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Voluntary Code of Practice

For CCTV based Surveillance by Public and
Private Establishments in <City>

Issued By : <City> Police

Version :

Date :

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1. Background

<City> Municipal Corporation has implemented a CCTV Surveillance System within the city of XX to support <City> Police to maintain Law and Order, Improve Traffic Management and attain faster turnaround time for crime resolution and investigations. <City> is also planning to install CCTV cameras within its jurisdiction to extend similar infrastructure to <City> Police, along with advanced features like Emergency Calling facility, Public Address System, Dynamic Road Signs and WiFi Infrastructure for Smart City initiatives.

Typical types of Locations covered under the CCTV surveillance implemented by <City> Corporation and being implemented by <City> are - Entry and Exit points of the City / Toll Nakas, Important Chowks, Traffic Junctions, Important Road Stretches (accident prone areas), Railway Station Entry/Exit, Vital installations in the city, etc.

2. Purpose of Voluntary Code of Practice

Use of CCTV Surveillance System is increasing today with the aim to contribute to public safety and security and in protecting both people and property. In this regard, it is an international best practice that the city surveillance is not restricted to only deployment of cameras by Law Enforcement agencies in public places, but it uses the CCTV Surveillance Systems implemented by various private / public establishments like hotels, malls, theatres, hospitals, schools, railways, etc. **This not only improves the coverage within the city, but also initiates collaborative way of ensuring public safety.**

Across the city of X, public & private establishments, including factories and residential societies, have already installed CCTV Cameras within their jurisdiction, mainly covering indoor. <City> Police, under the guidance from XX, have envisaged to create a Collaborative Framework for receiving video feeds from these private / public establishments.

This Voluntary Code of Practice is being issued by <City> Police to provide a overall guidance to all the stakeholders – Police, Municipal Corporation, <City>, other Public Institutions and Private Institutions, on the appropriate and effective use of surveillance camera systems by relevant authorities. Code of Practice is also expected to

bring clarity and transparency to the businesses and general public on the intent and subsequent operational aspects. Government would also like to articulate that the Surveillance systems are deployed to protect and support the businesses and general public, rather than spy on them.

This Voluntary Code of Conduct sets out to detail the guiding principles that should apply to all surveillance camera systems in public and private places. These guiding principles are designed to provide a framework to all the stakeholders so that there is proportionality and transparency in their use of surveillance, and systems are capable of providing good quality images and other information which are fit for purpose.

The guiding principles have been prepared in consultation with the representatives from various public and private institutions within <City>.

3. Public / Private Establishments to which this code shall apply

- ❖ Public institutions like Electricity Board, Collectorate, Railways, etc.
- ❖ Religious places like Temples, Mosques, Gurudwaras Churches, etc.
- ❖ Shops and Establishments (like Gold Shops, Restaurants, Real Estate Agency, etc.)
- ❖ Malls, Cinema Halls, Hotels, Schools, Hospitals, etc.
- ❖ Housing Societies
- ❖ Industrial Units, Godowns / Warehouses, IT Firms and Other Commercial Establishments in <City> area

4. Voluntary Code of Practice

- a. Use of a surveillance camera system shall always be for a specified purpose, with the legitimate aim and necessary to meet an identified need.
- b. Establishments shall carefully place the CCTV cameras to cover all the areas of vulnerability. It is important that sensitive and critical areas are covered with proper angle and visibility, so that the CCTV feeds give the clear picture of the

activity and identify individuals. Please use the Annexure attached to document the details, copy of which shall be submitted to <City> Police.

- c. Ensure that CCTV System doesn't breach Individual Privacy. Establishments shall be transparent about the existence of the CCTV Surveillance System and shall clearly notify that "The Area is under Video Surveillance". Such notification shall also mention name & telephone number of authority to be contacted in case of any complain.
- d. Establishments shall install CCTV Cameras and related components meeting Open Standards (and shall avoid any system with proprietary standards). It is recommended that CCTV Cameras and related systems comply with the ONVIF / PSIA standards.
- e. The establishments shall store the video feeds from a minimum of 5 days. Video feeds shall be stored at minimum 5 FPS (frames per second).
- f. Every establishment shall share data about their CCTV System and the vendor to <City> Police. (Please use the Annexure attached).
- g. A periodic review and assessment (atleast once in 3 months, preferably by the third party firms) of the CCTV system shall be done and documented for the management verification. Police may carry out periodic checks to verify the system uptime and to conduct test runs for accessing the video feeds. <City> police may undertake empanelment of firms, with the pre-defined scope and rates, which may be used by various establishments to carry out third party audit / assessment.
- h. The establishments shall report to police any security breach or any criminal incidence within 48 hours.
- i. Access to stored feed shall be restricted and there must be clearly defined rules on who can gain access and for what purpose such access is granted.
- j. <City> Police shall identify large institutions (like Malls, large Hotels, Theatres, Large Religious places, etc.) for establishing connectivity with the Police Control Room. Police Department shall use such connectivity only in case of any security incidence or a well-documented purpose. Separate guidelines shall be issued to these establishments for such an on-line Collaborative Monitoring.

5. Annexure (CCTV System Information Form)

All the Private / Public institutions in <City> shall submit the information about their CCTV System to <City> Police in the format given below. Should there be any change in this information, it shall be reported to the Police within 5 days.

Collaborative Monitoring for CCTV based Surveillance	
Name of Establishment	
Required Details	
<p>1) Type of Private Establishment (Please check one)</p> <p> <input type="radio"/> Private Institution [] <input type="radio"/> Shopping Mall [] <input type="radio"/> Super Market [] <input type="radio"/> Housing Society [] <input type="radio"/> Private Office [] <input type="radio"/> Other [_____] </p> <p>2) Detail Address of Establishment:</p> <p>_____</p> <p>_____</p> <p>3) Contact/Concerned person details at Establishment</p> <p>PERSON 1</p> <p> <input type="radio"/> Full Name : <input type="radio"/> Telephone number: <input type="radio"/> Email address : <input type="radio"/> Address : </p> <p>PERSON 2</p> <p> <input type="radio"/> Full Name : <input type="radio"/> Telephone number: <input type="radio"/> Email address : <input type="radio"/> Address : </p>	

- 4) Details of Agency/ Company/representative of company (Implementing Agency) who has installed the CCTV cameras

PERSON 1

- Full Name :
- Telephone number:
- Email address :
- Address :

PERSON 2

- Full Name :
- Telephone number:
- Email address :
- Address :

5) Camera Location and Types

Enter the correct individual quantities (numeric only) and enter Totals in last row.

	Fixed Box Camera	PTZ Camera
Indoor Analog		
Indoor Digital / IP		
Outdoor Analog		
Outdoor Digital / IP		
Total		

Total Number of Cameras (Total Fixed Box + Total PTZ) = _____

- 6) How are the CCTV Cameras recorded?

- DVR []
- N-DVR []
- Internet/ Intranet/IP []

7) CCTV Camera footages are currently stored for how many days and at what FPS?

8) What is the backup/Data recovery process of old video footage?

9) What is the Current Video Management system deployed, if any?

10) Areas covered by the cameras

11) Are the current camera numbers sufficient to cover the required areas of your establishment? Yes [] No []

12) If no, are there any plans of adding new cameras to the establishment? Yes [] No []

If Yes, how many and by when (tentative):
