**OFFICE OF THE DIRECTOR GENERAL OF POLICE**
**PUDUCHERRY**

No. 4/DGP/SECY/2020 - 54 Dated: April 09, 2020

**STANDARD OPERATING PROCEDURE FOR UTILIZING THE SERVICES OF PRIVATE SECURITY GUARDS (Ops. KAAVALAALI) DURING THE PANDEMIC COVID-19 AND BEYOND CRISIS AND BE PARTNERS IN POLICING IN NORMAL TIMES.**

The Private Security Agencies in the UT of Puducherry are controlled under "The Private Security Agencies (Regulation) Act, 2005" as well as "The Puducherry Private Security Agencies (Regulation) Rules, 2009".

In the wake of COVID-19, which has been declared as Pandemic by the World Health Organization, elaborate arrangements are being made by the Police Department in liaison with the line Departments to contain the spread of the virus. However, owing to shortage of manpower, many points could not be covered by the Police. Hence, it has been decided to utilize the services of Private Security Guards as "force multiplier" to assist the Police. Also for the community to fulfil its social responsibility.

In this regard, it is imperative to issue a "Standard Operating Procedure (SOP)" for utilizing and coopting the services of Private Security Guards by the Police Department. As such, the following SOP is issued :

1) **Objective :** The Private Security Guards shall assist and support the Police in enforcing the orders of the Government during this Pandemic COVID-19 and beyond in normal times when back in their own duties. Wherever. And beyond to remain co-opted as part of community policing and crime prevention.

2) **Deployment :** The Private Security Guards shall not be posted alone; but, they shall be posted alongwith a Police Official and twinned with beat staff of local Police Stations.

3) **Briefing :** The Private Security Guards should be properly briefed about their duties and responsibilities before their deployment. This can be done personally and electronically also hence all will be expected to remain connected to confirm and acknowledge.



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**4) Area of Responsibility:** The Private Security Guards, wherever posted in the private establishment, it is his bounden duty to cover the stretch of 100 metres around the premises and to inform the Police if he notices any illegality. He must use all means to inform police control room if he sees anything amiss.

**5) Uniform :** The Private Security Guards should be in neat & tidy uniform, prescribed by their Agencies and they should be punctual and report on duty with a selfie of the place in confirmation.

**6) Preventive Equipment:** The SHOs shall ensure that necessary preventive equipments, such as, face mask, hand gloves, sanitizers, etc., are provided to them. Further, they should maintain proper personal hygiene and necessary precautionary measures. Even post COVID as a health protection.

**7) Social Distancing:** Social Distancing is an essential factor to contain the spread of this Epidemic COVID-19. Atleast one metre or 3 feet distancing is required between individuals to prevent the spread of infection. The Private Security Guards shall ensure to maintain the Social Distancing of the individuals. They must use the whistle and have loud hailers (if available) to keep educating people.

**8) Markets:** The Private Security Guards should ensure that markings are made in front of Banks, ATM Centres, Markets and Shops supplying essential items like milk, groceries, vegetables, fruits, medicine, etc. In case, markings are not available, the same shall be done through the local SHO and help of available people. Using these markings, they should ensure social distancing.

**9) Traffic Regulations:** When the Private Security Guards are posted on road junctions and check-posts, they should enquire the purpose of travel of the persons and if found it to be unnecessary, they should inform the nearest Police Officer. They must maintain utmost integrity. And in no case be party to any wrong doing of any one.



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**10) Public Awareness:** The Private Security Guards should announce frequently through the PA system (provided by the concerned SHO) insisting the maintenance of social distancing and avoiding violations on the road.

**11) Relief Distribution:** The Private Security Guards shall ensure that proper social distancing and precautionary measures are in place among the general public during the distribution of relief materials by the Govt. officials and private entrepreneurs.

**12) Eyes & Ears:** Necessary cooperation and coordination should be rendered by them to the Police while on duty. They should act as "Eyes Ears" of the Police. They themselves must stay updated through news (print or visual) and radio.

**13) Whatsapp Groups:** The Private Security Guards shall fully utilize the dedicated Police Station level Whatsapp Group, created by the SHO to communicate with the Beat Officers & others by using photographs & videographs. And be selective on posting. Also, save for their own record. This apart, the Whatsapp group of all officers and agencies created on 08.04.2020 shall remain operational for instructions, guidance and oversight.

**14) SHOs' Responsibility**: The CIs & SHOs shall take note of the observations of the Private Security Guards and address them on priority. These shall be part of DD entries. And SHO will record action taken. They should look after the welfare of the Private Security Guards as well.

**15) Control Room :** If anything untoward is noticed while on duty, it should be immediately reported to the nearest Police Station or Toll-free Helpline Nos. of Police Control Room, viz., 100, 112 or 1031. Police Control rooms too must track the complaints to ensure action is taken. They must recheck with complainants. And record the feedback

**16) Agencies' Responsibility**: It is the obligation of the Private Security Agencies to depute sufficient number of suitable Security Guards to meet out this crisis to contain the Pandemic COVID-19. And not lay off their services. Also ensure they get their emoluments in time as per the GOI instructions.



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**17) Wages :** During such assignments, the wages of the Private Security Guards, as prescribed by the Labour Department as per the Minimum Wages Act, shall be claimed from the concerned employer/business establishment and paid to the individuals, without any delay. Employers too need to know this.

**18) Rewards :** Private Security Guards performing admirably will be rewarded suitably. Market associations too must take care of their staff.

Balaji

**(BALAJI SRIVASTAVA, IPS)**
**Director General of Police**
**Puducherry** 09.04.2020

To :
All SSPs in Puducherry UT.
All SPs, CIs & SHOs in Puducherry UT.

Copy to :
1. The Inspector General of Police, Puducherry.
2. The Collectors / Regional Administrators, Puducherry (UT).
3. The Special Secretary to Govt., Home Dept., Puducherry.
4. The Labour Commissioner, Labour Dept., Puducherry.



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