



MCL



इलेक्ट्रॉनिकी एवं दूरसंचार विभाग
Electronics & Telecom Department
महानदी कोल्फील्ड्स लिमिटेड
(भारत सरकार का उद्यम)
MAHANADI COALFIELDS LIMITED
(A Government of India Enterprise)

संदर्भ क्रमांक/ Ref No: MCL/HQ/E&T/24/ 1201

दिनांक/ Dated: 03.08.2024

To,
The Area General Manager -
Jagannath, Bharatpur, Lingaraj, Hingula, Kaniha, Talcher Area
Lakhanpur, Ib Valley, Basundhara, Mahalaxmi, Orient Area
The General Manager - CWS Talcher, CWS Ib Valley
Incharge. MCL Bhubaneswar Office
CMS, NSCH Talcher

SUBJECT: Approved Standard Operating Procedures for CCTV Surveillance Systems in MCL.

Dear Sir,

In order to have uniform guidelines to be followed across MCL with regard to Planning, Procurement, Installation, Operation and Maintenance of CCTV Surveillance Systems in MCL, comprehensive Standard Operating Procedures (SOP) for CCTV Surveillance System is enclosed herewith for implementation by all concerned.

You are requested to go through the SOP and instruct the concerned for ensuring implementaion of the same in your Area. This SOP supersedes the previously issued SOPs w.e.f. 03.08.2024.

This has the approval of competent authority.

भवदीय

44/05/08/2024

विभागाध्यक्ष (इ एवं टी) / HoD (E&T)
महानदी कोल्फील्ड्स लिमिटेड/ MCL

Copy to:

- Director (Pers), Director (Tech/Op), Director (Tech/P&P), MCL - for kind information
- TS to CMD, MCL
- TS to D(P), TS to D(T/Op), TS to D(T/P&P), MCL
- GM (Vigilance), MCL HQ
- GM (Security), MCL HQ - with request to circulate to all Area Security Officers and Project Security Officers.
- GM (Finance), GM (MM), GM (E&M), MCL HQ
- Staff Officer (E&T)/ Area Incharge (E&T) - Jagannath, Bharatpur, Lingaraj, Hingula, Kaniha, Talcher, Lakhanpur, Ib Valley, Basundhara, Mahalaxmi, Orient Area
- Office Copy - File No. 25

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वसुधैव कुटुम्बकम्

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STANDARD OPERATING PROCEDURES FOR CCTV SURVEILLANCE SYSTEMS IN MCL

Nodal Officer CCTV (Maintenance) shall be as under:

- For Project Unit – PE (E&M), or as authorized by Project Officer.
- For Area Unit – Staff Officer (E&T)
- For MCL HQ – General Manager (E&T)/ HoD (E&T)

Nodal Officer CCTV (Operations) shall be as under:

- For Project Unit – Security Incharge of the Project.
- For Area Unit – Area Security Officer / Staff Officer (Security).
- For MCL HQ – General Manager (Security)/ Chief of Security

1. ASSESSMENT OF REQUIREMENT:

Nodal Officer CCTV (Operations) shall identify the strategic locations and assess the requirement of CCTV for such locations. This should include all vulnerable locations of the mine and Area.

Locations like Mine Entry/ Exit, Siding Entry/ Exit, Weigh-Bridge, Stores Premises, Coal stocks, Diesel Dispensing Stations, etc. should always be considered as vulnerable locations and should be comprehensively covered with CCTV without any blind spots. The assessment should clearly indicate the following information:

- a. Name of location(s) (A large area should not be named as one location, rather each point of camera placement should be treated as a separate location).
- b. Number of cameras to be installed at each location.
- c. Orientation or view required from each camera.
- d. Height of Camera installation.
- e. Any other relevant functional information.

Nodal Officer CCTV (Operations) shall provide the assessed requirement to the concerned Nodal Officer CCTV (Maintenance) of respective unit, after obtaining administrative approval of the Project Officer (for Project Unit) or Area General Manager (for Area unit).

Responsibility – Nodal Officer CCTV (Operations)

For MCL HQ, the identification of Strategic Locations and assessment of requirement of CCTV Cameras shall be done by Chief of Security/ General Manager (Security) or his nominated representative, and obtain the administrative approval of concerned director before sending to Nodal Department, MCL HQ.

Responsibility – Nodal Officer CCTV (Operations)

2. INDENT:

After receipt of administratively approved requirement, the Survey shall be done by the Nodal Officer CCTV (Maintenance) and accordingly an Indent and proposal shall be prepared.

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While preparing the indent and proposal, the following should be ensured:

- a. Only IP CCTV Cameras should be procured.
- b. Minimum 2 Megapixel CCTV Cameras should be procured. Higher resolution cameras can also be selected depending upon the location and purpose of surveillance.
- c. Storage should be kept for a minimum 30 days, with minimum 1080p (1920 x 1080) resolution (For 2 Megapixel Cameras) and minimum 15 fps. For locations having medium to high speed traffic, the storage should be calculated for minimum 25 fps. In case cameras of higher resolution are procured, the recording resolution should be the maximum available resolution in the camera, and the storage size should be calculated accordingly.
- d. For highly vulnerable locations, footage may be kept for longer period if specifically decided by the concerned Security In-Charge/ Management.
- e. PoE switches should be used as far as possible.
- f. The CCTV Cameras and allied infrastructure should be sufficiently robust to handle the environment at the place of installation.
- g. Standard based CCTV Cameras and Storage devices should be procured which can be integrated with standard Centralized Command and Control Software. It should also be ensured that the CCTV Cameras have interoperability with CCTV Surveillance Systems to be procured in future, as well as to support video analytics in the future. This can be done by going for procurement of Open Standard Based CCTV Cameras and recording devices.
- h. CCTV Cameras should be integrated with the e-Surveillance and Control Room of the Project / Area, and should be made accessible at MCL HQ and over internet.
- i. CAMC should be included in the proposal to cover the maintenance for the entire life of the system, as per the Standard Terms and Conditions of CAMC issued by CIL HQ and any other guidelines issued by MCL HQ.
- j. All standards, rules and guidelines issued by Gol, MoC, CIL and MCL from time to time, should be followed.

The approval of the indent and proposal shall be as per DoP.

Responsibility – Nodal Officer CCTV (Maintenance)

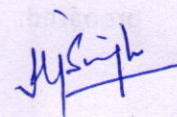
If the proposal of Unit level is approved at Area/ MCL HQ, or if the proposal of Area is approved at MCL HQ, then the assessment may also be vetted by the Nodal Officer CCTV (Operations) of Area or of MCL HQ, as the case may be.

Responsibility – Nodal Officer CCTV (Operations), MCL HQ

3. PROCUREMENT:

After receipt of approved indent, the procurement of CCTV Surveillance System shall be done as per DoP, and should be prioritized as it relates to safety and security of business operations.

Responsibility – MM Department of Area/ MCL HQ



4. INSTALLATION AND COMMISSIONING:

The timelines for delivery, installation and commissioning of the system should be maintained as per the contract. Regular follow up with the vendor for sticking to the timelines shall be done. In case of deviation from timelines, necessary action as per the contract has to be taken.

Responsibility – Nodal Officer CCTV (Maintenance) & MM Department

Provision of Power connectivity near the installation location, providing clear approach to the installation site and making the site free from any disturbances/ obstacles/ hindrance is essential for timely completion of the system. The same has to be ensured by the respective management of Project/ Area.

Responsibility – Project Officer/ Area GM

The installation of CCTV Cameras should be ensured as per the initial requirement provided by the Nodal Officer CCTV (Operations). Regular updates should be provided to the Nodal Officer CCTV (Operations) during the installation phase. Change in location/ number of cameras/ orientation of the cameras during installation phase may be done only upon written communication from the Nodal Officer CCTV (Operations). Such change in installation requirement should be duly approved by the head of establishment i.e. Project Officer or Area GM (in case of Project Unit/ Area Unit), or by General Manager (Security)/ Chief of Security (in case of MCL HQ). After commissioning of the project, the details of Camera installation should be provided to the Nodal Officer CCTV (Operations).

Responsibility – Nodal Officer CCTV (Maintenance)

5. ESTABLISHMENT OF E-SURVEILLANCE ROOM:

e-Surveillance Room (or E-Surveillance and Control room) should be established at Project as well as Area Level for effective surveillance round the clock and to take suitable action on any incidences observed. The previously established E-Surveillance and Control room at Area/ project unit may also be utilized for this purpose.

The respective management of the Project/ Area has to ensure that the CCTV Surveillance System is effectively utilized by the concerned Security In-charge. Nodal Officer CCTV (Operations) shall be the Incharge of the e-Surveillance & Control Room of the respective Unit/ Area/ MCL HQ. The operators and manpower deployed in the e-Surveillance and Control Rooms should report directly to the Nodal Officer CCTV (Operations) of the respective unit.

The contact numbers of Area Patrolling Team/ OISF, Security Incharges, Area Security Officer, etc. shall be maintained in the e-Surveillance and Control Room.

Responsibility – Project Officer/ Area GM

It is not expected to have different E-Surveillance and Control room for different Electronic/ IoT based applications like CCTV, Vehicle Tracking System, RFID Based Boom Barrier, etc. The same E-Surveillance and Control room can be utilized for monitoring of different types of Security related applications.

6. CENTRALIZED MONITORING OF ALL CCTV CAMERAS:

Procurement and Installation of Analog/ standalone CCTV Cameras in the past has resulted in some CCTV Cameras being inaccessible from the Project/ Area e-Surveillance & Control Room. Integration of such CCTVs through proper networking should be explored so that the recording and monitoring of such CCTV Cameras be done in a centralized location.

The video footages of all cameras, whether standalone or networked, should be stored for a minimum period of 30 days, considering the resolution and fps as mentioned under point no. 2.b

Responsibility – Nodal Officer CCTV (Maintenance)

7. EFFECTIVE UTILIZATION:

Nodal Officer CCTV (Operations) shall be the Incharge of the e-Surveillance & Control Room of the respective Unit/ Area/ MCL HQ. Nodal Officer CCTV (Operations) shall ensure the effective use and proper functioning of the e-Surveillance & Control Room.

The Monitoring Personnel posted in the e-Surveillance and Control Room should monitor all vulnerable locations such as Coal Stocks, Railway Sidings, Entry/Exit Points of Mines, Weighbridges, Diesel Dispensing Stations, etc. in each shift. If any suspicious activity is observed, the same has to be brought immediately to the notice of Nodal Officer CCTV (Operations) and recorded in a physical register kept in the e-Surveillance and Control Room.

Responsibility – Operators deployed for monitoring the CCTV Feeds & Nodal Officer CCTV (Operations)

Nodal Officer CCTV (Operations) shall take the necessary action on receipt of such information, and record the same with reference to the incidence, in the said physical register.

In addition to the monitoring by the Monitoring Personnel posted in the e-Surveillance and Control Room, the Nodal Officer CCTV (Operations) should also check the live views and recorded footages of the CCTV Surveillance System regularly, to ensure that the system is working as intended and covering the right views and angles to fulfill the requirement of surveillance. Nodal Officer CCTV (Operations) should also decide which cameras require monitoring regularly in addition to the cameras installed at vulnerable locations, as detailed above.

Responsibility – Nodal Officer CCTV (Operations)

Incase of disconnection of CCTV Camera feed, the same should be immediately reported to the Area Patrolling Team/ OISF or any other Security Personnel posted close to such locations, as it may be a case of deliberate disconnection of cameras for theft of cameras or theft of any other material within the camera view. Incase an incidence of theft is observed, the same should be immediately reported to the Area Patrolling Team/ OISF or any other Security Personnel as decided by the Nodal Officer CCTV (Operations).

Responsibility – Operators deployed for monitoring the CCTV Feeds & Nodal Officer CCTV (Operations)

The disconnection of CCTV Cameras, or inability to view/ access the recorded footage, should also be brought to the notice of the respective Nodal Officer CCTV (Maintenance).

The field of view of the CCTV Camera should also be regularly checked, and any requirement of change in the angle of CCTV Camera should also be communicated to the respective Nodal Officer CCTV (Maintenance).

Responsibility – Nodal Officer CCTV (Operations)

8. MAINTENANCE:

On receipt of report of disconnection of CCTV Camera feed or inability to view/ access the recorded footage from the Nodal Officer CCTV (Operations), the restoration of system has to be undertaken immediately. At highly vulnerable locations like Entry Exit Points, Coal Stocks, Sidings, etc., the breakdown cameras should be immediately replaced. In all such cases, the system should be brought to full working condition on top priority. In case of request for change in view of camera, the same should be done at the earliest.

All instances of breakdown of CCTV Cameras at vulnerable locations along with the time of such information and time of restoration of such breakdown should be recorded in a physical register kept in the office of Nodal Officer CCTV (Maintenance), or a software log of such breakdowns along with reasons should also be maintained. All changes in camera angle should also be recorded in the said register.

All the CCTV Cameras should be under CAMC, and the CAMC should be in line with the Standard Terms and Conditions of CAMC issued by CIL HQ and any other guidelines issued by MCL HQ.

Responsibility – Nodal Officer CCTV (Maintenance)

The reason for shut down of each camera should also be recorded at the e-Surveillance and Control Room.

Responsibility – Nodal Officer CCTV (Operations)

9. REPORTS:

Daily report to be forwarded to Area General Manager by Nodal Officer CCTV (Operations) of the Area, based on monitoring at control room and action taken thereon, if any. Monthly report of all Areas shall be submitted to Director in-charge by the Nodal Officer CCTV (Operations), MCL HQ, highlighting the incidences observed through surveillance system during the month with action taken thereon, if any. CCTV footage, record and reports may be called for any time for verification by the Competent Authority.

Responsibility – Nodal Officer CCTV (Operations) of Area/ MCL HQ

10. REGULAR CHECKS & INSPECTION:

Regular checking and inspection of the CCTV Surveillance System of the respective project should be done as per the Inspection Schedule circulated by MCL HQ vide No. MCL/SBP/D(T/OP)/2024/717 Dated 19.03.2024, or as amended/ renewed by MCL HQ from time to time.

The committee should check the various parameters of the camera like resolution, frames per second, night view, angle of CCTV Camera, etc. The committee shall also check the continuity in recorded feeds and availability of minimum 30 days feed.

The inspection reports and action taken thereon, if any, should be maintained at the e-Surveillance and Control Room of the respective Project & Area, and the same can be called for anytime by the competent authority.

The details of monthly inspection by the Area level team same should be put up to Area General Manager, and a copy of the same should be preserved at the e-Surveillance and Control Room of the respective Project & Area, along with a copy to General Manager (Security), MCL HQ and General Manager (E&T), MCL HQ.

Responsibility – Committee Members as detailed in the Inspection Schedule.

