# GREATER VIZAG MUNICIPAL CORPORATION

Instant, secure & reliable communication, at the push of a button, with 24X7 availability across Vizag city

CUSTOMER PROFILE

The Greater Visakhapatnam Municipal Corporation (GVMC) is the chief governing body of Visakhapatnam city with a vast landscape of 640 sq. kms, population of nearly 1.2 million and 4,534 city officials working in 8 different zones, with each zone headed by a Commissioner, reporting into a Municipal Commissioner (I.A.S) with a Mayor at the apex.

A Municipal Corporation provides a clutch of essential services to the all the communities within the city, including but not limited to water supply, waste management, transportation, public safety, health and sanitation
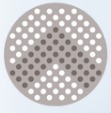
GOVERNANCE CHALLENGES

With a vast landscape of 681 square kilometres, divided into 8 zones, GVMC have a challenge for ensuring uninterrupted communication across a wide area for their day-to-day operations. Also, this challenge becomes even more daunting with nearly 50% of Vizag falling under shadow zone of mountains making it difficult to provide Walky Talky coverage.

Being a coastal town, Vizag is vulnerable to frequently being hit by cyclones & tornados, which requires city officials to be ever ready to respond and manage natural disasters and relief operations, public health crises, civil unrest, imposing more stringent demands on the communication system in terms of uptime and availability in the face of man-made or give centralised instructions from command room to different departments.

Dynamic coordination of multi-functional, diverse teams is the need of the hour to implement effective emergency response plans to ensure public safety and effective governance. In order to respond well to daily emergencies, a resource location system is also essential to facilitate efficient dispatch operations for welfare of citizens.

An integrated communications system was thus a critical need of the GVMC – a system which would allow their cross functional teams across the expanse of the city for instant, 24X7 communication at the push of a button, with high availability, in the worst of weather conditions, to manage day-to-day exigencies without the chore of having to maintain the system.

GVMC had earlier tried several communication solutions which proved to be unreliable and fell far short of meeting their requirements listed above. Given their challenges, GVMC finally opted for Motorola's Wave PTX Broadband Technology, using Walky Talky models TLK 100, RG360 and their unique dispatcher solution.

GVMC's operations got a major fillip as officials were now able to seamlessly communicate 24X7 with all Department heads, across Vizag city. Radios worked effectively in all emergency situations, for co-ordinating VIP movements during visit of the President & the Prime Minister of India and delegates during G20 summits and for coordination with other external departments such as Endowments, the Indian Navy, and even District Collectors.


TLK 100   RG360

GVMC has since discontinued their teleconferences resulting in huge savings in communication expenses. The RG 360 Walky Talky is being used by the Municipal Commissioner, Mayor, Dy. Mayors and all Zonal Commissioners, Chief Engineers, Chief Medical Health Officer and 8 Assistant Medical Health Officer for assigning tasks, status reporting and sharing classified information. All TLK 100s are being used by Dy. EE's, Asst. Engineers, Work Inspectors, Sanitary Inspectors and others for coordination and governance.

The Wave PTX Dispatcher Solution is being used at the Command & Control Centre to track GVMC key employees for a real time supervision of work being carried out.

Motorola Wave PTX radios have thus streamlined several operations in Municipal Corporations. They are being used to improve situational awareness for efficient dispatch. Instant connection to reach team members across the city without setting up and maintaining any complicated equipment infrastructure. Clear, rich audio, in traffic clogged, noisy ambient surroundings and challenging working conditions with a long battery life. From an operational standpoint, all the erstwhile challenges that GVMC was facing are now resolved.

GVMC today have multiple Talk Groups with optimal subscription fee. The entire solution is user friendly and lends itself to being easily managed by creating, assigning or changing Talk Groups as dictated by the situation at hand, without having to depend on third-party vendors.
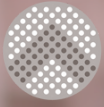
THE MOTOROLA WAVE PTX RADIOS WERE PROGRAMMED FOR THE FOLLOWING TALK GROUPS

TOWN PLANNING

This department is responsible for town planning. Teams need to coordinate for timely approval of new constructions and structures, Identifying unauthorized building, demolition, and other activities. The chairman, building inspectors and city planning officers coordinate for effective planning.

ENGINEERING DEPARTMENT

Chief Engineer and his team coordinates within and with cross functional team for repair and maintenance of engineering projects, parks, shopping complex, repair of roads and its maintenance as per schedule time.

WATER WORKS AND DISTRIBUTION

This department is responsible for arranging and distributing water for commercial, residential, and industrial purposes. Officials continuously coordinate for providing this essential service in the city.

SMART CITY & COMMAND CONTROL

Command & Control Centre coordinates with all departments for updates and timely execution of projects following commissioner instructions.

PUBLIC HEALTH

CMHO coordinates with health inspectors, sanitary supervisors, assistant medical and sanitary inspectors to maintain health and sanitation of the city.

REVENUE

Revenue Inspectors and revenue officers collect house, water and vacant land taxes in time as per norms of Govt. of Andhra Pradesh. This department is headed by Dy. Commissioner Revenue and Commissioner.

CONCLUSION

By investing in a reliable, seamlessly integrated Motorola Wave PTX technology solution, GVMC has streamlined their field operations, improved their response time for all exigencies, reduced their overall communications cost, besides enhancing their preparedness multi-fold to face man made or natural disasters with confidence.