

**K-14012/101(09)/2020-DD(SC)**  
**Government of India**  
**Ministry of Housing and Urban Affairs**  
**(Smart Cities Mission)**

Nirman Bhawan, New Delhi  
Dated the 17<sup>th</sup> April, 2020

To,

All Principal Secretaries & Mission Directors of State,  
Smart Cities Mission

**Subject: COVID-19 Pandemic - Quantela's CoVER Solution for Cities**

Dear Madam/Sir,

As you are aware, COVID-19 outbreak has adversely affected our cities functioning. All States & Union Territories are at the forefront in fighting and containing the outbreak and reducing its impact on the society, businesses and individuals. The cities are expected to mitigate the chaos and uncertainty by effective communication, information dissemination, and predicting the future course of preparedness by leveraging all possible resources / tools available, including Integrated Command and Control Centres (ICCC).

2. To manage this crisis, Bruhat Bengaluru Mahanagara Palike (BBMP), with the support of Bengaluru Smart City Limited (BSCL) has undertaken a commendable initiative by setting up a COVID-19 War Room. This has been accomplished with support from diverse industry organizations and technology partners, by leveraging a number of technology solutions, mobile apps and good operational practices and Standard Operating Procedures to manage situation on ground. The "Model War Room" solution at BBMP was made ready for use within few days from initiation.

3. In this regard, M/s Quantela Inc., one of the technology partners associated with this initiative, has offered to make this solution viz. "CoVER solution" available to other cities for use at no cost to the Government, along with requisite customization for a period of six months. CoVER solution will help cities and States to better prepare, monitor and contain current COVID-19 pandemic by enabling authorities to monitor, prevent, act, diagnose, treat and communicate by leveraging technology and partnerships. It provides a platform with the ability to consume information from multiple data sources in real time into a single dashboard that provides complete situational awareness to the concerned authorities. Details of the proposed solution may be seen in the letter from M/s Quantela at Annexure I.

4. In light of the above, ULBs/Smart City SPVs may like to connect with M/s Quantela Inc. to access the solution provided through the "CoVER solution" for effective management of the Pandemic in their city.

*Regards,*

**(Rahul Kapoor)**  
Director (SC III)  
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Copy to: Municipal Commissioners and CEOs of Smart City SPVs

# CoVID Support



## **We're here to help!**

Quantela is dedicated to provide the highest quality of service through knowledgeable and responsive technical support. Get support by email or phone (9 AM – 8 PM IST; 7 days a week).

You can reach out to us at

Email: [CoVER@Quantela.com](mailto:CoVER@Quantela.com)

Phone Support (Tier 1): Balaji Janyavula : +91-98661 35140

Leena Choudhury: +91-9121849719

For any escalations,  
please reach out to [suresh@quantela.com](mailto:suresh@quantela.com) or +91-9490787999