Tech Clinic

Besides bringing focus on Urban Health, COVID has also brought to the fore the important role that ULBs can play in each city fighting COVID. One of the tools used extensively in this period has been technology. COVID aside, the role of technology in undeniable in today's world, more in City Administration. Be it technology innovation in water supply, citizen service delivery, environmental sensors, smart devices.

Technology is all around us and it only helps us serve our citizens better, transparently, effectively and more importantly with speed. Hence, to keep abreast with latest technological innovations, a series of Webinars (Tech Clinic) are being curated to provide the first-hand glimpse of Technology innovation and Smart Solutions to the responsible city administrators. The webinars will cover innovations in key urban sub-sectors (water, mobility, energy, citizen services, waste management), introduce the audience to the new-age technologies that are finding their way into our lives (AI, ML, IoT). These webinars will be a great learning platform for the stakeholders.

Webinar 1: COVID-19 War Room- Scaling up the BBMP Model

(Access recording here)
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To manage COVID-19 crisis, Bruhat Bengaluru Mahanagara Palike (BBMP), alongside Bengaluru Smart City has undertaken an innovative initiative by setting up a COVID-19 War Room. The war room has been set up with support from diverse technology partners. It has helped streamline communication, enable coordination, and manage critical operations to tackle the outbreak of COVID-19 in Bengaluru city. This episode of the webinar focused on War room IT blueprint, Governance Structure, Procedures and platform implemented at BBMP war room.

Speakers

1. Mr. Kunal Kumar - Mission Director and Joint Secretary, Smart Cities Mission, MoHUA
2. Mr. BH Anil Kumar - Additional Chief Secretary, Government of Karnataka and Commissioner BBMP
3. Ms. Hephsiba Rani Korlapati - MD Smart City Bengaluru and Special Officer COVID 19 War Room
4. Mr. Subhash Patil - PWC
5. Mr. Aneel K - Quantela Inc
6. Mr. Raghu Dharamraju - Data Science Consortium

Introduction - Mr. Kunal Kumar, Mission Director and Joint Secretary, Smart Cities Mission, MoHUA

- Mr. Kunal Kumar elaborated on how use of digital technology has differentiated previous pandemics with the current COVID- 19 outbreak
- He mentioned that technology is being used for 4 main purposes, namely: Information, Communication - city stakeholders and vice versa, Management, Preparedness
- He marked how Bengaluru has managed this effectively resulting in fewer COVID-19 cases compared to other metros in the country
- He also emphasized on how the Bengaluru model is an excellent example of a successful Public Private Partnership: different types of contributors coming together to tackle the on-ground issues

Webinar 1: COVID-19 War Room- Scaling up the BBMP Model

Mr. BH Anil Kumar - Additional Chief Secretary, Government of Karnataka and Commissioner BBMP

- Mr. Anil Kumar gave several perspectives on the on-ground operations of the BBMP War Room
- The war room, set up in 24 hours, became the main strategy room for fighting the rising COVID-19 cases in the City. It was set up with pro-bono contributions from different organizations
- The city administration mapped all public health infrastructures to the dashboard and created a database of government resources
- The system works on an advanced system of forward-backward linkage - real time feedback from on ground is relayed to the ICCC and on-ground operations are modified accordingly. This has also helped the authorities in managing the influx or outgo of migrants in the City
- It is expected that the ICCC system will be used extensively even in a post COVID-19 time to improve the service delivery of ULB
- BBMP has also signed an MoU with Indian Institute of Science to develop COVID-19 pandemic predictive modelling software

Ms. Hephsiba Rani Korlapati - MD Smart City Bengaluru and Special Officer COVID 19 War Room

- Ms. Korlapati gave further details regarding the operations of the war room. The war room has received support from the cabinet in its functioning and has also been assisted in scaling operations
- 9 PM debriefing sessions to check activity list, anticipate situations so brainstorming sessions. This ensures alignment of all relevant enablers.
- Other than the activities mentioned earlier, the following have come in very handy for the team; Collation and standardization of data along with surveillance, analytics, and accurate data sources
- BBMP has developed 3 mobile based applications to monitor containment, engage with the City and manage municipal operations
- 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 center. Some identified RWA heads interact directly with decision makers through video conferencing. It helps in training them so that there are no gaps in the understanding of a containment zone and in-field operations.
- BBMP has also done a 'Sentiment analysis' through social media to understand the pulse of the City
- Apps to support home delivery, Sahaya setu, Hunger helpline for distribution of food have also been set up

Mr. Subhash Patil - PWC

- Mr. Subhash outlined some of the key services, in line with the 4 quadrants, which his organization has provided.
- PWC worked with a common operating procedure for ensuring coming together of various subsystems to tap into all sources of information
- 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

Mr. Aneel K - Quantela Inc

- Mr Aneel K elaborated the coronavirus emergency response solution for the audience
- He mentioned, if cities have effective funcitioning ICCC systems, the COVID-19 solutions should not take time to develop
- The company created a data acquisition layer and then an automation layer to establish the data pipeline
- They have already deployed solutions in 20 cities across the country
- Mr. Aneel urged the city administrators to use technology to manage resources (food/ration, number of beds). This kind of technology can easily be created by a multi-dynamic form which will allow decision makers to get direct access to the resource map automatically.
- For contact tracing they have aggregated the data and uploaded it on ICCC to track movements, household wise
- The application is also being used for keeping the relevant stakeholders and citizens informed

Mr. Raghu Dharamraju - Data Science Consortium

- Mr Raghu outlined some of the key services that his organization has provided during the COVID-19 pandemic
- The Consortium has developed an easy to adapt toolkit that is scientifically proven and tailored for administrators. The main components of the toolkit include Mobility analysis, Healthcare Demand Prediction, Scenario Modelling, Future Hotspots
- The team then elaborated on the features of mobility analytics which involves historical tracking of the person along with visualization
- The application also has a feature of containment zone analysis to recommend possible actions of enforcement. It is careful to not give personal information to anyone
- A demo on their application was given, this included their work in Belagavi, Mumbai and Bengaluru. A demonstration of the data entry app used by the field officer was also given.