

# 19. SMAC (SMART CITY) CENTRE – SURAT

*“Smart utilization of Surat City’s potential for enhancing quality of life for citizens”*

– Part of vision, as expressed in the Smart City Proposal (SCP) for Surat

## CONTEXT

Surat is a rapidly growing city with a decadal city growth rate of 55% (2011); the current population of the city is about 5.5 million. The municipal limits of Surat Municipal Corporation (SMC) covers an area of 326 square kilometer. SMC has the overall mandate to manage the city, for which it has a budget exceeding INR 5,000 crore and employees a workforce of about 17,000 persons. SMC provides various services like healthcare, water supply, sewerage, solid waste management, fire and emergency response, ambulance, parks and gardens, swimming pools & sports facility, primary & secondary education, etc.

Rapid population growth, extended geography and extended/ coordinated city operations need a huge coordination effort to deliver citizen services and manage the city. As managing/ coordinating and monitoring the city functions is a complex task; it was felt that a centralized system will be required for the purpose.

## THE INTERVENTION

### Project description

SMC is building a SMAC (Smart City) centre as an Integrated Command and Control Centre (ICCC) for effectively managing the city of Surat, including provision of good quality municipal/ allied services for the citizens.

The SMAC centre building has been constructed. This building has a floor area of 2,100 square feet, with a seating capacity of 22 operators and a meeting room. As a key feature, the centre houses a Video Wall spanning across 240 square feet area.

SMAC Centre of SMC was launched on 25 June 2016 and in the first phase, the following systems are covered:

- Property tax system
- VBD Health Survey Application
- Complaint Management System

- Monitoring City Operations through CCTV Network
- Water Treatment Plant (WTP) SCADA
- Sewage Treatment Plant (STP) SCADA
- Intelligent Transit Management System (ITMS)
- Swachh Bharat (Swachhata App)
- Monitoring of Door to Door Garbage Collection using GPS

It is planned to incorporate and monitor various SMC operation through SMAC Centre in future. The list of such system is as under:

- Intelligent Traffic Control System (ITCS)
- Automatic Fare Collection System (AFCS)
- Green Surat
- D2D Municipal Solid Waste Management
- Biometric Attendance
- Parking Management
- Hoarding & Advertising Management
- Call Centre
- Road Asset Management System (Service Application for Road and Streets in Surat)
- Health System (Surat Urban Health Action System)
- Multipurpose Payment & Service Access Card (S-Connect Card)
- Water Quality Monitoring (Water+)
- Street Light Maintenance System (i-Promise)
- Property Tax Revision
- Night Round Monitoring (Suman Watch)
- EWS EMI Collection

The SMAC centre will collate/ integrate data from all departments of SMC and the other collaborating departments – that will participate as part of the SMAC centre; notably for BRTS/ city bus service, traffic control/ policing, RTO services, fire/ emergency services etc. The SMAC centre is expected to onboard all intended functions by April 2018.

#### Key outputs/ outcomes

SMAC Centre (Smart City Centre) is an administrative control centre for Surat and it will help the city in:

- Improving coordination, administration/ management and service delivery
- Bringing in synergy between different departmental activities by effective coordination/ monitoring of city operations
- Monitoring of the abnormal events and help take corrective actions
- Monitoring the Key Performance Indicators (KPIs) for various activities
- Optimal utilization of municipal assets

Once fully operational the SMAC centre is expected to integrate 30 civic services from SCM and other departments. SMAC Centre will also provide for composite management of services where multiple agencies have interest.

### Impacts

By providing a 360-degree view of the key functions for managing the city, the SMAC centre will enable city officials to better allocation of resources, adopt preventative maintenance measures, and proactively manage issues that affects quality of life for citizens in Surat.

### Support and mobilized resources

The SMAC centre has a costs outlay of around INR 32 crore, which will be financed entirely from Smart City Mission (SCM) funds. The operation and maintenance of SMAC centre is planned through PPP.



SMAC Centre Surat