Driving greater citizen outcomes in Gurugram, India

The Customer

Gurugram has grown rapidly over the past three decades, with population increasing sevenfold since 1991 and 2011 alone. Today, is it home to around three million people. With a growing reputation as a leading technical and financial hub, Gurugram represents a 'new emerging India' full of aspirations and dreams.

The city is governed by the Gurugram Metropolitan Development Authority (GMDA), responsible for the economic, social, and environmental prosperity of the city including balanced city growth; improving health of the city and its people; urban planning and citizen services; mobility and traffic management; and effective monitoring and oversight of all city operations.

The Challenge(s)

Rapid urbanization was causing strain on city infrastructure and impacting delivery of public services. For example, the exponential city expansion was causing several mobility challenges including traffic delays, congestion, overcrowding and traffic related injuries. GMDA wanted to improve the efficiency of the public bus service, which helps more than 55,000 people move around the city every day. They were looking for a single, integrated platform to monitor and control city operations more effectively and enhance all citizen services and quality of life.

How Quantela Helped

Quantela helped the city to establish an Integrated Control and Command Centre (ICCC) – powered by the Quantela platform – to capture, integrate, and analyze data from multiple sources across the city. The ICCC empowers GMDA and other government departments with a holistic view of operations and untapped intelligence that can be used to drive greater city and constituent outcome has multiple integrations including Lights, City Mobility, Emergency Services, Safety and Security, Environmental Sensors, and Water metering.

The project completed in 2021 and is currently operational with Quantela providing ongoing support and maintenance as needed.
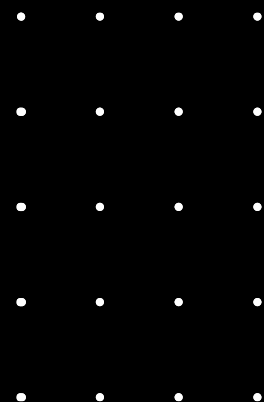
Gurugram Facts

3M
Estimated Population

Gurugram is a **leading Financial and Industrial hub**, home to the offices of more than half of the Fortune 500

Boasts the **third highest income per capita** in India

Prone to flooding every monsoon season

Outcomes delivered

Enhanced Citizen Engagement and Experience
100+ grievances addressed daily to ensure seamless delivery of public services. Citizens can raise complaints of faulty streetlights, clogged drains, waste not being picked up etc. Citizens now have a monitored platform where they can provide feedback and have their concerns addressed in real time.

Smarter Lighting
The lights are made on and off on time to ensure security and avoid unnecessary power consumption. Timely replacement of faulty lights to avoid citizen inconvenience. Lights on in daytime reduced by 90% and lights OFF during nighttime is also improved up to 95%; reducing overall power consumption by 10-15% each month.

Improvement in Water Supply
The city had installed water meters and can now monitor the supply as well as leakage of waters. This helped the city to improve the water supply. The faulty lines are quickly notified and rectified to avoid leakage or delay.

Mobility Efficiencies
200+ buses across 44 routes Monitored, totaling more than 15,000 trips per month. Through more effective monitoring, the city now benefits from 5% greater operational efficiency and a 2% increase in revenue generation through public transport.

Deployment Screenshots
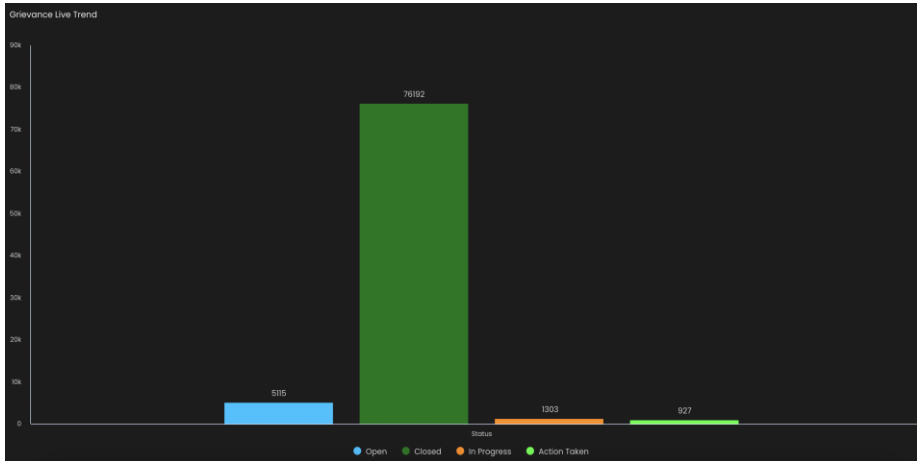
Total Public Grievances received and closed

Solution Overview

650+ cameras
Supporting city surveillance

140+
Public buses monitored

20000+
Smart lights connected

200+
City assets managed by single source
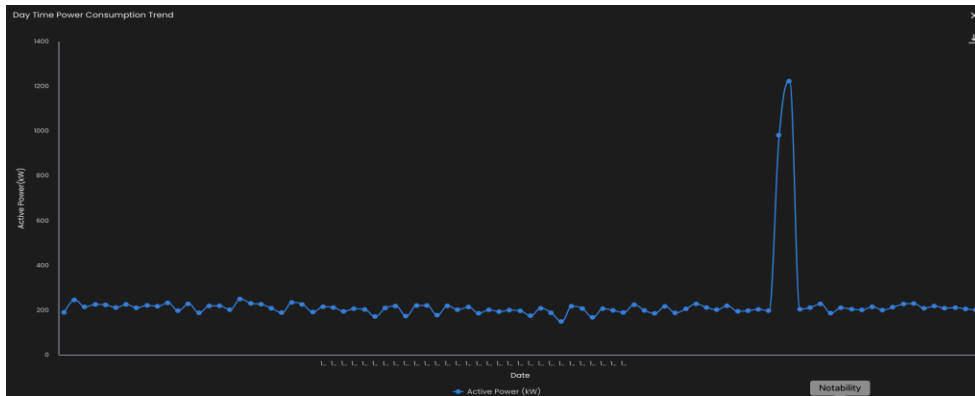
40+
Sewage treatment plants monitored

350+
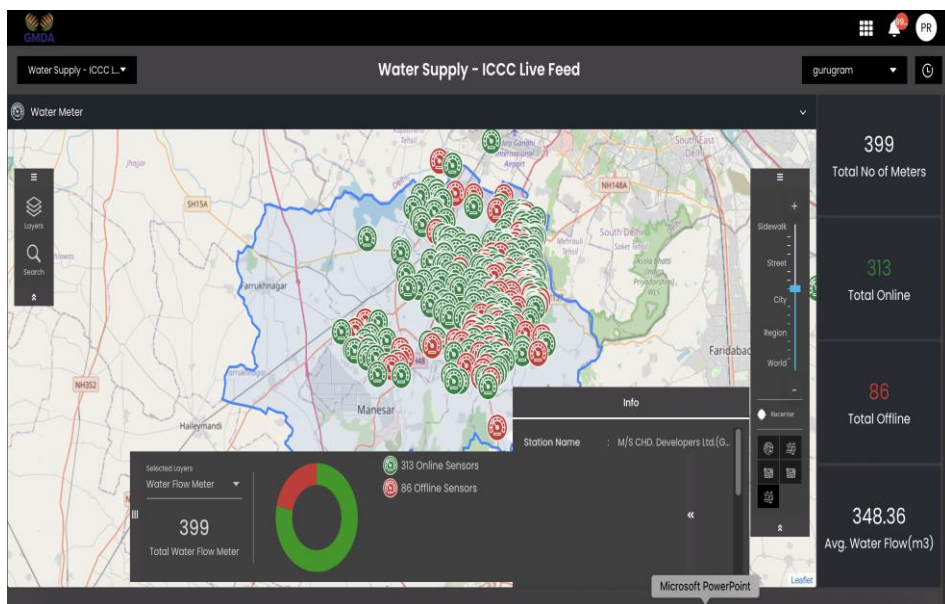Waste bins monitored

275m
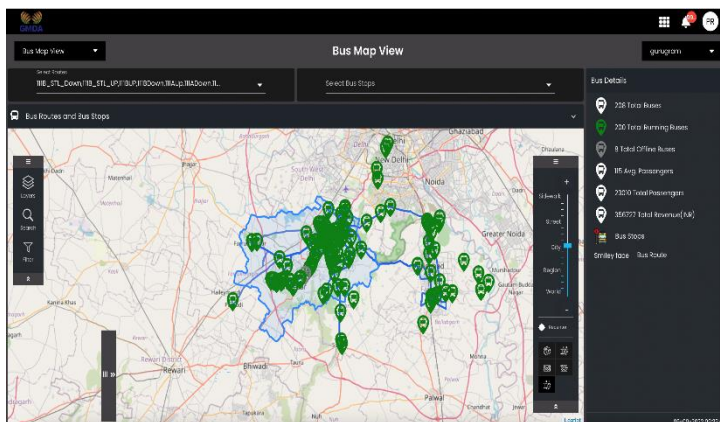Water metering

100+
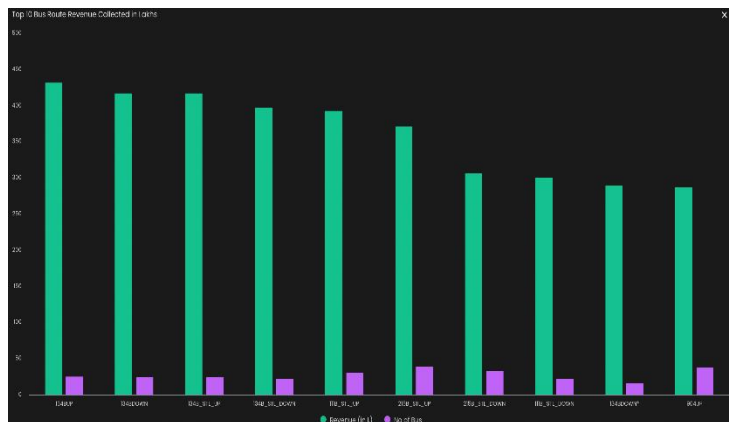Grievances addressed daily

Quantela

Day time power consumption trend

Water Supply Live Feed

Live tracking of Buses in GMDA

Revenue collected in top 10 bus routes

Quantela