

# MANGALURU

## ICCC – COVID-19 Command & Control Room



**MANGALURU SMART CITY LTD.**

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# PREFACE

## COVID-19

India and the world are in the middle of a major crisis, due to spread of Contagious “Wuhan Corona Virus (COVID-19)”, which is transmitted from one person to the other by Contact. This being the new virus mutated from animals, there is no known vaccine & proven medicine for cure. The known way is to contain the spread of virus, by isolating the known case, keeping distance from affected person and avoiding contact.

### **MANGALURU CITY**

Mangaluru is one of the major Commercial and educational city in the state of Karnataka, having all modes of Transportation including Road, Rail, Air and Water. Mangaluru district Administration is having a major task to collect data from different ports and stations, collect data of passenger movement, identify crisis, contain, isolate and treat people.

Being a border city with Kerala, there is major movement of people from Kasaragod (Kerala), travelling to Middle East, which are both hotspots of the COVID-19 (corona) virus.

Being a multicultural city with migrant workers, students and goods transportation from the hinterland, contributing to the country economy, Dakshina Kannada district administration has a challenging task to identify and contain the cases.

### **MANGALURU SMART CITY LTD**

Smart City Mission is a new bold initiative from the Government to provide the cities with core infrastructure, a decent quality of life to its citizens with clean sustainable environment, and application of smart solutions to enable better governance. Under the GOIs initiative, a Special Purpose Vehicle (SPV) called Mangaluru Smart City limited is established to introduce

smartness into the existing facility, facilitate smartness in governance, provide data transparency and one touch solution to its citizens for every day need.

The project is under implementation and Mangaluru Smart City Ltd. stood-up to the call of the nation in this challenging time by making its Integrated Command and Control Centre as the Central War Room to the District Administration, for their fight against the non-visible Challenging Corona Virus (COVID-19).

In this document, we try to provide you with the initiative taken and facility provided by Mangaluru Smart City Ltd. in the ward against the virus.

# ICCC

Integrated Command & Control Centre is an initiative by the Smart City Mission to provide the facility to collect the data from different parts of the city, compile the data and help the Administration to evaluate and take decisions on Real time basis.

This provides single point of contact to the citizens to contact the administration, take help and guidance during the crisis.

ICCC is equipped with wall to wall digital wall display to provide data, picture, video and instruction in a common platform to all the team members in the war room.

## **COVID-19 WAR ROOM**

ICCC provides following Infrastructure and Operational Facility during the Crisis, which are listed as follows.

1. *Clean & Comfortable Working Environment*
2. *Video Wall Digital Display (2x4x55")*
3. *Access control System (Disabled for restricting touch contact)*
4. *Help Desk Toll Free Telephone Lines for Volunteers*
5. *Disaster Management & Emergency Response Software*
6. *Law & Order Maintenance*
7. *Command & Control operator stations and Help Desk*
8. *E- Gate pass facility for Vehicle, Essential Goods Movement and personal movement for Emergency.*
9. *GIS Mapping of Quarantine areas*
10. *Common assets and facility listing & Mapping.*
11. *Nodal officer Details for each activity & zone*
12. *Facilitate Operational help for Free Food Facility Centers*
13. *24x7 IT Infrastructure Technical Support*



# Infrastructure and Facility

## **CLEAN & COMFORTABLE WORKING ENVIRONMENT**

ICCC is provide with clean and controlled working environment to help the Operators and Volunteers in good health and alert condition.

The Building Management System available provided a very clean, hassle free, safe, comfortable environment to all the operators and volunteers.

UPS back up and DG set with Auto start facility is available for hassle free operation of the center on 24/7 basis. High priority on call support from MESCOM, BSNL and Police were requested uninterrupted operation and is ensured.

Structured cabling system for the complete Control Room ensured uninterrupted safe operation of the facility. Provision to monitor the ICCC Operation through Mobile App is provided to District Administration.

Biometric Access Control System is disable to control transmission of Corona Virus through common surface.

Facility is kept clean by pressurized, controlled environment with no footwear and food within the ICCC, policy.

Food, water and beverage is provided to the ICCC personnel, through Mangaluru Corporation Canteen facility for 24/7 operation.

## **VIDEO WALL DIGITAL DISPLAY 2X4X55"**

High resolution Flat Screen Matrix display is provided to View Common Data, picture and Video on continuous basis.

Common reference and Normal Operating procedures are made available for the operators through the display. Training is imparted through the Common Display whenever is required.

Camera Footage, Data base display, GIS Maps with data can be pulled any time required, on the Common display for monitoring and discussion.

Display Driver Server ensures that, access to Digital Display System from different subsystems are smooth and easy. Digital Display wall is extensively utilized for ease of operation and monitoring purpose.

## **ACCESS CONTROL SYSTEM**

Biometric Access facility is available for restricting the entry and access to the ICCC Room facility with Log system.

Presently the System is being over ridden to avoid personnel contact, contamination maintaining hygiene.

## **HELP DESK TOLL FREE TELEPHONE LINES**

Ten Help Desk Toll Free Hotline Telephone facility is provided for the Crisis operators on their Desk. The Cabling is provided through structured cabling facility to avoid cable clustering, high quality voice with noise attenuation and to avoid personnel hazard during personal movement.

Four-digit Toll Free no. 1077 is provided to city dwellers to call & communicate with the Helpline. Hunting Line will ensure that the incoming call will be transferred to the next available Operator in the ICCC.

Operational Help from Police, Medical, Red-Cross, Health Department, Corporation, District Administration is provided centrally from single Help Desk No. 1077

More than 16,000 calls were received during the last three weeks of operation.

Disaster Management and Emergency Response Software is made available at the Centre to the Operators.



## **DISASTER MANAGEMENT & EMERGENCY RESPONSE SOFTWARE**

ICCC is equipped with Disaster Management & Emergency Response (DMER) Software to facilitate the team with Caller Tracking and response mapping for every ticket.

The operator on receiving a call need only has to enter the personnel data with location and phone no. to register. Depending on the request from the caller the operator is provided with data and facility to allocate the case to the respective response group like Police, Ambulance, Fire etc and allot assets for each subsequent activity. The DM&ER data base has all the common facility and asset details like Ambulance details with GPS location, Hospital Facility and Operator is able to allocate and respond immediately or pass on the ticket to respective dept/area for further response.

DM&ER Software of ICCC has the facility to track each ticket with comments till its logical conclusion. Data base is maintained and used to indicate Key Performance Indicators (KPI) to evaluate, analyse call details and provide response time.

## **LAW & ORDER MAINTENANCE**

ICCC is having personnel from the Police department and Toll Free Help line facility provides guidance to the citizens with do's and dont's during the lockdown. Complaints from remote locations are received, registered and passed to the respective police stations to implement Law & Order Maintenance.

Citizens participation during this time period, helped Police to identify illegal Movement of Quarantine people and warning them on violation.

Quarantine App introduced by the District Administration for Android phones, helped identify and restrict Quarantine People's movement. This App with frequent selfie update from Quarantined people helped to identify Geo Fence violation and restrict their movement.

Volunteers in the ICCC Room relentlessly followed with the suspects and made this quarantine 100% applicable to the suspects

## **COMMAND & CONTROL OPERATOR AND HELP DESKS STATIONS**

ICCC is with eight Operator Stations and Five Help Desk Stations. Helpline Operators and Volunteers are provided with Operator Stations with access to e-Gate Pass servers and DM&ER Software.

Help Desks Stations are utilized for GIS, App based System resources, Medical Professional, facilitating People and for resource movement for food. Two of the Help Desk Stations are multitasked as Helpline Operators Desks on demand.

Each Operator and Help Desk Station is provided with Dual Monitors for Multitasking and easy operation.

Network Video Display ensure that the individual subsystem is capable of accessing the Video Wall Display for sharing data, video and picture.

## **E- GATE PASS FACILITY FOR VEHICLE, ESSENTIAL GOODS MOVEMENT AND PERSONAL MOVEMENT FOR EMERGENCY.**

Keeping in mind that during the Lock down, it is very much essential to keep running the essential goods movement and Emergency medical facility for Dialysis, Chemotherapy, maternal delivery etc. For this the District Administration initiated an e-Gate pass facility and is Operated from ICCC for filling and issuing these e-gate pass. This in Conjunction with Hotline Help Desk has facilitated every need of the citizen for emergency movement.

Whatsapp Desktop App is used for data verification by the Doctors for issuing Emergency Gate pass. Similarly the Vehicle passes were issued through Whatsapp for users.

## **GIS MAPPING OF QUARANTINE AREAS**

GIS Mapping of the suspected persons was monitored on continuous basis. Approximately 7,000 people were self-quarantined and their GIS locations were maintained. This helped to dispatch Health workers, police personnel in educating, monitoring the suspects and provided assurances. This GIS Mapping helps the district administration to deploy resources for health, food, essentials and contain further spread.

## **COMMON ASSETS AND FACILITY LISTING AND MAPPING**

To take care of Migrant Workers and homeless people, Common government facility like Schools are identified. Respective Nodal Agents for each facility is identified and mobilized. Resource Data is collected and additional facility like Toilets are provided, making the facility available for immediate deployment and future eventuality.

## **NODAL OFFICER DETAILS FOR EACH ACTIVITY & ZONE**

For Each Activity per Zone Nodal Officers are identified and their contact details are made available at the ICCC for the Operators and volunteers for immediate deployment of resources to people in need. This also helped providing the right information to Citizens during the crisis, helping them reducing their anxiety.

## **FACILITATE OPERATIONAL HELP FOR FREE FOOD & SHELTER FACILITY CENTERS**

Depending on concentration of home-less migrant people, new centers are opened and food is served. Depending on the no. of people in each center, food is arranged and provided. Volunteer Organizations are coordinated and facilitated to provide food, where required.

Toll Free Hotline 1077, received calls for food and shelter. Hotline Operators direct them to nearby facility. The nearby grocery store details were provided to citizens for procuring daily essentials.

## **24X7 IT INFRASTRUCTURE TECHNICAL SUPPORT**

Mangaluru Smart City Ltd along with Local System Integrator (LSI) Madras Security Printers Pvt. Ltd., is providing 24x7 IT Infrastructure and application support on site and remote.

IT Infrastructure Team is in co-ordination with different stake holders like Internet provider, Telecommunication, Social Media, channel Partner and MESCOM to make sure all the services are at ICCC are running without any interruption, during the COVID-19 crisis.