



SMU/HGS/2018 – 05


27 Feb 2018

The Registrar,
SMU

**Standing Operating Procedure for
Security of SMIMS Campus.**

1. Please refer to 7th co-ordination meeting held on 9th Feb 2018.
2. Standing Operating Procedure (SOP) for security of SMIMS Campus duly approved by VC, SMU and Dean SMIMS, is forwarded herewith for your further necessary action.
3. It is requested to disseminate the contents of the SOP to the concern official / staff.

(enclosure – SOP for security of SMIMS Campus)


Col. Uma Kant Singh (Retd)
Head General Services

Copy to: -

1. VC, SMU – for information please.
2. Dean, SMIMS
3. MS, CRH
4. Head HR, SMU
5. Finance Officer, SMU
6. Principal, SMCON
7. Principal, SMCPT
8. Co-ordinator MHA & HSS
9. Sr. Manager Infra & facilities, SMIMS
10. Security Officer, SMIMS – please brief Home Guards & Private security guards.
11. Office copy

Nihar
Pl. please in SMU ERP
Arjit
Link to website
OK
02/7

STANDARD OPERATING PROCEDURE FOR
SECURITY OF SMIMS CAMPUS



**SIKKIM MANIPAL INSTITUTE OF MEDICAL
SCIENCES AND CRH, TADONG, 5TH MILE
EAST SIKKIM**

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SIKKIM MANIPAL INSTITUTE OF MEDICAL SCIENCES

SOP - SECURITY MANAGEMENT

INTRODUCTION

1. Sikkim Manipal Institute of Medical Sciences (SMIMS) campus at 5th mile, Tadong, Gangtok is spread over an area of 21.48 acres. It is part of lower Himalayas at an altitude of 5,500 ft. (1676 m). From East it is bounded by buildings of local population, in West connected with NH 31 A, in North Dairy plant of Sikkim co-operative milk producers union Ltd. & Private buildings and in South Sikkim Government College is there. Campus is presently fenced with chain link fencing. Footpath has been made around the campus outside the fence for local population. One footpath passes through the campus which is a through fare for civil population. Central Referral Hospital (CRH) is located inside the campus, so there is 24 x 7 uninterrupted traffic and people's movement. Campus has a hostel capacity of 1022 and married accommodation of 92.

2. It has following type of **permanent buildings**: -

| | | |
|---|---|--|
| (a) CRH – (9- Storeys) | - | 1 nos. |
| (b) SMIMS College Building – 6 Storeys building | - | 1 no. |
| (c) Diet Building – Single Storey | - | 2 nos. |
| (d) FMT Building | - | 2 nos. (4 Storeys and 3 Storeys) |
| (e) MBBS – Hostel -9 Storeys | - | 1 no. |
| (f) Nursing Hostel – 5 Storeys | - | 1 no. |
| (g) PG –Hostel – 5 ½ Storeys | - | 1 no. |
| (h) Sub Station – Single Storey | - | 1 no. |
| (i) A & B Block Residential quarter | - | 1 set. (4 Storeys and 5 Storeys Buildings) |
| (j) C, D & E –Block Residential Quarter | - | 1 set. (5½ Storeys Buildings) |
| (k) Incinerator Building – Single Storey | - | 1 no. |
| (l) Examination division – Single Storey | - | 1 no. |
| (m) SMU-DE building – Single Storey | - | 1 no. |

3. **The future expansion caters for the following additional buildings**: -
 - (a) Nursing Hostel (5 ½ Storeys Building)
 - (b) Indoor Sports Complex
 - (c) Polyclinic for OPD
 - (d) STP for CRH
 - (e) Nursing/Physiotherapy College.

PURPOSE

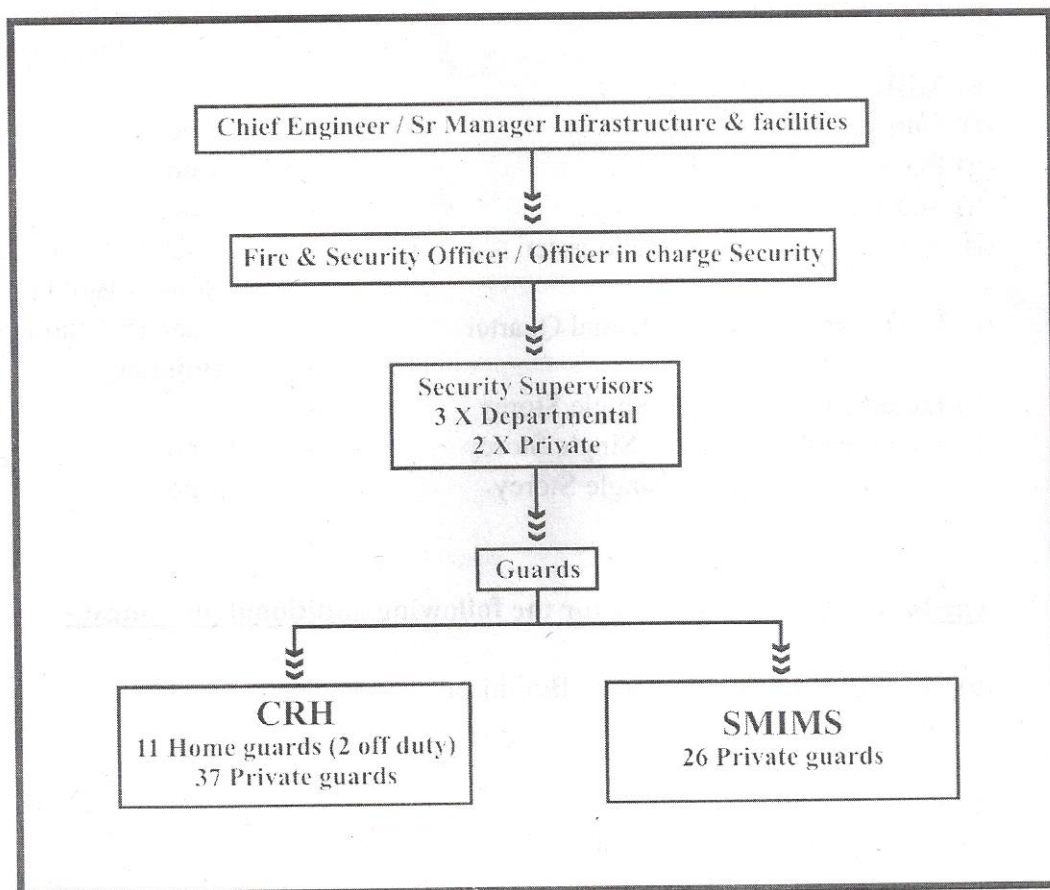
4. The purpose of this SOP is to lay down standard procedures which should be followed for providing effective security at the SMIMS campus.

SCOPE

5. The SOP covers security of personnel and material, maintenance of discipline and laws & orders in the campus. Liaison with civil authorities and police to be maintained for seeking assistance, if the situation is beyond the control of permanent security staff.

RESPONSIBILITY

6. Chief Engineer / Sr. Manager Infrastructure and facilities of SMIMS will be responsible for laying down procedures and their implementation with regard to security management at Tadong/SMIMS Campus. He shall revise the SOP every year in the month of January and introduce changes, if necessary through Dean, SMIMS. Rules and regulations of the institute will be kept in mind while introducing changes.
7. Following organisational structure has been laid down for security implementation and supervision.



SECURITY

8. Strength: The Security staff consists of the following personnel: -

(a) **Security Supervisors** - 3 Departmental

(b) **Guard Commanders** - 2 (YSS)

(c) **Home guards**

(i) Lady Home guards - 2

(ii) Male Home guards - 9

(d) **Private Guards (YSS)**

(i) Lady Private guards - 17

(ii) Male Private guards - 46

9. Fire and safety officers / officer in charge security will be responsible for daily deployment of supervisors and security guards. The Home guards personnel shall be requisitioned through the Home Guards and Civil Defence Department of Govt. of Sikkim. The rules laid down by the government shall be followed as regards to service conditions, Pay and allowance and discipline. The home guards shall be deployed in three shifts of 8 hours duration.

10. Since the Home guards & civil defence department is not able to provide the requisite number of guards an agreement with Yakthung Manpower & Security Services (P) ltd has been signed for provisioning of the guards, their deployment and duties. They will provide one supervisor 45 male guards and 10 lady guards. Additional guards if required they may also be able to provide on as and when required basis.

11. **Duties.** The duties of various categories of personnel are given below: -

(a) **Chief Engineer/Sr. Manager Infrastructure & Facilities**

(i) He will be over all in charge of Security of SMIMS Campus.

(ii) Prepare the overall plan of Security and distribute the manpower for effective control and security.

(iii) Advise the Dean SMIMS on security matters.

(iv) Take immediate action in case of any security breach after informing the Dean.

(v) Liaise with police and civil authorities.

(b) Fire and Safety Officer/ Officer in charge Security

- (i) He will assist Chief Engineer/Sr. Manager Infrastructure & facilities in discharging his security related duties
- (ii) Prepare weekly plan of Security and control day to day security related duties/activities.
- (iii) Surprise check of security guards alertness once in a week during day and night.
- (iv) Take immediate action in case of any security breach after informing the Chief Engineer/Sr. Manager Infrastructure & Facilities.
- (v) Liaise with police and civil authorities.
- (vi) Prepare leave programme of Security Supervisors.

(c) Security Supervisor - SMIMS

- (i) Prepare guards deployment schedule every day and assign duties accordingly.
- (ii) Brief the guards on change of shift, three times daily.
- (iii) Mark attendance of guards in the register.
- (iv) Prepare leave programme of guards.
- (v) Check the personnel on duty and report if there is any laxity. Minimum two checks to be done at night between 10 PM to 4 AM.
- (vi) Check that security lights and CCTV cameras are functional and there are no breaches in Boundary wall / fence.
- (vii) Go around the Campus at the times of peak activities during day and night and check overall security measures and functioning of security personnel at various posts/pickets.
- (viii) Submit duty report as per Performa given at **Appendix 'A'**.
- (ix) Issue and receive keys of various rooms of college building/CRH.
- (x) Liaise with local police as and when required.
- (xi) Hold weekly parade of all guards every Monday between 7AM to 8AM.
- (xii) Coordinate deployment with local police during major visits of VIPs and annual functions viz Convocation etc.

(d) Guard Commander

- (i) Check all pickets during his tenure of duty and ensure alertness of guards.

- (ii) Bring problems of Home Guards / Private Guards to the notice of Security Supervisor/Officer Incharge Security if required.
- (iii) Organize patrolling as and when ordered.
- (iv) Ensure maintenance of discipline by Home Guards and private guards and report breach of discipline.

12. Patrolling: - Security Supervisor will always detail one or two guards on patrolling duty depending upon personnel reporting for duty in shift. The person on this duty will follow the route laid down by the Security Supervisor. His duties are: -

- (a) Check movement of unauthorized personnel.
- (b) Check the Boundary wall / security fencing and report if there are any gaps.
- (c) Fill up the patrolling duty report as per Performa given at **Appendix 'B'**.
- (d) Make entries in the duty books kept with the static pickets.
- (e) Prevent pilferage of stores through fence.
- (f) Discretely and through surprise catch miscreants.
- (g) Checking of unauthorized parking of vehicles.
- (h) Checking of MBBS and Nursing hostel surrounding at night duty.
- (i) Checking of Diet building and FMT area at evening time.
- (j) Checking of staff housing area during night.

13. Details of picket/post at CRH and SMIMS area attached at Appendix "C" and "D" respectively.

14. **Entry to Hostels:** The guards on duty will ensure that no personnel other than students, hostel staff, maintenance personnel and wardens are permitted to go inside. Parents can meet their wards in the designated areas only. Only authorised person should be allowed after ensuring the identity of the person.
15. **Traffic Control:** - Visitors vehicles shall be parked in parking area. Separate vehicle parking area is earmarked for CRH. Taxi and Patient vehicle to be parked in this area after paying the parking fee. Except Doctors, no one is allowed to park vehicle in level – 1 (one) parking area. Residents of SMIMS campus must have a vehicle security pass issued from engineering department. Without authorised vehicle security pass, no vehicles of staff will be permitted to park inside the campus. Students are not allowed to bring their vehicles inside the Campus.

16. Details of all duties and general Instructions for Security Guards

(a) Location & Layout

- (i) They will understand the location in relation to the surroundings i.e. whether it is peaceful or violent, or crime prone area and accordingly take necessary precautions.
- (ii) They will know and understand the locations and various unit/sub units as existing in the vicinity.
- (iii) The security staff will know the locations of Fire Hydrants, Fire Fighting Equipment, Fire Alarm System, and Main Control Panel (Power Supply) and will also be fully familiar with their operations.
- (iv) They will maintain general observations over and alongside the perimeter fencing.
- (v) Will caution if anyone is seen frequently loitering around along the perimeter fencing.
- (vi) Any damage or loss to the property if seen or found at any time will immediately be reported to the Sr. Manager – Infra & Facilities/Security officer/Security Supervisor.
- (vii) They will always endeavour to protect the institute's assets and property.
- (viii) All Security Guards on duty will be issued whistle and will use the same to restrict any unauthorise activity of students/ staff and guiding parking of vehicle in designated area.

(b) Code of Conduct for Security Guards

- (i) Security staff should conduct themselves with almost courtesy in conversation with employees and visitors too.
- (ii) At all times, security staff must remember that their performance, appearance and general conduct are reflection of their training and organisation.
- (iii) Will do everything to prevent fire, accident and personal injury and safety hazards to clients, crime, intrusion of unauthorized persons, wastages of power, water, gas etc., collision between outside party and staff, so on and so forth.
- (iv) Will keep their post clean and tidy, extension telephone and mobile number of control room, supervisor and guard commander.
- (v) Will prepare incident report regarding any unusual incident relating to fire, health and safety hazard, crime prevention, machineries/equipment/ lights left on but switched off by guards.

- (vi) Will not gossip or chit –chat while on duty.
- (vii) Will not read Newspaper or Magazine while on duty.
- (vi) Endeavour to develop ability to-
 - Remember important telephones numbers.
 - Identify cars of key personnel by their make, colour, and registration number.
 - Recognize maximum numbers of Senior Officials and employees and greet them as they arrive or leave as good public relation.
 - Foresee next day event and their repercussion on security duty so as to prepare themselves accordingly.
- (vii) When in doubt approach the officer in charge security /security supervisors immediately.

17. Confidentiality: -

- (i) The location and movement plans of Vice Chancellor/ Dean/MS/HODs/ HOOs will not be divulged to anyone on telephone.
- (ii) No information about residential address and telephone numbers will be given to anyone. If someone comes to the Main Gate reception and ask for information he will be politely directed to Chief Engineer/Sr Manager Infrastructure & Facility / Officer in charge security.
- (iii) The following information about, Vice Chancellor/ Dean/MS/HODs Senior Faculty/staff should not be divulged to anyone.
 - (a) Car make, colour, and number.
 - (b) Telephone number/any other information.
 - (c) Location and Movement plans.
 - (d) Meeting and conference schedule.
 - (e) Visit programme of VIP.
 - (f) Site plan of the premises.
 - (g) Travel Itinerary of above personnel.

SPECIAL SECURITY INSTRUCTIONS

18. Visitors/Guests.

- a. Security will not allow any guests, visitors without establishing their identity.
- b. In Case of VIPs and special Guest, Security will be informed in advance and they will be permitted to pass through in their vehicles without any delay. The security supervisors will inform the security officer, SMIMS on telephone as soon as the vehicle crosses the main gate/RP gate.
- c. In case if sudden visit of known VIP, the SMIMS Security Incharge will be

informed immediately on telephone and the vehicles will be allowed to pass through.

19. Material Movement

(a) Incoming Material

- (i) Guards will maintain the INCOMING MATERIAL REGISTER.
- (ii) If any material coming to the main gate, the guard will first collect the challan from the party.
- (iii) The Supervisor will inform the Senior Manager Infra & Facilities about the arrival of the material and after taking permission will make entry in the Material register as per the challan and will allow the material inside.
- (iv) Security will make vehicle pass for entry. After delivery while returning the pass will be taken back and vehicle will be checked to ensure it is not carrying any material from inside. In case it is carrying material it should have a gate pass issued by the Senior Manager Infra & Facilities.
- (v) Vehicle pass need not be made for Mess Contractors vehicle carrying milk/vegetables

(b) Outgoing Material

- (i) Security will not allow any material to go out without authorized gate pass.
- (ii) Security will make the entry in the OUT GOING MATERIAL REGISTER of all the material going outside the Campus.
- (iii) In case of any confusion security will inform the security incharge or Sr. Manager – Infra & Facilities and will do as per their advice.
- (iv) Security Supervisor will check the following things in the Gate pass before making entry in the register and allowing the material out of the Campus
 - Signature
 - Date.
 - Description of the material
 - Name of party

20. Vehicle Handling

(a) Vehicles of SMIMS

- (i) Details of all SMIMS vehicles going out and entering the campus will be recorded in the vehicle register. The same will be presented to the Officer In charge of the SMIMS Mechanical Transport, every day by 0900hrs by the supervisor.
- (ii) Security will not allow any SMIMS vehicle to go outside the campus unless permitted/carrying authorized gate pass.

- (iii) At the time of going out of the campus the SMIMS vehicles shall be checked by the security and then allowed.
- (iv) Vice Chancellor, Dean, Medical Superintendent and Registrar vehicles can be checked only when Vice Chancellor, Dean, Medical Superintendent and Registrar himself are not travelling in the vehicles.

(b) **Visitors Vehicles**

- (i) Visitor vehicle will be allowed to enter the main gate/ RP gate only after checking and authenticating.
- (ii) At the time of exit the vehicle shall be checked by the security at the main gate/RP gate.
- (iii) Record of all visitors vehicles entering / leaving campus will be maintained.

(c) **Faculty /Staff Vehicle**

- (i) Employee's vehicle shall be allowed to pass through only if it has the SMIMS Sticker pasted on its wind screen.
- (ii) Employee's vehicle without stickers will be treated as visitor's vehicles and action taken accordingly.

(d) **Empty Vehicles**

- (i) Security will inform the Security Supervisor/Incharge about the arrival of the truck.
- (ii) After seeking permission, security will make entry in the IN COMING VEHICLE REGISTER.
- (iii) Guard will check the vehicle at the time of entry and exit.
- (iv) Empty vehicle shall be allowed out of the institute campus with an authorized gate pass.

(a) **Loaded Vehicles**

- (i) After arrival of any loaded vehicle at the gate the guard at the main gate will collect the challan from the driver of the truck.
- (ii) The security will check the challan and inform the concerned Official of the arrival of the vehicle.
- (iii) After seeking permission security will make entry in the Vehicle In – Coming Register.
- (iv) Security will not allow any loaded truck to go out of the campus without an authorized gate pass.
- (v) The vehicle shall be checked at the time of exit.

21. **Mail Courier**

All mail and courier packets shall be delivered near car parking of Engineering

department. The persons coming with mail /courier will be directed to designated place with gate pass which should be collected at the time of his exit.

22. **Duty Post Instructions**

Duties of Guards at specific posts are given at **Appendix – “E”**.

23. **Details of CCTV and its control in given at appendix “F”**.

24. **EMERGENCY PROCEDURES**

(a) **Action on outbreak of fire**

- (i) Raise fire alarm and attempt to fight it, if safe. Inform Head General Service/Chief Engineer/Fire and Safety Officer immediately if help needed. After fire is extinguished report the incident to Fire and safety Officer.
- (ii) Use right type of extinguisher / appliance to fight out fire
- (iii) Inform neighbouring occupants.
- (iv) Shut off power / gas.
- (v) Close doors and windows.
- (vi) Evacuate staff / vehicles to assembly points / safe place and count heads.
- (vii) Use fire exits / safe route for evacuation.
- (viii) Salvage assets as far as possible
- (ix) Cordon affected area and do not allow access.
- (x) Send full report with relevant details and timing.

(b) **Action in the event of break in/intrusion:** The security staff will always ensure that no unauthorized persons are allowed entry/exit to and from the restricted area of the site. In the event of any intruder being present the security staff will:

- (i) Alert other security staff members.
- (ii) Inform the patrolling team/ security control room.
- (iii) Do not let the person escape. Detain him with stolen items.
- (iv) Detain the vehicle if involved in theft.
- (v) Inform SMIMS Security supervisors/ Head General Services/Security Officer/Chief Engineer and guide Police to the scene of the crime. Alternatively, apprehend the intruder / miscreants for handing over to law agency. Take precaution while frisking him and do not rough up the person in custody.
- (vi) Submit incident / initial report incorporating all possible details.
- (vii) Prepare a full report of the incident with names and motive of the individuals involved, name and numbers of police officer, nature of crime, time, date, damages / losses, etc.
- (viii) Do not destroy evidence by cordoning the area against tampering.

(c) **Action in the event of vehicle accident or personal injury**

- (i) Inform the duty Medical Officer at emergency duty on internal telephone .no 162/224.
- (ii) Render first aid if qualified as first aider.
- (iii) Call up ambulance if necessary depending on the injury concerned or evacuate the injured to the CRH.
- (iv) Inform Security officer to inform Police 03592- 251712, Tadong out post 03592 – 240835.
- (v) Cordon off the accident site immediately and disperse crowd.
- (vi) Do not leave the accident site till arrival of ambulance / relief
- (vii) Record the incident in the Accident book.
- (viii) Submit a full written report recording all relevant details, time, date, name, and nature of accident, types of injuries and medical aid/ evacuation.
- (ix) In case of vehicle accident draw a sketch of the scene of accident indicating the movements of vehicle / victim.

(d) **Crowd Control**

- (i) Use barricade / cordon to keep the crowd at bay.
- (ii) Secure access control for buildings and structures, motor vehicles, etc.
- (iii) Clean up the place, if possible, from objects to prevent using them as weapon.
- (iv) Give Police early warning of the crowd, if possible.

(e) **Mob attack / demonstration / armed raid**

- (i) Secure all gates, doors & windows
- (ii) Go for cover to be well positioned for all round observations. Go for appropriate cover in the event of stone throwing / shooting.
- (iii) Inform Sr. Manager – Infra & Facilities/Officer Incharge Security.
- (iv) Inform Police depending on the intensity of the attack.
- (v) Force back attackers if feasible. Or else, delay their progress by adopting tactics and wait for reinforcement. Apprehend raiders if feasible.
- (vi) Evacuate injured if any and take stock of loss at the end of the incident.

(f) **Bomb Threat Call**

- (i) Record full description of the caller's language, voice, speech, location, intention, time, etc. while trying to collect as much information from him.
- (ii) Inform the Head General Services/Chief Engineer of these details confidentially to avoid panic.
- (iii) Do not touch unclaimed / suspected items or pour water on it.
- (iv) Shut off power / gas supply. Cordon vital installations immediately.
- (v) Initiate evacuation only on specific instruction of the Head General Services/Chief Engineer / Security Officer. Follow drill as in case of outbreak of fire as per order received from the Supervisor.
- (vi) Keep all doors and windows open.
- (vii) Inform adjacent / neighboring occupants, if any.
- (viii) Ensure during evacuation that all carry their bags along with.

(ix) Submit detailed report at the earliest.

(g) **Flood / lightning / other natural calamities: -**

- (i) Inform occurrence of such incident to Head General Services/Chief Engineer/Fire and Security Officer and Security Supervisor for immediate rescue and relief, giving full details of location and nature of damage.
- (ii) Make personal / team effort in rescuing the injured to a safe spot and provide relief and first aid out of local resources.
- (iii) Salvage assets if situation permits and cordon the affected area as far as possible.
- (iv) Move the injured to the nearest medical room/CRH if relief is not forthcoming soon.
- (v) Make use of various aids such as tie rope, hooks, vehicles, etc. for rescue operation in a situation like flash flood. Submit incident report at the earliest opportunity.

25. CHECK LIST FOR BOMB CALL (Copy of the same will be kept with all Security Supervisors).

- (a) Exact time of call: -
- (b) Exact words of caller: -
- (c) QUESTIONS TO ASK:

(i) When is bomb going to explode?

(ii) Where is the bomb?

(iii) What does it look like?

(iv) What kind of bomb is it?

(v) What will cause it to explode?

(vi) Did you place the bomb?

(vii) Why?

(viii) Where are you calling from?

(ix) What is your address?

(x) What is your name?

(d) **CALLER'S VOICE (Circle)**

- (i) Calm / Slow Crying / Slurred.
- (ii) Stutter / Deep / Loud / Broken
- (iii) Giggling / Accent / Angry / Rapid
- (iv) Stressed / Nasal Lisp / Excited
- (v) Disguised / sincere / Squeaky / Normal
- (vi) If voice is familiar, whom did it sound like?
- (vii) Was there any background noises?

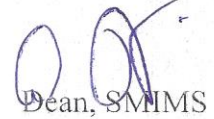
- (e) Person receiving call:
- (f) Telephone number call received at (time)
- (g) Call immediately:
 - (i) Police
 - a. Tadong - 03592 - 240835
 - b. Ranipool - 03592 - 251712
 - c. Sadar - 03592 - 202033/22
 - (ii) Fire Control (Sikkim) - 101
 - (iii) Ambulance (CRH) - 244/118
 - (iv) Security Supervisor - 118
 - (v) Head General Services - 260 (78979- 87777)
 - (vi) Security Incharge - 148 (97357 -56666)
 - (vii) Chief Engineer - 216 (97354 - 25555)
 - (viii) Fire Officer - 166 (97338-48000)
- (h) Evacuation
- (j) Search for Suspicious Object
- (k) Do not permit re-entry into the building until the device has been Removed / disarmed.
- (l) Do not use walkie-talkie to make classified / operationally sensitive transmissions.
- (m) Do not allow outsider (unauthorized people) / Press people inside the premises.

Conclusion

The SOP lays down comprehensive guidelines for Security of SMIMS Campus. All concerned must brief the staff/student regarding laid down drills so that in case of any eventuality everyone is well prepared.

Place: SMU, Tadong

Date: 26/02/2018



Dean, SMIMS

Dr. G. S. Joneja
DEAN

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Prepared by:- Sanjay Kr. Gupta
Sr. Manager Infra & Facilities

Guided by:- Col. Uma Kant Singh (Retd.)
Head General Services, SMU

APPENDIX – "A"GUARD SUPERVISOR DAILY REPORT

Name _____

Date: _____

Period of Duty From _____ To _____

I checked Guards at the following places.

| SI # | Place | Time | | Remarks |
|------|--------------------|------|----|---------|
| | | I | II | |
| 1 | Main Gate | | | |
| 2 | College Building | | | |
| 3 | Diet Complex (FMT) | | | |
| 4 | MBBS Hostel | | | |
| 5 | Nursing Hostel | | | |
| 6 | PG. Hostel | | | |
| 7 | A & B Block | | | |
| 8 | C, D & E Block | | | |
| 9 | CRH, Level – I | | | |
| 10 | CRH | | | |
| 10.a | Emergency | | | |
| 10.b | Main Gate CRH | | | |
| 10.c | ICU | | | |
| 10.d | OT | | | |
| 10.e | OBG | | | |
| 10.f | Level – VII | | | |
| 10.g | Ramp/staircase | | | |
| 10.h | Psychiatric ward | | | |

I checked closing of College building/ Diet Complex /FMT building at _____
and have following to report.

I checked CRH/Hostel/Staff quarters at _____ and have following to report.

I checked the Security lights of the campus and have following to report.

I have following additional things to report.

Signature of Supervisor

Security Incharge

APPENDIX – "B"GUARD DUTY FORM NIGHT PATROLLING

Name _____

Date: _____

From _____ To _____

| SI # | Place | 10 to 12 PM | 12 to 2 AM | 2 to 4 AM |
|------|-----------------------------|-------------|------------|-----------|
| 1 | Main Gate | | | |
| 2 | College Building | | | |
| 3 | Diet Complex (FMT) | | | |
| 4 | MBBS Hostel | | | |
| 5 | Nursing Hostel | | | |
| 6 | PG. Hostel | | | |
| 7 | A & B Block | | | |
| 8 | C, D & E Block | | | |
| 9 | CRH, Level – I | | | |
| 10 | CRH Main gate (Level – III) | | | |
| 11 | DDE/HSS office | | | |

Report any Incident

Signature of Patroller_____
Security of Supervisor_____
Security Incharge

APPENDIX "C"SECURITY GUARD DEPLOYMENT AT CRH

| Sl No. | Level | Post | Time | | | Total | Remarks |
|--------|--------------|-------------------------|----------------------------|----------------------------|-----------------------------|--------------|---|
| | | | 07.00 hr to 14.00 hr | 14.00 hr to 21.00 hr | 21.00 hr to 07.00 hr. | | |
| 1. | Ground Floor | Main Entrance Gate | 1 | 1 | 1 | 3 | |
| 2. | Level - 3 | Emergency Entrance | 1+1* | 1+1* | 1+2* | 3+4* | |
| 3. | Level - 3 | Hospital Entrance | 1 | 1 | 1 | 3 | |
| 4. | Ground Level | Incinerator | 1 | - | - | 1 | (7 AM to 4PM) No post on Sunday and holidays) |
| 5. | Level -1 | Vehicle Parking | 1 | - | - | 1 | (8 AM to 5PM) No post on Sunday and holidays) |
| 6. | Level - 4 | Canteen Stairs | 1 | - | - | 1 | (8 AM to 5PM) |
| 7. | Level - 4 | Main Stairs | 1 | 1 | 1 | 3 | |
| 8. | Level - 4 | Ramp | 1 | 1 | 1 | 3 | |
| 9. | Level - 4 | Super Speciality | 1 | 1 | 1 | 3 | |
| 10. | Level - 6 | OBG | 1 | 1 | 1 | 3 | |
| 11. | Level - 6 | OT | 1 | - | - | 1 | |
| 12. | Level - 6 | ICU | 2* | 2* | 1+1* | 5*+1 | |
| 13. | Level - 7 | General Ward | 1 | - | - | 1 | 8 AM to 5PM only |
| 14. | Level - 7 | Entrance | 1 | 1 | 1 | 3 | |
| 15. | Level - 7 | Psychiatric Male Ward | 1 | 1 | 1 | 3 | |
| 16. | Level - 7 | Psychiatric Female Ward | 1 | 1 | 1 | 3 | |
| 17. | - | All round/Emergency | - | 1 | - | 1 | |
| 18. | - | Off duty home guard | 1^ | 1^ | - | 2^ | |
| 19. | | | 18+1^ | 14+1^ | 14 | 46+2^= 48 | |

* Home Guards

^ Two Home Guard off duty

APPENDIX – “D”SECURITY GUARD DEPLOYMENT AT SMIMS

| SI No. | Post | Time | | | Total | Remarks |
|--------|------------------------------|----------------------------|----------------------------|-----------------------------|-----------|--|
| | | 07.00 hr to 14.00 hr | 14.00 hr to 21.00 hr | 21.00 hr to 07.00 hr. | | |
| 1. | P.G. Hostel | 1 | 1 | 1 | 3 | |
| 2. | MBBS Hostel | 1 | 1 | 1 | 3 | |
| 3. | Nursing Hostel | 1 | 1 | 1 | 3 | |
| 4. | New College Building | 1 | 1 | 1 | 3 | |
| 5. | R.P. Gate | 1 | 1 | 1 | 3 | |
| 6. | Staff Housing | 1 | 1 | 2 | 4 | |
| 7. | Sub Station Gate | 1 | 1 | 1 | 3 | |
| 8. | DDE office/Humanities Office | - | - | 1 | 1 | Presently deployed in General Shift 9 AM to 5 PM |
| 9. | Night Patrolling | - | - | 1 | 1 | |
| 10. | Road Parking | 1 | - | - | 1 | General Shift 9 AM to 5 PM |
| 11. | Nursing college | 1 | - | - | 1 | General Shift 9 AM to 5 PM |
| | Total | 9 | 7 | 10 | 26 | |

DUTIES OF GUARDS AT SPECIFIC POST1. Main Gate:

- a. Guard will report on duty as per duty roster.
- b. Guard will not leave the post till relieved.
- c. Guard will ensure adherence to details of duties and general instruction as per given by the security supervisor.
- d. He will manage traffic at gate to clear vehicle.
- e. He will pick up telephone whenever call comes.
- f. He will not allow to park any vehicle at No Parking area mentioned near main gate.
- g. He will check gate pass of commercial vehicle/trucks going outside to campus and keep record and hand over to security supervisor.
- h. Main gate will close half from 21:00Hr. to 6:00Hr.

2. RP -Gate:

- a. Guard will report on duty as per duty roster.
- b. Guard will not leave the post till relieved.
- c. Guard will ensure adherence to details of duties and general instruction as per given by the security supervisor.
- d. He will manage traffic at gate to clear vehicle.
- e. He will not allow any unauthorized vehicle to enter the gate/barrier.
- f. No parking of unauthorized vehicles in college and hostel parking area.
- g. Locking and unlocking of playground gate at morning and evening. (6:00 AM to 7:30 AM and evening 6:00 PM to 8:00 PM).
- h. Help/Assist main gate guard if any requirement.
- j. Checking of ID proof/permission pass before allowing entering into playground near RP gate.

3. SMIMS College Building:

- a. Guard will report on duty as per duty roster.
- b. Guard will not leave the post till relieved.
- c. Guard will ensure adherence to details of duties and general instruction as per given by the security supervisor.
- d. Checking of outside personal entering into building.
- e. Key management of college building.
- f. Receiving of VC and Dean at porch area.
- g. Parking control in college building.
- h. Night parking vehicle number recording and sending report to security supervisor.
- j. Checking of lights and locks of all rooms.
- k. Locking of study rooms at 11 PM at night and vacate college building and lock.

- l. Ensure building security lights ON at 5:30 PM evening and OFF at 6:00 AM Morning in winter and during summer lights ON at 6.30 PM and OFF at 5.00 AM.

4. **MBBS –Hostel:**

- a. Guard will report on duty as per duty roster.
- b. Guard will not leave the post till relieved.
- c. Guard will ensure adherence to details of duties and general instruction as per given by the security supervisor.
- d. Maintain visitor book and ensure that visitors are allowed only after making proper entry in the register.
- e. Guide parents to warden office. Parent can enter up to warden office only, for meeting with their wards.
- f. Guard will maintain the reading room register. Ensure that any student who goes out/comes in between 9.30 PM to 12 PM he enters his name in the register with timing.
- g. Receiving of students courier and issue after checking of ID proof.
- h. Checking of aqua guard and report engineering department if any fault.
- j. Opening and closing of Gym/sports complex as per given instruction and make a entry of visitors in the register.
- k. Ensure light OFF during day time of common area.
- l. Checking of fire extinguisher and report to supervisor.
- m. Checking of fire exit door and control of keys.
- n. Keep the Terrace under lock & key.
- o. Watching/ patrolling near gate and hostel surrounding area.
- p. In case of any suspicious movement or incidents he will immediately report to Security supervisor/Security officer.
- q. If any plumber, electrician, carpenter, painter or mason or any other worker/labourers need to enter and work inside, he will permit them only if hostel supervisor/warden authorises. Otherwise he will direct them to the hostel supervisor/hostel staff.
- r. He will maintain students complain register regarding repair of B/R & E/M items and show it to concern engineering department personnel for repair.

5. **Nursing Hostel**

- a. Guard will report on duty as per duty roster
- b. Guard will not leave the post till relieved
- c. Guard will ensure adherence to details of duties and general instruction as per given by security supervisor.
- d. Guide parents to hostel warden office. Parent can enter up to warden office only, for meeting with their wards.
- e. Maintain visitors register/ book and ensure that visitors are allowed only after making an entry in the register.
- f. Ensure no boys allowed entry inside hostel.
- g. Receiving courier of students and issue after checking of ID proof.
- h. Checking of aqua guard and report engineering department if any fault.
- j. Ensure light OFF during day time of common area.

- k. Checking of fire extinguisher and report to supervisor.
- l. Checking of fire exit door and control of keys.
- m. Keep the terrace under lock & key.
- n. Ensure girls hostel gate closing at 9:30 PM. Open at 5:00 AM.
- o. Watching/patrolling near gate and hostel surrounding area
- p. Maintenance of complain register.
- q. In case of any suspicious movement or incidents she will immediately report to security supervisor/security officer.
- r. Out pass register will be maintained to ensure that any girl going outside campus enter her details in the register.
- s. If any plumber, electrician, carpenter, painter or mason or any other worker/labourers need to enter and work inside, she will permit them only if hostel supervisor/warden authorises. Otherwise she will direct them to the hostel supervisor/hostel staff.
- t. Late night register will be kept with guard. She will ensure that any girl entering hostel after 9 PM make an entry in the register.
- u. Student attendance register /book will be kept with guard. Attender will take attendance of all girls between 9 PM to 10 PM and make entry in the register about the presence/absence.
- v. TV room register, TV room key and remote will be held with guard and it will be opened/started on the demand from the students.

6. **PG -Hostel:**

- a. Guard will report on duty as per duty roster
- b. Guard will not leave the post till relieved
- c. Guard will ensure adherence to details of duties and general instruction as per given by security supervisor
- d. Check out side person should not enter into hostel.
- e. Checking of ID card of house maid working for doctors.
- f. Temporary guest house management as per given instruction.
- g. Key/linen/HK management of guest house room.
- h. Getting vacant room cleaned and maintaining of key.
- j. Checking of aqua guard and report engineering department if any fault.
- k. Ensure light OFF during day time of common area.
- l. Checking of fire extinguisher and report to supervisor.
- m. Checking of fire exit door and control of keys.
- n. PG hostel allotment register will be kept with guard. Guard will ensure proper entry of arriving Doctors, handing over the room key and checking and locking the rooms when it is vacated.
- o. PG hostel guest/visitors register will be kept with the guard and he will ensure that any visitors coming to PG hostel makes proper entry of details. Like in and out timing including mobile number.
- p. Guard will ensure timely opening/closing of Gym and make entry of visitors in the register.

- q. Parking of vehicle register will be maintained by the guard and ensure that only authorised vehicle is parked in the PG hostel area. Any unauthorised parking to be reported to security supervisors/security officer. Besides gate duty he will do patrolling of surrounding area.
- r. In case of any suspicious movement or incidents he will immediately report to security supervisor/security officer.
- s. He will monitor the CCTV and control the terrace key.
- t. He will maintain complain register regarding B/R & E/M repair as well as cleaning by conservancy staffs.

7. Staff Quarters (A, B, C, D and E –Block):

- a. Guard will report on duty as per duty roster
- b. Guard will not leave the post till relieved
- c. Guard will ensure adherence to details of duties and general instruction as per given by security supervisor
- d. Patrolling all-around staff quarters area.
- e. Not allow any marketing personal directly going to quarters without any approval from supervisor.
- f. Checking lifts condition, if any fault inform directly to lift operator and supervisor.
- g. Checking ID card of house maid working in quarters.
- h. Maintaining record of IN and OUT for the house maids.
- j. Allow only to park authorized vehicle in the parking area.
- k. Don't allow any out sider to use Children Park in front of A & B block.
- l. Request all pet owner to take their pet outside for the toilets and should be tied with chain when taking out to main road.
- m. If any pet spoils the common area report to engineering department with name of pet owner.
- n. He will be vigilant and ensure no unauthorise person enters staff housing.
- o. In case of any suspicious movements or incidents he will immediately report to security supervisor/security officer.
- p. Use fire extinguisher in case of fire incidents and raise fire alarm.

8. SMUDDE Office:

- a. Guard will report on duty as per duty roster
- b. Guard will not leave the post till relieved
- c. Guard will ensure adherence to details of duties and general instruction as per given by security supervisor
- d. General shift duty for office to stop visitor directly going to office.
- e. He will keep record of visitors.
- f. He will ensure security of building and office items.
- g. He will open and close office as per given time.
- h. Switch OFF and ON electrical lights when required at day and evening time.
- j. He will be vigilant. In case of any suspicious movement or incident he will immediately report to Security supervisor/Security Officer.
- k. In case of fire, use fire extinguisher and raise fire alarm/sought.

9. **Lichi Gate: (Near Substation):**

- a. Guard will report on duty as per duty roster
- b. Guard will not leave the post till relieved
- c. Guard will ensure adherence to details of duties and general instruction as per given by security supervisor
- d. He will control the of unauthorized movement of man and vehicles.
- e. He will allow only authorized vehicles to park near bus stand area in day and night time.
- f. He will check and guard our vehicles parked in bus parking,
- g. He will not allow any outside & staff Vehicles to park near substation gate.
- h. He will keep record of entry and exit of our vehicles.
- j. In case of any suspicious movement or incident he will immediately report to Security supervisor/Security Officer.
- k. In case of fire, use fire extinguisher and raise fire alarm/sought.

10. **Level-I (Vehicle parking guard):**

- a. Guard will report on duty as per duty roster
- b. Guard will not leave the post till relieved
- c. Guard will ensure adherence to details of duties and general instruction as per given by security supervisor
- d. He will ensure that no unauthorised vehicles are parked in parking area.
- e. He will allow only authorized doctor and staffs vehicles of CRH to park.
- f. He will ensure that no vehicle is parked in ambulance parking area.
- g. He will control traffic at parking area.
- h. He will not allow vehicle entering from no entry area.
- j. In case of any suspicious movement or incident he will immediately report to Security supervisor/Security Officer.
- k. He will note down the registration number of vehicles which have been parked in unauthorised way and report to security supervisor.
- l. In case of fire, use fire extinguisher and raise fire alarm/sought.

Security Supervisor/Guard Commander of YSS:

Post: Security Control Room

- a. Shift roster management, deploy guards to their post according to their shift.
- b. Arrange guard at the post when any guard is sick, off or on leave.
- c. Maintain security guards daily attendance in the attendance register.
- d. Reporting to security-in-charge with attendance register and get signed by him.
- e. Brief security in charge about all incident of previous day.
- f. Get attendance register signed by Chief engineer and HR executive CRH for confirmation of duties.
- g. Check keys movements and maintain key movement register.
- h. Maintain MOD duty register, material receive register.
- j. Receive telephone call 118 and take prompt action in case of any emergency.
- k. Prepare gate pass if any material going out of CRH after taking permission
- l. Go for patrolling and check all guarding post and ensure guards are alert and vigilant at their post.
- m. Go for patrolling during non-visiting hours if visitors are inside the patients wards and ask them politely to go out/leave the ward.
- n. Mobilise guards at spot as soon as possible whenever Doctors/Nurses/operation staffs are threatened or attack by public.
- o. Mobilise guards at the spot/place when there is any agitation inside the CRH premises.
- p. Ensure guards are checking people's movement and following CRH visitor policy strictly.
- q. Do patrolling in and outside of CRH, check incinerator area and level one parking area.
- r. Check all fire extinguisher equipment's and make sure equipment's are in place.
- s. Check fire extinguisher pressure and condition, refilling date and next expiry date.
- t. Check all fire exit door keys and locks periodically and ensure functionality.
- u. Check all fire exit passages and ensure that fire exit ways are clear. Ensure exit ways are clear from any obstruction.
- v. Inform immediately to Manipal security supervisor/security officer and YSS officers if any incident happens.
- w. Make guards well disciplined, dressed, and punctual on duty reporting. Train them for duty and brief them about post duty responsibility.
- x. Check guards turn out – proper uniform, whistle, ID cards etc. properly.
- y. Organise guards training and parade.

1. CRH –Main Gate:

- a. Guard will report on duty as per duty roster
- b. Guard will not leave the post till relieved
- c. Guard will ensure adherence to details of duties and general instruction as per given by security supervisor
- d. Traffic control: do not allow any vehicle park at porch area to obstruct traffic.

- e. Clear traffic for Manipal senior officer and Sikkim government officers when coming to CRH.
- f. Checking vehicle parking in level III (main gate area)
- g. Allow only 2- vehicle (Taxi) to park near porch for taking out patient.
- h. Open main gate at 6:00am and close at 9:00 pm.

2. **Emergency Entrance:**

- a. Guard will report on duty as per duty roster
- b. Guard will not leave the post till relieved
- c. Guard will ensure adherence to details of duties and general instruction as per given by security supervisor
- d. Keep emergency entrance closed all the time.
- e. Open emergency entrance when any casualty patients comes in.
- f. Open emergency entrance door when emergency on duty doctors/nurses come in.
- g. Check and keep casualty area porch free from private parking. Only allow ambulance parking.
- h. Mortuary duty, when any dead body is brought from outside or expired within hospital take dead body to mortuary after billing is completed.
- j. Be at mortuary during post-mortem to open and close the room.
- k. Opening and closing of administrative department i.e., MS, HO, HR and Finance office.
- l. Opening of level-one exit doors in the morning at 7:30 am and closed at evening 5:30 pm.
- m. Issue and receive keys and get signed in the registers.
- n. Keep emergency ward clear, make visitors seated on the benches in emergency waiting hall.
- o. Attend telephone call at the control room in the absence of supervisor.
- p. Inform ambulance driver on duty when any ambulance service is required.
- q. Provide assistance to Doctors and patients when asked for.

3. **Super speciality complex (CRH-level IV):**

- a. Guard will report on duty as per duty roster
- b. Guard will not leave the post till relieved
- c. Guard will ensure adherence to details of duties and general instruction as per given by security supervisor
- d. Open doors at 7:30 am and close at 7:00 PM.
- e. Keep keys securely with security key box.
- f. Make visitors seated at the SSC reception.
- g. Do not allow visitors to have tea/coffee or food at SSC seating area.
- h. Call visitors when doctors ask.
- j. Allow visitor only one at a time.
- k. Do not allow children to go inside super speciality complex.
- l. Provide assistance to Doctors and patients when asked for.

4. **Level IV stair/ramp post:**

- a. Guard will report on duty as per duty roster
- b. Guard will not leave the post till relieved
- c. Guard will ensure adherence to details of duties and general instruction as per given by security supervisor.
- d. Control visitor passing through level IV gates.
- e. Allow visitor only carrying visitor card during visiting hours.
- f. Do not allow visitor through gate during doctor visiting hours.
- g. Follow visitor policy strictly.
- h. Use fire extinguisher and raise fire alarm/sought when required.

5. **OBG ward post:**

- a. Guard will report on duty as per duty roster
- b. Guard will not leave the post till relieved
- c. Guard will ensure adherence to details of duties and general instruction as per given by security supervisor.
- d. Control visitors: allow visitors with cards during visiting hours only.
- e. During doctors visiting time stop visitors entering into ward area.
- f. Be vigilant stop patient trying to escape.
- g. Do not allow new born baby to take out side.
- h. Check discharge paper when patients are going home.
- j. In case of any suspicious movement or incident he will immediately report to Security supervisor/Security Officer.

6. **Psychiatric ward post:**

- a. Guard will report on duty as per duty roster
- b. Guard will not leave the post till relieved
- c. Guard will ensure adherence to details of duties and general instruction as per given by security supervisor.
- d. Keep gate closed and locked all the time.
- e. Control Psychiatric patients when he/she gets agitated. If patient is uncontrollable by one security guard call security control room for additional guards support.
- f. Do not allow patient to go out of the gate.
- g. Be with patient while taking to OPD, X- Ray, scanning etc.
- h. Allow only minimum two visitors per patient to meet at a time.
- j. Check discharge paper when discharged and allow to leave the ward.

7. **Emergency OT post:**

- a. Guard will report on duty as per duty roster
- b. Guard will not leave the post till relieved
- c. Guard will ensure adherence to details of duties and general instruction as per given by security supervisor.
- d. Control visitors at emergency OT area.
- e. Avoid crowd in front of operation theatres.
- f. Call patients relatives when doctors asked.

8. **Incinerator Guards Post: -**

- a. Guard will report on duty as per duty roster
- b. Guard will not leave the post till relieved.
- c. Guard will ensure adherence to details of duties and general instruction as per given by security supervisor.
- d. Do patrolling incinerator area, oxygen plant, passage (Back side level -3), AC plants and parking area.
- e. Check and write details in the book of hospital medical waste brought to collection area.
- f. Check and ensure medical bio waste are kept in store area as per given colour code.
- g. Check GMC vehicle should take away only general waste.
- h. Record date and timing of GMC vehicle coming and going from our campus.
- j. Guard should not allow any unauthorised person going to oxygen plants and back side of CRH gate.

9. **Level one parking post:**

- a. Guard will report on duty as per duty roster
- b. Guard will not leave the post till relieved
- c. Guard will ensure adherence to details of duties and general instruction as per given by security supervisor
- d. Do patrolling of level one parking area.
- e. Do not allow unauthorized vehicle to park in the parking area.
- f. Do not allow any vehicle in front of ambulance, keep the way of ambulance clear.
- g. Arrange parking for Manipal doctors and staff vehicles.
- h. Ensure only authorise vehicle with Manipal stickers are parked.

APPENDIX "F"Details of CCTV and its control

a. CRH

| Sl. No | Name / Location | IP | Device Type | Control |
|--------|------------------------------------|---------------|-------------|-----------------------------------|
| 1 | Billing | 10.201.13.101 | IP DIGITAL | Mr. Sanajy Kumar, IT CRH |
| 2 | MRD Billing Waiting Area | 10.201.13.102 | IP DIGITAL | |
| 3 | Biometric Near Ultrasound | 10.201.13.103 | IP DIGITAL | |
| 4 | CRH Main Gate | 10.201.13.104 | IP DIGITAL | |
| 5 | OP Pharmacy Counter | 10.201.13.105 | IP DIGITAL | |
| 6 | Billing Counter Lobby | 10.201.13.106 | IP DIGITAL | |
| 7 | OP Pharmacy Rack View | 10.201.13.107 | IP DIGITAL | |
| 8 | Biometric Near MRD | 10.201.13.108 | IP DIGITAL | |
| 9 | IP Pharmacy L6 | 10.201.13.109 | IP DIGITAL | |
| 10 | Sample Collection | 10.201.13.110 | IP DIGITAL | |
| 11 | Pharmacy Store Backside IP DIGITAL | 10.201.13.111 | IP DIGITAL | |
| 12 | Pharmacy Store Counter & Gate View | 10.201.13.112 | IP DIGITAL | |
| 13 | IP Pharmacy L6 Rack View | 10.201.13.113 | IP DIGITAL | |
| 14 | MRD Level L2 | 10.201.13.114 | IP DIGITAL | |
| 15 | Outside Pharmacy IP Level VI | 10.201.13.132 | IP DIGITAL | |
| 16 | NICU PICU Level VI | 10.201.13.133 | IP DIGITAL | |
| 17 | LEVEL 6 DEMO ROOM SIDE | 10.201.13.134 | IP DIGITAL | |
| 18 | Emergency Entry & Parking | 10.201.13.51 | IP DIGITAL | |

| | | | | |
|----|----------------------------------|---------------|------------|-----------------------------------|
| 19 | Emergency Passage View | 10.201.13.52 | IP DIGITAL | Mr. Sanajy Kumar, IT CRH |
| 20 | Emergency Main View | 10.201.13.53 | IP DIGITAL | |
| 21 | Emergency Lobby | 10.201.13.54 | IP DIGITAL | |
| 22 | E Block | 10.201.13.71 | IP DIGITAL | |
| 23 | C Block | 10.201.13.72 | IP DIGITAL | |
| 24 | A Block | 10.201.13.73 | IP DIGITAL | |
| 25 | B Block | 10.201.13.74 | IP DIGITAL | |
| 26 | Parking Area Between A & B Block | 10.201.13.81 | IP DIGITAL | |
| 27 | Block A & B Road Garden View | 10.201.13.82 | IP DIGITAL | |
| 28 | A Block Road View | 10.201.13.83 | IP DIGITAL | |
| 29 | D Block | 10.201.13.84 | IP DIGITAL | |
| 30 | PHYSIOTHERAPY GATE | 10.201.13.210 | IP DIGITAL | |
| 31 | PHYSIOTHERAPY OPD | 10.201.13.211 | IP DIGITAL | |