

# STANDARD OPERATING PROCEDURE DOCUMENT FOR LINK PROJECT

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This document covers length and breadths of LINK project and can be used as a base document for the functioning of all modules





“ It gives us immense pleasure in initiating the LINK project. I thank everyone who has put together the efforts behind it. This document has been created with the purpose of putting forth everything in relation to LINK, from guidelines and procedures to implementation and execution. Your suggestions and feedback are most welcome. Thank you.

—  
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ADG  
112-UP



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## Glossary

S. No.	Term	Meaning
1.	Alarm Reception Centre (ARC)	Every private security entity would have an alarm centre which will act as a linkage between 112-UP and sites. This centre will have the responsibility to identify the authenticity of alarm and create an event
2.	ATR	Action taken report is a form that PRV staff will fill before closing the event through the MDT available in each PRV
3.	Key Holder	Security personal appointed by a private security firm who is responsible for the security of the premises and holds the access keys
4.	LINK Cell	This is a dedicated cell for the LINK project and is entitled with the task act as nexus between PRV staff and private security helpdesk
5.	Agent at ARC	Heads representing link individual appointed by private security entities for co-ordination
6.	PASARA	Private Security agencies are agencies that provide security services including training of security guards. The operation of private security agencies is governed by the Private Security Agencies Regulation Act, 2005(PSARA).
7.	Private Security Entity	A firm that registers with 112-UP and requests to avail the LINK service
8.	PRV	Also known as Police Response Vehicle is the 112-UP police vehicle
9.	PRV Staff	Government appointed staff that is deployed at every PRV
10.	Site	Premises requested to enrolled for monitoring and quick response by 112-UP
11.	Site Survey	Location survey conducted by 112-UP PRV staff

# **112-UP LINK Initiative Execution Guidelines**

## **About 112-UP**

'112-UP' is the official name of the Uttar Pradesh Police Emergency Management System, also previously called the Uttar Pradesh State-wide Dial 100 Project. Earlier Police Emergency Systems have been operational in the form of distributed district level. 'Dial 112' systems till now, where public calls in police emergency situations are handled by Police Control Rooms established at the District level. With increasing demands, many of such control rooms find inadequate resources availability.

With the growing awareness towards security, better response system, multiple channels, increased call volume, no unattended calls, and technology advancements there is a need for reorganizing and updating existing District Police Control Rooms.

## **Objective**

112-UP has been established to provide integrated emergency services relating to public safety across the State of Uttar Pradesh on a 24x7 basis. The centre is capable to address complaints from various channels covering mobile calls, emails, social media, etc.

The 112-UP centre at Lucknow will directly control police response vehicles – 4W 3200 and 2W 1600 deployed across 75 districts of the State. Upon receiving any information where field assistance is required, the nearest police response vehicle will be dispatched to assist citizens.

## **Response**

Deployed System aims to achieve a response time of 15 minutes for urban areas and 20 minutes for rural areas. Fire Services and medical emergency services are also being added to the field services, where calls related to the FIRE and Medical Emergencies, 1090 and IRCTC pink bus service will be addressed and handled state-wide.



Any call originating from number 100 will directly land at 112-UP Contact Centre at Lucknow.

## **Call Handling**

Once a call lands at Lucknow centre, it is received by professional women communication officers. The entire conversation is recorded, you can lodge the complaint in any language and then the call is transferred to the Dispatch section to send required assistance at the field and inform the district police station.

The police response vehicle reaches the victim, secure the scene, and if required hand over the scene to the local police station for further legal actions.

## **Process**

Detailed Standard Operating Procedures have been laid out for different situations, aimed at standardization of services across geographical areas. The 112-UP project is World's largest emergency response system in terms of volume of data and services every day and the entire system is governed by a detailed process.

In daily routine, more than 550 Standard Operating procedures (SOPs) have been developed to run the entire organization processes and timely delivery of services in the field.

# 1. Objective of 112-UP's LINK

When an alarm in a secured premise goes off, it needs a quick police response. The LINK initiative by the UP Police aims to provide this critical service to Private Security Firms with Command Centres and individual security guards.

## 2. Eligibility Criteria To Avail Service

A Private Security Agency is eligible to join the LINK service if the firm is (or):

- 2.1. A private security agency registered with PAS ARA
- 2.2. An agency with an alarm reception centre and security guards
- 2.3. A private security entity with warehouses or similar economic activities/facilities in Uttar Pradesh

## 3. How to join LINK service

### Application

Private Security Agencies are welcome to join. Here are the steps for registration:

Step 1: Registration of the agency with 112-UP. Link: <https://112.up.gov.in/en/pages/link-service-registration.aspx>

### Apply for LINK Service

Name (Required)	
Designation (Required)	Phone (Required)
Alternate Phone (Optional)	Email (Optional)
Address Line 1 (Required)	
Address Line 2 (Optional)	
Land Mark (Optional)	--Select District--

- Step 2: Evaluation of eligibility by 112-UP department (section 3 of SOP)
- Step 3: Details of all the sites to mentioned in excel (Available in annexure under section 1)
- Step 4: Each site would be surveyed by the 112-UP PRV team
- Step 5: Based on site evaluation feedback, issue of registration certificate by 112-UP (Available in annexure under section 2)

## **4. Details to be shared between both the entities**

- 4.1. Single Point of contact/ Nodal officer: The private security entity must appoint a nodal officer, who will coordinate between 112-UP and private security entities. During, before, and after any operation, if any support, details, instruction, or permission is required, statements of appointed nodal officers would be considered as those of a private security entity.
- 4.2. Details of a Nodal officer from 112 UP: Details of nodal officer need to be shared in the format mentioned in Annexure section 2
- 4.3. Site Details: Details of sites need to be shared by private security entities in the format mentioned in Annexure under section 2

## **5. Site security survey by 112-UP Team**

PRV will perform a site security survey and fill in the requested details in the system. Once the site details are shared with 112 – UP, PRV would perform the survey. The following approach would be adopted by the PRV to conduct a site survey:

- 5.1. Event type SITE SURVEY would be created in the system
- 5.2. For this event type, PRV would be sent to the site for gathering:
  - 5.2.1. Survey questions in the ATR (As mentioned in Annexure section 3)

- 5.2.2. Capture images
- 5.2.3. Capture short video and upload it in ATR
- 5.3. The PRV staff would get familiarity with the site and security staff of private security entity (If available)
- 5.4. PRV staff will perform a thorough evaluation of the site before filling details in the survey form (As mentioned in annexure section 3)
- 5.5. These details would be examined by 112-UP LINK Cell and reported to the respective private security entities

The decision of whether to include the site for LINK service would be based on details provided by the PRV staff during the site survey.

## 6. Registration

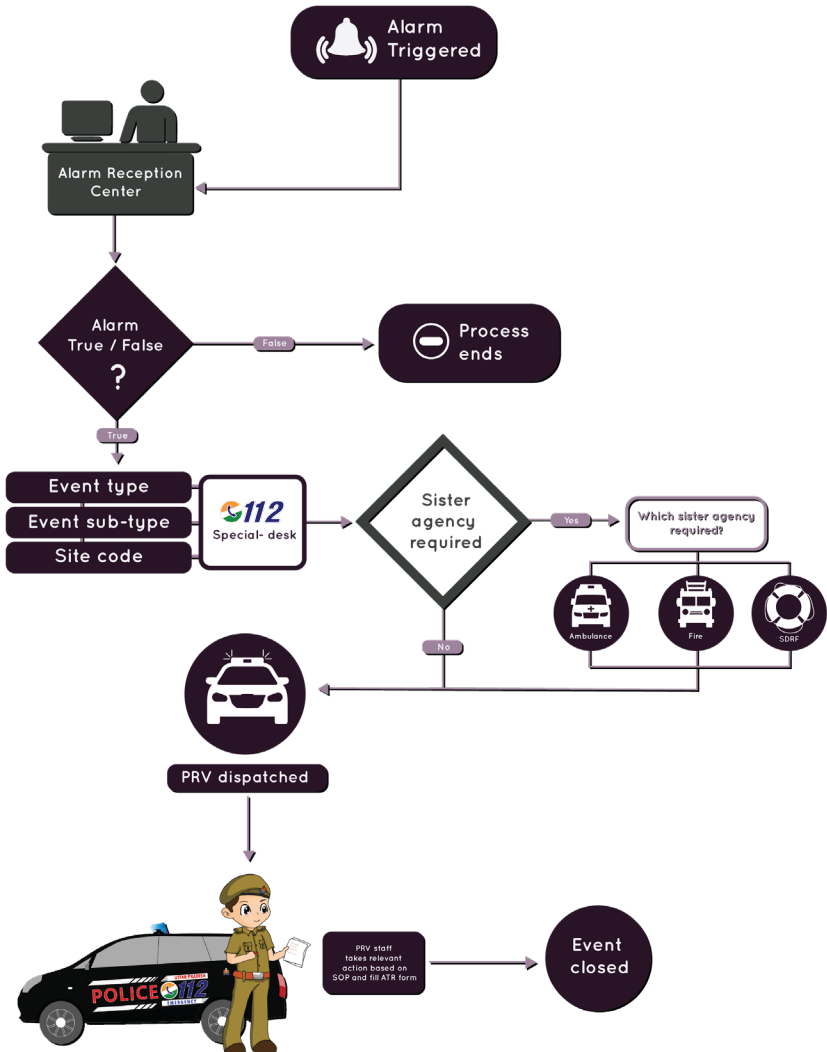
The private security entity would be registered by 112-UP to provide services as mentioned in the annexure under section 1.

**Inclusion of new site:** In this case, the private security entity is already registered but is requesting to add a new site for the LINK service. A similar approach of site survey would be followed

## 7. Process Flow

- 7.1. In case of an alarm at the premises a trigger is generated
- 7.2. The alarm information is firstly communicated to the alarm reception centre.
- 7.3. Private security entity's alarm reception centre (ARC) will decide whether the alarm is true or false
- 7.4. If false, no further progress and event ends
- 7.5. If true, the information is communicated to 112-UP
- 7.6. Information is provided to 112 about the event type, subtype, and site code by established communication mode (Refer to Annexure section 4 for details)
- 7.7. Based on the event type a decision will be taken whether a sister agency is required or not

# 8. Process Flow Diagram



## **9. Role Of Players While Responding To An Event**

### **9.1. Private Security Entities:**

#### **9.1.1. Security Guards/ Key Holder**

9.1.1.1. Self-registration by Security Guards on the 112-UP Citizens' App

9.1.1.2. Assist 112 PRV staff during the site survey

9.1.1.3. Assist the 112 PRV staff during their investigation

9.1.1.4. Ensure availability of all access keys/cards during PRV visit

9.1.1.5. In case of new alarm preserve site as much as possible till the arrival of PRV

#### **9.1.2. Alarm reception centre**

9.1.2.1. Validate whether the alarm is TRUE or FALSE

9.1.2.2. Connect with 112-UP LINK cell

9.1.2.3. Provide required details as defined in annexure under section 5 using any of the modes as defined in annexure under section 4

9.1.2.4. Facilitate and ensure availability of Key Holder at the premises (In case the presence of such individual is required for police to enter)

9.1.2.5. In case the premises can be entered without any key or availability of Key Holder is not possible, the calling individual needs to authorise the 112 service to enter premises (In such cases PRV staff would not be liable for any damage. Thus, no claims or complaints would be entertained)

9.1.2.6. Fill feedback form meticulously

### **9.2. 112-UP Link cell**

**9.2.1.** Define event under categories such as event and sub-event types (As mentioned in Annexure under section 6) and share with private security entities

**9.2.2.** Decide whether it is a high-risk event and what agencies to be involved while dispatching the PRV

### **9.3. PRV Staff**

**9.3.1.** Complete the training curriculum created by 112-UP HQ

**9.3.2.** Not to enter premises until key holder arrives.

Following conditions can be overlooked in case:

- 9.3.2.1. Specifically mentioned in event details that PRV staff can enter the premises without any private entity staff presence
- 9.3.2.2. Requested by security agency nodal officer
- 9.3.2.3. There is a life risk involved
- 9.3.2.4. Keyholder is not available and event type needs prompt action

Proper justification is requested from PRV staff in all these cases

- 9.3.3.** Before, during or after an event in case of any doubt or dilemma, consult with regional nodal officer
- 9.3.4.** Respect the privacy of citizens near the premises
- 9.3.5.** Avoid unnecessary conflicts
- 9.3.6.** Pay proper attention to monitor vehicle crossing the PRV when approaching the event location especially for events such as burglary and theft
- 9.3.7.** Fill ATR thoroughly

## **10. LINK Project Performance Evaluation**

With the vision to continuous improvement in the LINK, an enhancement approach is established by 112-UP. Following are the roles and responsibilities of individuals engaged in the operations:

- 10.1.** 112-UP LINK Cell
  - 10.1.1. Identify KPI's for Evaluation
  - 10.1.2. Create LINK performance reports as mentioned in annexure under section 7
  - 10.1.3. Highlight good and bad PRVs every month
  - 10.1.4. Identify and highlight complaints (if any)
  - 10.1.5. Identification of system utilization and misuse of LINK process
  - 10.1.6. Identification of glitches in system based on which improvements/course corrections to be launched
  - 10.1.7. Organize monthly mock calls in regular intervals of time. Thus, create and share a roster to familiarize PRV staff with sites in their respective zones
  - 10.1.8. Monitor and ensure filling of feedbacks by private security entities and PRV staff

- 10.1.9. Consolidate and review feedbacks for performance analysis and process correction
  - 10.1.10. Make monthly summary reports feedbacks
  - 10.1.11. Make plans to implement possible enhancements in the LINK by considering all the inputs
  - 10.1.12. Get approvals for implementations, create implementation plan and proceed for rollout
  - 10.1.13. Share results of process modification after 3 weeks
  - 10.1.14. Organize monthly conference with senior officials of private securities and 112-UP.
  - 10.1.15. Ensure custom feedback form for every event type thus forms for different event types should be created and rolled out.
  - 10.1.16. Suggest changes in the training content of PRV staff
  - 10.1.17. Schedule monthly night patrol thus create roster for the PRV staff
- 10.2.** Agent at Alarm Reception Centre
    - 10.2.1. Critically evaluate the performance of PRV staff
    - 10.2.2. Suggest relevant changes
    - 10.2.3. Fill feedback form with utmost fair-mindedness
- 10.3.** PRV Staff
    - 10.3.1. Critically evaluate and fill feedback form after performing site survey and catering the event
    - 10.3.2. Highlight the modifications required in the training module for responding to alarm events

## 11. Data from the Private Security Entity

Data shared with 112-UP by Private Entity in any form and of any type (such as address, geocodes, or contact numbers), would be handled with the utmost care and the procedure for same would nearly comply with GENERAL DATA PROTECTION REGULATION(<https://gdpr-info.eu/>) clauses.

- 11.1. **Intended Purpose:** Data obtained from private security entities would be utilized only to provide better service.



- 11.2. **Data Sharing Approach:** Data sharing would be facilitated either by secure electronic mediums such as API's or by dedicated email accounts.
- 11.3. **Data Usage:** Data usage and new details requirement would depend on the situations and day of year such as the festive season
- 11.4. **In case of exit from LINK:** In case a private security agency requests to exit LINK, complete data of the firm would be deleted/removed from our database and records.
- 11.5. **Data Safety:** We are fully dedicated to ensuring that the data shared with us remains safe and secure. For this, we will deploy the best methodology and technologies at our disposal.

# Annexure

## 1. Site details format for Private Security Agency

Name of Private Entity	Site Police Station Name
Site Pincode	Site Police Station Address
Site Name	Name Of Nodal Officer
Site Address	Nodal Officer Contact No.
City/District/Town	Key Holder's Name (if available)
State (UP)	Key Holder's Contact No.
Site Landmark	Other Details
Site Latitude	Site Code ( Given by 112-UP)
Site Longitude	

Please share details in tabular format in EXCEL file on the following email address:

[Helpdesk@UPI00.com](mailto:Helpdesk@UPI00.com)

## 2. Registration certificate for Private Security Agency to avail LINK service

Once a private security entity is registered (section 4 of SOP) with 112-UP and its sites have been surveyed, the requester would be evaluated for eligibility to avail LINK service.

If qualified, the requester would be provided with the certificate (shown on the next page) to avail the LINK (after the requester has shared details required in the form shown on the right).



## Registration Certificate

**From: Additional Director General, ITECCS, Lucknow**

**To: .....**

**Thank you for your interest in 'LINK'. We (Integrated Technology Enabled Citizen Centric Services, ITE) on the ..... day of..... 2020, are pleased to enrol your agency to avail "LINK" service.**

General guidelines for implementation of LINK Project are as follows:

1. The requestee shall facilitate access of 112-UP police personnel to the protected site for the purpose of familiarization and response to an event. The company may restrict access if desires on grounds of confidentiality or safety.
2. The requestee company shall comply with the SOP shared by 112-UP for Link Integration. While 112-UP strives to respond to Events in the fastest possible time, it is possible that due to other more pressing operational commitments the response may take some time, in some cases 112-UP would periodically patrol the site with the objective of maintaining law and order, security and familiarization. 112-UP shall access only areas permitted by the Company
3. Data shared (in any form) by the requestee with 112-UP are safe and secure. We assure to deploy best methodologies and technologies at our disposal. (refer SOP section 12 for details)
4. To ensure familiarity of PRV staff with site, 112-UP will regularly organize mock call. Requestee is expected not to make false event or mock call; 112-UP based on availability of PRV staff would organize this exercise.
5. 112-UP staff would respect the privacy of requestee's site while catering an event and would wait for keyholder to assist for access to the premises. But for cases where absence of keyholder resulting in a mishap, 112-UP staff would take actions rather wait for keyholder to arrive.
6. For cases when key holder is not available at site, nodal officer needs to authorize on behalf of private security firm for PRV staff to enter the premises. In such case 112-UP doesn't holds any liability for loss of property or equipment and will not entertain any complain in these regards.

**Welcome Onboard**



### 3. Details for SURVEY ATR

- 3.1. Was site easily accessible (Y/N)
- 3.2. Was there a guard(Y/N)?
- 3.3. Is it a high-density area(Y/N)?
- 3.4. Is the premise under CCTV surveillance(Y/N)
- 3.5. If yes, is it of the private security entity requesting LINK service(Y/N)
- 3.6. If yes, is it covering all sides of the premises(Y/N)
- 3.7. Is the site under the crime-prone region of the city(Y/N)
- 3.8. Does the site have an alarm system? (Y/N)
- 3.9. Does the site have a fire extinguisher? (Y/N)

### 4. Details Sharing Approach

Any private security agency, which is enrolled with 112-UP can share the event details using any of the following methodologies:

- 4.1. **Call:** Special 10-digit number would be provided by 112-UP. The call would be attended by LINK project-specific trained communication officer
- 4.2. **API:** Once the private security command centre confirms the authenticity of the alarm, it can register an event via established API between security agency and 112 system. Refer section 8 for details on API integration methodology
- 4.3. **SIP (Session Integration Protocol):** Through this voice call an event would be created directly into 112 system. Refer section 9 for details on working of SIP integration methodology
- 4.4. **112 Indian App:** Using 112 India application on mobile an event can be registered directly. Refer section 10 for details on working of 112 India App integration methodology
- 4.5. **Website, Social Media and SMS:** Private security agencies can integrate and share details with 112 system via SMS, email (), Facebook and Tweeter or 112 website that is 112.up.gov.in

## **5. Details to share while reporting an event**

- 5.1. Site Code
- 5.2. Event Type
- 5.3. Details if any useful for PRV staff

There are two types of events, namely high priority and normal priority events. A high priority event refers to the situation when there is a crime in process or when an expeditious response is needed to save lives. While normal priority events refers to situations when a theft has already happened or when there is a dispute happening within the premises that need to be reported but does not need an immediate response.

## **6. System Evaluation Reports should consider these KPI's (Not exhaustive list)**

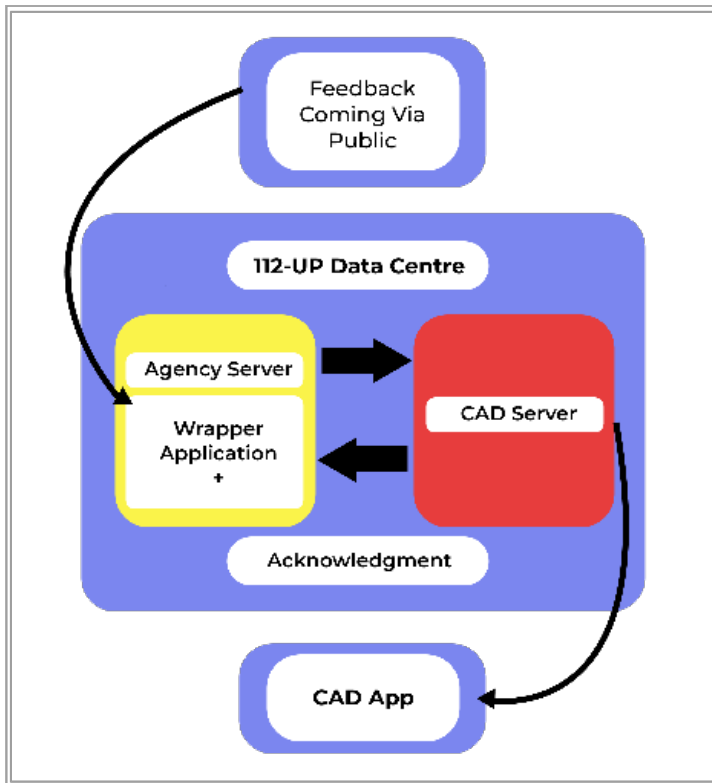
- 7.1. Number of events attended by complete operation and individual PRV's
- 7.2. Monthly false events reported
- 7.3. Response time
- 7.4. Best and worst performing PRV's
- 7.5. Monthly complaints and appreciations
- 7.6. Analysis time, event type and, severity wise

## **7. API Integration Approach**

How we have gone an integration with other Agencies.

- 8.1. Agencies must deploy their server inside the 112-UP premises.
- 8.2. Agencies must build the wrapper API/Application in between agencies application and 112 application.
- 8.3. Agencies can feed the records via wrapper application on the server, which is deployed in the 112 premises, that application will consume our API which we will share with them.
- 8.4. After this an event will be created on the 112 CAD application.

## 8. Block Diagram





# An Initiative Of 112-UP To Build A Safer Uttar Pradesh

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For any enquiries and feedback email us at [xyz@112up.gov.in](mailto:xyz@112up.gov.in) or contact us  
us on phone at 0522-2123456.