GOVERNMENT OF INDIA
MINISTRY OF HOUSING AND URBAN AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO. 2465
ANSWERED ON 11/08/2025

ICCC FOR ADVANCED URBAN GOVERNANCE

2465. SHRI MAYANKKUMAR NAYAK:

Will the Minister of HOUSING AND URBAN AFFAIRS be pleased to state:

(a) the current status of operationalisation of Integrated Command and Control Centres (ICCCs) across smart cities;

(b) the manner in which these ICCCs are being effectively utilised for real-time monitoring and proactive management of urban challenges; and

(c) the specific data-based analytics from ICCCs that are being used to strengthen urban planning and policy decisions to improve overall urban resilience and quality of life of citizens?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF HOUSING AND URBAN AFFAIRS (SHRI TOKHAN SAHU)

(a) Under the Smart Cities Mission, Integrated Command and Control Centres (ICCCs) have been operationalised across all 100 Smart Cities. These centres play a vital role in urban management by enabling real-time monitoring, data-driven decision-making, and integrated service delivery across key sectors such as mobility, water supply, sanitation, solid waste management and public safety.

(b) ICCCs are functioning as the nerve centers for city operations, enabling real-time monitoring, data-driven decision-making and proactive management of urban services. These centres integrate data from various urban domains such as traffic management, solid waste management, water supply, street lighting, public safety and emergency response systems. Key areas where ICCCs are being effectively utilised includes Traffic and Mobility Management, Solid Waste Management, Emergency and Disaster Response, Citizen Grievance Redressal, Public Safety and Surveillance, etc.

(c) The data-driven analytics generated by ICCCs are being increasingly leveraged to inform urban planning and policy decisions, thereby enhancing urban resilience and improving the quality of life for citizens. Specific examples include the use of Intelligent Traffic Management System (ITMS), Automatic Number Plate Recognition (ANPR) for traffic management and enforcement, GPS-based route optimisation for efficient solid waste collection, facial recognition systems for enhanced public safety and crowd monitoring technologies to manage large gatherings and ensure citizen security. These tools enable evidence-based governance, improve operational efficiency and support proactive decision-making at the city level.

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