GOVERNMENT OF INDIA
MINISTRY OF HOUSING AND URBAN AFFAIRS
LOK SABHA
UNSTARRED QUESTION NO. 828
TO BE ANSWERED ON JULY 23, 2026

ROLE OF INTEGRATED COMMAND AND CONTROL CENTRES IN SMART CITIES

NO. 828 SHRI KAMAKHYA PRASAD TASA:

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

(a) whether it is a fact that Integrated Command and Control Centres (ICCCs) have an important role in all Smart Cities and if so, the details thereof;

(b) the current status of operationalisation of Integrated Command and Control Centres (ICCCs) across all Smart Cities;

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

(d) the details of the specific data-driven insights from ICCCs being used to inform urban planning and policy decisions aimed at improving overall urban resilience and citizens' quality of life?

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

(a): Yes, the Integrated Command and Control Centres (ICCCs) have played a crucial role in the implementation of the Smart Cities Mission. These centres play a vital role in urban management by enabling real-time monitoring, data-driven decision-making, and integrated service delivery across various sectors such as mobility, water supply, sanitation, solid waste management, public safety, etc.

(b): 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.

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(c): 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.

(d): The data-driven insights 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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