**STANDARD OPERATING PROCEDURE-(SOP)**

**CLOSE CIRCUIT TELEVISION (CCTV) OPERATION**
**(Security Department –IOBM)**

1.      **Introduction**

CCTV is a state of the art technology surveillance system, an eye on complete organisation. This can be most gainfully utilized to achieve optimum security level. The idea of CCTV is to ensure safety & security by surveillance. It creates a safe and secure environment by ensuring the following:-

  a.      Detecting offenders and preventing crimes, theft, sabotage, burglary within the facility.
  b.      Providing evidence for any investigation and offender's prosecution.
  c.      Preventing and responding effectively to any crises and harassment of any kind
  d.      Enhancing confidence and commitment to the security of premises.

2.      **Aim**

Aim of this SOP is to lay down salient guidelines for control, operation & maintenance of the CCTV system

3.      **PROCESS**

The CCTV system is to be monitored by a qualified CCTV operator at the CCTV Control Room. Images from cameras are recorded 24x7 in real time and will be retained preferably for the period of one month (30 days) in all DVRs / NVR's (Digital Video Recording system). Recording and backup of essential images is made through blank CD's and must be stored in the secured/lockable cabinet in the CCTV control room.

4.      **Instructions for CCTV Operator**

  a.      RESPONSIBLE FOR: Monitoring and operating the CCTV cameras and associated equipment in the CCTV Control Room. Managing associated alarms and call monitoring.

  b.      MAIN PURPOSE OF POST: To ensure the safety and security of people and property within public areas and other facilities via surveillance of the CCTV network.

  c.      Operators are mainly responsible for operating and maintaining surveillance equipment, watching both live and recorded video surveillance footage,

reporting incidents or suspicious behaviour and contacting the authorities when necessary.

d.   The CCTV operator must act with utmost vigilance at all times

e.   Ensure that the CCTV control room is always clean and tidy.

f.   CCTV operator must have his own "Log-In" Password and must "Log-Off" before handing over the charge. Sharing of log-In is prohibited.

g.   Only those security personnel, who are authorise and trained as CCTV operators will operate any of the equipment within the CCTV monitoring room.

h.   An authorized CCTV operator must be present at all times when the equipment is in use. If the monitoring room is left unattended for an unavoidable circumstance it must be securely locked.

i.   The CCTV operator will send daily CCTV Daily Monitoring Report to SAMS.

j.   The operator should monitor the entire premises and any suspicious activity should be logged in the Log Book/ Table i.e. date time and camera number and reported to seniors.

k.   The operators are charged with maintaining control centre equipment, watching multiple monitors at once, making note of any unusual occurrences and interacting with security department officials. He is expected to maintain a high level of fastidiousness, professionalism, care and integrity at all times.

l.   CCTV Operator must have a thorough understanding of the equipment he is working with. He is tasked with deleting or archiving old footage as needed, organizing old footage in an orderly fashion, and switching out videotapes, compact discs, memory cards, hard drives or servers.

m.   Preferably the CCTV operators should have dual communication. So he remains in constant contact with the supervisor.

n.   Entrance, Exits and parking areas must be under surveillance at all times. Camera should be focused particularly during the movement of incoming and outgoing deliveries. If any discrepancy is noted (e.g. accidents, product damage, damage to company property, pilferage, theft, etc.), it must be zoomed, recorded from all possible angles and information passed to the SAMS so that appropriate action may be taken.

o. Employee, visitor and vehicle entrance must be closely monitored for registration number for identification, checking/recording purpose and to ensure implementation of SOPS on issuance of access cards to visitors/contractors at the entrance.

p. Any other duties assign by the HOD security

**5**. **Maintenance**

a. The CCTV operator will be responsible for the reporting of faults within the CCTV Control Room or any associated equipment located elsewhere, including cameras on daily basis in writing via e mail to HOD security and other concerned officials. Status or condition of cameras must be reported daily to the security manager on daily basis by supervisor.

b. Defective cameras or LED's/LCD's such as hazy pictures, not working or out of order, etc. must be reported for appropriate action.

c. Preventive and on spot maintenance of CCTV Control Room and cameras is done on regular basis or arranged by ECO vendor through maintenance department..

d. In case of any fault, it should be recorded on the CCTV control room log book and communicated to maintenance department verbally and HOD security for initiating complaint to maintenance department via on line CMS.

e. Also Call CCTV vendor ECO company representative for rectification of fault or arrange meeting of vendor with HOD security, to facilitate repair.

f. The CCTV Op shall be responsible for ensuring that the CCTV system is fully operational at all time to prevent any occurrences of a possible security lapses.

**6.** **Dos and Don't's**

a. No CCTV operator shall be allowed to give his ID, login password to any staff.

b. Refrain from invading the privacy of the people, harass or intimidate them.

c. No, Visitor access to the CCTV monitoring room, It is prohibited.

d. No unauthorized access is to be allowed to the recorded videos, for copying viewing or recording.

e. Security staff shall inform CCTV operator of any suspicious movements which may affect safety of all staff and protection of company property. Likewise, CCTV operator shall immediately inform ground security and Duty Shift

Supervisor of any suspicious movement captured in cameras for immediate and appropriate action.

f. Properly storing footage is one of the most important roles of a CCTV Operator. Keep recording and backups of all cameras in DVR / NVR Hard disks at least for a month. Maintain accurate records of data recordings and events.

g. Ensure that breaches in security are investigated using CCTV and remedial measures taken accordingly.

h. Constant monitoring and spot-checks will be conducted to ensure compliance of this SOP by HOD security.

i. An annual audit, unannounced spot-checks, to test the integrity and efficiency of CCTV management will be carried out by the manager security.

7. **Media Sharing**

a. Recorded videos will not be shared or viewed by anyone without prior written permission of HOD security.

b. In no case the recorded media copy or recording will be handed over to any one by any mean or request. Even recording of media by any one is also prohibited.

c. HOD security will deal with requester or LEAs and decide whether viewing of recorded images should only be extended to anybody or LEAs on their written request or in case situation arises in consultation with Legal department, IOBM.

8. **CARD PRINTING**

a. Responsible to collect and process Data of Staff, Faculty and students for ID card printing well in time.

b. Shall keep the Data confidential. Will act as custodian of Data, and shall not misuse or leak any peace of Information for purpose other than card printing.

c. Shall be responsible to print the cards and issue to concern in time.

d. Any stationary item required for printing purpose, shall be demanded time to time as per requirement, and if not received will inform to the SAMS well in time. He should also keep the sufficient reserve stock of the stationary to meet any shortage/delay in provision of stationary.

e.    He shall be responsible to keep all the printing devices in up-to-date condition and in case of any fault will report to maintenance department as well as SAMs for the urgent repair.

**9.    STATE and Location OF CCTV - CAMERA'S:**

| S.no | Location | Type | Camera |
|---|---|---|---|
| **Admin Bulding** | | | |
| 1 | Main enterence | Analog | 1 |
| 2 | Reception | Analog | 1 |
| 3 | Finance Counter | Analog | 1 |
| 4 | President Gate entry ground floor | Analog | 1 |
| 5 | Talib Kareem Parking | Analog | 1 |
| 6 | Desil tank Area | Analog | 1 |
| 7 | Back side entry | Analog | 1 |
| 8 | First Floor | Analog | 1 |
| 9 | First Floor | Analog | 1 |
| 10 | Purchace Dept | Analog | 1 |
| 11 | QEC | Analog | 1 |
| 12 | Talib President Office | Analog | 1 |
| | **TOTAL** | | **12** |

| S.no | Location | Type | Camera |
|---|---|---|---|
| **Iobm Main Gate Enterence** | | | |
| 1 | In Gate | Analog | 1 |
| 2 | Out Gate | Analog | 1 |
| 3 | Walk Throuh gate Entry | Analog | 1 |
| 4 | Bike Parking | Analog | 1 |
| | **TOTAL** | | **04** |

| S.no | Location | Type | Camera |
|---|---|---|---|
| **Library** | | | |
| 1 | Basement | Analog | 1 |
| 2 | Basement | Analog | 1 |
| 3 | Boys Locker Room | Analog | 1 |
| 4 | Girls Locker Room | Analog | 1 |
| 5 | Ground Floor Reception | Analog | 1 |
| 6 | Ground Floor Right Side | Analog | 1 |
| 7 | Ground Floor Left Side | Analog | 1 |
| 8 | Ground Floor Right Side | Analog | 1 |
| 9 | First Floor Stair side | Analog | 1 |
| 10 | First Floor Right Side | Analog | 1 |
| 11 | First Floor Right Side | Analog | 1 |
| 12 | First Floor Left Side | Analog | 1 |
| 13 | First Floor Control Room Side | Analog | 1 |
| 14 | Old Exam Entry | Analog | 1 |

| 15 | Main Entry | Analog | 1 |
|----|-----------|--------|---|
| | **TOTAL** | | **15** |
| | | | |

## CHS Building

| S.no | Location | Type | Camera |
|------|----------|------|--------|
| 1 | Basement | Analog | 1 |
| 2 | Basement | Analog | 1 |
| 3 | Ground Floor | Analog | 1 |
| 4 | Ground Floor | Analog | 1 |
| 5 | Ground Floor Lift Area | Analog | 1 |
| 6 | First Floor | Analog | 1 |
| 7 | First Floor | Analog | 1 |
| 8 | Second Floor | Analog | 1 |
| 9 | Second Floor | Analog | 1 |
| 10 | Third Floor | Analog | 1 |
| 11 | Third Floor | Analog | 1 |
| 12 | Top Floor  Speed Dome | Analog | 1 |
| 13 | Top Floor  Speed Dome | Analog | 1 |
| 14 | Back Side Exit | Analog | 1 |
| 15 | Bike Parking | Analog | 1 |
| | **TOTAL** | | **15** |
| | | | |

## CBM Buliding

| S.no | Location | type | Camera |
|------|----------|------|--------|
| 1 | Basement | Anlog | 1 |
| 2 | Basement | Anlog | 1 |
| 3 | Basement | Anlog | 1 |
| 4 | Ground Floor | Anlog | 1 |
| 5 | Ground Floor | Anlog | 1 |
| 6 | Ground Floor | Anlog | 1 |
| 7 | Ground Floor | Anlog | 1 |
| 8 | First Floor | Anlog | 1 |
| 9 | First Floor | Anlog | 1 |
| 10 | First Floor | Anlog | 1 |
| 11 | First Floor | Anlog | 1 |
| 12 | Second Floor | Anlog | 1 |
| 13 | Second Floor | Anlog | 1 |
| 14 | Second Floor | Anlog | 1 |
| 15 | Enterence | Anlog | 1 |
| 16 | Enterence | Anlog | 1 |
| 17 | Enterence | Anlog | 1 |
| | **TOTAL** | | **17** |
| | | | |

## Old Examhall Buiding

| S.no | Location | Type | Camera |
|------|----------|------|--------|
| 1 | Main entry | Analog | 1 |

| S.no | Location | Type | Camera |
|------|----------|------|--------|
| 2 | Basement | Analog | 1 |
| 3 | Cabnet Side | Analog | 1 |
| 4 | Exam Hall | Analog | 1 |
| 5 | Exam Hall | Analog | 1 |
| 6 | Exam Hall | Analog | 1 |
| 7 | Exam Hall | Analog | 1 |
| | **TOTAL** | | **07** |

## Genrator Area

| S.no | Location | Type | Camera |
|------|----------|------|--------|
| 1 | Penal Room Area | Analog | 1 |
| 2 | Genrator Room Area | Analog | 1 |
| 3 | Desil Tank Area | Analog | 1 |
| 4 | Serven quater | Analog | 1 |
| 5 | Serven quater Back side | Analog | 1 |
| | **TOTAL** | | **05** |

## IT Bulding

| S.no | Location | Type | Camera |
|------|----------|------|--------|
| 1 | Main Entry | Analog | 1 |
| 2 | New Building Entry | Analog | 1 |
| 3 | Lab One Ground Floor | Analog | 1 |
| 4 | Lab Two Ground Floor | Analog | 1 |
| 5 | Lab Three Groung Floor | Analog | 1 |
| 6 | Lab Four First Floor | Analog | 1 |
| 7 | Lab Six Second Floor | Analog | 1 |
| 8 | Lab Seven Second Floor | Analog | 1 |
| 9 | Lab Eight Second Floor | Analog | 1 |
| 10 | Lab Nine Second Floor | Analog | 1 |
| 11 | Lab Ten Second Floor | Analog | 1 |
| | **TOTAL** | | **11** |

## Activity Center

| S.no | Location | Type | Camera |
|------|----------|------|--------|
| 1 | Cafetaria in | Analog | 1 |
| 2 | Cafetaria in | Analog | 1 |
| 3 | Charging boot | Analog | 1 |
| 4 | Setting area | Analog | 1 |
| 5 | First Floor Irshad Kareem Room entry | Analog | 1 |
| 6 | First Floor Setting Area | Analog | 1 |
| 7 | Table Tennis Room | Analog | 1 |
| 8 | Gym Entry | Analog | 1 |
| 9 | Main Door Entry | Analog | 1 |
| 10 | Car Parking Entry | Analog | 1 |
| 11 | Washroom Corridoor Back side | Analog | 1 |
| 12 | Library Side | Analog | 1 |
| | **TOTAL** | | **12** |

## Studio

| S.no | Location | Type | Camera |
|---|---|---|---|
| 1 | Main Entry | Analog | 1 |
| 2 | Shouting Area | Analog | 1 |
| 3 | Office Area | Analog | 1 |
| | TOTAL | | 03 |

## Student Parking (Nala Area)

| S.no | Location | Type | Camera |
|---|---|---|---|
| 1 | Main Entry | Analog | 1 |
| 2 | Gate No 3 | Analog | 1 |
| 3 | Center Area | Analog | 1 |
| 4 | Gate No 4 | Analog | 1 |
| 5 | STUDENT Parking | Analog | 4 |
| | TOTAL | | 08 |
| | G.TOTAL | | 109 |

## SSK Building-Exam Hall

| S.no | Location | Type | Camera |
|---|---|---|---|
| 1 | Exam Hall First Floor SSK | IP | 17 |
| | TOTAL | | 17 |

Total 126 Cameras