

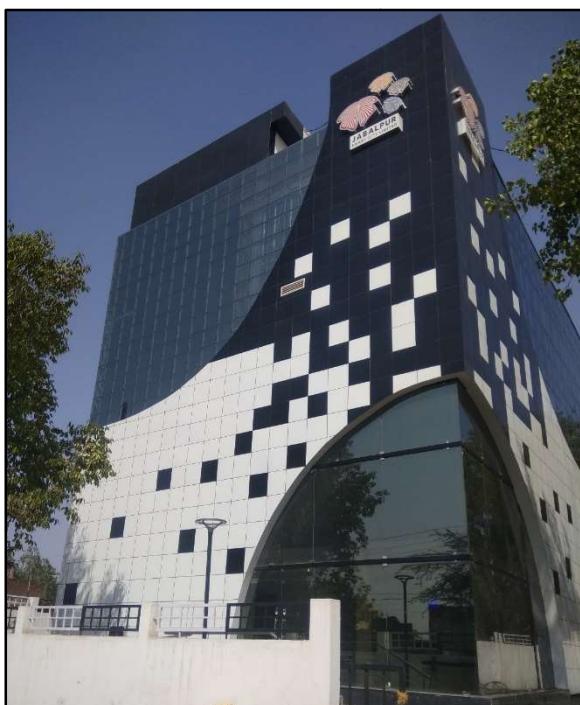
# Fight Covid-19 through ICCC,Jabalpur



The pandemic of Covid-19 is beginning to engulf small cities continuously from big cities. Jabalpur MP Was the first city where a positive case of corona virus was registered. With this information, the city administration became conscious and stepped into the field to fight this pandemic with full strength.

Along with this, action plans were prepared in coordination with various departments like district administration, Municipal Corporation, police administration, health department etc.

The most important component of this action plan was to establish a unified control room so that coordination between different departments could be made and information exchange was possible in an easy manner.



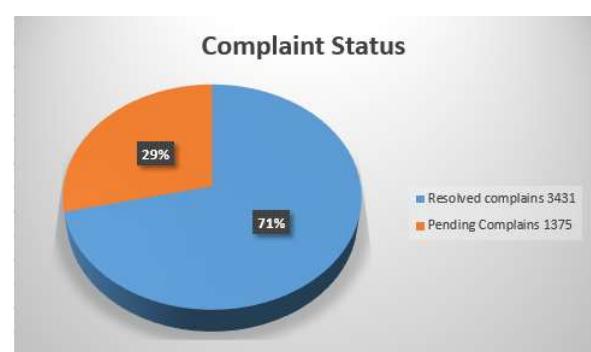
Jabalpur was one of the few cities to receive the gift of the integrated command & ControlCenter (ICCC) under the Smart City Mission.

In the intervening time, the total lockdown was announced by Hon'ble Prime Minister Shri NarendraModi. By now the lockdown had been effectively implemented in the city. With the increase in positive cases of corona infection in Jabalpur, the administration followed Lockdown with curvature. The citizens of the city also fully supported the administration, municipal corporation etc. to prevent their spread of Jabalpur from this corona infection. People

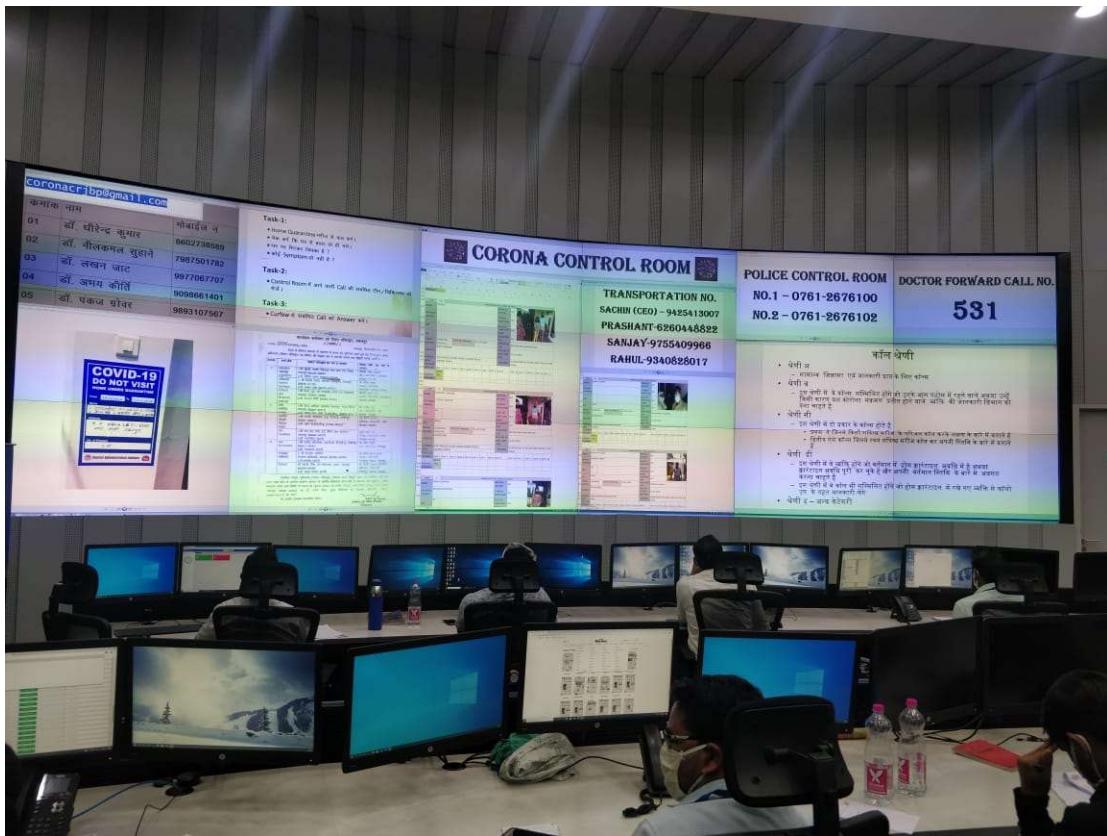
followed the discipline of social distance social distancing.

In the event of lockdown in the city, the administration was assured of full cooperation to meet the daily needs of the people. So that no panic situation (current situation) is shaped in the city. To overcome the pandemicJSCL have integrated the State helpline of Health '104'and CM helpline '181' through SWAN.

The control room atICCC is bifurcating Calls into 8 categories as Type "A, B, C, D, E, F, G and H" as designated by the state. Through PRI system we have 15 helplines from 07612637501 to 15with recording of callsas well.Calls which require immediate medical attention are transferred to our Medic team who are

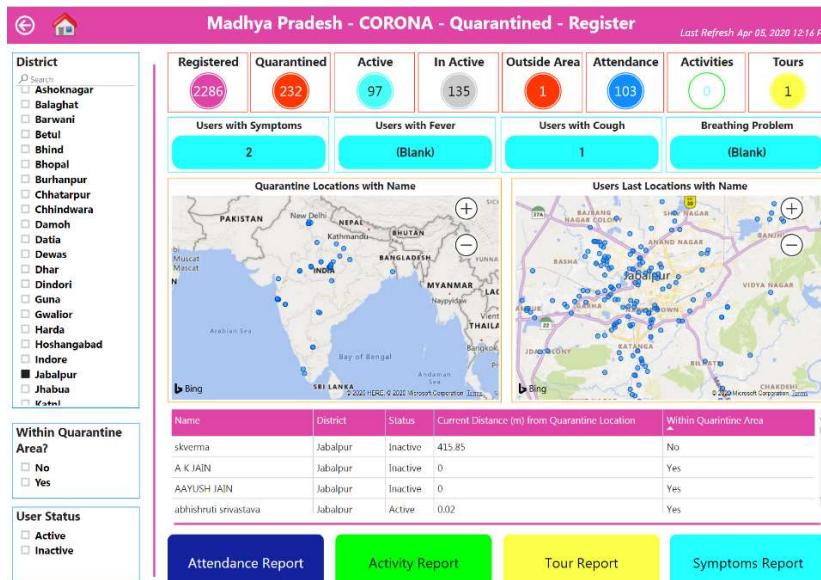


in the same premises 24x7.Till date **4806** complaints/calls have been registered ,out of which 3431 complaints have been satisfactorily closed. Along with it we have dedicatedRapid response team



andMobile action unit present on fields ward wise who coordinate with officials present at ICCC regarding screening, ambulance, quarantine etc. An additional feature of Corona war Room of ICCC is Telemedicine and Video consultation of citizens through Whatsappvideo call. As of now around 700 people have been provided with Telemedicine facility.The following measures were taken to deal with it.

1. The citizens who travelled abroad had made a home quarantine by listing them and mappedthe locations onGIS.



registered on sarthak dashboard.(1800 user data is migrated from NHM portal and 486 user registration done from ICCC control room which have foreign travel history.)

All the Quarantine people are registered with “Sarthak app” issued by the GoMP. So the daily location can be monitored. Every day, information about their health and needs was collected and met from the control room and updated in the software. As on date 2286 citizens data is

### HOME QURANTINE (URBAN)

CATEGORY	TOTAL HOME QUARANTINE	STICKERS AFFIXED	DAILY REPORT TAKEN	POSITIVE SYMPTOMS REPORTS	GONE OUTSIDE HOUSE
FOREIGN TRAVEL LIST	468	468	Yes	0	0
CONTACT TRACING	105	105	YES	0	0
ADDITIONAL LIST FROM	1803	600	YES	0	0

2. Households of covid 19+ve patients and their high risk contacts were geotagged and 500 m as well as 1 km buffer zone was prepared on GIS. Based on this barriers were fixed and, prohibited area is declared as containment zone.

## Coronavirus cases in Jabalpur city

A wardwise look at which ward has the most cases of COVID-19, as of April 18, 2020

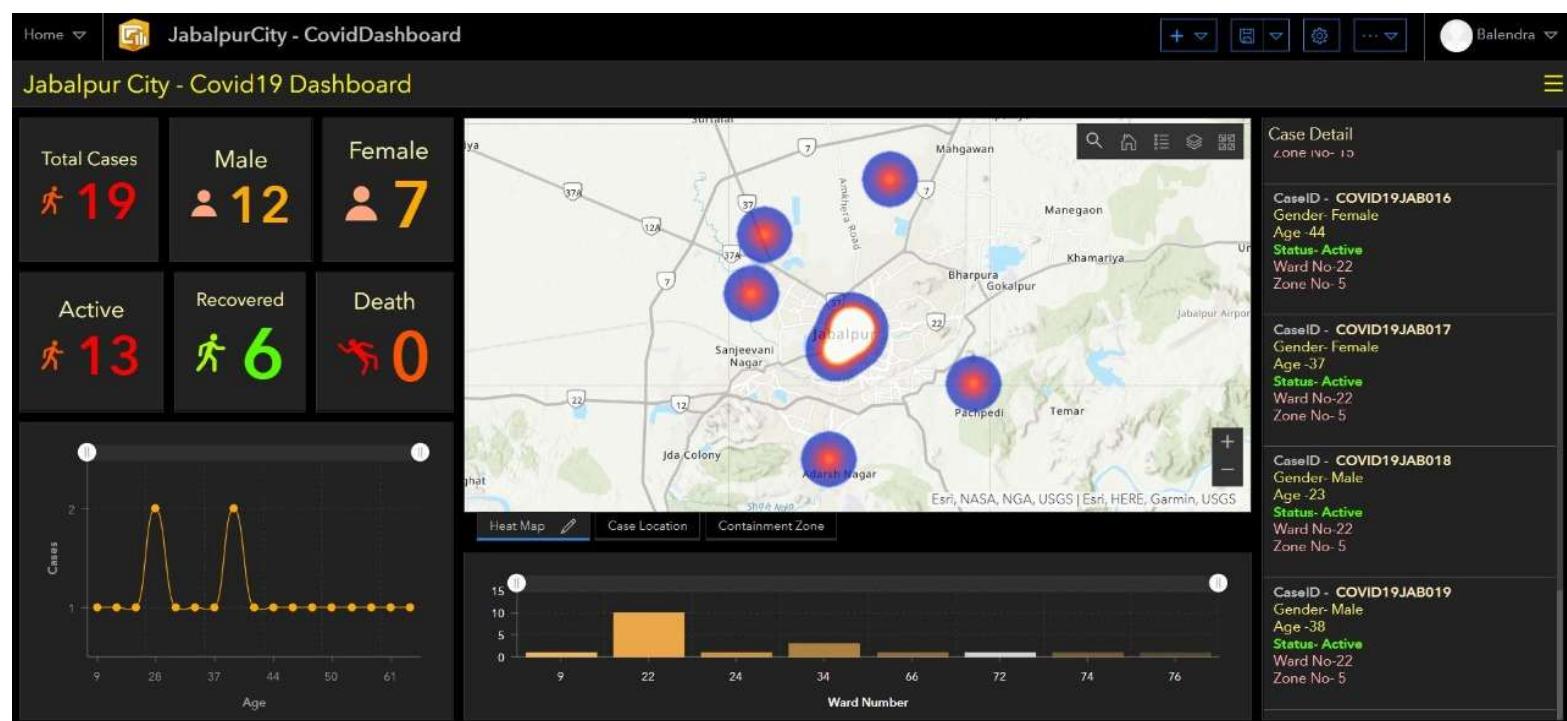
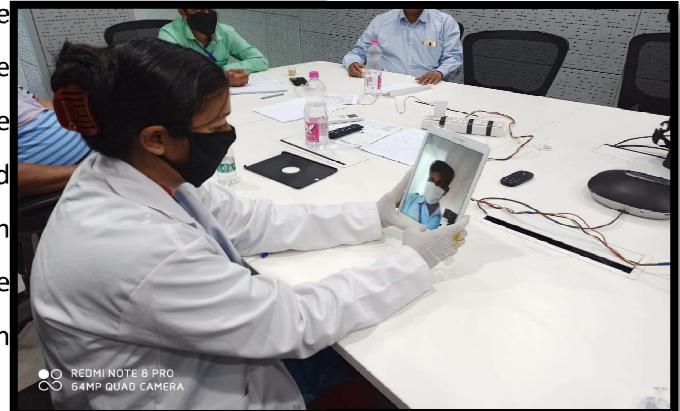
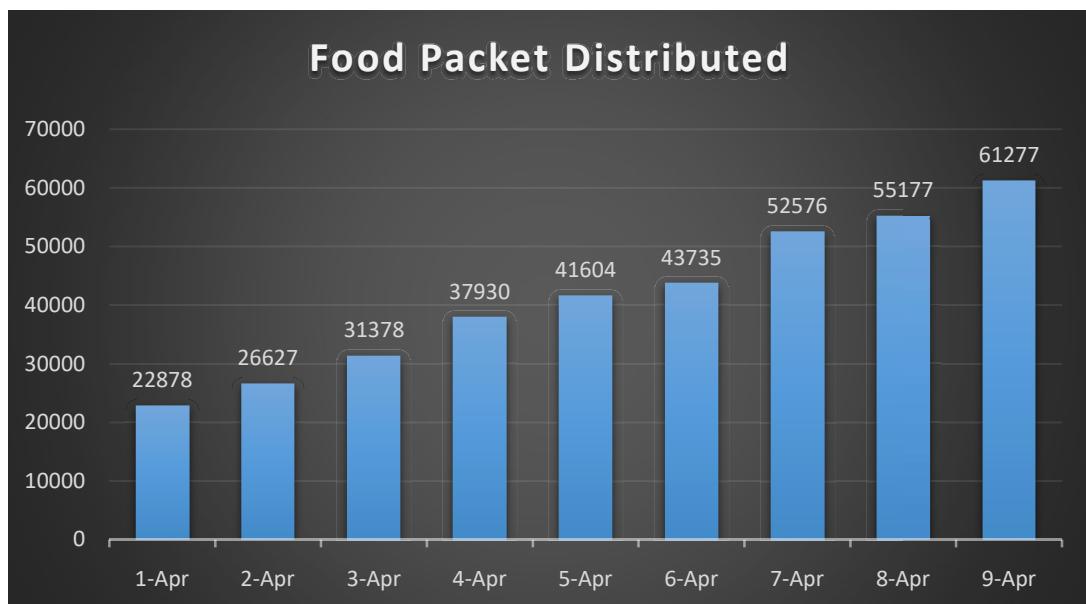


Figure 1 – Dash board Map showing Buffer zone of virus infected areas

3. Rapid Response Team RRT has been prepared to monitor the quarantine people according to the wards. This team includes administrative officer, Municipal Corporation officers, health department's team of doctors, police officer etc. Which coordinates and exchanges information.
4. Jabalpur 311 app is used for monitoring the Allied Response Team which ensures that the team is continuously present on the field. All the 79 ward officers are geofenced ward wise i.e. their attendance would be marked as present only if they are present physically at their designated ward.
5. To solve the health concerns of the citizens at the time of lockdown, 3 experienced doctors are available continuously 24 x 7, thereby eliminating the health related problems through telemedicine and video calls. Ambulance is also being provided in emergency situations.. As of now around 700 people have been provided Telemedicine facility which required immediate health attention.

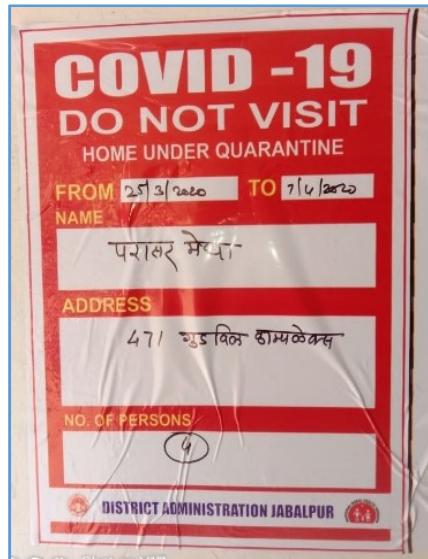


6. The labours who came to the city from the surrounding villages were trapped in the city as soon as the lockdown took place. Apart from this, there was a problem of food arise in front of beggars, homeless families or other poor people.



7. Continuing to meet the requirements of these people were a major challenge before the administration. To overcome the challenges Municipal Corporation Jabalpur played a important role. The corporation started operating temporary kitchens in all the 15 zones. Food packets were prepared by the department after getting grains from food department and donors every day. The food requirements received from the call center were listed division-wise and made available to the divisions. As per the requirement, food packets are being sent to the needy. Till date 3.73 lakh food packets have been distributed by municipalcorporation.

8. Experienced team of Municipal Health Department continuously sanitizing the various government departments of the city, police stations, hospitals and other institutions which are continuously working. The areas where people have been home quarantined or whose reports came positive are also being sanitized.
9. ICCC has deployed more than 100 officers and employees in three consecutive 24 x 7 shifts. People go through the sanitization tunnel before entering the ICCC and sanitize themselves.
10. All the operators are given daily tasks to monitor Quarantine citizens, Passengers who came from abroad recently and Normal queries regarding Covid-19. A list of 725 passengers were provided by state government who had foreign travel history. They have been kept in surveillance by control room .Apart from it ICCC Jabalpur is also engaging volunteers to provide food to needy and poor. An additional feature which we are working on recently and have engaged our Incubates to develop an app module through which we could supply essential daily needs item on doorstep of citizens. Today we aspire to fight this tough time and make most use of our ICCC.
11. Through the public announcement of the integrated traffic management system of Jabalpur Smart City installed at 15 junctions of Jabalpur city, information regarding lock down and curfew is being given to the citizens and guidelines are also being given by the authorities.
12. A self-declaration is being taken from all citizens of Jabalpur city to register their local travel history (between 10<sup>th</sup> march-27<sup>th</sup> march) with travel date and mode of travel along with symptoms (if any). This list is being bifurcated into various zones ward wise and sent to RRT's for surveillance. They are being kept under surveillance from ICCC as well. Till now 6459 people have sent their responses through calls and Google form.



11:23 78.7 K/s [docs.google.com/forms/d/e/](https://docs.google.com/forms/d/e/)

### Volunteers Registrations

Registrations of Volunteers for Corona Epidemic, Jabalpur

\* Required

Name \*

Your answer

Mobile \*

Your answer

Email ( if any)

Your answer

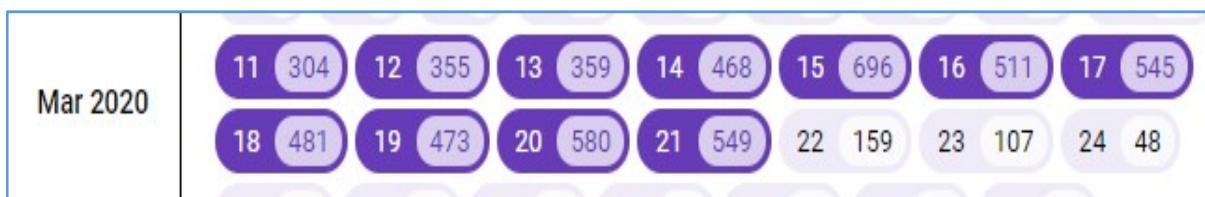
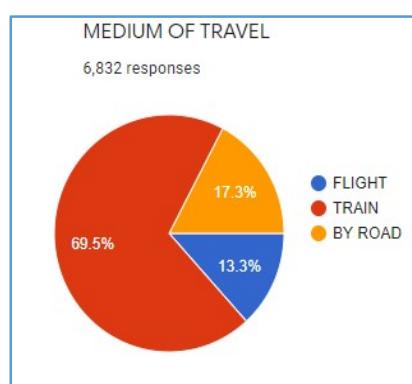


Fig- showing record of Date wise Travellers Count

13. The unpleasant situation of lockdown is being strictly followed by the Jabalpur administration. Entry-exit points of all city boundaries are sealed. Check post points have been prepared from place to

place. A Google form is provided to teams deployed at various check posts which reflects real time data of citizens entering through borders of Jabalpur. Till date around 1800 people have entered Jabalpur city that are kept in surveillance from ICCC. Under special circumstances, the health of every person visiting the city is being prepared and their health is being continuously monitored. They have also been in touch with the corona war room of ICCC.

14. Application prepared by Jabalpur Smart City for providing basic facilities to citizens of Jabalpur.

a. *Jabalpur Mart*

Jabalpur Mart is one stop solution for the citizen of Jabalpur in this difficult time to order all essential items and services (in the local language, "Hindi") which they need during this lockdown. This app is developed by Cinfy Systems, in association with Jabalpur Incubation Center, backed by Incubation Masters and promoted by Jabalpur Smart City Limited.

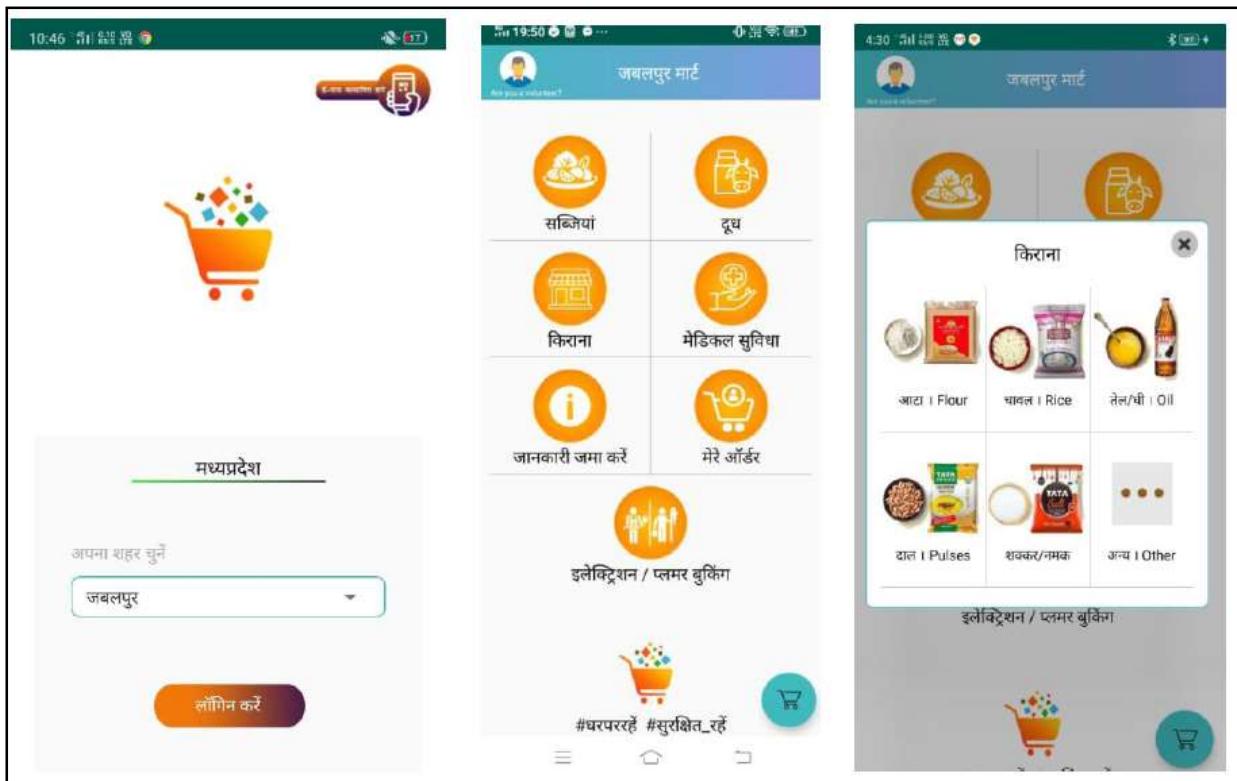
The App covers the door to door supply of essential items including vegetables, fruits and can also request for home appliance repair services including electrician, plumber, RO repair, mobile repair, laptop repair, AC repair and other important services.



Features and services offered though this app

- Home delivery of Essential Grocery items
- Home delivery of Daily Needs including vegetables and milk
- Home delivery of Fruits
- Home delivery of AC Repair, Electrician, Plumber, Mobile Repair, TV repair and other home appliance repairing request and experts.
- Supplier module to add various vendors and suppliers.
- Users and verify their orders, cancel it, rate it and provide feedback.
- All the volunteers, suppliers and people involved in this project are gone through the primary health checkup and provide certificate.

- All the staff including managing ensure 100% hygiene and follow the social distance and other guidelines issue by local, state and central Government of Covid19.



The three screenshots show a list of grocery items under the category 'सब्जियां' (Vegetables).

- Sabziyan (Vegetables)**
- Pyaj | Onion**: No Brand, 1Kg, Rs 24. ADD button.
- No Brand | Aaloo | Potato**: 1Kg, Rs 25. ADD button.
- No Brand | Tamatar | Tomato**: 1Kg, Rs 10. ADD button.
- No Brand | Pattaghobh | Cabbage**: 1Kg, Rs 32. ADD button.
- NO Brand**
- Ghobi | Cauliflower BIG**: 1Nag, Rs 20. ADD button.
- No Brand | Shimla Mirch | Capsicum**: 500Gram, Rs 20. ADD button.
- No Brand | Hari Mirch | Green Chili**: 100Gram, Rs 8. ADD button.
- No Brand | Dhaniya | Coriander**: 100Gram, Rs 10. ADD button.
- No Brand | Kakdi | Cucumber**: 500Gram, Rs 12. ADD button.
- No Brand | Lehsun | Garlic**: 250Gram, Rs 35. ADD button.
- No Brand | Adrak | Ginger**: 500Gram, Rs 20. ADD button.

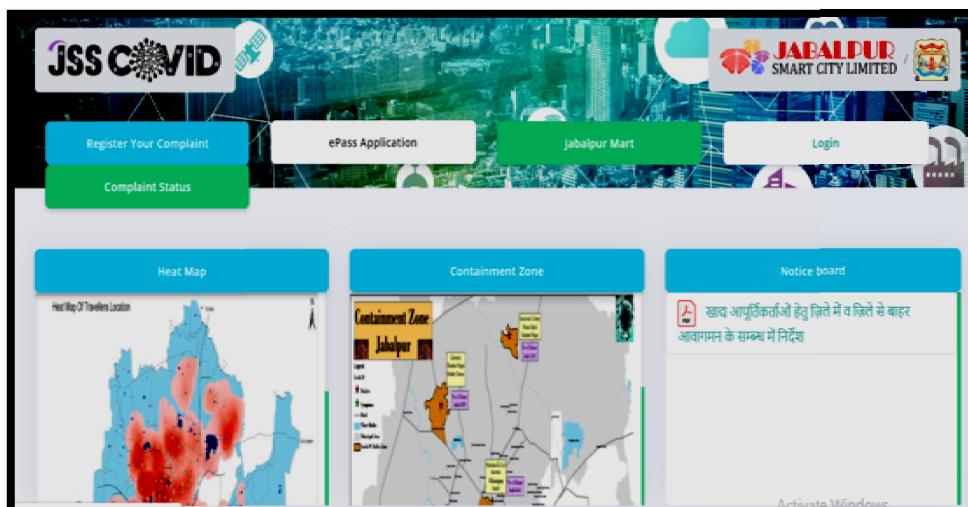


### b. *Jabalpur Smart Surveillance: JSS COVID-19*

Jabalpur Smart City Limited developed a platform named as JSS COVID (Jabalpur Surveillance System Covid) to cater the huge data coming from various sources and converging into integrated command and control centre. In this system all the complaints / information which are being captured either through *Helpline number*, *Self declaration information via Google forms for travel history*, *14 check post information of Jabalpur* is being brought under one link. With the help of this link if any complaint is entered in the system real-time SMS goes to the concerned *Rapid Response Team (RRT)* for respective action. Also if any food complaint is received in the portal the same information get transferred to the respective DE of Municipal Corporation Jabalpur. The concerned RRT / DE are enabled to check the number of complaints pending and the complaints which were resolved by them.

#### TARGET ISSUES:

- Reduction of Manual exercise for data entry.
- Real time data entry.
- Integration of all resources in 1 common platform.
- Real time assignment of issues to respective RRT.
- Timely disposal of issues.
- Integrated tracking of issues with escalation.
- One point stops for citizen services during COVID.
- Making available to the citizen various government circulars on COVID 19.



The screenshot shows the JSS COVID Dashboard. On the left, there's a sidebar with icons for DashBoard, Person Search, Person Creation, Complain / Incident Report, UserRegistration, RRT User Zone & Ward Mapping, Complaint Registration, User Mapping with Ward, and Person Chain. The main area has tabs for Local Body and Zone. Below these are four cards: 'TOTAL NO OF PEOPLE REGISTRATION - DATA' (red), 'TOTAL NO OF PEOPLE QUARANTINE' (orange), 'REGISTERED COMPLAINT' (red), 'INFECTED PEOPLE' (blue), and 'PEOPLE WITHOUT ZONE AND WARD INFO' (green). At the bottom, it says '© 2020 covid-19 information All Rights Reserved.' The taskbar at the bottom shows several open windows and the date 21/7/2020.

### c. *Charity On Wheels*

Charity on wheels is the concept of taking donations at doorsteps. Jabalpur Smart City Ltd along with Jabalpur Municipal Corporation has started this service for Citizens of Jabalpur. Citizens can request to collect the donation through call, whatsapp and online request. The vehicle will collect the donation at the doorstep.

An online portal has been developed to take online request for donations. Donation type can be items or cash. Online payment option is also integrated with the portal.

6 vehicles with trained operators have been prepared for collect donation with all necessary equipments like Mask, sanitizer, etc. As per the received request a route map is prepared on daily basis and the vehicles move to the designated route. GPS is also installed in the vehicles to enable the real-time tracking.



15. The good practices of Jabalpur and the extraordinary steps taken to stop the virus spread is recognized in SCM best practices document by MoHUA, GOI.

### Jabalpur

- |    |  |
|----|--|
| 1. | Established <b>Corona War Room at ICCC and integrated State helpline of Health 104 and CM helpline 181 through SWAN</b> . ICCC is transferring calls to 5 categories viz. Type A, B, C, D and E as designated by the state. Through PRI system 15 helplines from 07612637501-15 has been operationalized. All calls are being recorded as. Calls that require immediate medical attention are transferred through intercom to the Medics team who are stationed at ICCC 24X7;                |
| 2. | <b>Dedicated Rapid Response Team (RRT)</b> and Mobile Action Unit (MAU) are present on ground ward wise who coordinates with officials present at ICCC regarding screening, ambulance, quarantine etc. Facilities of Telemedicine and Video consultation of citizens through WhatsApp video call +917222967605 is in place. All the operators are given daily tasks to monitor Quarantine citizens, Passengers who came from abroad recently and resolve general queries regarding Covid-19; |
| 3. | Jabalpur is also <b>engaging volunteers to provide food to needy and the poor</b> . An additional feature, i.e. engaged our Incubates to develop an app module through which we could supply essential daily needs item at the doorstep, is underway and shall be up and running soon.   |

	Extraordinary	Unique Step	Regular step

The Integrated Command and Control Center prepared by Jabalpur Smart City has played an important role in the fight against Corona virus. Due to which the Jabalpur administration has succeeded in preventing the corona virus from spreading in the city in the initial stage itself. Our efforts are continuing even further.

