



STANDARD OPERATING PROCEDURES (SOP)

CLOSED CIRCUIT TELEVISION (CCTV) OPERATIONS

(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 the optimum security level. The idea of CCTV is to ensure safety and 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

The aim of this SOP is to lay down salient guidelines for control, operation and 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 CDs and must be stored in the secure/locked cabinet in the CCTV control room.

4. Instructions for CCTV Operators

- 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. CCTV operators must act with utmost vigilance at all times.
- e. Operators must ensure that the CCTV control room is always clean and tidy.
- f. CCTV operators must have their 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 authorised and trained as CCTV operators, will operate any of the equipment within the CCTV monitoring room.
- h. Authorized CCTV operators must be present at all times when the equipment is in use. If the monitoring room is left unattended it could lead to an unwanted incident; therefore, it must be securely locked.
- i. The CCTV operators will send a daily CCTV Daily Monitoring Report to SAMS.
- j. The operators should monitor the entire remises and any suspicious activity should be logged in the Log Book with date, time, and camera number and reported to seniors.
- k. The operators are in charge of maintaining control centre equipment, watching multiple monitors at once, making note of any unusual occurrences and interacting with security department officials. They are expected to maintain a high level of fastidiousness, professionalism, care and integrity at all times.
- l. CCTV operators must have a thorough understanding of the equipment they are working with. They are 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 that they remain in constant contact with the supervisor.
- n. Entrance, exits and parking areas must be under surveillance at all times. Cameras 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 the information passed to the SAMS so that appropriate action may be taken.
- o. Employees, visitors and vehicle entrances must be closely monitored for registration number identification, checking/recording purposes and to ensure implementation of SOPS on issuance of access cards to visitors/contractors at the entrance.
- p. Any other duties assigned by the HOD Security.

5. Maintenance

- a. CCTV operators will be responsible for the reporting of faults within the CCTV Control Room or any associated equipment located elsewhere, including cameras on a 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 a daily basis by the supervisor.
- b. Defective cameras or LEDs/LCDs such as hazy pictures 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 a regular basis or arranged by ECO vendor through the maintenance department.
- d. In case of any fault, it should be recorded on the CCTV control room log book and communicated to the maintenance department verbally and HOD Security for initiating a complaint to the maintenance department via on line CMS.
- e. Also CCTV vendor ECO company representative should be called for rectification of fault or for arranging a meeting of the vendor with HOD Security to facilitate repairs.
- f. The CCTV operator is responsible for ensuring that the CCTV system is fully operational at all times to prevent any occurrences of possible security lapses.

6. Dos and Don'ts

- a. No CCTV operator is allowed to give his ID, login password to any staff.
- b. Operators must refrain from invading the privacy of people, or harass and intimidate them.
- c. Visitor access to the CCTV monitoring room 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 operators of any suspicious movements which may affect the safety of all staff and protection of company property. Likewise, CCTV operators should immediately inform the ground security and the Duty Shift Supervisor of any suspicious movement captured in cameras for immediate and appropriate action.
- f. Proper storing of footage is one of the most important roles of CCTV operators. Accurate recording and backups of all events should be maintained from all cameras in DVR / NVR hard disks and should be kept for at least a month.
- g. Breaches in security should be investigated using CCTV and remedial measures taken accordingly.
- h. Constant monitoring and spot-checks should be conducted to ensure compliance of this SOP by the 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 the HOD Security.
- b. In no case the recorded media copy or recording is to be handed over to any one by any means or request. Even recording of media by any one is also prohibited.

- c. The HOD Security will deal with the request or LEAs and decide whether viewing of recorded images should only be extended to anybody or LEAs on their written request or in case a situation arises in consultation with the Legal Department of IoBM.

8. Card Printing

- a. The CCTV operator is responsible for collecting and processing the data of staff, faculty and students for ID card printing on time.
- b. The data is to be kept confidential. The CCTV operator is the custodian of the data and should not misuse or leak any piece of information for any purpose other than card printing.
- c. The CCTV operator is responsible for printing cards and issuing them to the concerned person on time.
- d. Any stationary item required for printing purposes is to be requisitioned from time to time as per requirement and if not received, the SAMS should be informed well in time. A sufficient reserve stock of the stationary is to be kept to meet any shortage/delay in the provision of stationary.
- e. The CCTV operator is responsible for keep all the printing devices up-to-date and in case of any fault, report to the maintenance department as well as SAMs for urgent repairs.

9. State and Location OF CCTV Cameras:

Admin Building			
S.no	Location	Type	Camera
1	Main Entrance	Analog	1
2	Reception	Analog	1
3	Finance Counter	Analog	1
4	President's Gate Entry Ground Floor	Analog	1
5	President's Parking	Analog	1
6	Diesel tank Area	Analog	1
7	Rear Entry	Analog	1
8	First Floor	Analog	1
9	First Floor	Analog	1
10	Purchase Dept	Analog	1
11	QEC	Analog	1
12	President's Office	Analog	1
TOTAL			12
IoBM Main Gate Entrance			
S.no	Location	Type	Camera
1	In Gate	Analog	1
2	Out Gate	Analog	1
3	Walk Through Gate Entry	Analog	1
4	Bike Parking	Analog	1

TOTAL			04
Library			
S.no	Location	Type	Camera
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	Rear Exit	Analog	1
15	Bike Parking	Analog	1
TOTAL			15
CBM Building			
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	Entrance	Anlog	1
16	Entrance	Anlog	1
17	Entrance	Anlog	1
TOTAL			17

Library Building

S.no	Location	Type	Camera
1	Main entry	Analog	1
2	Basement	Analog	1
3	Cabinet 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

Generator Area

S.no	Location	Type	Camera
1	Penal Room Area	Analog	1
2	Generator Room Area	Analog	1
3	Diesel Tank Area	Analog	1
4	Servant quarter	Analog	1
5	Rear of Servant quarter	Analog	1
TOTAL			05

IT Building

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 Ground 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	Cafeteria in	Analog	1
2	Cafeteria in	Analog	1
3	Charging boot	Analog	1
4	Seating area	Analog	1
5	First Floor Irshad Karim Room entry	Analog	1
6	First Floor Seating 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	Rear of Washroom Corridor	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 (Nullah 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