

B.H. ANIL KUMAR, I.A.S.,
Commissioner



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No.BBMP/Commr/PSR/ 62/2020-21

25th April 2020

Dear *Keenol*,

Subject: Bruhat Bengaluru Mahanagara Palike – BBMP's initiative to fight against COVID-19 Crisis – Regd.

It gives me immense pleasure to inform you that Bruhat Bengaluru Mahanagara Palike (BBMP), with the help of Bengaluru Smart City Limited (BSCL) has set up Strategic Operations Command Center called as BBMP COVID-19 War Room on 22nd March, 2020, to fight COVID-19 pandemic with comprehensive city-level planning. This has become very effective with your initiative to collaborate and handhold the War Room, give technical support and provide guidance at each stage, make it outcome-oriented by targeting predictive modelling strategies for planning and preparedness.

The War Room has enhanced the effectiveness of the city administration in managing COVID-19 situation. It functions as a central repository of data vis. COVID-19 positive cases, primary and secondary contacts, availability of resources including hospitals / fever clinic / testing labs / ventilators / ICU etc. which are visualized on a video wall with multiple GIS layers to provide situational awareness in near-to real time. Further, it facilitates as a decision support system for operations management and timely dissemination of information to the city stakeholders vis. Covid-19 hotspots, resources utilization & management, public dashboard and city's preparedness to face the crisis. The War Room draws upon multitude of technologies and data analytics that have been developed through a collaborative effort after the initial establishment by M/s Prodigital firm and various partners including, inter alia, M/s. Pricewaterhouse Coopers, M/s. Infosys and M/s. Quantella and ESRI India and others.

Over the period of functioning of the War Room, we have identified a number of Standard Operating Procedures (SOPs) & Use cases on city preparedness and alerts at various levels. This has enabled the city administration in raising timely alerts and take corrective measures to control the spread of the pandemic. As you expressed during our virtual conferences and discussions, we feel that our recent experience in handling this crisis by use of technology may prove to be useful for other cities and help them in managing the pandemic better.

In this context, the Special Officer, BBMP COVID-19 War Room & Managing Director, BSCL has prepared a handbook on Emergency Response War Room for Smart Cities, comprising model SOP, operations documents and a presentation on managing the Covid-19 crisis. The handbook can be a useful guide to CITIES that are on way to preparing their own strategy in managing the pandemic and will lead to broad peer-to-peer learning among Smart Cities. Sharing the same document here and the same shall be placed for the kind knowledge of Secretary, MoHUA who has also guided and been our support in this journey and BBMP's fight against COVID-19.

With regards,

Yours sincerely,



(B.H. ANIL KUMAR)

To
Shri. Kunal Kumar, IAS
Joint Secretary & Mission Director,
Smart Cities Mission,
Ministry of Housing and Urban Affairs,
Nirman Bhawan, New Delhi

Copy to :

1. Chairman, Bengaluru Smart City Limited & Addl. Chief Secretary, Urban Dev. Dept., Govt. of Karnataka, Vikasa Soudha, Bengaluru
2. Managing Director, Bengaluru Smart City Limited, Bengaluru.