Automation of Regulation of Private Security Agencies, UT Chandigarh

Security Agencies (Regulation) Act, 2005:

Private security agency "A Body of persons other than a government agencies, engaged in the business of providing private security services including training to private security guards or their supervisor or providing private security guards to any industrial or business undertaking or a company.

Present System

Currently the system in function is in manual mode and following difficulties are being faced:

I.   Manual maintenance of duty roster and allocation: Currently an agency maintains its employee duty roster on register which is not updated and there is no way to check.
II. There is no centralised database: Every agency has their own way of maintaining their data
III. There is no computerised checking and monitoring of Security agencies working - to do Offline monitoring is time consuming and not always correct.
IV. There is no way of distinguishing between trained and untrained manpower.
V.   There is no system defined to do tracking of any kind of fraudulent/criminal activities.

Keeping the above issues in view and in order to improve and streamline the existing system, it was felt necessary to develop a mechanism or to automate the regulation of private security agencies.

New System:

It was envisaged to develop a system which:

- Automates the regulation of private security agencies.

- Develops a robust and sound monitoring system that enables complete tracking of security agencies functionality.
- Real time updation of database of trained & ready manpower to handle any kind of situation.

Hence a system has been developed by Chandigarh Administration that facilitates the online regulation of private security agencies.

Features and Specifications:

1. **There are two type of end User using the website**:

   1. **Departmental User – Controlling Authority**

   1.1 All over monitoring and control of Security Agencies registered in Chandigarh.

   1.2: Register the new agency in web portal and create the Admin for that particular agency and   provide Login ID for Admin.

   1.3 Admin can see the all agency detail like Agency License Number, Registration date, Registration up to date, full address etc.

   1.4 can update the agency employee detail if he/she needs to do that.

   1.5 Can make any agency black listed if any discrepancy in work of agency found and see the black listed agency details report.

   1.6 Renewal of Agency whose license is going to be expired. One Automatic system generated massage will go to agency admin mobile prior to 30 day of expiry date

   1.7 Admin can see the various type of register detail of any agency between any two dates

   2. Agency User

   2.1 Registration of agency employees (Security guards and supervisor) by capturing Employee general details, joining date, Training details, Id proof and employee photo etc.

2.2 Registration of agency management employee detail.

2.3 Updation of employee's detail

2.4 Add the all customer detail of the agency

2.5 Provide the Employee ID card for all employees.

2.6 Maintain the duty roster by entering the detail of employees and work place where he/she is giving duty and update the roster when need.

2.7 Relive the employee from duty roster.

2.8 Agency Admin can see the various type of register detail of his agency between any two dates

2.9 Discontinue the employee and customer of the agency.

2. **MIS reporting:** basically following four types of reports can be obtained from the system:

I. **Management Details** where all the personal and training details of all personnel staff like Chairman, Director, Proprietor, partner etc of the agencies can be fetched.

II. **Private Security Guards & Supervisors details** where the details of all Security Guards and supervisors enrolled with the agencies can be fetched

III. **Customer Details** where the details of all customers of the agencies like banks, hospitals, malls, industries, cash vans etc can be fetched.

IV. **Duty Roster Details** where the details related to the duties of all the security guards can be fetched like duration of the duty, venue of the duty, time and date of the duty and to whom the duty is assigned etc.

3. **Online mode of work flow and functioning of all the levels** involved in providing and maintaining services of private security agencies.

4. **SMS gateway integration** enables auto generated SMS service to Security Agencies e.g. if Agency's contract is going to expire, a system generated SMS will be delivered to the agency asking to kindly renew the license.

5. **OTP based Logins for authentication purpose** – All the users i.e. departmental user as well as agency's user contact details are mapped with the system. To login to their respective accounts in the system, one time password received on their mobile no. needs to be entered. It will authenticate the identity of the user.

6. Provision for **Real time duty Roster**

7. Provision of **Real time capturing of the locations of Duty Guards**

8. Provision of **issuing of Unique ID Cards** for security manpower.

9. Various entities comprised in Security Agency System are **New Security Agencies, New Employees, and New Customers of Agencies**.

Advantages and benefits of new online security agency software:

1. Centralized database – information of personnel of security agencies readily available

2. Automated monitoring and tracking system reduces the fraudulent activities.

3. Trained and skilled manpower deployment.

4. Computerised MIS reporting aids in proper monitoring.

5. Real time duty roaster aids in tracking of the manpower deployed by security agencies

6. Unique and uniform ID cards for all personnel

7. Enhanced capability to handle Crisis management by integrating services like SMS gateways, centralized trained manpower repository which can be mobilised at short notice

<u>Future Developments:</u>

1. Aadhar enabled authentication

2. Integration of system with the banks for wages of employees

3. Pull SMS service for the verification of security guards details.

4. Setting up of training institutes for the purpose of providing training to Security guards.

5. Smart NFC based ID cards proposed for all the security guards which authenticates his identity, whereabouts and demographic details.