OFFICE OF THE INSPECTOR GENERAL OF POLICE

PUDUCHERRY

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STANDARD OPERATING PROCEDURE (SOP) FOR CROWD CONTROL IN LARGE-SCALE EVENTS IN PUDUCHERRY

1. Introduction

This SOP outlines the procedures and protocols to be followed by the Puducherry Police for effective crowd management during large-scale events such as temple festivals, New Year celebrations, and other public gatherings. The primary objectives are to ensure public safety, prevent stampedes, and maintain law and order.

2. Pre-Event Planning and Preparation

- **Intelligence Gathering:**
  - Collect information regarding the expected crowd size, demographic profile, and potential trouble spots.
  - Identify "history-sheeters" and potential anti-social elements.
  - Assess the historical data of similar events to anticipate potential challenges.

- **Personnel Deployment:**
  - Deploy sufficient police personnel, including personnel from IRBN (Indian Reserve Battalion) and Puducherry Armed Police, based on the expected crowd size, after thorough briefing.
  - Form specialized teams, including an "Arrest Party" to handle nuisance elements and an "Anti-Eve Teasing Team" of female police officials in civil clothes.
  - Assign personnel for specific duties such as frisking, patrolling, traffic management, and control room operations.
  - **Rooftop Deployment:** Deploy trained police personnel with binoculars with night vision facility and wireless sets on rooftops of buildings overlooking the event area for a better vantage point and early detection of potential issues.

- **Infrastructure and Equipment:**
  - **Barricading:** Implement double-barricading wherever necessary to create clear pathways and prevent crowd surges.
  - **Signage:** Install proper signages for public awareness, guidance, and direction to parking lots, entry/exit points, and help desks.
  - **CCTV Surveillance:** Install a network of CCTV cameras with facial recognition (FR) technology, linked to a database of history-sheeters, and crowd counter technology to monitor overcrowding.
  - **Drones:** Utilize drone surveillance for aerial monitoring and real-time crowd assessment.
  - **Communication:** Ensure sufficient police radios, mobile phones, and a public address (PA) system for announcements.
  - **Specialized Vehicles:** Deploy "Vajra" and "Varun" vehicles to handle potential law &order disturbances.
  - **Temporary Measures:** Stockpile sufficient rope for temporary crowd handling, requisite Ambulance and fire brigade.
- **Coastal Security:**
  - For events near the coast, coordinate with the Coastal Police and Indian Coast Guard to ensure coastal security measures are in place.

3. During the Event

- **Entry/Exit Management:**
  - Establish separate entry and exit points for the general public and VIPs, in sufficient numbers.
  - Implement checking and frisking procedures at all entry points to prevent the entry of weapons, prohibited items, and anti-social elements.
  - Utilize handheld metal detectors and door frame metal detectors as needed.
- **Crowd Movement and Control:**
  - Maintain continuous monitoring of crowd movement through CCTV cameras and drone surveillance.
  - Use the PA system to give regular announcements, warnings, and guidance to the public.
  - Utilize rope and barricades to regulate crowd flow and prevent overcrowding in specific areas.
  - Deploy police personnel strategically at choke points and high-traffic areas.

- **Control Room Operations:**
  - Establish a mini control room with a CCTV video wall for real-time monitoring.
  - A designated officer will be in charge of the control room to coordinate with field personnel, analyze live feeds, and take immediate action.
  - A Separate Communication plan must be prepared and placed to ensure better and swift response among the teams.
- **Public Assistance:**
  - Set up a "Help Desk" to assist the public with lost children, lost articles, and other emergencies.
  - Provide hand tags for children with the name and phone number of parents to prevent them from getting lost.
- **Traffic Management:**
  - Utilize QR code-based signages to guide people to designated parking lots.
  - Deploy traffic polite to manage traffic flow, prevent congestion, and ensure easy access for emergency vehicles.
- **Women's Safety:**
  - Deploy the "Anti-Eve Teasing Team" of women police officials in civil clothes to prevent and address incidents of eve teasing and harassment.
- **Documentation:**
  - Engage photographers and videographers to document the event for post-event analysis, record-keeping, and legal purposes.
  - Deploy police personnel with body cameras at high footfall zones.

4. Post-Event Procedures

- **Dispersal:**
  - Manage the crowd during the dispersal phase to prevent stampedes and ensure a smooth exit.
- **Post-Mortem Analysis:**
  - Conduct a debriefing session to analyze the event's strengths and weaknesses.
  - Review CCTV footage and documentation to identify areas for improvement.
  - File a detailed report on the event, including any incidents, arrests, and lessons learned.

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5. Additional Measures

- **Anti-Sabotage Check:**
  - Conduct thorough anti-sabotage checks of the venue before the event commences, in coordination with bomb disposal squads if necessary.
- **Emergency Services Coordination:**
  - Coordinate with fire services, medical teams, and other emergency services to station their teams at the spot to ensure a prompt response in case of any untoward incident.
- **Contingency Plan:**
  - A Separate Contingency plan must be in place to handle any emergencies as and when required.

6. This SOP is a comprehensive guide to crowd management. It is to be reviewed and updated regularly based on new challenges, technologies, and experiences. All police personnel are expected to be familiar with this SOP and to implement it with the utmost professionalism and diligence.

7. Disclaimer :

It is made clear that this Standard Operating Procedure is exclusively for Internal smooth functioning of the Police Department.

Ajit Kumar 25/8/25

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PUDUCHERRY

To

1) The Director General of Police, Puducherry.
2) The Deputy Inspector General of Police (L&O/AP&T), Puducherry.
3) The Senior Supdts. of Police, HQ/C&I/L&O/KKL/Traffic, Puducherry and Commandant/IRBn.
4) All SPs
5) Secretary to DGP.
6) All Inspectors/SHOs/Incharge of OPs.
7) I/c Record Section, The web officer, Puducherry.