

### **Scope of Line Patrolling Services:**

Without prejudice to the generality of the responsibilities, liabilities and obligations attached to the line patrolling arrangements for the OPTCL lines. Following shall *inter alia* be responsibilities, liabilities and obligations of the Agency: -

- i.** The agency must be able to reinforce its manpower deployed at company's premises **with immediate effect** on receipt of intimation during any kind of disturbances, demonstrations, strike, and dharna or as and when required by the company, at EHT lines.
- ii.** The agency shall provide **weekly** off relievers in accordance to prevailing labour laws required/necessary for smooth discharging of line patrolling personnel duties.
- ii.** The agency shall maintain good relations with the local administration, Police and Govt. agencies and shall act on behalf of the Company as and when required. The agency shall also file FIRs/ reports etc. with such Govt. bodies on its own, as and when directed/desired by the company.
- iii.** The line patrolling personnel shall be compulsorily screened and selected individually by the Agency as per the laid down physical standards. No personnel shall be deployed without such screening.
- iv.** The agency shall record and maintain the register of major and minor events occurring during the period of 24 hours and report the same to the Authorized officer of the OPTCL every day regularly in the form of daily report.
- v.** The agency shall inquire about any theft, pilferage, fire, disobedience, rowdies act, indiscipline, unauthorized activities and all other criminal activities in the OPTCL's premises and report the same to the Authorized officer to lodge the complaints to police authorities, if so desired by the company.
- vi.** Any lapses on account of non-reporting of theft or any other untoward incident shall be treated as an offence. Necessary action as deemed fit shall be taken against the agency.
- vii.** The agency shall provide necessary law and order assistance to the Company in case of fire, natural calamity, strike, mob, theft etc. in the OPTCL's premises or on any other occasion as may be directed by OPTCL.
- viii.** The agency shall deploy line patrolling personnel at duty points and arrange for patrolling, round the clock and to ensure all locking devices in operation while on duty.

- ix.** The agency shall provide escort to the management executives, officers and staff and important visitors of the company as and when asked for by OPTCL.
- x.** The agency shall protect the OPTCL property and premises and property of its employees in the premises against all outside and inside forces including malicious acts of any person(s).
- xi.** Surprise checking shall be personally carried out by the Agency to ensure effective services by the line patrolling personnel staff deployed by the Agency in OPTCL's premises.
- xii.** The agency shall provide intelligence services to OPTCL on regular basis on important events/developments concerning OPTCL's interest.
- xiii.** The agency shall undertake any such job/services/assignments etc. as desired by the company, concerning liasioning/ security of the OPTCL premises/lines.
- xiv.** The Agency shall provide security services for the protection of life and against theft, pilferage, fire etc.
- xv.** Guiding visitors to desired locations. Concerned officials/ occupants.
- ~~**xvi.** Regulating entry of unwanted visitors / salesmen and maintenance of visitors register.~~
- xvii.** Round the clock security service is required to safeguard property and personnel.
- xviii.** Frisking and checking of visitors during and after operational hours.
- xix.** Effective involvement during the crisis management like fire accidents and bomb threats and during periodical drills. Liaison with appropriate agencies in case of emergencies / Disaster & be well equipped with their update contact numbers.
- xx.** Patrolling and guarding various common area and surroundings to ensure adequate safety and security.
- xxi.** Complete disaster management in case of emergencies/disasters.
- xxii.** Ensuring and monitoring the operations of Boom Barriers & Access Control System wherever available.  
The Bidder shall provide at his own cost.
- xxiii.** Photo identity cards shall be provided by the agency.
- xxiv.** The Bidder shall have his own Establishment / office / staff, etc. at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract. The Bidder shall get guards and supervisors screened for visual, hearing, gross physical defects and contagious diseases and will provide a certificate to this effect for each

personnel deployed. Authority will be at liberty to get anybody re-examined in case of any suspicion. Only physically fit personnel shall be deployed for duty. The Bidder shall bear all the expenses incurred on the following items i.e. required security devices, metal detectors, searching mirror, Walky-Talky, provision of torches and cells, lathis / ballams and other equipment to security staff, stationary for writing duty charts and registers at security check points and record keeping as per requirements.

### **1.5 OTHER CONDITIONS:**

- i.** The Agency shall ensure that they will strictly follow the physical standards for the recruitment of Line patrolling personnel.
- ii.** All payments (excluding service charge and statutory dues) are directly payable by the agency to the guards' accounts through NEFT/RTGS or Bank transfer only.
- iii.** All deployment of guards will be done only after clear instructions are given by the **Executive Director** of OPTCL. If an untoward incident occurs, due to lapses on the part of line patrolling personnel, the OPTCL shall reserves the rights to impose penalty, directly in proportion to the gravity of the incident, deductible from the monthly bill.
- iv.** In case of any emergency like disturbances, demonstration, agitation etc. within the Office, GRID S/S installations, office premises and outside premises of OPTCL, the line patrolling personnel deployed by the OPTCL shall stand firm on their duties and assist the management and police authorities in maintaining law and order situation in such places. They should never desert the work spot under any situations.
- v.** In case the line patrolling personnel deployed by the Agency go on strike, agitation, remain absent, or remain inactive in a manner not conducive to OPTCL's interest, the Agency shall immediately replace them by efficient persons. Failure to do so by the Agency, will invoke penalty clause. The Agency will also ensure that their personnel are not involved in any type of Union activity, Dharna/Demonstration before any of the Offices of OPTCL or any other Authority.
- vi.** The line patrolling personnel deployed by the Agency in OPTCL should have thorough knowledge on right of private defence of personnel and property as provided under the Indian Penal Code.
- vii.** Whenever the Agency through their line patrolling personnel, deployed at any of the OPTCL's premises, notice or hear anything against the

interest of OPTCL, they shall report the same immediately to the **Nodal Officer of OPTCL for future purpose.**

- viii.** The agency manpower shall not engage themselves, directly or indirectly in any commercial activities or employment over & above their employment with the agency.
- ix.** All line patrolling personnel deployed by the agency shall be respectful & shall possess required tact and patience in performing of their duties and shall discharge their duties in a most befitting manner, keeping honor and dignity of the Organization always high.
- x.** The Agency shall provide two sets of proper and attractive uniform, shoes & equipment to all the line patrolling personnel deployed by them. All line patrolling personnel deployed shall keep **smart, active and in impressive appearance** and shall put on the uniform in **washed, neatly pressed & tidy condition.**
- xi.** It shall be the responsibility of the agency to issue the employment card/photo identity card to the security guards. The Agency shall take responsibilities to bring their employees to the spot every day and also to take them back at the end of each shift.
- xii.** The Agency shall rotate the line patrolling personnel deployed for the contract periodicals or as and when suggested by the Company.
- xiii.** The Agency shall ensure that the line patrolling personnel observe code of conduct and discipline expected of a Security Force.
- xiv.** The Agency must visit the site to familiarize themselves with the site conditions.
- xv.** All guards should have Bank A/c and their monthly wages or advances will be directly credited to their Bank A/c by the agency. There will be no cash transaction for above purposes.
- xvi.** **For non-coverage area of the ESI scheme, insurance of each guard and compensation policy as per Employees Compensation Act 1923 is a must.**
- xvii.** Physical standard requirement of each guard is to be adhered to as specified in the tender document.
- xviii.** The Agency shall provide personnel for local liaison with the nearby residents, Govt. and Police Authorities without any additional cost.
- xix.** Discipline will always be maintained by the line patrolling personnel on/off the duty.
- xx.** Every line patrolling personnel should have undergone Police

verification.

- xxi.** Form I to IV of the Odisha Private Security Agencies Rules, 2009 to be submitted before deployment.
- xxii.** Agency shall make own arrangements for boarding, lodging and food for their employees/guards nearby the sites.
- xxiii.** Any implication due to theft at site will be debited to Agency's account as decided by the OPTCL Authority under intimation to the Agency. In this case the decision of OPTCL Authority is final & binding.
- xxiv.** The agency shall deploy women line patrolling personnel as and when required by OPTCL.

### **1.6 Duties of Line Patrolling Personnel:-**

- i.** Security Guards are posted on shift duty shall always be in full uniform. They are responsible for the security of the Grids/Stores/offices where they are deployed. They have to assist their superiors in performance of their duties. While posted at main gate of the offices they will perform the following duties:
- ii.** Whenever any suspicious object is seen near the offices the matter should immediately be reported to his supervisor/senior officers.
- iii.** He will bring into notice of the Authorized Officer regarding any mal-practices being followed in the Stores/Offices/Grids of OPTCL.
- iv.** He will ensure the cleanness around the towers of OPTCL.
- v.** He will ensure that no birds should make nest in towers.
- vi.** He can be assigned any other duty by the senior officers from time to time as and when required.

### **1.8 Standard Operating Procedure for Line Patrolling Services**

#### **A. ON TAKING OVER DUTY**

- i.** Report at least 15 minutes before start of the shift/duty time.
- ii.** Obtain exhaustive briefing from on duty guards while taking shift charge.
- iii.** Sign -duty log book- as having understood & taken over duty.
- iv.** Take charge of duty.

#### **B. DURING DUTY**

- i.** Maintain strict vigil over the entire allocated duty area.
- ii.** Remain properly dressed along with head-gear.

- iii.** Keep the baton, whistle & torch are in working order.
- iv.** Do not leave duty area without being relieved.
- v.** Remain polite but firm with visitors without compromising security aspects.
- vi.** Ensure that vehicles are parked at designated locations systematically.
- vii.** Keep the main gate always locked & open the same only when required.
- viii.** Maintain records of workers/contractors entering the premises for any official work.
- ix.** Keep strict vigil on touts & anti-social elements.
- x.** Ensure that incoming materials are inspected and recorded in the inward stock material register & put the official stamp on the associated bill/challan.
- xi.** Ensure that outgoing materials are inspected & permitted only after verification of the associated gate pass signed by authorized signatory. Make entry in outward stock material register.
- xii.** Ensure that visitors are allowed only after obtaining permission from the officials of OPTCL. Enter details in the visitors register & allocate the visitors pass.
- xiii.** Guide the visitor to the destination without leaving the post.
- xiv.** In case of dead-lock with the visitor, ask intervention of security supervisor/ OPTCL official to resolve the matter.
- xv.** Respect all company officials and extend courtesy without compromising security aspects.
- xvi.** Record all unusual occurrences in security log book & inform supervisor and officials of OPTCL.
- xvii.** Do not gossip while on duty.
- xviii.** He will take all necessary steps required for the better protection and security of the property and personnel of OPTCL.

**C. ON HANDING-OVER DUTY**

- i.** Do not leave the duty without being relieved.
- ii.** Brief the relieving guard on the occurrences as well as on special requirements.

- iii. Make entry in the security log book about having briefed & handed-over duty to incoming guard by name & sign at the respective column.

**D. SUPERVISORS OF THE AGENCY:**

- i. Keep record of all guards, locations & their duty schedules.
- ii. Supervise performance & maintain data bank of the same.
- iii. Conduct surprise checks to ensure coverage of each location at least once during day & biweekly during night.
- iv. Record the above check in the security check register.
- v. Maintain routine liaison with local police & fire station at least once a month & record the visit details in liaison/ coordination register & obtain signatures of security in-charge.
- vi. Maintain liaison with various OPTCL offices under the jurisdiction to ensure effective, friendly & feel-safe security.
- vii. Ensure provisioning for off reliever from security agencies as absentee replacements.
- viii. Plan the leave of line patrolling personnel in a manner that there shall be no conflict or shortfall in providing 24x 7 Security service.
- ix. Maintain discipline amongst line patrolling personnel & take action against defaulters. Apprise the OPTCL official from time to time.
- x. Check status of firefighting extinguishers & take action for their serviceability.
- xi. He should train the security guards.

**E. MANAGER OF AGENCY:**

- i. Be responsible for all security matters in the area of responsibility.
- ii. Conduct surprise checks in order to cover each location at least once a week during day & twice in a month during night (1 AM to 4 AM)
- iii. Record the above checks in the security check register.
- iv. Maintain liaison with local police & fire stations at least once a month for each district. Record the same in liaison/coordination register.
- v. Maintain liaison with various location heads in order to ensure feel-safe, friendly and effective security services.
- vi. Collect intelligence information & forward it to the Authorized Officer.
- vii. Review the security deployment every month & suggest reduction

where possible.

- viii. Ensure interchange of locations of guards to ensure that no guard stays at same location for more than 3 months.
- ix. Maintain data bank of line patrolling personnel with regards to their proficiency, conduct & effectiveness.
- x. Maintain discipline amongst line patrolling personnel & take disciplinary action against in-disciplined line patrolling personnel.
- xi. Conduct **Mock drill for firefighting** and report the result to safety Officer every month at all sites of the duty & report result to respective Security-in-charge for onward transmission to the Chief Security Officer.

#### **F. OUT BREAK OF FIRE**

- i. On observing fire, shout -"Fire".
- ii. Try to extinguish fire by extinguisher.
- iii. Ask for help from people to fight fire.
- iv. Contact local fire station for immediate help.
- v. Inform the local police station for immediate help.
- vi. Inform security supervisor/ OPTCL official on Tel: \_\_\_\_\_.
- vii. Assist fire-party in fighting fire
- viii. On extinguish of fire, record details in -security log book- and inform all concerned about the same, who were informed earlier
- ix. Resume normal security duty after extinguish of fire.

#### **G. THEFT/ DISORDER**

##### **ACTION BY SECURITY GUARD**

- i. Investigate at-site to identify & isolate the thief till arrival of supervisor/ police.
- ii. Inform security supervisor, OPTCL official & **Nodal Officer**.
- iii. Inform local police station for immediate help.
- iv. Assist police/OPTCL official in investigation.
- v. Record details in security log book.
- vi. Continue to be alert & maintain discipline amongst line patrolling personnel.