

STANDARD OPERATING PROCEDURE **(Live Web Feed of CCTV Surveillance System)**

CCTV Surveillance System

From the perspective of 24X7 surveillance and to supplement existing security arrangement of the CWC premises, CCTV Systems act as an eye for any organisation. They help is easy of monitoring, reduce manual intervention and are economical in the long run. They assist in creating a safe and secure environment by supplementing in detecting offenders and crimes, theft, sabotage, burglary within the CWC premises. Providing evidence for the investigation and offender's prosecution.

Live Web Feed of CCTVs

As of now, Installation of CCTV Surveillance System has been completed at 403 warehouses across PAN India and the installation work is underway at remaining locations (as per requirement). The live web feed of CCTV Surveillance System of the warehouses has been enabled on the corporate website and the same can be viewed from the following link:

http://cewacor.nic.in/CWC/188.95.36.104_8080/cwc/SeeYourWarehousing/our_offices.html

The aim of this SOP is to lay down salient guidelines for monitoring of live web feed at all warehouses and bolstering the security of the premises. In this regard, the following is to be warranted:

- a) Arrange robust internet connectivity along with a Static Public IP for the CCTV setup at the warehouses. Subsequently, provide the correct details of CCTV equipment like DVR/Modem etc. & other details as per format (Annexure-I) to vendor for the configuration of live feed.
- b) Ensure that DVR & Modem are connected through RJ-45 (LAN cables).
- c) Keep the DVR & related CCTV equipment switched ON all the time (24x7), enabled with internet, at warehouses.
- d) In case of any changes/replacement of DVR, Modem or Static IP etc., share the updated details with the vendor immediately for enabling live feed.
- e) Check/verify the link of live web feed of warehouse on the corporate website on daily basis and ensure that links are working. MIS Division may be contact regarding any issue.
- f) Lodge complaints immediately and follow-up on regular basis with the concerned vendors for rectification of complaints.
- g) CCTV System should be operational under all circumstances. All necessary administrative/financial powers have been delegated to the Regional Managers pertaining with respect to CCTV project (CO letter no. CWC/MIS -CCTV/2019-20 dated 20-11-2022). Thus, decisions pertaining to timelines, payments, liquidated damages, out of AMC approvals etc. are to be taken by respective ROs as per tender terms and conditions in place w.r.t. the contract entered into by the Corporate Office. Further, if any RO feels that the vendor is not performing satisfactorily, then the decision for getting the work done from a

new vendor, selected through purchase process in vogue, at the risk & cost of the old vendor, may also be taken by the respective RO only and differential cost, if any, be recovered.

- h) The decision for installation of additional CCTVs at existing warehouses or at new warehouses are also to be taken by the respective RO only, as per DoP of RM. However, it is to be made sure that the new installations are compatible and duly integrated with the CCTV live feed network of the Corporation and is promptly made available on the corporate website.

Further, the backup & monitoring of the CCTV recordings shall be regulated as per following protocols:

- a) Backup of recording shall be taken on external USB hard disk every month with the help of vendor as full back up for a month likely to take app. 7 days. The Regional Manager (RM) shall provide two 5 TB external USB hard disk to Warehouse Manager (WM).
- b) The footage of certain events can be backed up on a Pen drive or external hard disk, as and when required. The RM shall provide two 32/64 GB pen drive (Sandisk make or equivalent) to WM as the footage data of 4-5 cameras for three hours amounts to around 8 GB and for one day is about 30 GB.
- c) In the first month, the backup of recording of a month to be taken on a Hard disk and sent to the respective Regional Office.
- d) On completion of second month, the backup of second month recording to be taken on the hard disk available with warehouse. This hard disk to be sent to respective Regional Office and one with Regional Office to be brought back to respective warehouse. This process to be repeated at the end of subsequent months.
- e) Regional Office and warehouse to keep the 5 TB hard disk in safe custody and viewed randomly.