



Indian smart cities'  
response to COVID-19  
Deloitte case studies

# Summary note

COVID-19 has engulfed almost the entire world, challenging governments to act in ways usually reserved for war, depressions, and natural disasters. Governments across the world are taking extreme measures to limit loss of human lives and minimise economic disruption. The Indian government has also taken several measures to contain the spread of the virus in the country. The key measures include (i) containing the spread of COVID-19 at the community level by imposing a country-wide lockdown; (ii) tracking and tracing COVID-19 patients; (iii) augmenting and strengthening the healthcare system to manage testing, quarantine, and hospitalisation of people; (iv) announcing a fiscal stimulus package to help the economically vulnerable sections and businesses affected by the pandemic.

In an immediate response to COVID-19, many smart cities in India are using smart solutions and facilities that have been implemented as part of the 100 smart cities programme. The smart cities across the country are seen to have taken the pandemic as an opportunity to innovate, learn, collaborate, and find ways to respond to the crisis.

About 45 cities across the country have converted their Integrated Command and Control Centres (ICCC, created under Smart City Mission), into COVID-19 war rooms to monitor the city-level emergency response, including effective implementation of lockdown.



## Cities (covered in the case study) took the following key initiatives to respond to the pandemic:

01



### Using ICCC as a COVID-19 war room

- Monitor activities across the city to manage lockdown, identify incidence of violation, and take responsive actions for enforcement.
- Trace and track suspected and positive cases, enforce quarantine protocols and facilitate treatment of those affected; develop and launch an app to assess, track, and trace suspected and positive cases.
- Disseminate information and generate awareness on pandemic; the city administration took measures to take care of citizens' health, safety, and access to essential goods and services.
- Operate 24x7 city helplines and a citizen grievance redress system, and use the facilities for telemedicine consultations, emergency response, etc.
- Develop GIS-based COVID-19 tracker dashboard showing various key parameters, such as disease hotspots and a heat map (providing information on the number of positive, negative cases, patients recovered, daily case count, trends, age groups affected, etc.), to help take data-driven decisions based on data analytics; predictive analysis of likely hotspots.

02



### Managing lockdown – Social inclusion

- Develop mechanisms to identify those who are in need of food and shelter, along with their locations within the city.
- Set up food banks/canteens with support from civil societies/non-governmental organisation (NGOs), local businesses, volunteers, to provide food to the needy.
- Create food control rooms to monitor preparation and distribution of cooked and dry/package food to various localities around the city.
- Ensure migrant labour/homeless are accommodated, along with arranging food and healthcare facilities for them.

03



## Managing lockdown – Delivery of essentials at doorstep

- Facilitate uninterrupted supply of essential items, as well as their transportation, storage, and delivery across the city by creating a strong supply chain.
- Set-up food supply control rooms to track and manage the delivery of essentials at the doorstep.
- Set up web-portals to provide information on the list of ward-wise vendors for doorstep delivery of essentials, including groceries, vegetables, fruits, and medicine.
- Issue essential service passes and separate ID cards for COVID-19 volunteers using citizen portals and mobile apps.



The case studies demonstrate that cities are better prepared to address similar emergency situations in the near future. The ICCC set-ups across smart cities in India can play a major role in city governance, and disaster response and recovery. Data analysis can also help cities move from the responsive governance approach to the urban governance approach based on data and evidence.

This publication's objective is to share the knowledge with other cities and make them aware of some of the measures adopted by these cities to contain the spread of COVID-19 or prepare themselves to face crisis in the future.



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