

Scope of Security Services:

Without prejudice to the generality of the responsibilities, liabilities and obligations attached to the Security arrangements for the OPTCL site / offices and other areas. Following shall *inter alia* be responsibilities, liabilities and obligations of the Security 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 sites/offices premises.
- ii. The agency shall provide weekly off relievers in accordance to prevailing labour laws where required/necessary for smooth discharging of Security duties.
- iii. The agency shall maintain good relations with the local administration, Police and Govt. agencies and shall act/liaison 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.
- iv. The security personnel shall be compulsorily screened and selected individually by the Security Agency as per the physical standards laid down in the tender. No personnel shall be deployed without such screening.
- v. The security personnel deployed shall be vigilant and keep watch entry of visitors including the Company's employees. Any untoward incidence may be reported immediately to site/ Engineer In charge.
- vi. The agency shall keep vigil on and to check if required, all incoming and outgoing materials, vehicles including cars, truck, scooters, motor-cycles, bicycle etc. so as to ensure that there is no unauthorized entry or exit of men, materials and vehicles in the Company's premises.
- vii. 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.

company from time to time.

- viii.** The agency shall issue gate-pass to visitors and to collect such passes at the time of exit and to maintain the record for the same.
- ix.** 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.
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
- x.** 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.
- xi.** The agency shall deploy security personnel at duty points and arrange for patrolling, round the clock and to ensure all locking devices in operation while on duty.
- xii.** 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.
- xiii.** 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).
- xiv.** Surprise checking shall be personally carried out by the Security agency to ensure effective services by the Security staff deployed by the Security agency in OPTCL's premises.
- xv.** The agency shall provide intelligence services to OPTCL on regular basis on important events/developments concerning OPTCL's interest.
- xvi.** The agency shall undertake any such job/services/assignments etc. as desired by the company, concerning liaisoning/ security of the OPTCL premises/ other field offices.
In addition to the scope of work above, the Security Agency shall provide additional security cover for the occasion like visits of VIP, Social / Cultural / Sports programs or any other eventualities of

- OPTCL, for which sufficient advance intimation shall be given, whenever possible. The payments will be released as per the scheduled rates.
- xvii.** The Agency shall provide security services for the protection of life and against theft, pilferage, fire etc.
- xviii.** Ensure safety and security of men and material,
- xix.** Guiding visitors to desired locations. Concerned officials/ occupants.
- xx.** Regulating entry of unwanted visitors / salesmen and maintenance of visitors register.
- xxi.** Issuing & checking of gate passes and to regulate the entry and exit of vehicles/materials.
- xxii.** Prevent entry of stray animals like cows, dogs etc.
- xxiii.** Round the clock security service is required to safeguard property and personnel.
- xxiv.** Frisking and checking of visitors during and after operational hours.
- xxv.** Hand held metal detectors should be provided by the Security Agency at his own cost in case of Head Qrs. Office, for checking and frisking of visitors as well as their carry bags.
- xxvi.** Mandatory checking of vehicles at entry and use inverted mirror detectors for checking vehicles for any sabotage or terrorist act.
- xxvii.** 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.
- xxix.** Visitors management in common, during events & exhibitions, and during other special occasions.
- xxx.** Having effective control on movement of materials in/out.
- xxxi.** Physical guarding of entry/exit points.
- xxxii.** Screening/directing of visitors.
- xxxiii.** Patrolling and guarding various common area and surroundings to ensure adequate safety and security.
- xxxiv.** Assisting the occupants during the emergency evacuation of the

building.

- xxxv.** Rescue operation of passengers stranded in the lifts.
- xxxvi** Complete disaster management in case of emergencies/disasters.
- xxxvii.** Ensuring and monitoring the operations of Boom Barriers & Access Control System wherever available.
- xxxviii.** The Bidder shall provide at his own cost.
 - Photo identity cards as laid down in the Orissa private security agencies rules 2009 under Rule -15 and liveries as mentioned under Rule-16 of said Rule.
- xxxix.** 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 Security agency shall ensure that they will strictly follow the physical standards for the recruitment of Security Personnel.
- ii.** All payments (excluding service charge and statutory dues) are directly payable by the security 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 security 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 security 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 security personnel deployed by the Security Agency go on strike, agitation, remain absent, or remain inactive in a manner not conducive to OPTCL's interest, the Security 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 security personnel deployed by the Security 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 Security Agency through their security 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 security agency manpower shall not engage themselves, directly or indirectly in any commercial activities or employment over & above their employment with the security agency.
 - ix. All security personnel deployed by the security 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 Security Agency shall provide two sets of proper and attractive uniform, shoes & equipment to all the security personnel deployed by them. All security 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 security 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 Security Agency shall rotate the security personnel deployed for the contract periodicals or as and when suggested by the Company.
 - xiii. The Security Agency shall ensure that the security personnel observe code of conduct and discipline expected of a Security Force.
 - xiv. The Security 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 Security 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 security personnel on/off the duty.
- xx. Every security 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. Security 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 security personnel as and when required by OPTCL.

1.6 Duties of Security Guards

- 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. They will check the identity card/pass of all the persons entering in the offices and will not allow anybody to enter without I-card or pass. They will also check if required, the bags/briefcases etc. of the persons entering the premises and will direct them to meet the receptionist. They will not allow any unauthorized/suspicious person to enter the office premises. While on duty, the security guards will remain vigilant, alert and careful and sincere on their duty.
- iii. At the time of the personnel going out, they will keep watch on persons if there is any suspicion of his carrying any material of OPTCL he may check the material.
- iv. They will note down the no. of vehicles and name of the drivers entering in the offices in the log book/registers. In case any vehicle/person carrying any material he will check the gate pass/challans and help his

superiors counting /checking the items mentioned in the gate pass/challans. No official material will be allowed to take out of the office premises without proper gate pass.

- v. They will also arrange to park/outgoing of the vehicles of the senior officers in the premises of the offices/corporate office of OPTCL.
- vi. Whenever any suspicious object is seen near the offices the matter should immediately be reported to his supervisor/senior officers.
- vii. Any other duty assigned by the security supervisor or security in-charge on duty at the gate.
- viii. Protects OPTCL properties/employees while fire damages occurred, by responding to alarms, driving and operating equipment, regulating water pressure, combating and extinguishing fires, and rescuing and reviving people.
- ix. Security guard posted at Stores/Offices/Grids of OPTCL is an important functionary as a representative of the security staff. He is deputed in the Stores/Offices/Grids mainly to ensure that no theft, pilferage, misappropriation and loss of company's properties take place.
- x. He will check all the outgoing and incoming vehicles and will ensure that no material is taken out from the Stores/Offices/Grids without proper gate pass/docket.
- xi. He will check the material as per the docket/gate pass and make the entries in the registers. He will also note down the vehicle no. carrying the material and put his signature on the register kept on the gate.
- xii. He will keep the dockets and gate passes in safe custody and shall enter them in the register.
- xiii. He will sign on the back of the gate passes/dockets in token of having checked the materials.
- xiv. He will also maintain a register in which incoming materials is to be entered and proper records are to be kept. He will be responsible for getting the material weighed/measured/ counted as the case may be in his presence in case of material is taken out or the material brought to the stores.
- xv. In case of emergency, the material may be allowed to go out by the security guard on duty by making entry in the Register after noting down full particulars of that person with I-Cards etc. with permission of security in-charge.
- xvi. He will bring into notice of the Authorized Officer regarding any mal-practices being followed in the Stores/Offices/Grids of OPTCL.
- xvii. He can be assigned any other duty by the nodal officer from time to time. Security guards posted at EHT Transmission lines of OPTCL is an important functionary as they are representative of our staff. He is deputed in the lines mainly to ensure that no theft, pilferage, misappropriation and loss of company's properties take place.

- xvii.** He will check all the lines and towers under his Area.
- xviii.** He will check whether tree is touching any transmission line or not and bring into notice of the Authorized officer through the supervisor.
- xix.** He will ensure the cleanliness around the towers of OPTCL.
- xx.** He will ensure that no birds should make nest in towers.
- xi.** He will also monitor any construction under EHT Transmission lines and bring into notice of the Authorized officer.
- xxii.** He can be assigned any other duty by the security in-charge from time to time.

1.7 Duties of Security Supervisors:

Security Supervisor being the in-charge of the security of the installations/Offices/personnel will be responsible for the security of the installations/Offices/personnel under his jurisdiction.

- i.** He will assist his senior officers in the performance of the duties related to his area of jurisdiction. He will be responsible for the supervision, control and discipline of the security personnel posted at various places at his jurisdiction.
- ii.** He will ensure that the security personnel posted under him perform duties uniformly and are punctual and regular to their duties. He will be responsible for the maintenance and proper upkeep and safety of arms and ammunition.
- iii.** He will maintain liaison with the officers of the departments of his jurisdiction. He will take all necessary steps required for the better protection and security of the property and personnel of OPTCL.
- iv.** He will carry out surprise check during day/night to ensure that the security personnel are present and alert on duty and in proper uniform.
- v.** He will also keep watch on activity of anti-social elements; persons disgruntled indulging in any kind of misappropriation and pilferage of the property, theft and damage & will submit daily report to his senior and chief security officer. He will liaison with the local police for any untoward incident. He will be responsible for maintaining of the record of such cases and follow up with the police for investigation and will have to set an example of high discipline and a very good personal conduct.
- vi.** He will ensure that adequate security personnel are manned for performance of duties at each installation/offices. During checking, he should check the **first aid, firefighting equipment** and to ensure that

they are in working conditions.

- vii. He is responsible to control the mob during agitation.
- viii. 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 Security 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. SECURITY 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 security personnel in a manner that there shall be no conflict or shortfall in providing 24x 7 Security service.
- ix.** Maintain discipline amongst security 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 security personnel with regards to their proficiency, conduct & effectiveness.
- x.** Maintain discipline amongst security personnel & take disciplinary action against in-disciplined security 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 security personnel.