

**STANDARD OPERATING PROCEDURE (SOP)**

*for*

**OUTSOURCED SECURITY SERVICES**

*at*



**NATIONAL INSTITUTE OF TECHNOLOGY HAMIRPUR  
HAMIRPUR (HP)**

## **Preface**

These guidelines are called standard operating procedure and will be used by outsourced security services staff deputed at National Institute of Technology Hamirpur for providing smooth security services to the Institute. These procedures shall be read along with the already prevailing rules, regulations, notifications, orders etc. of the Institute including Hostel rules, Student Discipline Rules etc. and/or Government from time to time. In case of any conflict, the already prevailing rules and regulation shall prevail over these procedures.

## **Introduction**

These standard operating procedures are divided in following sections:

1. General
2. At entrance gates
3. In academic area/Campus
4. Parking of vehicles
5. In case of any unauthorised activity /indiscipline by the student
6. In hostels
7. For armed guards
8. During emergency
9. Leave / Absence from duty & recommendation of replacement of the guard on duty
10. Honours & Awards

The details of each part are as follows:

## 1. GENERAL

- a. All the security supervisors and security guards (henceforth called as security staff) must be in proper uniforms during the duty hours. Any failure to maintain proper uniform will be dealt seriously by FI (Outsourced Security Services), henceforth called as FI (OSS).
- b. They must showcase high level of discipline and punctuality before, during and after the duty hours. All the staff shall be issued Staff ID by the outsourced firm.
- c. All the security staff shall carry with them a whistle and a guard stick during the duty hours. They shall perform their duties as per shift timing given below:

Shift No.	Timing	
	From	To
1	6:00 AM	2:00 PM
2	2:00 PM	10:00 PM
3	10:00 PM	6:00 AM

The hostel warden may provide any suitable stay arrangements for Guards along with mess workers ending the shift at 12 Night, if needed.

- d. The Security room at Gate 1 Exit side will be the Control Room for Security and will have number 01972254091. All matters related to security, emergency etc. will be reported to the Control Room Only. The Control Room will be under the control of Security Supervisor shall forward the case to the related authority on case-to-case basis.
- e. The security staff shall make themselves acquainted with various faculty, staff, and students of the Institute and shall also understand various rules and regulations of the Institute including Hostel rules, Student Discipline Rules, Anti-ragging rules etc.
- f. The Control room shall always be in possession of Telephone/Mobile numbers of all the faculty and staff, Doctor (on call), Nurse (on call) and Ambulance. AR (Admin) to provide Telephone/Mobile numbers of all the faculty and staff and Medical Office to provide Telephone/Mobile numbers of Doctor (on call), Nurse (on call) and Ambulance. They shall also have with them the Local Important numbers such as Police Station, Hospital, Bus Stand etc. The Control Room is authorised to use Security vehicle in case of any security/emergency matters, if needed.
- g. **Attendance at Gate 1:** All the security staff shall report minimum 30 minutes before the start of their duty time at gate no.1 of the institute and mark their attendance in the Institute attendance register and Biometric machine kept there. The security supervisor shall verify the attendance marked by all the security guards by signing in the next column of the register. All the attendance marked on the register shall be submitted to FI security via email within 30 minutes of start of each shift.
- h. **Attendance at Security Posts:** All the guards shall report at their respective security posts for the start of their shift by marking their attendance in the respective security posts and shall relieve the guard on duty of previous shift. The security supervisor shall visit each of the security post twice, preferably after 3 hours and after 7 hours from the start of the shift and shall mark his attendance at given columns. Security supervisor is allowed to use Security vehicle once during their shift to move around the campus on patrolling, whereas second time they must move across the campus by foot.
- i. **Patrolling:** All the guards deputed for patrolling shall patrol across the campus including last point of faculty & staff residences by foot. They are not allowed to move in the security vehicle. They shall mark their attendance in each attendance register kept at security post. Patrolling guards may use whistle while marching in the daytime except in academic area. All night patrol guards shall have torches with them all the time.
- j. The entry gate opposite to Parvati Girls Hostel, Old gate 2, Opposite Ekta Café, Behind Verka, Behind Administration block shall only be operational as per notified schedule. All the persons entering/exiting from these gates shall show their ID cards to the security staff on duty and make entry in the Entry register available.

## 2. AT ENTRANCE GATES

- a. Entry to the Institute shall be as per the existing pattern that may be altered as per notifications from time to time and shall be implemented by the security staff.
- b. Security staff shall ensure that no authorised person has entered the campus by any means. All such instances shall be reported immediately by Security supervisor to FI(OSS). If required, FI(OSS) may call Police with intimation to the competent authority.
- c. The identity of all persons including outsources staff including in Hostels, housekeeping and multitask workers shall be verified from the ID cards issued to them.
- d. In case, if any visitor wishes to enter the campus to meet with any person working in the Institute, then security staff shall verify the same from the person via telephone to whom the visit wants to meet before allowing the person to enter the campus. Also, in case, if the person working in the campus knows about such a visit beforehand, then the same shall be informed to the security staff along with his vehicle details beforehand to avoid any inconvenience.
- e. The following procedure shall be followed:

Category	Type of person	Purpose of visit allowed	Verification by	Remarks*
Student / Scholar	Institute Student-resident (with ID card)	-	-	Allowed
	Institute Student-resident (without ID card)	-	Respective MMCA/Warden/HoD	Allowed after verification with a statement of student & report of Supervisor to FI(OSS)
	Institute Student-non-resident (with ID card) during working hours	-	-	Allowed
	Institute Student-non-resident (with ID card) during non-working hours		Respective HoD (If visiting Department)/ Respective Warden (If visiting Hostel)	Allowed after verification only
Alumnus/ Alumna	Alumnus/Alumna	Any purpose	Dean/ Associate Dean (Alumni & Resources)/ FI (Alumni Association)/ HoD /Faculty / Staff	Allowed after verification only
Visitor#	Invited guests/Experts	Official	Respective HoD/Faculty/Staff	Allowed after verification only
	Any official	Official	Respective HoD/Faculty/Staff	
	Media	Official	Director/Registrar/Media Cell	
	Contractor	Business	XEN/SDO construction cell	
	Vendor	Business	Estate Officer	
	Visitors to Bank/ Post Office	For specific visit	Bank/ Post Office record after visit (Visit time restricted to only 30 minutes)	
	Personal Guest		Respective Faculty/Staff/student	

\* All entries shall be made in register separate for students and visitors

# All visitors shall be issued Visitor gate pass with a sling

- f. Entry and exit of all visitors will be from Gate No. 1 only. Visitor PASS against identity proof will be issued at Gate No. 1 at the time of entry and will be taken back at time of exit from Gate No. 1 only. The visitor has to wear the visitor Pass around his neck while in campus.
- g. To ensure the security of the campus, all the security staff on duty are authorised to randomly check the luggage/bags/belongings and are allowed to frisk the person entering the campus. However, the female persons can only be frisked by the female security staff and within a closed cabin only, but their luggage etc. can be checked by on duty security staff. For this, all persons entering the campus will cooperate with the security staff.
- h. Employees' vehicle without vehicle gate pass required to make proper entry in register at the time of entry & exit at Gate No. 1.
- i. All school buses will be allowed through gate No. I via main road only for which on request permission will be given for complete academic year starting from April of every year.
- j. Entry and Exit of all emergency services will be allowed round the clock through all gates after making proper entry in the register.
- k. Govt. Vehicles will be allowed to enter and exit through Gate No. I only with proper entry at Gate No. I and without issue of Visitor pass.

**l. Vehicular Movement:**

- i. A list of official and personal vehicles of the faculty/staff shall be prepared by the Vehicle section of the Institute and shall be handed over to the FI(OSS) to identify such vehicle during movement to avoid any inconvenience. All the faculty/staff members are requested to provide such an information to the Vehicle section and collect a new gate pass to be affixed on the prominent place of the front windshield, so that the same is visible to security guard on duty for quick verification.
- ii. There will be a provision of the lanes for staff and visitor separately at Gate no. 1. All the visitors will mandatorily fill up their entry at the Entry register, whereas the scholars allowed to enter the campus with vehicle shall also enter from visitor lane only but will not enter their details in Entry register, but security staff will enter vehicle number in the computer terminal. It is mandatory for the scholars to stick the given Temporary Gate Pass on the prominent place of the front windshield, so that the same is visible to security guard on duty for quick verification. Also, the security staff may verify the details of scholars on random basis to keep a check over use of unauthorised/fake gate pass.
- iii. In case, if any scholar/student is found not adhering to the above guidelines and/or using unauthorised/fake gate pass and/or unnecessary arguing with the security staff, then their temporary gate pass will be cancelled immediately by security staff and same shall be reported to FI(OSS) and Dean (SW) on the same day by the security guard through security supervisor along with report/proofs, if any. All such cases will be considered as a case of breach of security and be dealt by FI(OSS) and/or Dean (SW) as per Student Discipline Rules.
- iv. All suppliers, construction cell contractors, shop vendors in the campus will be allowed through gate No. I and for this purpose identity card/ gate pass will be issued by the Chief Warden (Hostels)/ Executive Engineer and Estate Officer.
- v. PhD scholar and other students may be allowed to enter the campus using vehicles from Gate 1 only after obtaining permission from Dean (SW) and fixing issued Temporary Gate Pass to the front windscreen of vehicle.
- vi. Only staff vehicular movement is allowed from Gate 2.

- vii. Entry to visitors, vendors, contractors will be allowed from 06:00 AM to 09:00 PM only. Proper screening of all the vehicles of visitors, vendors and contractors will be ensured at Gate No. I at the time of entry and exit.
- m. Pedestrian movement:
  - i. All the persons entering/exiting the campus shall enter the campus after entering their details in the Entry/Exit register. All pedestrian students are allowed to enter either from Gate 1 or Gate 2, but from the same gate from where the last exit has been performed, so as to close the entry. However, Entry/exit of residents of AGH/PGH will only be allowed through Gate No. 1 only, whereas resident students of MMGH, Satpura & Aravali may enter/exit from Gate 2 as well.

### **3. IN ACADEMIC AREA /CAMPUS**

- a. If requested by Head of Department, the main gates of academic departments shall be locked at 7:30 PM by the patrolling security guard and shall keep the keys with Security guard on duty at Administration Block. In case, if anyone wishes to visit the department after 7:30 PM, then he/she shall report the same at Gate no. 1 on telephone number 01972-254091. The security supervisor shall visit the department along with guard to open the lock by making entry and signature of the visiting person. It will be the responsibility of the person to report to the same number after his/her work is finished in the department and shall ensure the gate is locked by the security staff and shall also close his entry in the register.
- b. All departmental locks shall be opened by patrolling security guard at 7:30 AM on next working day. In case of holidays, the department shall remain locked and shall be opened on request only as per procedure mentioned above.
- c. The library shall remain open as per notified schedule and all the students are allowed to visit library during the notified schedule. However, the time gap of 15 minutes is allowed between exit from hostel and entry at the library and vice versa on exit from library.

### **4. PARKING OF VEHICLES:**

- a. All the scholars are allowed to park their vehicle in central parking only. All the staff members are requested to park only the designated parking area only. All the security staff shall assist the person in proper parking of the vehicle.
- b. Security guards performing patrolling duty shall ensure that no unauthorised vehicle is parked anywhere in the campus or authorised vehicle is also not parked in the unauthorised parking areas. In such cases, the security staff shall inform the security supervisor and is authorised to tuck away the vehicle by tucking wheel of the vehicle with chain and barricade using a lock in presence of Security Supervisor. Also, entry shall be made in the Unauthorised Vehicle /Parking register. The key to such a lock shall be kept under the custody of the Security Supervisor. The offender shall have to visit Security Office located in the Old Health Centre and shall submit an apology in writing to the Security Supervisor mentioning that he/she will not repeat the same in future before release of such vehicle. After receipt of such an application and after establishing that he/she is the owner of the vehicle, Security Supervisor shall release the vehicle on site by taking offender signature in the register.

### **5. IN CASE OF ANY UNAUTHORISED ACTIVITY /INDISCIPLINE BY THE STUDENT**

In case, if a person or a group of persons are found to be involved in any authorised activity or are creating indiscipline as described in already prevailing rules, regulations, notifications, orders etc. of the Institute including various Ordinances, Hostel Rules, Student Discipline Rules etc. and/or by Government from time to time, the case shall be reported as follows:

<b>Person involved</b>	<b>Location of activity</b>	<b>Reported to* (for physical presence)</b>	<b>Forwarded to</b>
Student(s)/ scholar(s)- hostellers	Within institute but not within hostel	FI (Student discipline), and Chief Warden	Dean (SW)
	Within hostel	Respective Warden of the student / Chief Warden	Dean (SW) (if required)
	Outside the campus/At entry gates	FI (Student Discipline)	Dean (SW)
Student(s)/s cholar(s)- Day scholar	Within institute but not within hostel	Respective HoD	Dean (SW)
	If found within hostel	Respective Warden of the student	Respective HoD
	Outside the campus	The case may be dealt suitably by parties involved	
Outsider	Within institute	FI (Security)	Registrar/ Police (as per case basis)

\*Police may also be reported by security staff as per requirement.

## **6. IN HOSTELS:**

- a. To ensure the security of the hostel, all the security staff on duty are authorised to randomly check the luggage/bags/belongings and are allowed to frisk the person entering the hostel. All such matters shall be reported to Hostel Warden and FI(OSS) through Security Supervisor and to FI(OSS).
- b. No students shall be allowed to enter/leave the Hostel after hostel timings except for notified relaxation. All such matters shall be reported to Hostel Warden and FI(OSS) through Security Supervisor.
- c. All other matters of security concerns shall be reported to Hostel Warden and FI(OSS) through Security Supervisor/ investigation cell of the firm.
- d. All the matters of indiscipline in the hostel premises shall be immediately reported to Hostel Warden/staff with a request to deal the matter as per Hostel rules. In case of repeated incidence by the same student(s), the same may be reported to FI (Student Discipline)/Chief Warden through FI(OSS).

## **7. FOR ARMED GUARDS**

- a. Site Incharge of the Outsourced Security Services of the firm will be issued the air rifles and air gun along with necessary ammunition by the office of FI (Security). Site Incharge of the Outsourced Security Services will ensure that the guns are in operational condition all the time and will further issue these rifles and guns to the supervisor as per shift.
- b. In case of any damage to these air guns and/or air rifles, the same shall be repaired by the firm at its own cost. The gun and rifles shall be returned to the FI (Security) in the same working condition as and when required by the FI (Security) or upon termination of the contract with the firm.
- c. Security supervisor will have to carry the air gun along with him all the time and will be custodian of the air gun and rifles.
- d. Some guards will be issued Air rifles by the supervisor as per notified location and time given by FI (Security). It shall be ensured by the supervisor that the guards issued with the rifles are adequately trained beforehand for the issued rifle and are mentally and physically fit for the use of the rifle. Such security guards will patrol in their notified location and time.



- e. The issue and return details of Air Rifles and ammunition will be maintained by the security supervisor.
- f. It shall be ensured by the security staff that rifles are issued as a preventive measure against situations such as monkey menace etc. and not to aim at the monkeys etc. and cause injury/harm to such an animal. Also, all the rules and regulations issued from time to time by the Government shall be followed by security staff all the time.
- g. The issued gun and rifles shall be solely used by the security personnel to whom the gun and rifles are issued and shall not be handed over to anyone under any circumstance, failing which strict action will be initiated against the defaulter/firm.

## **8. DURING EMERGENCY**

- a. The firm shall ensure that all the staff is adequately trained to handle any situation of emergency at all the time. The firm shall provide all necessary equipment to the engaged staff to handle such emergent situations.
- b. A Quick Reaction Team shall be formed in the duty register that shall include security supervisor and all guards on Patrol during each shift. They shall report within 5 minutes at the spot of emergency.
- c. As per the case, more guards can be called for from the nearby posts. Security supervisor is authorised to use Security vehicle during such an emergency.
- d. The staff shall cordon-off the area and ensure that no person is inside the location. They shall also ensure that no one enters such a site.
- e. The staff shall intimate the suitable government department/agency for coordination/ assistance immediately as per situation and shall provide full service/support during this time of emergency so that there is no damage to life and property before, during and after any emergent condition.

## **9. LEAVE / ABSENCE FROM DUTY & RECOMMENDATION OF REPLACEMENT OF THE GUARD ON DUTY**

It has been seen that some guards remain absent from duty continuously even up to a full month which leads to mismanagement and poor service of security work. Therefore, to ensure adequate strength of security workforce, the following is enforced:

Right to grant leave, if any, shall be vested with the firm providing Outsourced Security Services. All the security staff is entitled to leave as per Terms and conditions of the contract and are also eligible for one day rest after 6 days of working. Further, there shall be no absence from duty under normal circumstances. However, under emergent circumstances absent of up to 3 days in one calendar month may be considered without pay by the firm for the continuity of the service, which can be taken together or in parts. Any absence for more than 03 days in a month, with or without reason, will be seen seriously and may lead to recommendation of replacement of the guard on duty to the firm and shall be a binding to the firm.

## **10. AWARDS/HONOURS**

To encourage the guards, a suitable award/honour in the form of a memento and a certificate may be given to the best Security Guard each month/as per incidence based on the performance of the guard and as per recommendation of competent authority/ security supervisor.

## Annexure-I

### List of registers and their contents:

#### Attendance Register

S.No	Staff ID	Name of guard	Duty Time		Signature of guard	Supervisor visit 1	Supervisor visit 2	Security Officer	Remarks
			Start	End					

#### Entry/Exit register- Visitor

S.No	ID Card No	Name of Visitor	Time		Purpose	Visit Verification		Remarks
			In	Out		Guard sign	Supervisor Sign	

#### Entry/Exit register- Pedestrian/students

S.No.	Roll No	Name of Student	Hostel Room and Name	Purpose	Time Out	Sign of student	Guard sign	Time In	Sign of student	Guard sign	Supervisor Sign	Remarks

#### Unauthorised Vehicle /Parking register

S.No	Vehicle detail	Location	Timing	Name of guard	Signature of guard	Supervisor Name	Supervisor Sign	Application received (Yes/No)	Sing of vehicle owner	Remarks