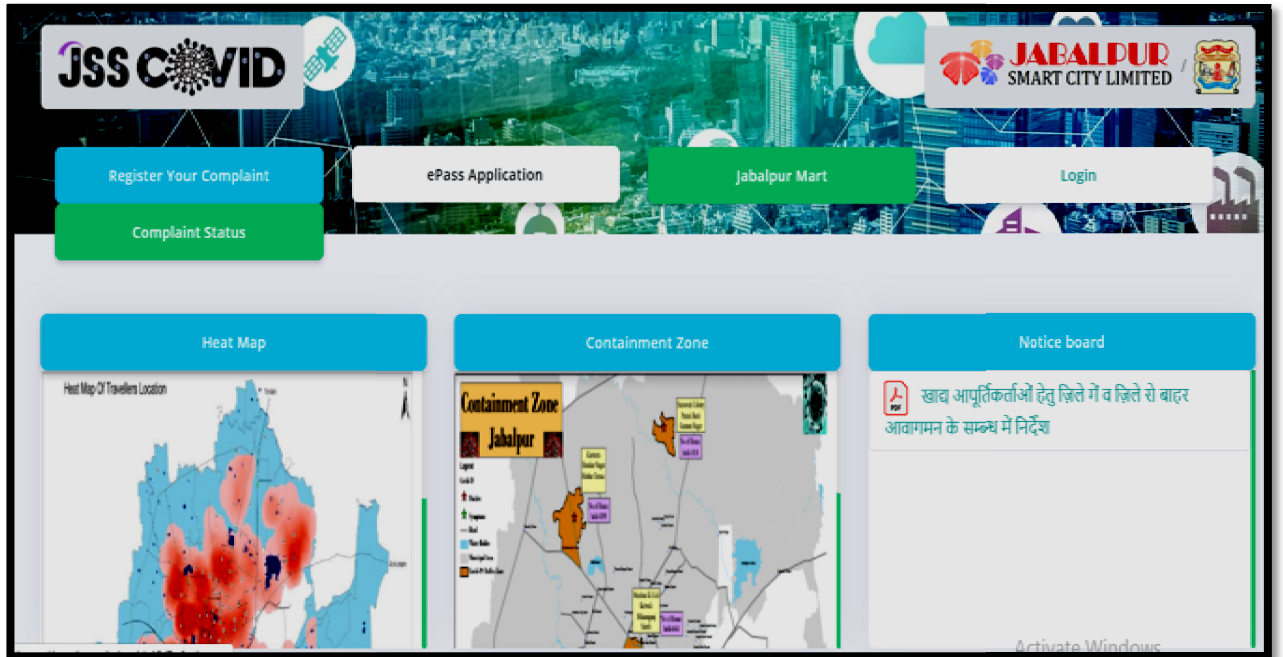
The newly developed system is helping the Corona Control room to save resources for manual data entry as the application captures the data at source and all the data entry points were integrated with the application like 14 check posts data which flows directly into the system from google form which earlier used to flow to the command control room first in the form of snaps and which was further entered manually by the operator into the system, similarly the data of Self declaration of travel history is also flowing directly into the system and had reduced the existing exercise of sorting / segregating the data, manually assigning the complaints to the RRT and then the follow up. Also the citizen is given an interface to login their compliant and check their status.

Also the system is also providing the citizen access to various useful information like the red zones, hot spots in the city, various circulars of Government State / Central, various information provided by the district administration and access to various useful links like e-pass facility etc.

With the help of the JSS COVID, JSCL will be able to monitor the status more efficienty.